



# AstroJet™ 5000

## SHUTTLE HEAD PRINTER



inkjet  
technology by   
invent

## OPERATOR MANUAL

**ASTRO MACHINE CORP.**

630 Lively Blvd.

Elk Grove Village, IL 60007

Phone: (847) 364-6363

Fax: (847) 364-9898

[www.astromachine.com](http://www.astromachine.com)

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## SAFETY PRECAUTIONS

THIS EQUIPMENT PRESENTS NO PROBLEM WHEN USED PROPERLY.  
OBSERVE SAFETY RULES WHEN OPERATING THE ASTROJET 5000 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.
- ✓ Power cord and power supply supplied with the machine should be plugged it 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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## SECTION 1 – *Getting Acquainted*

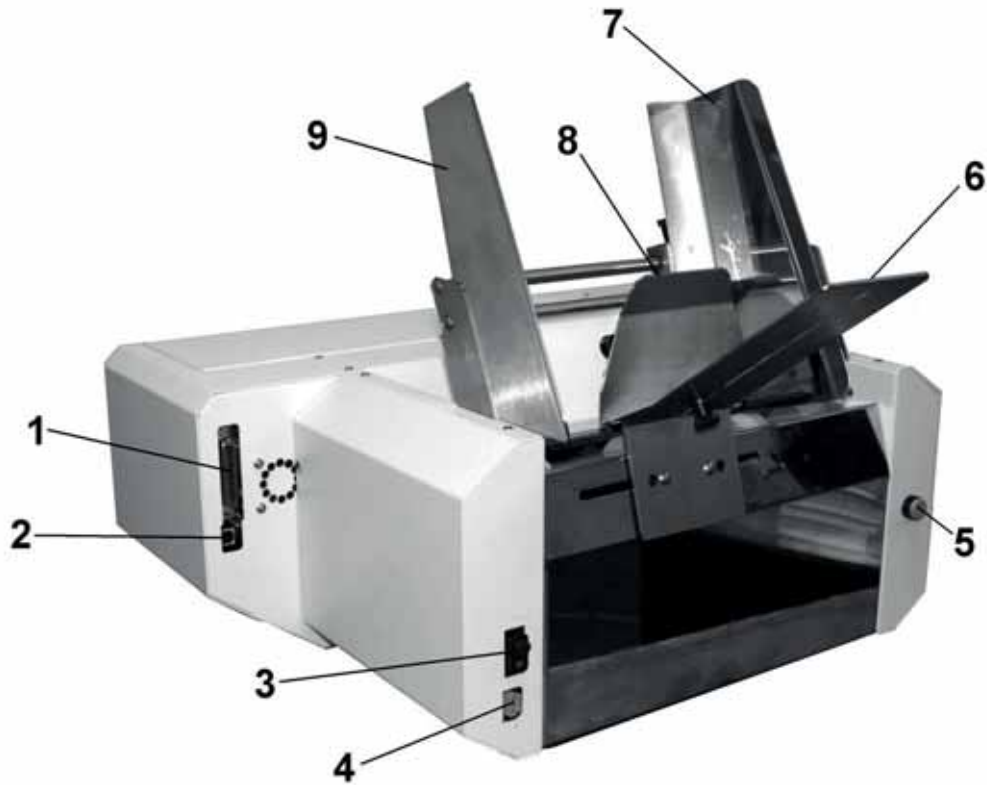


**Front View**

1.	<b>Paper Switch</b> – Blinking light indicates that next piece did not feed into position. Press it to continue printing.
2.	<b>Cancel Switch</b> – Press to cancel job being printed. When light is flashing, Printer is out of ink or a cartridge is missing.
3.	<b>Adjustable Media Guide</b> – Holds media against Fixed Register Guide.
4.	<b>Fixed Media Guide</b> – All printing is registered against this Guide.
5.	<b>Soft Power Button</b> – Press and hold to reset Printer's software. Light comes on when job is sent to Printer.

**SECTION 1  
GETTING ACQUAINTED**

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**Rear View**

1.	<b>Parallel Port Connection</b> – Attach Centronics Parallel cable here.
2.	<b>USB Port Connection</b> – USB cable attaches to Printer here.
3.	<b>Main Power Switch</b> – Powers up Printer when turned ON.
4.	<b>Power Connection</b> – Connect Printer's Power Pack here. <b>Use only Power Supply shipped with Printer.</b>
5.	<b>Clear Machine Button</b> – Operates motor to help clear media from Printer.
6.	<b>Rear Guide Support</b> – Supports media.
7.	<b>Adjustable Media Guide</b> – Holds media against Fixed Register Guide.
8.	<b>Rear Guide</b> – Holds media against Front Plate.
9.	<b>Fixed Media Guide</b> – All printing is registered against this Guide.

## SECTION 2 – *Installing the Printer*

### Before using the Printer:

- Choose a location for Printer
- Unpack and assemble Printer.
- Plug in Printer and connect it to computer
- Install Inkjet Cartridges
- Set up feed on Printer
- Install Printer Driver

### *Choose a Location*

Printer should be placed on a sturdy worktable or cabinet at least 9" from any walls. Protect Printer from excessive heat, dust, and moisture – avoid placing it in direct sunlight.

### *Unpacking and Setup*

Remove Printer and its parts from carton. Remove all packing tape. Screws that attach the various parts of Guides to Printer are under the tape in their respective positions.

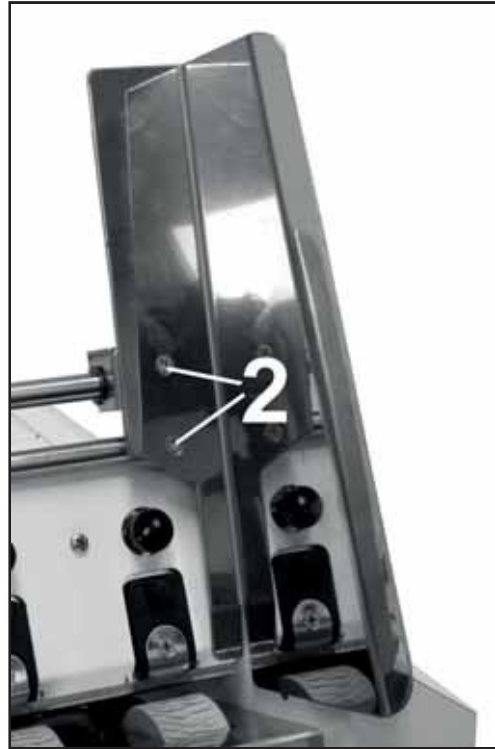
1. **Install Fixed Side Guide.**  
Held in place by two screws [1]:



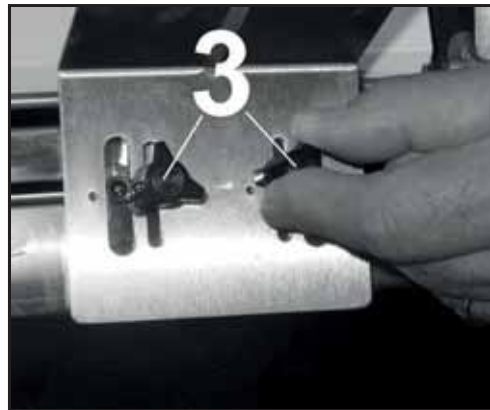
## SECTION 2 INSTALLING THE PRINTER

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2. Install **Adjustable Side Guide** using two screws [2] provided.



