



# AstroJet<sup>TM</sup>

## 3600P/3800P PRINTER



inkjet  
technology by  invent

## OPERATOR MANUAL

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## SAFETY PRECAUTIONS

THIS EQUIPMENT PRESENTS NO PROBLEM WHEN USED PROPERLY. OBSERVE SAFETY RULES WHEN OPERATING THE ASTROJET 3600P/3800P PRINTER.

BEFORE USING THE PRINTER, 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.
- ✓ Plug power cord supplied with the machine into a properly grounded, easily accessible wall outlet located near the machine. Failure to properly ground the machine can result in severe personal injury and/or fire.
- ✓ Power cord and wall plug are 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 trap it 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 equipment, walls or furniture.
- ✓ **DO NOT** remove covers. Covers enclose hazardous parts that should only be accessed by a qualified service representative. Report any cover damage 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.

In addition, follow any specific occupational safety and health standards for your workplace or area.

This manual is intended solely for the use and information of Astro Machine Corp., its designated agents, customers, and their employees. The information in this guide was obtained from several different sources that are deemed reliable by all industry standards. To the best of our knowledge, that information is accurate in all respects. However, neither Astro Machine Corp. nor any of its agents or employees shall be responsible for any inaccuracies contained herein.

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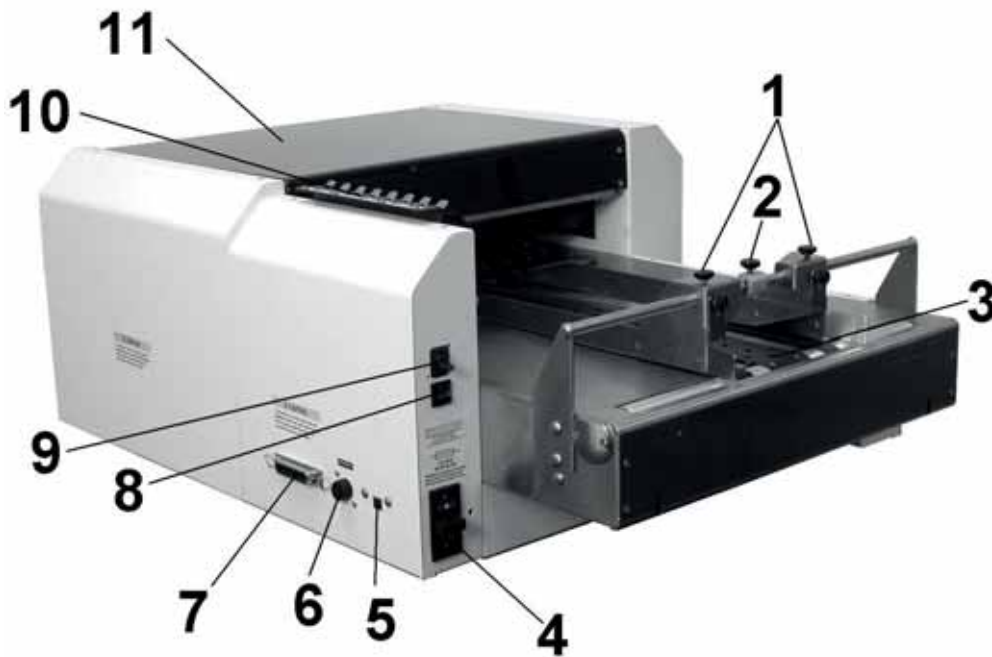
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## SECTION 1 – *Getting Acquainted*

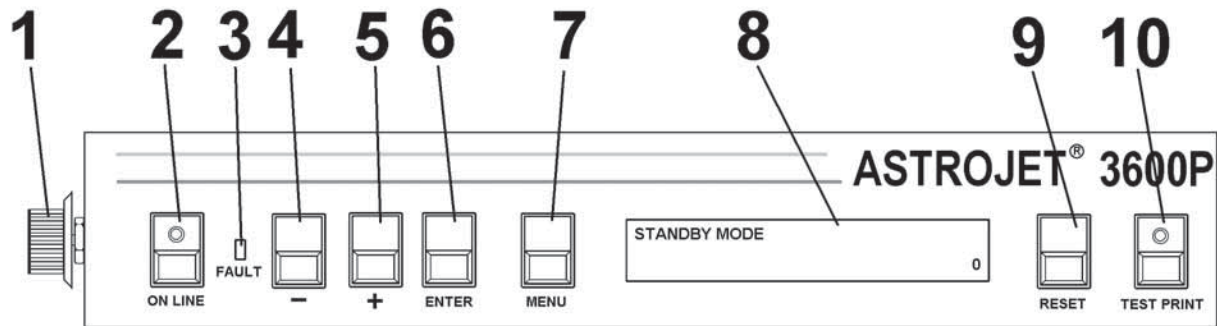
### *AstroJet 3600P/3800P*

**AstroJet 3600** and **AstroJet 3800** are high-speed printing and addressing systems that can print addresses, bar code, return addresses, bitmapped graphics, and special messages using TrueType scalable fonts simultaneously on mail pieces. **AJ-3600** has six Printheads. **AJ-3800** has eight Printheads.



1	<b>MEDIA SIDE GUIDES</b> – Guides media to Printheads.
2	<b>MEDIA GUIDES</b> – Holds down media to help guide it to Printheads.
3	<b>VACUUM TRANSPORT</b> – Vacuum Transport Belt helps transport media to Printheads.
4	<b>MAIN POWER SWITCH AND RECEPTACLE</b> – Printer receives power here. Also contains <b>Main Power Switch</b> and <b>Fuse Assembly</b> .
5	<b>USB PORT</b> – Used to connect Printer to some types of computers.
6	<b>PRINTER/FEEDER INTERFACE CONNECTOR</b> – Connects Printer to optional Feeder so that they can function as a system.
7	<b>PARALLEL PORT</b> – Centronics Printer Port connects Printer to computer.
8	<b>MOTOR CIRCUIT BREAKER</b> – Protects Motor in case of a jam.
9	<b>VACUUM TRANSPORT ON/OFF SWITCH</b> – Controls power to <b>Vacuum Transport Vacuum</b> .
10	<b>DOCKING STATION</b> – Stores Ink Cartridges when not in use.
11	<b>PRINthead COVER</b> – Protects Printheads.

**SECTION 1  
GETTING ACQUAINTED**



(AstroJet 3600P shown)

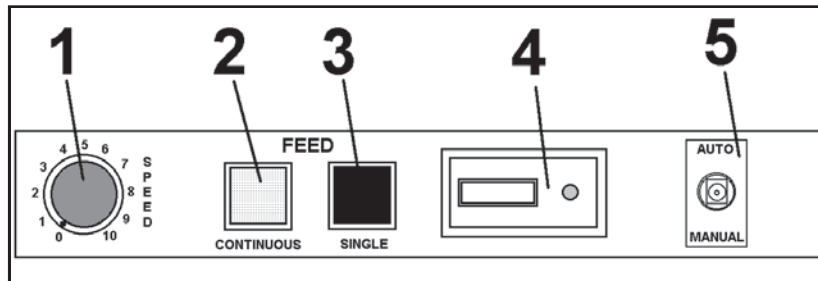
**Control Panel**

<b>1</b>	<b>MEDIA THICKNESS KNOB</b> – ( <i>On right side of Control Panel</i> ) Used to adjust height of Printheads to compensate for different media thickness.
<b>2</b>	<b>ON LINE key</b> – Indicator lights when data is sent to Printer and printing is ready to begin. Also turns Printer off line to access <b>Menu</b> mode.
<b>3</b>	<b>FAULT Indicator</b> – Lights when there is a problem with printing process.
<b>4</b>	<b>- key</b> – In <b>Menu</b> mode, use to scroll to <i>previous</i> selection.
<b>5</b>	<b>+ key</b> – In <b>Menu</b> mode, use to scroll to <i>next</i> selection.
<b>6</b>	<b>ENTER key</b> – Starts and stops printing.
<b>7</b>	<b>MENU key</b> – Puts Printer in <b>Menu</b> mode to access several operator functions.
<b>8</b>	<b>OPERATOR DISPLAY</b> – Indicates Printer’s status, including menus and error messages.
<b>9</b>	<b>RESET key</b> – Resets Printer to its wait state.
<b>10</b>	<b>TEST PRINT key</b> – Puts Printer in <b>Test</b> mode and sends a sample copy to check Printer’s output.

