



IN-360 Series MAILING SYSTEM

with iMeter™ Postage Meter

USER'S GUIDE

neopost 

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1 Read this First

This section contains important information about safety precautions and environmental recommendations to operate your equipment in the best possible conditions.

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Section 1: Read this First



Make sure you have read and fully understood the safety requirements in this section. This section also includes a list of acronyms and symbols used in the manual.

Section 2: Meet Your Mailing System

System features, reference descriptions of elements and controls, mail format and how to power your Mailing System off.

Section 3: Processing Mail

Processing mail using the mailing system: choosing a type of task, weighing, selecting a rate, sealing your mail, running batches, etc.

Section 4: Money Operations

Loading postage funds.

Section 5: Managing Accounts and Assigning Rights

How you can change accounts as a user, or set up accounts and control access to the Mailing System as the supervisor.

Section 6: Reports

How you can generate and print out reports for the Mailing System usage, funds usage, account usage, etc.

Section 7: Online Services

Using your Mailing System to access Online Services and connect your system for upgrades.

Section 8: Configuring your Mailing System

All the specifications of your Mailing System you can set up as a user (temporary settings) or supervisor (default settings).

Section 9: Options and Updates

How to update/upgrade your system and modify the stamp (custom texts and ad dies, rates...).

Section 10: Maintaining your Mailing System

Changing the ink cartridge and maintaining other system components.

Section 11: Troubleshooting

What to do when a problem occurs: jamming, bad sealing, poor printing etc.

Section 12: Specifications

Detailed specifications of your Mailing System.

1

Read this First

Symbols

This manual uses the symbols listed below.

This symbol... Indicates...



WARNING: indicates a human safety hazard.



ATTENTION: brings to your attention a risk for equipment or mail that could result from an action you may perform.



NOTE: remark that explains different scenarios or situations.



TIP: advice to help save you time when processing your mail.



SUPERVISOR: indicates that you have to log in as the supervisor (using the supervisor PIN) to perform the procedure. Postage functions of the Mailing System are not accessible in this mode.

Glossary

This manual uses the acronyms listed below.

Acronym Description

| | |
|-----------|--------------------|
| Ascending | Total postage used |
|-----------|--------------------|

| | |
|------------|--------------------------|
| Descending | Postage amount available |
|------------|--------------------------|

| | |
|----|----------------|
| ID | IDentification |
|----|----------------|

| | |
|-----|--|
| LAN | Local Area Network: link between computers |
|-----|--|

| | |
|----|-------------------|
| PC | Personal Computer |
|----|-------------------|

| | |
|-----|--------------------------------|
| PIN | Personal Identification Number |
|-----|--------------------------------|

| | |
|-----|--------------------------------|
| PSD | Postal Security Device (Meter) |
|-----|--------------------------------|

Acronym Description

USPS United States Postal Services

WP Weighing Platform

1.2 Safety Requirements

1

Read this First

Power Connection

Before connection, check whether the Mailing System is suitable for the local AC power voltage (110V).

THIS SYSTEM MUST BE GROUNDED



- Only connect the power plug to an outlet provided with a protective ground contact.
 - To reduce the risk of fire, use only the power cord supplied with the Mailing System.
 - Do not use ground adaptors.
 - Do not use this product on a wet floor or near water.
 - In case of liquid spillage, disconnect the power cord from the outlet and proceed with cleaning.
-
- Use an outlet located near the system that is easily accessible. Do not route the power cord between pieces of furniture or over sharp edges.
 - Avoid using outlets controlled by wall switches or shared by other equipment.
 - Make sure the mailing system is close enough to the electric outlet that it leaves plenty of slack on the power supply cord.

Compliance

Energy Star compliance



Your mailing machine is Energy Star compliant: it helps you to save energy and money while protecting the environment.

Environmental compliance



A program is implemented for the recycling of worn mailing machines and machines at the end of their lifetime. Contribute in a responsible way to the environmental protection by consulting your retailer internet site, or by contacting him. He will inform you of the collection and treatment processes of these machines.

General Safety

- Before using your Mailing System, thoroughly read the operating instructions.
- To reduce the risk of fire, electric shock and injury to persons, follow normal and basic safety precautions for office equipment when using your Mailing System.
- To avoid damage, only use approved supplies (ink, tape, cleaners...).



The Mailing System contains moving parts. Keep fingers, long hair, jewellery, neck ties, loose clothing away from the mail path at all times.

Follow the additional safety precautions below:

- Do not place lit candles, cigarettes, cigars, etc. on the Mailing System.
- When removing jammed material, avoid using too much force to prevent personal injury and damaging components.
- When lifting covers, wait for all parts to stop moving before placing hands near the feeder path or printhead.
- To prevent overheating do not block the ventilation openings or try to stop the power supply fans.
- Do not remove bolted covers as they enclose potentially hazardous parts that should only be accessed by a Service Representative.

Telephone and LAN Connections

1

Plugging the right jack in the right socket

Your system uses a LAN (high speed internet connection) to connect to your customer Online Services and to a mail accounting software (MAS), located on a separate PC.



To prevent damage to equipment, do not plug phone jacks used to connect modem into LAN connectors:

Read this First



Network/PC LAN (8 wires)

Follow the additional precautions below:

- Avoid using your system during an electrical storm; as there may be a risk of electrical shock from lightning.
- Do not install LAN connectors in a wet location.
- Disconnect the LAN cable from the wall before moving your system.

Disconnecting your Mailing System

How to Disconnect your Mailing System

1. First switch your Mailing System to OFF mode (see [How to Turn the Mailing System to OFF Mode](#) on page 23).



Only unplug the power cord when the Mailing System is in OFF mode or Sleep mode to avoid keeping the ink cartridge in an unprotected position where the ink may dry out and become unusable.

2. **Unplug the power cord from the wall outlet.**
 3. **Unplug the LAN cable and the telephone cord** from their sockets as they may still be energized.
-

2 Meet Your Mailing System

Get to know your Mailing System in this section.

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2.1 System Layout

System Components

2

Meet Your Mailing System



Weighing platform

① Measures weight of mail pieces.

Base

② Prints envelopes and controls the Mailing System.

Jam release handle

③ Allows you to remove jammed envelopes or labels.

Moistener (option)

④ Area to put mail before franking. Optional moistener provides water to seal mail if required.

Inside System Base

2

Meet Your Mailing System



Postal Security Device (PSD)

Cover

Ink Cartridge

- ① Postage meter.
 - ② Lift by front side to open.
 - ③ Prints the postal imprint on envelopes.
-

2.2 Accessories

Report Printer (option)



A USB printer can be directly connected to the mailing system for printing mailing-related reports.



For more information about compatible printers that can connect to your mailing system, please contact technical support.

2.3 Control Panel Features

2








See control panel and screen layout on the flap of the manual cover.

Meet Your Mailing System






Display Areas

| | |
|---------------------------|---|
| Account | Displays account currently selected. |
| Ad die | Indicates that an ad die (slogan) will be printed. |
| Date | Displays the date that will be printed. |
| Imprint Memory | Displays selected imprint memory when applicable. |
| Mailbox | Indicates unread messages in message box. |
| Postage | Indicates the amount to be printed on the envelope. |
| Print Offset | Indicates the printing offset status (stamp position shifting for thick envelopes). |
| Rate and Services | Indicates the current rate and services selected. |
| Reset item counter | Resets the item counter to zero. This is the starting point for batch data reports. |
| Text | Indicates that a text will be printed on the envelope. |
| Weighing Mode | Current weighing method. |
| Weight | Current weight used to calculate postage amount. |



NAVIGATION KEYS

- Return**  Goes back to the previous screen.
- Home Screen**  Returns the system to the Home screen.
- Menu**  Accesses the menu settings.
- OK**  Validates a selection.
- Navigation Arrows**  Navigate up or down in lists or menus.



SHORTCUT KEYS

- Funds**  Accesses funds management (including adding funds).
- Imprint Memories**  Accesses preset stamp and account memories. These presets are managed by the supervisor.
- Rate Selection**  Displays the rate selection screen.
- Stamp Configuration**  Accesses stamp selection and stamp set up screens.
- Weighing Mode**  Opens the weighing mode selection menu (Standard Weighing, Differential Weighing, Manual weight entry...)

KEYPAD

- Alphanumeric Keys**  Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters.
- Clear / Reset Rate**  Clears keypad entries and existing data in entry fields or, from the home screen, resets rate to default.

START / STOP KEYS

- Sleep/Wake**  Wakes the Mailing System up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber = asleep).
- Start**  Starts printing process.

Stop



Stops printing and all mechanical activity (motors) in the Mailing System.

2

Keypad Use

For different contexts, the table below indicates the successive characters you may obtain by pressing keys several times in a row.

| Key | Alpha-numeric | Custom text | Modem settings |
|-----|------------------|---------------------------|------------------|
| 1 | 1 | 1 | 1 |
| 2 | 2ABCabc | 2 | 2ABC |
| 3 | 3DEFdef | DEF3 | 3D |
| 4 | 4GHIghi | GHI4 | 4 |
| 5 | 5JKLjkl | JKL5 | 5 |
| 6 | 6MNOMno | MNO6 | 6 |
| 7 | 7PQRSpqrs | PQRS7 | 7 |
| 8 | 8TUVtuv | TUV8 | 8 |
| 9 | 9WXYZwxyz | WXYZ9 | 9W |
| 0 | 0 - | - 0 | 0 |
| . | | , # / : @ * ? & ! - + \ . | , # * + |
| C | 'Clear' function | 'Clear' function | 'Clear' function |

2.4 Connections

Connectors

Your Mailing System has a USB port that allows you to connect to a modem, printer or a USB memory key.

Connectors



LAN Port

2 USB ports

Power connector and switch

- ① To software or PC (option).
- ② To modem, memory, device or printer.
- ③ To power supply.



COM1

① To weighing platform.

Connection Diagram

Detail of connections



LAN Port

① To connect to the LAN network, to access Online Services and/or accounting software on a PC (option)

USB Modem

② To connect to the phone network with the phone cable

Telephone Cable

③

To connect to a phone wall socket (analog telephone line)

Wall Socket

④

Power Source

Power connectors

Nota: Power connectors are shown in section [Connectors](#) on page 19.

2.5 Power Management

2



The System can only use the LAN if the LAN cable is connected BEFORE the power chord is plugged in.

Meet Your Mailing System

Energy Star® Compliance



Office equipment is generally powered on 24 hours a day, so power management features are important for saving energy and reducing air pollution.

Your Mailing System is an Energy Star® qualified Mailing System that automatically goes into a low-power 'Sleep' mode after a period of inactivity.

Spending a large portion of time in low-power mode not only saves energy but helps your equipment run cooler and last longer.

Sleep Mode

You can also turn the Mailing System to Sleep mode manually.



To change the period of time after which the Mailing System switches to 'Sleep' mode, see [How to Change System Time-Outs](#) on page 146.

How to Turn the Mailing System to Sleep Mode

1. Press  (at the top right corner of the control panel).

The light located next to the key indicates:

Green: the Mailing System is awake and ready for use.

Amber: the Mailing System is in Sleep mode.




To avoid weighing errors, make sure the weighing device platform is clear when starting the machine.

OFF Mode

To turn OFF your system, you can use the ON/OFF button located on the right side of the Base.

How to Turn the Mailing System to OFF Mode

1. Turn your system to 'Sleep' Mode (see [How to Turn the Mailing System to Sleep Mode](#) on page 23)
2. Be sure that the light located next to the key  (at the top right corner of the control panel) is **Amber** meaning that the Mailing System is in Sleep mode

3.



Turn Off your Mailing System. The circle (or O) indicates the system is OFF.

3 Processing Mail

This section describes how you can run mail: choosing a type of stamp, selecting a rate and weighing method, and so on, depending on the type of process you need to apply to your mail.

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3.1 Choosing a Type of Stamp

Customizing Your Stamp

When processing mail you will be required to select the 'Type of stamp' you need. For example, you can select "Standard" to print postage, or "Received" to print the date on incoming mail, or "No printing" for seal only applications.


For each 'Type of stamp' you select, the Mailing System displays all the specifications - and only those specifications - for the type of process you will use.

Home Screen and Configuration Menu

Each type of stamp is associated to:

- A specific **Home Screen** that displays current stamp configuration (weight, postage...)
- A specific **Imprint Configuration Menu** that allows you to set stamp parameters.



To directly gain access to the Configuration Menu of the Type of stamp, press  Shortcut Key on the Control Panel.



Your system has six Shortcut Keys for direct access to save time. You can eliminate key strokes for rate selection, imprint memories, label printing, add or check funds, weighing mode selection and to customize the stamp.

Type of Process and Type of Stamp

The table below indicates the 'Type of stamp' to choose, depending on the type of process you want to apply to each set of mail.

The column on the right indicates, for each Type of stamp, the options available for each type of Stamp.

If you do not set any parameter, the Mailing System uses default values.

| Type of process | Type of stamp | Available Stamp options |
|---|---|---|
| Applying postage to outgoing mail | [Standard] (Printing [Standard] Mail on page 35) | <ul style="list-style-type: none"> • Rate • Weight • Date format • Text (optional) • Ad die (optional) • Print offset (optional) |
| Printing 'Received' or the date on incoming mail: | [Received] (Printing Incoming Mail with [Received] Mode on page 46) | <ul style="list-style-type: none"> • Print date and/or 'Received' • Print offset (optional) |
| Counting by feeding: (using optional feeder) | [No printing] (Running [No Printing] Mail on page 49) | <ul style="list-style-type: none"> • Counter reset • Turn sealer off (if installed) |
| Counting by weighing: | n.a. | Specific application (see Piece Counting on page 67). |



The system selects **[Standard]** type of stamp at start up by default.

See also

- To set default values as supervisor: see [Configuring your Mailing System](#) on page 133.

3.2 Preparing and Starting your Work Session

Preparation steps

These preparation steps allow to run your mail more efficiently.

It involves:

- **Sorting mail by type and task**, to make processing faster ([Sorting Mail by Type and Task](#) on page 29)
- **Logging into the system** to start a work session ([Turning On Your System and Starting a Work Session](#) on page 30)
- **Selecting the Type of stamp** that matches each mail batch ([Selecting the Type of Stamp](#) on page 32)
- **Checking additional issues** concerning your Mailing System: ink level, funds... ([Frequently Asked Questions](#) on page 34).

Sorting Mail by Type and Task

To save time, sort your mail in groups that have similar characteristics.

This will prevent you from changing stamp settings too often, and allow you to fully benefit from the automatic features of your Mailing System, particularly Differential Weighing that allows you to process mail much quicker.

Follow the steps below to sort your mail into different stacks.

How to Sort Mail

3

Processing Mail

Put the mail in different stacks according to the characteristics and in the order that follows:

1. Mail Type

See table

Outgoing mail with different postage types

Standard postage

Date to correct

Amount to correct

Incoming mail

Mail to **seal only**.

2. Separate envelopes that require sealing from those that do not.

3. **Accounts to allocate costs to** (only if you have to select an account at log in, see [Settings Details](#) on page 52)

4. **Rates to apply and services to add**

5. Physical characteristics

Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path (see [Mail Specifications](#) on page 215).

6. Finally, **sort each stack by item size**.

Turning On Your System and Starting a Work Session

Turning the system on automatically starts a work session on the Mailing System.


At start-up, depending on specific supervisor settings:

- The access to the system may be open
- You may have to enter a PIN code
- You may have to select an account.

Your work session ends when the system returns to a 'Sleep' mode.

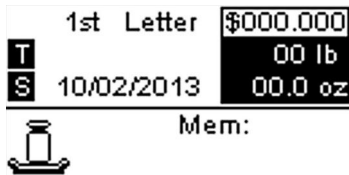
How to Log in and Start a Work Session

To log in as a user:

1. Press  to wake-up the system.

The system may display one of the following screens:

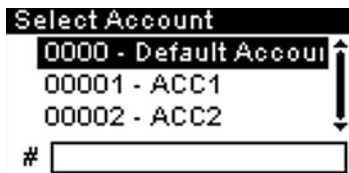
Home Screen [Standard].



Login Screen



Account Screen



2. If the following screen is displayed:

- Homescreen [Standard], no other step is required.
- Login, enter operator PIN code
- Account, select an account

Use up and down arrows and press **[OK]** to validate.

You can also use a barcode scanner (option) to select your account.

The Homescreen [Standard] page is displayed. The work session starts.

To find an account



Find your account quicker: instead of using up and down arrows, type the account number or use a barcode scanner (optional).



To type letters instead of figures using the keypad, press the corresponding key several times in a row like a cell phone.
(Example : To have "N" press twice the key "6").

Accounting information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 52.
- To choose security level for accounts and access control as the Supervisor, see [Managing Accounts and Assigning Rights](#) on page 77.
- To turn your system on Sleep mode, [How to Turn the Mailing System to Sleep Mode](#) on page 23.

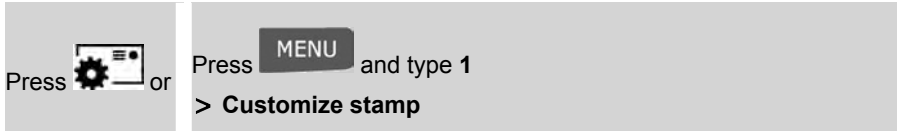
Selecting the Type of Stamp

For each stack of mail you have sorted (see [Sorting Mail by Type and Task](#) on page 29), select the type of stamp you need to process your mail as follows:

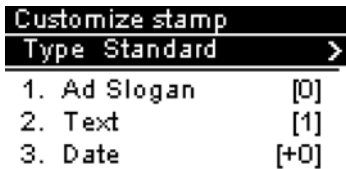
How to Change the Current 'Type of Stamp'

Once you are logged in as user:

1. Either:



The Customize stamp screen is displayed.



2. Select > **Type** and press **[OK]**.

The Type of stamp screen is displayed.



3. Select the type of stamp in the list and press **[OK]**.

The Customize stamp screen is updated and displays the menu items that allow you to modify the stamp options.

