AS-940
Addressing Solution
Operating Guide
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Section 1 – Getting Acquainted

Safety Precautions

THIS EQUIPMENT PRESENTS NO PROBLEM WHEN USED PROPERLY. HOWEVER, CERTAIN SAFETY RULES SHOULD BE OBSERVED WHEN OPERATING THE PRINTER.

BEFORE USING THE PRINTER, YOU SHOULD READ THIS MANUAL CAREFULLY AND FOLLOW THE RECOMMENDED PROCEDURES, SAFETY WARNINGS, AND INSTRUCTIONS:

- Keep hands, hair, and clothing clear of rollers and other moving parts.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a jam, be sure machine mechanisms come to a stop.
- Always turn off the machine before making adjustments, cleaning the machine, or performing any maintenance covered in this manual.
- Use the power cord supplied with the machine. Plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord and wall plug is the primary means of disconnecting the machine from the power supply.
- DO NOT use an adapter plug on the line cord or wall outlet.
- DO NOT remove the ground pin from the line cord.
- DO NOT route the power cord over sharp edges or trapped between furniture.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Make sure there is no strain on the power cord caused by jamming between the equipment, walls or furniture.
- DO NOT remove covers. Covers enclose hazardous parts that should only be accessed by a qualified service representative. Report any damage of covers to your service representative.
- This machine requires periodic maintenance. Contact your authorized service representative for required service schedules.
- To prevent overheating, do not cover the vent openings.
- Use this equipment only for its intended purpose.
- Follow any specific occupational safety and health standards for your workplace or area.
SECTION 1
GETTING ACQUAINTED

Packaging/Shipping

The printer is shipped in appropriate packaging so that, under normal shipping conditions, it reaches its destination without damage.

NOTICE: Report damage to the carrier. The carrier is liable for any damage during transport. Transport and storage should take place under normal conditions, i.e. at temperatures between +5°C and +70°C and relative air humidity of up to 80%. Exposure to conditions that are not permissible may lead to damage which is not externally visible.

Please save the packaging for future use! It will be required if you ever need to ship the printer.

Contents

The following items are included with your printer:

1   Print-Carriage Cover (including mounting hardware)
1   Power Cord
2   Media Side Guides (mounting hardware attached to printer)
1   Rear Paper Support (mounting hardware attached to item and printer)
1   Rear Media Guide (attached to Rear Paper Support)
1   Product CD ((Operations Manual (PDF) and all necessary Drivers files included on this CD))

Note: Parallel and USB interface cables and Ink cartridges are not included with the printer. Interface USB cables (recommend 6 ft or less) can be purchased from computer and office supply stores. Ink cartridges can be purchased through your local Neopost dealer or branch.

![Figure 1](image_url)
Initial Assembly

 Attach the Print-Carriage Cover

Using the 4 flat-head Philips screws supplied; attach the Print-Carriage Cover to the printer.

WARNING! Be careful not to over tighten the screws or you will damage the cover.

 Attach the Media Side Guides

Using the 4 flat-head Philips screws supplied; attach the Media Side Guides to the printer.

Note: The screws are shipped; attached to side guide securing plates, on the printer.
SECTION 1
GETTING ACQUAINTED

Attach the Rear Paper Support and Rear Media Guide

Note: The Rear Media Guide is shipped attached to the Rear Paper Support. The Rear Paper Support mounting screws are shipped; attached to rear paper support and the printer.

- Loosen the two large Rear Paper Support securing screws (2 Philips head screws) about 3 revolutions.

- Positioned the upper portion, of the paper support assembly, inside the table-top cutout and then slide the lower portion of the paper support behind the two loosened screws.

- Using the two small Philips head screws supplied, attach the upper portion of the rear paper support to the deck of the printer.

- Secure the two lower Philips head screws.

System Requirements

- Pentium III-class PC (500 MHz or higher recommended)
- Windows 98, Windows NT 4.0 (Service Pack 6 or higher), Windows 2000, Windows XP or Windows Vista (32 or 64 bit). You must have administrative privileges on the system.
- Microsoft Internet Explorer 5.0 or higher.
- System memory depending on your operating system.
- At least 120 Mb free hard-disk space.
- CD-ROM drive
- Centronics Parallel and or USB port
SECTION 1
GETTING ACQUAINTED

Operator View

1. PRINT-CARRIAGE COVER – The Print-Carriage Cover encloses the printhead carriage and media transport rollers/belts.
2. MEDIA SIDE GUIDE SECURING KNOBS – Used to secure the Media Guides at their desired locations.
3. MEDIA SIDE GUIDES – Used to center the media in the printer and provide straight feeding of media.
4. REAR PAPER SUPPORT – Provides the proper angle to enhance media feeding and separation.
5. LCD DISPLAY – Displays information about the status of the printer.
6. PRINTER CONTROL PANEL – The keys on the printer control panel are used to operate the printer.

Figure 6
### Rear View

#### Figure 7

<p>| | |</p>
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<tr>
<td>7.</td>
<td><strong>REAR MEDIA GUIDE</strong> – Allows for adjustments in stack angle, based on media type and length. Helps to force the media against the separation area.</td>
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<tr>
<td>8.</td>
<td><strong>MOTOR CIRCUIT BREAKER</strong> – The circuit breaker protects the printer’s motor from overload.</td>
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<tr>
<td>9.</td>
<td><strong>FEED ROLLERS</strong> – (8 serrated, 4 black) Delivers the bottom piece of media, from the stack, through the separation area, and under the forwarding rollers.</td>
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<td>10.</td>
<td><strong>MEDIA THICKNESS ADJUSTMENT DIAL</strong> – Is used to set the printheads at the proper height for printing on the media.</td>
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<td>11.</td>
<td><strong>SHEET SEPARATOR LOCKING LEVER</strong> – Is used to lock the separators in place after they are adjusted.</td>
</tr>
<tr>
<td>12.</td>
<td><strong>SHEET SEPARATORS</strong> – (four) Use to separate a single piece of media from the stack.</td>
</tr>
<tr>
<td>13.</td>
<td><strong>USB PORT</strong> – Connects the printer to the USB port on your computer.</td>
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<tr>
<td>14.</td>
<td><strong>PARALLEL PORT</strong> – Connects the printer to the parallel printer port on your computer.</td>
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<tr>
<td>15.</td>
<td><strong>MAIN POWER SWITCH</strong> – This switch turns the printer ON and OFF.</td>
</tr>
<tr>
<td>16.</td>
<td><strong>MAIN POWER FUSE</strong> – This fuse protects all of the electronic circuits in the printer.</td>
</tr>
<tr>
<td>17.</td>
<td><strong>POWER RECEPTACLE</strong> – The power cord is plugged in here.</td>
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Print Carriage View

<table>
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<tr>
<th>18. PRINT UNITS</th>
<th>One holds 3 ink cartridges (cartridges 1, 2, 3) and the other holds 2 ink cartridges (cartridges 4, 5). Can be moved to adjust the vertical print position.</th>
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<td>19. INK CARTRIDGE LATCH LEVERS</td>
<td>Used to secure the inkjet cartridge in to the Pen Stall.</td>
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<tr>
<td>20. PEN STALL</td>
<td>The area where the inkjet cartridge is inserted.</td>
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<td>21. PRINT UNIT SECURING KNOBS</td>
<td>Used to secure the print unit positions.</td>
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<tr>
<td>22. PRINT AREA REFERENCE</td>
<td>Visual reference to help the operator adjust print area position.</td>
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<td>23. MEDIA TRANSPORT BELTS</td>
<td>Drives the material through the system.</td>
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### Control Panel

