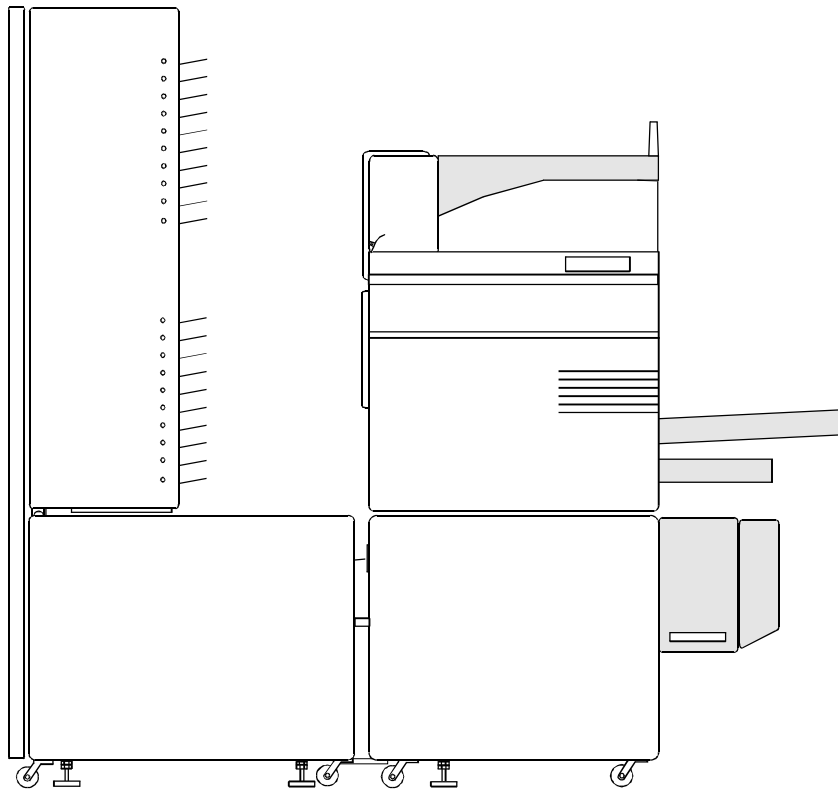


PrintServer 32

MailBox Operator's Guide

EK-PRT32-UG. A01



First Edition, July 1993

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German Acoustic Notice:

Acoustics — Preliminary declared values per ISO 9296 and ISO 7779:

	LwAd, B	LpAm, dBA (bystander positions)
Idle	6.3 bels	53 dBA
Operating	6.6 bels	55 dBA

Note

Current values for specific configurations are available from Digital representatives.
1 bel = 10 dBA.

Schallemissionswerte — Vorläufige Werteangaben nach ISO 9296 und ISO 7779/DIN EN27779:

	Schalleistungspegel LwAd, B	Schalldruckpegel LpAm, dBA (Zuschauerpositionen)
Leerlauf	6,3 bels	53 dBA
Betrieb	6,6 bels	55 dBA

Hinweis

Aktuelle Werte für spezielle Ausstattungsstufen sind über die Digital Equipment Vertretungen erhältlich. 1 bel = 10 dBA.

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Preface

This guide discusses the following topics related to the PrintServer 32 MailBox option:

- Printing to the MailBox
- Clearing paper jams
- Cleaning the MailBox
- Troubleshooting

Audience

This guide is for anyone who uses or maintains the PrintServer 32 MailBox option.