**NOTE: A complete description of the functions and operation of the Printer Keys can be found in Section 3 – Operating the AstroJet 3600P/3800P.**

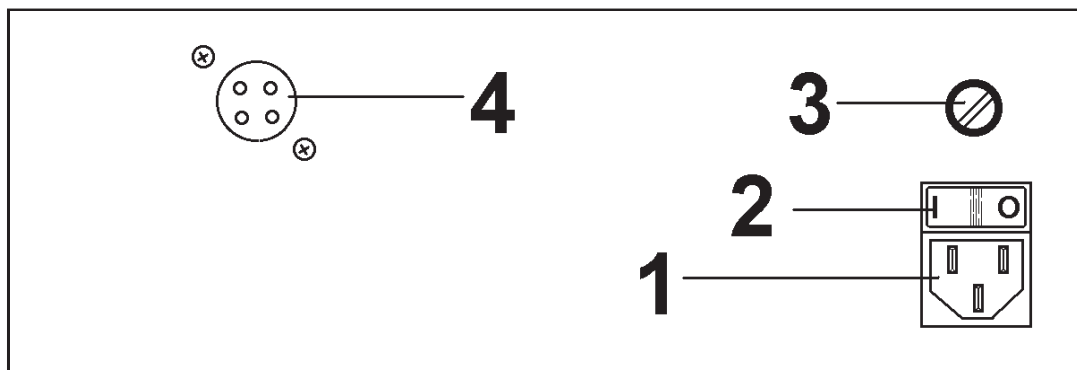
*Optional FF-14 Friction Feeder*

*Control Panel*



<b>1</b>	<b>SPEED CONTROL</b> – Used to vary speed of Feeder in either <b>MANUAL</b> or <b>AUTO</b> mode to provide separation between pieces.
<b>2</b>	<b>CONTINUOUS FEED</b> – Pressing this switch with Feed Select Switch in the <b>MANUAL</b> position allows Feeder to feed continuously.
<b>3</b>	<b>SINGLE FEED</b> – Pressing this switch with Feed Select Switch in <b>MANUAL</b> mode allows Feeder to feed a single piece of media.
<b>4</b>	<b>BATCH COUNTER</b> – Resettable to keep track of pieces run on each job.
<b>5</b>	<b>AUTO/MANUAL</b> – With Feed Select Switch in <b>MANUAL</b> , operator can feed one or continuous pieces of media by pressing <b>FEED</b> switches. When in <b>AUTO</b> , Interface controls Feeder through an external device.

*Front Panel*



<b>1</b>	<b>POWER RECEPTACLE</b> – Plug power cord here. Make sure that power cord is only plugged into a properly grounded receptacle.
<b>2</b>	<b>ON/OFF SWITCH</b> – Controls power to Feeder.
<b>3</b>	<b>FUSE HOLDER</b> – Fuse protects electronics and motor in Feeder.
<b>4</b>	<b>INTERFACE CONNECTOR</b> – Used to control FF-14 Feeder. (See <i>Interfacing</i> for more information.)





## SECTION 2 – *Installing Printer*

### To install the Printer:

- Choose a location for the AstroJet 3600P/3800P Printer and optional Feeder
- Place the Feeder and connect it to the Printer
- Plug in Printer and Feeder, then connect Printer to computer
- Install the Inkjet Cartridges
- Set up the feed on the Feeder
- Install the AstroJet 3600P/3800P software on the computer
- Create a job to be printed (refer to **Section 3 – Operating the AstroJet 3600P/3800P**)

### *Choose a Location*

Place Printer with Feeder on a sturdy worktable or cabinet at least 12" from any walls. Allow enough room to place Feeder on same work surface. Protect Printer from excessive heat, dust, and moisture – avoid placing it in direct sunlight.

Place Printer on Support Stand if supplied.  
(Stand is supplied only when optional FF-14 Friction Feeder is used.)

### *Connecting Printer and Optional Feeder*

#### Plugging in Printer

Make sure Printer's Main Power Switch is turned OFF.

1. Connect one end of the power cord to the rear receptacle on the Printer.
2. Plug the other end into a 115-220 Volt AC, 50/60 Hz. grounded outlet.

#### CAUTION

**DO NOT USE ADAPTER PLUGS OR EXTENSION CORDS TO CONNECT THE PRINTER TO THE WALL OUTLET.**  
**DO NOT USE OUTLETS CONTROLLED BY WALL SWITCHES.**  
**DO NOT USE AN OUTLET THAT SHARES THE SAME CIRCUIT WITH LARGE ELECTRICAL MACHINES OR APPLIANCES.**



### *Connecting to Computer*

**Parallel Port:** Plug Parallel Printer Cable from your computer into the rear receptacle on the Printer. Latch the two locking clips.

**USB Port:** You may also connect the Printer through a USB connection if you are using Windows ME, 2000 or XP. **NOTE: Cable supplied with the AstroJet 3600P/3800P should be used to connect it to the computer.**



USB Port



Parallel Port

## SECTION 2 INSTALLING THE PRINTER

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### *Installing Optional FF-14 Friction Feeder*

#### Assembling Feeder

1. Install two Side Guides using the four screws supplied (*two on each side*).
2. Place Feeder on a flat level surface. Feeder can be permanently mounted by removing the four rubber feet, aligning Feeder on Support Stand, then reinstalling feet to hold Feeder in place.



#### Plugging in the Feeder

Check that Main Power Switches on Printer and Feeder are turned OFF.

1. Connect one end of the power cord to the rear receptacle on the Feeder.
2. Plug the other end into a 115-220 Volt AC, 50/60 Hz. grounded outlet.

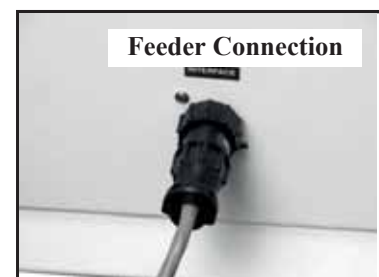
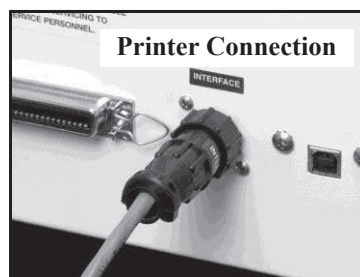
#### **CAUTION**

**DO NOT USE ADAPTER PLUGS OR EXTENSION CORDS TO CONNECT THE FEEDER TO THE WALL OUTLET.  
DO NOT USE OUTLETS CONTROLLED BY WALL SWITCHES.  
DO NOT USE AN OUTLET THAT SHARES THE SAME CIRCUIT WITH LARGE ELECTRICAL MACHINES OR APPLIANCES.**



#### Connecting Optional Feeder to Printer

Printer/Feeder Communication Cable must be attached to the Printer and the Feeder for the machines to work together. Remove Jumper Plug from Printer (*if installed*) and attach Printer/Feeder Communication Cable between the two machines (*as shown at right*).



#### Completing System Assembly

Remove packing blocks from Printheads and install Side Guides on the Feeder (*if not already done*).

## *Install Inkjet Cartridges*

### **Cartridge Installation**

**AstroJet 3600P** can be configured with six Inkjet Cartridges.

**AstroJet 3800P** can be configured with eight Inkjet Cartridges.

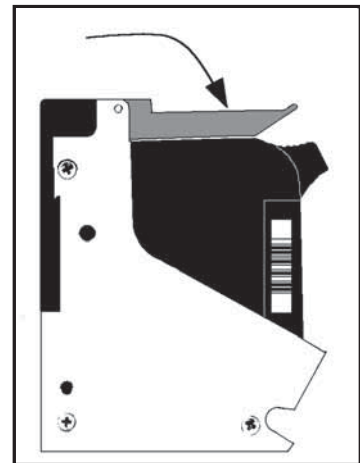
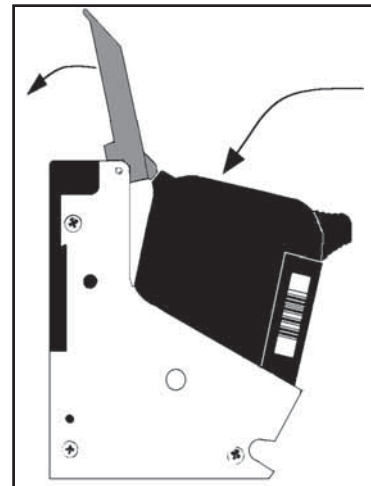
**Install standard Cartridges as follows:**

1. Remove Inkjet Cartridge from packaging, taking care not to touch the copper contacts, the metal plate, or the gold printhead. Remove protective tape from Printhead.
2. Open Latch Lever mounted on Inkjet Cartridge Holder.
3. With Cartridge's Printhead pointing down, slide Cartridge into Holder and push down and toward contacts in Holder.
4. Make sure Cartridge is seated in Holder, then close Latch Lever to secure Cartridge. **DO NOT** force Latch Lever into place. (*See diagram.*)
5. Repeat **Steps 1-4** above for remaining Cartridges.