<table>
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<th>Description</th>
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| 1. | **ON LINE key** – This key is used to put the printer on/off line.  
*LED “slow flash”* = Printer is powered on, but off-line.  
*LED “on”* = Printer is on-line  
Note: The printer must be off-line to access the menu modes or TEST print. |
| 2. | **- key** – In the menu mode this key will scroll to the previous selection. |
| 3. | **ENTER key** – This key is used to start/stop media feed.  
When the printer is placed in any of the menu modes, the ENTER key is used to select the options available.  
When the printer is off-line this key is used to start the Paper Feed function. |
| 4. | **ERROR Indicator** – This indicator lights when there is a problem with the printing process. |
| 5. | **RESET key** – Holding down this key, until all LED’s light momentarily, will reset the printer to its normal ready state. |
| 6. | **+ key** – In the menu mode this key will scroll to the next selection. |
| 7. | **MENU key** – This key causes the printer to enter the menu mode where several operator functions can be accessed. |
| 8. | **TEST key** – Pressing this key will put the printer into the test pint mode (LED on); allowing the printer’s internal “test image” to be printed. |
| 9. | **LCD DISPLAY** – Indicates the status of the printer including piece count, menus, and error messages. |
| 10. | **MEDIA THICKNESS ADJUSTMENT DIAL** – The dial on the right side of the control panel is used to adjust the height of the print heads to compensate for different media thickness. |

**Note:** A complete description of the functions and operation of the printer keys can be found in Section 3 – Operating the Printer.
Section 2 – Printer Installation and Setup

Before using the printer, the following must be done:

- Choose a location for the printer
- Connect power to the printer
- Connect it to the computer
- Install the Inkjet Cartridges
- Set up the feed system (media separation and transport) on the printer
- Position the Print Units

Choose a Location

The printer should be placed on a sturdy worktable or cabinet at least 12 inches from any walls. Protect the printer from excessive heat, dust, and moisture – avoid placing it in direct sunlight.

Connecting Power to the Printer

1. Make sure that the main power switch of the Printer is in the OFF (0) position.
2. Verify that the power source is the correct voltage for your printer, and it is properly earth grounded. The use of a surge protector is recommended.
3. Connect one end of the power cord to the rear of the Printer in the corresponding receptacle.
4. Plug the other end into a 115 Volt AC, 50/60 Hz. Grounded outlet.

CAUTION

Do not use an adapter plug or extension cord to connect the printer to the wall receptacle.
Do not use outlets controlled by wall switches.
Do not use an outlet that shares the same circuit with large electrical machines or appliances.
Surge Protectors are recommended.

Connecting to the Computer

- **USB Users**: Plug the USB cable from your computer, into the printer’s USP USB Port, located next to the parallel port connector.
- **Parallel Users**: Plug the parallel printer cable from your computer into the printer’s Parallel Port and latch the two locking clips.

NOTE: The cable used to connect the printer to the computer must not exceed 6 feet long. The parallel port may be used for all versions of Windows. The USB Port is used only for Windows ME, 2000, and XP.
Installing the Ink Cartridges

The printer can accommodate 5 HP45A style inkjet cartridges. The cartridges are installed as follows:

- Remove the inkjet cartridge from its packaging, taking care not to touch the copper contacts or the nozzle plate. Remove the protective tape from the inkjet cartridge. See “Appendix B” for a list of ink cartridges that are available for your printer.
- The cartridges are held in place by a latch lever mounted on the inkjet cartridge holder (pen stall). Release the lever by raising it vertical.
- With the cartridge’s nozzle plate pointing down, slide the cartridge into the pen stall and push down and toward the contacts in the pen stall.
- Make sure the cartridge is seated in the pen stall then close the latch lever to secure the cartridge in the pen stall. Do not force the lever into place. (See the diagram.)
- Reset the ink level monitor for this cartridge. See “Ink Level Monitor Reset” below.
- Repeat the above for the remaining cartridges.

Ink Level Monitor Reset

The printer can automatically calculate the approximate ink level available in each cartridge. It does this using a drop count method. When the level is calculated as being low (~5% ink remaining in the cartridge) the printer will stop and display “Head # Low. Press Enter.”. After you press Enter, you can choose to ignore the warning or you can check the cartridge. If the cartridge is almost empty, you should replace the cartridge and reset the Ink Level Monitor using the following procedure.

- Press the MENU key momentarily.
- Use the “+” or “-” key to highlight “Enter when head (n) is filled”.
- Press the ENTER key and install a new cartridge.
- Repeat for each cartridge you install. When the ENTER key is pressed the display will change to “Head (n) has a new cartridge”.

NOTE: This feature is only valid if the cartridges remain in their original positions, where they were first installed. If you swap the cartridges from one stall position to another, the calculated ink levels will not be accurate. It is suggested that you tag the cartridges with their original position number.

Quick Ink Level Monitor Reset (all Heads): Power the printer on while holding down the MENU key, until the printer displays “Resetting all Ink Levels in Flash”. Then release the MENU key.

To check the level of ink in the cartridges, Press and hold the TEST key until the “Service Menu” appears. Use the “+” or “-” key to scroll to the “Service Menu: Ink Levels, 100%100%100%”. This will show how much ink remains in the cartridge.

The ink in the cartridge may be harmful if swallowed. Keep new and used cartridges out of reach of children. Discard empty cartridges immediately.
SECTION 2  
INSTALLATION & SETUP

Setting up the Feed System
The printer is equipped with four sheet separators, two media side guides, a rear media guide, and a media thickness adjustment dial.

Sheet Separation Adjustment
The sheet separators are adjusted individually as follows:

1. Move the side guides so that the separators and separator locking lever are accessible.

2. Release the Separator Locking Lever, by pulling it forward and down, as shown in Figure 15.

3. Lift each individual separator up, until it locks in the upper position, as shown in Figure 16.

4. Place a single piece of media under the separators, as shown in Figure 17. It is best to place the media so it is in the center position on the table.

5. Unlock the separators that have media beneath them and allow them to fall (by their own weight) onto the media, as shown in Figure 18. Repeat for each separator that has media under it.

IMPORTANT
Be sure that unused separators are locked in their raised position. If not, they will rub on the feed rollers, causing transport problems and damage to the rollers and separators.

6. Raise the Separator Locking Lever, by lifting it up and back, as shown in Figure 19. This will lock the separator positions.
**Media Side Guide Adjustments**

1. Loosen the Media Side Guide Securing Knobs, as shown in Figure 20.
2. Move the side guides apart, so the media will fit between them and be centered in the feed area.
3. If not already present; place one piece of media between the side guides, so the media is centered in the feed area.
4. Adjust the Media Side Guides so that they are about a dimes width (~1/32-inch) from the sides of the media, as shown in Figure 21.
5. Tighten the Media Side Guide Securing Knobs, to secure the side guide positions.

**Rear Media Guide Adjustments**

1. Place two pieces of media into the hopper, making sure the leading edges of the media is resting against the separators.
2. Adjust the Rear Media Guide position by sliding it up or down on the Rear Media Support. Position it so that the trailing edge of the media is raised approximately ½ to 1 inch above the Rear Media Support, as shown in Figure 22.
SECTION 2
INSTALLATION & SETUP

Loading Media

When placing media into the printer, it is important to follow these steps.