4. Press  or  to return to the home screen.


Frequently Asked Questions

System check list:

Question...

Answer

Do I have enough postage?

Press  and enter **1** to check your funds balance.

To add funds, see [How to Add Funds to the PSD \(Meter\)](#) on page 73.

Do I need to clear the Batch Counter?

Clear batch counters if you intend to issue a report on the mail run you are about to start (see [Batch Data Report](#) on page 102).

See [How to Reset Batch Counters](#) on page 66.

Is the sealing/moistening device properly filled?

For sealing while printing the envelopes.

(if installed)

For moistener-equipped hand-feed tables, see [Filling the Moistener \(Option\)](#) on page 197.

Is the Weighing Platform properly zeroed or tared?

Before laying envelope(s) on the Weighing Platform, your Home Screen should display 00 lb 0.0 oz. If ___lb __.oz is displayed, perform a 'rezero' of the WP.

See [How to Rezero the Weighing Platform](#) on page 153.

Is there enough ink in the cartridge?

To display the level of ink in the printing headset, see [How to Display Ink Level and Cartridge Data](#) on page 190.



You can be warned when the available funds gets below a preset value (see [How to Set the Low-Funds Threshold](#) on page 149).

3.3 Printing [Standard] Mail

In Processing [Standard] Mail Section

This section describes how to process [Standard] Mail:

- Applying postage using different rates
- Re-dating mail

See also

- About the use of the Type of stamp, see [Choosing a Type of Stamp](#) on page 27.

Applying Postage for [Standard] Mail

Setting Postage for [Standard] Mail

The procedure below outlines steps in a recommended sequence to process your mail.

- As mail requirements quickly vary, some settings may not be necessary, or their order may vary.
- You must begin with selecting the Type of stamp to gain access to the additional options and be able to run your mail (standard is default).



Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

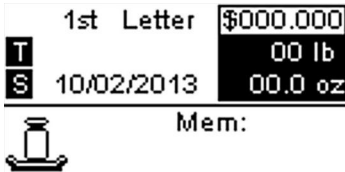
How to Set Postage for [Standard] Mail

3

Processing Mail

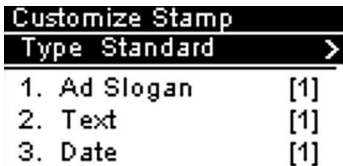
Required settings:

1. **Make sure you are on the home screen of the [Standard] type of stamp**
. The home screen indicates weight, postage amount and the currently selected rate as illustrated below.



2. **Check or change the type of stamp, if you are not in [Standard] mode**

Press  to access the Customize stamp screen:





The type of stamp is indicated on line 2 of the screen.

To change the type of stamp, select the Type line, press **[OK]** and then select **[Standard]** in the Type of stamp screen, and press **[OK]**.



To select an option in the screen:

Highlight the option using the arrow keys  and .

3. **Additionally, you can configure stamp elements** from the Customize stamp screen as follows:



Check or change the Ad die selection:

Select Ad die and then select an Ad die (or None) in the Ad die list screen. For more details, see [How to Add \(or Cancel\) an Ad Die on the Stamp](#) on page 63.

Check or change the Text selection:

Select Text and then select a text (or None) in the Text list screen. For more details, see [How to Add \(or Cancel\) a Text on the Stamp](#) on page 62.

Check or change the Date or Date Format:

Select Date and then select a date option in the Date advance screen. Select Today's date for printing today's date. For more details, see [How to Change the Date](#) on page 61.

Press  or  to return to the home screen.

4. **Select a rate and add services.**

Press  to open the Rate selection screen.

| | |
|-------------|-----------|
| 1st Letter | \$000.000 |
| No services | 00 lb |
| | 00.0 oz |

| | |
|--|--|
| <input checked="" type="checkbox"/> 1st Letter | <input checked="" type="checkbox"/> Priority |
| <input checked="" type="checkbox"/> 1st Flat | <input checked="" type="checkbox"/> Services |
| <input checked="" type="checkbox"/> 1st Parcel | <input checked="" type="checkbox"/> Wizard |

Type a rate number to select a rate or display new rate options

Press **8** to select the Rate wizard and choose rate options in lists (includes rates not shown on rate selection screen).


For more details, see [Selecting a Rate](#) on page 53.

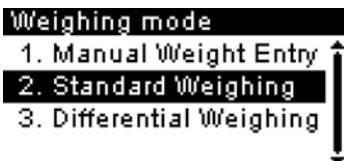


You may also **enter the postage amount manually**: on the home screen, type directly the amount using the keypad. For more details, see [How to Enter Postage Manually](#) on page 55.

5. Select a weighing Mode (if you did not enter any amount)

Depending on the quantity and type of mail you have to process, you can choose an efficient weighing method that uses the weighing platform to save time: see [Choosing a Weighing Type](#) on page 56.

To change the current weighing mode, press  and select a weighing mode in the Weighing type screen.



For more details, see [How to Change the Weighing Type](#) on page 58.



If the WP automatic selection is activated (see [Weighing Platform Automatic Selection](#) on page 151), you can change, from the home screen, the weighing mode to Standard Weighing (WP) by putting a mail piece on the Weighing Platform.

You can also apply the optional setting(s):

1. **Activate a stamp counter** to get a discount on homogeneous batches.
2. **Move the stamp away from the envelope edge** for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 64.

You are now ready to print.

Setting an Imprint Memory for [Standard] Mail



To set the stamp quickly, consider using **imprint memories**. The memories store stamp characteristics together with rates and, if activated, charged account. See [Using Imprint Memories](#) on page 64.

Processing [Standard] Mail

Mail processing mainly depends on the **weighing method** you have chosen. It is indicated by the icon in the Weighing Type zone of the screen.



If you need to change the current account before applying postage (on account-enabled configurations), see [How to Change of Account](#) on page 52.


How to Process [Standard] Mail

In mode Standard Weighing

From the **[Standard]** home screen, to print postage directly on mail pieces:

1. Put the mail piece on the Weighing Platform.

The weight of the mail piece is displayed in the Weight area of the screen and the postage amount is updated.

2. Press . The system motors start running.



If the Smart Start function is activated, the motors start automatically when you withdraw the mail piece from the weighing platform. To enable Smart Start, see [How to Activate / Deactivate Smart Start](#) on page 147.

3. Withdraw the envelope from the WP and insert it into the mail path against the rear-guide wall, with the side to be printed facing upwards.



3

Processing Mail



If you want to seal the envelope, first engage the flap into the moistener (if installed)
Do not try to moisten self-adhesive envelopes.



If a mail piece is bigger than mail path maximum thickness, you may use a label tape.

To know the maximum thickness, see [Mail Specifications](#) on page 215

4. The Mailing System prints postage and the mail piece (or label) is ejected.

In optional mode Differential Weighing

From the [Standard] home screen:

1. Place the stack of mail to process on the Weighing Platform, then follow the instructions on the screen or the steps below.
2. Withdraw the first mail piece from the top of the stack. The Mailing System displays weight and postage on the home screen and starts motors automatically.
3. To print the stamp, insert the mail piece into the base against the rear-guide wall, with the side to be printed facing upwards.



If you want to seal the envelope, first engage the flap into the moistener (if installed).

Do not try to moisten self-adhesive envelopes.



If a mail piece is bigger than mail path maximum thickness, you may use a label tape.

To know the maximum thickness, see [Mail Specifications](#) on page 215

4. The Mailing System applies postage and the mail piece (or label) is ejected.
5. Repeat the previous step for each piece of mail.


To quit the process at any time, press



When you remove the last object from the Weighing Platform, the Mailing System will ask if you want to print it. You can answer Yes or No.

In other modes (Manual Weight Entry , no weight ...)

From the [Standard] home screen:

1. Press . System motors start running.
2. Insert the envelope (or a label) into the mail path against the rear-guide wall, with the side to be printed facing upwards.



If you want to seal the envelope, first engage the flap into the moistener (if installed).

Do not try to moisten self-adhesive envelopes.



If a mail piece is bigger than mail path maximum thickness, you may use a label tape.

To know the maximum thickness, see [Mail Specifications](#) on page 215

3. The Mailing System applies postage and the envelope (or label) is ejected.
-

Re-dating Mail

Set-Up Requirements

The procedure below outlines steps required to re-date mail that has already been processed.

The sequence is similar to sequence [Applying Postage for \[Standard\] Mail](#) on page 35 ([Applying Postage for \[Standard\] Mail](#) on page 35), except for the following settings:

- Postage must be set to zero and have the date of mailing correct
- You do not have to weigh the mail piece.
- Print the new date on the back of the envelope.

You must begin by selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.

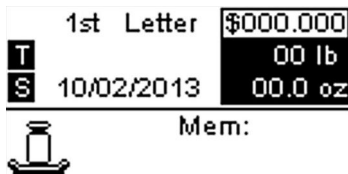


Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

How to Re-Date Mail (Settings)

Required settings:

1. **Make sure you are on the home screen of the [Standard] type of stamp**
. The home screen indicates weight, postage and currently selected rate as illustrated below.



2. Check or change the type of stamp.

Press  to access the Customize stamp screen:

| Customize Stamp | |
|-----------------|------------|
| Type | Standard > |
| 1. Ad Slogan | [1] |
| 2. Text | [1] |
| 3. Date | [1] |

The type of stamp is indicated on line 2 of the screen.

To change the type of stamp, select the Type line, press **[OK]** and then select **[Standard]** in the Type of stamp screen and press **[OK]**.

To change the date or date format from the Customize stamp screen as follows:

Select Date and then select a date option in the Date Advance Screen. Select No Date Advance for printing today's date. For more details, see [How to Change the Date](#) on page 61.



Press  or  to return to the home screen.


3. Set postage to 0 manually, to be sure that it will remain on zero.

Type **0** on the home screen to open the Manual amount screen and then just press **[OK]**. For more details, see [How to Enter Postage Manually](#) on page 55.

To select an option on the screen:



Highlight the option using the arrow keys  and .

Then press  to validate your selection.

You can also apply the optional setting:


1. **Move the stamp away from the envelope edge** for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 64.

You are now ready to print.

Running Mail

How to Re-Date Mail (Running Mail)

The postage amount 0 is displayed on the home screen. To print postage directly on to mail pieces:

1. Press . System motors start running.
2. Insert the envelope (or a label) into the mail path against the rear-guide wall, with the side to be printed facing upwards.



The Mailing System applies postage and the envelope (or label) is ejected.



The side that you want to print on should be facing upwards.



If a mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 215), you may use a label tape.

3.4 Printing Incoming Mail with [Received] Mode

3

Processing Mail

In [Received] Mode Section

This section describes how to use the **[Received]** type of stamp, to:

- Print the date on incoming mail, and/or
- Print 'Received' on incoming mail.

See also

- About the use of the Type of stamp, see [Choosing a Type of Stamp](#) on page 27).

Setting [Received] Mode printing

The procedure below outlines steps required to stamp incoming mail.

You must begin with selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.



Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

How to Set [Received] Mode printing

Required settings:

1. Make sure you are on the home screen of the **[Received]** type of stamp

The type of stamp is indicated at the top of the home screen as illustrated.


Received Stamp

None

Today



2. Check or change the type of stamp.

Press  to access the Build stamp screen:

| Customize Stamp | |
|------------------|------------|
| Type | Received > |
| 1. Date recei... | [ON] |
| 2. Ad Sloga... | [OFF] |
| 3. Text | [0] |

The Type of stamp is indicated on line 2 of the screen.

To change the type of stamp, select the Type line, press **[OK]** and then select **[Received]** from the Type of stamp screen and press **[OK]**.

Additionally, you can:




- Activate or deactivate printing the date
- Activate or deactivate printing 'Received'.
- Select the option to change and press **[OK]**.

The screen indicates the current status of the options.

- Press  or  to return to the home screen.

To select an option on the screen:



- Highlight the option using the arrow keys  and .
- Then always press  to validate your selection.

You can also apply this optional setting:

1. **Move the stamp away from the envelope edge** for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 64.

You are now ready to print.


Processing [Received] Mail

To run mail, follow the procedure below after you have completed the steps in [How to Set \[Received\] Mode printing](#) on page 46.

3

How to Process [Received] Mail

On the [Received] home screen:

1. Press . System motors start running.
2. Insert the envelope into the mail path against the rear-guide wall, with the side to be printed facing upwards.



The Mailing System applies the imprint and the mail piece is sent to the catch tray.

Processing Mail

3.5 Running [No Printing] Mail

In Running [No Printing] Section

This section describes how to use the [No Printing] type of stamp, for:

- Conveying mail for sealing mail without printing.
- Only conveying mail, for counting or testing purposes.

See also

- About the use of the Type of stamp, see [Choosing a Type of Stamp](#) on page 27).

Setting [No Printing] Mail processing

The procedure below outlines steps required to process mail.

You must begin with selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.



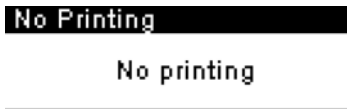
Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

How to Set [No Printing] Mail processing


Main setting:

1. **Make sure you are on the home screen of the [No printing] type of stamp**

The type of stamp is indicated at the top of the home screen as illustrated.



2. Check or change the type of stamp:



Press  to access the imprint screen:


Customize stamp
Type No Printing >

To change the type of stamp, select the Type line, press **[OK]** and then select **[No printing]** in the Type of stamp screen and press **[OK]**.



To select an option in the screen:

Highlight the option using the arrow keys  and .


Then press  to validate your selection.

3. Press  or  to return to the home screen.

You are now ready to process mail.

Processing [No Printing] Mail

How to Process Mail [No Printing] Mail

1. Press . System motors start running.
2. Insert the envelope into the mail path against the rear-guide wall, side to be printed facing upwards.



If you want to seal the envelope, first engage the flap into the moistener (option).

Do not try to moisten self-adhesive envelopes.

3.6 Settings Details


Changing the Current Account

To process a batch of mail pieces using another account (on account-enabled configurations), change the account as follows.


How to Change of Account

To change accounts:

1. As a user:

Press  and type **5** or select the path:
> **Account**

The list of accounts that are available is displayed.

2. Select the account you want to use and press **[OK]**.
3. Press  to return to the home screen. The current account number is displayed.

Using Barcode Scanner to Change of Account



The accounts are listed on the screen in the order they were set up (see [Managing Accounts](#) on page 87).



A barcode scanner can be used for “One Click” entry of accounts into your Mailing System.

Selecting a Rate

Selecting a rate allows the Mailing System to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for big parcels, entered manually (see [How to Enter the Weight Manually](#) on page 59).

The system provides you several ways to select a rate:

- Using a **shortcut list** in the rate selection screen
- Using the **rate wizard** that asks you to choose all the rate parameters (class, destination, format, services...) in complete lists of options.





On the home screen, press  to select the default rate and refresh weight.

How to Select a Rate

To select a rate:

1. Either:

Press  or Press  and type **4** or select the path:
> Rate selection

The Rate Selection screen is displayed.

| | |
|--|--|
| 1st Letter | \$000.000 |
| No services | 00 lb |
| | 00.0 oz |
| <input checked="" type="checkbox"/> 1st Letter | <input checked="" type="checkbox"/> Priority |
| <input checked="" type="checkbox"/> 1st Flat | <input checked="" type="checkbox"/> Services |
| <input checked="" type="checkbox"/> 1st Parcel | <input checked="" type="checkbox"/> Wizard |

2. On that screen, you can:
 - Type a rate number **1 to 7** to select a rate or display rate options
 - Press **8** to select the Rate wizard.
3. Follow the instructions on screen and, once you have chosen the rate and services, press **[OK]** to validate your selection.






Postage displayed on the screen is zero as long as the weight is not known (= zero).

Using the Rate Wizard

The Rate Wizard is an alternative method of selecting rates that will guide you through the rate selection process of all types of mail.



To select an option on the screen:


- **Highlight options** using the arrow keys  and .
- Use the arrow keys to scroll from screen to screen
- **Then press**  to validate your selection.

Rate Wizard screens

- **Selecting a Mail Class**
 - All Rate Mail Classes loaded in the system are displayed in the list
- **Selecting a Destination**
 - For Domestic Mail Classes, you may be prompted to enter the destination postal or zone code . Use the **[C]** key to delete the existing postal or zone code (if any) and enter the new destination postal or zone code.
 - For International Mail Classes, use the arrow keys to highlight Code or Country. You can select from the alphabetically sorted Country list by entering the country letters or you can use the Code List to enter the numeric code for the country if you know it.
- **Selecting a Format**
 - Formats describe the mail piece types for the selected mail class.
- **Selecting a Service**

- All the services available, depending on your previous choices, are displayed in a list (including 'No services').
- After you select a service, any additional available service is displayed.
- **Wizard Summary Screen**
 - The Summary Screen displays all the selections you have made.
 - If you place an item on the weighing platform, the corresponding postage is displayed.
 - Press **[OK]** to return to the home screen.



Otherwise, you can press the back key  to modify any of the settings made previously and obtain a new summary.

Entering Postage Manually

To enter the postage amount manually, follow the procedure below.

How to Enter Postage Manually

On the home screen:

1. Type directly the first figure of the amount using the keypad.

The Manual amount entry screen appears.



2. Complete the amount.
3. Press **[OK]**.

The amount is displayed in the Postage area of the home screen.

Entering Fractional Postage for Presort Mail



To set the fractional postage for presort mail, see [How to Activate / Deactivate Fractional Postage Values](#) on page 161.

3

Processing Mail

Choosing a Weighing Type

Depending on the options that are installed in your Mailing System, several weighing methods are available.

You can also enter the weight manually if you know it: see [How to Enter the Weight Manually](#) on page 59.

Weighing modes

Depending on the type of mail you want to process, choose a weighing method according to the recommendations in the table below.

Standard weighing (if available) is activated by default on mailing system start.

For weighing...

Select the method...

Items one by one

- Standard Weighing

Items stacked on the Weighing Platform

- Differential Weighing

Items exceeding WP capacity (see [Specifications](#) on page 213)

- Manual Weight Entry



The recommendations in the table only apply to items processed with the same rate.

