



IN-700 Series

MAILING SYSTEM

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
---------	-------------

ALD	Automatic Label Dispenser
-----	---------------------------

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

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

ID	IDentification
----	----------------

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

MAS	Mail Accounting Software: allows you to remotely manage mailing accounts and associated reports.
-----	--------------------------------------------------------------------------------------------------

Acronym Description

MSF	Mixed-Size Feeder
PC	Personal Computer
PIN	Personal Identification Number
PSD	Postal Security Device (Meter)
USPS	United States Postal Services
WP	Weighing Platform

1

Read this First

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; refer to the type plates at the back of each system component.

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. As the power supply cord is the system disconnecting device, 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 there is no strain 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

Read this First

Your Mailing System uses the telephone network to connect to the Postal Services and to your customer online services.

You may also use 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:



Analog phone (4 wires)



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 telephone jacks or LAN connectors in a wet location.
- Disconnect the telephone or LAN cable from the wall before moving your system.



To reduce the risk of fire, use only the supplied cable to connect the modem to the telephone line (see [Specifications](#) on page 291).

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 27).



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

Mailing System without dynamic scale



Mixed-Size Feeder

① Automatically feeds the system with envelopes of different sizes.

Auto Label Dispenser

② Contains labels to be printed.

System Base

③ Prints envelopes (or labels) and controls the Mailing System.

Weighing Platform

④ Measures the weight of mail pieces.

Control Panel

⑤ Allows you to control the Mailing System.

Rear Guide-Wall

⑥ Guides envelopes into the feeder.

Hopper

⑦ Beginning of mail transport path.

Side Guide

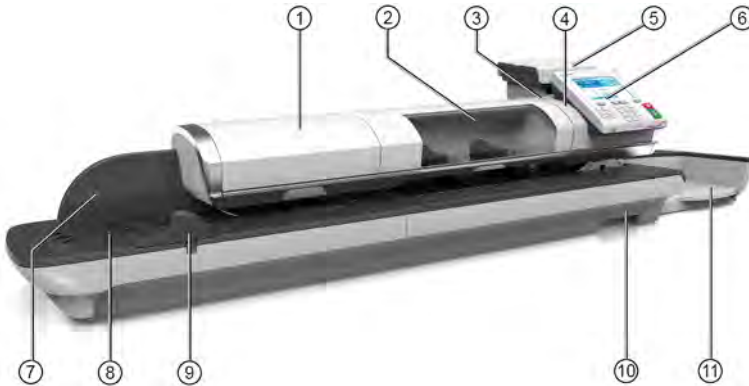
⑧ Holds large envelopes in place for feeding.

Jam Release Handle

⑨ Allows you to remove jammed envelopes or labels.

Catch Tray

⑩ Receives mail pieces after processing.



Mixed-Size Feeder

① Automatically feeds the system with envelopes of different sizes.

Dynamic Scale

② Automatically measures the weight and dimensions of mail pieces to dynamically change postage after feeding.

Auto Label Dispenser

③ Contains labels to be printed.

System Base

④ Prints envelopes (or labels) and controls the Mailing System.

Weighing Platform

⑤ Measures the weight of mail pieces.

Control Panel

⑥ Allows you to control the Mailing System.

Rear Guide-Wall

⑦ Guides envelopes into the feeder.

Hopper

⑧ Beginning of mail transport path.

Side Guide

⑨ Holds large envelopes in place for feeding.

Jam Release Handle

⑩ Allows you to remove jammed envelopes or labels.

Catch Tray

⑪ Receives mail pieces after processing.

**Catch Tray**

⑪ Receives mail pieces after processing.

User Guide Receptacle

⑫ Stores this User Guide.

Label Storage

⑬ Use this slot to store labels horizontally.

Inside the system base

**Ink Cartridge**

① Prints the postal imprint on envelopes.

Postal Security Device (PSD)

② Postage meter. Stores postage funds and tracks postage usage.

Cover

③ Lift by front side to open.