3. Attach **Rear Media Support** using two knobs [3] included with Printer.  
**NOTE: Large slots fit over socket head screws.**



4. Install **Rear Media Guide** using thumbscrew and washer [4] provided. (*Washer goes between screw and Rear Media Support.*)





## *Connecting the Printer*

### **Plugging in the Printer**

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

1. Connect power cord from Power Pack to connector [4] at rear of Printer.
2. Plug power cord into Power Pack, then plug other end into a 115-220 Volt AC, 50/60 Hz. grounded outlet.

### **CAUTION**

**USE POWER SUPPLY PACKED WITH PRINTER.**

**DO NOT USE ADAPTER PLUGS OR EXTENSION CORDS TO CONNECT PRINTER TO WALL RECEPTACLE.**

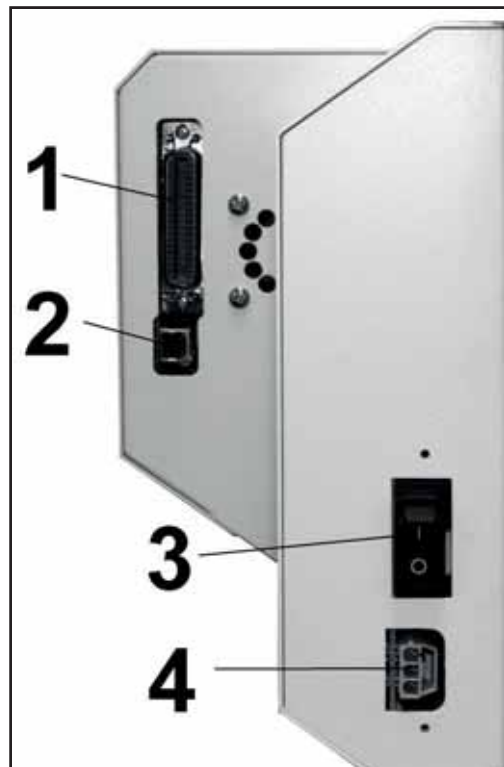
**DO NOT USE OUTLETS CONTROLLED BY WALL SWITCHES.**

**DO NOT USE OUTLETS THAT SHARE SAME CIRCUIT WITH LARGE ELECTRICAL MACHINES OR APPLIANCES.**

### **Connecting to Computer**

Printer has both USB [2] and Parallel Port [1] connections. If using a Parallel Printer Cable, plug it in to Parallel Port [1] and latch two locking clips. If using USB cable, plug into USB Port [2].

Main Power Switch [3] should be turned ON after you attach power cord to Power Receptacle [4].



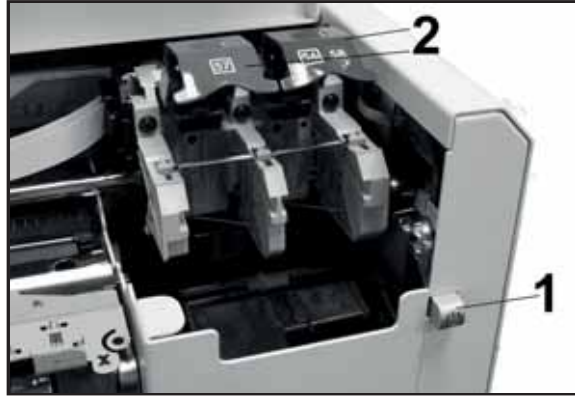
## SECTION 2 INSTALLING THE PRINTER

### *Install Inkjet Cartridges*

Printer uses two Ink Cartridges, (HP57 Color Cartridge and HP56 or HP58 Black Cartridge). Use HP56 Black Cartridge for everyday printing and HP58 Black Cartridge for photos and high quality printing.

#### To install and replace the Cartridge:

1. Plug in Printer and turn Main Power Switch ON. Open Top Cover and press Soft Power Button [1], (*button lights*). Printhead Carriage moves side to side and Printhead Wiper mechanism moves to its downward position. Wait until mechanism stops moving. Then open two Printhead Latching Covers [2] by lifting them from the front.
2. Insert Cartridges in their appropriate positions as shown. (*Color Cartridge goes on left.*)
3. Press down on Cartridge Latches until you hear a click. Close Printer Cover.
4. Refer to **Section 3 – Operating the Printer** for information on how to align Printheads when installing new Inkjet Cartridges.

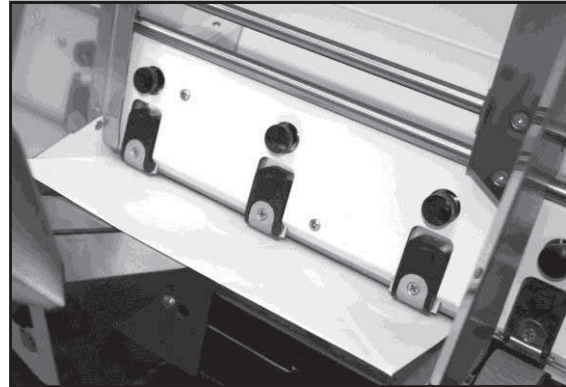


THE INK IN THE CARTRIDGE MAY BE HARMFUL IF SWALLOWED. KEEP NEW AND USED CARTRIDGES OUT OF REACH OF CHILDREN. DISCARD EMPTY CARTRIDGES IMMEDIATELY.

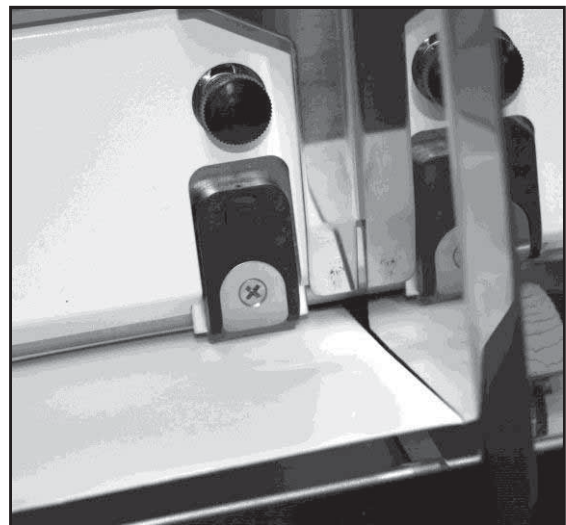
### *Setting up the Feed*

Printer has four Sheet Separators, two Side Guides (*one fixed and one adjustable*), and a Rear Media Guide. **Adjust Sheet Separators individually as follows:**

1. Move Adjustable Side Guide so Sheet Separator Assembly locking screws are accessible.
2. Loosen locking screw and raise Separator, then tighten locking screw to hold Separator in raised position.
3. Place media under Separators. Media is always placed against Fixed Media Guide. Loosen Separator locking screw. Place Separator on media and tighten locking screw.

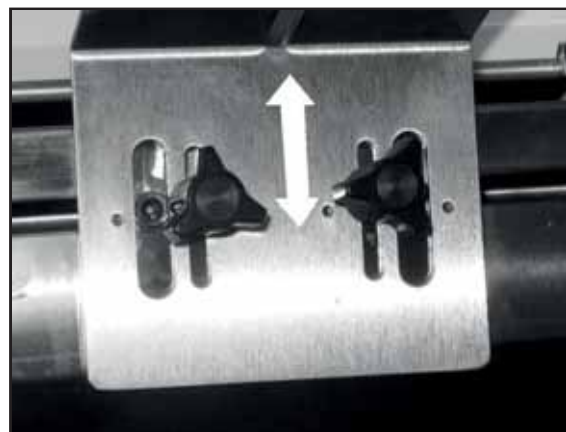


4. Move Adjustable Side Guide so that it is about 1/32-inch from sides of media. Tighten locking screws on Side Guide. Place some media in Printer.