1. Start by placing a single piece of media into the feed section, so that it is touching or starting to feed under the sheet separators.

2. Before adding media; fan the stack of material so the bottom pieces are closest to the separation point, as shown in Figure 23. Then carefully place the stack between the side guides, so the leading edge of the stack is against the sheet separators, as shown in Figure 24.

3. Additional pieces can be placed onto the stack, as described in the above step.

4. If the printer runs out of material, be sure to reload the printer beginning with the first step.
**Media Thickness Adjustment**

The printhead carriage height must be set to accommodate the thickness of the media you will be feeding. This printer incorporates a servo motor to control the height of the carriage.

1. Make sure the printer is off-line. If on-line, press the ONLINE key to take it off-line.

2. Press the MENU key, then use the +key to scroll to the menu item “Media Thickness Setup”. Press the ENTER key to select this feature.

3. Turn the Media Thickness Dial [A] fully clockwise. This will cause the servo motor to raise the printhead carriage to its highest position.

4. Place a piece of media [B] under the printhead carriage rollers, as shown in Figure 25.

5. Slowly adjust the Media Thickness Dial [A] counter-clockwise until the printhead carriage rollers touch and hold the Media [B] securely.

6. When properly adjusted the Media [B] will be securely captured between the printhead carriage rollers and the lower transport belts. It should require a moderate amount of force to pull the Media [B] from under the printhead carriage rollers.

   **Tip:** Make a note of the Media Thickness Dial position, as a reference for future adjustment when using this particular media.

7. Press the MENU button to exit out of the “Media Thickness Setup” mode.

**NOTE:** The printer will automatically raise the printhead carriage to its highest position, when you exit the “Media Thickness Setup” mode. When the printer is told to print or feed material, it will automatically lower the carriage to your preset value.

The chart below can be used as a general guideline for setting the position of the Media Thickness Dial [A].

<table>
<thead>
<tr>
<th>Media Thickness</th>
<th>Dial Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>.004” to 1/32”</td>
<td>0 to 2</td>
</tr>
<tr>
<td>1/32” to 1/16”</td>
<td>2 to 3</td>
</tr>
<tr>
<td>1/16” to 1/8”</td>
<td>3 to 7</td>
</tr>
<tr>
<td>1/8” to 1/4”</td>
<td>7 to 10</td>
</tr>
</tbody>
</table>

**NOTE:** The chart show general guidelines. It is best to adjust the carriage height using the procedure outlined above.
Print Unit Positioning (Vertical Address Positioning)

The print units are the device that contains the pen stalls and inkjet cartridges. To adjust the vertical position of the address (printed image) on the media, you must move the Print Units to the desired print positions. The red lines, at the exit end of the print unit, can be used to approximate the print position on the media, as shown in Figure 27.

1. Loosen the Print Unit Securing Knobs. See Figure 27.
2. Slide the Print Units to the desired positions as shown in Figure 27.
3. Tighten the Print Unit Securing Knob.

Note: Horizontal print position is adjusted via your software (mailing program).

Note: The minimum gap (distance) between the print units (between heads 3 and 4) is 1 5/16”.

Figure 26

Figure 27
Minimum Distance Between Print Units (Heads 3 & 4)

Figure 28 shows the minimum distance between print units. This minimum is achieved by pushing the print units against one another.

![Figure 28](image)

Paper Feed (Media Transport) Test

Test for proper media transport. If the printer is setup properly, it should feed the media without hesitation, skewing or jamming.

1. With the printer off-line, press the **ENTER** key, to start the Paper Feed feature (feeds material without printing).

2. Press **ENTER** again to stop the Paper Feed feature.

TEST Print

When off-line, the TEST key can be used to print a TEST image. The TEST image can be used to:

- Check the vertical print position.
- Demonstrate the printer.
- Check the condition or the ink cartridges.
- Check the function of the printer.

**Note:** Horizontal print position is adjusted via your software (mailing program).

Customizing the TEST Print Image:
The TEST print image can be changed to any image you desire, by using the following procedure:

1. Power the printer on while holding down the TEST key.
2. From your computer; send an image that you would like to be the new TEST image.

**Note:** Turning the printer on, while holding down the TEST key, will erase the previous TEST image. If a new TEST image is not loaded, then a TEST image will not be available to print when you press the TEST key.
Section 3 – Operating the Printer

This Section assumes that you have setup the feed system and connected the printer to your computer.

Printer Control Panel & MENU features

The printer control panel keys can be used to access various functions that help the operator control the printer. These functions and their operation are as follows:

**ENTER key**

The ENTER key is used to start/stop media feed. When the printer is placed in any of the Menu modes, the ENTER key is used to choose the options available in the Menu.

Tip: To allow the printer time to finish printing pieces currently under the print carriage, use the ENTER key to stop media feed, before taking the printer off-line.

*Media Transport (Paper Feed) Test:* Pressing ENTER when the printer is off-line, will activate the Paper Feed Test feature (media will be fed without printing).

**TEST key**

Pressing the TEST key momentarily, places the printer in the test print mode. The word “Working” appears in the lower half of the display and after a short period of time the display changes to “Enter to feed”. Pressing the ENTER key will start the feeding process (test images printing). To stop feeding press, ENTER again.

To restore the printer to the normal ready mode press the ON LINE key to take the printer off line and then press and hold the RESET key until the LED on the TEST key blinks. The printer is then restored to its normal ready state.

Pressing and holding the TEST key will place the printer into the “Service Menu”.

*Service Menu:* Pressing and holding the TEST key will cause the printer to enter into the “Service Menu” where the various functions of the printer can be tested. To exit the “Service Menu”, turn the printer OFF, then ON again. The service menu is primarily used by service technicians to diagnose problems, should they occur. You can use the “+” or “-” key to scroll through the menu. Pressing the ENTER key will test the function. To restore the printer to its normal mode, turn it OFF then ON.

**MENU key**

The MENU key is used to access the special features built into the printer. The basic features are accessed by momentarily pressing the MENU key. Use the “+” or “-” keys to access the features. The features available under this mode of operation are as follows:

*Media Thickness Setup* – This feature is used to set the correct carriage/printhead height for the media being used. See “Media Thickness Adjustment” for more details. To activate this feature, press ENTER. The Media Thickness Dial can then be used to change the carriage height.

*Press Enter to Purge* – The purging function is useful to clear the inkjet cartridge nozzles when the machine has been sitting idle. To activate the purge, press the ENTER key and feed media.

*Clear Batch Counter* – Pressing the ENTER key will clear the number in the upper right hand corner of the display. Resetting the counter is usually performed at the start of each job. Turning OFF the printer will not reset this counter.

*Purge First Piece* – Turning the feature ON will cause the printer to send one purge pattern on the first piece. After the purge is completed the next piece will print the first record of your database.

*Address Recovery* – In event of a jam or misprint; in the printer you can recover up to the last 9 records by using this feature. See “Print Recovery After a Jam” for details on the use of this feature.
**Print Enhancement** – The print enhancement feature is used to help the nozzles on the ink cartridge stay open and decrease the loss of the descender on letters such as “y” or “q” and accent marks that do not appear in every address. Pressing the ENTER key will turn this function ON or OFF. The function will remain as changed until the operator changes it again.