2.2 Accessories

USB Keyboard (option)

2

Meet Your Mailing System

Usage

A USB keyboard can be connected to the mailing system.



This keyboard is a standard personal computer keyboard with an additional touchpad. It allows the input of data to your mailing system.

To use the numerical keys, ensure that **[Num lock]** is activated.

You can use the shortcuts listed in the table below

Keyboard use

NAVIGATION KEYS

OK	[Enter]	Validates the current screen.
Clear	[Backspace]	Deletes the last character or digit in an entry field.
Delete	[Del]	Deletes the next character or digit in an entry field
Back / Cancel	[Esc]	Returns to previous screen or cancels the selection.
Change field	[Tab]	Moves to the next entry field.
Move before	[Left arrow]	Moves the cursor before the character at the left.

Move after[Right
arrow]

Moves the cursor after the character at the right.

Touchpad use

The touchpad on the keyboard or a USB mouse plugged into the system allow you to make the same selections or actions as with your finger, using its pointing device.

They allow you to do the same selections or actions as with your finger on the touch screen.

All the tactile elements can be activated by the pointer.

In addition, it allows you to:

- Exactly position the cursor in an entry field.
- Select a part of the content of an entry field.

External Label Dispenser (option)



The External Label Dispenser (or ELD) is a remote device connected to the mailing system that prints indicia (stamps) on thermal, self-adhesive paper. It provides an ergonomic work environment, as the user can place it in the most convenient working position.

See also

- To use your ELD, see [Printing Using the External Label Dispenser](#) on page 99.
- To configure your ELD, see [Configuring the ELD](#) on page 97.

Report Printer (option)

2

Meet Your Mailing System



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.

Barcode Scanner (option)



This scanner is used:

- to identify accounts through barcodes
- to scan tracking numbers on mails and send them to postal server

2.3 Control Panel Features



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

2

Display Areas

The control panel has a touch screen so most zones are tactile. Tap a zone to open the related screen.

Account	Displays account currently selected.
Ad die	Indicates that an ad die (slogan) will be printed when yellow.
Date	Displays the date that will be printed.
Imprint Memory	Displays selected imprint memory when applicable.
Item Counter	Counts the envelopes or labels printed since the last counter reset.
Label Indicator	When displayed, indicates that the Mailing System will print a label.
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.
Remaining funds	Displays funds available for postage.
Reset item counter	Resets the item counter to zero. This is the starting point for batch data reports.
Sealing	Switches the sealer on/off and indicates whether the function is activated or not.
Text	Indicates that a text will be printed on the envelope.
Type of stamp	Current type of stamp. Use Stamp configuration shortcut to change.
Weighing Mode	Current weighing method.

Keys and Shortcuts

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 KEYS

Funds



Accesses funds management (including adding funds).

Imprint Mem-
ories

Accesses preset stamp and account memories. These pre-sets are managed by the supervisor.

Print Labels



Switches to label printing (instead of envelopes).

Rate Selection



Displays the rate selection screen.

Stamp Configu-
ration

Accesses stamp selection and stamp set up screens.

SHORTCUT KEYS

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.

KEYPAD

Sleep/Wake



Wakes the Mailing System up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber = asleep).

START / STOP KEYS

Start

Starts printing process.

Stop

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

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

2

Connectors

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

Meet Your Mailing System

Base Connectors



Power Connector

COM2/3

COM1

LAN Port

USB Ports

① To wall socket, feeder or dynamic scale

② To Weighing Platform(s)

③ To mixed-size feeder or dynamic scale

④ To Online Services and/or accounting software on a PC (option)

⑤ To modem, memory device or printer

Dynamic Scale Connectors



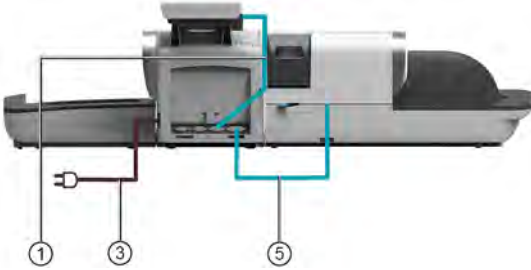
COM1	① To the Mixed-Size Feeder
COM2	② To the Mailing System Base
Power Connectors	③ To Base and wall socket

