

# DA / SA Series AddressRight Printers

## Shuttle Head Models:

DA30S/DA50S/DA55S/DA70S/DA75S  
SA3000/SA3100/SA3150/SA3300/SA3500

## Fixed Head Models:

DA80F/DA95F  
SA5000/SA5300

## Frequently Asked Questions (FAQs)

**Date: December 8, 2010**

## Table of Contents

1. Customer .....	4
1.1 General .....	4
1.2 Display Panel .....	10
2. Control Panel .....	10
2.1 Why are the majority of the Control Panel software tabs and options grayed out? (Both) .....	10
2.2 How do I best track my ink consumption? (Both) .....	10
2.3 What is the status of the <i>Bundle Break</i> and <i>Tray Break</i> mode features? (Shuttle) .....	10
2.4 Why can't I get my Tray or Bundle Breaks to work when set via the Control Panel? (Both) .....	10
2.5 Why can't I connect via the Control Panel software when normal printing works? (Both) .....	11
3. Feeding .....	11
3.1 How do I resolve an intermittent feed issue? (Both) .....	11
3.2 Why does my printer multi-feed media? (Both) .....	12
3.3 What media size does Microsoft Add Printer Wizard Print Test Page require? (Both) .....	13
3.4 What media size does the driver's Print Test Page (via Properties page) require? (Both) .....	13
3.5 What are the approved media types for the printer? (Both) .....	13
3.6 The last few pieces in a stack do not feed reliably, what should I do? (Both) .....	13
3.7 How much material can I put into the feeder and have it work correctly? (Both) .....	13
3.8 Can I print a permit or other graphic on windowed envelopes? (Both) .....	14
4. Fixed Head .....	14
4.1 General .....	14
4.2 Error Correction (Both) .....	15
4.3 Printing .....	15
4.4 WF81 .....	16
4.5 WF96 .....	16
5. Shuttle Head .....	17
5.1 General .....	17
5.2 Drivers .....	22
5.3 Overlays .....	22
5.4 Address Recovery .....	23
5.5 Firmware Download .....	23
6. Service Actions .....	24
6.1 What do I need to check prior to initiating a firmware update in the printer? (Both) .....	24
6.2 What happens when the TCP/IP cable is connected while actively printing from USB? .....	24
7. Installation .....	25

7.1	Installation hangs on Preparing to Install screen with a “1603 Error installing Microsoft .NET Framework” message. (Both).....	25
8.	Error List .....	25
8.1	Standard Errors .....	25
8.2	Internal Errors .....	26
8.3	Fixed Head Power-Up Errors.....	27
9.	Process Maps.....	27
9.1	Adjusting Feed Gap (Fixed).....	27
9.2	Sensor Operation Check.....	28
9.3	Calibrate Sensors.....	28
9.4	Clear Communications Buffer .....	29
9.5	Cancel Print Job (any printer) .....	29
9.6	Reset PC Print Spooler.....	29
9.7	Set Purge on First Piece (Fixed).....	30
9.8	Set Periodic Purge (Fixed) .....	30
9.9	Set Nozzle Keep Alive (Fixed) .....	30
9.10	Setup External Feeder (WF96 Only) .....	30
9.11	Setup Stacker/Conveyor (Fixed) .....	31
9.12	Address Recovery.....	32
9.13	Print Driver Deletion .....	32
9.14	Send .PRN File to Printer .....	33
9.15	Setup Tray or Bundle Break from Fixed Head Driver.....	33
10.	Glossary .....	34

## 1. Customer

### 1.1 General

#### 1.1.1 What are the documents available for the customer? (Both)

SV62381	<a href="#">DA30S/DA50S/DA55S</a> Operator Guide
SV61665	<a href="#">DA70S/DA75S</a> Operator Guide
SV61722	<a href="#">DA80F</a> Operator Guide
SV61749	<a href="#">DA95F</a> Operator Guide
SV62442	<a href="#">SA3000/SA3100/SA3150</a> Operator Guide
SV61665	<a href="#">SA3300/SA3350</a> Operator Guide
SV61723	<a href="#">SA5000</a> Operator Guide
SV61750	<a href="#">SA5300</a> Operator Guide

#### 1.1.2 Where can I find product specifications for the printer? (Both)

##### *Shuttle Head*

Complete product specifications can be found in the Service Manual (SV61831) in *Chapter 2 - Specifications*. Additional information can be found in *Appendix A* in the appropriate Operator Guide (see above).

##### *Fixed Head*

Complete product specifications can be found in the Service Manual (SV61962) in *Chapter 2 - Specifications*. Additional information can be found in *Appendix A* in the appropriate Operator Guide (see above).

#### 1.1.3 How do I access the control panel menus on the printer? (Both)

##### 1.1.3.1 Accessing the Menus

Press **On Line**. The LCD displays *--OFF LINE--* and the green light goes out.

For *Main Menu*, press **Menu**.

For *Setup Menu*, press and hold **Menu** for *four* seconds.

For *Service Menu*, press **Eject** - first, then while holding it down, press **Menu** together for *two* seconds.

##### 1.1.3.2 Navigating Within the Menus/Changing Settings

###### *Shuttle Head Models*

Press **Eject** - or **Cartridge** + to scroll through the menu options.

Press **Enter** to select the desired menu option or a submenu option.

Press **Eject** - or **Cartridge** + to scroll through the submenus within a menu option or the settings within a menu/submenu option. An asterisk (\*) before the setting indicates that setting is currently selected.

Press **Enter** to define a new setting and an asterisk will appear before the setting indicating you have selected it.

Press **Menu** to move up a level (for example, to move from a setting to a menu option or from a menu option to *-OFF LINE-*).

#### Fixed Head Models

Press - or + to scroll through the menu options.

Press **Enter** to select the desired menu option or a submenu option.

Press - or + to scroll through the submenus within a menu option or the settings within a menu/submenu option. An asterisk (\*) before the setting indicates that setting is currently selected.

Press **Enter** to define a new setting and an asterisk will appear before the setting indicating you have selected it.

Press **Menu** to move up a level (for example, to move from a setting to a menu option or from a menu option to *-OFF LINE-*).

#### 1.1.3.3 Exiting the Menus (Both)

Press **Menu** until the printer LCD displays *-OFF LINE-*.

Press **On Line** to enable the printer.

NOTE: See *Appendix A - Printer Control Panel Menus* in the Shuttle Head Service Manual (SV61831) or Fixed Head Service Manual (SV61962) for full information on the control panel menus on the printers.

#### 1.1.4 What ink supply cartridges should I use? (Both)

The same one ink supply cartridges used on the current (predecessor) models are used in all the models (see table below). For a complete list of ink cartridges, go to <http://www.pb.com/supplies>. In the Find Your Supplies field on the left panel, select **AddressRight** from the dropdown list provided. Follow the links for the model of your printer from the web page that displays.

Marketing Model	PCN	Printing Capability	Predecessor Marketing Model	Predecessor PCN
<a href="#">DA30S / SA3000</a>	WS31	Black	<a href="#">DA300 / SA05</a>	<a href="#">W655 / 5KLE</a>
<a href="#">DA50S / SA3100</a>	WS51	Black	<a href="#">DA500 / SA15</a>	<a href="#">W660 / 9KL</a>
<a href="#">DA55S / SA3150</a>	WS56	Black & Color	<a href="#">DA550 / SA21</a>	<a href="#">W680 / 9KLC</a>
<a href="#">DA70S / SA3300</a>	WS71	Black	<a href="#">DA700 / SA25</a>	<a href="#">W707 / 13K</a>
<a href="#">DA75S / SA3350</a>	WS76	Black & Color	<a href="#">DA750 / SA30</a>	<a href="#">W790 / 13KC</a>
<a href="#">DA80F / SA5000</a>	WF81	Black or Spot Color	<a href="#">DA400 / SA35</a>	<a href="#">W400 / 22K</a>
<a href="#">DA95F / SA5300</a>	WF96	Black or Spot Color	<a href="#">DA950 / SA50</a>	<a href="#">W803 / 30K</a>

#### 1.1.5 How do I perform a factory memory reset on my printer? (Both)

There are two ways you can return all menu settings to their factory defaults [the default settings are listed in *Appendix A - Printer Control Panel Menus* of the Shuttle Head Service Manual (SV61831) or Fixed Head Service Manual (SV61962)].

##### 1.1.5.1 From the Printer Control Panel

a. Hold **On Line** button while turning ON the printer.

- b. The message *Reset memory to defaults? -No +Yes* displays after printer starts up. Select **Yes** and *Resetting printer. Please wait...* displays.
- c. When printer settings have been reset to factory defaults, *Memory reset. Restarting printer...* displays for three seconds.

#### 1.1.5.2 From the Control Panel software on the host PC

- a. Double-click on the **Addressing Printer Control Panel** icon. The Addressing Printer Control Panel dialog appears.
- b. Select the appropriate connection option, and then click **OK**. The Control Panel appears.
- c. Click the **Test & Adjust** tab.
- d. Click **Log In**. Enter Supervisor password (55555) to log in and click **OK**.
- e. Select **Reset to All Factory Defaults**.

#### 1.1.6 What is the Control Panel software and how do I access it?

The Control Panel software, when loaded on a host PC communicating (via USB or network connection) with the printer, allows you to access all the menu and setup functions you would find on the printer's LCD panel, as well as run other programs unique to the Control Panel software.

- A. On the host PC, double-click on the **Addressing Printer Control Panel** icon. The Addressing Printer Control Panel dialog appears.
- B. Select the appropriate connection option, and then click **OK**. The Control Panel appears.
- C. Click on the appropriate tab.
- D. Click **Log In**. Enter your password and click **OK**

Refer to the Help system on the software for information on how to use the features.

#### 1.1.7 What is Envelope Designer Plus? (Both)

The Pitney Bowes Envelope Designer Plus (available in the US only), is an easy-to-use program that helps to create professional-looking envelope layouts quickly. With Envelope Designer Plus, you can create and position a mailing address, return address, single or multi-line messages, barcode, and graphics.