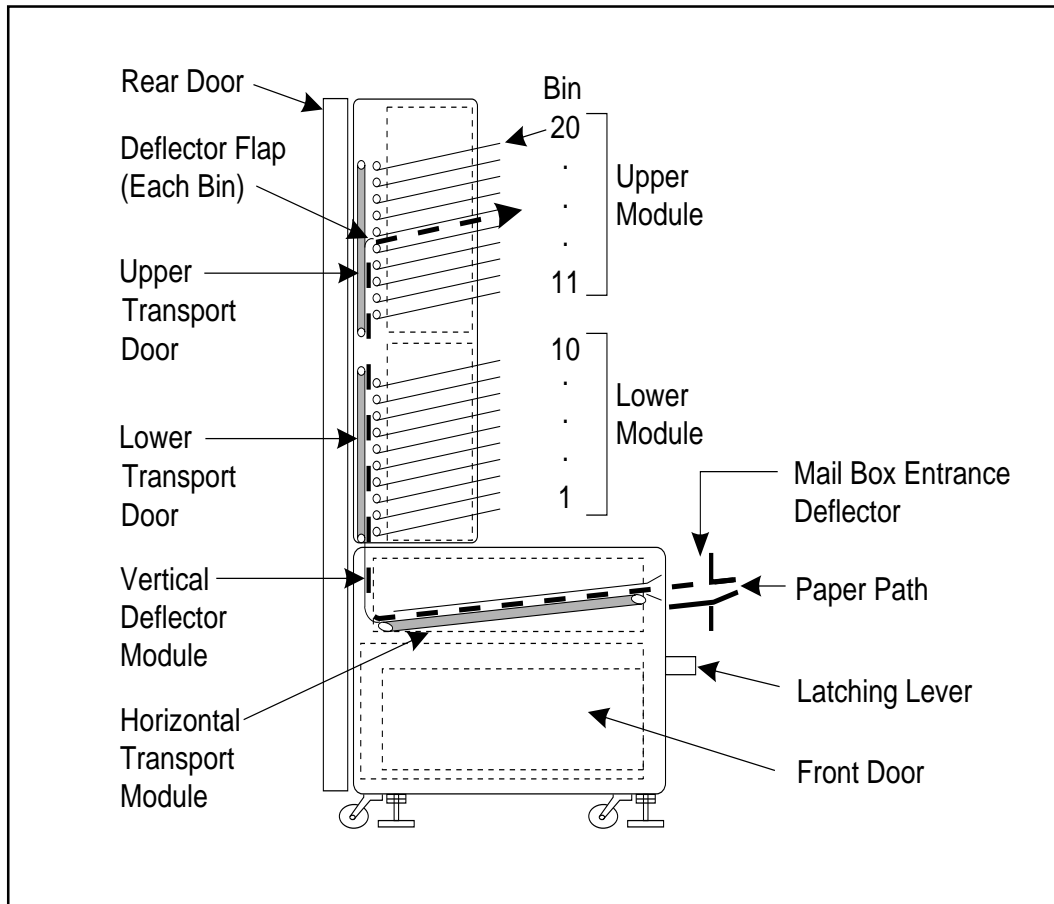
Software Products

This manual covers the operation of the MailBox option. Other manuals associated with the PrintServer 32 cover such topics as client software, host system software, and using PostScript commands. Refer to the documentation provided with these products.

General Description

The MailBox is a 20-bin output device provided for the PrintServer 32. It accepts A4, B5, letter, and legal size paper in portrait mode (short edge first). Bin selection is done in the same way as for the other printer output devices. The MailBox comes with two lockable bins. Figure 1 shows the main parts of the MailBox.

Figure 1: MailBox Main Parts



1 Printing to the MailBox

From DCPS, use the following command:

```
PRINT/QUE=queueName/NOTIFY/PARAM=OUTPUT_TRAY=nn filename
```

where:

nn is the bin number (1 to 20)

From BSD UNIX (includes SunOS and DEC OSF/1):

```
% lpspr -ombn filename | lpr -PqueueName
```

where:

n (in *mbn*) is the number of the MailBox bin (1 to 20) you want to select.

From System V UNIX (includes AIX, HP-UX, SCO UNIX, Solaris):

```
% lp -dqueueName -o"outtray=mbn" filename
```

where:

n (in *mbn*) is the number of the MailBox bin (1 to 20) you want to select.

From Novell NetWare systems, have the system administrator create a print job configuration that includes the appropriate function for selecting the MailBox bins.

For more detailed information and for other operating systems, refer to each product's Software Product Description (SPD).