Connection Diagram

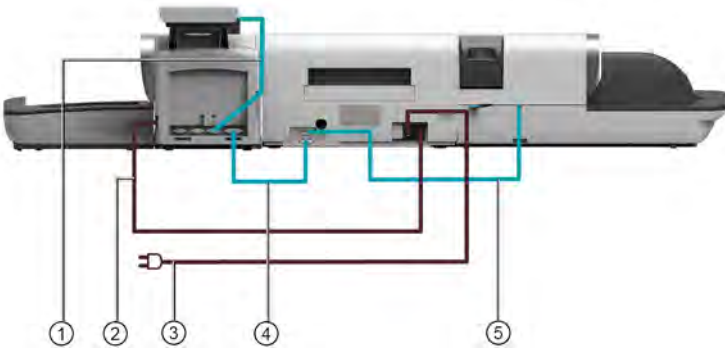
2

Detail of connections

Without a dynamic scale



With a dynamic scale



Meet Your Mailing System

COM1 (base)

Power cable

Wall Socket

COM2/3 (base)

COM1 (dynamic scale)

① Base (COM2 or COM3) to Weighing Platform

② Power supply to base from speedweigh

③ Power Source

④ Base (COM1) to Dynamic Scale (COM2)

⑤ Feeder to dynamic scale

Power connectors

Nota: Power connectors are shown in section [Connectors](#) on page 22.

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 212.

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 27)
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: choose a type of stamp, select a rate and weighing method, activate sealing 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 43)	<ul style="list-style-type: none"> • Rate • Weight • Date format • Text (optional) • Ad die (optional) • Print offset (optional) • Sealing on or off
Sending Prepaid mail:	[Permit Mail] (Printing [Permit] Mail on page 57)	<ul style="list-style-type: none"> • Permit Mail • Text (optional) • Ad die (optional) • Print offset (optional) • Sealing (optional)
Printing ' Received ' or the date on incoming mail:	[Received] (Printing Incoming Mail with [Received] Mode on page 65)	<ul style="list-style-type: none"> • Print date and/or 'Received' • Print offset (optional)
Sealing only: (using optional feeder with sealer)	[No printing] (Running [No Printing] Mail on page 68)	<ul style="list-style-type: none"> • Turn sealer on
Counting by feeding: (using optional feeder)	[No printing] (Running [No Printing] Mail on page 68)	<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 107).



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 199.

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 33)
- **Logging into the system** to start a work session ([Turning On Your System and Starting a Work Session](#) on page 35)
- **Selecting the Type of stamp** that matches each mail batch ([Selecting the Type of Stamp](#) on page 38)
- **Checking additional issues** concerning your Mailing System: ink level, funds... ([Frequently Asked Questions](#) on page 39).

This section also describes how to use the Mailing System **automatic feeder** ([Using the Feeder](#) on page 40).

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 or Dynamic scale options that allow you to process mail much quicker.

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

How to Sort 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

Permit mail postage

Incoming mail

Mail to count or 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 71)

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 293).

6. Finally, sort each stack by item size.



Your Mailing System can run mixed mail when using **Dynamic scale** options. In this case, mail should be stacked largest / heaviest on the bottom. Otherwise, separate sizes in different stacks.

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:

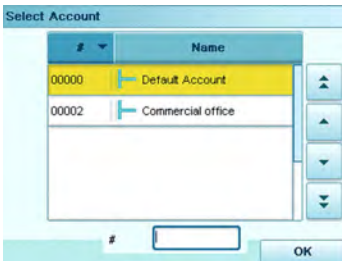
Home Screen [Standard].



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 (use double arrows to scroll list) 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 name (tap column headers to switch between number and name) 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 71.
- To choose security level for accounts and access control as the Supervisor, see [Managing Accounts and Assigning Rights](#) on page 117.
- To turn your system on Sleep mode, [How to Turn the Mailing System to Sleep Mode](#) on page 27.