To access Envelope Designer Plus:

1. Click **Start > Programs**.
2. Select **Pitney Bowes Printing > Envelope Designer Plus**. The program displays a sample envelope for customizing.

#### 1.1.8 How do I access the printer properties for the printer in Windows? (Both)

To access the main properties window:

1. Click **Start > Settings > Printers and Faxes**.
2. Right-click the target printer and then click **Properties**. The Properties dialog opens and displays several tabs, each of which allows access to different printer options. The *General* tab is active when the Properties dialog opens.
3. To access another option, click on the appropriate tab. A window for the selected option displays. NOTE: An explanation of the items in each tab is also available by right-clicking an item and clicking **What's This** from the context menu
4. The *Port* tab displays what communication method is being used with the printer (such as USB or TCP/IP), and the specific address assigned (if using TCP/IP).

*Options and Tabs displayed may differ depending on which printer drivers are installed.*

### **1.1.9 Why doesn't my printer respond when I turn ON the power? (Both)**

Possible causes of non-response are:

- Power switch is OFF on printer.
- Check that the power cord is securely connected to the wall outlet and the printer.
- Check the power outlet to make sure that it is working. Try another good outlet to rule out if it is a printer or outlet problem.
- Main power supply failed inside the printer (need Service to fix).

### **1.1.10 My POSTNET™ barcode doesn't scan properly (Both)**

1. Print quality of barcode may be poor - clean cartridge, run purge and retry. May also try a higher quality DPI setting.
2. Specified digits from application may result in incorrect checksum on barcode. Provide valid checksum or setup to have printer compute checksum and try again.
3. The font may be providing incorrect spacing for the barcode, try converting to printer macro generation and try again.
4. Make sure the material thickness adjustment is appropriate so there isn't excessive *shadow* or *compressed* prints.
5. If it's always the first piece in a batch that fails to scan, enable the **Purge at Start** option in the Setup Menu.
6. Adjust the transport idlers to prevent them from running over the printed area.
7. Use a higher Print Quality setting to improve readability (will slow printer down and use more ink).

### **1.1.11 Why is my ZIP Code printing with extra characters or spaces in it? (Both)**

Applications such as Word show a continuous line of characters, even though the line may be stored internally as pieces of the line.

Such a line, made up of pieces of lines, may leave extra characters on the printed page, especially when ZIP+4~DPC format is used along with Barcode Position driver setting Above Address, Below Address or Lower Right.

If extra characters are printed, simply cut and re-paste the line. This action makes the line one continuous line and corrects the problem of extra characters.

### **1.1.12 Why does a job sent with Print Quality set to Letter display a different Print Quality on the printer? (Both)**

Any driver parameter with *Controlled by Printer* as an option assumes that the parameter is job specific and should be set in the driver when the job is submitted. This value is used for the job, but does not override the default value stored in the printer. When viewing the parameter from the printer LCD screen, the stored default is seen, not the driver value used for the last job.

### **1.1.13 How long of a USB cable can I use to connect the printer to my PC? (Both)**

USB cable length should not exceed 15 feet maximum.

**NOTE:** Do not use a non-powered hub to extend the distance, as communication issues may start to develop between.

**1.1.14 Why, after moving the printer to another USB port (same PC), does the printer not print? (Both)**

Unlike other USB devices, unplugging the printer USB cable and plugging it in to another USB port on the same PC may create a new print device in the Windows Printers folder and another USB port number. Depending on the software configuration and/or default printer selection, this may cause the printer to stop printing. Move the printer back to original USB port on PC (the one on which it was installed).

**1.1.15 Why does the printer act strangely when I leave a job left unfinished overnight with the printer –OFF LINE--? (Both)**

It is strongly recommended that no job be left unfinished overnight with the printer –OFF LINE-- . When the printer is left ON overnight, especially when attached to a network, it is not unusual for the printer and the host computer to have lost and regained contact during the night. If a job was left in-process overnight with the printer –OFF LINE-- , it is extremely likely that the host will restart the job, creating some number of duplicate pieces. Also, jobs left in the print queue overnight may become *lost* and not printable or even delete-able from the Windows print spooler without rebooting the computer.

**1.1.16 Can I print using both USB and TCP/IP on the same printer? (Both)**

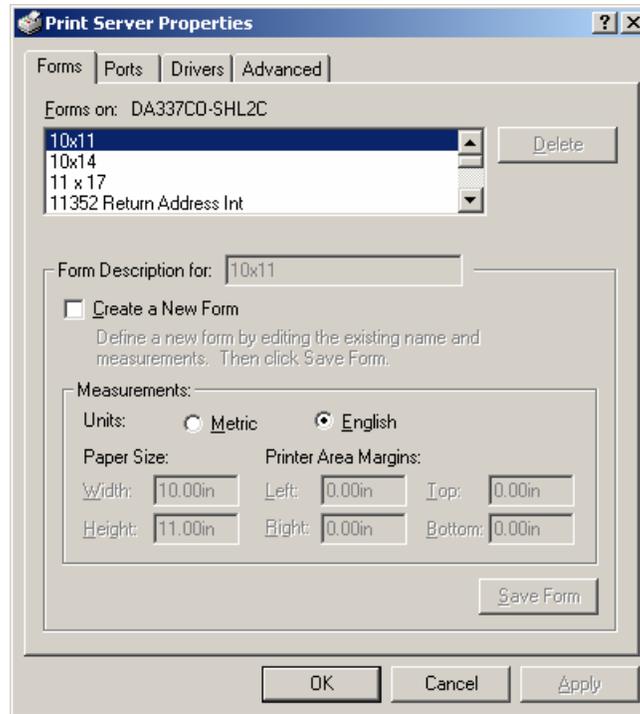
Either communications mode can be used for printing or for control panel access. Both printing and the control panel can be active on different protocols at the same time. However, if users attempt to print jobs from both USB and TCP/IP at the same time, the printer will mix the jobs with unknown results. It is highly recommended that only one method be used for sending print jobs to any AddressRight printer.

**1.1.17 Are there any special actions needed before restarting the machine after a jam has occurred? (Both)**

Under certain circumstances, it may be necessary to use the Address Recovery mechanism to reprint one or more pieces. This is especially true for either *Jam to Exit* or *Jam at Exit* errors. If there is a problem, the machine can be taken –OFF LINE-- and the specific pieces needed recovered and then the job continued.

**1.1.18 Is there any way to define my material sizes to appear in the normal material drop downs? (Both)**

Yes, go to *Start > Settings > Control Panel > Printers and Faxes* then select menu item *File > Server Settings*. The *Forms* tab like this one will appear (may be different in other operating systems):



Select create a new form and fill in the material definitions. When done, press **OK**. This will make it available to the printer as a material type.

#### 1.1.19 Are there any daily maintenance actions I should take? (Both)

After any large run or before each shift of operation the paper path and sensors should be cleaned or blown out.

If the printer begins to show jams without there appearing to be any cause for the jam, first try cleaning the sensors to see if that corrects the problem.

#### 1.1.20 Are there any restrictions about changing job settings? (Both)

If you are using an overlay, changing the Print Quality setting will cause the overlay to print incorrectly.

Changing the Print Quality setting during a job may cause one piece to be printed partially with the first Print Quality setting and partially with the new Print Quality setting.

Changing any job setting in the middle of a job will cause the change to take affect immediately, usually changing the appearance of the piece. Normal operation is to get the settings correct and checked before starting the job.

#### 1.1.21 Why is my barcode printing way above or below my address? (Both)

If the application is using blank lines before or after the address to position the address instead of either the internal positioning elements, or direct WYSIWYG windows positioning, the extra blank lines are being included in the address and the barcode is being positioned above or below the extra lines. In this situation, remove the blank lines and change the positioning method to get the barcode to show in the proper location relative to the address.

### 1.1.22 Why is there a line drawn after my ZIP Code in my address? (Both)

You are probably using the ~123 after the ZIP Code to create the POSTNET™ barcode. If these additional characters are underlined, the underline is printed even if the characters are not printed. The solution is to not underline any character as part of any Tilde '~xxx' macro.

## 1.2 Display Panel

### 1.2.1 I pressed the On Line button twice quickly and the machine stopped with the communications arrows (>>>) showing. What should I do to get the machine going again? (Fixed)

Press *Enter* and then *On Line*, waiting a couple of seconds between each button press. If the machine does not go back online and continue printing, press *On Line* again.

## 2. Control Panel

### 2.1 Why are the majority of the Control Panel software tabs and options grayed out? (Both)

Many of the options are only available if the printer is *OFF LINE*-- and if you logon with the appropriate level of password.

### 2.2 How do I best track my ink consumption? (Both)

The Control Panel Software (*Job Control > (Ink Cartridge) Configure*) on the host PC permits you to specify the brand and type of ink cartridge being used when you replace a cartridge. This function provides you a greater accuracy of ink usage because different brands have slightly different volumes of ink inside. If you are using the LCD Control Panel on the printer to replace the ink cartridge, you cannot specify the brand, and therefore the printer assumes a certain standard volume that may or may not match your particular ink cartridge. In either way, when you replace a cartridge, you are prompted to also reset percentage of ink value.

If you remove and replace the same cartridge and reset the ink level, your ink level will be off by the amount previously used on the cartridge. Use *Configure* to reset your ink level.

NOTE: Be sure the cartridge is properly seated. Misalignment of the cartridge may lead to print quality degradation which may not be recoverable without service intervention.

### 2.3 What is the status of the *Bundle Break* and *Tray Break* mode features? (Shuttle)

These features are now functional.

### 2.4 Why can't I get my Tray or Bundle Breaks to work when set via the Control Panel? (Both)

Printers WS5x and WS7x do not have break capability in the firmware. After August 2007, there will be a new driver available that will contain this functionality.

Printers WF81 and WF96 do not have break capability in the firmware. The fixed head driver does provide the capability. Updated firmware will be available Q4 2007 to provide additional break capability internal to the printers.