5. Adjust Rear Support Guide by loosening two Locking Knobs and raising it up or down. Starting position for Guide is with slots centered on Knobs.

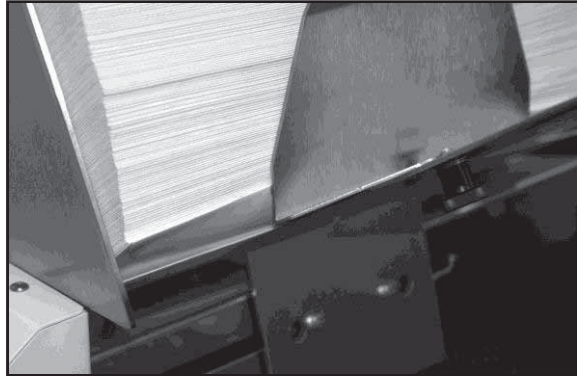
If you experience feeding problems, raise or lower Rear Support Guide to help improve angle of media to Feed Roller/Sheet Separators.



## SECTION 2 INSTALLING THE PRINTER

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6. Adjust Rear Guide by loosening locking screw and place it so that media is raised approximately 1/2-inch above Feed Table.



7. Same procedure is used for other media sizes and types.

**NOTE: The amount of media that can be stacked on the Printer is determined by the weight of the material. The Feeder may not feed larger and heavier media when the stack is full. If this is the case, reduce the amount of media in the stack until the Feeder functions properly.**

### *Feeding Envelopes*

1. Insert one envelope under Sheet Separators and adjust two outer ones to the envelope. **DO NOT** use Center Separator. Place a small stack of envelopes in Printer and adjust Adjustable Side Guide to within 1/32" of the envelopes. Adjust large Rear Envelope Support so that it is centered on stack of envelopes and first envelope is at the bend in Rear Guide as shown.

**NOTE: The position of the Rear Guide is a starting point. Some envelopes may require that Guide be slightly further back. Also, Rear Support should be in middle position to start.**



2. Load envelopes to the top of the Side Guides and then place the weight on top of the pile. **There are two weights:** one for #9 and one for #10 envelopes. These weights keep pressure on the pile and help feeding. They permit feeding of the last envelope in the stack without the weight feeding into the Printer.



## *Installing the Printer Driver*

Installation procedure for the AJ5000 driver is different for USB and Parallel Ports. Follow instructions below for **installing Driver with a USB Port**. Instructions for **installing Driver on a Parallel Port** are listed after instructions below.

Install disk supplied with Printer in your CD drive. If Window's Explorer window opens, close it.

### USB Port Installation

1. Connect Printer to computer via USB Port and turn Printer **ON**. "**Welcome to the Found New Hardware Wizard**" opens. Check "**No, not this time**" box as shown. Click **NEXT>**.



2. Next window that opens shows name of the Printer, **AMC50** or **AMCAMC50**. Click "**Install the software automatically (Recommended)**" box, then click **NEXT>**.



3. After a few moments, window shown at right appears, then "**Hardware Installation**" window appears. Click "**Continue Anyway**" and driver software loads from disk.



## SECTION 2 INSTALLING THE PRINTER

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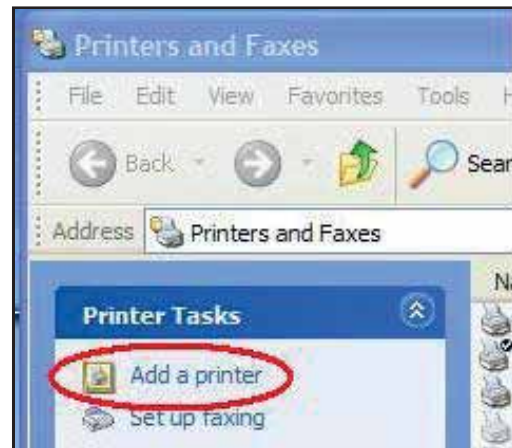
4. Once driver is loaded, “**Completing the Found New Hardware Wizard**” window opens. Click **FINISH**.



5. Installation is complete when “**Found New Hardware**” box appears in lower right-hand corner of your screen.

### Parallel Port Installation

1. Connect Printer to computer via Parallel Port (LPT1) and turn Printer **ON**. If disk loads and “**Welcome to the Found New Hardware Wizard**” opens, **CLOSE** it.
2. Click **START**, then **Printers and Faxes**. When **Printers and Faxes** window opens, click “**Add a printer**”.



3. “**Welcome to the Add Printer Wizard**” window opens. Click **NEXT>**.



4. Click **“Local printer attached to the computer”** and **“Automatically detect and install my Plug and Play printer”** buttons in **“Local or Network Printer”** window. Click **NEXT>**.



5. **“Welcome to the Found New Hardware Wizard”** window opens. Click **“No, not at this time”**. Click **NEXT>**.



6. In **“Found New Hardware Wizard”** window, click **“Install the software automatically (Recommended)”**. Click **NEXT>**.



7. Installer looks for disk. This may take a few minutes. Then **“Please wait while the wizard installs the software...”** window opens (*as will “Copying Files” window*).



## SECTION 2 INSTALLING THE PRINTER

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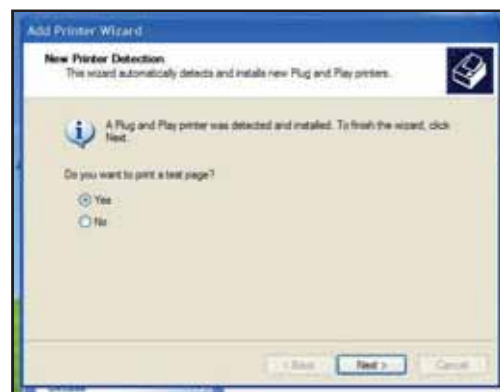
8. **“Hardware Installation”** window opens. Click **“Continue Anyway”** to continue software installation.



9. **“Completing the Found New Hardware Wizard”** window opens. Click **FINISH**.



10. **“New Printer Detection”** window opens. Print a test page at this point to confirm that Printer Driver and Printer are communicating. Load a sheet of 8-1/2" x 11" paper in Printer. Click **NEXT>**.



11. Once test page is printed, **“Completing the Add Printer Wizard”** window displays information about Printer. Click **FINISH** to close window.



12. Restart computer to complete installation.



## SECTION 3 – *Operating the Printer*

Once **Printer Driver** is installed on your computer, you are ready to start printing. Turn Printer ON from Main Power Switch. Set up your job and send it to Printer. Printer will start and print.

This rest of this section is divided into two parts. First part describes how to set up a job to print from Microsoft Word. Second part describes driver properties and various options available when you run a job.

The **Printer Driver** installed on your computer 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 when using this Driver.

This Section further assumes that you have set up the Feed and the Printer is connected to your computer.

### *Setting-Up a Job in MS Word*

When setting up a job to print in MS Word or any other application first consider the print area of the Printer and the paper sizes it can handle.

