Table of Contents
DESCRIPTION OF FUNCTION .................................................................................................................. 3
  Time-out (out of paper) Feature ........................................................................................................ 3
PREPARING THE HD-CX1600/1700 (C9x1) PRINTER ........................................................................ 4
FEEDER / FEEDER STAND ASSEMBLY & HEIGHT ADJUSTMENT .................................................. 7
  Setting the height of the stand to match your printer ................................................................. 9
  Attaching the feeder to the stand ............................................................................................... 10
  Aligning the feeder with the printer and final stand height adjustment ................................... 11
SETTING UP THE FEEDER .................................................................................................................. 14
  Positioning the hopper paper guides ...................................................................................... 14
  Setting the sheet separator(s) .................................................................................................. 16
  Positioning up the back wedge ............................................................................................... 18
    Positioning the back wedge for large envelopes .............................................................. 20
  Positioning the acceleration table paper guides ................................................................. 21
  Testing the feeder .................................................................................................................. 24
RUNNING A JOB WITH YOUR FEEDER AND PRINTER ................................................................ 25
IMPORTANT OPERATING TIPS/NOTES .......................................................................................... 27
  Suggested Feeder Speed Settings ........................................................................................ 27
  Feeder Ready Lever Function ................................................................................................ 27
  How to Pause/Resume Print ................................................................................................ 27
  Automatic “Feeder Ready Lever” Reset ............................................................................... 27
  Avoiding false “Paper Jam” conditions .............................................................................. 28
  TROUBLESHOOTING .............................................................................................................. 29
Specifications ............................................................................................................................................... 31
OPERATOR MAINTENANCE ............................................................................................................. 31
OPTIONAL HARDWARE ................................................................................................................... 32
DESCRIPTION OF FUNCTION

Once the feeder has been properly setup/adjusted, the power turned on, and the speed control set, the feeder will begin feeding envelopes onto the acceleration table.

The acceleration table is equipped with self-centering paper guides, an envelope drive belt, and a set of photo sensors. The photo sensors are used to control (stop/start) the flow of media. When the envelope(s) being fed cover both sensors at the same time, the feeder will stop feeding; thereby presenting the envelope under the printer’s feed roller for media take-away. As the printer removes the presented envelope from the acceleration table, the feeder will resume feeding when either sensor becomes uncovered during the media take-away process.

Time-out (out of paper) Feature

Current feeder models are equipped with a “time-out” feature. Models that have this feature can be identified by the presence of the “Reset/Hold to Jog” button, located near to the power switch and speed control knob. Feeders with this button/feature will automatically stop feeding (time-out) if an envelope is not detected by the photo sensors, after about 3 seconds.

The time-out feature is automatic with the timer starting as soon as the power to the feeder is turned on. If, after 3 seconds, an envelope does not advance far enough to cover the stop photo sensor, the feeder will stop running. IMPORTANT! The time-out feature is not dependent on the speed of the feeder, therefore it is possible, when running the motor at very slow speeds, the envelope may not advance to cover both sensors before the timer expires which would stop the feeder. If this is the case, turn the speed control up to at least 50% speed and reset the timer as described above.

Time-out Reset: To reset the timer and start the feeder running again, momentarily press the “Reset / Hold to Jog” button on the back plate.

Other time-out reset methods:
- Switching the power off and then back on will also reset the timer and start the feeder.
- If the machine is moved away from the printer, you can also reset the timer by momentarily blocking, and then unblocking both photo sensors on the acceleration table with two fingertips or a piece of media.

Jog Feature: Pressing and holding the “Reset / Hold to Jog” button will make the feeder run continuously and override the timeout feature. This is helpful for setup and maintenance.
PREPARING THE HD-CX1600/1700 (C9x1) PRINTER

This section will show the proper way to prepare the printer for use with the envelope feeder.

**NOTICE:** The wide range of options available for the HD-CX1600/1700 (C9x1) printers allows them to be setup in a number of different configurations. However, only the configurations shown in the Optional Hardware section of this manual are compatible with the height adjustment range of both the HD-CXENVL-FDR (feeder) and HD-CXENVL-CN (conveyor). Please be sure to verify that your printer configuration is compatible before you proceed.