## 2.5 Why can't I connect via the Control Panel software when normal printing works?

(Both)

When the USB option is selected and **OK** is clicked in the Control Panel Connect dialog, the Connection Failed dialog (see below) is displayed. Communication (via USB) to the Control Panel software requires the proper installation of the XML CP\_TO\_PRTR driver. This driver is installed when Plug & Play of the printer installs the printer driver. In Windows 7, the device type of this XML driver is not recognized, requiring a manual intervention to correct. NOTE: The printer can print normally without having access to the Control Panel.



This error can also occur when the Control Panel software and/or driver is not updated with the printer drivers. If you have installed the Control Panel software and the printer drivers and are able to print but get this dialog when attempting to launch the Control Panel, you should update the Control Panel driver as well.

First, shut down all applications then go to the Device Manager (*Start > Settings > Control Panel > Administrative Tools > Computer Management*). Click the + next to Imaging Devices and note there is a driver for the Control Panel with a yellow question mark next to it indicating there is a problem. If you right-click on it, you have the option to update the driver. Insert the CD, then choose to **Update Driver** from the right-click menu, and have it update the driver from the CD. Once complete, the Control Panel should be able to communicate with the printer properly.

## 3. Feeding

### 3.1 How do I resolve an intermittent feed issue? (Both)

#### 3.1.1 Use feed ramp

The feed ramp adds a gentle slope to the stack and helps feeding. Adjust the slope of the ramp and see if feeding improves. A shallow ramp generally works better for heavy media, and a steeper ramp works better for short media. If using the prop, check the H-Block gap for proper separation. Ensure the wire frame is centered under the material.

#### 3.1.2 Adjust gap under feed blocks

- A. Loosen the lock knobs to unlock all three H-Blocks.
- B. Lift the H-Blocks to their highest position and lock in place.
- C. Place a sample piece of material between the separator fingers (the lower section of the H-Blocks) and the feed roller.

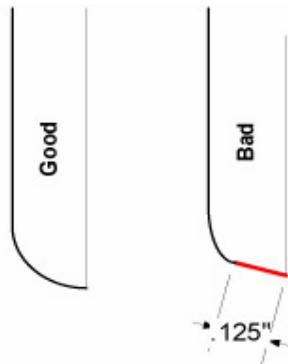
- D. Lower only the H-Blocks that come in direct contact with the material and let them touch the material.
- E. Lock each separator in place. When lowering the H-Blocks, check that the material is between the separator tabs and the feed roller.

### 3.1.3 Clean feed rollers and or remove paper dust (yellow or white residue) which could block feed sensor

- *Feed Rollers* - Clean all rubber rollers with isopropyl, denatured and rubbing alcohol only
- *Sensor* - A film and/or dust can build up on the sensors and cause misfeeds of the material. Lift the transport door and use compressed air to blow dust from the sensors. Cans of compressed air are available from many computer supply houses.
- The sensor may misread if during the printing process the envelope trail edge covers the paper sensor half-way. By printing something when the paper sensor is half-covered, it causes the sensor reading to flicker during the process. The result will be blank envelopes or incorrect printing position due to sensor misreads. Move the text or graphics that is close to the trail edge of the envelope up or down slightly so that the sensor is either covered or uncovered, not half covered when the content is printed.

### 3.1.4 Severely worn gap separator tip on the 'H' blocks

Check if the bottom of the tip has a larger than 1/8" flat (see figure below). Replace if necessary.



**Normal Tip      Worn Tip**

On feeders used with the WF96 printer, the separator tip could be rotated in 60° increments when it is worn severely at one position to improve separation. After all 6 positions are worn; the tips need to be changed.

### 3.1.5 Excessive stack weight

The weight of the material stack has great effect on the feeding. Make sure the stack weight does not exceed the product specification.

## 3.2 Why does my printer multi-feed media? (Both)

This can happen for several reasons. Use the tips below to troubleshoot the problem.

- If you are using empty unsealed envelopes, make sure they are not stuck together. Fan all material prior to loading in your machine.
- The sensor may be dirty. - A film and/or dust can build up on the sensors and cause misfeeds of the material. Lift the transport door and use compressed air to blow dust from the sensors. Cans of

compressed air are available from many computer supply houses. The separator gap may not be set properly.

- Adjust the separators to the thickness of the mail piece.
  - A. Loosen the lock knobs to unlock all three H-Blocks.
  - B. Lift the H-Blocks to their highest position and lock in place.
  - C. Place a sample piece of material between the separator fingers (the lower section of the H-Blocks) and the feed roller.
  - D. Lower only the H-Blocks that come in direct contact with the material and let them touch the material.
  - E. Lock each separator in place. When lowering the H-Blocks, check that the material is between the separator tabs and the feed roller.
- Static buildup on materials can cause pieces to stick together and be pulled through the printer in a batch. Be sure that material has been acclimated to the printer's environment and you fan the material prior to loading.
- On the fixed head printers (WF81 and WF96) if normal adjustments do not stop a stream feeding situation, try increasing the inter-piece gap to see if this reduces or eliminates the problem.
- Worn separator tips could cause this problem also. See section 3.1.4 for more information.
- Stack weight exceeded the product specification. Reduce the stack weight to be within spec to improve the feeding performance.
- The material had been processed too many times. For example, if for whatever reason, the envelopes had been processed by inserters, printers, and other paper handling equipment multiple times, there might be feeding issues due to drastically changed envelope physical characteristics.

### **3.3 What media size does Microsoft Add Printer Wizard Print Test Page require? (Both)**

Microsoft Add Printer Wizard requires Letter size media; or A4 outside the US.

### **3.4 What media size does the driver's Print Test Page (via Properties page) require? (Both)**

Print Test Page requires Envelope #10 media; or Envelope DL outside the US.

### **3.5 What are the approved media types for the printer? (Both)**

The printer can be used with envelopes, postcards, booklets-tabbed, self mailers, catalog envelopes and paper. For more information, see *Material Specifications* in Section 2.5 of the Shuttle Head Service Manual (SV61831) or Fixed Head Service Manual (SV61962); or the *Appendix A* in the in the appropriate Operator Guide (see section 1.1.1).

### **3.6 The last few pieces in a stack do not feed reliably, what should I do? (Both)**

The feeders work best with a stack of several inches of material in place. Either load additional material on the stack, or tap or place light pressure on the top of the stack to get the last pieces to feed.

### **3.7 How much material can I put into the feeder and have it work correctly? (Both)**

The feeders have been designed to work with a box of 500 #10 envelopes with is about 2500 grams of weight. Any stack which weighs more than this will not feed properly. If the feeder takes a long time pulling material from the stack and is continually showing fail to feed or out of material, try reducing the amount of material in the feeder stack.

### **3.8 Can I print a permit or other graphic on windowed envelopes? (Both)**

The specification rules out window envelopes for two reasons. The first reason is that the printer is an addressing printer and addresses are not printed on window envelopes. The second is that feeding of window envelopes can result in significant skew and or jam issues with the material. Any customer that wants to print just a permit or other graphic on a windowed envelope (stuffed or empty) is welcome to do so. However we reserve the right to inform the customer that Pitney Bowes is not responsible for the overall performance of the printer on such a job.

## **4. Fixed Head**

### **4.1 General**

#### **4.1.1 Can Nozzle Keep Alive and Periodic Purge be run at the same time? (Fixed)**

Yes, but it is strongly recommended that the user only use one or the other at a given time or on a given job. The recommended mode of operation is [Purge on First Piece](#) coupled with [Nozzle Keep Alive](#). Only if the quality of the piece is of the utmost importance should [Periodic Purge](#) be used to keep the nozzle clear and functioning properly.

Since a purge pattern can take up to 3” of material to print, it is strongly recommended that for any materials shorter than 5” (127 mm) that only [Nozzle Keep Alive](#) is used and neither [Purge on First Piece](#) nor [Periodic Purge](#) be employed.

#### **4.1.2 Why am I getting “Paper Too Long” error? (Both)**

Paper Too Long error is caused by the fact that the envelope trail edge did not show up as expected. In most cases, it is a result of feeder stream feeding material. To eliminate the problem, first reset the H Block separator gap.

Next, make sure the thickness adjustment is appropriate. On the WF96, you also need to make sure the transport takeaway rollers have sufficient force applied, moving the crank to lower notches to increase the force if necessary.

If the problem persists, check the separator tip on the H Block for severe worn flats.

For WF81 replace the tip if necessary. For WF96, rotate the separator tip to an unworn position if available. If not, replace the separator tip.

#### **4.1.3 Is it normal for the feeder to start and stop during the printing process? (Both)**

Yes, it is. When the printer is waiting for data to be transmitted from the PC and it is not to print, the feeder will stop. This occurs more often in printing through TCP/IP or when the envelope layout is very complicated. It also could be due to the PC configuration.

It is likely that the settings in the PC are restricting the network throughput. This can be improved by turning **Advanced Printing Features** off in the driver when submitting the job.

If you are using TCP/IP, try swapping to USB (if possible) and see if the problem is resolved. If it is, then the network capability or settings are the problem.

If the problem still persists, try and reduce complexity of the print piece by either removing elements from the layout or placing fixed portions into an overlay to load into the machine before the job starts.

It is better to adjust the [Transport Speed](#) down or the [Feed Gap](#) to manual and increase it until the feeder does not stop regularly during the job. This is better for the printer and provides better throughput through the machine as well as better quality operation.

The printer is also prone to encountering other errors when it is cycling the feeder on and off during a job. This is another reason to change the job settings to eliminate the potential issue.

#### **4.1.4 I am running short material (less than 7.5") and am getting multiple errors on each piece when nothing seems wrong. (Fixed)**

The system requires a lead edge to lead edge minimum distance of eight (8) inches. Increasing the [Feed Gap](#) for this material to provide at least an 8" pitch should eliminate the problem.

#### **4.1.5 Why does this plastic block keep falling off when I trying to move the print head banks? (Fixed)**

The bearing block is there to prevent the thumb screw from scratching the shaft. One only needs to loosen the thumb screw ½ to 1 turn in order to move the print head bank. If the thumb screw is unscrewed more than 5 turns, the bearing block will fall off.

