In the current versions of the User Guide and Instruction Manual, for the Envelope Imagers, you are instructed to set the height of the separation units (8) by placing the thickness of a single mail piece (D) between the separator tips (V) and feed rollers (E). Doing so, in some cases, may cause the printer to:

- Feed the mail pieces too close together, causing the printer to stop and display the message “Paper Jam”.
- Display the message “Wrong Measurement” or a measurement much larger than the physical length of your mail piece.

To avoid these problems, it may be necessary to set the gap between the separator tips (V) and feed rollers (E) a little smaller than normal. For example when setting the separation units (8) for a #10 (C10) envelope, you may want to use the thickness of one or two sheets of 20lb paper, instead of the full thickness of the #10 envelope. Doing so will set the distance between the separator tips (V) and feed rollers (E) smaller, creating a larger gap between mail pieces. This should eliminate “Paper Jam” errors caused by not getting “Proper Separation” between mail pieces.

**NOTE:** When feeding thick mail pieces it may be necessary to use more than the thickness of a single mail piece, to set the height of the separation units (8). In these cases, it may be necessary to add a sheet or two of 20lb paper to the thickness of the mail piece (D). Doing so will set the distance between the separator tips (V) and feed rollers (E) a little larger, allowing thicker mail pieces to feed properly, without hesitation or damage to the mail piece.

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1 Proper Separation- To properly recognize (sense) the leading edge of each mail piece, fed through the Envelope Imager, there must be at least a 1/8 of an inch gap between each mail piece.