2 Clearing MailBox Error Conditions

This section discusses how to fix the following MailBox error conditions:

- Paper jams
- Door open
- Bin full

2.1 Clearing Paper Jams

The following operator panel message displays when there is a paper jam in the MailBox:

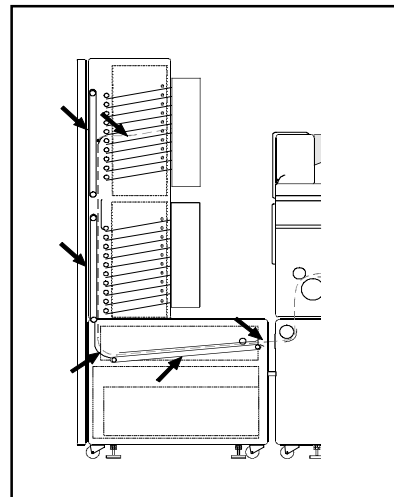
Clear Jam at optional output device

On the MailBox, a jam is indicated by flashing LEDs.

Figure 2: Jam Locations

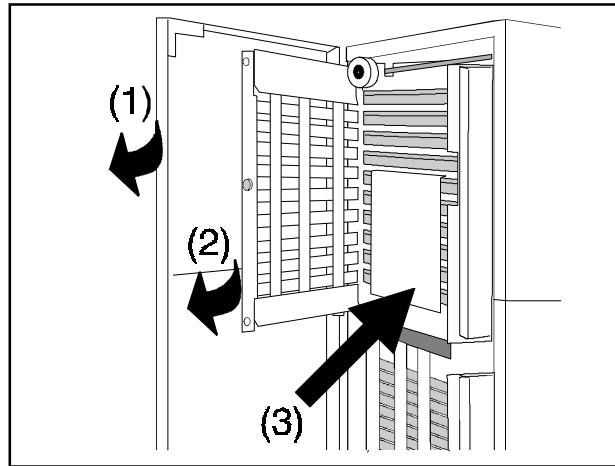
The possible jam locations of the MailBox are indicated in Figure 2.

Clear all undelivered sheets from the MailBox and the printer. ALL PAPER MUST BE REMOVED.

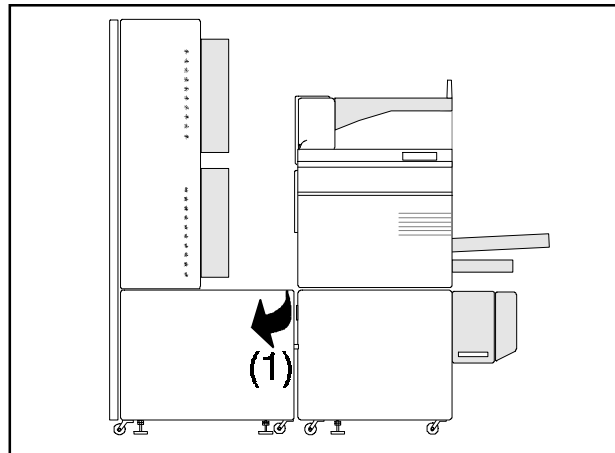


Paper Jam Clearing Procedure (continued)

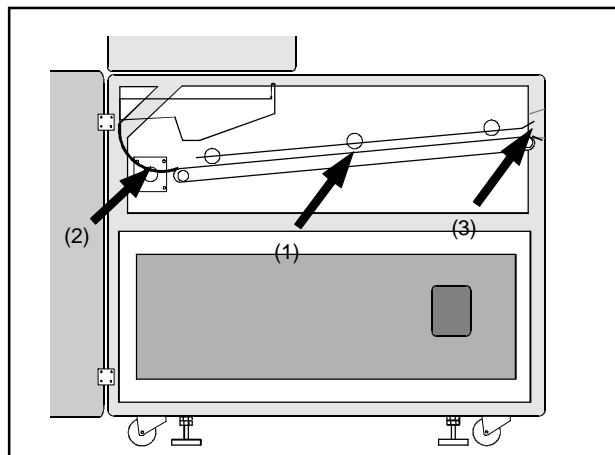
1. Open the rear door (1).
2. Open the upper and the lower transport doors (2) and remove any paper.
3. Check for paper not completely fed into the bins. If there is any, gently remove it by pulling it from the outer bin side (3).
4. Close the transport doors. Close the rear door.



5. Open the front door (1).



6. Remove any paper in the horizontal transport path (1).
7. Check for paper in the horizontal transport input (3) and paper being fed into the deflector for the vertical transport (2). Remove any paper.
8. Close the front door.