#### **4.1.6 I do not get a reprint of the address when a "Paper Too Long" error is posted. (Fixed)**

When the printer has fully printed the address and then an error is posted on the piece, the printer does not reprint the address. This can occur on an exit jam as well. The operator must manually reprint the piece if another copy is required.

#### **4.1.7 What are the settings in the LCD setup menu I should use for the stacker? (Fixed)**

In the Setup Menu, go to **3. Conveyor Setup**. [Use Conveyor](#) should be set to *Enabled* and [Conveyor Type](#) should be set to *Stacker*.

## **4.2 Error Correction (Both)**

When paper handling errors begin to occur frequently, the following are the normal maintenance actions for the operator

- Adjust the 'H' blocks.
- Clean the paper path and sensors.
- [Calibrate the sensors](#).
- Check [Sensor Operation](#).
- Check the thickness adjustment on the print heads.
- In the WF96 check the tension on the feeder exit nip.

If these do not correct the problem (reduce the frequency) then refer to the trouble shooting chart in the operators manual for further actions.

## **4.3 Printing**

### **4.3.1 Why am I getting part of the letters on part of a line offset from the remainder of the letters?**

This is usually because the knit line between two heads is in the middle of the printing. By offsetting the text relative to the print strips in a fixed head printer so the knit line occurs between print lines, the issue will disappear. Slight local compression of print may appear for the same reason the print was offset.

## **4.4 WF81**

### **4.4.1 When running material 1/8" or thicker such as brown kraft booklets print shift and roller abrasion are seen on the bottom of the material.**

The H blocks are probably set too tight. The proper set up for very thick material is to use one normal piece and at least one or more additional envelopes (no more than 1/4 the thickness of a piece) on top of the piece when setting up the H blocks for normal running.

### **4.4.2 Why do the prints appeared to be compressed in the paper travel**

It's because the envelope is slipping on the transport rollers. Some common causes for this problem are:

1. The H blocks are set too tight. Reset the H block (see WF81 4.4.1) for thicker material.
2. Transport thickness adjustment is set too high. Lower it to the appropriate height.
3. The material stack in the hopper weighs more than the spec limit of 2500 grams. Reduce the stack weight.

### **4.4.3 Why is material rotating as it exits the machine?**

This may occur when the print head is positioned towards the customer causing the most forward exit roller to contact a bump on the deck. If trying to print in a position where the roller contacts this bump (~ beyond 3 5/8" from the registration wall), remove the idler roller with the thumbs screws allowing only the inboard rollers to contact the material. The idler roller can be stored by installing it back onto the bracket upside down. When printing out of this zone, the roller must be returned to its original position.

An alternative solution is to run the job in the invert mode which will move the print head to the other side of the material most likely eliminating the problem.

## **4.5 WF96**

### **4.5.1 How should flats be loaded in the printer?**

For normal printing the flats should be loaded with the flap down and trailing.

This prevents any nesting of envelopes with a feeder that takes pieces from the bottom of the stack.

### **4.5.2 How is the height of the print heads to be adjusted on the printer?**

1. Raise the heads to the maximum height.
2. Place a sample piece under the heads.
3. Lower the heads until the envelope slides freely but with some friction.

This will place the print head module bottom skis just in contact with the envelope, but prevent the head from hitting the envelope

### **4.5.3 What should be done if the motor stalls while feeding thick (heavy) flats?**

The thick material will feed best if it is run without the tail prop which causes the piece to bend and increases pullout friction on the piece.

Also, lowering the input angle can improve feeding in this case.

Make sure the stack weight is within the spec limit of 2500 grams.

Make sure the H Block is appropriately adjusted.

#### **4.5.4 How do I do a vertical alignment between heads 3 and 4?**

Head 3 is in Module A and head 4 is in Module B. In order to do a vertical alignment between them, print the alignment verification pattern and manually adjust the heads until the knit line is satisfactory.

#### **4.5.5 Can I use a legacy feeder on the WF96 or a new feeder on a DA950/SA50?**

No, either type of mismatch will cause destruction of boards in either the feeder or the printer.

## **5. Shuttle Head**

### **5.1 General**

#### **5.1.1 What are the supported operating systems for the printers?**

The printers are supported under Windows XP Professional, Windows XP Home, Windows Vista and Windows 7.

#### **5.1.2 What parts in the printer should I clean to keep it well maintained?**

##### **5.1.2.1 Purge Print Head**

The purging process clears any clogged ink on the print nozzle. Often this returns the print quality to a normal level. From the Setup Menu, select **3. Purge Print Head**. See *Purging the Print Head* in Chapter 3, Printer Maintenance for more detailed instructions.

##### **5.1.2.2 Print Head Cartridge**

Clean by dampening a soft cotton cloth with warm water and wiping the nozzles (see question #3 below for more details).

##### **5.1.2.3 Feed Rollers**

Clean all rubber rollers with isopropyl, denatured and rubbing alcohol only.

##### **5.1.2.4 Exit Rollers**

If the right and left exit rollers are misaligned, that is, the contact printed surfaces are not aligned; they can become contaminated with ink. Use water to dampen a soft cloth and remove the ink from the rollers.

*Sensor* - A film and/or dust can build up on the sensors and cause misfeeds of the material. Lift the transport door and use compressed air to blow dust from the sensors. Cans of compressed air are available from many computer supply houses.

##### **5.1.2.5 Print Head Shaft**

Periodically wipe the print head shaft clean with dry, soft, lint free, cotton cloth, and if the felt washer (W600392) that rides with the print head holder is dry. Use one or two drops of a light oil (3-in-1 or similar) to lubricate the felt washer.

##### **5.1.2.6 Floor Assembly and Top Cover**

Periodically wipe the cover and floor assembly (feed deck) with a soft cotton cloth, dampened with water only.

### 5.1.2.7 Maintenance Station

The wipers and the caps in the maintenance station could accumulate ink after extended usage. Use water to dampen a soft cloth and remove the ink from the caps and the wipers with the machine powered down, the capping sled pushed to the back, and the print head moved out.

#### **IMPORTANT!**

Clean print head, cartridge, ink surfaces and covers with plain water only (water works best!).

Clean all rubber rollers with isopropyl, denatured and rubbing alcohol only.

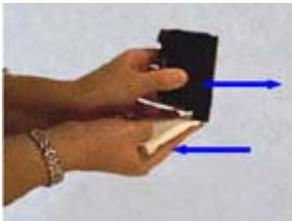
Use of any other cleaning solvents will VOID all warranties.

Keep petroleum based cleaning solvents away from rubber or plastic parts. Anything but alcohol will cause premature breakdown of the rubber compound.

### 5.1.3 How do I clean the print heads on my printer?

Press **On Line**. The LCD displays *--OFF LINE--*. Press the **Cartridge +** key, and the cartridge station should come out. Remove the cartridge.

During printing, ink spray, paper fibers, and dust can build up on the print cartridge. These can eventually degrade the print quality. When this occurs, the print cartridge should be wiped with a wet fiberless cloth. Wipe slowly across the long-axis with the print cartridge facing down (as shown). Do not apply excessive force, as this could scratch the nozzle area.



When finished, replace cartridge. If the print quality remains a problem, install a new cartridge.

### 5.1.4 How do I clear a shuttle jam on my printer?

First, clear any media or blockage. Then press **Cartridge key +** and verify it goes back to the maintenance station, or comes out then goes back. Wipe the print head shaft clean with a dry, soft, lint free, cotton cloth.

If the shuttle head doesn't move or moves slightly/slowly, but the motor sounds like its trying to perform normal operation, it will require a service call. In this scenario, the set screw holding the motor to the shaft may have come loose. Service will need to go in and tighten the screws or replace the screws for new ones.



Set screw is on the pulley perpendicular to motor shown on top right of photo.

### 5.1.5 Why are multiple copies of the same document being printed?

When the printer has a jam, it will reprint any pieces it thinks are involved in the jam. If the PC thinks it lost communications to the printer, it may restart the entire job. This is normal printer and print spooler behavior for all Windows-based printers. Operators should check material around printer jams and validate what needs to be reprinted because of communications errors.

### 5.1.6 How do I clear an "Address too high" error message on the printer?

- Make sure the dimensions of the envelope as defined in the printing application matches the size of the envelope in the printer (i.e., the envelope layout may not match the media being fed through the printer).
- Review your layout and make sure that your address or layout doesn't fall within the top 1/8" of the envelope/media. If it does, move the information down.
- A film and/or dust can build up on the sensors and cause misfeeds of the material. Lift the transport door and use compressed air to blow dust from the sensors. Cans of compressed air are available from many computer supply houses.
- The sensor may need to be calibrated. Run the sensor auto-calibration procedure from the Control Panel on the printer.
  1. Press **On Line**. The LCD displays *--OFF LINE--* and the green light goes out. Press **Eject** - first, then while holding it down, press **Menu** together for *four* seconds. Navigate to **2. Test Paper Sensor** and choose the Calibrate Sensor option.
  2. The system displays *Clear Sensors*. When displayed, press **Enter**.
  3. At the *Raise Paper Guide* prompt, press **Enter** and raise paper guide manually. The system automatically calibrates the paper sensor. During the calibration, the *Please Wait* screen is displayed.
  4. When complete, the confirmation screen is shown until you press **Enter** to return to the submenu.

### 5.1.7 Why are there jams when I am printing color on material with puffy or curled lead edges?

The black cartridge is being moved off the material and back on, causing the jam. Invert the material and select invert print mode, or raise the head farther off the material with the thickness adjustment. NOTE: The thickness adjustment may cause some loss of sharpness in printing characters or images.

NOTE: Be sure the cartridge is properly seated. Misalignment of the cartridge may lead to print quality degradation which may not be recoverable without service intervention.