The Weighing type icon on the screen indicates the weighing method selected and thus the source that provides the weight of the mail piece to the system.

Details on the Weighing Modes




All weighing options listed below may not be available in your Mailing System. Check with customer service to see how you can easily add weighing features to your Mailing System via online services.

- **Manual Weight Entry**

In this mode, you enter the weight manually (see [How to Enter the Weight Manually](#) on page 59).

- **Standard Weighing**

In this mode, each mail piece is manually placed on the Weighing Platform, and then put into the mail path.

If the Smart Start option is activated, you do not have to press  at each piece (see [How to Activate / Deactivate Smart Start](#) on page 147).

-

- **Differential Weighing**  (optional)

This mode speeds up the weighing process and increases your efficiency: all the mail pieces are stacked together on the Weighing Platform. Remove the pieces one by one and put them into the mail path. The Mailing System calculates the postage and prints the mail piece automatically.

You can leave all the mail pieces in a tray on the Weighing Platform: the Mailing System will ask you to confirm printing for the last item removed (from the tray).

Changing the Weighing Type

At start-up, the default weighing type is active.


See also

- To change the default weighing mode as supervisor, see [How to Change the Default Weighing Type](#) on page 150.
- To change the weighing type according to the type of process you want to run (see [Choosing a Weighing Type](#) on page 56), follow the steps outlined below.

How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:


Press  or Press **MENU** and type **2.2** or select the path:
> **Job settings** > **Weighing type**

The Weighing mode screen is displayed.

```

Weighing mode
1. Manual Weight Entry
2. Standard Weighing
3. Differential Weighing

```



The options actually displayed in the screen depend on the weighing devices that are connected to your Mailing System and on features that are activated.

2. Select the weighing type.

Entering Weight Manually

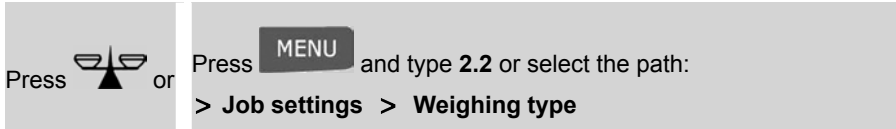
You can enter the weight manually if a mail piece exceeds the weighing capacity of all your weighing platform.


If this situation occurs, you will need to print the postage amount on a label to stick onto the mail piece.

How to Enter the Weight Manually

To enter the weight manually from the home screen, you must first select the postal class:

1. Either:

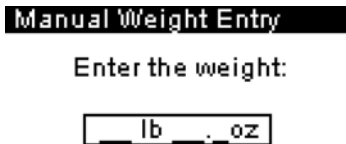


Press  or Press **MENU** and type **2.2** or select the path:
> **Job settings** > **Weighing type**

The Weighing mode screen is displayed.


2. Select **Manual weight entry** (or type 1).

The Manual weight entry screen is displayed.



Manual Weight Entry
Enter the weight:

3. Enter the weight (first **lb** then **oz**) and press **[OK]** to validate.

The home screen displays the Manual Weight Entry icon () and the weight entered.

Configuring the Stamp

Depending on the current Type of stamp, you can modify the elements printed on mail pieces as follows:



- Change printed date
- Adding a pre-loaded Slogan to the left of the stamp
- Adding a custom text to the left of the stamp (you must first create it in supervisor mode)
- Moving the stamp away from the right edge of the envelope.

See also

- [How to Change the Current 'Type of Stamp'](#) on page 33
- [Type of Process and Type of Stamp](#) on page 27.

Navigating in the Stamp Settings

When you have selected the Type of stamp:

- To access the configuration menu of the Type of stamp, press .
- To return to the Type of stamp home screen, press .

Advancing or Omitting the Date

The Date Advance function allows you to change the date printed on mail pieces.




You can set the date advance feature (from supervisor mode) to change at a fixed time. This is useful if you process mail after the last mail pickup for the day. This ensures that the proper date of mailing is printed for the next days mail pickup. See [How to Set the Automatic Date Advance Time](#) on page 160.


How to Change the Date

To change the date that will be printed:

1. Either:

Press  or Press **MENU** and type **1** or select the path:
> Customize stamp

The Customize stamp screen is displayed.

2. Select **> Date** and press **[OK]** (or type **3**).
The Date Advance screen is displayed.
3. On the Date Advance screen, you can configure the printed date as follows:
To cancel the date, select **> No date**.
To cancel the day in the date, select **> No day**.
To choose another day, select the corresponding item in the list.
The  icon indicates the current selection.



The date can be advanced up to 30 days from today's date.

4. Press **[OK]** to apply changes and return to the configuration menu.

Adding Text and/or Ad Die to the Stamp

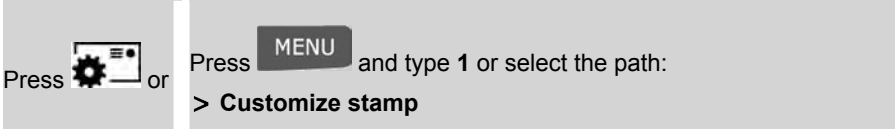
You can add a text and/or an ad die to the stamp, as illustrated below.



How to Add (or Cancel) a Text on the Stamp

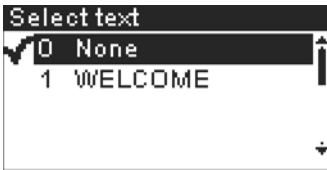
To add a text to the stamp, or to cancel the text:

1. Either:




2. Select > **Text** and press **[OK]** (or type **2**).

The Select text screen is displayed.



3. Select the desired text in the list or select None for printing no text.

The  icon indicates the current selection.

4. Press **[OK]** to validate your selection.

The Customize stamp screen is displayed with updated parameters (home screen:



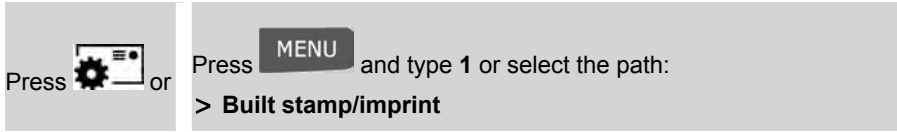
See also

- [Managing Custom Text Messages](#) on page 178
- [Managing Ad Die](#) on page 181.

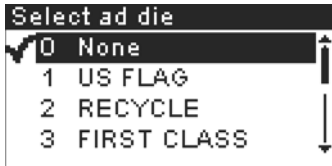
How to Add (or Cancel) an Ad Die on the Stamp

To add an ad die to the stamp or cancel the ad die:

1. Either:




2. Select **> Ad die** and press **[OK]** (or type 1).
The Select Ad die screen is displayed.



3. Select the ad die in the list or select None for printing no ad die.
The ✓ icon indicates the current selection.

4. Press **[OK]** to validate your selection.

The Customize stamp screen is displayed with updated parameters (home screen: ).

Moving the Stamp (Print Offset)

You can move the stamp away from the edge of the envelope when printing on thick envelopes with rounded edges.



1 -Imprint printing offset

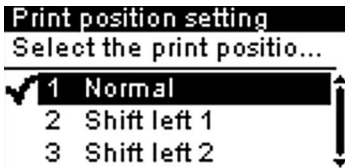
How to Move the Stamp (Print Offset)

To add an offset to the stamp position:

1. As a user:

Press **MENU** and type 2.1 or select the path:
> **Job settings** > **Print position**

The Print position setting screen is displayed.



2. Select the offset and press **[OK]** to validate.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include **the rate, custom text, ad die and date mode** for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected **accounts**.



If your mail requires different settings, then the imprint memories are the solution: all your settings are stored in a single memory.

Just press the imprint memory key instead of multiple keystrokes to select all the required elements.

See also

- To prepare imprint memories as supervisor, see [Imprint Memories](#) on page 162.

How to Use an Imprint Memory

To use an imprint memory:

1. Either:

| | |
|------------------------|---|
| Press Mem or | Press MENU and type 3 or select the path: > Imprint Memories |
|------------------------|---|

The imprint memories list is displayed.

2. Select an imprint memory in the list.
3. Press **[OK]** to validate your selection.

The imprint memory zone (Mem) of the home screen displays the current imprint memory name.

Using the Sealing Function

Hand-Feed Table Moistener

If your hand feed table is equipped with a moistener, you can close the envelopes by sliding the flap under the moistener brush while feeding them into the base mail path.



Do not attempt to seal self-adhesive envelopes. Use standard flap envelopes.

3.7 Advanced Operations

Emergency Stop

If you want to **stop** the system in the event of an emergency:

How to Enable an Emergency Stop

To stop the run process immediately:

1. Press .

Using Batch Counters

Batch counters allow you to track and report pieces (items) and postage (value) since the last counter reset.



To produce reports associated to counters, see [Reports](#) on page 95.

How to View and Reset Batch Counters

1. As a user:

Press  and type **2.3** or select the path:
> Job settings > Start batch counters

2. Select the counter you wish to reset and press **[OK]**.
-

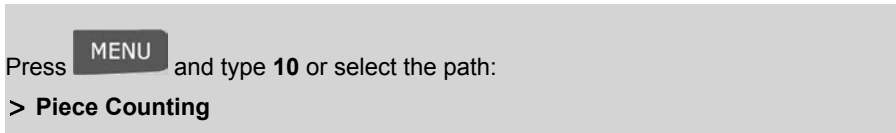
Piece Counting

How to Count Mail pieces by Weighing

This function uses the Weighing Platform to count a stack of identical mail pieces.

To count mail pieces by weighing:

1. As a user:



2. Place 10 items on the Weigh Platform and press **[OK]**.
 3. Put the complete stack of items on the Weigh Platform and press **[OK]**.
 4. The total number of items is displayed.
-

4 Money Operations

This section describes how you can load and manage money in your Mailing System to allow postage operations.

| | | |
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| 4.3 | Unlocking the PSD (Postal Inspection) | 75 |
| | How to Unlock the PSD | 75 |

4.1 Overview

The Postal Security Device (PSD) — Postage Meter

The PSD, located in the base, handles the funds (or money) in your Mailing System.

The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.



Check that your Mailing System is connected to a telephone line or network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 165).

Managing Funds

As a user, you can carry out the following operations dealing with funds in your Mailing System:

- Check the available funds in the PSD
- Add funds to the PSD.

The funding operations trigger a connection of the Mailing System to Postal Services through the telephone line or internet connection.

Tracking Funds

You can generate reports on the use of your postage funds as all Mailing operations involving your postage are recorded by the Mailing System.

To generate reports, see [Reports](#) on page 95.

4.2 Managing Funds

Checking Funds


You can check the total postage used and the remaining funds in the PSD at any time. To check that the funds are available to complete your current task.

Use the following steps to display your available postage funds.

How to Check the PSD (Meter) Funds

To check available funds:

1. Either:

Press  or Press **MENU** and type 7 or select the path:
> **My Funds**

The Funds Menu is displayed.

```
Funds
1. Funds Used / Funds A
2. Add Funds
3. Postal Inspection
```

2. Select the menu path:

Funds Used / Funds Available (or type 1).

The screen displays your postage funds as shown below.

```
Funds Used/Funds Availab
Funds Used
$ 0.000
Funds Available
$ 1,000.000
```



(Ascending = funds used. Descending = funds available.)



Adding Funds

You can add funds to your Mailing System at any time by completing the steps listed below. The Mailing System then connects to the Postal Service and validates the operation.

How to Add Funds to the PSD (Meter)

To add funds to the PSD:

1. Either:

Press  or Press  and type 7 or select the path:
> **My Funds**

2. Select > **Add Funds** (or type 2).

- If the system asks for a PIN code, enter the code using the keypad and press **[OK]**.

The Funds Screen is displayed.

```

Add Funds
Postage Available
  $ 1,000.000
Basic unit for r...$ 1.000
Amount of Postage to Add
  $ 1,000.000
  
```

By default, the system displays the value of the previous transaction.

- Enter the amount of postage to add using the keypad (use **C** to clear a digit, press **C** twice to clear the field).
- Press **[OK]** to start the connection to the Postal Server.

If the funding process is successful, the system displays a successful message.

```

Add Funds
Transaction successful.
Account balance :
  $ 4,013,322.350
  
```

OK

If funding fails, the system displays a failure message and the amount that you may actually add, depending on your postal account balance.



In the case of a communication error, the amount previously entered cannot be changed. Check connection settings (see [Connection Settings](#) on page 165).

- You can open the Funds Used / Funds Available screen to check your account balance once the transaction is complete (see [How to Check the PSD \(Meter\) Funds](#) on page 72).

See also

- As supervisor, you can set the Mailing System to ask for a PIN code for crediting: see [How to Set/Cancel a Funding PIN Code](#) on page 149.

4.3 Unlocking the PSD (Postal Inspection)

Manual Call

The postal service requires your postage meter (PSD) to periodically connect for postal security regulation. If you have not connected your system after a period your system will automatically be deactivated.

You have to do a connection within 90 days.

If your system is deactivated, you have to perform a connection to the Postal Services to unlock the PSD.



You can also use the Audit function to set the Mailing System time after **Daylight Savings Time transitions**, as connecting to the Postal Services sets the Mailing System time and date.

How to Unlock the PSD

To unlock the PSD and manually connect to the Postal Services:

1. Either:



Press **MENU** and type **7** or select the path:
> My Funds

2. Select **> Postal Inspection** (or type **3**).

The system asks for confirmation.

3. Press **[OK]** to connect to the Postal Services.

If the audit is successful, the system displays a successful message.

If the audit fails, the system displays a failure message explaining the cause of the error. Try to correct the cause and retry.

5 Managing Accounts and Assigning Rights

This section describes how you can manage accounts as the supervisor to track postage funds usage and/or set access rights to a variety of functions on your Mailing System.

- 5.1 Accounting and Assigning Rights Overview79**
- 5.2 Selecting an 'Account Mode'81**
- 5.3 Guidelines to Setup an Account82**
 - How to Change a Shared PIN Code83
- 5.4 Selecting an 'Account Mode'86**
 - How to Display and Change the 'Account Mode'86
- 5.5 Managing Accounts87**
 - How to Create an Account89
 - How to View / Edit Account Information90
 - How to Activate / Deactivate an Account91
 - How to Delete an Account91
 - How to Export an Account List92
 - How to Import Accounts93

5.1 Accounting and Assigning Rights Overview

Postage Tracking and Access Control

Your Mailing System allows you to track postage by account/department and to add security to prevent unauthorized use of a variety of functions.

- Track postage expenditures: the **Accounts** function
- Control user access with PIN code to the machine: the **Access Control** function.

You can activate one or the other of these functions.

The Accounts Function

Activating the Accounts Function in the Mailing System is a convenient way to monitor, track and control postage expenses by, for example, associating accounts to departments in your organization (Marketing, Sales, etc.) or to different companies, if the Mailing System is shared.

When the Accounts Function is activated, the currently selected account is charged each time the user applies postage to mail.

You can then issue reports on each account (for information about reports, see [Reports](#) on page 95).

Accounts from the User's Perspective

If the Accounts Function is activated, users of the Mailing System must select an account when starting their work session.

Afterwards, users can change accounts to allocate postal expenditures as needed.

The Access Control Function

As supervisor, you can set the Mailing System to ask for a PIN code when a user wakes the machine up to start a session.

This allows you to protect the system and restrict the usage of your funds.

The different access control policies you can implement as the supervisor are:

- **No PIN code:** unlimited access
- **Unique System PIN Code:** users enter a PIN code to access the system.

5.2 Selecting an 'Account Mode'

Introducing the 'Account Modes'

The 'Account mode' allows you to set up both the Accounts and the Access Control functions (see [Accounting and Assigning Rights Overview](#) on page 79).

The table below lists the functional access control for each account mode.

| | | Access Control Function | |
|-------------------|-----|-------------------------|----------------------------------|
| | | No | Yes |
| Accounts Function | No | 'No account' | 'No account with access control' |
| | Yes | 'Accounts' | 'Accounts with access control' |

'Account Modes' table

The table below summarizes the 'Account mode' options available and the function of each option, on the user and supervisor points of view.

| Account mode | Function | Action required to access the system |
|----------------------------------|---|---|
| 'No Account' | No postage tracking No access control | Unlimited access to the system |
| 'No Account with Access Control' | No postage tracking Protects access to the system | Type a PIN code (shared by all users) to log in |
| 'Accounts' | Tracks postage by Account/Department | Select the account to charge postage |
| 'Accounts with Access Control' | Tracks postage by Account/Department Controls access to system and to accounts | Type a PIN code to log in Select the account to charge postage |

5.3 Guidelines to Setup an Account

See also

- [Selecting an 'Account Mode'](#) on page 81.

Setting up 'No Account'

The 'No Account' mode provides users with unlimited access to the system (self-service type).

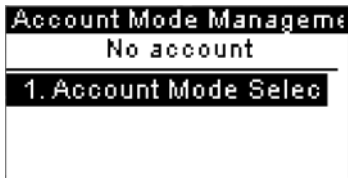
This is the default mode in your Mailing System.

Implementing “No account”

- Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 86 and select the 'No Account' mode.

'No Account' Management Menu

In No account mode:



No other setting is necessary for the 'No Account' mode.

Setting up 'No Account with Access Control'

If you want to prevent unauthorized use of the Mailing System and do not want to use accounts, use the "No Account with Access Control" mode. This provides a single PIN code for all authorized users.

Implementing "No account with access control"

1. Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 86 and select the 'No account with access control' mode.
2. Enter the 4 digit shared PIN code the users will have to enter at log in.

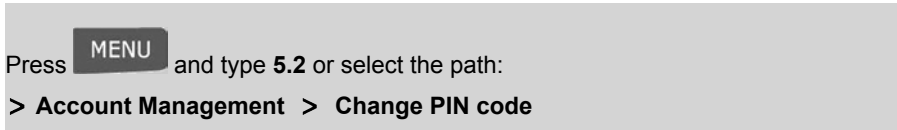
'No Account with Access Control' Management Menu

In No Account with access control mode, the menu allows you to change the shared PIN code.