1. **To prepare the printer** for the HD-CXENVL-FDR envelope feeder, you must first remove the door from the Multi-Purpose Tray (MP Tray). First, open the MP Tray door on the right side of the printer.

2. Press inward on the right side hinge of the MP Tray door to release it from the slot.

3. Press inward on the pivot point of the MP Tray door on the right side to remove it from the printer housing.
4. Remove the left side of the MP Tray door in the same fashion and remove the door from the printer. Keep the door in a safe place, for possible future use.

5. Open the Right Side Cover on the printer by pulling up on the latch shown here:

6. With the Right Side Cover fully open, lift the feed roller assembly to gain access to the feed roller and sheet separator area.
7. Pinch the two upper corners of the sheet separator assembly (rubber pad) and remove the assembly from the printer. Keep the separator assembly in a safe place, for possible future use.

Remove the separator assembly

8. Install the non-reflective black tape or black Velcro (included with feeder); as shown below.

**NOTE:** The envelope feeder is equipped with two photo sensors that are used to control the flow of media into the printer. When the feeder is properly positioned with the printer; the photo sensor, located at the exit end of the feeder’s acceleration table, looks up into the area just to the left of the printer’s Multi-Purpose Tray (MP Tray) feed roller. If non-reflective black tape or black Velcro is not applied, it is possible for the feeder’s photo sensor to detect the white plastic housing in this area; which can cause erratic feeding.

It is very important to place a piece of non-reflective black tape or Velcro (included with feeder), to the area shown below, so the feeder’s photo sensor does not detect it.

Place black tape or black Velcro on this area.

**Note:** This tape/Velcro will not affect the printer and can be left in place, even when not using envelope feeder!
FEEDER / FEEDER STAND ASSEMBLY & HEIGHT ADJUSTMENT

Your new feeder is packaged with the adjustable height floor stand removed and partially disassembled. With a single 1/8” allen wrench, (included with the feeder) the stand can be re-assembled and the feeder can be attached to the stand.

1. Carefully remove the feeder and the stand components from the box and set them on the floor or a large table.

![Image of feeder and stand components]

2. Remove the locking levers and flat washers from the two leg assemblies.

![Image of leg assemblies being removed]

3. Stand the upper stand assembly on the floor with the slotted bars facing upward as shown below. Then position one of the stand legs on the outside of one of the slotted bars with the bolts extending through the slot as shown.

![Image of leg placed outside of slotted bar]

**Note:** The leg assemblies are identical. There is no left or right.
4. Raise the leg all the way until the top bolt is at the highest point in the slot. Place a washer on the exposed bolt ends and then thread the locking levers onto the bolts. Tighten the locking levers to hold leg in this position. Locking levers should be on inside of stand.

5. Repeat this procedure for the other leg. Be sure to set both legs at the same height and then lock the levers securely.

6. Flip the stand over so it is resting on the casters. Ensure that the locking levers are secure so the stand legs do not slip while installing the feeder!
**Setting the height of the stand to match your printer**

Since printers of this type come with a variety of stand heights and additional paper tray options, the envelope feeder comes with an adjustable height stand.

**NOTICE:** The feeder is shipped detached from the stand. Assemble the stand as per the stand assembly instructions included. **Set the height of the stand BEFORE attaching the feeder.**

After assembling the stand, but **BEFORE** attaching the feeder, move the stand into position alongside the printer near the Multi-Purpose Tray (MP Tray).

1. Position the stand so that the top plate of the stand is close to the cooling fan vents; to the right of the MP Tray on the printer. **Set the height of the stand so the top plate is approximately 3/8” below the bottom edge of the cooling fan vents; as shown.**

2. Move the stand away from the printer for feeder attachment.
**Attaching the feeder to the stand**

1. Now you will attach the feeder to the stand using four button head screws and the included 1/8” allen wrench. The bolts have been attached to the uprights of the stand for shipping.