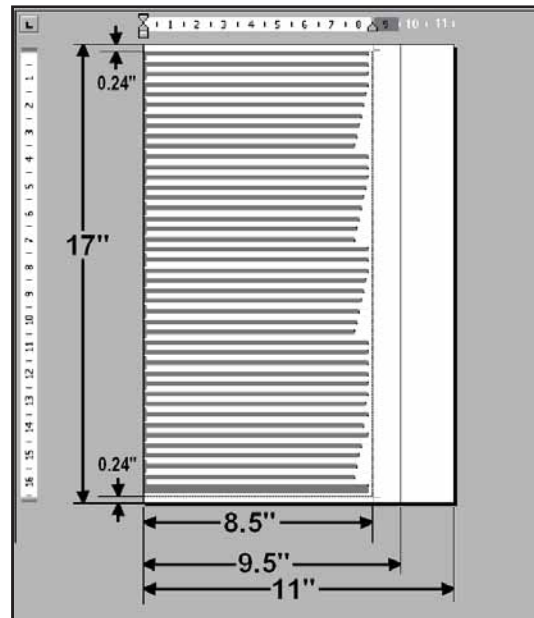
**Maximum Print Area:** 8.5" wide x 17" long.

**Maximum Paper Size:** 11" wide x 17" long.  
(Diagram at right illustrates this difference.)

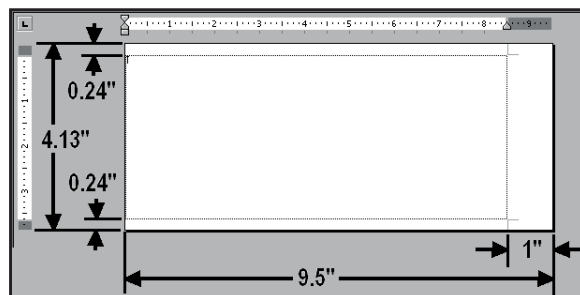
When setting up for the maximum print area for an 11" x 17" document, set the paper size as **9.5" wide x 17" long** in the **Custom Paper** setting. Set top and bottom margins to **0.24"** and left-hand margin to **0"**. Right-hand margin should be set to **1"**. You can now layout the job and print the maximum printing area.

For other page sizes such as 8.5" x 11" (*standard letter*) or 8.5" x 14" (*legal size*) set paper size to their exact sizes and choose the margins you want.

**NOTE: Top and bottom margin default is 0.24", but you can make them larger.**



A #10 envelope can be chosen from **Page Setup** in MS Word. Envelope should be run the 9.5" wide way. This is the fastest way to run the envelope, especially if you are addressing them with a mail merge. Set up for this is as simple as selecting the #10 envelope from the **Page Setup Menu** and setting the top and bottom margins at **0.24"** and the right-hand margin at **1"** as shown.

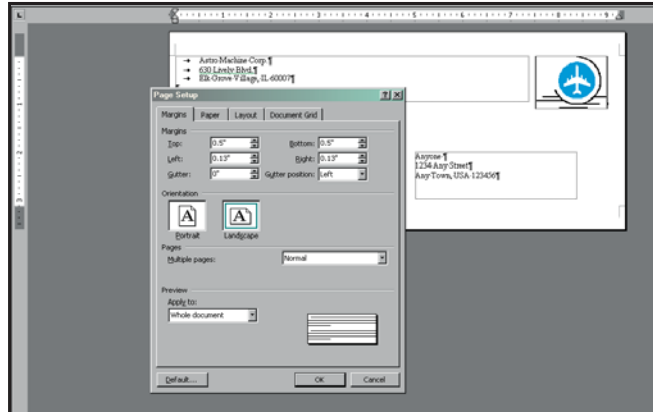


## SECTION 3 OPERATING THE PRINTER

### Printing Entire 9.5" Length on #10 Envelope

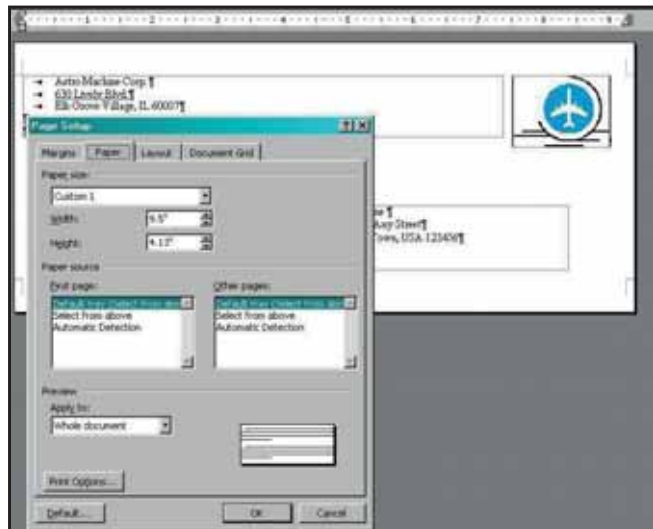
If necessary, it's possible to print entire 9.5" length of the #10 envelope, however printing speed is greatly reduced because the envelope is run in the long direction.

1. Set up your layout page by going to **Page Setup** option in MS Word. Select margins as shown below. Set margins that you want to use for the layout. Minimum left and right margins that can be set are **0.13"**. Select **Landscape** for paper orientation, then select **Paper** tab.



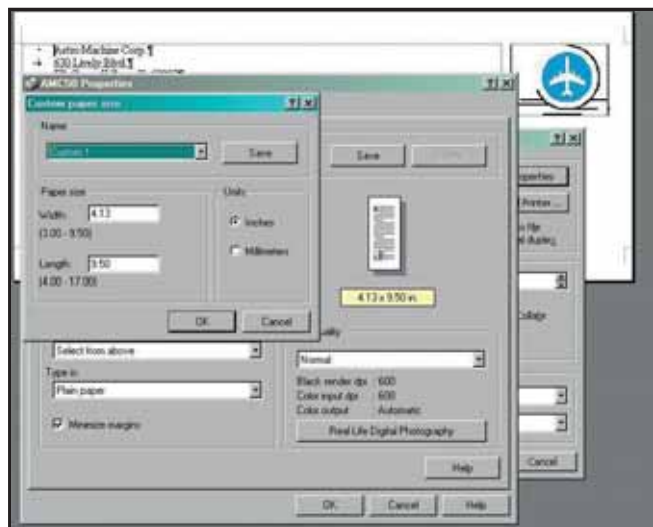
2. When you select **Paper Tab**, select **Paper Size** "Custom 1" and then set paper **Width** to 9.5" and paper **Height** to 4.13". Click **OK**.

**NOTE:** You must use a custom size to get the correct orientation of the envelope. Do not use the standard #10 envelope selection.



3. Go to **Print** from **File** menu and select **Properties** from **Print** window. In "**AMC50 Properties**" window select "**Custom 1**" and set **Width** at 4.13" and **Length** at 9.5" under **Page size**. Click **OK** in "**Custom paper size**" window. Then click **OK** in "**AMC50 Properties**" window to return to **Print** window.
4. Select number of copies you want to print, then click **OK**.

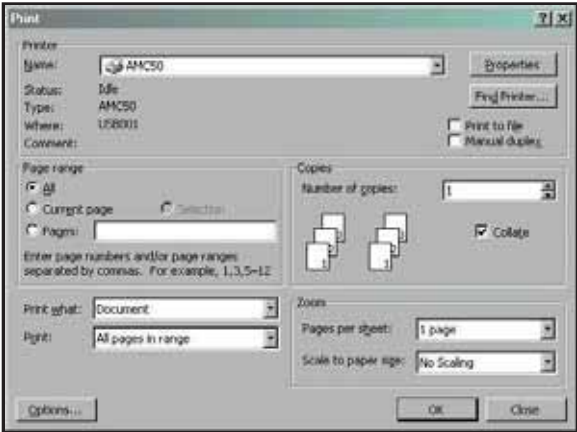
For more information about changes that can be made in the Driver please see **Printer Driver** section below.