2.2 Possible Causes for Paper Jam

The following are possible causes for paper jamming in the MailBox:

- Paper quality used does not match PrintServer 32 media specifications
- MailBox belts need cleaning
- Misalignment of the input deflector
- Unsupported paper size selected
- User error

Caution

- *If a paper jam occurs while a number of sheets are in the printer and in the MailBox, all sheets must be removed in the associated paper paths before the printer can continue.*
- *Never remove the jammed paper by force. Always pull it carefully, so as to remove it in one piece.*

If paper continuously jams at the MailBox entrance, make sure the paper size is a supported paper size.

Make sure the default input tray and the selected tray are always set to a MailBox supported paper size when printing to the MailBox. Results such as jobs not being printed or paper jams may occur.

If your print job was not printed, you will receive the following messages, either on a job error page or in a mail message, depending on your operating system:

configurationerror: mediumcantoutput - offending command is showpage

Rest of job (to EOJ) will be ignored

2.3 Door Open

The following message displays on the printer operator panel when a MailBox door is open.

Close optional output device cover or door

To clear this error message, do the following:

Open and close securely the upper and the lower transport doors as well as the front door. All three doors must be checked.

2.4 Bin Full

The following operator panel message displays when there is a full bin in the MailBox:

Optional output tray full

If the currently selected bin is full (160 sheets), *printing stops until the selected bin is emptied.*

The printer will not default to another bin or tray (and cannot be switched to another bin or tray) when the designated bin or tray is full. The bin or tray must be emptied before the printer can complete the job or change to another bin or tray.

2.4.1 Removing Paper From a Bin

Once the paper is removed from a bin, paper **MUST NOT** be put back in the bin. Misplaced paper in the bin will cause paper jams. It is also possible the bin mechanism may be damaged.

When a lockable bin is removed, it must be completely empty before reinserting. Failure to do this may cause paper jams or damage to the bin mechanism.

2.5 Cleaning the MailBox

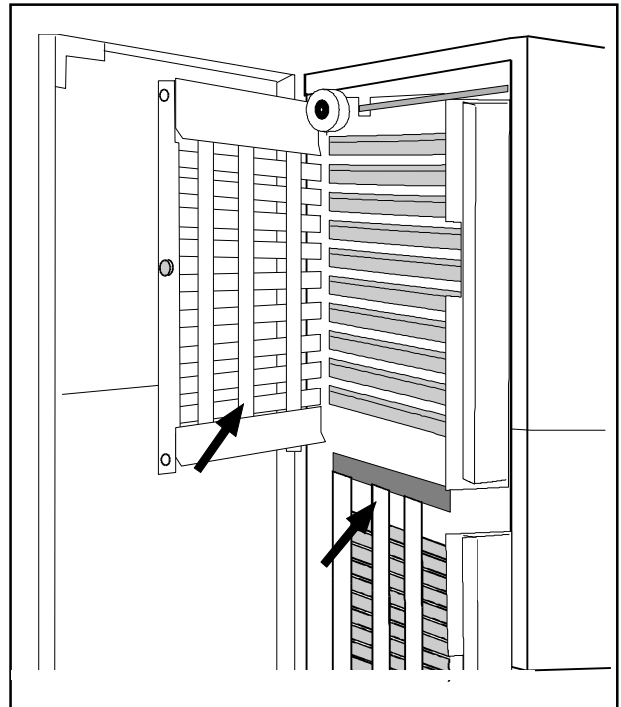
Regular cleaning of the MailBox prevents paper jams and service calls.
Belts should be cleaned if:

- The frequency of paper jams increases substantially
- The belt surface appears smooth and/or glazed