**NOTE:** The Print Enhancement feature will time out after 100 seconds if no media is going through the printer. Once media is being printed it will restart.

**Automatic Feed** – Turning the feature ON will cause the printer to automatically start the transport and feed systems, if the printer is placed on-line before it starts receiving data.

**Enter when head (n) filled** – The printer is capable of telling you when an ink cartridge is running low of ink. To use this feature, press the MENU key momentarily, then use the “+” or “-” key to highlight “Enter when head (n) is filled”. Press the ENTER key and install a new cartridge. Repeat for each cartridge you install. When the ENTER key is pressed the display will change to “Head (n) has a new cartridge”. To check the level of ink in the cartridges, press and hold the TEST key until the “Service Menu” appears. Use the “+” or “-” key to scroll to the “Service Menu: Ink Levels, 100%100%100%”. This will show how much ink remains in the cartridge.

**NOTE:** The “Ink Level” feature is only accurate if the cartridges remain in the original positions where they were first installed. If you swap the cartridges from one pen stall position to another, the levels will not be accurate.

**Setup Menu:** To access the Setup Menu; press and hold the MENU key until the “Setup Menu” appears. Step through the Setup Menu items, using the “+” or “-” key.

- **Total Count** – The total count displayed is the total number of prints that have passed through the printer. It is non-resettable.
- **BIOS Version** – The version of the BIOS is displayed in this menu when the “+” key is pressed once. From time to time it may be necessary for a technician to upgrade the BIOS in the printer. When this is done, the new BIOS version can be checked in this manner.
- **Bulk Ink** – This feature is not used. No provisions are made to install bulk ink cartridges.

**+ / − (plus / minus) keys**

In the various menu modes these keys are used to step through the options.

**ON LINE key**

Pressing the ON LINE key will cause the printer to change from the on-line state, to the off-line state, or vice-versa. The LED on this key will slowly flash when there is power present and the printer is off-line.

The LED on this key will turn on (steady), when the printer is placed on-line.

Pressing the ON LINE key during the printing operation will take the printer off line and stop the printer.

**RESET key**

The RESET key is used to clear the printer memory and return it to its initial state (wait state). This key only functions if the printer is off line.

**Purge While Printing**

To do the purge in the middle of a job, follow these steps:

1. Press ON LINE key to pause the current job.
2. Press the MENU key, then step to “Press Enter to Purge”.
3. Press ENTER key to start the purge. Repeat if necessary.
4. Press ON LINE key and then the ENTER key to get back to normal printing.

**Note.** If paper jam occurs during the purge, after purge, you should use address recovery feature to get back to normal printing. Otherwise you will lose records.
Print Recovery After a Jam

If the media should jam in the printer during the run it is possible to recover up to 9 pieces (records) that might be lost. If a jam occurs, the printer control panel will display “Jam: Reprint Lost Pieces” and “MENU To Continue”.

To recover the lost pieces do the following:

1. Press the **MENU** key and the “Address Recovery” option will appear.
2. Press the **ENTER** key and the following display will appear “Enter: Recover 1 piece”.
3. Use the + key to select the number of pieces you wish to recover up to 9.

**NOTE:** Count the number of pieces you wish to recover and then add 2 for the pieces (records) that are in the buffer.

4. Next, press the **ENTER** key again to register the number of pieces to be recovered.
5. Then press the **ENTER** key again to restart the printer.

6. You may repeat this process a many times as required. When you reach the end of the database if the last piece jams, then enter 1 piece to be recovered.
Installing The Printer Drivers

Notes:

Do NOT connect the printer to the computer until you have successfully loaded the printer driver to your system.

When several user accounts are used on the system, you must make certain that you have
Administrator Privileges. According to the Windows security model, only the Administrator can install the driver.

1. Insert the Product CD. The installation program should start automatically, if not, browse the CD and open the file named Install_Menu.

2. Select >>Driver Installation from the menu for your printer model.

3. You will be brought to the welcome screen of the Printer Installation Wizard. The wizard will walk you through the process of installing the driver. Click Next.

4. Select Local printer attached to this computer. Click Next.
5. Select the appropriate printer port. Click Next.

If you plan to use a USB port, please select the default choice ("LPT1:" at this time. After the driver install is complete please see the section "USB Port Selection and Verification Process", before you attempt to print.

6. Choose your printer model from the menu. Click Next.

7. Select whether or not you wish to set this as your default printer. Click Next.
8. You are now given the choice of sharing this printer on your network. Click Next.

9. Choose whether or not you’d like to print a test page. Click Next.

USB Users: Do NOT print a test page until you have verified and tested proper port selection. See section titled "USB Port Selection and Verification Process".

10. Verify all of your information and click Finish to complete the installation.
Note:
You may receive this warning. Click Continue Anyway to complete the installation.

Installation is now complete.

USB Users: Do NOT attempt to print to the printer until you have reviewed the next section "USB Port Selection and Verification Process".
USB Port Selection and Verification Process

If you are connecting the printer to the computer via its USB port, please use the following procedure to verify that the proper USB port choice was made before you attempt to print.

**Note:** This method is not valid for Parallel (LPT) port users.

- When initially installing the printer driver, leave the port selection at default (LPT1:), even if you don't have an “LPT” port on your computer.
- Don't connect the printer to the computer’s USB port until you have the printer driver successfully installed. See “Installing the Printer Drivers” section.

Tip: If you have already mistakenly connected the printer to the computer and attempted to send data to the printer, but you are not getting any response from the printer, then you should:
  - Delete all print jobs (documents) in the computer’s printer queue
  - Reboot your computer
  - Power the printer off/on
  - Start from Step 2 below

1. After the printer driver has been successfully installed on your computer; connect the printer to the computer, using a USB cable, and turn the printer on.

   If the printer has never been connected to the computer before; you will get the "found new hardware", "installing new hardware" messages at this time.

   After Windows finishes installing new hardware, it should give the message that "The hardware has been installed successfully...".

   Note: If the printer had been connected to your computer in the past, and you are reconnecting the printer, you may not see these message.

2. From the “printers”, or “printers and faxes”, folder; locate and open the printer driver’s properties. This can be done by right clicking on the printer driver and selecting properties.

3. Click on the “Ports” tab and locate the first USB selection choice in the list.

   If you have more than one USB choice, they are normally labeled as “USB001”, “USB002”, etc...). The first choice would be “USB01”.

   Then click on Apply.
4. While watching the printer status in the “Printers” folder; power the printer off, wait 10 seconds, and power the printer on.
Tip: To display the printer “status” column in the “Printers” folder; click on “view” and then select “details”.
   - The printer status should toggle from “offline” to “ready” when you power the printer on.
   - The status should toggle from “ready” to “offline” when you power the printer off.

IMPORTANT! You may need to repeat this step (power printer off/on) more than once, for the system to recognize the printer and to see the status change.

5. If the printer status does NOT change, when you power the printer off and on; click on the “Ports” tab, then locate and select the next USB port selection in the list. Then click on Apply.

6. Go to Step # 4.

7. If the printer status changes when you power the printer off/on then close the printer driver’s properties window by clicking on OK.

8. You are Finished.
   Your printer driver has been properly configured for the USB port you are connected to and the driver is communicating with printer.
   You are ready to begin printing.
Printer Driver Properties
The drivers for your AS-940 contain several settings that can be useful when using this type of printer: head alignment, feeder delay, text DPI and belt speed.