2. Carefully lift the feeder up and place over the top of the stand with the stand legs near the middle of the feeder side plates. *(It is helpful to have an assistant hold the stand steady while attaching the feeder)*

   **IMPORTANT:** The stand should be oriented so the back plate of the feeder is on the same side as the back plate of the stand!

3. Carefully line up the two holes in the side plate with the two threaded holes in the top of the stand legs. **CAUTION! DO NOT LET GO OF THE FEEDER UNTIL THE SCREWS ARE IN!**
4. Insert one of the button head screws into one of the holes in the side plate and use the 1/8” allen wrench to tighten the screw. **Ensure that the screw is threaded into the threaded hole in the stand**

![Image of screw being tightened](image1.jpg)

5. Add the other screw to the other hole and repeat for the other side of the machine
6. Ensure that all four screws are tight.

![Image of screws](image2.jpg)

**Aligning the feeder with the printer and final stand height adjustment**

1. After the feeder has been attached to the stand, carefully move the feeder into position near the Multi-Purpose Tray (MP Tray) on the printer.

![Image of feeder near printer](image3.jpg)

2. Move the MP Tray paper guides all the way to their widest position.

![Image of paper guides](image4.jpg)
3. Swing the exit end of the acceleration table up, as far as it will go, with one hand while you push the feeder in towards the printer with the other hand.

4. As you **slowly** push the feeder in toward the printer, the exit end of the acceleration table should go into the MP Tray just above the bottom shelf and below the overhanging tabs on the MP Tray side guides.

   **NOTE:** If the end of the feeder does not slide into the area described above, you may need to adjust the stand height a bit.

5. Once the feeder has been pushed in far enough to get the end of the acceleration table past the overhanging tabs; you can allow the end of the acceleration table to lower, so that it rests on the bottom of the MP Tray.
6. Continue to push the feeder in toward the printer, ensuring that the feeder side plate extension fingers enter inside the left and right walls of the MP Tray opening.

When the stand is set at the proper height, the top ledge of the side plate extension fingers should be approximately ¼” below the bottom edge of the manual feed tray opening. Check adjustment at both sides.

7. Ensure that the feeder can be pushed in far enough for the side plates to be up against the printer body as shown here:

NOTE: If you cannot push the feeder in this far, double check the height adjustment; as described in previous step.

After you have verified that the feeder can be properly positioned into the MP Tray area of the printer; you can proceed to the section titled “Setting up the Feeder”.

**NOTICE:**
IT IS ADVISABLE TO MOVE THE FEEDER AWAY FROM THE PRINTER TO SET IT UP FOR YOUR ENVELOPES.
SETTING UP THE FEEDER

The envelope feeder can feed a variety of envelope sizes and types into the printer via the printer’s Multi-Purpose Tray (MP Tray). The following instructions illustrate the proper setup of the feeder.

Notice:
- It is advisable to move the feeder away from the printer to set it up for your envelopes.
- Once the feeder has been properly setup it can easily be positioned in line with the printer.
- While familiarizing yourself with the feeder; it is recommended that you setup and test the feeder, away from the printer, before integrating it with the printer.

Setting the feeder for your envelopes consists of the following basic steps:
- Positioning the hopper paper guides
- Setting up the sheet separator(s)
- Positioning the back wedge (envelope stack support)
- Positioning the acceleration table paper guides
- Testing the feeder
- Setting the speed
- Putting feeder in line with printer

Positioning the hopper paper guides
1. Ensure that the main power switch on the feeder’s control panel is in the OFF position and plug the 24 vdc power supply included with the feeder in the power jack on the control panel.

2. With power to the feeder OFF, loosen the locking knobs for both paper guides on the bridge which will allow repositioning of the paper guides.

Loosen paper guide locking knobs

24 vdc power input
3. Rotate the paper guide adjusting knob on the bridge to position the paper guides outwards toward the side plates of your feeder.

4. Place one of your envelopes in the feeder between the paper guides and then rotate the paper guide adjusting knob to move the paper guides in toward the edges of the envelope.