**Printer Driver Properties**

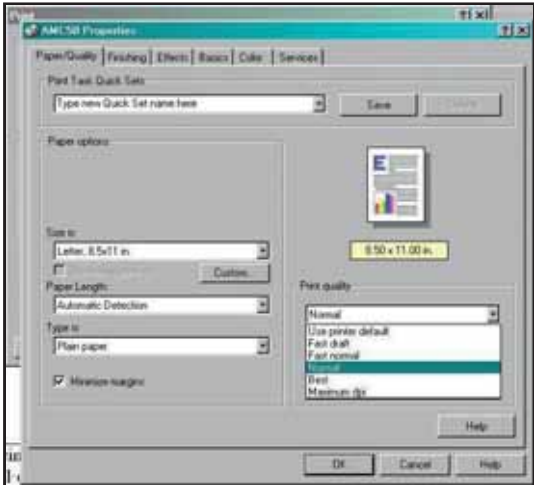
Printer Driver works the same as any other Printer Driver for Windows. It does, however, have some enhancements to help maximize the ability of the Printer to print variable addresses quickly and efficiently.

Once job is set up, click **F**ile, then **P**rint. Window at right opens.

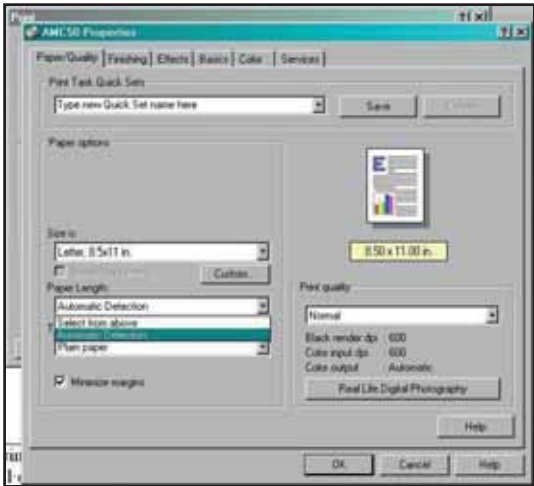


**Paper/Quality Tab**

If you then click **P**roperties button, “**Properties**” window opens. Click “**Size is**” box to select size of material to be printed. You can enter up to five custom sizes if paper size you are printing on is not listed.

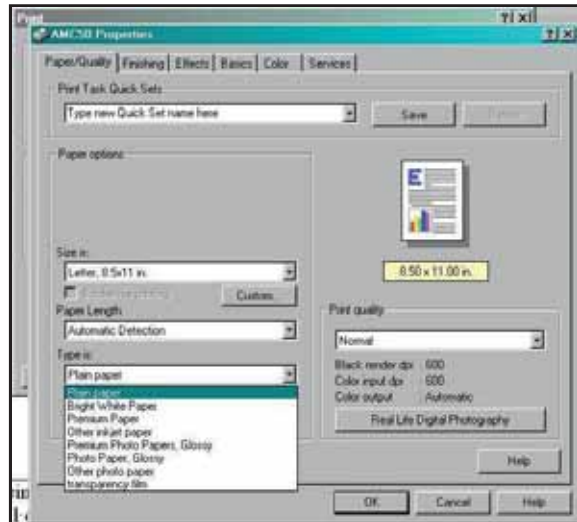


Clicking “**Paper Length**” allows selection of either “**Automatic Detection**” or “**Select from above**”. “**Automatic Detection**” causes Printer to feed one sheet of paper and measure its length. Printer then uses this information for each succeeding sheet. The first sheet is not printed. “**Select from above**” allows you to pick paper size from “**Size is**” box. First sheet is printed.



## SECTION 3 OPERATING THE PRINTER

“**Type is**” box allows you to select type of paper you are going to print. Some settings such as “**Photo Paper, Glossy**” adjust printing mode in software to account for paper quality.

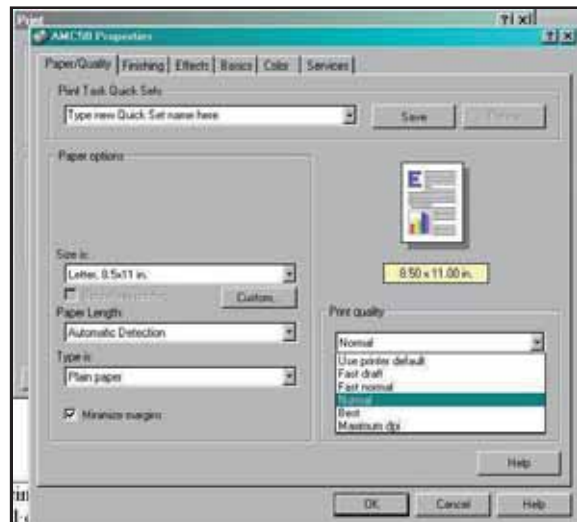


“**Print Quality**” refers to amount of ink and resolution of the image Printer will print.

**Fast Draft** uses least amount of ink, has lowest resolution and prints fastest. Equivalent to 300 dpi (*dots per inch*).

**Fast Normal** and **Normal** are approximately 600 dpi and print slower, but at a higher quality. **Best** setting is approximately 1200 dpi and is used where high quality images are required.

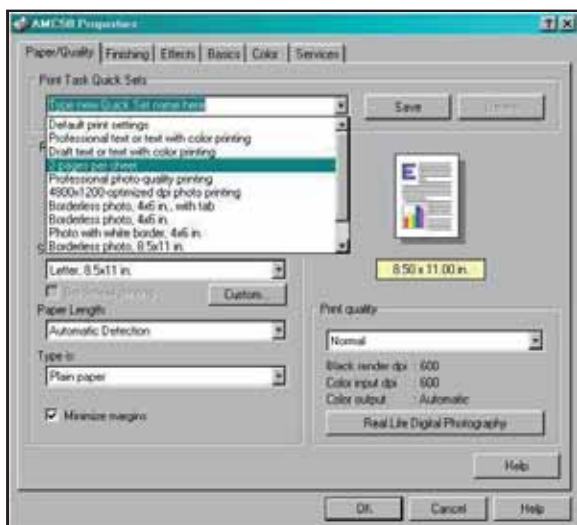
**Maximum DPI** setting is used when printing photos. It has a correction routine available under “**Real Life Digital Photography**” button to help improve quality of photos you print.



On this and subsequent pages in “**Properties**” window, you will notice “**Print Task Quick Sets**” menu at top.

This menu contains some standard setups for printing different types of jobs. You may also add job setups to this menu by typing in a description or name for a job and clicking on the **Save** button. This is particularly useful if you have some standard jobs you run all the time.

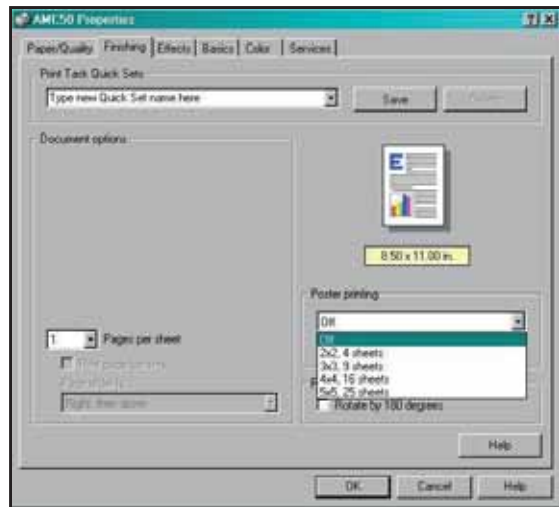
Highlighting the job and clicking the **Delete** button cancels any of the jobs in the menu.