2.5.1 Cleaning the Vertical Transport Belts

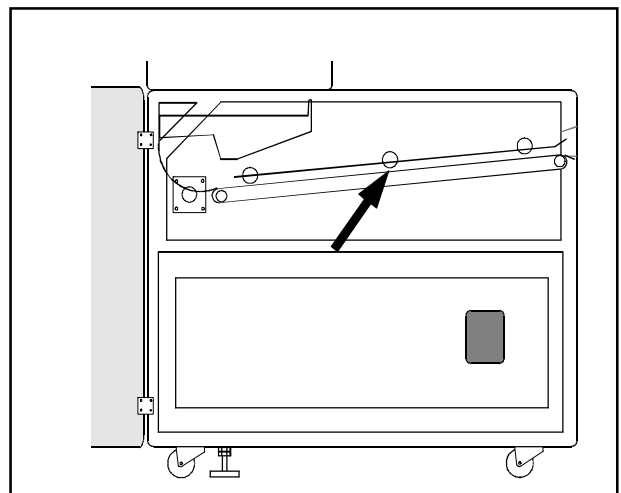
1. Open the rear door of the MailBox.
2. Open the upper and the lower transport doors.
3. Clean the transport belts of the upper and the lower vertical conveyer by means of a lint-free cloth, dampened with water.
4. Close the transport doors and clean the outer part of the belts.
5. Move the belt with one hand as the other hand cleans the belt with the cloth.

It is only necessary to clean the outside of the belt that touches the paper.



2.5.2 Cleaning the Horizontal Transport Belts

1. Open the front door of the MailBox.
2. Clean the rubber bands and the metal rollers of the horizontal conveyer band by means of a lint-free cloth, dampened with water. This is only possible from the bottom side of the sorter.
3. Move the belt with one hand as the other hand cleans the belt with the cloth.



3 Troubleshooting

This section helps you to quickly locate most problems should they occur with the MailBox.

3.1 Loading Paper/Supported Sizes

The MailBox supports paper loaded in portrait (short edge first) orientation only. Be sure to configure the input paper cassette size keys or LCIT dial setting correctly.

3.1.1 Paper Size Supported (short edge first)

Paper Size Type	Paper Selector Setting	Paper Size (inches)	Paper Size (mm)
Letter	8.5x11R	8.5 x 11	216 x 280
U.S. Legal	8.5x14	8.5 x 14	216 x 356
A4	A4R	8.3 x 11.7	210 x 297
B5	B5R	7.2 x 10.1	182 x 257

3.2 User Notes

The MailBox does not support random bin selection within a print job. It is recommended NOT TO use the PostScript extension operator "nn setoutputtray" (where nn is a number greater or equal to 4 and not greater than 23) in your application file. *A timing jam will occur.*

The MailBox option is not designed to be the PrintServer 32 default output exit tray. PostScript "xx setdefaultoutputtray" will not accept any MailBox bin as the default output tray from a PrintServer defaults file.

3.3 Rebooting

Use the power switch on the MailBox to power ON or OFF the PrintServer 32. The MailBox and the printer always must be power cycled together.

The PrintServer 32 with MailBox option does not support remote reboot by using the NCP>TRIGGER command from a DECnet environment. The PrintServer 32 with MailBox option must be power cycled to reboot the software.

3.4 Hardware Problem

If there is a hardware problem, one of the following messages displays on the operator panel:

Hardware error 60
Hardware error 62

If one of these messages displays on the operator panel, do the following:

1. Check the connection between the printer and the MailBox.
2. Power cycle the MailBox and the printer using the MailBox's power switch.
3. Reboot.
4. If the problem persists, call Customer Services.

4 LED Error Messages

The following sections list the LED error messages related to the MailBox.

4.1 Visible MailBox Error Signals During or Immediately After "Power On"

The upper 5 LEDs of a module unit are flashing alternately with the lower 5 LEDs:

MailBox Controller (ROM) Failure;
Call for Service

Each odd numbered LEDs of a module unit is flashing alternately with each even numbered one.

MailBox Controller (CTC) Failure;
Call for Service

Before calling for service, turn off the unit's power using the MailBox's power switch. Then power the unit on and reboot. If the problem persists, call for service.

4.2 Visible MailBox Status Signals During or After Normal Operation

One of the 20 MailBox LEDs is lit.

Selected bin indication.