Head Alignment
The purpose of the Head Alignment is to permit slight (0.001-inch) horizontal adjustments to the position of the print heads to each other. The adjustment is used to precisely align the three printheads (cartridges) when printing graphics or type that extends beyond the height of one printhead. Each head can be moved +/- 0.048-inch in 0.001-inch increments.

- To adjust the printhead alignment toward the leading edge; decrease (▼) the value.
- To adjust the printhead alignment toward the trailing edge; increase (▲) the value.

Feeder Delay
- This puts a delay between each piece as they are being printed. This will each piece more time to dry before the next piece is printed and stacked on top. The adjustment range is in 0.1-second increments. This feature works at all speeds.
SECTION 3
OPERATING THE PRINTER

Text DPI

- Raising the Text DPI, e.g. from 200 DPI to 600 DPI will increase the quality of the image. Increasing the DPI will also limit the Belt Speeds available (see below).

<table>
<thead>
<tr>
<th>Text DPI</th>
<th>Belt Speeds Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>150 DPI</td>
<td>Low(1), Medium(2), Medium(3) High, High(4)</td>
</tr>
<tr>
<td>200 DPI</td>
<td>Low(1), Medium(2), Medium(3)</td>
</tr>
<tr>
<td>300 DPI</td>
<td>Low(1), Medium(2),</td>
</tr>
<tr>
<td>600 DPI</td>
<td>Low(1),</td>
</tr>
</tbody>
</table>

Belt speed.

- The Belt speed (IPS) automatically changed to the optimum speed for the resolution selected. You can, however change the speeds to a lower speed as follows:
Software Setup Examples

**Printing from Satori Bulk Mailer® 5.0**

***Printer Drivers:*** Satori has developed their own printer drivers for use with their software product. Therefore, Satori recommends that you load and use the printer drivers available to you on the Satori Bulk Mailer 5.0 CD. If not, the Bulk Mailer software may not function properly with the printer.

The following is a brief description of how to setup and print from Bulk Mailer 5.0.

1. **Open Bulk Mailer 5** and select (open) the mailing list of your choice.
2. **Use the Bulk Mailer 5 "Wizards" to setup your job.**
   This newer version of Bulk Mailer is driven by "Wizards", which will guide you through the envelope design and layout process.

   Your envelope design (layout) should look similar to the one shown below.
   This example was designed for the Envelope Imager 1.5. Notice how the address data is positioned at the top of the page, within the first 1.5 inches of the top of the page. When using the AS-940, it can accommodate print on the first 2.5 inches of the page.

3. **Click on the "Go to Preview Mode" icon**, located at the upper left-hand corner of the Bulk Mailer 5 "designer" screen.

   **Tip:** Click on the "Go to Designer Mode" icon, to return to the "designer" screen.
4. Click on the printer icon to open the "Mail Print Setup" dialog box.
   - Make sure the corresponding Neopost printer driver is selected as your “Printer”.
   - Use the "Advance Settings..." button to select the desired print quality and or orientation.
   - Use the features under "Print Range" to select the range of addresses you want to send to the printer.

5. Print.
   When ready to print, make sure the printer is on-line, then click on the "Print" button.

Please contact Satori Software (800-357-3020) or visit the Tech Notes area of their web site for additional information. [http://www.satorisoftware.com/US/support/TechNotes.asp](http://www.satorisoftware.com/US/support/TechNotes.asp)
Printing from Microsoft Word

If you are not using a specific program designed for mailing applications it is possible to print your mail pieces using Microsoft Word. This section will cover how to layout a piece and to print from Microsoft Word.

To begin open a new page and turn on the tool bar for Mail Merge. Under Print select the AS-940 as the default printer. Go to Page Setup in the File menu. Set all of the margins to “0”.

NOTE: The printer must be selected before you do the setup so that the setting will be registered.

Next select the Page Size tab and Custom Page. The size of the layout should be 2.5-inches high by the length of the piece you are intending to print on. In our example we have selected the width of a # 10 envelop, 9.5-inches. The orientation of the piece is always Portrait. The effective printing area of the AS-940 is 2.5-inches by 15-inches. When you have completed this step click OK.

The next step is to create a text box so that you can position the address the proper distance from the lead edge of the piece. Once the page layout is set, you might want to save it as a template for use later.

When you have completed the steps above the layout should look like the one shown.

NOTE: When setting up a layout for the AS-940, be aware that the printheads are aligned in two banks and these banks face each other. The minimum distance between printheads 3 and 4 is 1-5/16-inch. This in effect permits you to print the return address on heads 4 and 5 with an indicia and the variable address on heads 1, 2, and 3. When printing in this manner it is a good idea to use the overlay feature for the fixed information. The actual head layout on a #10 envelope appears at the right.
Click on **Tools** and then **Mail Merge**. The “Mail Merge Helper” window will open. Click on **Create**, then **Envelopes**. The “Microsoft Word” window will open. Click on the **Active Window** button, then click on the **Get Data** button. Next click on **Open data** source. Locate the data file you intend to use. In our example we are using a Microsoft Excel file. Select the file and the “Microsoft Excel” window opens select entire spreadsheet and click **OK**.

Next click on **Edit Main Document** and then click on **Close**.

Use the Mail Merge Tool Bar and click on **Insert Merge Field** and begin to build the layout by inserting the address fields.

When you have completed setting up the layout, click on the **Mail Merge** icon on the tool bar and the “Merge” window will open.

In the **Merge to** menu there are several choices for where how the data is exported. The two that concerns us is “New Document” and “Printer”. If you choose “New Document” the merge will be created in your word application with a separate record for each address. If you choose “Printer”, the merge will send directly to the printer and each record will be printed.

The next selection is “Records to be merged”. You can select **All** or **From**:

The last selection is “When merging records”. The default is “Don’t print blank lines when data fields are empty.” This should be left checked.

Clicking on **Merge** will start the process of merging the documents.

If you chose to send the merge directly to the printer and the printer is connected to the computer and turned ON, the printer will start. Pressing the **ENTER** key will start the printing process.

If you have a graphic or fixed text to be printed with the data, refer to the section on Overlays.
Section 4 – Maintenance

This section covers how to care for the ink cartridges, clear paper jams, replace the sheet separators, and perform routing maintenance on the printer.

Inkjet Cartridge Maintenance

The inkjet cartridges must be replaced when out of ink, when print quality is poor, or when purging and cleaning have not helped the image quality.

The Approximate life of the HP 51645A Inkjet cartridges based on three lines of 20 characters at 10-point size per address is:

- **High Quality**: 600 dpi, 50,000 addresses
- **Standard Quality**: 300 dpi, 100,000 addresses
- **Letter Quality**: 200 dpi, 150,000 addresses
- **Draft Quality**: 150 dpi, 200,000 addresses

**NOTE:** These figures can vary depending on the font selected.

Replacing the Inkjet Cartridge:

- Remove the used cartridge from the pen stall by raising the latch lever to release the cartridge, then pull the cartridge up and out of the pen stall.
- Remove the new inkjet cartridge from its packaging, taking care not to touch the copper contacts, or the nozzle plate. Remove the protective tape from the printhead.
- The cartridges are held in place by a lever mounted on the pen stall. Release the lever by raising it vertical.
- With the cartridge’s nozzle plate (printhead) pointing down, slide the cartridge into the pen stall and push down and toward the contacts in the pen stall.
- Make sure the cartridge is seated in the pen stall then close the lever to secure the cartridge in the pen stall. Do not force the lever into place.
- Reset the Ink Level Monitor for this cartridge position. See “Ink Level Monitor Reset”
- Repeat the above for the remaining cartridges.