**NOTE:** For optimum image quality during the run, refer to "*Cleaning the Printhead*" on page 39.



**Ink in the cartridge may be harmful if swallowed. Keep new and used cartridges out of reach of children. Discard empty cartridges immediately.**

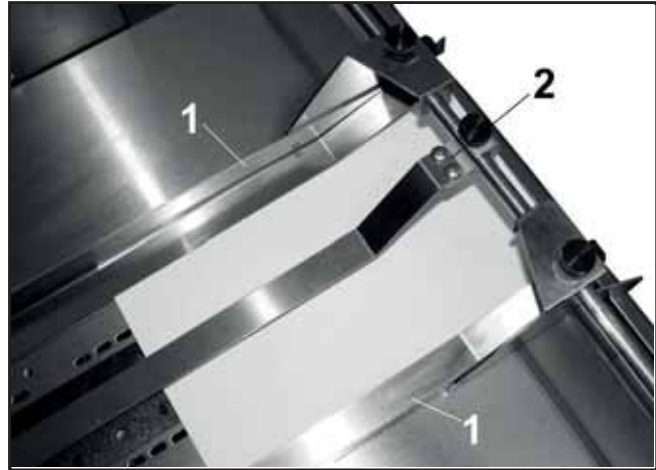


## SECTION 2 INSTALLING THE PRINTER

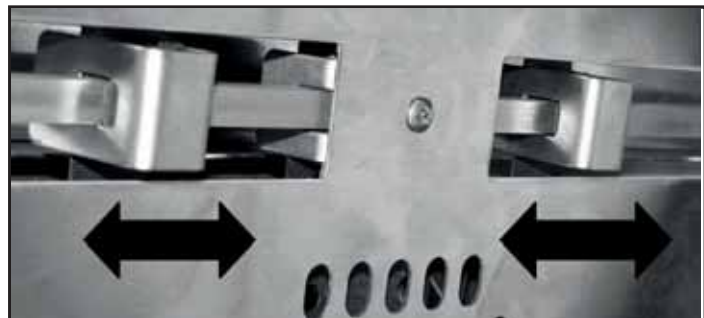
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### *Adjusting Printer to Media*

Place one piece of media on the center of the conveyor portion of the Feeder and adjust the Side Guides [1] to the media. Use one or two Center Straps [2] to help hold the media down. Center Belt has a vacuum-assist feature that can be turned ON using Vacuum Transport Switch (*located above the Motor Circuit Breaker*) as required. Useful in feeding smaller size stock.

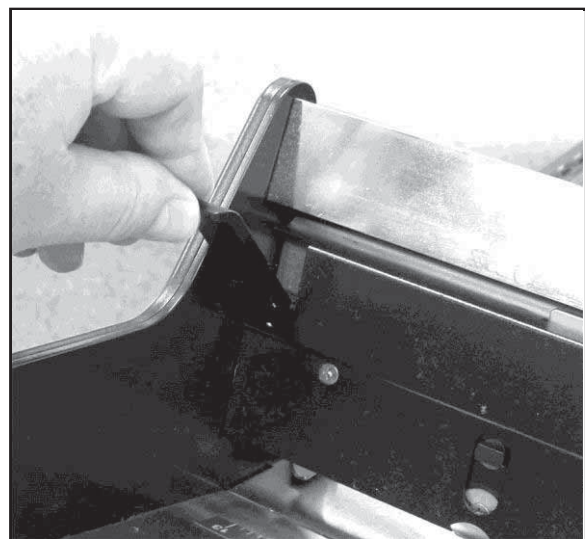


**NOTE:** The two narrow Belts can be moved by turning the Printer ON and sliding the Belt Guide Adjusters (*located under the Conveyor Table*) in the appropriate direction until they are under the media.

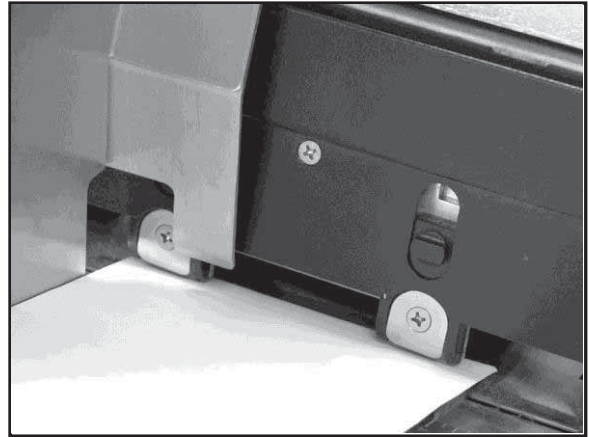


### *Optional Feeder Setup and Operation*

1. Release Separator Locking Lever and raise Separators to their raised position as shown.



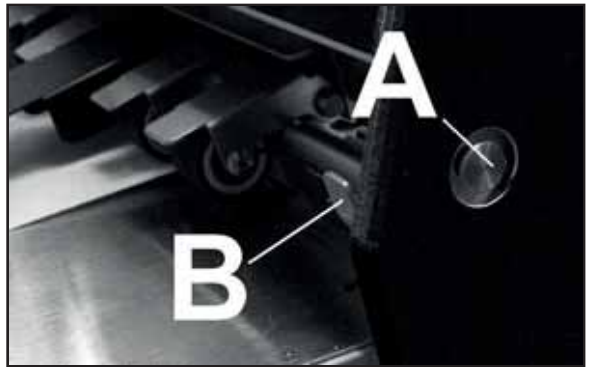
2. Place media under Separators and release them so they rest on the media. Lock Separators in position using Separator Locking Lever.



3. Adjust Side Guides to within 1/32" of media. Then adjust Rear Guide so that media is raised approximately 1/2" (For heavy, thick media this may not be required.)



4. Adjust Exit Roller pressure by pushing in on Pressure Control Lock Button [A] and raising or lowering Adjusting Lever [B]. For plain paper or envelopes the lever should be in the down position, for thicker material the lever should be adjusted so that the media is fed without any bounce in the Exit Roller Assembly.



5. Turn Feeder ON. Feed one piece with Speed Control set to low speed (1 or 2). Stop Feeder with the piece halfway through the exit. Adjust Feed Sensor so that it is pointed directly at the piece as it exits the Feeder. Sensor prevents double feeding in case of a jam or stoppage.





**SECTION 2  
INSTALLING THE PRINTER**

6. Turn Feeder Power Switch **ON**. Set **AUTO/MANUAL** Switch to **AUTO** and press **CONTINUOUS** Feed Button for continuous feeding.
7. Turn Printer ON, then turn Media Thickness Knob to set initial Printhead height:  
**NOTE: These are initial settings. It may be necessary to adjust the MEDIA THICKNESS Control to optimize the print quality.**
8. To test-feed media after set up, turn Feeder and Printer ON. Set **AUTO/MANUAL** Selector Switch on Feeder to **AUTO** position. Press **ON-LINE** key on Printer, then press **ENTER**, to test-feed media.

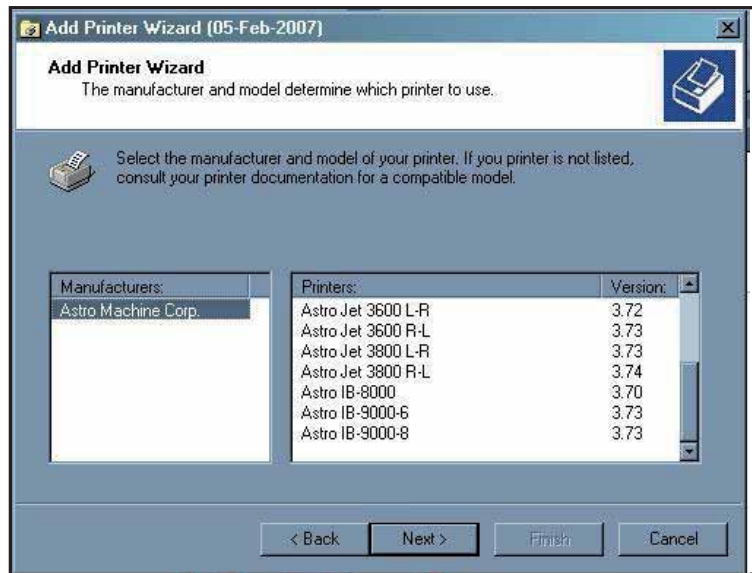
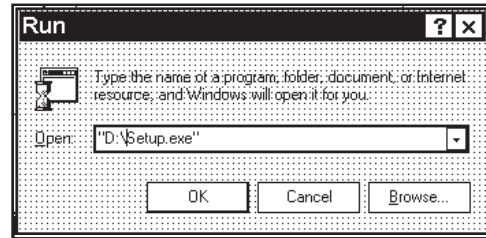
Media Thickness	Dial Setting
0.004" to 1/32"	0 to 2
1/32" to 1/16"	2 to 3
1/16" to 1/8"	3 to 5
1/8" to 1/4"	5 to 7
1/4" to 3/8"	7 to 10

***Installing Printer Driver***

Printer Driver (*included*) must be installed on your computer before installing the AstroPrint Software.