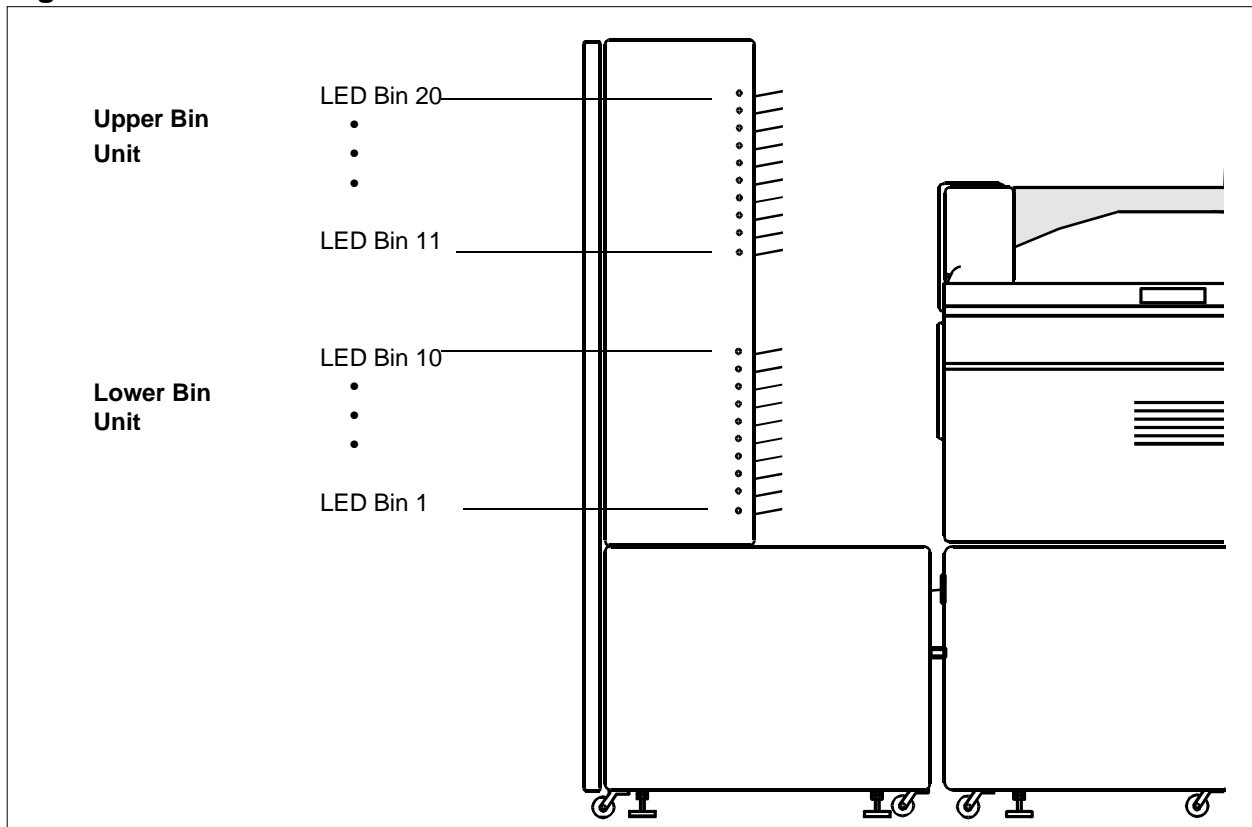
All of the LEDs of a module unit or of both module units are flashing simultaneously. (except the selected bin LED)

Paper jam in the MailBox;
(See Clearing Paper Jams).

One LED keeps flashing while printout continues.

The relevant bin is full.
Bin must be emptied to resume printing.

Figure 3: MailBox LED Locations



5 Verifying the Paper Path

To check the paper path from the printer to a specific MailBox bin, do the following:

Note

This procedure prints a test page and delivers it to the selected bin.

From the PrintServer 32's operator panel:

- Be sure the operator panel reads: Ready
- Press the Pause [1] key.
- Press the Test Setup [6] key.
 - o The LEDs show the default setting
 - o The LCD displays: One-sided test page
- Press the Active Jobs [2] key.
 - o The LED shows the selected input tray. Continue pressing the [2] key to select the proper input tray.

Remember

The selected input tray **MUST** be holding a supported paper size for the printer to print the job and send it to the MailBox. If the selected input tray does not hold supported paper, the printer will not print.

- Press the Supplies Needed [3] key.
 - o The LED shows the selected output tray. Continue pressing the [3] key to select the proper output tray/MailBox bin. The LEDs cycle through all the output choices. The LCD displays individually the number of each of the 20 bins in the MailBox.