**CAUTION**

NEVER SHAKE, DROP, OR HIT THE CARTRIDGE AGAINST THE PALM OF YOUR HAND OR ANY OTHER HARD SURFACE. SHAKING THE PRINT CARTRIDGE DOES NOT “MIX” THE INK AND HITTING THE CARTRIDGE AGAINST A HARD SURFACE DOES NOT CLEAR THE NOZZLES. BOTH OF THESE ACTIONS ACTUALLY HURT THE PRINT QUALITY BECAUSE THEY ALLOW BUBBLES TO FORM NEAR THE INK FIRING CHAMBERS. THESE BUBBLES PREVENT THE NOZZLES FROM FIRING CAUSING WHITE STREAKS IN THE PRINT IMAGE.
Inkjet Cartridge Storage

**Short-term Cartridge Storage** (Less than 8 hours or less than 2 hours in hot/dry environments.)

- The cartridge can be left in the Printer, for short periods of time.
- The next time that the Printer is used, the cartridge nozzles may have to be cleaned and purged

**Long-term Cartridge Storage** (More than 8 hours or more than 2 hours in hot/dry environments.)

- Clean the cartridge and place the cartridges in a re-sealable container (i.e. Tupperware) with a damp sponge or towel to maintain humidity and prevent the cartridge from drying out. Note: Do not allow the nozzle plate to make contact with the sponge/towel, or the ink will be wicked from the cartridge.
- When the cartridges are ready to be used again, the cartridge body and contact area will need to be dried and the nozzles will need to be cleaned and purged.

**CAUTION!** Be sure the contact area of the cartridge is dry, before installing it into the printer or damage to printer’s electronics will result.

**Note:** Decap Time (time it takes for unsealed cartridge nozzles to become clogged) will vary greatly. Ink type, environment, prior cartridge maintenance, and cartridge condition can affect decap time.

Cartridge Disposal

The cartridge may be disposed of in a normal manner. If there should be an ink spill, use soap and water to clean up any problem areas. Abrasive soap works well to get the ink off of hands.

![The ink in the cartridge may be harmful if swallowed. Keep new and used cartridges out of reach of children. Discard empty cartridges immediately.]

Cleaning the Inkjet Cartridge (Printhead)

To maintain good print quality it is important that the printheads are kept clean. During the printing process ink spray, paper fibers, and dust can cause a build-up on the cartridge nozzle plate (printhead). This build-up will eventually degrade the print quality. If you begin to notice problems with the quality of the print; or to prevent a build-up from occurring; the nozzle plate of the cartridge should be cleaned with a damp, lint-free, non-abrasive, cloth.

<table>
<thead>
<tr>
<th>Cloth should be:</th>
<th>Cloth should not be:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Soft</td>
<td>✓ Abrasive</td>
</tr>
<tr>
<td>✓ Fiberless</td>
<td>✓ Made of small fibers</td>
</tr>
<tr>
<td>✓ Moist with Water (Distilled is best)</td>
<td>✓ Dry or containing chemical additives</td>
</tr>
</tbody>
</table>

- Place a drop of distilled water near the edge of the *Cartridge Wipe* cloth.
- Start by placing the cartridge onto the damp area of the cloth.
- Using a small amount of downward force, slowly pull the cartridge from the damp area, across to the dry area of the *Cartridge Wipe*, while slowly decreasing the amount of downward force.
- Repeat this procedure a few times. Make sure you only clean the cartridge in one direction. Either from the front of the head to the back of the head, or from back to front.
- Note: Do not shake the cartridge; as this will cause air bubbles to form, which will negatively affect the performance of the cartridge.
- It is recommended that you perform a purge, before starting to print again.

![Figure 29](image-url)


**Purging the Nozzles**

If the inkjet cartridge sits inactive for a period of time, ink may dry in the nozzles. Printing may not remove these “ink plugs” from the nozzles. White streaks will then show up in the printed text or graphic. In order to obtain better print quality, these ink plugs need to be forced out or purged. A Purge routine is built into the printer. It can be accessed from the LCD panel on the Printer from the **MENU** key. If this does not solve the problem then proceed as follows:

1. Wipe the printhead with a damp cloth as described in Section 4 "Cleaning the Inkjet Cartridge".
2. Perform the Purge routine from the Printer by pressing the **MENU** key momentarily and then the + key. Load media and press the **ENTER** key to purge. Repeat if necessary.
3. If the problem persists, replace the ink cartridge.

**NOTE:** For more information, refer to the Troubleshooting Print Heads in Section 5 – Troubleshooting Guide.

**Jams in the Printer**

If a jam occurs; **STOP** the Printer. Up to 10 missed addresses can be recovered at the printer control panel. (See Section 3 – Operating the Printer “Print Recovery After a Jam”.

Some possible reasons for jamming are:

1. Feeding more than one piece of media (overlapping, double-feeding). Reset separation.
2. Damaged media, such a dog-eared (turn down corners).
3. Media that is not stiff enough may not be usable. Media that meets Postal stiffness requirements for automated feeding is acceptable for use in the printer.
4. Envelopes that are caught under the flap of another envelope (nested) or stuck to one another may cause jamming.

**Removing Jammed Media**

1. It may be necessary to move one or more of the printheads to gain access to the jammed media. Take care in removing jammed media to prevent damage to the print heads. All pieces of the jammed media must be removed from the feed path.
2. Follow the instructions in Section 3 – Operating the Printer “Print Recovery a After Jam”.

**Replacing the Sheet Separators**

The sheet separators insure separation of the pieces as they are being fed. They do wear and must be replaced from time to time. If you experience double sheet feeding and can not adjust the separators to prevent it, they should be replaced. Replacement of the sheet separators is not difficult. Just follow the steps below:

1. Turn off the printer and unplug it from the power source.
2. Release the separator-locking lever and move the paper side guides to their maximum open position.
3. Lower the separators so that they touch the feed roller.
4. Remove the screw [A] and the separator support plate [B.] Then remove the separator [C] by prying it out of the holder.
5. Install a new separator in place and replace the separator support plate and screw.
6. Adjust the separators. See the section titled “Setting up the Feed System”.
SECTION 4
MAINTENANCE

Cleaning the Printer

**WARNING**

THE PRINTER IS A PRECISION MACHINE THAT SHOULD BE CLEANED REGULARLY TO INSURE MANY YEARS OF SERVICE. BEFORE PERFORMING ANY MAINTENANCE DISCONNECT THE MACHINE FROM ITS POWER SOURCE!

The Printer must be cleaned regularly of accumulated paper dust and ink. Depending on the types of media that are run, paper dust may accumulate within the printer and on the transport. To properly clean the printer, unplug it from the power receptacle and remove the covers.

The internal areas are best cleaned with a vacuum that has a soft brush attachment to help loosen the dust particles. Take care not to damage the PC Boards or electrical wiring.

The exterior of the machine may be cleaned with any standard household cleaner which is non-abrasive and does not contain plastic harming solvents.