5. Position the paper guides alongside the edges of the envelope leaving them loose enough to allow free movement of the envelopes. (do not pinch the envelope)

6. Tighten the paper guide locking knobs to secure the paper guides in position (optional)


**Setting the sheet separator(s)**

The HD-CXENVL-FDR envelope feeder utilizes our patented “Buckle Separation” technique for separating the bottom envelope from the stack.

You will notice in the following instructions that the separator(s) are positioned between feed belts, **not over them.**

When in this position, the separators push down on the envelope as it is advanced from the bottom of the stack, forming a downward “buckle” in the envelope between feed belts.

This method is simple, effective and easy to set up, and does not require a lot of fine tuning. The downward buckle breaks the friction “bond” between the bottom envelope and the stack, making it easier to pull the bottom envelope away.

This method of separation also reduces jams because with the separators pushing down on the envelope between, rather than on top of, the feed belts, there is not a “pinch point” created.

The ENVELOPE FEEDER comes with **two separator assemblies.** Most jobs only require the use of one separator so we recommend trying a single one in the middle first as shown here:

![Single separator](image)

*Separator locking knob* (loosen to reposition separator(s))

If you are not getting consistent results after some time and adjustments, you may wish to try **two separators** as shown here

![Two separators](image)

*Two separators*, each positioned between two feed belts

**NOTE:** In both examples, above, the separators are positioned between belts.
1. Loosen the locking knob on the front of the separator and slide the separator into the middle of the feeder between the feed belts. (You may need to raise the separator to allow it to slide over the feed belts. Turn the separator height adjustment knob clockwise to raise the separator)

2. Turn the separator height adjustment knob clockwise several turns to raise the separator tip up above the level of the feed belts

3. Place the lead edge of your envelope underneath the separator as shown below

4. Slowly turn the separator height adjustment knob counter-clockwise to lower the separator tip onto the envelope.
5. Continue to slowly lower the separator tip until the envelope is buckled downward between the belts slightly (approx 1/16” to 1/8”)

NOTE: Ensure that the separator tip is between feed belts so it does not “pinch” the envelope.

6. (optional) If you are using two separators, repeat the above steps for both.

NOTES:
- The separators do not need a lot of fine tuning, as a small buckle is all that is required. Some experimentation is recommended to get the best results with your materials.
- One or both separators can be used as desired, but be sure to position the separators between belts and buckle the envelopes down slightly.
- There is no specific configuration that you must use, and this design offers tremendous flexibility. If one setup doesn’t work, try moving the separators to different positions across the feeder bridge.

**Positioning up the back wedge**

The back wedge, attached to the rear plate of the feed hopper is a very important tool that must be set properly to obtain the best results

The back wedge performs several important functions:
- Supports the weight of the stack so that the weight is not all on the belts.
- Tilts the back end of the media stack up so the lead edge presses against the belts.
- (most important) While the bottom envelope is getting pulled away from the stack by the feed belts, the back wedge holds the other envelopes off the belts so they don’t advance too closely after the first one.
1. After setting the separator as shown in the previous steps, leave the one envelope in the feeder that you used for the separator setup.

2. Carefully shingle out a small stack of envelopes so that the bottom one will be the foremost envelope in the stack as shown here.

3. Place the stack in the hopper on top of the envelope left on the belts from the separator setup. Try to “nudge” the envelopes a bit from the back to help the stack conform to the curvature of the paper guides at the bottom.

4. With one hand, raise the back end of the envelope stack up and then slide the back wedge into position underneath the back end of the stack. Lock the wedge in place with the locking knobs.

**NOTE:** The back wedge should be in just far enough to hold the back edge of the envelope stack up off the belts; as shown in the pictures, above and at the top of the next page.
5. The angle of the back wedge can be adjusted to assist with different kinds of envelopes. To adjust the angle, loosen the locking lever on the side of the back wedge. Generally, for smaller envelopes the back wedge upright should be positioned as shown below.

![Back wedge upright](image)

6. The height of the back wedge ramp can also be adjusted by loosening the round locking knob on the back of the upright as shown here. For smaller envelopes, the top of the ramp should be close to the top of the upright.