How to Change a Shared PIN Code

1. As the supervisor (see [How to Log in as Supervisor](#) on page 136):



The PIN code screen is displayed.

2. Enter the new PIN code and press **[OK]**.

Setting up 'Accounts'

In 'Accounts' Mode, users must select an account before they can process their mail. The user can change accounts at any time during mail processing.



If only one account is available, the Mailing System automatically selects it at start up.

5 Implementing the “Accounts Mode”

1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 86 and select the 'Accounts' Mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 89.



When you activate the 'Accounts' Mode, the system creates an account by default.

'Accounts' Mode Management Menu

In Accounts Mode, the menu allows you to manage your accounts.

```
Account Mode Managemen
Account
1. Account Mode Selec
2. Manage Account
```

See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 87.

Setting up 'Accounts with Access Control'

In the 'Accounts with Access Control' Mode, users must first enter a PIN code and then select an Account. They can change accounts once they have logged in. The supervisor can restrict accounts for each user.



If only one account is available, the Mailing System automatically selects it at start up.

Implementing “account with access control”

1. **Select the 'Accounts with Access Control' mode:** see [How to Display and Change the 'Account Mode'](#) on page 86.
2. **Create the accounts** you wish to implement: see [How to Create an Account](#) on page 89.

'Accounts with Access Control' Management Menu

In Accounts with Access Control mode:

```
Account Mode Management  
Account with PIN Code  
1. Account Mode Select  
2. Manage Accounts
```

The menu allows you to manage the Accounts

5.4 Selecting an 'Account Mode'

See also

- [Guidelines to Setup an Account](#) on page 82.

How to Display and Change the 'Account Mode'

To display and change the 'Account mode':

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **5.1** or select the path:
> Account Management > Account Mode Selection

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.

Account Mode Selection

1. Account
- ✓ 2. Account with pin e
3. No account
4. No account with ...

2. Select another 'Account mode'.
3. Press **[OK]** to confirm.
4. If required, enter the PIN code and press **[OK]**.

The Mailing System then confirms that the 'Account Mode' has been changed.

5.5 Managing Accounts

Selecting an Account Mode

You can only manage accounts in the Accounts Mode.

Before creating accounts, see [Setting up 'Accounts'](#) on page 84.

Account Information

Number of accounts

The number of accounts you can create is set to **30** by default and can be increased to **100** with an additional upgrade.

Every account includes the following information, which is displayed on the Add account screen:

Account summary

Account creation summ...

| | |
|--------|--------|
| Number | 00001 |
| Name | ACC1 |
| Status | Active |

Number 11 Alphanumeric Characters

Number of the account. **Two accounts cannot have the same number.**

An account number cannot be modified after the account is created. However, the account can be deleted.

Name 32 Alphanumeric Characters

Name of the account. **Two accounts cannot have the same name.**

Status Active / Inactive

Only active accounts are visible to users.

Naming limitation



Account names must be unique within the system.

Additional information

See also

- About changing the maximum number of accounts, see [Account level](#) on page 125.
- Printing the current account list: [Account Report](#) on page 108.

Account Management

Follow the steps below to create, modify, activate/deactivate or delete accounts.



You can also import a list of accounts. See [Importing/Exporting Account Lists](#) on page 92.

See also

- [Account Information](#) on page 87.

Creating Accounts

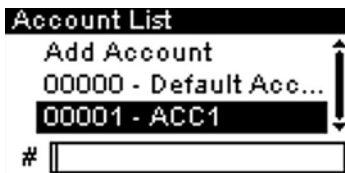
How to Create an Account

To Create an account activate the mode “accounts”. See [How to Display and Change the 'Account Mode'](#) on page 86

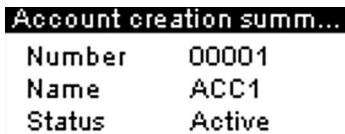
1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **5.2.1** or select the path:
> Account management > Manage accounts > Account list

The Account list screen is displayed.



2. Select **> Add Account** .



3. Using the keypad:
Enter the Account Number and press **[OK]**
Enter the Account Name and press **[OK]**
Select the Account Status (active or inactive) and press **[OK]**.
The Account creation summary screen will appear.
4. Press **[OK]** to confirm the creation of the account.

Editing Accounts

Use the following steps to modify an account name or account status.
The account number cannot be edited once it is created.

How to View / Edit Account Information

5

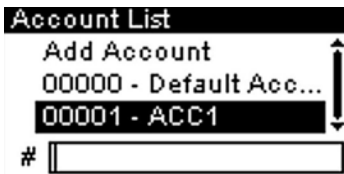
Managing Accounts and Assigning Rights

To view or edit an account:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

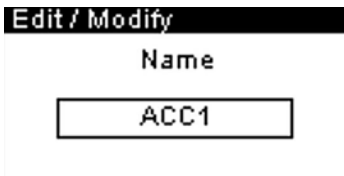
Press **MENU** and type **5.2.1** or select the path:
> **Account management** > **Manage accounts** > **Account list**

The Account list screen is displayed.



2. Select the account (or type the account number) and press **[OK]**.
3. Select **Edit / Modify**.

The Edit / Modify screen appears.



4. Change each parameter using the keypad (use key **[C]** to clear characters). Press **[OK]** to display the next parameter.

The Account modification summary screen is displayed.

5. Press **[OK]** to accept the changes.

Activating Accounts

This function allows you to create accounts in advance and prevent them being used before your account structure is complete.

How to Activate / Deactivate an Account

To activate or deactivate an account:

1. Perform procedure [How to View / Edit Account Information](#) on page 90.
 2. Change the account status (the button displays the current status: active or inactive) and press **[OK]**.
 3. Accept the changes by pressing **[OK]** on the Account modification summary.
If an account is deactivated it is no longer visible to the operator.
-

Deleting Accounts

You may need to delete an account.

How to Delete an Account

To delete an Account:

1. Perform procedure [How to View / Edit Account Information](#) on page 90.
2. On the Account management screen, select **> Delete** (or type **2**) instead of Edit/Modify.
A confirmation of account deletion is displayed.



An account number cannot be modified. If you want to modify the account number, first delete the account and then create a new account with a new account number.

Importing/Exporting Account Lists

You can import an account list to or export an account list from your mailing machine as a CSV file using OLS or a USB memory key.

Imported accounts are created and added to the existing account list as unformatted accounts.



Using a spreadsheet program or a simple text editor, modify an exported CSV file to add new accounts to your Mailing System by re-importing the file.

5

Exporting an Account List

You can export an account list as a CSV file, for use as back-up or to modify it to create new accounts.

How to Export an Account List

To export an account list on a USB memory key:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **5.2.4** or select the path:

> Account management > Manage accounts > Export Account list

2. Insert the USB memory key into the USB port of the base (at rear left) and press **[OK]**.
3. Follow the instructions displayed on the screen.

At the end of the process, a message will inform you that you may remove the USB memory key.

Importing Account List

To import accounts into your Mailing System, place the CSV file on a USB memory key.



You can only import CSV files located in the root directory of the USB memory key.

The CSV file should have the following characteristics:

| | |
|------------------|--|
| Name | Format is ACS_yyyymmdd_hhmmss.CSV (example: ACS_20091007_035711.CSV) |
| Field delimiter | ; (semi-colon) |
| Record delimiter | New line |



To add accounts to your Mailing System, export the current account list and modify it before re-importing it into the Mailing System.

See also

- Maximum number of accounts: [Account Information](#) on page 87.

How to Import Accounts

To import accounts from a CSV file:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **5.2.3** or select the path:
> Account management > Manage accounts > Import Account list

2. Insert your USB memory key into the USB port of the base (at rear left) and press **[OK]**.
3. Select the CSV file to import and press **[OK]**.
4. Follow the instructions displayed on the screen.

At the end of the process, a message will inform you when you may remove the USB memory key.

6 Reports

This section explains how you can access and print reports for your Mailing System.

| | | |
|------------|--|------------|
| 6.1 | Reports Overview | 97 |
| 6.2 | Generating a Report | 100 |
| | How to Generate a Report (as a User) | 100 |
| | How to Generate a Report (as Supervisor) | 101 |
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| | How to Generate the Account Report | 109 |
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| | How to Generate a IP Configuration Report | 114 |
| | How to Generate a Proxy Configuration Report | 115 |

6.1 Reports Overview

As a user or supervisor, you can get a range of reports to regularly view, print or store information regarding your Mailing System usage, funds usage, account expenditures, etc.

Your Mailing System can also upload basic data that can be viewed online. Enhanced online postal expense management reporting can be added as an option.

Reports generally require a beginning date and an end date. Typically, the reports are available on screen and can be printed out on an external USB printer or saved on a USB memory key.

Your Mailing System also allows you to get reports on mailing activity over the past two years.

The table below lists the available reports.

List of Reports

Output on: L=label (or envelope), S=screen, P=USB printer, F=USB memory key

COUNTER DATA

| | | | |
|----------------------------|---|----|---|
| Batch Data | Batch Counter and corresponding postage for outgoing mail since the last reset. | SP | Batch Data Report on page 102 |
| Received Batch Data | Batch Counter for incoming mail ('Received on') since the last reset. | SP | Received Batch Data on page 103 |

POSTAGE DATA

| | | | |
|----------------------|--|-----|--|
| Daily Usage | Consumption information (total items and total postage value) for each day of a selected period. | SPF | Daily Usage Report on page 104 |
| Monthly Usage | Total items and total postage value per month for a selected period. | SPF | Monthly Usage Report on page 105 |

FUNDS DATA

| | | | |
|-----------------------------------|---|------|---|
| Funds Usage Information | Information on the funds usage in the machine (since the installation of the machine). Contents is limited to the history available in the PSD. | LSPF | Funds Summary Report on page 106 |
| Adding Postage | Last refill operations performed on the machine in a selected period (supervisor only). | SPF | Adding Postage Report on page 107 |
| Single Account | Usage for a specific account selected in an account list, for a selected period. | S | Single Account Report on page 109 |
| Multi Account | Usage on all accounts in a selected period. | PF | Multi Account Report on page 110 |
| SYSTEM DATA | | | |
| Machine Configuration | Supervisor settings (imprint default data, date advance, postal services, connections, Ink cartridge, weighing options, modem, etc.) | PF | Machine Configuration Report on page 111 |
| Base Events PSD Events | Events listed for diagnostics with customer service assistance only (supervisor only). | SPF | Base events on page 112 Meter events on page 113 |
| IP Configuration Report | IP configuration settings | L | IP Configuration Report on page 114 |

Proxy Configuration Report

Proxy configuration settings

L

[Proxy Configuration Report](#)
on page
115



6

Reports

6.2 Generating a Report

To generate a report, select the desired report, and choose how you want to display or record the report:

- On screen
- On an external printer (if any)
- On a USB memory key


How to Generate a Report (as a User)

6

Reports

To generate a Report:

1. As a user:

Press  and type **6** or select the path:
> **Reports**

2. A list of available report types is displayed.
3. Select the report type and press **[OK]**.
4. Depending on the report type, the system may ask for preferences such as:
 - Period of time targeted (begin date, end date)
 - Desired account, etc.
 - Select or type the required parameters and press **[OK]**.
 - The Output selection screen is displayed.



Use the **[C]** key to clear displayed parameter data (from right to left) and then enter the new parameter data you want.

5. Select an available output device and press **[OK]**.
The system will send the report details to the selected output.
-

How to Generate a Report (as Supervisor)

To generate a Report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **2** or select the path:
> **Reports**

2. Resume with the steps outlined in [How to Generate a Report \(as a User\)](#) on page 100.
-

6.3 Counter Data

Batch Data Report

This report displays the batch counter and the postage spent for outgoing mail (type of stamp [**Standard**]) since the last reset.

Requirements

To generate this report, you have to be logged in as a user.

You must be in [**Standard**] stamp type to view the outgoing mail batch counter.

Output

- Screen
- USB printer

Content

Fields

Comments

Period

Begin = Date of last reset

End = Current date

Die number

On printed report only

Number of items (without 0.00 items)

Total value of items



After issuing reports like Metering Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next set of reports restart from zero at the current date.

See [How to Reset Batch Counters](#) on page 66.

6

Reports

Received Batch Data

This report displays the batch counter for incoming mail ('Received on') since the last reset.

Requirements

To generate this report, you must be logged in as a user.

You must be in **[Received]** stamp type to view incoming mail batch counter.

Output

- Screen
- USB printer

Content

Fields

Comments

Period

Begin = Date of the last reset

End = Current date

Incoming Mail

Number of items



After issuing reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero at the current date.

See [How to Reset Batch Counters](#) on page 66.

6.4 Postage Data

Daily Usage Report

This report displays, for each day of the selected period, usage data such as total items and total postage value.

Requirements

This report is available as a user or supervisor.

You have to enter the Begin date and the End date of the report. The default End date is then 31 days later.



You can specify another End date.

Default period:

- Begin = 1st day of the current month
- End = Current day.

Output

- Screen
- USB printer
- USB memory key

Content

Fields

Comments

Die number

On printed report only

For each day in the period:

- Day number
 - Number of items processed (zero and non-zero)
 - Total postage value for this day
-

Monthly Usage Report

This report displays, in a selected period and per month, the total items and total postage used.

Requirements

This report is available as user or supervisor.

You have to specify the Begin date and an the End date of the report. Use the selection of month and year.

Default period:

- Begin = Current month of the previous year
- End = Current month

Output

- Screen
- USB printer
- USB memory key

Content

Fields

Comments

Die number

On printed report only

For the period, for each month presented in data collected:

- Month name and year
 - Total number of items processed
 - Total postage value for the month
-

6.5 Funds Data

Funds Summary Report

This report displays the information on funds usage since the installation of the system. The content is limited to the history available in the PSD.

Requirements

This report is available as user or supervisor.

Output

- Screen
- USB printer

Content

Fields

Comments

| | |
|------------------------------|---|
| Current date and time | Printed report only. |
| PSD status | Printed report only. |
| Die number | Printed report only. |
| Funds used (ascending) | Total postage printed by the system. |
| Funds available (descending) | Postage available in the system to print. |
| Control total | Total funds downloaded into the system. Must be equal to ascending + descending. |
| Non zero items | Total number of normal items. |
| Zero Items | Total number of zero items. |
| Total items | Total number of zero + non-zero items. |

6

Reports

Adding Postage Report

This report displays the last postage refill operations performed on the machine in a selected period.

Requirements

For this report, you have to be logged in as a supervisor.

Output

- Screen
- USB printer
- USB memory key

Content

Fields

Comments

Period

Default period:

- Begin = Current date - 6 months
- End = Current date

Die number

On printed report only

For each postage download performed:

- Download date & time
- Funding amount
- New descending

Represents the new total amount available in the machine.

6.6 Account Data

Account Report

This report displays the list of accounts in the system.

Requirements

To generate this report:

- You have to be logged in as a supervisor
- The current 'Account mode' has to be Account.

Output

- Printer
- USB memory key

Content

Data

For each account:

- Account number
 - Account name
 - Pin Code (if 'Account with access control' is activated)
 - Status
-



When Advanced reporting is enabled, budget and surcharge data is included in the report. Please contact your Customer Service to enable options.

How to Generate the Account Report

To generate the Account Report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **5.2.2** or select the path:
> Account management > Manage accounts > Account report

2. Select an Output and then press **[OK]**.
-

Single Account Report

This report displays postal expenditures for one account over a selected time period. You can select any account from the list.

Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Accounts' or 'Accounts with access control'.

You have to select an account in the list of accounts, then the Begin date and the End date of the report.

Default period:

- Begin = 1st day of the current month
- End = Current date

Output

- Screen

Content

Fields

Comments

Period

Die number

printed report only.

Account number

Account name

Number of items processed (zero + non-zero items)

Total postage value

Multi Account Report

This report displays postal expenditures for all the accounts over a selected time period, sorted by ascending account number.

The report displays all the accounts in 'active' status, and accounts 'inactive' or 'deleted' with a postage value.

Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Accounts' or 'Accounts with access control'.

You have to specify the period for the report (Begin and End dates).

Default period:

- Begin = 1st day of current month
- End = Current date

Output

- Screen
- USB printer
- USB memory key

Content

Fields

Comments

Period

Die number

On printed report only.

For each account:

- Account Number
- Account name
- Number of items processed (zero + non-zero items)
- Total postage value.

If, in the period, some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.

Machine Configuration Report

This report displays all supervisor settings.

Requirements

To generate this report, you have to be logged in as a supervisor.

Output

- USB printer (if installed)
- USB memory key

Content

Fields

Imprint default settings (Default Text, Default Ad die, Default Rate)

Date advance parameters

Funds settings (High value, Low Funds)

Connections settings (phone numbers)

System settings including, for example:

- MMI settings (language, default home screen, sleep mode timeout, backlight)
 - Weighing settings (Geo code, weight threshold, rounding mode)
 - Connection settings.
-

See also

- [Generating a Report](#) on page 100.

Base Events

This report displays the list of events encountered on the mailing system and related to the base.

Requirements

- To generate this report, you have to be logged in as the supervisor.

Outputs




- Screen
- USB Printer (optional)
- USB Key

6

Reports

If you use screen to see this report:



- **Scroll** the events using the arrow keys  and .
- **Press**  if you want to go back to the selection of the output.

Content

| | |
|--------|--|
| Code | Reference code of the base event: BAS-XX-YYY (XX is a 2-digit number, YYY is a 3-digit number) |
| Date | Date when event occurred |
| Cycles | Number of imprints when this event occurred. |

See also

- [Generating a Report](#) on page 100.

Meter Events

This report displays the list of events encountered on the mailing system and related to the meter.

Requirements




- To generate this report, you have to be logged in as the supervisor.

Outputs

- Screen
- USB Printer (optional)
- USB Key

If you use screen to see this report:



- **Scroll** the events using the arrow keys  and .
- **Press**  if you want to go back to the selection of the output.

Content

| | |
|--------|---|
| Code | Reference code of the meter event: PSD-XX-YYY (XX is a 2–digit number, YYY is a 3–digit number) |
| Date | Date when event occurred |
| Cycles | Number of imprints when this event occurred. |

See also

- [Generating a Report](#) on page 100.