**Install Printer Driver:**

1. Close any applications running on your computer. Restart the computer before installing the Driver.
2. Install the CD in the CD drive and click **START**. Then click on **RUN**, then type the following:  
D:\Setup.exe (where D is the CD drive). Click **OK**.
3. “**Add Printer Wizard (n.nn)**” window opens. Click **Next>**.
4. Type in your Name and Company. Click **Next>**.
5. Select Printer Port **LPT1** or **USB**. Then click **Next>**. “**Add Printer Wizard**” screen appears. Select your printer from the list, then click **Next>**.  
  
**NOTE: L-R and R-L Printers refers to the direction the media travels in. L-R means Left to Right when standing at the Printer’s Control Panel.**
6. Next screen allows you to “**Name Your Printer**”. Unless another printer has the same name on your system or network, ignore this step and click **Next>**.
7. Click **Finish** to complete the installation.



## SECTION 3 – *Operating Printer*

Once the **Printer Driver** is installed on your computer, you are ready to start printing. This section is divided into three parts. The first describes the function of the **Printer Control Panel**. The second section describes the **Driver Properties** and the various options available when you run a job. The third section describes how to **Set Up a Job to Print** from Microsoft Word.

The **Printer Driver** installed in **Section 2** should be set as the default driver. It will then be accessible through your applications such as Microsoft Word. Other types of applications and database management software will work in a similar manner using the AstroJet 3600P/3800P Driver.

This Section further assumes that you have connected the AstroJet 3600P/3800P to your computer.

### **Printer Operation**

When you first turn Printer ON, **ON LINE** key light blinks. Printer's display shows; **"Printer Off line / Enter for Paper Feed"**. **TEST** key light is OFF. Pressing **ENTER** starts paper feeding, but no printing takes place.

To print, Printer must be **On-Line**. When it is, display changes to **"Printer On line / Waiting for Data"**. In this mode, when a job is sent, Printer will be ready to print when **ENTER** is pressed.

The following is a description of the operation of the Printer's various menu options that let you customize the operation of the Printer. Printer Control-Panel Keys are used to access various functions that help the operator control the Printer.

### **TEST key**

Pressing **TEST** places Printer in **Test Print** mode. **"Working"** appears in the lower half of the display. Then display changes to **"Enter to feed"**. Pressing **ENTER** starts the printing process and prints the **Test Print**. To stop feeding, press **ENTER** again.

**NOTE: If Printer is set start automatically (see Menu key below) Printer starts printing the Test Print once it is loaded, without having to press ENTER. In this case, pressing ENTER stops the paper feed.**

To exit Test Print, press **TEST** again and Printer returns to its ready state.

Press and hold **TEST** to make Printer enter **"Service Menu"**, where various Printer functions can be tested. To exit **"Service Menu"**, press **TEST** again. **"Service Menu"** is used primarily by service personnel to diagnose problems should they occur. Use "+" or "-" keys to scroll through the menu. Pressing **ENTER** tests the function.

To check Ink Cartridge ink levels when you enter **"Service Menu"**, press the "-" key and the amount of ink remaining appears as a percentage in the lower half of the display window.

### **MENU key**

Used to access special features built into the Printer and to customize Printer operation. Basic features are accessed by pressing **MENU**. Use "+" or "-" keys to access the features.

**Features available under this mode of operation are as follows:**

**NOTE: If ON LINE key is ON, you cannot enter Menu mode. Take Printer off line by pressing ON LINE.**

*Media Thickness Setup* – First item in display is **"Media Thickness Setup"**, (if Printer is equipped with an *Automatic Media Thickness Control*). Use to preset Printhead height for various media thicknesses.

## SECTION 3 OPERATING THE PRINTER

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**Press Enter to Purge – Purging** is useful in clearing Printhead Nozzles when Printer has been sitting idle for a time. To activate **Purge**, press **ENTER** to feed one piece of media. To purge Printheads additional times, press **ENTER** for each additional purge.

**NOTE: Printer only purges one piece each time you press ENTER. For additional purges, press ENTER again for each subsequent purge.**

**Clear Batch Counter** – Pressing **ENTER** clears the number in the upper right hand corner of the display. Resetting the batch counter is usually performed at the start of each job. Turning Printer OFF does not reset this counter.

**Purge First Piece** – Turning feature ON causes Printer to send one purge pattern on the first piece. After **Purge** is completed, the next piece will be the first record of your database. Once turned ON, it remains ON even if the Printer is turned OFF.

**Address Recovery** – In event of a Printer jam, recover up to 10 pieces by pressing **MENU**, then stepping to “**Address Recovery**”. Then press **ENTER**. “**Enter: Recover 1 Piece**” appears. Use the “+” key to select the number of pieces to reprint (1-10), then press **ENTER** again to start the printing process. Once pieces are printed, press **ON LINE** key, then **ENTER** to resume printing the job.

**Print Enhancement** – Pressing “+” or “-” keys brings up this message. **Print Enhancement** is used when printing to ensure that Printhead Nozzles stay open and prevent loss of descenders on letters such as “y” or “q” and accent marks that do not appear in every address. Pressing **ENTER** turns this function ON or OFF. Function stays changed until operator changes it again. Turning Printer ON and OFF does not affect setting.

**NOTE: Print Enhancement times out after 100 seconds if no media is going through the Printer. Once media starts printing, it will restart.**

**Automatic Feed** – When this feature is ON, Printer starts feeding once the job is sent. If **ON LINE** key is ON, Printer starts feeding and printing automatically. To press **ENTER** to start the printing process, turn this feature OFF. Turning Printer ON or OFF does not affect your selection.

**Pause Type:** – Allows Printer to respond to a “break mark” set in the database used in a given job. The “break mark” marks the end of a series within the database. For example, addresses with the same postal code or after a set number of entries. There are two “**Pause Type:**” selections:

**Feed Stop** – For standalone desktop units not used in line with other mailing equipment. Printer stops feeding media for a set amount of time after it “sees” a “break mark”. This allows time for the operator to pack or separate that set of printed pieces before the next set starts. Use “+” or “-” key to access this feature. Press **ENTER** to turn this function ON or OFF.

**Conveyor Speed Up** – Use when Printer is used in line with other mailing equipment (*conveyors, tabbers, etc.*) When this feature is activated, Printer responds to the “break mark” by sending a signal to conveyor to speed up momentarily. This creates an obvious gap between the end of one set of pieces and the beginning of the next. Use “+” or “-” key to access this feature. Press **ENTER** to turn function ON or OFF.

**Installing New Printheads** – Printer can tell you when a Printhead is low on ink. To use this feature, press **MENU**. Then use “+” or “-” keys to highlight “**Enter when head (n) is filled**”. Press **ENTER** and install a new Cartridge. Repeat for each Cartridge you install. When **ENTER** is pressed, display changes to “**Head (n) has a new cartridge**”. To check ink level in Cartridges, press and hold **TEST PRINT** until “**Service Menu**” appears. Use “+” or “-” keys to scroll to “**Service Menu: Ink Levels, 100%100%100%**”. This shows how much ink remains in the Cartridge.

**NOTE:** This feature only works if the Cartridges remain in the original Head where they were installed. If you swap the Cartridges from one Head to another, the levels will not be accurate.



A second set of menus is available in the display. To activate, press and hold **MENU** until “**Setup Menu**” appears. Step through these items with the “+” or “-” key.

**Total Count** – Displays total number of prints that have passed through the Printer. Non-resettable.

**BIOS Version** – Press the “+” key to display current BIOS version.

**Bulk Ink** – Not used on this model Printer. No provisions are made to install larger Cartridges.

### + / - key

Used to step through the options in various Menu modes.

### ON LINE key

If **ON LINE** key is ON, display shows “**Printer On line / Waiting for Data**” and the light is ON. This means Printer is ready to print the job when it is sent. To have Printer start printing immediately when the job is sent, **Automatic Feed** feature must be turned ON. If **ON LINE** key is OFF, display shows “**Printer Off line / ENTER for Paper Feed**”. In this condition Printer can feed paper. Useful for setting up the Feeder.

**NOTE: If Printer is off line and a job is sent, display shows “Printer Off line / Data Ready to Print”. To print, press ON LINE key to put Printer on line. If data is sent and Printer is set up NOT to start feeding automatically and ON LINE key is lit, display shows “Printer On line / ENTER to Start Feed”.**

### ENTER key

Used to start Printer printing when it is on line and **Automatic Feed** is turned OFF. Additionally, when Printer is placed in any **Menu** modes, **ENTER** is used to choose available options.