Selecting the Type of Stamp

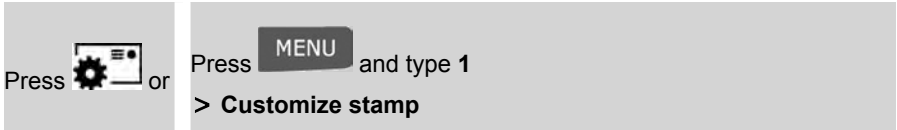
For each stack of mail you have sorted (see [Sorting Mail by Type and Task](#) on page 33), select the type of stamp you need to process your mail as follows:

3

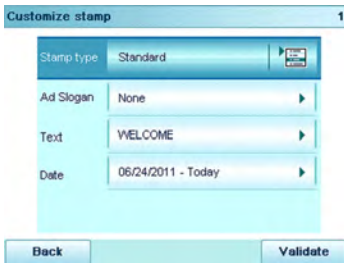
How to Change the Current 'Type of Stamp'

Once you are logged in as user:

1. Either:



The Customize stamp screen is displayed.




2. Select > **Stamp type**.

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  to return to the home screen.

Frequently Asked Questions


System check list:

Question...

Answer

Do I have enough postage?

Look at the funds counter at the bottom of the screen, or:

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

To add funds, see [How to Add Funds to the PSD \(Meter\)](#) on page 113.

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 163).

Select **Reset counter** on the home screen, or

See [How to Reset Batch Counters](#) on page 106.

Is the sealing/moistening device properly filled?

(if installed)

For sealing while printing the envelopes.

For sealer-equipped feeders, see [How to Fill the Sealer Bottle](#) on page 267.

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 218.

Are labels in place in the ALD?

(if you plan to print on tape)

See [How to Fill the Automatic Label Dispenser](#) on page 107.

Question...

Answer

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 260.

3



You can be warned when the available funds gets below a preset value (see [How to Set the Low-Funds Threshold](#) on page 214).

Using the Feeder

The procedure below describes how to place a stack of mail pieces in the Hopper.

Depending on the weighing method you choose to run mail, you may have to insert the envelopes one by one or place a stack of envelopes in the hopper.

Each stack may mix envelopes of different thickness and size.

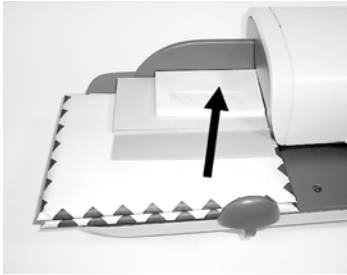
How to Use the Feeder

Feeding a stack of mail pieces:

1. Arrange the mail pieces according to their size (the largest/heaviest letters beneath).
2. Fan the envelopes to separate them.
3. Bevel the edge of the stack.
4. Place the envelopes in the hopper, their upper edge resting against the rear guide.



Ensure that all the envelopes are stacked along the rear guide, from largest to smallest.



- Adjust the side guide for large envelopes. To adjust the guide, push it gently to rest against the envelopes, without pressing.



Envelopes flaps must be closed, not nested.



Do not try to seal self-adhesive envelopes.

Thickness Setting:

The feeder have 2 thickness settings that you can use according to the envelopes you have to process. Use this setting if several thin envelopes pass at one time through the feeder or, if thick envelopes are blocked at the entrance of the mail path.

- Open Feeder Cover.
- Change lever position:



- 1 for thin envelopes
- 2 for thick envelopes.

- Close the Feeder Cover.
-

3.3 Printing [Standard] Mail

In Printing [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 31.

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 33.

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 type of stamp is indicated at the top of the home screen 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 Stamp type and then select **[Standard]** in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 38.



To select an option in the screen:

Tap the related zone on the screen.

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 89.

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 87.

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 86.

Press  to return to the home screen.

4. Select a rate and add services.

Press  to open the Rate selection screen.