IP Configuration Report

| IP Configuration | DHCP setting |
|--------------------|-------------------|
| MAC Address | 00-50-b5-07-b6-17 |
| IP address | 10.38.130.19 |
| IP mask | 255.255.248.0 |
| Gateway IP Address | 10.38.130.254 |
| DNS IP Address 1 | 10.38.200.4 |
| DNS IP Address 2 | 10.38.200.10 |

Requirements

To generate this report:

- you must be logged in as Supervisor
- the mailing machine must be connected to the network with a modem or LAN

Output

The IP Configuration Report outputs are:

- Label

6

Reports

How to Generate a IP Configuration Report

To generate a IP Configuration Report:

1. See [Generating a Report](#) on page 100.
-

Proxy Configuration Report

| | |
|-----------------|-------------------|
| Proxy settings: | Proxy OFF |
| MAC Address: | 00-50-56-07-48-17 |
| Proxy URL: | |
| Proxy Login: | |
| Proxy Password: | |
| Proxy Port: | 8080 |

Requirements

To generate this report, you must be logged in as a supervisor.

Output

The Proxy Configuration report output is:

- Label

How to Generate a Proxy Configuration Report

To generate a Proxy Configuration Report:

1. See [Generating a Report](#) on page 100.
-

7 Online Services

Online Services for your Mailing System allow you to update postal rates, download optional features and use discounted USPS postal services such as e-delivery confirmation. Online Services for your Mailing System allow you to very easily achieve tasks such as updating postal rates, system software or optional features, and using services such as mail follow-up online.

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7.1 Online Services Overview

The Online Services simplify the use and the update of your Mailing System.

Online Services features and capabilities include:

- **Online reporting:** the usage of your machine is available from your personal, secure web account, simplifying tracking and reporting of your postage expenses.
- **eConfirmation Services:** save money with USPS discounts on Delivery and Signature Confirmation services, and simplify the process of sending Certified Mail. Monitor delivery of all of your tracked mail from your web account.
- **Rate Updates:** maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see [Options and Updates](#) on page 171)
- **Ink alerts:** never run out of ink again! The online server monitors your mailing machine ink supply and e-mails an alert notification when it is time to re-order.
- **Ad-die/slogan download:** order a new ad-die and get it downloaded via Online Services server directly to your Mailing System.

Your Mailing System connects to Online Services server via the same telephone or network connection you use to add postage to your meter.

All connections are secure, and data is maintained under strict privacy policies.

7.2 Connecting to Online Services

Automatic calls

Automatic calls

To fully benefit from the convenience and power of Online Services, your Mailing System should permanently be connected to a live analog telephone line or network connection so that it can link to the Online Server automatically whenever required.

For the usage of some services, some automatic calls are scheduled to upload corresponding data.

For the Reports service, the Mailing System automatically connects at the end of each month to upload accounting and postal category statistics.

For the eConfirmation service, your Mailing System automatically connects at night if you have processed transactions with an eConfirmation service that day.

For the Ink Management service, the Mailing System automatically connects when it's time to re-order ink supplies.



It is strongly recommended that you leave the Mailing System turned on, in sleep mode, and connected to a live analog telephone line or network during the night, to allow the connection to the Online Server to occur automatically.

Manual Calls

Manual calls allow you to connect to the Online Server in order to retrieve new information (update postal rates, ad-dies/slogan or messages) or to enable features and options (weigh platform capacity, number of accounts, differential weighing, etc.).



You will be instructed to use this function when rates change if you do not have a rate protection agreement.

You can trigger a call to the Online Services server from the user menu as well as from the supervisor menu.

How to Call Online Services Manually (as a User)

To trigger a generic call

1. As a user:

Press **MENU** and type **9.3** or select the path:
> Online services > Generic call

The Mailing System connects to the server and downloads the available elements (rates, ad dies, etc.).

2. Check your mailbox for messages: see [Using the Mailbox](#) on page 174.

How to Call Online Services Manually (as Supervisor)

To trigger a generic call:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **10.3** or select the path:
> Online services > Generic call

The Mailing System connects to the server and downloads the available elements (rates, ad dies, etc.).

2. Check your mailbox for messages: see [Using the Mailbox](#) on page 174.

Synchronize Call

This type of call is only for executing on request from your Customer Service.

This call updates the automatic call schedule of the machine and the features/options (see [Options and Updates](#) on page 171).

Testing the Connection to Online Services

You may test the connection to the Online Services server via the commands in the Online Services menu:

- Ping server

Establishes a connection and checks whether the server answers to a 'ping' command.

This test:

- Validates connection parameters (see [Connection Settings](#) on page 165)
- Indicates that the modem is functional
- Indicates that the server can be contacted

- Test server

Establishes a connection and tests the communication dialog with the server. This test indicates that transactions can be held normally.



Test server is a bandwidth test and should only be undertaken after a request from Customer Service.

How to Test the Connection to Online Services

To ping the server

1. As a user:

Press **MENU** and type **9.1** or select the path:
> Online Services > Ping server

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **10.1** or select the path:
> Online Services > Ping server

To test the server

1. As a user:

Press **MENU** and type **9.2** or select the path:
> Online Services > Test server

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **10.2** or select the path:
> Online Services > Test server

The call process starts and displays its sequence of operations on the screen.

7.3 Uploading Statistics

This manual call uploads report data to the Online Services server, so that you can display reports that integrate the latest figures on your Online Services web page.

Otherwise, automatic calls upload report data to the Online Services server at the end of each month.



Your system uploads basic statistic data for basic postal expense management reporting. Enhanced reporting is optional. See [Activating New Options](#) on page 177.

How to Upload Report Data to the Online Services Server

7

Online Services

To upload report data:

1. As a user

Press **MENU** and type **9.5** or select the path:
> **Online Services** > **Upload Statistics**

2. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **10.7** or select the path:
> **Online Services** > **Upload Statistics**

The call to the server is triggered.

7.4 System Online Services

Ink Management Service

The Ink Management service sends an electronic message to the Online Services server when the mailing machine's ink supply is running low.

An e-mail message then informs you of that condition so that the ink cartridge can be replaced in time.



For more information, please contact Customer Service.

Rate Protection

Rate Protection ensures that the latest postal rates are installed on your Mailing System.

When the Postal Service announce changes in their rate and fee schedule, the Online Services server downloads the new rates into your Mailing System.

Your Mailing System automatically switches to the approved rates on the effective date of rate change.



For more information, please contact Customer Service.

Account level

It is possible to increase the number of accounts in your system.



To upgrade your system, please contact your Customer Service.

7.5 eConfirmation Services

Service Overview

With E-Confirmation Services, your mailing machine can capture and process **USPS Delivery Confirmation, Signature Confirmation, and Certified Mail** tracking label numbers.

After upload to the Online Server, simply log on your Online Services Web account to monitor all of your USPS Confirmation Service delivery tracking records at a glance, or in detail, in one convenient location.

In addition to online tracking, you can activate and receive **e-mail status updates** for your tracked parcels.

You will realize postage savings on your tracked parcels because the Postal Service provides a discount on its retail Delivery and Signature Confirmation fees when parcel tracking data is uploaded electronically to the Postal Server. The special rate is identified as eConfirmation on your Mailing System and in these instructions.



To be eligible for Postal Service discounts on Delivery Confirmation and Signature Confirmation services, you must use e-identified tracking labels that are only available from Customer Service. Any other label will cause an input error message. Your Mailing System cannot process confirmation service tracking labels obtained from a Post Office retail counter.

The 'e' in the upper left corner of the label expedites processing and indicates the discount to the letter carrier.

eDelivery Confirmation

You receive an email with the date and time of the delivery. The dates and times of any unsuccessful deliveries are also noted. eDelivery Confirmation is available with First Class, Priority, or Package Service (including Parcel Post, Media Mail, etc.).

eSignature Confirmation

You receive an email with the date and time of the delivery and the name of the person who signed for the parcel. You can obtain a copy of the proof-of-delivery signature via FAX or email from the USPS. The dates and times of any unsuccessful deliveries are also noted. eSignature Confirmation is available with First Class, Priority, or Package Service (including Parcel Post, Media Mail, etc.).

eCertified Mail

You receive an email with the date and time of the delivery. The recipient's signature is obtained upon delivery and a record is maintained by the USPS. This service is typically used for letters rather than parcels.

In order to use the eConfirmation services, you must have a Weighing Platform connected to your Mailing System.

e-Confirmation Service Customer Profile

If you have purchased the E-Confirmation Edition with USPS tracking, on the Online Services web page, you can activate and define your e-mail notifications, as well as enter and maintain e-mail addresses for the notifications.

The possible notifications are:

- **Email Daily Report** to the email address of the person who is to receive a daily summary status for the eConfirmation tracking records uploaded the previous day
- **Email Notifications** to the email address of the person who is to receive email notifications about the following events:
 - When sent
 - When delivered
 - When not received (within N days).

The notification settings are initially set to OFF. They will need to be set up in order to activate the e-mail notification services.

How e-Confirmation Service Works

You can track mail delivery through the Online Services server because the server is in constant communication with the USPS. The diagram below shows how tracking information flows from your mailroom, through the Online Services server and on to the USPS, and then back to you.

The Process in your Mailroom

1. **Apply a tracking label** (supplied by your Customer Service) to your mail.
For information about ordering new labels, please contact your Customer Service.
2. **Select the appropriate rate** and e-Confirmation service on your machine display.
3. **Apply the metered postage** to your mail.
4. **Deposit your mail with the USPS** (e-Confirmation does not require additional special paper work, as do retail mail confirmations).
5. **Upload your daily mailing information** to the Online Services Server.
This function is performed everyday via an automatic call during the night.
6. **Receive USPS updates** about your mail's delivery status via emails from the Online Services server. You can also check the status of your mail on the web by logging on to the Online Services Web page.

Getting e-Confirmation Status Data

Mailing status information is available in two ways:

- Via your Online Services web page
- Via emails sent by the Online Services server.

You can log on to your Online Services web page with a password 24 hours a day, 7 days a week.

Email notifications arrive when a change in your mail status occurs at USPS.

Processing e-Confirmation Items Using your Weighing Platform

If you plan to use the eConfirmation service frequently, the use of a handheld scanner to scan the tracking labels is recommended. The handheld scanner option is compatible with the use of a weighing platform.

For information about the optional scanner, please contact your Customer Service representative.

How to Process eConfirmation Items using the WP

The weighing platform must be connected to your mailing machine. Using your weighing platform to send a package and request eConfirmation service is simple:

1. Place the eConfirmation label on the package.
2. Place your package on the WP.

(If needed, first remove all items from the WP and rezero your weighing platform: see [How to Zero the Weighing Platform](#) on page 152).

3. Select the rate corresponding to the package to send (see [How to Select a Rate](#) on page 53).

If the rate requires a zip code to be entered, a specific screen is displayed to capture the Zip code.

4. Add an eConfirmation service.

In the eConfirmation screen, check the PIC number (tracking number) or scan it. The machine automatically suggests the next PIC number.

If the displayed PIC number does not match your label, use the **[C]** key to clear numbers (right to left), then enter the correct PIC number.



Use the labels in order to avoid typing the full PIC number each time. If you have a scanner, scan the PIC number - this is fast, easy, and reliable.

5. Enter or modify the Sender ID information on the SenderID screen. This sender ID will enable you to easily identify the package record in an email notification or on the tracking web site. The Sender ID can be up to 31 characters. This is an optional step.
6. Validate the rate and return to the home screen.
7. Insert item or tape in the machine.

When printing is done, an eConfirmation record is created (see [How to Display eConf Record List and Details](#) on page 131) below.



If printing is cancelled at this stage, the current PIC number cannot be re-used for another mail piece.

7

8. Press  to start.



Leave the machine ON and connected at night to automatically upload the record to the USPS.

You can also upload records manually (see [How to Upload Report Data to the Online Services Server](#) on page 124).

Checking e-Confirmation Records

List of E-Confirmation records is accessible in the machine.

The eConf Record List screen displays the eConfirmation records that have not yet been uploaded to the Online Services server. When eConfirmation records are uploaded, the eConfirmation record list is empty.

You can display and check information regarding an eConfirmation record:

- Record status (PIC Valid or PIC Deleted)
- Type of eConfirmation Service
- Tracking number (PIC)
- Destination ZIP code
- Sender ID information (optional)
- Date and time of the record.

How to Display eConf Record List and Details

To display the list and check a record:

1. As a user:

Press **MENU** and type **9.7** or select the path:
> Online Services > eConf Record List

The record list is displayed.

2. Select a record in the list and press **Details** for more details about that item.
The record details are displayed.

Modifying an e-Confirmation Record

You can modify an e-Confirmation in case you decide not to send an item processed with an eConfirmation Service. In this case you have to edit the corresponding record and change its status.

Record status:

- **PIC Valid:** corresponds to a valid mail with eConfirmation Service to track through USPS.
- **PIC Deleted:** corresponds to a mail you don't want to track anymore.

You will not receive any tracking information on records with status PIC Deleted.

How to Modify an eConf Record Status

To modify the status of an eConf record:

1. As a user:

Press **MENU** and type **9.7** or select the path:
> **Online Services** > **eConfirmation record list**

The record list is displayed.

2. Select a record in the list and press **Details** for more details about that item.
3. Change record status.

7

Online Services

8 Configuring your Mailing System

This section describes the general settings you can apply to your Mailing System. Some of them can be managed directly by all users whereas most of them require access as supervisor .

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8.1 Settings Overview

This section describes two types of settings that are available on your system:

- **User settings**, that only last as long as the user who applies them is logged in
- **Supervisor settings**, sets the default or permanent settings of your Mailing System.



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 25, [Maintaining your Mailing System](#) on page 187, etc.

User Settings

The user settings described in the sections below are:

- Setting the display language
- Adjusting the screen contrast
- Enabling/disabling key beeps and warning/error beeps.

Supervisor Settings

Your Mailing System has one supervisor PIN code that allows you to configure the default settings and perform other functions such as managing accounts and access rights, generating certain reports, etc.



The Supervisor PIN code of the system has been provided to your organization in a separate distribution.

The supervisor settings allow you to:

- Change the default user settings
- Modify system time-outs and activate the Smart Start function
- Set funds warnings (high amount, low funds) and activate a funding PIN code
- Define a default weighing method for mailing, and calibrate the weighing devices
- Design a default imprint (rate, text, ad die), activate the Automatic Date Advance function and set a default printing offset
- Enter connection parameters.

8.2 Logging in / out as the Supervisor

Log in as supervisor

You need to be logged in as supervisor to configure the Mailing System and perform functions such as managing accounts and access rights, generating certain reports, etc.



When you are logged in as supervisor, only the supervisor menu is available. Printing postage is not possible while logged-in as supervisor.

How to Log in as Supervisor

To log in as Supervisor when you are already logged in as a user:

1. As a user:

Press **MENU** and type **13** or select the path:
> **Supervisor**

The Login screen is displayed.

2. Type the supervisor PIN code and press **[OK]**.

The supervisor Main menu is displayed.

```
Main Menu
1. Mailbox
2. Reports
3. Default user settings
4. Predefined imprint ...
```



You can log in as supervisor by directly typing the supervisor PIN code, in place of a regular user PIN code, on Mailing Systems that ask for a PIN code at start-up.

Exiting the Supervisor Mode

Follow the step below to exit the supervisor mode. You must exit the supervisor Mode before you can begin to print postage.

How to Exit the Supervisor Mode

To exit the supervisor mode:

1. As supervisor:

Press .

The system will go into 'Sleep' mode and supervisor is logged out.

8.3 Changing the Display Language

You can choose a language among those available in the Mailing System for your mailing session (3 languages maximum).

How to Change the Display Language

To change the current display language:

1. As a user:

Press **MENU** and type **11.1** or select the path:
> Preferences > Language

2. Select the language you want to use.
3. Press **[OK]** to validate.



This user setting lasts as long as you are logged in.
The standby mode will delete this setting.

Setting Default Display Language

You can set the default display language for user sessions by completing the steps listed below.

How to Change the Display Language by Default

To change the user language by default:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.1.1** or select the path:
> Default User Settings > Default User Preferences > Language

2. Select the default language.
3. Press **[OK]** to validate.



This setting will not be affected by the standby mode.

8.4 Enabling/Disabling Sounds


You can enable or disable the system beeps separately:

- Beeps on keys
- Beeps on warnings and errors.

How to Enable / Disable the Beeps

To enable or disable the beeps:

1. As a user:

Press  and type **11.2** or select the path:
> **Preferences** > **Sounds**

2. Select Beep on key and/or beep on error check boxes.
3. Press **[OK]** to validate.



This is a user setting that only lasts as long as you are logged in.

Setting Default System Beeps

You can set the default beep state for user sessions.

How to Change the Beeps by Default

To change the sounds by default:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.1.2** or select the path:
> Default user settings > Default user preferences > Sounds

2. Check Beep on key and/or Beep on error to enable the sounds.
 3. Press **[OK]** to validate.
-


8.5 Display Settings

You can adjust the contrast of the display for bright or dark working environments.

How to Adjust the Display Contrast

To adjust the display contrast:

1. As a user:

Press  and type **11.3** or select the path:
> Preferences > Contrast

2. Type **1** or **2** to increase or decrease the contrast. The screen updates immediately.
3. Press **[OK]** to exit.



This is a user setting that only lasts as long as you are logged in.


Setting Default Display Contrast

To set a display contrast which will be applied to all user sessions, you can set the default display contrast.

How to Change the Display Contrast by Default

To set the default contrast :

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press  and type **3.1.3** or select the path:
> **Default user settings** > **Default user preferences** > **Contrast**

2. Use the **1** or **2** button to increase or decrease the contrast. The screen updates to the new setting.
3. Press **[OK]** to validate.



Do not press **[OK]** if the screen contrast is completely light or dark. Readjust the contrast so the screen is visible, then press **[OK]**.