### RESET key

Used to clear Printer Memory and return it to the wait state. Key only functions if Printer is off line.

## **Purge While Printing**

### To do the purge in the middle of a job:

Press **ON LINE** to pause current job.

Press **MENU**, then step to “**Press Enter to Purge**”.

Press **ENTER** to start **Purge**. Press **ENTER** again to stop **Purge**.

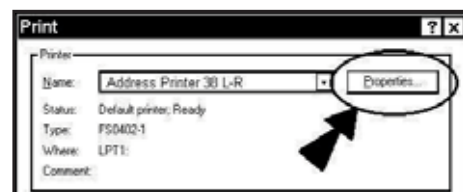
Press **ON LINE**, then **ENTER** to get back to normal printing.

**NOTE: If a paper jam occurs during the purge: after the purge, use “Address Recovery” to get back to normal printing. Otherwise you will lose records.**

## **Printer Driver Properties**

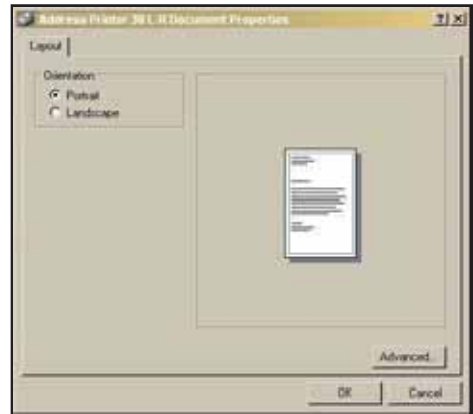
**Printer Driver** describes to the Printer how to print your job. It controls the operation of the Printer and allows you to send fixed and variable text and graphics to the Printer. Within your data management software is a “**Print**” function. In that “**Print**” function is a **Properties** button. Through **Properties** you can control the output of the Printer. The following describes the **Properties Windows** for the AstroJet 3600P/3800P and how to use them to customize your Printer's output.

To start printing, click **File**, then **Print**. The **Print** window opens. If you wish to print the job, click **OK**. If you wish to use the Special Features built into the AstroJet 3600P/3800P Drivers, click the **Properties** button to open the **Properties Window** in Windows 98, NT, or ME.

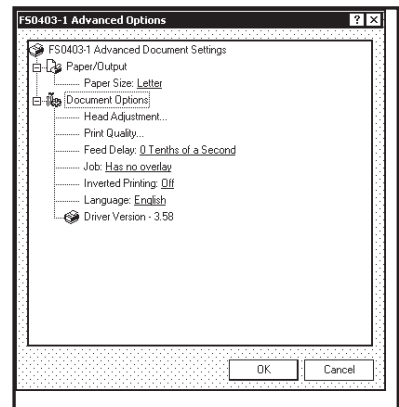


**SECTION 3  
OPERATING THE PRINTER**

If you are using Windows 2000 or XP the window at right opens. Clicking **Advanced** opens the “**Options**” window. In the following illustrations, the windows for Windows 98, NT, and ME will be on the left. The windows for Windows 2000 and XP will be on the right.

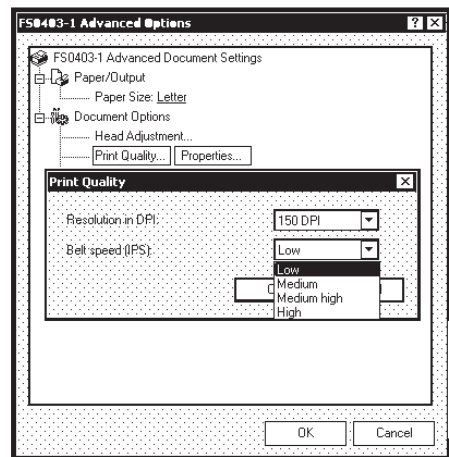
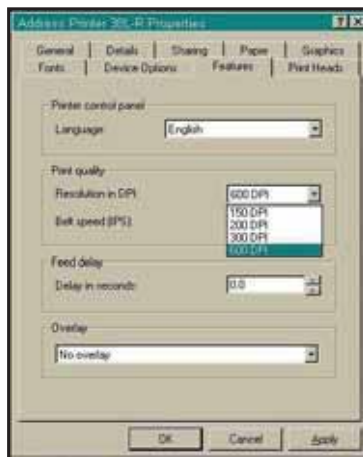


When the **Properties** window opens you see several tabs in Windows 98. The following are standard Windows Printer Driver functions and should be left at their defaults: **Graphics, Fonts, and Device Options**. The **Features** and **Print Heads** tabs are used to setup, change, and adjust the Printer.



**Features Tab**

**Features Tab/ Advanced Options**, (depending on operating system), is used to change speed and resolution of Printer, to add a delay to the feed to provide separation between the pieces, and to print and overlay with the job. First feature, **Print Quality**, has two settings, (1) for the **Resolution** of print quality and (2) for appropriate **Speed**. Changing **resolution** to a higher number (e.g. 200 DPI to 600 DPI) will increase image quality. When **resolution** is changed, **Belt speed** (IPS) is automatically changed to the optimum speed for the resolution selected.

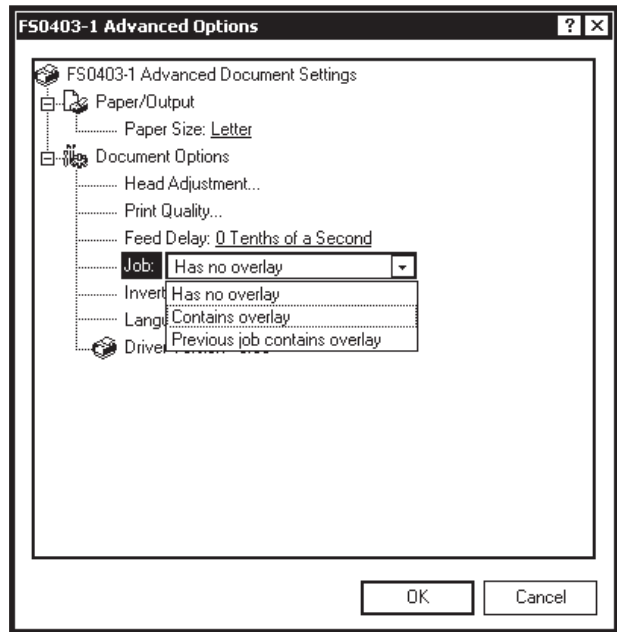
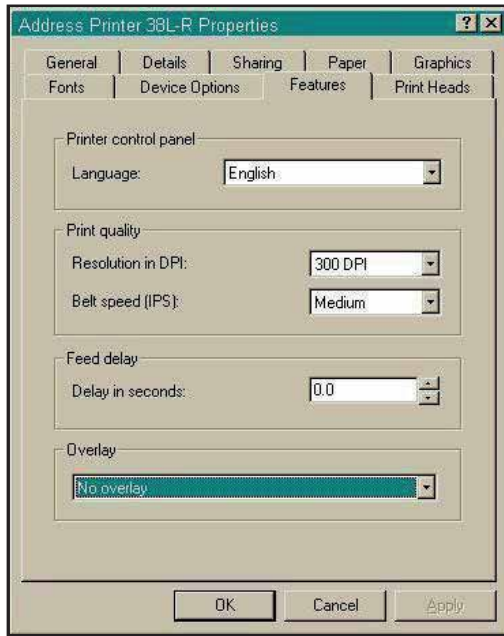


You can change the speeds to a lower speed as follows:

Resolution	Speeds available
150 DPI	Low, Medium, Medium High, and High
200 DPI	Low, Medium, and Medium High
300 DPI	Low, and Medium
600 DPI	Low

**Feed Delay** is used to add more space between pieces as they are printed. This allows the first piece printed more time to dry before the next piece is printed. Adjustment range is in 0.1-second increments. Feature works at all speeds.

**Overlay** is used to save time printing when combining a database with fixed information or graphics. Default is “**No overlay**”.



**To use the Overlay feature:** First create a layout in an application such as Microsoft Word. Place all fixed information and graphics on this layout. Open the layout and go to **Print** in the **File** menu. Click **Features** and then click **Overlay**. Select “**Contains overlay**” from the box, and then click **Apply** and **OK**.

Next, click **OK** on the “**Print**” window. The Overlay downloads and the Printer starts running.

Now open the job that contains the variable data and using **File** then **Print** from the dropdown menu, open the “**Print**” window for the application. Click **Properties**, then the **Features** tab. Then click on the dropdown menu under “**Overlay**” and click “**Previous job contains overlay**”. Click **Apply**, then **OK**. When the “**Print**” window reappears, click **OK** to send the job to the Printer. To start printing, press **ENTER** on the Printer.