**CAUTION**

NEVER SPRAY OR POUR CLEANERS DIRECTLY ON OR INTO THE PRINTER. LIQUIDS CAN HARM ELECTRONIC PARTS. ALWAYS DAMPEN A RAG WITH THE CLEANER AND APPLY IT TO THE PARTS TO BE CLEANED.

Rubber Rollers

The rubber feed rollers, forwarding rollers, and transport rollers can become glazed with paper lint and ink from the media. They should be regularly cleaned with a mild household cleaner on a damp cloth.

**CAUTION!** Rubber rollers can be damaged by some chemicals and solvents. Avoid using all solvents and untested chemicals on the rubber rollers.

Media Transport Belts

The media transport belts can become glazed with paper lint and ink from the media. They should be regularly cleaned with a mild household cleaner on a damp cloth.

**CAUTION!**

Media Transport Belts can be damaged by some chemicals and solvents. Avoid using all solvents and untested chemicals on the Media Transport Belts.
Cleaning the Media Sensor

Periodically check/clean the media sensor (paper sensor), located under the print carriage area of the printer. See Figure 31. The sensor can be accessed by loosening the print unit securing knobs and sliding the print unit toward the outside of the machine. The sensor should be clean and free of accumulated paper dust. Use a vacuum with a soft brush attachment or dry compressed air to remove the dust.

**CAUTION!** Do not allow any liquids, chemicals or solvents to touch the sensor. If this occurs, the sensor will be damaged.
### Section 5 – Troubleshooting Guide

The following troubleshooting guides are provided to assist you in solving any problems that might occur with the Printer or its software. We have tried to make them as complete as possible. The best advice we can offer is to make sure that the system is setup properly, plugged in, that it has an adequate supply of ink before attempting to trouble shoot any problem.

**HP Inkjet Print Cartridges**

<table>
<thead>
<tr>
<th>CONDITION</th>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black streaks in text</td>
<td>Lint, ink, or paper dust on printhead.</td>
<td>Clean the cartridge nozzles with a clean lint-free cloth moistened with distilled water. Raise head height.</td>
</tr>
<tr>
<td></td>
<td>Head height too low</td>
<td></td>
</tr>
<tr>
<td>Cartridge will not print,</td>
<td>Sheet is blank even after it has gone underneath cartridge(s).</td>
<td>Check to make sure the tape is off the printhead. Remove and reinsert the cartridge into the pen stall. Install a new print cartridge.</td>
</tr>
<tr>
<td>even if TEST or Purge is</td>
<td></td>
<td></td>
</tr>
<tr>
<td>used.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White streaks in text or</td>
<td>Lint, dust or dried ink blocking printhead nozzles.</td>
<td>Clean the cartridge nozzles with a clean lint-free cloth moistened with distilled water. Clean contacts. Remove and reinsert the cartridge into the pen stall. Insert a new Print Cartridge.</td>
</tr>
<tr>
<td>graphics</td>
<td>Poor contact between printhead and cartridge stall contacts (pogo pins).</td>
<td></td>
</tr>
</tbody>
</table>

**WARNING**

**DO NOT REMOVE THE SIDE COVERS OF THE PRINTER!**

**THERE ARE HIGH VOLTAGES PRESENT BEHIND THE COVERS!**
## The Printer

<table>
<thead>
<tr>
<th>CONDITION</th>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media jams</td>
<td>Double feeding Media is curled or bent Media is too thin</td>
<td>Adjust Sheet Separators on feeder. Uncurl media. Media must be at least 0.008”</td>
</tr>
<tr>
<td>No communication</td>
<td>Disconnected/damaged data cable. Improper port selection within printer driver.</td>
<td>Replace cable. Check driver port selection. Cycle printer power and reboot computer.</td>
</tr>
<tr>
<td>Can’t increase belt speed (No belt speed control)</td>
<td>Wrong printer driver or wrong belt speed selected.</td>
<td>Verify that the correct printer driver was loaded/selected. Check belt speed selection.</td>
</tr>
<tr>
<td>No motor drive</td>
<td>Motor circuit breaker tripped. Wrong printer driver selected.</td>
<td>Reset motor circuit breaker. Check/change printer driver choice to the appropriate driver.</td>
</tr>
<tr>
<td>Not operating at all.</td>
<td>No power.</td>
<td>Check power, on/off switch, power cord connections, and printers line fuses.</td>
</tr>
<tr>
<td>Counts pieces, but doesn’t printing on media.</td>
<td>Print Unit not positioned properly. Data out of print range.</td>
<td>Adjust printhead vertically. Adjust margin setting in layout software.</td>
</tr>
<tr>
<td>Not printing or counting.</td>
<td>Paper not passing over media sensor. Media sensor is dirty/damaged.</td>
<td>Readjust media side guide positions. Clean media sensor.</td>
</tr>
<tr>
<td>Printing light, missing parts of characters or dots</td>
<td>Clogged or dirty printheads. Running out of ink.</td>
<td>Purge and or clean cartridges. Replace inkjet cartridges.</td>
</tr>
<tr>
<td>Blurry address</td>
<td>Printhead height is too high.</td>
<td>Adjust printhead closer to the media using Media Thickness Adjustment Dial.</td>
</tr>
<tr>
<td>Split line of type</td>
<td>Line of type is being positioned across two printheads (cartridges). Example shows second line of the address being split between two ink cartridges.</td>
<td>Reposition the text in the layout so that it does not print across two printheads. If you must print across two printheads; adjust the positioning of the two printheads in relationship to each other using the Head Alignment tool Properties window of the printer driver.</td>
</tr>
<tr>
<td>Ghosting and or skewed line of type.</td>
<td>Media is slipping, hesitating or skewing as it is transported. All or part of image is printed with a ghost image (ghosting) or is skewing. Example shows part of the image (STE 140) ghosting and skewing.</td>
<td>Check the sheet separator adjustment. If separators are set too tight they can hold back on media. Check that the printhead carriage is set at the proper height. A printhead carriage that is set too high or too low may cause media to jam, hesitate, slip, or skew.</td>
</tr>
</tbody>
</table>
## Printer Display Messages