![Height adjustment](image)

**Positioning the back wedge for large envelopes**

In addition to setting the paper guides properly for large envelopes, the back wedge will need to be adjusted. For larger (longer) envelopes, you will need to move the back farther away from the bridge. The top plate of the feeder features multiple threaded holes for securing the back wedge in different positions.

![Positioning](image)
Larger (longer) envelopes have a tendency to “sag” downward in the middle, which can cause double feeding or inconsistent gaps between envelopes. This “sagging” can be remedied by lowering the angle of the back wedge and moving it a bit underneath the stack of envelopes as shown below.

**NOTICE**: As with the separators, some experimentation may be needed to obtain the best results.

**Positioning the acceleration table paper guides**

The acceleration table is equipped with self-centering paper guides, an envelope drive belt, and two photo sensors; which are used to control envelope flow. The patented “floating” or tilting acceleration table on the envelope feeder is designed to advance the envelopes that the feed belts deliver, one at a time, into the printers Multi-Purpose Tray (MP Tray) feed roller.

1. After the feeder portion has been setup properly and a small stack of envelopes is loaded into the hopper, turn the speed control knob completely counter-clockwise to set the feeder speed on zero.
2. Place the power switch in the OFF position.

3. Loosen both locking knobs (one on each paper guide). Then grasp one of the acceleration table paper guide adjusting blocks and move the paper guides outward to make room for your envelope. Opposite paper guide will move outward as well.

4. Turn the Power Switch ON; then immediately, but SLOWLY, rotate the speed control knob clockwise until the feeder starts to advance the bottom envelope toward the acceleration table. STOP the feeder (Turn the Power Switch OFF) as soon as the lead edge of the envelope is near the acceleration table paper guides as shown here:

5. Move the acceleration table paper guides inward alongside your envelope edges.

Line up paper guides with envelope edge. Do not set so tightly as to "pinch" the envelope.
6. Turn the Power Switch ON. Allow the envelopes to SLOWLY advance to the end of the acceleration table and check the paper guides to see if they are close enough to the envelope edges.

**Tip:** If the feeder times-out before the media reaches the photo sensors; momentarily press the “Reset / Hold to Jog” button. The feeder will drive for another 3 seconds, or until both photo sensors are blocked by the media.

**NOTES:**
- When the envelope(s) blocks both photo sensors, the feeder motor will stop.
- MAKE SURE THE PAPER GUIDES ARE NOT SO TIGHT AS TO RESTRICT THE ENVELOPE’S MOVEMENT

7. After setting the acceleration table paper guides so that they guide properly without “pinching” the envelopes; tighten the locking knobs (one on each guide) to secure the paper guides.
**Testing the feeder**

**NOTE:** When testing the feeder with short envelopes (less than 4.5” in length), please ensure that at least several envelopes are placed in the feeder’s hopper, so that both sensors can be covered at the same time (the leading envelope will cover the exit sensor and the following envelope will cover the entry sensor; to stop the feeder). This is necessary because the photo sensors, in the acceleration table, are spaced approximately 4.5” apart. Therefore a single, short envelope (less than 4.5” in length) cannot cover both sensors at the same time; to stop the feeder.

1. Load the feeder’s hopper with envelopes.

2. Set the speed control knob to approximately 50%, turn the Power Switch ON, and then pull the lead envelope out of the end of the acceleration table. The feeder should advance a second envelope to the exit end of the acceleration table and stop.

   **Repeat this step to test the consistency of the feeder. Adjust if necessary to obtain the best results.**

   **Tip:** If the feeder times-out before the media reaches the photo sensors; press the “Reset / Hold to Jog” button. The feeder will drive for another 3 seconds, or until both photo sensors are blocked by the media.

   While you are testing the feeder, make note of the gaps between the envelopes as they travel down the acceleration table. A small gap of 1” to 2” is satisfactory although the gap can vary a bit.

   **Tip:** If there is no gap at all, you may need to move your back wedge in underneath the envelope stack a little farther, or lower the separator tip a bit to create a more pronounced buckle for better envelope separation.