### 5.1.8 Why is my printing unreadable or why are there scrambled characters on media?

- Incorrect software driver ... Load correct printer driver.
- Incorrect printer driver settings ... Verify printer driver settings.
- Incorrect printer configuration settings ... Print a test message to make sure the printer is functioning. Check your printer's network set-up on both on the PC side and on the machine itself.
- Cable connections ... Check the USB or network Ethernet cable. Make sure cable is connected securely at both ends. Does USB cable exceed maximum 16' length? Replace cable with known good cable.
- Bad data sent or bad PCL command ... Turn printer OFF, then ON. Do not send bad PCL command.

- Slow network connection ... Try printing to another printer on the same network. If printing was not successful, the network may be causing the problems (have customer contact their IT department for further diagnostics).
- Bad memory in printer ... Turn printer OFF and ON. If problem persists, it could be a hardware problem.
- Out of Ink ... Try a known good cartridge.
- Font in document may not exist on PC being used to print material ... Identify Font and load it on the host PC.

### 5.1.9 How do I correct a *No Print* error condition?

Follow the steps below to correct *No Print* problems.

1. Purge the ink jet cartridge.
2. Clean cartridge with soft cotton cloth and water.
3. Change to a known good cartridge.
4. If sensors are dirty, blow them clean with air.
5. You may be printing on heavy media and need to increase the transport motor torque. Enter the Setup Menu by holding the **Menu** button down for 4 seconds and select **1. Heavy Media Mode**. Turn this feature ON. NOTE: Using this feature slows the print speed by about 10%.
6. The sensor may be misreading if during the printing process the envelope trail edge covers the paper sensor half-way. By printing something when the paper sensor is half-covered, it causes the sensor reading to flicker during the process. The result will be blank envelopes or incorrect printing position due to sensor misreads. Move the text or graphics that is close to the trail edge of the envelope up or down slightly so that the sensor is either covered or uncovered, not half covered when the content is printed.

### 5.1.10 How do I clear print job that has been sent to the printer?

#### 5.1.10.1 Cancel all documents in the computer's print queue for that printer.

7. Press **On Line**. The LCD displays *--OFF LINE--* and the green light goes out.
8. On host PC, go to *Settings > Control Panel > Printer*. Right-click on desired printer.
9. Locate print job to be cancelled. Right-click on it; select *Document > Cancel*.

#### 5.1.10.2 Clear the data communications memory.

1. Press **On Line**. The LCD displays *--OFF LINE--* and the green light goes out. Press and hold **Menu** for two seconds.
2. In the Setup Menu, navigate to option **5. Communication** and choose the *Clear Memory* option.
3. Press “+” button to confirm clearing of the memory.

#### 5.1.10.3 Clear the address recovery memory.

1. Press **On Line**. The LCD displays *--OFF LINE--* and the green light goes out. Press **Menu**.
2. In the Main Menu, navigate to **5. Address Recovery** and choose the *Clear Memory* option.
3. Press “+” button while Clear Memory is displayed. A confirmation screen is displayed if YES is selected. If you do not wish to clear memory, press “-“ button to exit the Clear Memory option.

### **5.1.11 What does the Clear Memory button do that is found on the Status tab of the Control Panel software?**

The Clear Memory button ONLY clears the stored address recovery memory in the printer (it does the same thing as the *Clear Memory* option in **5. Address Recovery** in the Main Menu on the printer LCD).

### **5.1.12 During power up, the printer hangs at the 'Printer Starting Please Wait...' message.**

Download the latest printer firmware. Procedure is documented in Section A.6 of the Shuttle Head Service Manual (SV61831).

### **5.1.13 How do you turn OFF the printing warning icon in the Windows print toolbar?**

The printing warning icon in the Windows print toolbar displays whenever the printer is OFFLINE for an extended time or it is processing a very large file (say a print spool of 2000 records). You can disable this feature if you desire. Open the print driver's Properties dialog and go to the *Ports* tab to select the TCP/IP port and click *Configure Port* and verify SNMP Status Enabled is checked off.

### **5.1.14 Why is my non-True Type font not printing out?**

All non-True Type fonts are defaulted to Arial font. Only True Type fonts are sent down from an application.

### **5.1.15 Why am I receiving an "Error -1 - Connection Failed" message when running the Control Panel software?**

- Printer isn't turned ON.
- Not utilizing correct DNS name or IP address for the printer you trying to communicate to.
- During the initial install of Control Panel software application, power wasn't cycled on the printer before trying to establish connection between the printer and PC.
- PC having the Control Panel software is on one subnet and the printer is on separate subnet.

### **5.1.16 How does the Job mode (in the Control Panel software) or the Job Settings option (from the LCD Main menu) assist my printing?**

You can set up a unique job (up to 20) for print runs that always require the same printer settings.

### **5.1.17 What do I do if the Control Panel software displays *Shuttle Error*?**

Check to make sure the shuttle print head isn't stuck on print media, caught in the maintenance station or jammed by some other object in the printer. Verify shuttle print head shaft is clean (see also question #9 above). If Shuttle error can't be cleared, call Service.

### **5.1.18 Why does the printer print a multi-page test print?**

Someone has changed the default test print to more than one page. You can set it back to a one-page test print by creating a new demo address in the *Service* tab of the Control Panel software. Follow the directions provided on screen.

### **5.1.19 What causes enlarged text to print from the Flex Mail application (used in the UK)?**

The Flex Mail application isn't compatible with the print driver graphic resolution of 600 x 600dpi. Flex Mail should only be use with print driver default graphic resolution of 300 x 300dpi.

### 5.1.20 Why does any print with a colored background not print correctly?

The color on color capability in windows applications is based on a complex layering scheme and rules. Imbedding any portion of these in the printer causes problems with color print on a blank background to occur. Until a complete resolution is available, the color on color situation is the least offensive to the general user. If the item is static, it can be converted to a graphic and applied either as the graphic or in an overlay to achieve the same result. If the material is dynamic, no suitable alternative is available.

## 5.2 Drivers

### 5.2.1 How do you verify the print driver version?

Open the Printers (or Printers and Faxes) folder. Right-click the target printer and select *Printing Preferences*, then click *Advanced* and scroll to the bottom.

### 5.2.2 What does the Image Control feature do in the print driver?

The feature is accessible via the driver's Advanced Options page. This allows bidirectional printing, which improves throughput, but can degrade the "stitching" quality of a text or graphics that is taller than a single print pass (e.g., it can make a vertical line appear staggered because the print head begins its printing from a slightly different point of reference when it starts from each side of the shuttle).

### 5.2.3 What does the yellow exclamation mark mean when it displays next to certain settings in the driver's Advanced Options page?

The yellow exclamation mark sign is a standard Windows print driver warning that denotes a conflict in settings in the current print driver.



### 5.2.4 Why is there a print driver warning when Light Mode is set to Controlled by Printer and Print Quality mode is set to something other than Controlled by Printer?

Light and Print Quality Modes are related to each other. If one of them is set to Controlled by Printer, then the other has to be Controlled by Printer as well. Either you set the Light and Print Quality modes in the print driver or in the printer; otherwise, the print driver sets a warning message.

### 5.2.5 Why is there a print driver warning when selecting Barcode Position is set to Lower Right and Inverted Printing is set to Inverted?

Printers can't print a lower right barcode in the Invert printing mode.

### 5.2.6 How can you use a single print driver to print through either a USB or TCP/IP port?

Open the Printer Driver's Properties dialog and click the *Ports* tab. Select either a USB or TCP/IP port.

## 5.3 Overlays

### 5.3.1 How does the Image Overlay feature work?

The image overlay feature allows you to print a captured image (usually a graphic) from an existing source and place (print) that image on every envelope in a job, without having to set up the graphic in an envelope design program (such as Envelope Designer Plus). For example, you may be printing on blank envelopes and you may want to add a corporate logo on all of your jobs, but none of your regular jobs include the logo. The image overlay function allows you to *capture* this image from another job or print file, save it to

memory, and then print it (*overlay*) the logo on the envelope with your print job that may contain addresses only.

You can access this feature via either the LCD control panel (Main Menu > 8. Image Overlay), or the Control Panel software (Job Control Tab > Job and Overlay Options). Accessing the feature from the Control Panel software provides you more options (see the software Help for more information).

## 5.4 Address Recovery

### 5.4.1 What is address recovery and how can I access it on the printer?

Address recovery is used when a number of pieces have been jammed or are unusable for some reason (e.g., low ink), but the majority of the run is either completed or still to be processed. In this situation, you can use [Address Recovery](#) to print the damaged pieces from the printer memory and then continue.

### 5.4.2 How many addresses can the Address Recovery buffer of the printer hold?

The address recovery buffer holds up to 100 addresses, depending on field length and size.

## 5.5 Firmware Download

### 5.5.1 After I do a firmware update, what other printer adjustments are needed?

Follow directions in Question #7 above or Section A.5 in the Shuttle Head Service Manual (SV61831) for resetting the printer memory to default values.

Take printer off line and press the **Cartridge (+)** button. Install new ink cartridges or remove and reinstall the existing ink cartridges. Follow the LCD prompts to reset ink percentage and align ink cartridges (refer to the *Printer Maintenance* chapter in appropriate Operator Guides (see section 1.1.1) for more information).

Perform the following four maintenance options. You have a choice to do these from either the LCD menu on the printer or from the Control Panel software on the host PC.

#### *LCD Menu on the printer (Preferred)*

Navigate to the Service Menu and perform:

- Test Paper Sensor
- Left Justify
- Envelope Bottom Edge
- Print Head Skew

See Section A.4 in the Service Manual for more information.

#### *Control Panel software on the Host PC (Alternate)*

From the PC Control Panel, navigate to the *Test & Adjust* tab and perform:

- Calibrate Paper Sensor
- Adjust Left Justify Position
- Adjust Envelope Bottom Edge
- Print Head Skew

Refer to the built-in Help for more information.

On the printer LCD menu, enter the Setup Menu and select **Test Print Head**. Print the test pattern and review nozzle performance (see Section A.3 in the Service Manual for more information). Follow the suggestions listed if problems are evident.