## Finishing Tab

Choose to print more than one page on a single page or print a large single page over several sheets of paper to make a sign or poster.

**To print more than one page on a single page:** click the **“Pages per sheet”** menu and select number of pages you wish to print. This option works with multiple page documents. Default is one. **“Poster printing”** option works the opposite way. If you wish to make a document larger, use this option to select size of printed document. Default for this option is OFF.



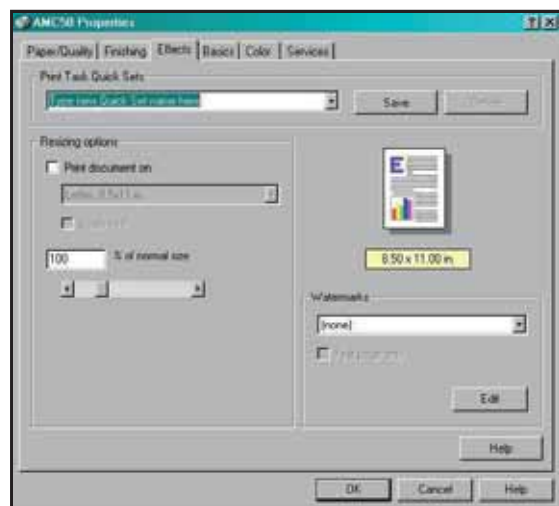
## Effects Tab

Provides additional options for print size. Use the **“Print document on”** option to specify a particular size of paper that you want to print on regardless of the size of the original document. Printer reduces or enlarges output to match the document.

**“% of normal size”**, Printer prints document in the size selected regardless of paper size.

**“Watermarks”** option prints a light background watermark in the paper while printing the original document. When this option is selected, **“First page only”** option allows you to print the watermark on the first page, but not subsequent pages.

**“Edit”** takes you to a second window that allows customization of the watermark, including font selection, color, and density. You can also create your own watermark.

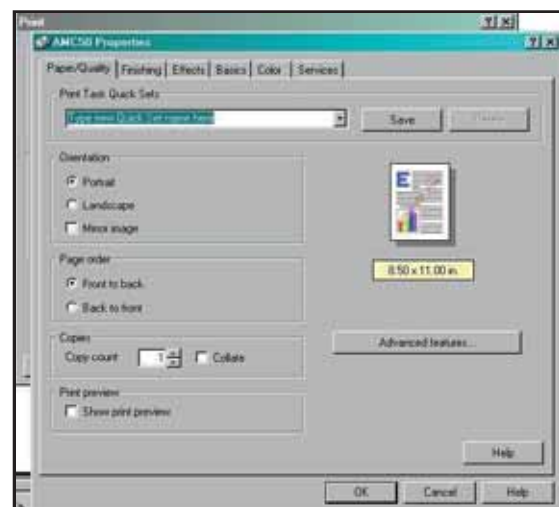


## Basics Tab

Two important facts about the **Basics tab** window: [1] **Orientation** should always be set to **Portrait**, (*never Landscape*). [2] Under **“Page order”**, if you are printing a merged database, **“Front to back”** prints the last record first. **“Back to front”** prints the first record first. **“Back to front”** is the fastest way to print database records.

**“Copies”** default is 1, but you can select as many copies per document as you require. **“Collate”** will keep each set separate as it is printed.

Checking the **“Show print preview”** box opens a window before printing starts so you can see the document as it will be printed. This box has options to view the pages, start printing or cancel the job.

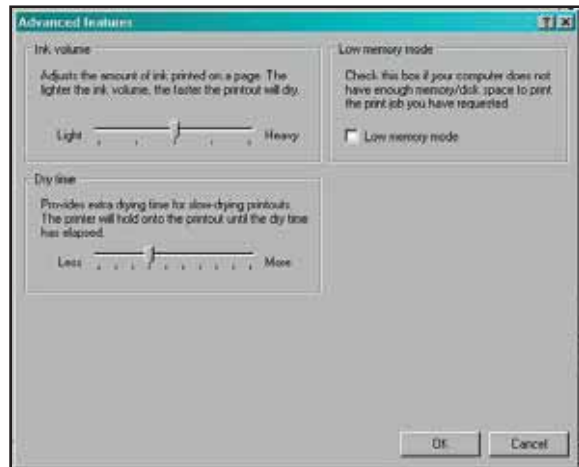


## SECTION 3 OPERATING THE PRINTER

“**Advanced features**” provides control over “**Ink volume**” which can be used to put less ink on the paper to help drying on less porous stock.

“**Dry time**” option holds the printout until the dry time has elapsed and then prints the next record.

“**Low memory mode**” manages the memory in your computer to print a large job if you do not have enough computer memory. This box should be left unchecked unless you really need it.



### Color Tab

Helps control the Printer’s color output.

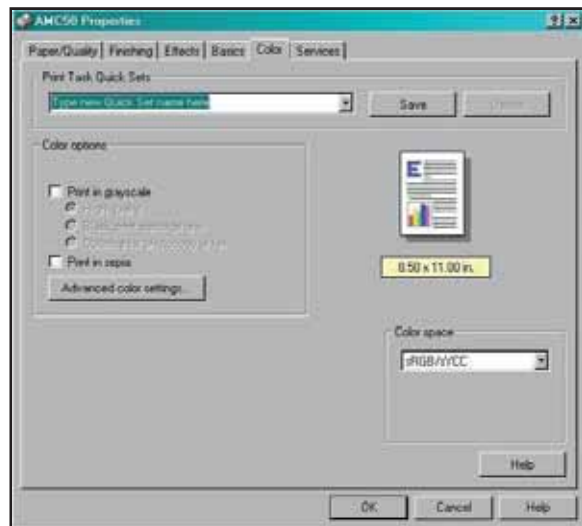
To print in black only, click “**Print in grayscale**” and select one of the three options.

“**Print in sepia**” prints a sepia-toned color image.

**NOTE:** You cannot click both “**Print in grayscale**” and “**Print in sepia**” boxes together.

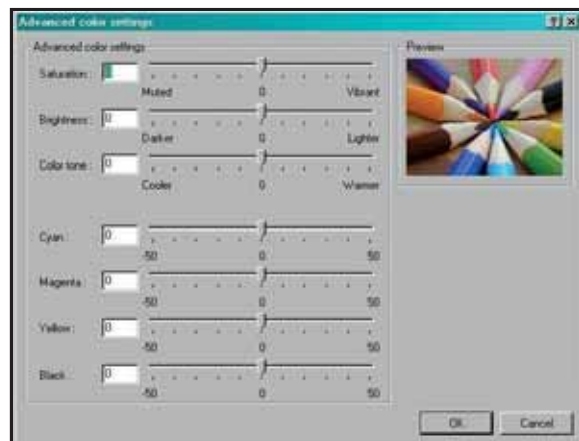
Default setting for “**Color space**” is **sRGB/sYCC**. Other choices are “**AdobeRGB**” and “**Managed by application**”.

Unless you are familiar with or have an application that can manage color, use the default.



“**Advanced color settings**” provides control of the color and how it is printed. Adjust **Saturation**, **Brightness** and **Color tone**. Also adjust individual colors with this window. This is very useful when printing color photos.