   If the envelopes do not feed consistently, or the gap between envelopes on the acceleration table exceeds 3 or 4 inches, you may need to move the back wedge back a little to let the envelopes contact the feed belts more.

3. Once you have obtained consistent feeding switch the feeder power “OFF”
RUNNING A JOB WITH YOUR FEEDER AND PRINTER

After you have successfully set up and tested the feeder and performed the steps outlined earlier for preparing the printer, you can now feed and print your envelopes.

1. With power to the feeder off, remove the lead envelope from the exit end of the acceleration table.

2. Position the feeder in front of the printer’s Multi-Purpose Tray (MP Tray)

3. Carefully lift the acceleration table up as far as it will go and move the feeder in toward the printer. Ensure that the acceleration table enters the MP Tray opening without resistance.

4. Push the feeder all the way in until the side plates are up against the printer’s wall.
5. Set the feeder speed at approximately 50% and then turn the power switch ON

The lead envelope should advance into the printer’s Multi-Purpose Tray (MP Tray) until the photo sensors, on the acceleration table, signal the feeder motor to stop.

**Tip:** If the feeder times-out before the media reaches the photo sensors; momentarily press the “Reset / Hold to Jog” button. The feeder will drive for another 3 seconds, or until both photo sensors are blocked by the media.

6. Push the “Feeder Ready Lever”, located on the operator side of the acceleration table, forward; toward the printer. This will trigger the MP Tray’s “paper present” flag/sensor so the printer knows you have envelopes in place.

**FEEDER READY LEVER**

After advancing envelopes; push this lever forward (toward the printer) to begin printing.

At this point, you are now ready to send data to the printer. Once data has been sent, the Multi-Purpose Tray (MP Tray) will rise, lifting the patented floating acceleration table up to the printer’s feed roller.
IMPORTANT OPERATING TIPS/NOTES

The printer will only recognize that the feeder is ready if the envelopes have been advanced down the acceleration table to the second photo sensor AND the “Feeder Ready Lever” has been pushed forward.

Suggested Feeder Speed Settings

Although there is no exact speed specification for every job, the feeder will work with a wide range of envelope sizes at a wide range of speeds. As a general rule, the feeder will work best with the speed control set at approximately 50% to 70% of maximum.

As a general rule, larger envelopes will require a higher speed setting.

Suggestions for speed settings on the envelope feeder:

- #10 envelopes, (landscape orientation) - 50% to 60 % speed
- 6 x 9 envelopes (landscape) - 50% to 75% speed
- 9 x 12 or 10 x 13 envelopes (either orientation) - 75% to 100% speed.

NOTE: The speed settings, above, are just recommendations. Some experimenting may be needed. Different envelope types/orientations, feeder setup and condition are all factors that can affect operation. Clean the white feed belts regularly with isopropyl alcohol to ensure best results.

Feeder Ready Lever Function

The “Feeder Ready Lever” mechanism is used to interrupt the printer’s “paper present” flag.

When the Feeder Ready Lever is in the forward (to the left) position, the printer’s “paper present” flag is depressed by this mechanism and the printer detects this condition as “paper present”.

When the “Feeder Ready Lever” is in the back (to the right) position, the printers “paper present” flag is released by this mechanism and the printer detects this condition as “out of paper” (MP Tray Empty).

How to Pause/Resume Print

If you want to pause printing, simply move the “Feeder Ready Lever” back (right) and the printer will consider this an envelope out condition. The printer display will indicate that you need to “install paper” in the MP Tray.

When you are ready to resume printing, simply move the “Feeder Ready Lever” back to the left (forward) and the printer will resume operation.

Automatic “Feeder Ready Lever” Reset

When you lift the acceleration table up to remove the feeder from the printer, or to move the feeder into position with the printer, the Feeder Ready Lever will automatically be moved to the right (not ready position). This gives the operator ample opportunity to advance envelopes properly into the printer before moving the Feeder Ready Lever forward, indicating a ready state to the printer.