### 5.5.2 Firmware download displays progress bar dialog, but the process hangs and never shuts down the printer.

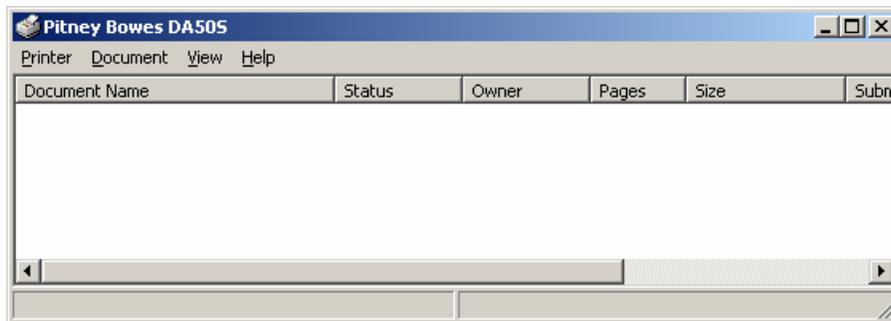
The print driver data port is configured incorrectly for the printer. For example, this would happen if you were trying to download the firmware via USB communications when in fact you have set up a TCP/IP mode of data communications with the printer via Ethernet.

## 6. Service Actions

### 6.1 What do I need to check prior to initiating a firmware update in the printer? (Both)

Be sure that the print has no work waiting for it to complete. This is done by opening the printer properties from the **Start > Settings > Printers** menu and double clicking on the target printer in the list.

This will bring up the following form to check if any documents are pending:



If any document is listed in there, it needs to complete printing, or be cancelled before starting. Select **Printer > Cancel All Documents** to cancel all pending jobs. Wait until all jobs are canceled before beginning the update.

NOTE: It may be necessary to wait some time for the process to complete, and it may be necessary to explicitly cancel the spooler if a document gets 'stuck' while deleting.

When a deleted job does not go away, try restarting the spooler. Printer driver window may not update the status immediately, pushing F5 helps to refresh the status of printer queue.

NOTE: The following process requires that the user have Administrator rights to the PC.

To restart spooler:

1. Click on **Start > Run**.
2. type **cmd** and press the **Enter** key
3. Stop spooler using command line: NET STOP SPOOLER.
4. Start spooler using command line: NET START SPOOLER.

### 6.2 What happens when the TCP/IP cable is connected while actively printing from USB?

While printing the job through USB, if the user plugs in the TCP/IP, the printer just ejects 7 blank envelopes and continues printing. However we don't lose any addresses. It was found from the log that the sensor stops working for nearly 1.5 seconds.

The user may tend to do this to capture the log during the print job through USB.

The recommendation is to not plug in anything while the machine is powered on, but if it does happen this will be the result.

## 7. Installation

### 7.1 Installation hangs on Preparing to Install screen with a “1603 Error installing Microsoft .NET Framework” message. (Both)

.NET Hot Fix is installed and the installation program can't install .NET v1.1 SP1 with .NET Hot Fix on the computer. Microsoft workaround is to uninstall the Hot Fix and then run our XCAL installation that will install the .NET v1.1 SP1 then reinstall the .NET Hot Fix.

## 8. Error List

### 8.1 Standard Errors

Error Text	Most Likely Cause	Action to Resolve
PAPER TOO SHORT	Material length specified incorrectly	Check job settings on paper size
SENSORS BLOCKED	Material in paper path	Remove paper and clean sensors
STREAM FEED ERROR	Feeder out of adjustment	Adjust feeder
NVRAM Not Valid	Electronic failure	Reboot printer and then call service if problem repeats
SENSOR DIRTY	Paper dust on sensor	Clean and calibrate sensors
SENSOR FAILURE	Sensor not functioning properly	Reboot printer, clean and calibrate sensors and then call service if problem continues
BLACK INK EMPTY HD1	Cartridge empty	Replace Cartridge
BLACK INK EMPTY HD2	Cartridge empty	Replace Cartridge
BLACK INK EMPTY HD3	Cartridge empty	Replace Cartridge
BLACK INK EMPTY HD4	Cartridge empty	Replace Cartridge
BLACK INK EMPTY HD5	Cartridge empty	Replace Cartridge
BLACK INK EMPTY HD6	Cartridge empty	Replace Cartridge
CONVEYOR FULL	Conveyor is full of material	Clear conveyor
EARLY FEED ERROR		Reduce complexity of piece or use overlay
EEPROM FAILURE	Electronic failure	Reboot and then call service if error repeats
FEEDER STALL ERROR	Sack is too heavy or material is jammed	Remove jam and reduce stack weight
JAM AT EXIT		Clear jam
JAM AT FEEDER		Clear jam
JAM AT SOP		Clear jam
JAM TO EXIT		Clear jam
JAM TO SOP		Clear jam
OUT OF MEMORY		Break job into pieces or reduce complexity of piece with overlays
PAPEROUT AT SOP		Add material to or adjust the external feeder
PAPER TOO LONG		Adjust feeder and clean sensors

PAPER TRANS ERR #1		Adjust feeder and clean sensors
PAPER TRANS ERR #2		Adjust feeder and clean sensors
PAPER TRANS ERR #3		Adjust feeder and clean sensors
PAPER TRANS ERR #4		Adjust feeder and clean sensors
PAPER TRANS ERR #5		Adjust feeder and clean sensors
PAPER TRANS ERR #6		Adjust feeder and clean sensors
PAPER TRANS ERR #7		Adjust feeder and clean sensors
PAPER TRANS ERR #8		Adjust feeder and clean sensors
PAPER OUT AT FEEDER		Add material to or adjust feeder
STACKER FULL		Remove material from feeder
TRANSPORT STALL ERR		Remove jam from transport
UNKNOWN ERROR		Clear all material from paper path and resume if message reoccurs call service
Address Too High Address Too Low Eject Error Over Current Shuttle Error Shuttle Jam		
No Black Ink	No Black	<ol style="list-style-type: none"> <li>1. Change cartridge and check mounting</li> <li>2. Check cable connections and condition</li> <li>3. Check board in cartridge holder</li> </ol>
No Color Ink	No Color	<ol style="list-style-type: none"> <li>1. Change cartridge and check mounting</li> <li>2. Check cable connections and condition</li> <li>3. Check board in cartridge holder</li> </ol>

## 8.2 Internal Errors

8000	Unspecified Internal Error Msg
8004	System Assert Event
8008	Internal Feeder Logic Error
8012	Internal SOP Logic Error
8016	Internal Unused error
8020	Internal Renderer Logic Error (Renderer State Machine Error)
8024	Internal SES Motor Start Failed
8025	Internal SES Motor Start Failed
8026	Internal SES Motor Start Failed
8028	Internal Power Manager Abnormal Error
8032	Internal IP Comm IO Socket In Use Error
8036	Internal IP Comm IO Socket Accept Error

8040	Internal IP Comm IO Socket Connect Error
8044	Internal IP Comm IO Socket Write Error
8048	Internal IP Comm IO Socket Read Error
8052	Internal Buffer Manager Logic Error
8056	Internal FIFO push error in the push media of Media Object Collection
8060	Internal Get Next Error in the push media of Media Object Collection
8064	Internal Rendering Engine Logic Error
8068	Internal Rendering Engine Bad Image Error
8072	Newport Thread Fail to Acknowledge
8076	Internal IP Comm Errors Data Server
8077	Internal IP Comm Errors Command Server
8078	Internal IP Comm Errors Ctrl Panel Protocol Glossary

### 8.3 Fixed Head Power-Up Errors

The firmware at power up determines and reports the following messages on the LCD. Since it occurs at power up we cannot support non-English language.

ID	Text	Corrective Action
01	Bad OS Version	Check all cables Attempt Firmware flash Replace main board
02	Bad FPGA Version	Check all cables Attempt Firmware flash Replace main board
03	Language File Error	Check all cables Attempt Firmware flash Replace main board
05	No J33/Transport Sensor Cable	Check all cables Replace Transport sensor
11	Newport Board 1 Not Present	Check all cables Replace Newport board 1
12	Newport Board 2 Not Present	Check all cables Replace Newport board 2
13	Newport Board 3 Not Present	Check all cables Replace Newport board 3
14	Newport Board 4 Not Present	Check all cables Replace Newport board 4
15	Newport Board 5 Not Present	Check all cables Replace Newport board 5
16	Newport Board 6 Not Present	Check all cables Replace Newport board 6

## 9. Process Maps

### 9.1 Adjusting Feed Gap (Fixed)

1. With printer OFF LINE, enter the *Setup Menu* by pressing and holding the **MENU** button.

2. Use + key to scroll down to **8. Feed Gap** and press the **Enter** key.
3. Press the **Enter** key again to go into the **A. Feed Gap Type** submenu.
4. Use + key to scroll down to **Selectable Gap** and press the **Enter** key. Make sure the \* symbol appears in front of the **Selectable Gap**.
5. Press **MENU** button to go up one level in the menu.
6. Use + key to scroll down to **B. Feed Gap Distance** submenu and press the **Enter** key.
7. Use the + or – key to change the feed gap distance to a desirable value and press the **Enter** key. Make sure the \* symbol appears in front of the feed gap distance value. (TIP: press and hold + or – key will increment or decrement the feed gap distance value continuously.).
8. Press **ONLINE** button to put the printer back online.

## 9.2 Sensor Operation Check

1. With printer OFF LINE, enter the *Service Menu* by simultaneously pressing and holding the **MENU** and – button.
2. For shuttle head printers:
  - Use + key to scroll down to **2. Test Paper Sensor** and press the **Enter** key.
  - Press the **Enter** key again to go into the **A. Paper Sensor Test**.
  - Blocking and unblocking the sensor physically will change the LCD display of the sensor state from **BLOCKED** to **UNBLOCKED**.
3. For fixed head printers:
  - Use + key to scroll down to **2. System Test** and press the **Enter** key.
  - The LCD screen will display letters **P E F** (**P**aper Sensor, **E**xit Sensor, and **F**eeder sensor) in either upper case or lower case. The lower case letter indicates the sensor is **UNBLOCKED** and the upper case letter indicates it's **BLOCKED**.
  - Blocking and unblocking a sensor physically should change the LCD display of the sensor state from upper case to lower case.