8.6 System Time-outs and Settings

System settings include:

- **System motor time-outs**
- **Sleep mode time-out**
- **Smart Start:** function that automatically starts the system motors when you withdraw the mail piece from the weighing platform (see [Choosing a Weighing Type](#) on page 56).

System Time-outs

The system time-outs are defined as follows:

| | |
|--------------|--|
| Start | The period of time the system waits for an envelope after pressing  . Once this time-out is reached the system stops. |
| Stop | The period of time the system waits for the next envelope after printing. Once this time-out is reached, the system will stop. |
| Sleep | Period of inactivity after which the system automatically switches to 'Sleep' mode (see Power Management on page 22). |




You can set a long **Stop time-out** to have time to feed the hopper before the machine stops.

How to Adjust the Time-outs

To adjust the time-outs:


1. As a user:

Press  and type **2.6** or select the path:
> Job settings > Time-out settings

The Time-out setting screen is displayed.

Timeout Setting
Start timeout (sec) [5-3600]:

2. Specify the length of each time-out using the keypad and press **[OK]** to display the next screen, until the Summary screen is displayed.

 Use the **[C]** key to clear old settings then enter a new value.

Setting Default Time-Outs

How to Change System Time-Outs

To change the system time-Outs:

1. As Supervisor (see [How to Log in as Supervisor](#) on page 136)

Press **MENU** and type **3.5** or select the path:
> **Default user settings** > **System settings** > **Time-out settings**

The Timeout setting screen is displayed.

Timeout Setting
Start timeout (sec) [5-
3600]:


2. Specify the length of each time-out using the keypad and press **[OK]** to display the next screen, until the Summary screen is displayed.



Use the **[C]** key to clear old settings then enter a new value.

3. Press **[OK]** to validate.

Smart Start

The Smart Start function detects when you are removing a mail piece from the weighing platform and automatically starts the system motors without you having to press the  key.

How to Activate / Deactivate Smart Start

To activate / deactivate the Smart Start function:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.2.4** or select the path:
> **Default user settings** > **Base settings** > **Smart start**

2. Activate or deactivate Smart Start.
-

8.7 High Value, Low Funds Warnings and PIN Codes

Warnings

Your Mailing System can warn you that the postage amount that you have typed is higher than a preset value. This high-amount warning prevents you from accidentally printing high postage amounts.

Your Mailing System can also warn you that funds remaining in the PSD are getting low (low-funds threshold).

How to Set the High-Value Warning Amount

To set a high-value warning amount:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.2.1** or select the path:

> **Default user settings** > **System settings** > **High value amount entry**

2. Enter the high-value warning amount or press **[C]** and enter **0** to disable the warning function.
 3. Press **[OK]** to validate.
-

How to Set the Low-Funds Threshold

To set a low-funds threshold:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.4.1** or select the path:
> Default user settings > Funds settings > Low funds threshold

2. Enter the low-funds warning amount or press **[C]** and enter **0** to disable the warning function.
3. Press **[OK]** to validate.

Funding PIN Code

You can create a funding PIN code to control access to only those who are authorized to add postage. (see [Money Operations](#) on page 69).

How to Set/Cancel a Funding PIN Code

To set a funding PIN code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.4.2** or select the path:
> Default user settings > Funds settings > Funds PIN code

2. Enable or disable the PIN code.
3. Enter the funding PIN code if enabled.
4. Press **[OK]** to validate.

8.8 Weighing Settings

The weighing settings include:

- Setting a default weighing type used for mailing
- Activating / De-activating the WP Automatic Selection functionality.
- Checking on Zero Weight
- Setting the GEO code that corresponds to the geographical location of the Mailing System.

Default Weighing Type

How to Change the Default Weighing Type

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see [Choosing a Weighing Type](#) on page 56).

To change the default weighing type:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.2.3** or select the path:
> Default user settings > Base settings > Default weighing type

2. Select a default weighing type in the list.
 3. Press **[OK]** to validate.
-

Weighing Platform Automatic Selection

This functionality shall be implemented for improving the user productivity and the ease of use of the mailing system. The user is able to change the weighing type to the WP standard weighing by putting a mail piece onto the WP. The WP standard weighing is automatically selected when a weight increase is detected on the WP. A weight removal from the WP do not trigger the Weighing Platform Automatic Selection.

A warning message can be displayed to the operator to confirm that the WP will be automatically selected.

How to Activate the Automatic Weight Detection on the WP

To activate the automatic weight detection on the WP:

1. Log in as the Supervisor (see [How to Log in as Supervisor](#) on page 136), then:

```
Press MENU and type 3.2.5 or select the path:  
> Default user settings > Base settings > Auto Weight Detection
```

2. Select **Auto Weight Detection** to activate the function.
3. Press **[OK]** to validate.

How to De-activate the Automatic Weight Detection on the WP

To de-activate the automatic weight detection on the WP:

1. Log in as the Supervisor (see [How to Log in as Supervisor](#) on page 136), then:

```
Press MENU and type 3.2.5 or select the path:  
> Default user settings > Base settings > Auto Weight Detection
```

2. Select **No Auto Weight Detection** to de-activate the function.
 3. Press **[OK]** to validate.
-



Zeroing the Weighing Platform

You can reset the Weighing Platform in the following ways:

- Set to zero: resets the weight to zero
- Tare: sets the weight to zero with an additional tray on the Weighing Platform
- Rezero: physically adjusts the Weighing Platform to zero.



To zero the Weighing Platform quickly, press and maintain the key until the weight is reset to zero.

C

How to Zero the Weighing Platform

To zero the Weighing Platform as a user:

1. As a user:

Press **MENU** and type **2.5** or select the path:

> **Job settings** > **Zero Weigh Platform**

2. Remove all items from the Weighing Platform.
3. Press **[OK]** to set to zero the Weighing Platform.

How to Tare the Weighing Platform

To tare the Weighing Platform as a user:

1. As a user:

Press **MENU** and type **2.4** or select the path:

> **Job settings** > **Tare Weigh Platform**

2. Place the item you want to use on the Weighing Platform.
3. Press **[OK]** to set weight to zero.

How to Rezero the Weighing Platform

To re-zero the Weighing Platform:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **6.1.2** or select the path:
> **System settings** > **Weighing functions** > **Zero Weigh Platform**

2. Remove all items from the Weighing Platform.
3. Press **[OK]** to rezero the Weighing Platform.

How to Tare the Weighing Platform

To tare the Weighing Platform:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **6.1.1** or select the path:
> **System settings** > **Weighing functions** > **Weigh Platform Tare**

2. Press **[OK]** to tare the Weighing Platform.

GEO Code

The Weighing Platform calculates mail piece weights that have to be corrected according to the geographical location of the Mailing System, as weights can change with the altitude and latitude. The correcting geodesic code may be entered:

- Automatically with Online Services
- Manually

Changing GEO code

To change the GEO code manually, follow the steps below.



Changing the GEO code modifies the weight values the Mailing System calculates. Make sure you enter the correct GEO Code to ensure your weights are accurate.

How to Change the GEO Code

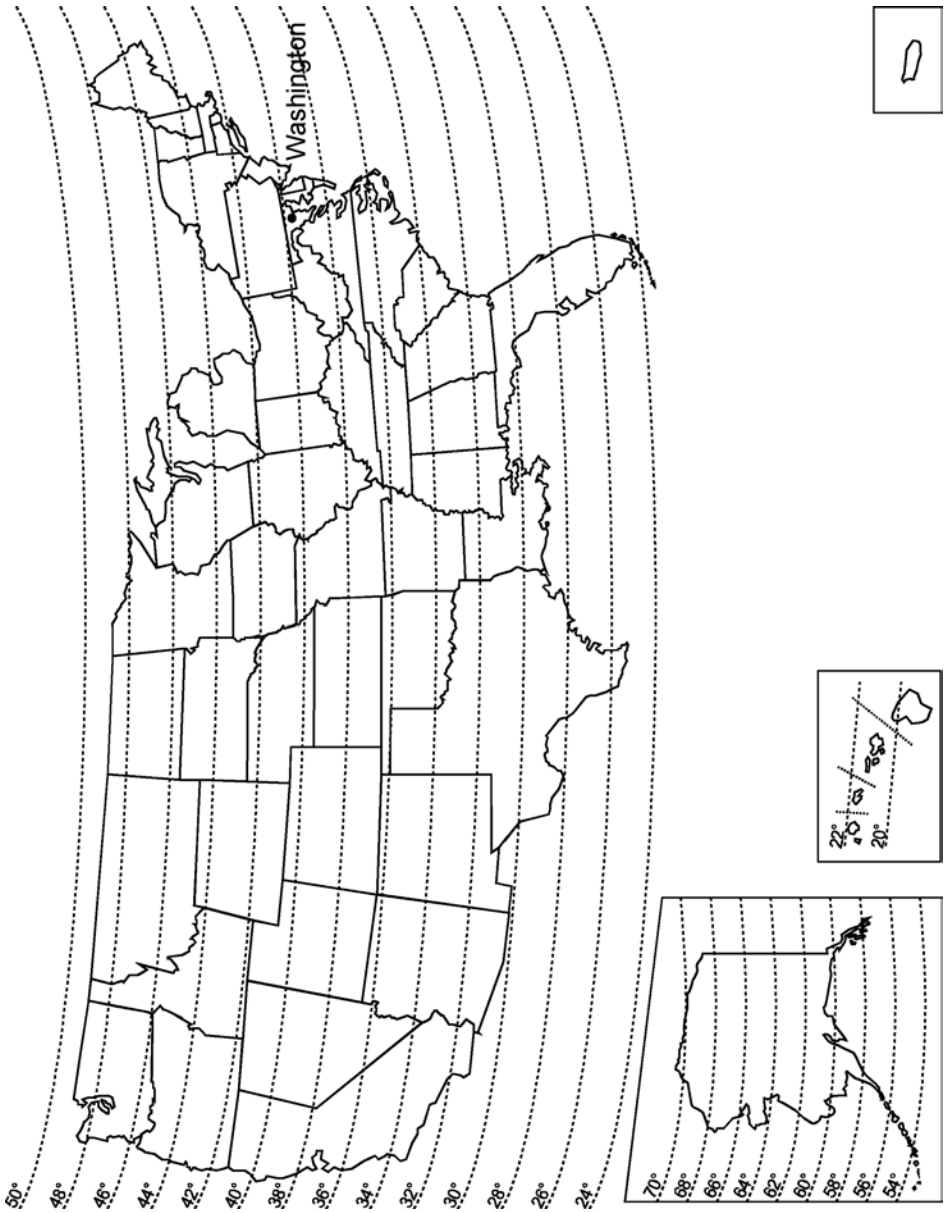
To change the GEO code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **6.2.1** or select the path:
> System settings > Accessories and module settings > GEO code

2. See the map and table on the next pages to get the 5 digit GEO code from your location altitude and latitude, and enter the 5 digit using the keypad.
 3. Press **[OK]** to validate.
-

Geodesic map



Geodesic codes

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Configuring your Mailing System

| Latitude | Altitude | | | | | | | | | | | |
|----------|------------|----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | 0 m / 0 ft | 200 m / 650 ft | 400 m / 1300 ft | 600 m / 1950 ft | 800 m / 2600 ft | 1000 m / 3300 ft | 1200 m / 3950 ft | 1400 m / 4600 ft | 1600 m / 5250 ft | 1800 m / 5900 ft | 2000 m / 6550 ft | 2200 m / 7200 ft |
| 20° | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 | 10832 | 10849 | 10856 | 10863 | 10870 |
| 21° | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 | 10832 | 10849 | 10856 | 10863 |
| 22° | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 | 10832 | 10849 | 10856 |
| 23° | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 | 10832 | 10849 |
| 24° | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 | 10832 |
| 25° | 10719 | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10818 | 10825 |
| 26° | 10702 | 10719 | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10801 | 10801 |
| 27° | 10696 | 10702 | 10719 | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 | 10795 | 10795 |
| 28° | 10672 | 10689 | 10696 | 10702 | 10719 | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 | 10788 |
| 29° | 10665 | 10672 | 10689 | 10696 | 10702 | 10719 | 10726 | 10733 | 10740 | 10757 | 10764 | 10771 |
| 30° | 10658 | 10665 | 10672 | 10689 | 10696 | 10702 | 10719 | 10726 | 10733 | 10740 | 10757 | 10757 |
| 31° | 10634 | 10641 | 10658 | 10665 | 10672 | 10689 | 10696 | 10702 | 10719 | 10726 | 10733 | 10740 |
| 32° | 10627 | 10634 | 10641 | 10658 | 10665 | 10672 | 10689 | 10696 | 10702 | 10719 | 10726 | 10733 |
| 33° | 10610 | 10627 | 10634 | 10641 | 10658 | 10665 | 10672 | 10689 | 10696 | 10702 | 10719 | 10719 |
| 34° | 10597 | 10603 | 10610 | 10627 | 10634 | 10641 | 10658 | 10665 | 10672 | 10689 | 10696 | 10702 |
| 35° | 10580 | 10597 | 10603 | 10610 | 10627 | 10634 | 10641 | 10658 | 10665 | 10672 | 10672 | 10689 |
| 36° | 10566 | 10573 | 10580 | 10597 | 10603 | 10610 | 10627 | 10634 | 10641 | 10658 | 10665 | 10672 |
| 37° | 10559 | 10566 | 10573 | 10580 | 10597 | 10603 | 10610 | 10627 | 10634 | 10641 | 10658 | 10665 |
| 38° | 10542 | 10542 | 10559 | 10566 | 10573 | 10580 | 10597 | 10603 | 10610 | 10627 | 10634 | 10641 |
| 39° | 10528 | 10535 | 10542 | 10559 | 10566 | 10573 | 10580 | 10597 | 10603 | 10610 | 10627 | 10634 |
| 40° | 10511 | 10528 | 10528 | 10535 | 10542 | 10559 | 10566 | 10573 | 10580 | 10597 | 10603 | 10610 |
| 41° | 10498 | 10504 | 10511 | 10528 | 10535 | 10542 | 10559 | 10566 | 10573 | 10580 | 10597 | 10603 |
| 42° | 10481 | 10498 | 10498 | 10504 | 10511 | 10528 | 10535 | 10542 | 10559 | 10566 | 10573 | 10580 |
| 43° | 10467 | 10474 | 10481 | 10498 | 10504 | 10511 | 10528 | 10535 | 10542 | 10559 | 10566 | 10573 |
| 44° | 10450 | 10450 | 10467 | 10474 | 10481 | 10498 | 10504 | 10511 | 10528 | 10535 | 10542 | 10559 |
| 45° | 10436 | 10443 | 10450 | 10467 | 10474 | 10481 | 10498 | 10504 | 10511 | 10528 | 10535 | 10542 |
| 46° | 10429 | 10429 | 10436 | 10443 | 10450 | 10467 | 10474 | 10481 | 10498 | 10504 | 10511 | 10528 |
| 47° | 10405 | 10412 | 10429 | 10436 | 10443 | 10450 | 10467 | 10474 | 10481 | 10498 | 10504 | 10511 |
| 48° | 10399 | 10399 | 10405 | 10412 | 10429 | 10436 | 10443 | 10450 | 10467 | 10474 | 10481 | 10498 |
| 49° | 10375 | 10382 | 10399 | 10405 | 10412 | 10429 | 10436 | 10443 | 10450 | 10467 | 10474 | 10481 |
| 50° | 10368 | 10368 | 10375 | 10382 | 10399 | 10405 | 10412 | 10429 | 10436 | 10443 | 10450 | 10467 |
| 51° | 10344 | 10351 | 10368 | 10375 | 10382 | 10399 | 10405 | 10412 | 10429 | 10436 | 10443 | 10450 |
| 52° | 10337 | 10344 | 10344 | 10351 | 10368 | 10375 | 10382 | 10399 | 10405 | 10412 | 10429 | 10436 |
| 53° | 10313 | 10320 | 10337 | 10344 | 10351 | 10368 | 10375 | 10382 | 10399 | 10405 | 10412 | 10429 |
| 54° | 10306 | 10313 | 10320 | 10337 | 10344 | 10351 | 10368 | 10375 | 10382 | 10399 | 10405 | 10405 |
| 55° | 10283 | 10290 | 10306 | 10313 | 10320 | 10337 | 10344 | 10351 | 10368 | 10375 | 10382 | 10399 |
| 56° | 10276 | 10283 | 10290 | 10306 | 10313 | 10320 | 10337 | 10344 | 10351 | 10351 | 10368 | 10375 |
| 57° | 10252 | 10269 | 10276 | 10283 | 10290 | 10306 | 10313 | 10320 | 10337 | 10344 | 10351 | 10368 |
| 58° | 10245 | 10252 | 10269 | 10276 | 10283 | 10290 | 10306 | 10313 | 10320 | 10337 | 10344 | 10351 |
| 59° | 10238 | 10245 | 10252 | 10269 | 10276 | 10283 | 10290 | 10306 | 10313 | 10320 | 10337 | 10337 |
| 60° | 10214 | 10221 | 10238 | 10245 | 10252 | 10269 | 10276 | 10283 | 10290 | 10306 | 10313 | 10320 |
| 61° | 10207 | 10214 | 10221 | 10238 | 10245 | 10252 | 10269 | 10276 | 10283 | 10290 | 10306 | 10313 |
| 62° | 10191 | 10207 | 10214 | 10221 | 10238 | 10245 | 10252 | 10269 | 10276 | 10283 | 10283 | 10290 |
| 63° | 10184 | 10191 | 10207 | 10214 | 10221 | 10221 | 10238 | 10245 | 10252 | 10269 | 10276 | 10283 |
| 64° | 10177 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 | 10238 | 10245 | 10252 | 10269 | 10276 |
| 65° | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 | 10238 | 10245 | 10252 | 10269 |
| 66° | 10146 | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 | 10238 | 10245 | 10252 |
| 67° | 10139 | 10146 | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 | 10238 | 10245 |
| 68° | 10122 | 10139 | 10146 | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 | 10238 |
| 69° | 10115 | 10122 | 10139 | 10146 | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 | 10221 |
| 70° | 10108 | 10115 | 10122 | 10139 | 10146 | 10153 | 10160 | 10177 | 10184 | 10191 | 10207 | 10214 |

8.9 Postage Imprint Default Settings

The settings of the postage imprint 'by default' include:

- **Stamp default settings:** sets the default rate, text and ad die for mailing operations
- **Automatic Date Advance:** enables early date change to continue printing postage with the new date after post office closing hours
- **Fractional mode:** enables entering fractional postage values manually
- **Printing offset:** sets the default offset print position from the right side of the envelope.