**IMPORTANT!** An error message displays if changes to the standard settings in the Driver are made that cannot be done.

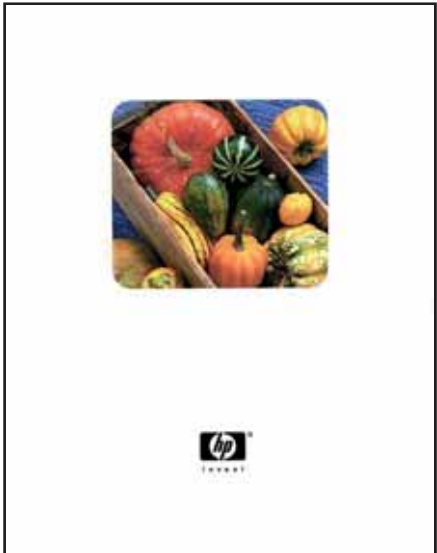


**Service Tab**

Allows you to perform maintenance and check functions on the Printer.



Clicking **“Print a Test Page”** prints a sample page on the Printer as shown.



Clicking **“Print a Diagnostic”** prints pattern shown at right.



## SECTION 3 OPERATING THE PRINTER

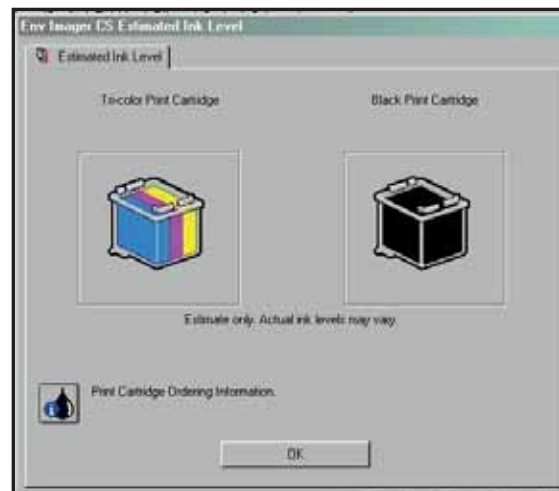
When “Clean the Print Cartridge” is pressed, “Clean the Print Cartridge(s)” window appears and prints page below.



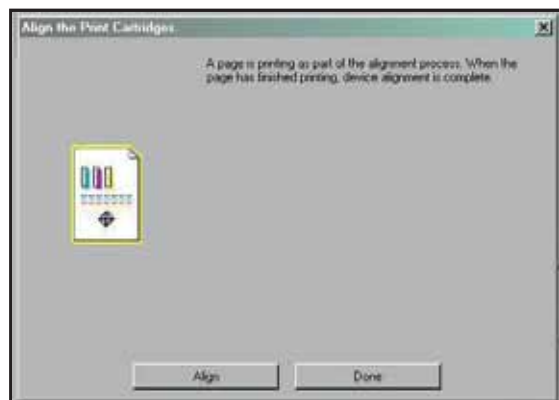
Clicking “Intermediate Clean” opens screen at right. Clicking “Prime” takes you to the next level of cleaning if necessary. When cartridges are clean, click “Done”.



“Display Ink Level” shows an approximation of amount of ink remaining in Cartridges. This only works if you start with a new Cartridge and do not remove it during its use. To exit, click **OK**.

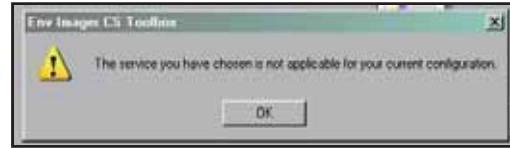


“Calibrate the Device” is used to calibrate the relationship between the Black and Color Cartridges to make sure they line up with each other. This is usually performed whenever a new Ink Cartridge is installed in Printer. Click “Done” when alignment is complete or “Align” to repeat this function. A printout of the calibration routine is shown here.





“**Calibrate Color**” has no function. Pressing it returns the window at right.



### ***Tap 13***

**Tap 13** is a routine built into the Printer to change the way it operates. When using **Tap 13**, the Printer prints only the number of pieces chosen. It will not eject a blank piece at the end of the run. This eliminates the last sheet being blank, but it does slow the operation of the Printer. **Tap 13** feeds and prints one sheet at a time. If you choose more than one sheet, they will print, but each sheet is fed, printed and ejected before the next sheet is fed.

To initiate the **Tap 13** sequence, press and hold **Soft Power** key (*on front of Printer*), press **Cancel** key one time, then **Paper** key three times. Then release **Soft Power** key. **Cancel** key light blinks twice indicating that the **Tap 13** sequence is initiated.

To print with this feature, select paper size you are printing on in the **Driver** under “**Properties**”. Then choose “**Select from Above**” option. If your paper size is not listed, create a custom page size.

To cancel out of **Tap 13**, press and hold **Soft Power** key (*on front of Printer*), press **Cancel** key one time, then **Paper** key three times. Then release **Soft** key. **Paper** key light blinks twice indicating that the **Tap 13** sequence is OFF. Turning Printer OFF also cancels **Tap 13** mode.

## **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 the built in cleaning process has not helped the image quality.

Approximate life of the Black HP 56 Inkjet Cartridges, based on three lines of 20 characters at 10-point size per address: **20,000 addresses in Fast Draft mode.**

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

#### **To Replace Inkjet Cartridge:**

1. Turn Printer ON, open Top Cover and press **Soft** key. Wait until Cartridge Heads stop moving. Lift Latch Lever to release Cartridge, pull Cartridge toward you and lift it away from 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. Slide new Cartridge into Holder and close Latch Lever.
4. **DO NOT** force Latch Lever into place.

#### **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 ACTIONS 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.**

#### **Storage**

New Cartridges should be stored in their original packaging and kept away from heat.

Once opened, Cartridges should remain in Printer.

#### **Disposal**

Cartridges may be disposed of in a normal manner.

For ink spills, use soap and water to clean up any problem areas. Abrasive soap works well in getting 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 Printhead*

Printheads are cleaned automatically each time Printer is turned on or when Printer software decides they need cleaning. No operator intervention is required.

### *Jams in the Printer*

If a jam occurs, **STOP the Printer**. You can do this by lifting up the Front Cover.

#### **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 Printer.
4. Envelopes caught under the flap of another envelope or stuck to one another may cause jamming.

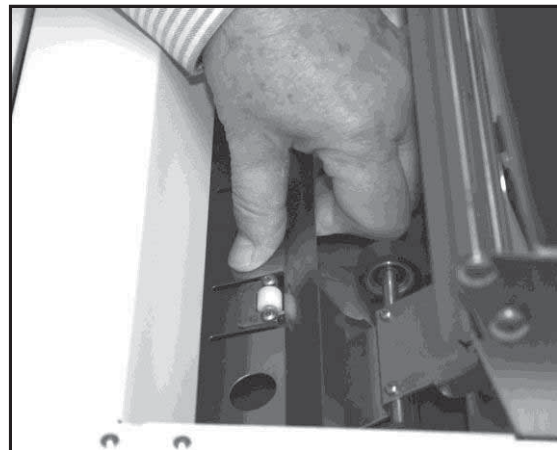
### **Failure to Feed Paper Stoppages**

If a sheet feeds, but does not get into the proper position to feed, you can clear it from the Printer by pressing the *green* “**Clear Machine**” button. This switch operates the Drive Motor and Rollers, but will not feed any additional paper.