## 9.3 Calibrate Sensors

1. With printer OFF LINE, enter the *Service Menu* by simultaneously pressing and holding the **MENU** and – buttons.
2. For shuttle head printers:
  - Use + key to scroll down to **2. Test Paper Sensor** and press the **Enter** key.
  - Use + key to scroll down to **B. Calibrate Sensor** and press the **Enter** key.
  - Follow the LCD screen instruction to calibrate the sensor.
3. For fixed head printers:
  - Use + key to scroll down to **4. Calibrate Sensors** and press the **Enter** key.
  - Use + key to select the sensor to be calibrated (Paper Sensor, or Exit Sensor, or Feeder sensor), and press the **Enter** Key.
  - Follow the LCD screen instruction to calibrate the sensor.

## 9.4 Clear Communications Buffer

1. Take printer OFF LINE by pressing *On Line* until green power LED goes off.
2. Enter *Setup Menu* by holding down the **Menu** key until the Setup Menu shows up.
3. Press the + key four times to go to the Communications menu.
4. Press **Enter** once.
5. Press + twice to get to the Clear Memory option.
6. Press **Enter**.
7. Press + for Yes and wait until Message that the buffer has been cleared comes up on display.
8. Return to Offline by pressing menu repeatedly.

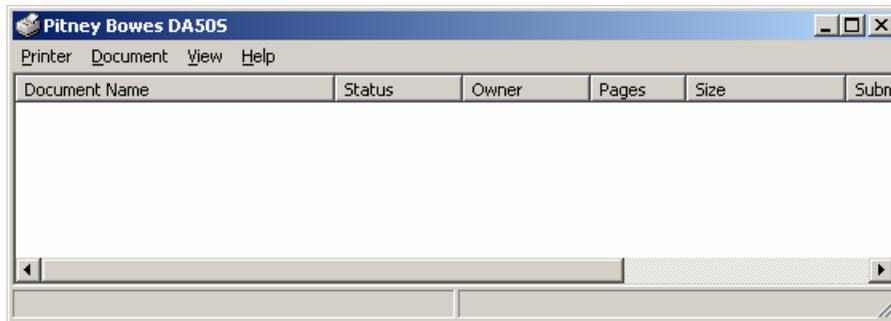
NOTE: Wait for display to clear after each button press.

## 9.5 Cancel Print Job (any printer)

First, [clear the communications buffer](#) in the Printer

Then be sure that the printer has no work waiting for it to complete. This is done by opening the printer properties from the *Start > Settings > Printers* menu and double-clicking on the printer in the list.

This will bring up the following form to check if any documents are pending.



If any document is listed in here, it needs to complete printing, or be cancelled before starting. **Select Printer > Cancel All Documents** to cancel all pending jobs. Wait until all jobs are canceled before beginning the update.

NOTE: It may be necessary to wait some time for the process to complete, and it may be necessary to explicitly [reset the PC Print Spooler](#) if a document gets 'stuck' while deleting.

Printer driver window may not update the status immediately, pushing F5 helps to refresh the status of printer queue.

Put printer Online to verify that no material is pending in printer or PC.

## 9.6 Reset PC Print Spooler

NOTE: The following process requires that the user have Administrator rights to the PC.

To reset the spooler when some job was deleted and is not going away:

1. Click on *Start > Run*.
2. Type **cmd** and press the *Enter* key.
3. Stop spooler using command line: NET STOP SPOOLER.
4. Start spooler using command line: NET START SPOOLER.

### 9.7 Set Purge on First Piece (Fixed)

1. With printer OFF LINE, enter the *Setup Menu* by pressing and holding the **MENU** key.
2. Use – key to scroll to **10. Pre-Purge** menu and press the **Enter** key.
3. Press the **Enter** key again to enter **A. Purge at Start** submenu.
4. Use the + key to select **Enable Purge at Start** Feature or **Disable Purge at Start** feature and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
5. Press ONLINE button to put the printer back online.

### 9.8 Set Periodic Purge (Fixed)

1. With printer OFF LINE, enter the *Setup Menu* by press and hold the **MENU** key.
2. Use – key to scroll to **10. Pre-Purge** menu and press the **Enter** key.
3. Use + key to scroll down to **B. Periodic Purge** submenu and press the **Enter** key
4. Use the + key to select **Enable Periodic Purge** feature or **Disable Periodic Purge** feature and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
5. Press the **Menu** key to go back up one level and use + key to scroll down to **C. Purge Interval**, press the **Enter** key.
6. Use the + or – key to change the periodic purge interval to a desirable value and press the **Enter** key. Make sure the \* symbol appears in front of the periodic purge interval value. (TIP: press and hold + or – key will increment or decrement the periodic purge interval value continuously.)
7. Press ONLINE button to put the printer back online.

### 9.9 Set Nozzle Keep Alive (Fixed)

1. With printer OFF LINE, enter the *Setup Menu* by press and hold the **MENU** key.
2. Use – key to scroll to **10. Pre-Purge** menu and press the **Enter** key.
3. Use + key to scroll down to **D. Nozzle Keep Alive** submenu and press the **Enter** key.
4. Use the + key to select **Enable Periodic Purge** feature or **Disable Periodic Purge** feature and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
5. Press ONLINE button to put the printer back online.

### 9.10 Setup External Feeder (WF96 Only)

1. With printer OFF LINE, enter the *Setup Menu* by press and hold the **MENU** key.
2. Use – key to scroll to **2. Feeder Setup** menu and press the **Enter** key.

3. Press the **Enter** key again to go into the **A. Feeder type** submenu.
4. Use the + key to select **Other** and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
5. Press the **Menu** key to go back up one level and use + key to scroll down to **B. Feeder Signal**, press the **Enter** key.
6. Use the + key to select appropriate signal type (e.g., On-OFF for the FeedRight feeder) and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
7. Press the **Menu** key to go back up one level and use + key to scroll down to **C. Mode**, press the **Enter** key.
8. Use the + key to select appropriate off-mode (e.g., Normal Off for the FeedRight feeder) and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
9. Press the **Menu** key to go back up one level and use + key to scroll down to **D. Signal Polarity**, press the **Enter** key.
10. Use the + key to select appropriate signal polarity (e.g., Active Off for the FeedRight feeder) and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
11. Press the **Menu** key to go back up one level and use + key to scroll down to **E. Pulse Time (msec)**, press the **Enter** key.
12. Use the + or – key to change the pulse time to a desirable value (e.g., 10ms will work for the FeedRight feeder) and press the **Enter** key. Make sure the \* symbol appears in front of the pulse time value. (TIP: press and hold + or – key will increment or decrement the pulse time value continuously.).
13. Power cycle the machine for the settings to take effect.

### 9.11 Setup Stacker/Conveyor (Fixed)

1. With printer OFF LINE, enter the *Setup Menu* by press and hold the **MENU** key.
2. Use – key to scroll to **3. Conveyor Setup** menu and press the **Enter** key.
3. Press the **Enter** key again to go into the **A. Use Conveyor** submenu.
4. Use the + key to select **Enable** and the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
5. Press the **Menu** key to go back up one level and use + key to scroll down to **B. Conveyor Type**, press the **Enter** key.

#### *For Stackers such as W985/W986 stacker:*

6. Use the + key to select **Stacker** as Conveyor type and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
7. Power cycle the machine for the settings to take effect.

*For Conveyors:*

6. Use the + key to select **Conveyor** as Conveyor type and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
7. Press the **Menu** key to go back up one level and use + key to scroll down to **C. Activate Polarity**, press the **Enter** key.
8. Use the + key to select appropriate polarity and press the **Enter** key to confirm the selection. Make sure the \* symbol appears in front of the selection.
9. Press the **Menu** key to go back up one level and use + key to scroll down to **D. Conveyor On Time**, press the **Enter** key.
10. Use the + or – key to change the on time to a desirable value and press the **Enter** key. Make sure the \* symbol appears in front of the value. (TIP: press and hold + or – key will increment or decrement the value continuously.).
11. Power cycle the machine for the settings to take effect.

## 9.12 Address Recovery

The Address recovery feature is accessed on the control panel Main Menu.

1. With printer OFF LINE, enter the *Setup Menu* by press and hold the **MENU** key.
2. Use – key to scroll to **5. Address Recovery** menu and press the **Enter** key. You now have two choices:

***Get Address (batch) option.***

This option allows you to retrieve any address in the data buffer. The first 16 characters of the selected address are shown. The characters will be 'cryptic' in a Windows (non-DOS) application. Use the + or - keys to scroll through the addresses. When you have reached the end of the addresses in the recovery buffer, *None to Recover* displays.

***Get Address (interactive) option***

The last address printed (N) is reprinted when the + key is pressed. If the + key is pressed again, the N-1 address is reprinted, and so on until the recovery buffer is exhausted.

3. When the printer goes back on-line, printing resumes at the recovered page.

## 9.13 Print Driver Deletion

Delete the existing driver as follows:

1. Click *Start > Settings > Printers and Faxes*. (XP)
2. Select the printer model you wish to delete.
3. Hit the **Delete** key. Click *Yes* to the Are You Sure prompt.
4. Select menu item *File > Server Properties*
  - Click on the **Drivers** tab.

- Select the target printer driver from the Install Printer Drivers listbox.
- Click **Remove**. Click **Yes** to the Are You Sure prompt.
- Click **OK** to close the Printer Server Properties dialog.