Stamp Default Settings

You can set default parameters for the stamp elements that follow:

- Rate
- Text
- Ad Die

You can create up to nine custom text messages.

On list screens, a mark ✓ indicates the default parameter.

Changing the Default Rate

Use the procedure below to change the rate the machine activates at start-up.

How to Change the Default Rate

To change the default rate:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.3.3** or select the path:
> **Default user settings** > **Default imprint parameters** > **Default rate**

2. Select the default rate using the rate wizard.
3. Press **[OK]** to validate.

See also

- [Managing Postal Rates](#) on page 184

Changing the Default Text

How to Change the Default Text

To change the default text:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.3.1** or select the path:
> Default user settings > Default imprint parameters > Text

Press **MENU** and type **3.3.1** or select the path:
> Default user settings > Default imprint parameters > Text

2. Select the Default text from the list.
3. Press **[OK]** to validate.

See also


- [Managing Custom Text Messages](#) on page 178

Changing the Default Ad Die

How to Change the Default Ad Die

To change the default Ad die:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press  and type **3.3.2** or select the path:
> **Default User Settings** > **Default Imprint Parameters** > **Ad die**

2. Select the default ad die from the list, or **None** for no ad die.
3. Select the default ad die.
4. Press **[OK]** to validate.

See also

- [Managing Ad Die](#) on page 181



You can order custom Ad Dies. Please contact your Customer Service.

Automatic Date Advance

The Automatic Date Advance function automatically changes the date printed on mail pieces at a preset time to the next 'working day' date.

Example: You can set the system to change dates at 17:00 hours and set Saturdays and Sundays to be non-working days. From Friday 17:00 hours to Sunday 23:59, the system will print Monday's date on the envelopes, after a confirmation message to the user.

How to Set the Automatic Date Advance Time

To set the auto date advance time and days:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.3.5** or select the path:

> Default user settings > Default imprint parameters > Automatic date advance

The Automatic date advance screen is displayed.


Auto date advance setting

Active

1. Activate/Inactivate

2. Set Hours

3. Set working days

2. Select ON and press **[OK]** to enable the Auto Date Advance function.
3. On the first screen, type 2, enter the Automatic Date Advance time (00:00 hours is not allowed) and press **[OK.]**
4. On the next screen type 3 following by the day number on the keypad to select/deselect each day, and then press **[OK]**.
5. Press  to exit.

Printing Offset

The printing offset is the distance between the right edge of the envelope and the imprint. You can increase the distance to 1".

How to Set the Default Printing Offset

To change the default printing offset:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.2.2** or select the path:
> Default user settings > System settings > Print

2. Set the **> Default** from a position list.
3. Press **[OK]** to validate.

Fractional Setting

The fractional setting enables users to type fractional values when entering postage manually. Otherwise, the fractional value is always zero.

How to Activate / Deactivate Fractional Postage Values

To activate / deactivate fractional postage:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **3.3.4** or select the path:
> Default user settings > Default imprint parameters > Fractional Postage Mode

2. Select **Enable / Disable fractional** and press **[OK]** to activate or deactivate the fractional.

8.10 Imprint Memories

The Imprint Memories are presets for your stamp types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see [Using Imprint Memories](#) on page 64).

As supervisor, you can create, edit/modify or delete an Imprint Memory.

Each Imprint Memory is identified by a name and a number.

The system displays on the home screen the name of the current Imprint Memory.

Standard Stamp Imprint Memory

The table below gives the content of a [Standard] stamp imprint memory.


| | |
|-------------------------|-----------------------|
| Imprint settings | Text |
| | Ad die |
| | Date mode |
| | Rate |
| Account setting | Account number if any |

Managing Imprint Memories

How to Create an Imprint Memory

To create an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press  and type **4** or select the path:
> Predefined imprint management


The current list of imprint memories is displayed in the Imprint memories screen.


2. Select a line named None in the list.
3. Press **[OK]** to create a new imprint memory.
4. Enter the name of the new imprint memory, then press **[OK]**.
5. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.
6. Repeat the previous step until the system displays the name of the new imprint memory in the list.
7. You can modify any preference by using the **> Edit/Del** function (see [How to Edit / Modify an Imprint Memory](#) on page 163)

How to Edit / Modify an Imprint Memory

To edit or modify an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press  and type **4** or select the path:
> Predefined imprint management

2. Select an imprint memory from the list displayed on the screen.
3. Press **[OK]** to validate.
4. Select the menu path **> Edit** (or type **1**)
The Imprint memory modification screen is displayed.
5. Use the arrows to select the preferences, then press **[OK]** to modify the parameters.
6. Press  to exit.

How to Delete an Imprint Memory

To delete an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **4** or select the path:
> **Predefined imprint management**

2. Select an imprint memory from the list of saved imprint memories.
3. Press **[OK]** to validate.
4. Select the menu path > **Delete** (or type **2**).
5. Press **[OK]** to confirm to delete the imprint memory.

8.11 Connection Settings

Connection to the Postal Services or Online Services

To add funds or access Online Services, the Mailing System can use the following networks:

- An analog / fax telephone line through an analog modem
- An Internet access through a high speed LAN (Local Area Network).

First use the procedure below to select the connection, then configure the connection.



LAN settings can only be performed if the machine was actually connected to the LAN at power-up.

See also

- To physically connect a modem or the LAN to the base, see [Connection Diagram](#) on page 20.

How to Set the Postal/Online Services Connection

To set the postal/Online Services connection:

See also



- To physically connect a modem or the LAN to the base, see [Connection Diagram](#) on page 20.

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **9.1** or select the path:
> **Communication settings** > **Type of connection**

The Server Access screen is displayed.

2. To use:
 - The analog telephone line modem, select Modem and press **[Ok]** (or type **1**).
 - The LAN, select LAN and press **[Ok]** (or type **2**).
3. To modify the connections settings, see:
 - For further modem settings, see [How to Set the Analog Modem Parameters](#) on page 167.
 - For LAN settings, see [How to Set LAN \(High-speed Internet\) Parameters](#) on page 168.

Analog Telephone Line and Modem Settings

These settings include the modem parameters, telephone number and prefix that the Mailing System calls to fund the meter or connect to Online Services (see [Money Operations](#) on page 69).




Make sure the telephone line is selected: see [How to Set the Postal/Online Services Connection](#) on page 166.

How to Set the Analog Modem Parameters

To set the parameters of the modem:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press  and type **9.4** or select the path:
> **Communication settings** > **Modem settings**

2. In the screens that are displayed next, enter the parameters as required and press **[OK]** to complete screens until you return to the Communications settings screen.
-

LAN Settings



LAN settings can only be performed if the machine is connected to the LAN at power-up.

How to Set LAN (High-speed Internet) Parameters

To set the parameters of the LAN:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **9.2** or select the path:
> **Communication settings** > **LAN settings**

The LAN configuration menu is displayed.

2. Select > **Auto** to automatically configure the LAN (recommended).
Otherwise, select > **Manual** to set parameters manually.
3. Select:
 - **DHCP ON**
 - **DNS AUTO ON**
 - **HALF DUPLEX**and press **[OK]** four times for a standard LAN configuration.

8.12 Time and Date Management

Daylight Savings Time Transitions

Your Mailing System normally auto-adjusts to Daylight Savings Time. However, if a manual adjustment is necessary, you can use either of the following procedures to correct the Mailing System time:

- As a user: [How to Unlock the PSD](#) on page 75
- As supervisor: [How to Check/Adjust the Machine Time and Date](#) on page 169.

Time and Date Setup

Time and date are required for postage and are provided by the postal authorities. As a result, you cannot manually adjust the system time and date.

However, you can ask the system to check the current time and date and display them.

See also

- [Re-dating Mail](#) on page 43.
- [Automatic Date Advance](#) on page 159.



To check the time and date, make sure the connection to the Postal Services is available. See [How to Set the Postal/Online Services Connection](#) on page 166.

How to Check/Adjust the Machine Time and Date

To check/adjust the current time and date:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **6.4** or select the path:

> System settings > Date and time



If you are processing postage at the time when the system clock adjusts for daylight savings time, the Mailing System will wait until you are finished before displaying the new time.

2. Select **Audit call** to adjust the time.

The system adjusts its time if necessary and displays time and date values.

9 Options and Updates

This section describes how you can upgrade your system by adding optional functions and elements of stamp such as latest postal rates, additional texts or ad dies.

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9.1 Options and Updates Process

You can update your Mailing System by:

- Adding new options, such as Differential Weighing or increasing the maximum number of accounts
- Adding enhanced online postal expense management or USPS E-services.
- Update postal Rates
- Creating additional Texts for the stamp
- Downloading custom Ad dies / Slogans



To update your Mailing System's operating system, see [Online Services](#) on page 117.

The operations above are available through the supervisor menu Options and Updates.

How to Access the Options and Updates Menu

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **8** or select the path:
> **Options and Updates**

The Options and Updates menu is displayed.

```
Options and Updates
1. Options list
2. Text settings
3. Update Ad Slogans
4. Rate Management
```

9.2 Using the Mailbox

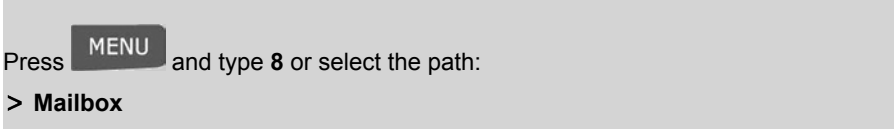
The mailbox allows you to receive messages from the Mailing System or from customer service via the server.

On the home screen, an icon indicates that the mailbox contains unread messages.

The Mailbox list screen indicates **unread messages** and allows you to delete read messages.

How to Read Messages (User)

1. As a user:

A screenshot of a user interface showing a grey background. At the top, it says "Press **MENU** and type **8** or select the path:". Below this, there is a right-pointing chevron followed by the text "> Mailbox".

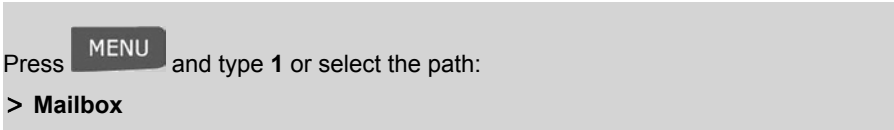
Press **MENU** and type **8** or select the path:
> **Mailbox**

The Mailbox screen is displayed.

2. Select the message to read and press **[OK]**.
3. Select Delete message to erase the message after you have read it.

How to Read Messages (Supervisor)

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

A screenshot of a user interface showing a grey background. At the top, it says "Press **MENU** and type **1** or select the path:". Below this, there is a right-pointing chevron followed by the text "> Mailbox".

Press **MENU** and type **1** or select the path:
> **Mailbox**

The Mailbox screen is displayed.

2. Select the message to read and press **[OK]**.
 3. Select Delete message to erase the message after you have read it.
-

How to Delete Messages (User)

1. As a user:

Press **MENU** and type **8** or select the path:
> **Mailbox**

The Mailbox screen is displayed.

2. Select the message to be deleted and press **[OK]**.
3. Select Delete message to erase the message.

How to Delete Messages (Supervisor)

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **1** or select the path:
> **Mailbox**

The Mailbox screen is displayed.

2. Select the message to be deleted and press **[OK]**.
3. Select Delete message to erase the message.

9.3 Managing Options

Consulting the Option List

The option list includes the options actually loaded into your Mailing System and indicates the options that are activated.

You can also display details for each option.



For more information about the options you can add to your Mailing System, please contact customer service.

How to Display the Options

9

To display the option list:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136) either:

Press **MENU** and type **8.1** or select the path:
> Options and Updates > Option list

The Options list screen is displayed.

```
Options list
Check for updates
1 Account Number -...
2 Weighing capacit...
3 DW capacity - 10 Lb
```

2. To display the details of an option, select the option and press **[OK]**.
-

Activating New Options

You can activate new options by connecting the Mailing System to Online Services server. New available options are automatically downloaded into your Mailing System and activated.



Contact customer service to have new options ready for downloading on the Online Services server.

How to Load New Options

To activate an option that is ready for downloading on the Online Services server:

1. Check that your Mailing System is connected to a telephone line or network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 165).
 2. Select Check for updates. It will trigger a call to the Online Services server.
 3. After the call, you can display installed options. See [How to Display the Options](#) on page 176.
-

9.4 Managing Custom Text Messages

You can enhance your mail and increase the “openability” of your mail by adding custom text messages to the left of the stamp.

As supervisor, you can:

- Add custom text messages (and create a name for menu selection)
- Edit / modify messages
- Delete existing text messages
- Activate a default text message (this setting is described in [How to Change the Default Text](#) on page 158).

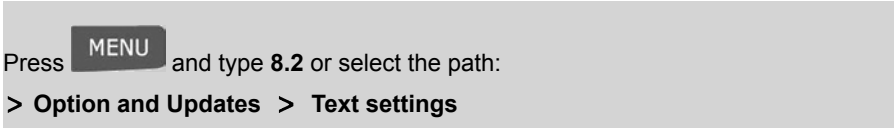
The List of Custom Text Messages

The list of text displays the messages you have created and indicates with a check mark ✓ the default text, if any.

How to Display the List of Text Messages

To display the list of text:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):



Press **MENU** and type **8.2** or select the path:
> Option and Updates > Text settings

The list of text is displayed in the Text management screen.

Editing Text

Use the procedures below to create, modify or delete texts.

How to Add a New Text Message

To add a new message:

1. Display the list of text. See [How to Display the List of Text Messages](#) on page 178.
2. Select **> Create a text**.
3. Enter your text (max. 4 lines).



For more information on how you can type different characters, see [Control Panel Features](#) on page 16.

4. Enter your text (max. 4 lines, 18 characters per line).
5. Press **[OK]** to validate.
6. Enter the name to be displayed on the menu for users, then press **[OK]**.

How to Modify or Delete a Text Message

To modify or delete text:

1. Display the list of text. See [How to Display the List of Text Messages](#) on page 178.
2. Select a message and press **[OK]**.
The Text setting screen is displayed.

To edit the content of the message or its name:

1. Select Edit.
2. You can change the text message and press **[OK]** to display the next screen (Use **[C]** key to clear characters).
3. You can change the text name and press **[OK]** to validate.
The system updates the message.

To delete a message:

1. Select Delete.
Selected text is displayed.
 2. Press **[OK]** to confirm deletion.
The system updates the message list.
-

9.5 Managing Ad dies/Slogans

The Ad dies are graphical slogans you can add on the left hand side of the stamp printed on mail pieces.

As supervisor, you can:

- Display the list of ad dies
 - Rename or delete ad dies from the list
- Download new ad dies.



The available ad dies are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server (as user). See [How to Load New Options](#) on page 177.

Managing Ad Die

See also

- Selecting an die to print: [How to Add \(or Cancel\) an Ad Die on the Stamp](#) on page 63

Displaying the List of Ad Dies

The list of ad dies includes the ad dies that are installed in the Mailing System and indicates with a check mark ✓ the activated default ad die.

See also

- [How to Change the Default Ad Die](#) on page 159

How to Display the List of Ad Dies

To display the list of ad dies:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **8.3** or select the path:
> **Option and Updates** > **Update ad dies**

The list of ad dies is displayed in the Ad die management screen.

Modifying the List of Ad Dies

The procedure below allows you to change the menu name of an ad die or to remove an ad die from the list.

How to Modify or Delete an Ad Die

To modify or delete an ad die:

1. Display the list of ad dies (see [How to Display the List of Ad Dies](#) on page 182).
2. Select the ad die and select > **Edit / Del..**

The Ad die setting menu is displayed.

To change the name of the ad die:

1. Select **Edit**.
2. Change the ad die name using the keypad and press **[OK]**.

The system updates the ad die list.

To delete the ad die:

1. Select **Delete**.
- The system asks for a confirmation.

2. Press **[OK]** to confirm deletion.

The system updates the ad die list.

Downloading New Ad Dies

The procedure below allows you to download new ad dies.

How to Download New Ad Dies

To download new ad dies:

1. Display the list of ad dies (see [How to Display the List of Ad Dies](#) on page 182).
2. Select **> Check for updates** and press **[OK]**.

The Mailing System connects to the Online Services server and downloads available ad dies.

9.6 Managing Postal Rates

Your Mailing System uses **rate tables** to calculate postage amounts.

As supervisor, you can:

- Display the list of rate tables and see which table the system is currently using
- Download new postal rate tables.



New **rate tables are automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user. See [How to Load New Options](#) on page 177.

See also

- [Options and Updates](#) on page 171

Displaying Rate Tables

The rate tables display all available rate tables that are currently installed in your Mailing System and indicates with a check mark ✓ the active rate table.



Rate tables will automatically become active on their effective date.



For each rate table , rate details (part number, expiration date, rate option) can be displayed.

How to Check your Rate Updates

To display the list of rate tables:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **8.4** or select the path:
> Options and Updates > Rate management

The list of rate tables is displayed in the Rate management screen. The tables are identified by the effective date of the rate.

Downloading New Postal Rates

The procedure below allows you to download new rate tables.

How to Download New Postal Rates

To download new rates:

1. Display the list of rate tables (see [How to Check your Rate Updates](#) on page 185 above).
2. Select **> Check for updates** and press **[OK]**.

The Mailing System connects to the Online Services server and downloads available rates.