If you wish to print a second job using the same Overlay, simply open that job and send it to the Printer. If the next job does not contain an Overlay, then click **Properties** in the “**Print**” window, select **Overlay**, then **No overlay**. Click **Apply**, then **OK**. To print the next job with a different Overlay, repeat the process for the first Overlay.

**NOTE: Turning the Printer OFF, then ON will clear the Overlay and the job.**

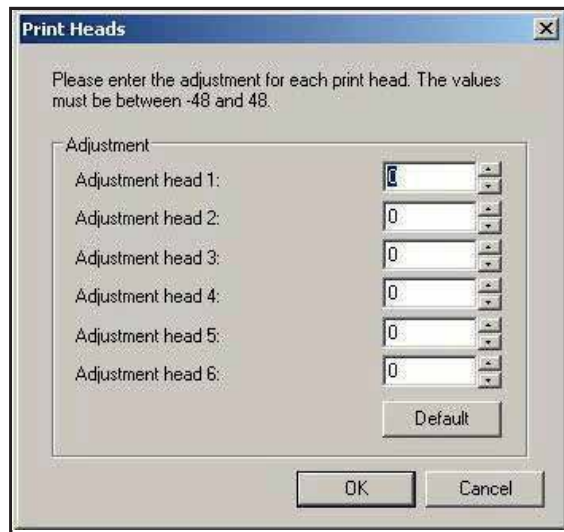
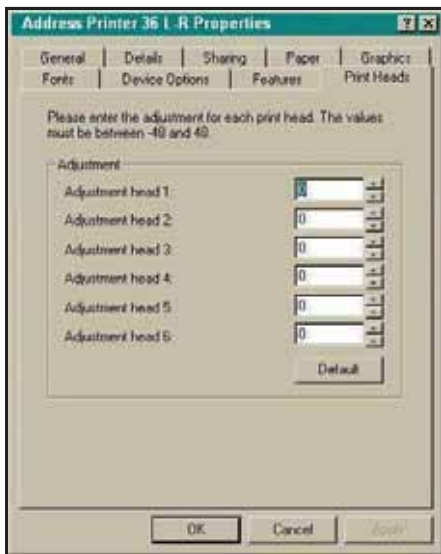
### Print Heads Tab

Permits slight (0.001") adjustments to the positions of the Printheads in relation to each other. The adjustment is used to precisely align the three Printheads when printing graphics or type that extends beyond the width of one Printhead. Each head can be moved +/- 0.048" in 0.001" increments.

To move the Printhead *toward* the lead edge of your layout, then move it in the “-” direction.  
To move the Printhead *away* from the lead edge, move it in the “+” direction.

## SECTION 3 OPERATING THE PRINTER

When the Printer is turned OFF, any changes made this way will return to their original settings.



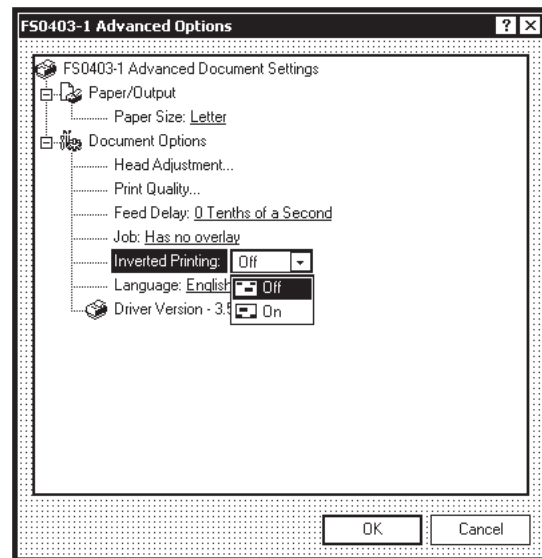
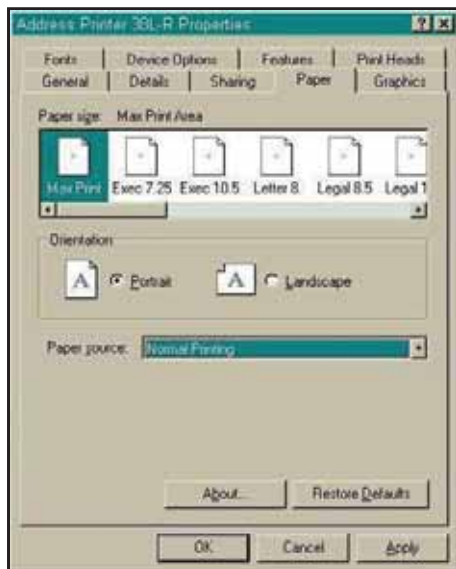
### Inverse Printing

**Paper tab** contains one element that is used to reverse or invert printing on Printer.

In normal operation, printing is read from the operator side of Printer. It is sometimes necessary to turn the printing direction 180 degrees from the normal direction. This occurs when, due to the layout or the method of binding, the media must be fed in the reverse direction.

Clicking **Paper tab**, then **Paper Source**, permits you to reverse printing direction 180 degrees.

Remaining settings on this tab should be left as they are. **Paper size** is always “**Max Print Area**” and **Orientation** is always “**Portrait**”. **Do not change them.**

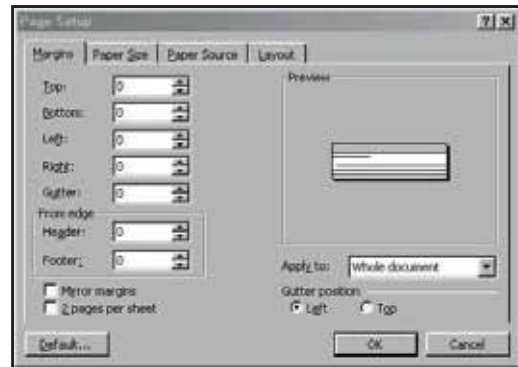


### *Printing from Microsoft Word*

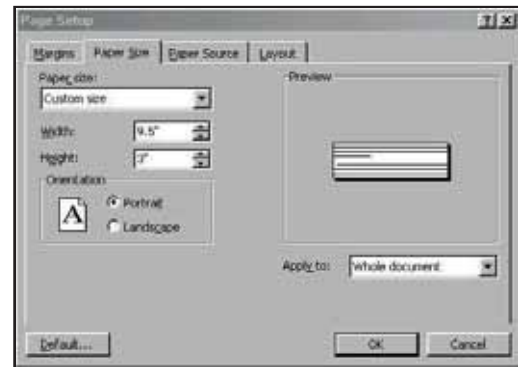
If you are not using a specific program designed for mailing applications it is possible to print your mail pieces using Microsoft Word. This section will cover how to layout a piece and to print from Microsoft Word.

To begin, open a new page and turn on the Toolbar for “**Mail Merge**”. Under “**Print**”, select **Address Printer 6** as default printer. Go to **Page Setup** in the **File** menu. Set all margins to “**0**”.

**NOTE: The Printer must be selected before you do the set up so that the setting will be registered.**

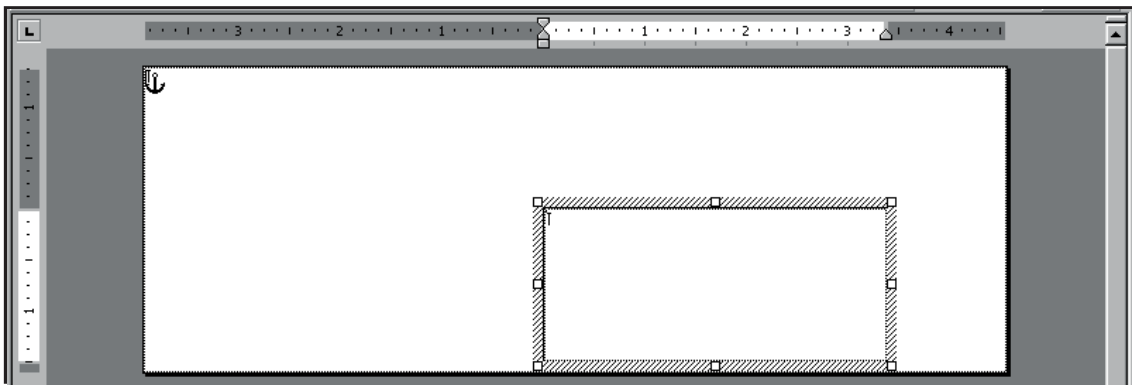


Next, select the **Page Size** tab and **Custom Page**. Size of layout should be 3" high by the length of the piece you are intending to print. (*This example uses width of a #10 envelope, 9.5"*) Orientation of the piece is always **Portrait**. Effective printing area of the Printer is **3" x 15"**. Click **OK** once step is completed.



Next, 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 below.