REMEMBER: If the “Feeder Ready Lever” is NOT in the forward position, the printer will NOT recognize that there is media present in the MP Tray.
**Avoiding false “Paper Jam” conditions**

Setting up the envelope feeder properly to achieve consistent envelope delivery to the printer is imperative as the printer does not feature a “retry” in the Multi-Purpose Tray (MP Tray). This means that if the feed roller cycles once and does not feed an envelope into the printer, the printer immediately considers it a jam and stops.

For this reason, it is important to run the ENVELOPE FEEDER at 50% speed or more on most envelopes. It is also important that the feeder is maintained properly to deliver consistent envelope feeding with small gaps between envelopes on the acceleration table.

We strongly recommend setting the feeder up away from the printer to ensure consistent feeding before trying to print envelopes. If inconsistent feeding develops, the printer will stop more frequently. These stoppages result in user intervention as described on the previous page, but also results in the printer recalibrating temperatures more often, which slows printing down considerably.

If the envelope feeder runs out of envelopes, jams, or is delayed in getting envelopes to the printer in time, the printer will recognize this as a “PAPER JAM” and will indicate this on the display. Since this circumstance may not actually be a paper jam, (i.e., feeder runs out), the printer can easily be reset with minimal effort. The following steps should be taken to reset the printer:

1. If the feeder was simply late in delivering the envelopes to the printer, but envelopes are still in position over both photo sensors on the acceleration table. Simply open the top left door on the exit end of the printer and then close the door to reset the “Paper Jam” condition on the printer.

   **Tip**: Check that the feeder speed is set appropriately (normally 50% or higher).

2. If the feeder ran out of envelopes. Move the “Feeder Ready Lever” to the right or “not ready” position. Load more envelopes into the feeder. Momentarily press the “Reset / Hold to Jog” button to advance the first envelope down the acceleration table to the exit sensor. Then move the “Feeder Ready Lever” back to the left (forward) to indicate to the printer that the feeder is ready. You will then need to open the top left door on the exit end of the printer and then close the door to reset the “Paper Jam” condition on the printer.

3. If the feeder jammed. Turn power to the feeder off and then clear the envelope jam. Moving the feeder away from the printer may be necessary to do this. After clearing the jam, reposition and reload the feeder. Momentarily press the “Reset / Hold to Jog” button to advance the first envelope down the acceleration table to the exit sensor. Then move the “Feeder Ready Lever” back to the left (forward) to indicate to the printer that the feeder is ready. You will then need to open the top left door on the exit end of the printer and then close the door to reset the “Paper Jam” condition on the printer.
TROUBLESHOOTING

Feeder will not feed
Possible Causes/Solutions:
1. **Cause:** No Power. Not turned on. Speed Set to zero.
   **Solution:** Check to be sure the external 24 VDC power supply is connected to a live AC outlet and to the feeder. Check to be sure feeders power switch is ON. Check speed setting (if at zero it will not feed).
2. **Cause:** Both photo sensors, in the acceleration table, are covered (seeing media present). The feeder should stop when both photo sensors are covered; this is the “normal” function of the feeder.
   **Solution:** Uncovering (removing media) from either sensor should cause feeder to feed. If problem only occurs when feeder is positioned within MP Tray; check to be sure non-reflective tape/Velcro has been properly installed on printer. Refer to the section titled “Preparing the HD-CX1600/1700 (C9x1) Printer”.

Feeder feeds inconsistently
Possible Causes/Solutions:
1. **Cause:** Photo Sensor, located at exit end of feeder’s acceleration table, is receiving false “covered” signal.
   **Solution:** Ensure non-reflective black tape or black Velcro has been applied to printer above the envelope feeder’s photo sensor. Refer to the section titled “Preparing the HD-CX1600/1700 (C9x1) Printer”.
2. **Cause:** Feeder not setup/adjusted properly.
   **Solution:** Move feed away from printer and readjust separator(s), back wedge and paper guides; so paper feeds consistently (without hesitation). Ensure that paper guides on feeder and acceleration table are not set too tight (restricting envelope movement).