Note

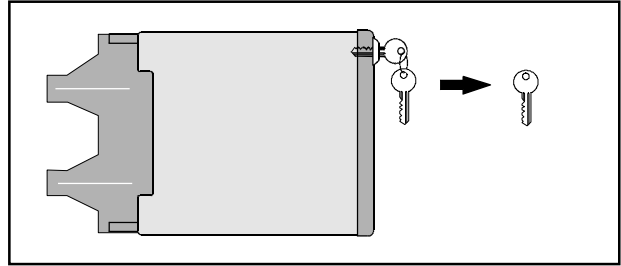
If the bin numbers do not appear on the LCD display, the MailBox is not recognized by the PrintServer. Check the MailBox installation.

- Press the Test [5] key.
 - o The test page prints and is delivered to the selected output area.

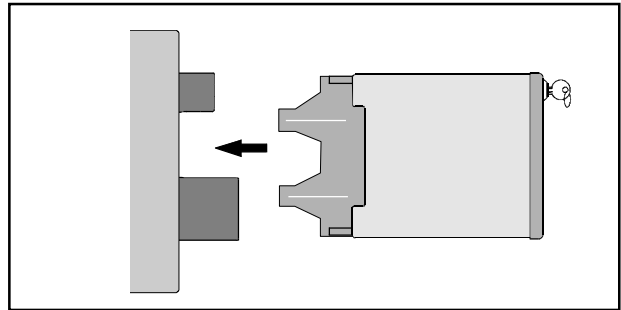
6 Lockable Bin Option Installation

This procedure shows how to install the bin that provides user confidentiality for printouts.

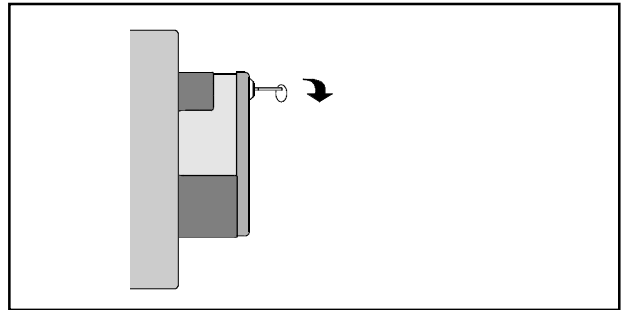
1. Remove the spare key from the lockable bin and put it in a safe place.



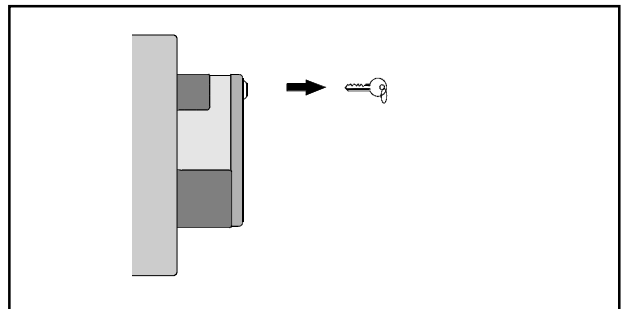
2. Insert the bin into the desired output tray slot of the MailBox.



3. To lock the bin, turn the key to the left. The lock should turn easily. If not, adjust the bin and lock it.



4. Remove the key. Using the lockable bin option diminishes the holding capacity of the output tray.



5. To retrieve printouts: unlock the bin and pull it out, remove all the sheets, insert and lock the bin.

Caution

Only insert an empty lockable bin. Paper jams will occur if the lockable bin is not empty.

7 Technical Data

Paper Size Supported (short edge feed only)

Paper Size Type	Paper Selector Setting	Paper Size (inches)	Paper Size (mm)
Letter	8.5x11R	8.5 x 11	216 x 280
U.S. Legal	8.5x14	8.5 x 14	216 x 356
A4	A4R	8.3 x 11.7	210 x 297
B5	B5R	7.2 x 10.1	182 x 257

Power Outlet Requirements

- 230 V~, 50Hz; 10 A
- 115 V~, 60Hz; 20 A

Operating Environment

- Temperature: 10° to 32°C
- Humidity: 20% to 80% RH, non-condensing

Print Material Supported

- Paper 18 to 24 lb (68 to 90 g/m²)

Paper Bin Capacity

- 160 sheets (80 g/m²) approximately
- 130 sheets (80 g/m²) approximately with the lockable bin