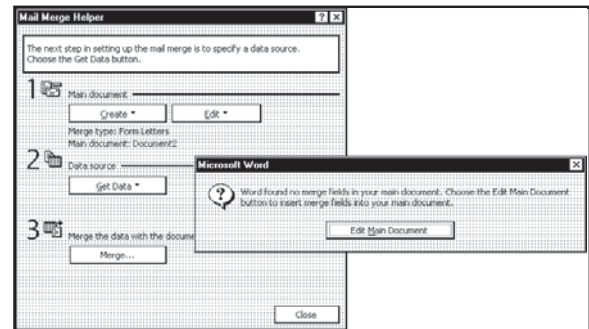
**NOTE: When setting up a layout for the AstroJet 3600P/3800P, be aware that the Printheads are aligned in two banks and these banks can be aligned so that you can print in a 3" or 4" wide spread over the width of the media. Head 1 is on one rail and opposite it are Heads 5 and 6. There is a 1-3/4" gap between these Heads. On the second rail, Heads 2, 3 and 4 are attached together. If you are using a 3800P, a second two heads, 7 and 8, are arranged opposite to these Heads. There is a 1-3/4" gap between Heads 2, 3 and 4 and Heads 7 and Head 1 can be combined with Heads 2, 3 and 4 to print 2" of information. In the 3800P, Heads 5 and 6 can be combined with Heads 7 and 8 to print another 2" of information.**



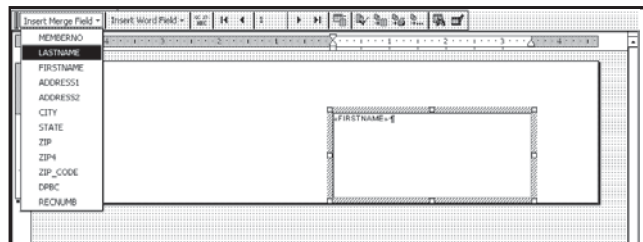
## SECTION 3 OPERATING THE PRINTER

Click **T**ools, then **M**ail Merge. “Mail Merge Helper” window opens. Click **C**reate, then **E**nvelopes. The “Microsoft Word” window opens. Click the **A**ctive **W**indow button, then click the **G**et Data button. Next, click **O**pen data source. Locate the data file you intend to use. (This example uses a Microsoft Excel file.) Select the file and the “Microsoft Excel” window opens. Select entire spreadsheet and click **O**K.

Next, click **E**dit **M**ain Document, then click **C**lose.

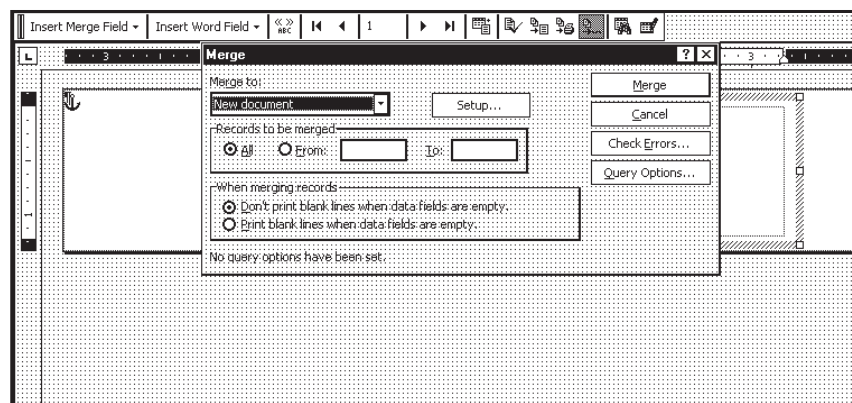


Use the “Mail Merge” Toolbar, click “Insert Merge Field”, and begin to build the layout by inserting the address fields.



When you finish setting up the layout, click the **M**ail Merge icon on the toolbar and the “Merge” window opens.

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



Next selection is “Records to be merged”. Select **A**ll or **F**rom.

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

Clicking on **M**erge starts 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 **ENTER** starts the printing process.

If you have a graphic or fixed text to be printed with the data, refer to the section on **O**verlays.

## SECTION 4 - *Maintenance*

This section covers how to care for the Ink Cartridges, clear paper jams, replace the Sheet Separators, and perform routine maintenance on the Printer.

### *Inkjet Cartridge*

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. Approximate life of the HP 45 Inkjet cartridges, based on three lines of 20 characters at 10-point size per address, is:

<b>600 x 600 DPI</b>	<b>50,000 addresses</b>
<b>300 x 600 DPI</b>	<b>100,000 addresses</b>
<b>200 x 600 DPI</b>	<b>150,000 addresses</b>
<b>150 x 600 DPI</b>	<b>200,000 addresses</b>

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

### **Replace Inkjet Cartridge:**

1. Open Latch Lever to release Cartridge, then pull Cartridge up and out of Holder.
2. Remove new Inkjet Cartridge from packaging, taking care not to touch copper contacts, metal plate, or gold printhead. Remove protective tape from Printhead.
3. With Cartridge's Printhead pointing down, slide Cartridge into Holder and push down and toward contacts in Holder.
4. Make sure Cartridge is seated in Holder, then close Latch Lever to secure Cartridge.  
**DO NOT** force Latch Lever into place.
5. Repeat **Steps 1-4** for 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 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.**

## SECTION 4 MAINTENANCE

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### Storage

**Short-term Storage** – (*less than 2 days or less than 1 day in a hot and dry environment.*)

Store Cartridge in the Docking Station.

Next time Printer is used, Printhead may have to be cleaned and purged.

**Long-term Storage** – (*more than 2 days or more than 1 day in a hot and dry environment.*)

Place Cartridges in the Docking Station, or

Place Cartridges in a sealable plastic container with a damp sponge or towel to maintain humidity and prevent Printhead from drying out.

When Cartridges are ready to be used again, Printhead may need to be cleaned.

### Disposal

Cartridges may be disposed of in a normal manner.

In case of an ink spill, use soap and water to clean up any problem areas.

Abrasive soap usually removes ink off of hands.



**Ink in the cartridge may be harmful if swallowed. Keep new and used cartridges out of reach of children. Discard empty cartridges immediately.**

### *Cleaning Printhead*

Maintain good print quality by keeping the Printheads clean. During the printing process ink spray, paper fibers, and dust build up on the Printheads. This build-up eventually degrades print quality. If you notice problems with print quality, or to just prevent a build-up from occurring, wipe the Printhead with a wet fiberless cloth.

<i>Cloth should be:</i>	<i>Cloth should not be:</i>
✓ Soft	✗ Abrasive
✓ Fiberless	✗ Made of small fibers
✓ Moistened with water ( <i>Distilled is best but tap water will work</i> )	✗ Dry or contain chemical additives

Wipe slowly across the long-axis with the Printhead facing down (*as shown*). **DO NOT** apply excessive force, as this could scratch the Nozzle area.





### **Purging the Nozzles**

If the Printhead sits inactive for a 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 AstroJet 3600P/3800P Printer. It can be accessed from the LCD Panel on the Printer through the **MENU** key. If this does not solve the problem, then proceed as follows:

1. Wipe Printhead with a wet cloth as described in “*Cleaning the Printhead*” above.
2. Perform **Purge** routine from Printer by pressing **MENU** and then the “+” key. Load media and press **ENTER** to purge. Repeat if necessary.
3. Wipe the Printhead again with a moist cloth.

**NOTE:** For more information, refer to **Troubleshooting Printheads** 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 AstroJet 3600P/3800P “Print Recovery After Jam”*.)

**Some possible reasons for jamming are:**

1. Feeding more than one piece of media.
2. Damaged media, such as dog-eared (*turned down corners*).
3. Media that is not stiff enough may not be usable. Media that meets Postal stiffness requirements for automated feeding is acceptable in the AstroJet 3600P/3800P.
4. Envelopes caught under the flap of another envelope or stuck to one another may cause jamming.

### **Removing Jammed Media**

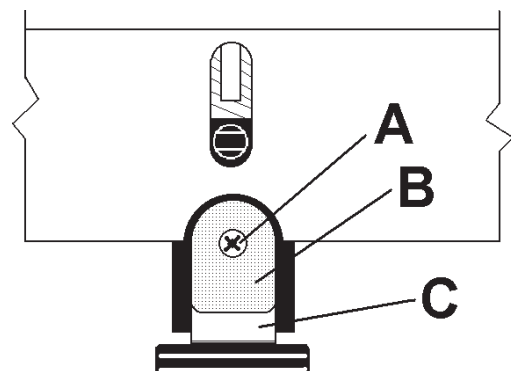
1. It may be necessary to move one or more Printheads to gain access to jammed media. Take care in removing jammed media to prevent damage to the Printheads. All pieces of jammed media must be removed from the feed path.
2. Follow instructions in *Section 3 – Operating the AstroJet 3600P/3800P “Print Recovery After Jam”*.