Feeder feeds for about 3 seconds then stops (only valid for models with “time-out” feature)
Possible Causes/Solutions:
1. **Cause:** “out of paper”.
   **Solution:** Load more media and then press the “Reset / Hold to Jog” button to start the feeder.
2. **Cause:** Feeder not setup/adjusted properly.
   **Solution:** Move feed away from printer and readjust separator(s), back wedge and paper guides; so paper feeds consistently (without hesitation). Ensure that paper guides on feeder and acceleration table are not set too tight (restricting envelope movement). Ensure that speed is set to 50% or higher. Press the “Reset / Hold to Jog” button to start the feeder.

Printer displays “Install # x # inch in MP Tray” (# = width/length of media)
Possible Causes/Solutions:
1. **Cause:** Feeder Ready Lever not in forward position.
   **Solution:** Ensure that the “Feeder Ready Lever” is in the forward position.
2. **Cause:** Feeder not properly positioned. Paper present flag, in MP Tray, not being depressed by Feeder Ready Lever mechanism.
   **Solution:** Ensure that the feeder is push all the way in to the MP Tray and lock the casters.

Troubleshooting continued on next page
Printer displays “Paper Jam” and indicates to “Open Right Side Cover”.
Possible Causes/Solutions:
1. **Cause**: Feeder not properly positioned.
   **Solution**: Ensure that the feeder is push all the way in to the MP Tray and lock the casters.
2. **Cause**: Feeder not presenting media fast enough to catch each printer feed cycle.
   **Solution**: Check the feeder setup and speed control setting. Try increasing feeder speed. Clean the feed belts with isopropyl alcohol to ensure consistent feeding. Loosen envelope separator (turn knob clockwise) to allow envelopes to feed closer together.
3. **Cause**: Feeder ran out of media (out of paper or hesitation in paper feed).
   **Solution**: Move the “Feeder Ready Lever” to the right or “not ready” position. Load more envelopes into the feeder and advance the first envelope down the acceleration table to the exit sensor. Then move the “Feeder Ready Lever” back to the left (forward) to indicate to the printer that the feeder is ready. You will then need to open the top left door on the exit end of the printer and then close the door to reset the “Paper Jam” condition on the printer.
Specifications

Dimensions: 30” Length x 16” Width x 16” Height (excluding stand)
Material Handling:
- Width: Min 3.75” to Max 13”
- Length: Min 4” to Max 15”
- Thickness: single sheets to 1/8”
- Estimated maximum stack size: 400 #10 envelopes
Speed: printer dependent/variable to 6,000 pph
Boxed Weight: ~49 lbs (including stand)
Electrical: 120/230 VAC, 5 Amp
Fuse: 5 Amp (located in the fuse holder on the back plate)

OPERATOR MAINTENANCE
CAUTION! Unplug power cord before cleaning.

- Clean dust from the feeder and acceleration table; using a soft dry cloth, soft brush or vacuum.
- Use a mild household cleaner to clean the feeder body.
- Clean the photo sensors using a soft dry cloth or compressed air.
- Use isopropyl alcohol to clean the white belts in the feeder.
- Use a mild household cleaner to clean the green belt on the acceleration table.

DO NOT USE ALCOHOL TO CLEAN THE GREEN BELT ON THE ACCELERATION TABLE!
OPTIONAL HARDWARE

NOTICE: The wide range of options available for the HD-CX1600/1700 printers allows them to be setup in a number of different configurations. However, only the configurations shown on this page are compatible with the height adjustment range of both the HD-CXENVL-FDR (feeder) and HD-CXENVL-CNV (conveyor).

HD-CXENVL-CNV (conveyor) with HD-CX1600/1700 (printer) on HD-CX-3IN1 (3 paper trays with casters) & HD-CXENVL-FDR (feeder)

NOTE: The feeder and conveyor, shown above, can be purchased as a kit. Order Part # HD-CXENVL (Envelope Printing Kit); which includes the HD-CXENVL-FDR (feeder) & HD-CXENVL-CNV (conveyor).

HD-CX1600/1700 (printer) on HD-CX-CSTR (printer cabinet with casters)