

ADDRESSRIGHT INFORMATIONAL DISCLOSURE
DA55S/DA75S: *Address Too High* or *Paper Sensor Failure* error
when printing layouts that contain color text or graphics
March 22, 2013

PRODUCT: Envelope Designer Plus (SmartMailer, AddressRight Pro)
VERSION: 6.60 and earlier

PROBLEM CATEGORY:

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Printing | <input type="checkbox"/> User Interface | <input type="checkbox"/> Operating System |
| <input type="checkbox"/> Installation/Configuration | <input type="checkbox"/> System Resources | |
| <input type="checkbox"/> Other: | | |

PROBLEM PRIORITY:

- ☐ 1 - Major Failure
☒ 2 - Significant Failure
☐ 3 - Incorrect Operation
☐ 4 - Cosmetic or Minor Failure
☐ 5 - Other: _____

PROBLEM DESCRIPTION:

Printing with envelope layouts that contain color text or graphics displays *Address Too High* or *Paper Sensor Failure* on the printer LCD panel. Problem does not occur on every piece in the print job, but can present on more than one piece in the job. Problem does not occur on every printer installation.

WHO IS AFFECTED: ☒ Very Few ☐ Significant Portion ☐ Most ☐ Indeterminate
DA55S or DA75S prints with layouts that contain color text or graphics.

WORKAROUNDS: ☒ Novice Customer ☐ Expert Customer ☐ PB Service ☐ None

Windows 7

Select menu item **Start > Devices and Printers**
Right-click the color shuttle printer icon and select **Printer Properties** from the context menu
Click **Advanced** tab, then click **New Driver**
Click **Next**, then click **Have Disk**
Browse to directory **\Drivers\Patch** on the CD
Select **PBGloba_SH.INF** and click **Open** then **OK**
Select the model of the printer driver that you are trying to replace/install
Click **Next**, then click **Finish**
... you will get an "unsigned driver" warning, click to install anyway
Click **OK** to close the Properties windows

Windows XP

Select menu item **Start > Printers and Faxes**
Right-click the color shuttle printer icon and select **Properties** from the context menu
Click **Advanced** tab, then click **New Driver**
Click **Next**, then click **Have Disk**
Browse to directory **\Drivers\Patch** on the CD
Select **PBGloba_SH.INF** and click **Open** then **OK**
Select the model of the printer driver that you are trying to replace/install
Click **Next**, then click **Finish**
... you will get an "unsigned driver" warning, click to install anyway
Click **OK** to close the Properties windows

SCHEDULED FIX:

None