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

Select Rate History to choose a recently selected rate.

Select Rate wizard to choose rate options in lists (includes rates not shown on rate selection screen).


For more details, see [Selecting a Rate](#) on page 73.



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 76.

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 a weighing platform or the dynamic scale (if installed) to save time: see [Choosing a Weighing Type](#) on page 79.

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 82.



If the WP automatic selection is activated (see [Weighing Platform Automatic Selection](#) on page 216), 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. **Move the stamp away from the envelope edge** for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 91.
2. **Close envelopes using the feeder sealer** : see [Using the Sealing Function](#) on page 94.

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 92.

3

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 71.

Processing Mail


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.
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.



If a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed.

To know the maximum thickness, see [Mail Specifications](#) on page 293

4. The Mailing System prints postage and the mail piece (or label) is sent to the catch tray.



When using sealer, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

If you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure there is enough labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 107).

2. Press  to print the labels.



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 a mail piece is bigger than mail path maximum thickness, press



to print a label. The label is printed.


To know the maximum thickness, see [Mail Specifications](#) on page 293

4. The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.



When sealer is activated, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

- 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 optional mode **Differential Weighing Automatic Label**




From the **[Standard]** home screen:

- Place the stack of mail you to process on the weighing platform, and then follow the instructions on the screen or the steps below.
- Withdraw the first mail piece from the top of the stack. The Mailing System displays weight and postage on the home screen, starts motors and prints the label automatically.



If you inadvertently remove more than one item from the WP, **replace removed items on WP before weight stabilization** to avoid printing label (about 1.5 seconds).

- 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 optional mode **Dynamic weighing**



From the **[Standard]** home screen:

- Place the mail pieces stack you want to process on the hopper.

For more details, see [Using the Feeder](#) on page 40.

- Press  to start processing the set of mail pieces.

The base prints the stamps and sends the set of mail pieces to the catch tray.



In optional mode **Dynamic Weighing Batch Mode**

1. Place the mail pieces stack to process on the hopper.
For more details, see [Using the Feeder](#) on page 40.

2. Press  to start processing the set of mail pieces.

The system weighs the first mail piece and asks you to confirm the postage amount before applying it to all the mail pieces.

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

The base prints the stamps and sends the set of mail pieces to the catch tray.




When sealer is activated, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.




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

From the **[Standard]** home screen:

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 a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed.



To know the maximum thickness, see [Mail Specifications](#) on page 293

3. The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.



When sealer is activated, collect the mail stack in the catch tray and put stack aside to let envelopes dry.

To print several identical labels :

1. Press  and enter the number of labels.
Make sure the labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 107).
2. Press  to print the labels.

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 43 ([Applying Postage for \[Standard\] Mail](#) on page 43), 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 33.

How to Re-Date Mail (Settings)

3


Processing Mail

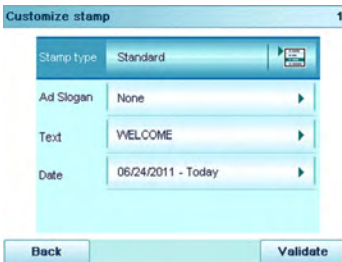
Required settings:

1. **Make sure you are on the home screen of the [Standard] type of stamp**
. The type of stamp is indicated at the top of the home screen as illustrated below.



2. **Check or change the type of stamp.**


Press  to access the Customize stamp screen:



To change the type of stamp, select Stamp type and then select **[Standard]** in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 38.

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 86.

Press  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 76.

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 91.
2. **Seal envelopes** : see [Using the Sealing Function](#) on page 94.

You are now ready to print.

Processing

How to Re-Date Mail (Processing)

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 mail piece(s) into the mail path against the rear-guide wall, with the side to be printed facing upwards (see [How to Use the Feeder](#) on page 41).





The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.




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 293), press  before you press  to print a label. The label is printed.

Otherwise, if you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the Label Dispenser (see [Filling the Label Dispenser](#) on page 107).