<table>
<thead>
<tr>
<th>MESSAGE</th>
<th>DESCRIPTION</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer Offline</td>
<td>Pressing the ENTER key will put printer into the Paper Feed mode.</td>
<td>This feature can be used to check for proper media transport setup/adjustment.</td>
</tr>
<tr>
<td>ENTER for Paper Feed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printer Online</td>
<td>Printer is online, but has not received any data to print.</td>
<td>Send data to printer via software/computer.</td>
</tr>
<tr>
<td>Waiting for Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printer Offline</td>
<td>Printer is offline and has received data to print or still has data present from previous job.</td>
<td>Put printer online then press ENTER to start the feeding and printing process.</td>
</tr>
<tr>
<td>Data Ready to Print</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JAM: Reprint Lost Pieces</td>
<td>Printer has detected a paper jam while online, printing records. Correct problem then reprint lost/damaged pieces.</td>
<td>Clear Paper Jam. Check separation adjustment Check paper size (width) setting in software to be sure it matches actual piece width.</td>
</tr>
<tr>
<td>JAM: Check Printer Setup</td>
<td>Printer has detected a paper jam while in Paper Feed or Test Print mode.</td>
<td>Clear Paper Jam. Check separation adjustment Use a media length that matches size of currently set paper length (length previously set via software or TEST image). TEST image= #10 env.</td>
</tr>
<tr>
<td>PAUSE: Waiting for Data</td>
<td>Printer is waiting for data from the computer, or needs more time to receive/process data.</td>
<td>When more data is sent from computer, or printer finishes receiving/processing data then it will automatically continue.</td>
</tr>
<tr>
<td>PAUSE: Off-Line Pause</td>
<td>Printer received an “Off-Line” PAUSE (tray break) command from the software.</td>
<td>Press ONLINE key to continue.</td>
</tr>
<tr>
<td>PAUSE: Timed Pause-Wait</td>
<td>Printer was sent a Timed Pause (tray break) command via software.</td>
<td>Printer will automatically continue when time expires.</td>
</tr>
<tr>
<td>Out of Paper</td>
<td>No Paper Detected during feeding cycle.</td>
<td>Add material to the printer. Make sure the material is passing over the paper sensor. Make sure material is feeding.</td>
</tr>
<tr>
<td>Transport Time-Out</td>
<td>The printer has timed out and has stopped the transport. No data, no paper, no operator response, etc… for &gt;5 minutes.</td>
<td>Press appropriate key to continue.</td>
</tr>
</tbody>
</table>
## SECTION 5
### TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head # Low: Press Enter</strong></td>
<td>Printer’s ink level monitor has calculated that cartridge # is almost empty. (# = cartridge position number)</td>
<td>If empty, replace cartridge and reset ink level monitor. If not empty, you may ignore message and or reset the ink level monitor.</td>
</tr>
<tr>
<td><strong>Out of Memory Font</strong></td>
<td>No enough memory for downloading a font</td>
<td>Reduce the number of different fonts you are trying to use from your software.</td>
</tr>
<tr>
<td><strong>Out of Memory Char</strong></td>
<td>No enough memory for downloading a single character</td>
<td>Reduce the number of characters you are trying to use from your software.</td>
</tr>
<tr>
<td><strong>Error in Download Font</strong></td>
<td>Encountered a wrong font Format Only font-format 0 supported.</td>
<td>Clear job and try again. If problem persists, contact software vendor and or test from a different software program.</td>
</tr>
<tr>
<td><strong>Error in Download Char</strong></td>
<td>Encountered a wrong character Format or Class. Only character format 4 (LaserJet Family - Raster), Class one and two are supported.</td>
<td>Clear job and try again. If problem persists, contact software vendor and or test from a different software program.</td>
</tr>
<tr>
<td><strong>Error in ESC Sequence</strong></td>
<td>The Escape command is formatted incorrectly.</td>
<td>Try again. If problem persists, report problem to software vendor.</td>
</tr>
<tr>
<td><strong>Ignore Unknown ESC Commd</strong></td>
<td>The Escape command sent is not supported.</td>
<td>Try again. If problem persists, report problem to software vendor.</td>
</tr>
</tbody>
</table>
Appendix A – AS-940 Specifications

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRINT TECHNOLOGY</strong></td>
<td>Inkjet, Five HP 51645A High Capacity Inkjet Cartridges</td>
</tr>
<tr>
<td><strong>ADDRESS SPEED</strong></td>
<td>Up to 22,000/hr - #10 Envelopes</td>
</tr>
<tr>
<td><strong>PRINT QUALITY</strong></td>
<td></td>
</tr>
<tr>
<td>Print Quality</td>
<td>Dots Per Inch Resolution (HxW)</td>
</tr>
<tr>
<td>High Quality</td>
<td>600 dpi 600 x 600 dpi</td>
</tr>
<tr>
<td>Letter Quality</td>
<td>300 dpi 600 x 300 dpi</td>
</tr>
<tr>
<td>Standard Quality</td>
<td>200 dpi 600 x 200 dpi</td>
</tr>
<tr>
<td>Draft Quality</td>
<td>150 dpi 600 x 150 dpi</td>
</tr>
<tr>
<td><strong>IMAGE AREA</strong></td>
<td>2-1/2-inches X 15 inches</td>
</tr>
<tr>
<td><strong>PRINT ORIENTATION</strong></td>
<td>Normal and Reverse</td>
</tr>
<tr>
<td><strong>INK MONITOR</strong></td>
<td>Via Display</td>
</tr>
<tr>
<td><strong>FONTS</strong></td>
<td>All TrueType fonts available on PC</td>
</tr>
<tr>
<td><strong>GRAPHICS, LOGOS, AND BARCODES</strong></td>
<td>Allows printing of graphics, logos, and barcodes</td>
</tr>
<tr>
<td><strong>MATERIAL SIZE</strong></td>
<td>Length – 5” to 15”</td>
</tr>
<tr>
<td></td>
<td>Width – 3” to 13.5”</td>
</tr>
<tr>
<td><strong>MATERIAL THICKNESS</strong></td>
<td>Up to 1/4”</td>
</tr>
<tr>
<td><strong>FEEDER CAPACITY</strong></td>
<td>Up to 500 #10 envelopes</td>
</tr>
<tr>
<td><strong>MEMORY</strong></td>
<td>12 MB</td>
</tr>
<tr>
<td><strong>PRINT CARTRIDGES</strong></td>
<td>HP 45A Style: Black, Versatile Black, Fast Dry, Red, Blue, Green, and Yellow</td>
</tr>
<tr>
<td><strong>SOFTWARE</strong></td>
<td>Windows Printer Drivers for Windows 98, 2000, NT, ME, Vista and XP</td>
</tr>
<tr>
<td><strong>DIAGNOSTICS</strong></td>
<td>Built into firmware</td>
</tr>
<tr>
<td><strong>FIRMWARE UPDATE</strong></td>
<td>Via PC interface in flash proms.</td>
</tr>
<tr>
<td><strong>PC INTERFACE</strong></td>
<td>Parallel and USB</td>
</tr>
<tr>
<td><strong>COUNTERS</strong></td>
<td>One operator resettable job counter, one permanent lifetime counter</td>
</tr>
<tr>
<td><strong>DIMENSIONS</strong></td>
<td>11.5” H x 19.56” L x 20” W (292.1 mm H x 496.8 mm L x 508 mm W)</td>
</tr>
<tr>
<td><strong>WEIGHT</strong></td>
<td>69 lbs. (331.4 kg.)</td>
</tr>
<tr>
<td><strong>ELECTRICAL</strong></td>
<td>115VAC 50/60 Hz (special order: 240VAC)</td>
</tr>
<tr>
<td><strong>OPTIONS</strong></td>
<td>Conveyor/Stacker, Dryer</td>
</tr>
</tbody>
</table>

All Specifications Subject To Change Without Notice
Appendix B – Supplies, Service and Support

Supplies and Optional Hardware
The following supply items and optional hardware are available from authorized Neopost dealers and branches.

**Supplies**
- Ink Cartridge (Versatile Black) Part # 745563-07
- Ink Cartridge (Blue) Part # 745563-02
- Ink Cartridge (Green) Part # 745563-03
- Ink Cartridge (Red) Part # 745563-04
- Ink Cartridge (Yellow) Part # 745563-05

**Optional Hardware:**
- Conveyor /Stacker Available

Obtaining Supplies, Service and Support
Please contact your local Neopost dealer to obtain supplies, service and support for your printer.

You can also order ink and other supplies by clicking the link below and then clicking the NEOSHOP link.
http://www.Neopostinc.com

Service should only be performed by a qualified Neopost service technician.
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