5. Reboot the PC.

## 9.14 Send .PRN File to Printer

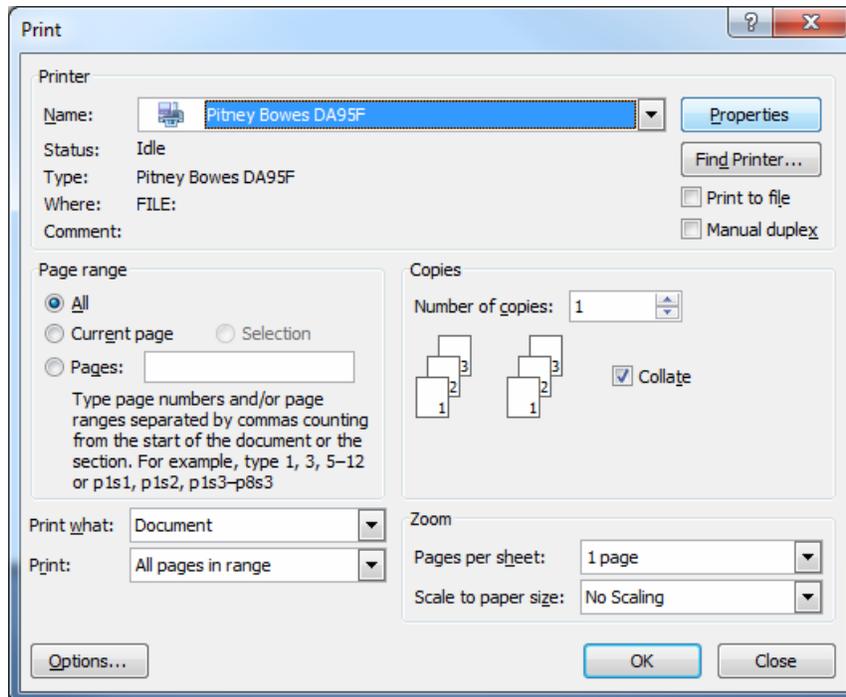
Send .PRN file to printer as follows:

1. Click **Start > Run**.
2. Type **cmd** and press **OK**.
3. Type **print FILENAME > PORT**; where **FILENAME** is the file you wish to send to the printer and **PORT** is the port on which the printer resides.

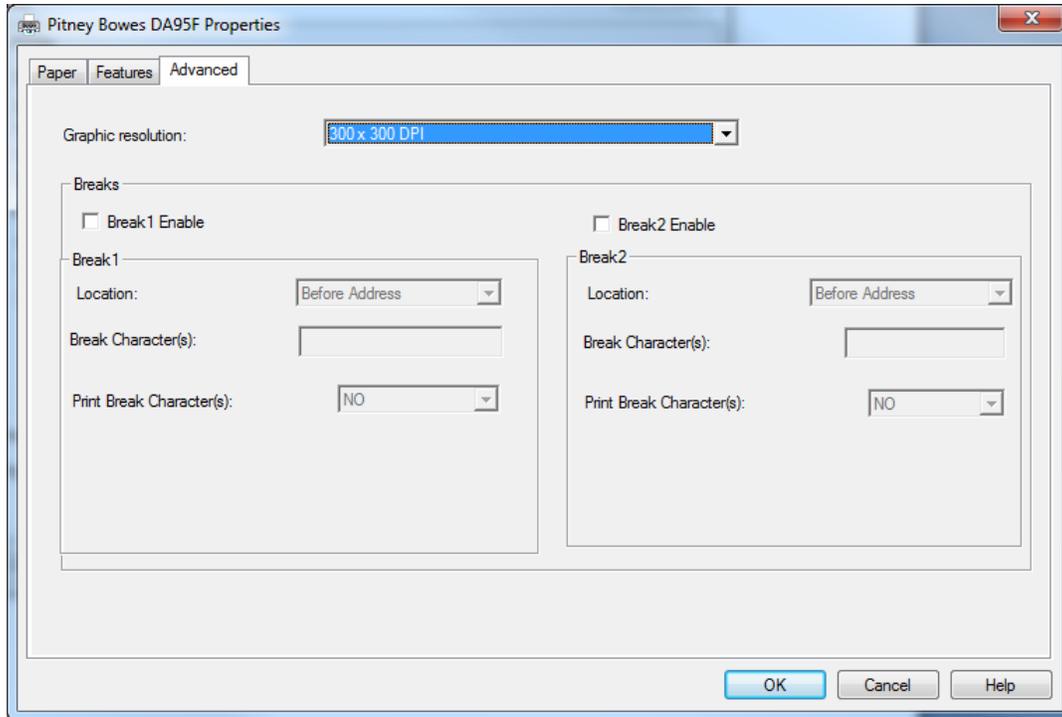
This will send the specified file to the specified port. Be sure to include the fully qualified filename, including any path information. Remember, the .PRN file is printer type specific and if sent to a different type of printer may result in unusual behavior.

## 9.15 Setup Tray or Bundle Break from Fixed Head Driver

1. Select **Properties** from the Print dialog.



2. Click the **Advanced** tab.



3. Check Break1 Enable.
4. Select Location – stop before break piece is printed (**Before Address**) or stop after break piece is printed (**After Address**).
5. Set Break Characters. Enter exact break string that will appear as characters in print stream.

**Table 1 – Allowable Break Characters**

<p>!   “   #   \$   %   &amp;   (   )   *   +   ,   -   .   /   :   ;   &lt;   =   &gt;   ?   @</p> <p><b>0 through 9 AND A through Z</b></p>
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6. Select Print Break Character(s). Select whether the break characters should be printed on the output (**YES**) or not (**NO**).
7. If both breaks are needed, setup second break (Break2 Enable) in the same manner as the first.
8. Press **OK** when done.

## 10. Glossary

Term	Definition
9 DIGIT BARCODE	POSTNET™ barcode using only 9 digits.
Activate Polarity	
Address Buffer	The memory location where addresses are stored for address recovery operations.

Address Counter	
ADDRESS LAYOUT	
ADDRESS RECOVERY	The process of reprinting specific addresses damaged by jams or printing problems.
Bar Width	Width of the bar in a postal barcode.
BARCODE	Generic for any scan-able symbology.
BARCODE LOCATION	Location option of Above, Below, Lower Right for POSTNET™ barcode in USPS lexicon.
BOLD	Applicable Font characteristic.
BRAND	Branding channel information for installation by service.
Break Char Count	Number of times break sequence must appear.
Break Character	Specifies character string to use as break sequence.
BREAK LOCATION	Break before or after piece with break information.
Brk Pause Time	Amount of time to wait before restarting processing when a break is encountered.
BUNDLE BREAK	A break in mail processing located at a bundle interface (specified by setting data).
CALIBRATE SENSORS	A command to conduct the automatic calibration of the specified sensor.
Capture Overlay	A command to capture the next piece as an overlay image.
CHAR ORIENTATION	In DOS mode can specify if the characters occur in a vertical sequence.
Clear address +YES	
Clear Counter	Clears the batch counter (customer action).
Clear Memory	Clears internal memory(usually associated with the communication buffer.
Clear Overlay	Clears internal memory associated with storing an overlay.
Communication buffer	The internal buffer that stores pending information from the print stream.
Conveyor On time	
CONVEYOR SETUP	
CONVEYOR TYPE	
Courier	A font name.
CR=CR LF=LF	Options for line termination; CR- Carriage Return, LF- Line Feed.
DHCP	
Distance from Left	
Draft (200)	A print quality selection.
Executive (600)	A print quality selection.
Exit Sensor	
FEED GAP	
Feed Gap Distance	
FEED GAP TYPE	
Feeder Sensor	
FEEDER SETUP	
FEEDER SIGNAL	
FEEDER TYPE	
FONT NAME	The name of a specific internal font.
FONT SIZE	The selected point size for a specific internal font.
Gateway Address	

Get Addr (batch)	
Get Addr (inter)	
Hex Dump	
IMAGE OVERLAY	
INK CARTRIDGE VOLUME	The milliliters (ml) of ink contained in the cartridge when full.
Ink Count	The amount of ink (drops) printed from the cartridge since new.
INVERTED PRINTING	Inverting the entire image to be printed on the piece.
IP Address	Part of the network setup when using ethernet communications.
ISO CHARACTER SET	see Symbol Set.
ITALIC	A settable font characteristic (DOS mode only).
JOB SETTINGS	
LANGUAGE	
Letter (300)	A print quality selection.
LIGHT MODE	A mode where vertical is altered from 600 dpi to 300 dpi by not firing the second column on the print cartridge.
LINE SPACING	Used for DOS mode only sets lines per inch spacing.
LINE TERMINATION	Specifies character combinations to use as line termination sequence.
Lines per address	The number of lines that all addresses have (DOS only).
Logging Settings	Logs (if available) may have multiple levels of depth of event logging.
LOW INK WARNING	The value at which the printer will show a low ink warning message. Shown in % of ink volume for specific cartridge.
MAINTENANCE COUNT	Total cycle count on hardware since new.
MODULE DISTANCE	
NOZZLE KEEP ALIVE	Mode where printer spits single nozzles on 'random' pattern.
ORIENTATION CONTROL	
Paper Sensor	Sensor before first print module used to control and trigger printing.
PERIODIC PURGE	A purge that happens on a time scheduled basis during while printing a job.
Port Number	
PRE-PURGE	aka PURGE AT START. A purge run before starting a job.
PRINT BREAK CHARS	
PRINT HEAD ADJUST	
Overlay	A overlay graphic added to each piece while printing.
PRINT QUALITY	Selected DPI value.
Pulse Time (msec)	
PURGE AT START	aka PRE-PURGE. Run a purge prior to start of printing a job.
Purge Interval	Time between purges when a periodic purge is active.
Head assembly.	Assembly that is raised or lowered by Media thickness adjustment knob.
Raise paper guide.	
Rising Edge	
ROM Revision #	Version number for firmware installed in printer.
Signal Polarity	
Stacker	Output stacker selection option.
Standard Feeder	
STOP ON FEED ERROR	

STOP WHEN EMPTY	
Stream Feeding	
Subnet Mask	
Super Draft (150)	A print quality selection.
Symbol Set	aka ISO CHARACTER SET.
TCP/IP	aka Ethernet. Communications option.
Transport Speed	
TRAY BREAK	
USE CONVEYOR	
VERT ADJ: HDS X-Y	
Warning Threshold	