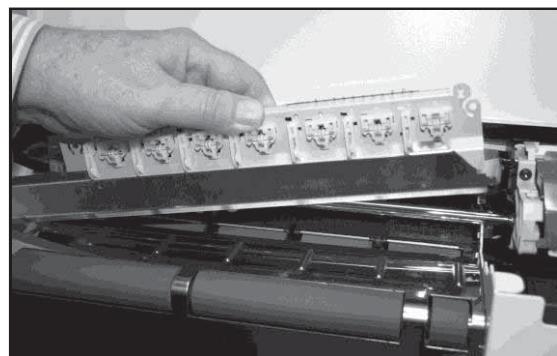
### **Removing Jammed Media**

It may be necessary to remove one or more Media Guides to gain access to jammed media. Forwarding Roller Guide Plate can be removed by pressing down on the Plate and sliding it toward the feeder end of the Printer. Then lift the Plate out of the Printer.

**NOTE: It is important that when this Guide is removed and reinstalled it does not have any side-to-side play. If, after installing the Guide you can move it from side to side, remove and reinstall it.**



Remove Front Media Guide by opening Front Cover, lifting Guide vertically, then lifting it out of its Guide on Printhead side of Printer.



## SECTION 4 MAINTENANCE

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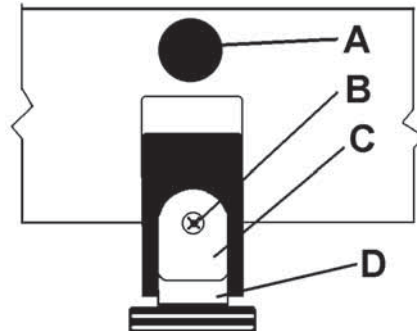
### Misfeeds

Misfeeds cause Printer to stop and red light on Paper Feed Switch to blink. Press Paper Feed to restart Printer and feed the sheet. If sheets continue to fail to feed, readjust Sheet Separators to media or replace them.

### *Replacing the Sheet Separators*

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

1. Turn OFF and unplug Printer.
2. Release Separator by loosening Knob [A] and move Media Side Guides to their maximum open position.
3. Lower Separators so they touch Feed Roller.
4. Remove screw [B] and Separator Support [C]. Then remove Separator [D] by prying it out of Holder.
5. Install a new Separator in place 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 PRINTER FROM ITS POWER SOURCE!**

Printer must be cleaned regularly of accumulated paper dust and ink. Depending on types of media that are run, paper dust may accumulate within Printer and on Transport. Unplug Printer from power receptacle and remove covers.

- **Internal areas:** Best cleaned using a vacuum with a soft brush attachment to help loosen dust particles. Take care not to damage 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**

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

Avoid using solvents on Rubber Rollers.

## SECTION 5 – *Troubleshooting Guide*

Troubleshooting Guides are provided to assist you in solving any problems that might occur with the Printer. 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.	Replace Ink Cartridge
<b>Cartridge will not print</b>	Sheet is blank even after it has gone underneath Cartridge(s).	Check to make sure tape is off 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	Poor contact between Printhead and Printhead Holder.  Lint or dust blocking Printhead holes.	Clean Interconnects in Cartridge Holder. Remove and reinsert Cartridge into Holder. Insert new Print Cartridge.

**WARNING!**

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

**SECTION 5  
TROUBLESHOOTING**

*The 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 software, then turn Printer OFF and 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. Minimum thickness for media is 0.006".
<b>No communication</b>	Improper cabling / connector.  Unit not receiving power.	Use proper cable ( <i>see Operator Manual</i> ). Check plug connections, ON/OFF Switch and Fuse on back.
<b>Print too light or missing character dots</b>	Clogged or dirty Printheads. Running out of ink.	Replace Inkjet Cartridges.
<b>Blurry address</b>  	Image is not sharp.	Replace the Inkjet Cartridge or change the Printer resolution setting. Check media thickness.
<b>Split line of type</b>  Astro Machine Corp. 630 Lively Blvd. Elk Grove Village, IL 60007	A line of type does not match up.	Check media thickness. Minimum thickness for material is 0.006". Increase resolution of print.
<b>Feeding problems</b>	Double-sheets. Misfeeds.	Adjust Sheet Separator.
<b>Paper Light Flashes</b>	Paper Misfeed	Press <b>Paper</b> button to feed media into position for printing.
<b>Cancel Light Flashes</b>	Ink Cartridge missing	Install Print Cartridge.
<b>Job is sent to print but does not print.</b>	Printer not turned on.  Printer not connected to computer.	Turn Printer Power Switch ON. Connect Printer cable to computer and resend job.

## APPENDIX A – *Specifications*

<b>PRINT TECHNOLOGY</b>	Inkjet, one HP 57 Color and one HP 56 or HP 58 Black Cartridge						
<b>ADDRESS SPEED</b>	Up to 4,000 #10 envelopes per hour						
<b>PRINT QUALITY</b> (Dots Per Inch)	<table> <tr> <td><b>High Quality</b></td> <td>1200 DPI</td> </tr> <tr> <td><b>Standard Quality</b></td> <td>600 DPI</td> </tr> <tr> <td><b>Draft Quality</b></td> <td>300 DPI</td> </tr> </table>	<b>High Quality</b>	1200 DPI	<b>Standard Quality</b>	600 DPI	<b>Draft Quality</b>	300 DPI
<b>High Quality</b>	1200 DPI						
<b>Standard Quality</b>	600 DPI						
<b>Draft Quality</b>	300 DPI						
<b>IMAGE AREA</b>	8.5" x 16" (215.9 mm x 406.4 mm)						
<b>PRINT ORIENTATION</b>	Portrait and Landscape						
<b>FONTS</b>	All TrueType fonts available on PC						
<b>PRINTS</b>	Graphics, logos, and barcodes						
<b>MATERIAL SIZE</b>	<b>Minimum:</b> 3" x 5" (76 mm x 127 mm) <b>Maximum:</b> 11" x 17" (279.4 mm x 431.8 mm)						
<b>MATERIAL THICKNESS</b>	<b>Minimum:</b> 0.006" (0.2 mm) <b>Maximum:</b> 0.0625" (1.5 mm)						
<b>FEEDER CAPACITY</b>	Up to 300 #10 envelopes						
<b>PRINT COLORS</b>	HP 57 Full Color, HP 56 and 58 Black only						
<b>INK</b>	Water-based may require drying assistance for coated stock						
<b>SOFTWARE</b>	Windows™ Printer Drivers for Windows™ 98, 2000, NT, ME, and XP						
<b>FIRMWARE UPDATE</b>	Via PC Interface in flash proms.						
<b>PC INTERFACE</b>	Parallel and USB (1.1)						
<b>DIMENSIONS</b>	19.5" W x 22" L x 17.125" H (49.5 cm W x 55.9 cm L x 43.5 cm H)						
<b>WEIGHT</b>	40 lbs. (18.2 kg.)						
<b>ELECTRICAL</b>	115VAC or 240VAC 50/60 Hz						
<b>OPTIONS</b>	HP Versatile fast dry Black, and Red, Blue, Green, or Yellow, Conveyor/Stacker, Drop Tray						

**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 Distributor:

### *Supplies*

<b>Black Inkjet Cartridge</b>	HP 56
<b>Photo Black Ink Cartridge</b>	HP 58
<b>Color Cartridge</b>	HP 57

### *Optional Hardware*

<b>Conveyor/Stacker</b>	
<b>Drop Tray</b>	



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**Part Number: 200-AJ5000** Rev. E

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