### **Replacing Sheet Separators on Optional Feeder**

Sheet Separators insure separation of the pieces as they are being fed. They wear and must be replaced periodically. If you experience double sheet feeding and cannot adjust the Separators to prevent it, they should be replaced.

**Replacement of the Sheet Separators is not difficult:**

1. Turn OFF and unplug Feeder.
2. Release Separator Locking Lever and move Media Side Guides to their maximum open position.
3. Lower Separators so they touch the Feed Roller.
4. Remove screw [A] and Separator Support [B]. Then remove Separator [C] by prying it out of Holder.
5. Install a new Separator and reinstall Separator Support and screw.



## Cleaning

### WARNING!

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

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.

- **Internal Areas:** Best cleaned using a vacuum with a soft brush attachment to help loosen the dust particles. Take care not to damage the PC Boards or electrical wiring.
- **Exterior Areas:** May be cleaned with any standard non-abrasive household cleaner that does not contain plastic-harming solvents.

### CAUTION

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

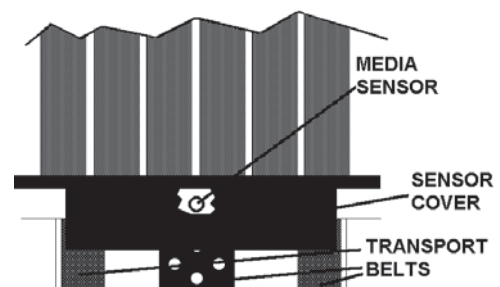
## Feed Rollers and Forwarding Rollers on Printer and Optional Feeder

Feed and Forwarding Rollers can become glazed with paper lint and ink from the media. They should be regularly cleaned with a mild abrasive household cleaner on a damp cloth.

Avoid using solvents on the Rubber Rollers.

## Media Sensor

Periodically check the Media Sensor (*located in the Print Carriage area of the Printer*). 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.



## SECTION 5 – *Troubleshooting Guide*

Troubleshooting Guides are provided to assist you in solving any problems that might occur with the Printer or its software. We 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, and has an adequate supply of ink before attempting to troubleshoot any problem.

### *HP Inkjet Print Cartridges*

CONDITION	PROBLEM	SOLUTION
<b>Black streaks in text</b> <del>This is a sample of text showing black streaks in the copy.</del>	Lint or paper dust on Printhead.	Clean Cartridge Nozzles with a clean lint-free cloth moistened with distilled water.
<b>Cartridge will not print</b>	Sheet is blank even after it has gone underneath Cartridge(s).	Check to make sure protective tape is removed from Printhead. Remove and reinsert Cartridge into Carriage Holder. Install new Print Cartridge.
<b>White streaks in text or graphics</b> Michael Jones Astro Machine Corp. 630 Lively Blvd. Elk Grove Village, IL 60007-1234	Lint or dust blocking Printhead holes.  Poor contact between Printhead and Printhead Holder.	Clean the Cartridge Nozzles with a clean lint-free cloth moistened with distilled water.  Clean Interconnects. Remove and reinsert Cartridge into Holder. Insert new Print Cartridge.

**SECTION 5  
TROUBLESHOOTING**

*Printer*

CONDITION	PROBLEM	SOLUTION
<b>Extra lines; losing data</b>	Database problem	Check data in database program
<b>Improper output (address information out of order, miss-feeding, etc.)</b>	Wrong Interface settings Static electricity  Dirty Media Sensor	Check software or database on PC. Close AstroJet Control Panel software, then turn Printer OFF/ON. Clean Media Sensor.
<b>Media jams</b>	Double feeding Media is curled or bent Media is too thin	Adjust Sheet Separators on Feeder. Uncurl media. Media must be at least 0.008".
<b>No communication</b>	Improper cabling/connector  Unit not receiving power	Use proper cable (see <i>Operator Manual</i> ). Check plug connections, ON/OFF Switch and Fuse on Back Panel (see <i>Operator Manual</i> ).
<b>Not printing on media</b>	Media not positioned properly	Adjust Printhead vertically. Adjust margin setting in layout software.
<b>Print too light or missing character dots</b>	Clogged or dirty Printheads Running out of ink	Purge or clean Cartridges. Replace Inkjet Cartridges.
<b>Blurry address</b>  	Image is not sharp	Printhead gap too high. Adjust Printhead closer to media.
<b>Split line of type</b> <b>Astro Machine Corp.</b> <b>630 Lively Blvd.</b> <b>Elk Grove Village, IL 60007</b>	Line of type is placed across Printheads	Reposition text in layout so that it does not print across two Printheads. Adjust positioning of the two Printheads in relationship to each other using the Head Alignment in <b>Properties</b> window of PCL Driver.
<b>Uneven split line of type</b> <b>Astro Machine Corp.</b> <b>630 Lively Blvd.</b> <b>Elk Grove Village, IL 60007</b>	Some, but not all of a line of type across two Printheads matches up	Reposition text in the layout so that it does not print across two Printheads. Check Sheet Separator adjustment. Separators should just touch media. Check that the Printhead is set at the proper height. A Printhead that is too high will cause slippage in the media as it is passing under the Heads.

**WARNING!**

**DO NOT REMOVE SIDE COVERS ON PRINTER!  
HIGH VOLTAGES PRESENT BEHIND COVERS!**

## APPENDIX A – Specifications

<b>PRINT TECHNOLOGY</b>	<b>AJ 3600P/AJ 3600PE:</b> 6 HP 45 High Capacity Inkjet Cartridges <b>AJ 3800P/AJ 3800PE:</b> 8 HP 45 High Capacity Inkjet Cartridges
<b>ADDRESS SPEED</b>	Up to 26,000/hr - #10 Envelopes
<b>PRINT QUALITY</b> (Dots Per Inch)	<b>High Quality</b> 600 x 600 DPI <b>Standard Quality</b> 600 x 300 DPI <b>Letter Quality</b> 600 x 200 DPI <b>Draft Quality</b> 600 x 150 DPI
<b>IMAGE AREA</b>	<b>AJ 3600P/AJ 3600PE:</b> 3" x 17" <b>AJ 3800P/AJ 3800PE:</b> 4" x 17"
<b>PRINT ORIENTATION</b>	Normal and Reverse
<b>INK MONITOR</b>	Visible on Display
<b>FONTS</b>	All TrueType fonts available on PC
<b>PRINTS</b>	Prints graphics, logos, and barcodes
<b>MATERIAL SIZE</b>	<b>Length:</b> 5" to 17" <b>Width:</b> 3" to 13.5"
<b>MATERIAL THICKNESS</b>	Up to 3/8"
<b>MEMORY</b>	12 MB
<b>PRINT COLORS</b>	Versatile Black and General Black, Red, Blue, Green, and Yellow
<b>INK</b>	Water-based, may require drying assistance for coated stock
<b>SOFTWARE</b>	Windows <sup>™</sup> Printer Drivers for Windows <sup>™</sup> 98, 2000, NT, ME, and XP
<b>DIAGNOSTICS</b>	Resident in firmware
<b>FIRMWARE UPDATE</b>	Flash PROM update.
<b>PC INTERFACE</b>	Centronics Parallel
<b>COUNTERS</b>	One operator resettable job counter, one permanent lifetime counter
<b>DUTY CYCLE</b>	75 million addresses total or 1,250,000 per month over a 5-year life cycle.
<b>DIMENSIONS</b>	11.5" H x 30" L x 23" W (29.2 cm H x 76.2 cm L x 58.4 cm W)
<b>WEIGHT</b>	90 lbs. (40.9 kg)
<b>ELECTRICAL</b>	<b>AstroJet 3600P/3800P:</b> 115VAC or <b>AstroJet 3600P/3800PE:</b> 240VAC, 50/60 Hz
<b>OPTIONS</b>	Left-to-Right or Right-to-Left Operation, Printer Stand, Conveyor/Stacker and Feeder

**All Specifications Subject To Change Without Notice**

## APPENDIX B – *Supplies and Optional Hardware*

The following supply items and optional hardware are available from your Astro Machine Dealer:

### *Supplies*

<b>Red Inkjet Cartridge</b>	HPC6168A
<b>Green Inkjet Cartridge</b>	HPC6169A
<b>Blue Inkjet Cartridge</b>	HPC6170A
<b>Yellow Inkjet Cartridge</b>	HPC6173A
<b>Versatile Black</b>	HPC8842A
<b>General Black (<i>works on high gloss media when used with dryer</i>)</b>	IQ2392

### *Optional Hardware*

<b>Vacuum Feeder</b>	
<b>Friction Feeder</b>	
<b>Conveyor / Stacker Available</b>	
<b>Stand</b>	

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