10 Maintaining your Mailing System

This section contains important information about the maintenance of your Mailing System in order to keep it in good condition.

| | | |
|-------------|---|------------|
| 10.1 | Maintaining the Ink Cartridge | 189 |
| | How to Display Ink Level and Cartridge Data | 190 |
| | How to Display Ink Level and Cartridge Data | 191 |
| | How to Align the Print Heads | 192 |
| | How to Clean the Print Heads Automatically | 193 |
| | How to Clean the Print Heads Automatically | 194 |
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| | How to Change the Ink Cartridge | 195 |
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| | How to Fill the Moistener | 197 |
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10.1 Maintaining the Ink Cartridge

About the Ink Cartridge

The ink cartridge for printing is located in the Mailing System and contains fluorescent red ink that has been tested and approved by the postal service.

The ink cartridge uses ink jet technology. It requires the print head nozzles to be cleaned regularly to provide a good printing quality. The system performs cleaning automatically or on your request. You can also clean the heads manually if the automatic cleaning is not sufficient.

The ink cartridge also contains two print heads that have to be aligned.



If you observe poor print quality (streaked, too light, blurred, etc.), see [Maintaining the Ink Cartridge](#) on page 189.

Ink Cartridge Maintenance

This section explains how to:

- Check the ink level in the cartridge to make sure you will not be run out of ink
- Align the print heads
- Do an automatic cleaning of the print heads
- Clean the print heads manually
- Change the ink cartridge

Note: the term 'Print Headset' is also used to refer to the Ink Cartridge.

Displaying Ink Level and Cartridge Data

You can display the ink level and other cartridge data, such as:

- Ink consumed in percent
- Ink color
- Cartridge status (present or not present)
- First used date



Also check the Best before date on the cartridge box. After this date, the cartridge warranty is void.

How to Display Ink Level and Cartridge Data

To display the ink cartridge data:

1. As a user:

Press **MENU** and type **12.1** or select the path:
> Ink Cartridge > Ink Cartridge information

The Ink information screen is displayed.

| Ink Cartridge Information | |
|---------------------------|------------|
| Consumption | 84 % |
| Color | Blue |
| Cartridge | Installed |
| First used date | 10/01/2013 |

How to Display Ink Level and Cartridge Data

To display the Ink Level and the Cartridge Data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.2.1** or select the path:
> Maintenance > Cartridge > Ink information

The Ink information screen is displayed.

Setting the Headset Alignment

Aligning the print heads is required if there is an between the top and the bottom of the imprints.



Your Mailing System requires the heads to be aligned after each cartridge change.

How to Align the Print Heads

10

To align the print heads:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

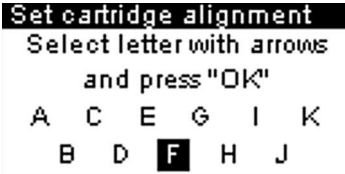
Press **MENU** and type **7.2.4** or select the path:
> Maintenance > Ink Cartridge > Headset alignment


2. Press **[OK]** and put a piece of paper in the mail transport.
The system prints a test pattern.



The Set headset alignment screen is displayed.

3. Check the printed pattern and use the **up/down** keys to select the letter that corresponds to the straightest and complete vertical line.



4. Press **[OK]** to validate.
5. Repeat the previous step until lines **F** are aligned.
6. Press  to exit.


Cleaning the Print Heads

If the printing on envelopes or labels looks unclear or dirty in some way, clean the headset to restore the print quality.

How to Clean the Print Heads Automatically

To clean the print heads automatically:

1. As a user:

Press  and type **12.2** or select the path:
> Ink Cartridge > Cleaning process

The cleaning starts automatically.

How to Clean the Print Heads Automatically

To clean the print heads automatically:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.2.2** or select the path:
> Maintenance > Ink Cartridge > Cleaning process

The cleaning starts automatically.

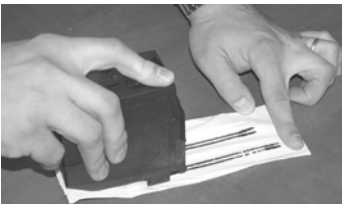
Manual Cleaning

If automatic cleaning is not sufficient, you can clean the printing heads manually.

How to Clean the Print Heads Manually

To clean the print heads manually:

1. Open the base cover.
2. Remove the ink cartridge (see [How to Change the Ink Cartridge](#) on page 195).
3. Clean the heads with a soft damp cloth.



4. Put the cartridge back in place.
Close the base cover.
-

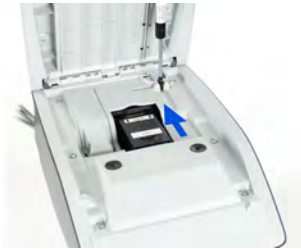
Changing the Ink Cartridge



The Power cord must be plugged in to move the cartridge into the 'replacement' position.

How to Change the Ink Cartridge

1. Open the cover: the ink cartridge moves to the replacement position.



Keep fingers away from the ink cartridge while it is moving to the replacement position.

2. Press down on the back of the ink cartridge to disengage it.



3. Lift out the old ink cartridge.
4. Remove the protective strips from the new ink cartridge.



5. Insert the new ink cartridge, and then push it forward until you hear the click.



6. Close the cover.
The alignment process of the printing heads starts automatically.
-

10.2 Filling the Moistener (Option)

The hand-feed table uses water for sealing envelopes if a moistener is installed.

When the system is out of water, the mailing process can continue but the envelopes are not sealed properly.

How to Fill the Moistener

To add water to the moistener.

1. Remove the moistener from the table.



2. Fill the moistener with water up to the limit marks.
 3. Put the moistener back into place.
-

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

- Cleaning moistener brushes and sponge (if installed).
- Cleaning the Mailing System sensors on the mail path.

Cleaning Brushes and Sponge of the Moistener



MAKE SURE YOUR SYSTEM IS DISCONNECTED FROM POWER SOURCE BEFORE CLEANING!

How to Clean the Brushes and Sponge (Moistener)

To clean the brushes and sponge of the feed table moistener:

1. Remove the moistener assembly from the table.



2. Raise the brush.



3. Lift the metal sponge retainer to remove the sponge.
 4. Clean the sponge and the brush.
 5. Reinstall the sponge and retainer.
 6. Put the brush back.
 7. Put the moistener back into place.
-

Cleaning Mail Path Sensors

The sensors are light sensitive devices successively covered by the envelopes during their travel along the mail path.

How to Clean the Mail Path Sensors

To clean the mail path sensors:

1. Use a damp cloth or 70° alcohol on a cotton applicator.
 2. Allow the parts to dry and close all covers and assemblies.
-

10.4 Maintenance Processes

Maintenance process details

The maintenance processes listed below are only to be completed on request from by Customer Service.

Check that your Mailing System is connected to a telephone line or the LAN before starting.

As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.4** or select the path:

> Maintenance > Processes

- 1. Installation Process**
 - First time installation of your system.
- 2. Remove the Base**
 - Remove the base from service.
 - Prepares the base for removal by saving data on USB key.
- 3. Swap base**
 - Install a replacement base.
- 4. Withdraw the PSD**
 - Remove PSD from service.
 - Requires a password from Customer Services to perform.
- 5. Swap the PSD**
 - Allows installation of a new PSD in mail system. Old PSD must have already been withdrawn.
- 6. Update Registration**
 - This procedure is used if you have changed your address.
 - Contact your Customer Service to change your information then you will be instructed to perform the update registration procedure.

Running the Installation Wizard

This type of call should only be completed upon request from Customer Service. Check that your Mailing System is connected to a telephone network or to the LAN before starting.

How to Run the Installation Wizard

To run the installation wizard:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type 7.4 or select the path:
> Maintenance > Processes

A confirmation message is displayed.

2. Press **[OK]**.
3. Select Installation process (or type 1)
4. Enter or select the required preferences on each screen and press **[OK]** .
5. Press **[OK]** to complete the installation process and return to the supervisor main menu.

Additional information

After installing your Mailing System, you will want to add funds to the PSD so you can begin to process mail. See [Adding Funds](#) on page 73

Performing the Update Registration Procedure to Change your Address

This procedure is to be used if you have changed address.

First contact your Customer Service to update your details, then you will be instructed to perform the update registration procedure.

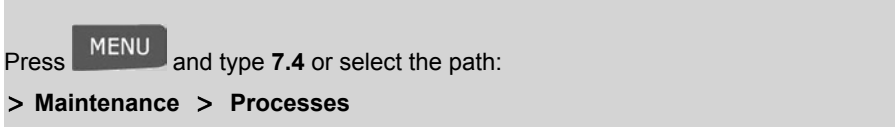
Updating Registration

Check that your Mailing System is connected to the network before starting.

How to Run the Registration Update


To run the registration update:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):



Press **MENU** and type **7.4** or select the path:
> Maintenance > Processes

A confirmation message is displayed.

2. Press **[OK]**.
 3. Select Update registration (or type **6**)
 4. Connect your USB memory key and press **[OK]**.
 5. Select the new town die and press **[OK]**.
 6. When required, type your registration PIN.
 7. Press **[OK]** to start the connection to postal services.
 8. Press  after the call is completed.
 9. Press **[OK]** to select the displayed GEOCode.
-

11 Troubleshooting

This section helps you solve problems you may encounter while using your Mailing System.

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| | How to Clear Mail Jammed in the Base | 205 |
| 11.2 | Weighing Problems | 206 |
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| | How to Access Diagnostic Data | 209 |
| | How to Display Software Data | 209 |
| | How to Display Hardware Data | 210 |
| | How to Display the Event Lists | 210 |
| | How to Display the Machine Counters | 211 |

11.1 Paper Jamming

Base Jamming

Envelopes are stopped in the transport mechanism of the Base.

Possible causes

- Mailpiece is too thick.
- Mail size is incorrect.

Actions

1. Clear the Base as indicated below.
2. Correct the cause indicated in the left column:
 - Mail sizes: see [Mail Specifications](#) on page 215.

How to Clear Mail Jammed in the Base

To clear mail jammed in the Base:

1. Pull the release handle located underneath the base to lower the transport belts and wheels. Hold the handle.



2. Using your other hand, remove the jammed envelopes.
 3. Release the jam release handle to put the transport belt and wheels back in position.
-

11.2 Weighing Problems

The Weighing Device does not Weigh Properly

If the Base does not display a correct weight, complete the following actions to correct the problem.



Display **-- lb _._oz** indicates a weighing error. When this weighing error occurs on the home screen, the Standard Weighing mode is automatically selected if the Automatic Weight Detection is activated, see [How to Activate the Automatic Weight Detection on the WP](#) on page 151.

You have to check the weighing device as follows.

Possible causes

Actions

There are vibrations or air drafts in the weighing area.

- Use a solid and steady table:
- Away from any door
 - Away from any fan.

Something is touching or laying on the Weighing Platform.

Clear the weighing zone and re-zero the Weighing Platform (see [Weighing Settings](#) on page 150).

The Weighing Platform zero is not correct.

See the weighing platform zeroing procedures in [Weighing Settings](#) on page 150

You have placed a package on the platform that is too heavy for the rate selected.

1. Press **[OK]** to clear the error message.
2. Press the **[Rate]** key and select a rate class that can accommodate the weight of the package.
(Example: select **Priority** if the rate you had been using was First Class).
3. Press lightly on the Weigh Platform to establish the weight and postage with the new rate.

Weight of the items on WP exceeds the max capacity defined in Weighing Platform (you have placed a package on the platform that is too heavy for your Weigh platform).

1. Remove the package and if possible, weigh it on another scale.
2. Use Manual Weight Entry mode to enter the weight and determine the postage.



To avoid weighing errors, make sure the weighing platform is clear when starting the system.

11.3 Diagnostics and System Data

Diagnostics allow you to find the root cause of a an issue or a breakdown that may occur during the life of your Mailing System.

The system performs tests automatically to diagnose the problem and generate corresponding reports.

The System Data gives data about the status of the system and the events or errors that have occurred.

This type of call should only be performed upon request by Customer Service.

Diagnostics

As Supervisor, you can gain access to all the diagnostic data listed below:

| No. | Diagnostic | Comments |
|-----|--------------------------|--|
| 1 | Ping Server | Sends a message to a server (if connected) to check the line. |
| 2 | Sensors Status | Reports the status ([0] or [1]) of the sensors below: <ul style="list-style-type: none">• Top doc• Start print• Cover• Carriage |
| 3 | Display | The screen displays, successively, a black bar without text, then a text. |
| 4 | Keypad | Displays “Key ok” if the test is correct |
| 5 | USB ports | Checks the two USB ports (need USB keys). |
| 6 | Serial Connection | Checks the serial port. |
| 7 | Modem Self Test | Checks the Modem. |
| 8 | Ping Tool | Checks Lan address. |
| 9 | IP Configuration Checker | Checks Lan connection. |

How to Access Diagnostic Data

To gain access to a diagnostic data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.3** or select the path:
> Maintenance > Diagnostics

2. The system requires you press **[OK]** to start the diagnostic tests, then displays the list of the tests.
 3. Select a test from the list displayed on the screen.
-

System Data

As Supervisor, you have access to:

- The Software Data (PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant).
- The Hardware (system) Data (P/N of the base and the PSD).
- The list of the events occurred in the machine (Base events, PSD events and Server connection history).
- The data of the machine counters.

How to Display Software Data

To display Software Data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.1.1** or select the path:
> Maintenance > System info > Software information

2. The system software data appears on the screen.
-

How to Display Hardware Data

To display hardware data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.1.2** or select the path:
> Maintenance > System info > Hardware information

2. The system hardware data appears on the screen.
-

How to Display the Event Lists

To display the event lists:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.1.3** or select the path:
> Maintenance > System info > Event list

2. Select the **> Base events** list (or type **1**) or the **> PSD events** list (or type **2**) or Server connection history (or type **3**)
 3. Press **[OK]** to validate.
 4. The system displays the selected list in a table with, for each event:
The Code of the event
The Date where appends the event
The Cycles count when the event occurred.
The Description
The Category
 5. Note the Code and refer to your customer service.
-

How to Display the Machine Counters

To display the data of the machine counters:

1. As supervisor (see [How to Log in as Supervisor](#) on page 136):

Press **MENU** and type **7.1.4** or select the path:
> Maintenance > System info > Counters

2. The system displays the data of the machine counters.
-

12 Specifications

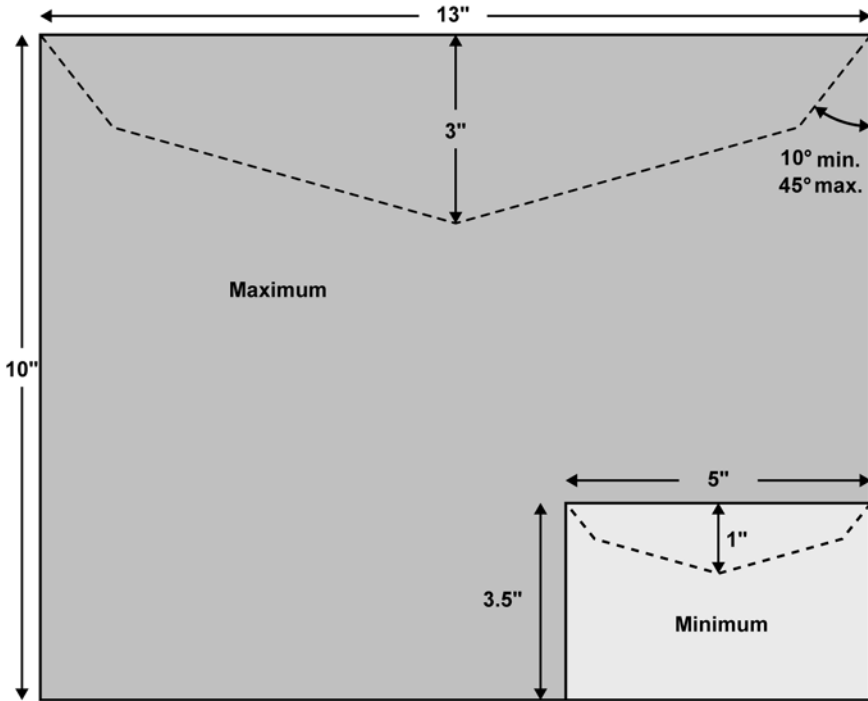
This sections contains the main specifications of your Mailing System.

| | | |
|-------------|---|------------|
| 12.1 | Mail Specifications | 215 |
| 12.2 | Recommended Operating Conditions | 217 |
| 12.3 | General Mailing Systems Specifications | 218 |
| 12.4 | Operating Specifications | 219 |

12.1 Mail Specifications

Envelope Dimensions

Your Mailing System can handle the envelope & flap sizes as illustrated below (note: the illustration is not on scale).



Minimum Envelope Thickness

Minimum envelope thickness is 0.008".

With the Hand-Feed table

Envelope Weight

| | |
|------------|--------------|
| Min | 0.1 oz |
| Max | 1 lb 10.4 oz |

Envelope Thickness

| | |
|------------|--|
| Max | 0.63" (1 envelope at a time, no sealing) |
|------------|--|

12.2 Recommended Operating Conditions

Temperature and Relative Humidity

Your Mailing System should only be operated in the following conditions:

| | |
|--------------------------|------------------------------------|
| Temperature range | Ambient temperature: 50°F - 104°F. |
| Relative humidity | 80% max. without condensation. |

Weighing accuracy



To obtain the best weighing results, use a solid and steady table:

- Away from any doors
- Away from any fan

12.3 General Mailing Systems Specifications

Dimensions

(Width x Length x Height)

- Base: 9.84" x 14.76" x 10.23"
- Feed Table: 4.1"x 8.6" x 3.9"
Feed Table with moistener (option): 7.4" x 8.6" x 3.9"

Weight

- Base: 23 lb 6 oz
- Feed table with moistener (option): 2 lb
- Catch tray: 2 lb 10.3 oz

Power

- Frequency: 60 Hz
- Max. current rating (full configuration): 2.5 A
- Power supply: 120 V (+6% -10%) 3 wire grounded circuit
(up to standard NFC15-100)

12.4 Operating Specifications

Accounts

The number of accounts you can create is set to 30 by default and can be raised optionally to 100.

neopost 



A0012954/B - 22/01/2014