2. Press  to print labels.
-

3.4 Printing [Permit] Mail

In Printing [Permit] Mail Section

This section describes the parameter settings and mail handling sequences for the mail processes that use the [Permit] type of stamp.

See also

- To choose the Type of stamp to use for each type of mail, see [Choosing a Type of Stamp](#) on page 31).

Setting [Permit] Mail

The procedure below outlines steps required to process mail.

- As mail requirements differ from day to day, some of the settings may not be necessary, or their order may vary
- You must begin with the Type of stamp selection step to gain access to the corresponding parameters and be able to run mail.



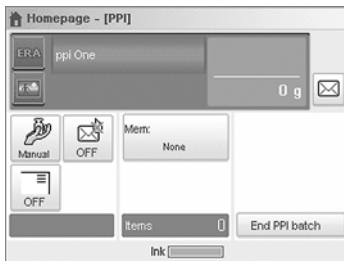
Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 33.

How to Set Postage for [Permit] Mail

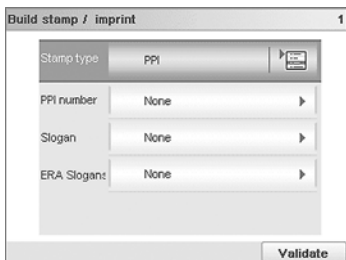
Required settings:

1. Check that you are in the [Permit] Type of stamp.

If not, see section [Selecting the Type of Stamp](#) on page 38.




2. Press  to access the stamp configuration menu and perform the settings that follow.



3. Select the Permit Mail to use. See [Selecting a Permit](#) on page 77.
4. Select a weighing type (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 a weighing platform or the dynamic scale (if installed) to save time: see [Choosing a Weighing Type](#) on page 79.

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



For more details, see [How to Change the Weighing Type](#) on page 82.

Setting an Imprint Memory for [Permit] Mail



To set the stamp quickly, consider using **Imprint memories**. The Imprint memories store stamp characteristics together with rates and, if active, charged account. See [Using Imprint Memories](#) on page 92.

Processing [Permit] Mail

To run mail, follow the procedure below after you have completed the sequence in [How to Set Postage for \[Permit\] Mail](#) on page 57).

How to Process [Permit] Mail

3


Processing Mail

In mode Standard weighing ()



From the home screen:

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



If mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 293), press  before you press  to print a label. The label is printed at once.

The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.



When using sealer, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

Otherwise, if you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 107).



2. Press  to print the labels.

In optional mode Differential weighing ()

From the home screen:

1. Place the stack of mail you want to process on the weighing platform, and 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, side to be printed facing upwards.




If mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 293), press  before you press  to print a label. The label is printed at once.

4. The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.



When using sealer, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

5. Repeat the previous step of each piece of mail.

To quit the process at any time, press .



When you remove the last object from the WP, the Mailing System asks if you want to print it. You can answer Yes or No. This allows you to use a mail basket without having to declare a tare on the WP.



In optional mode Differential weighing auto-tape ()


From the home screen:

1. Place the stack of mail you want to process on the weighing platform, and 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, starts motors and prints the label automatically.



If you inadvertently remove more than one item from the WP, **replace removed items on WP before weight stabilization** to avoid printing label (about 1.5 seconds).

3. Repeat the previous step of each piece of mail.

To quit the process at any time, press .



When you remove the last object from the WP, the Mailing System asks if you want to print it. You can answer Yes or No. This allows you to use a mail basket without having to declare a tare on the WP.



When using sealer, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.




In optional mode Dynamic weighing ()

From the Home Screen:

1. Place the items you want to process into the hopper.

For more details, see [Using the Feeder](#) on page 40.

2. Press  to start processing your items.

The system will print the stamps and send the items to the catch tray.




In optional mode **Dynamic weighing batch-mode** ()

From the home screen:

1. Place the items you want to process into the hopper.

For more details, see [Using the Feeder](#) on page 40.

2. Press  to start processing your items.

The system weighs the first item and then asks you to confirm the postage amount before applying it to all the items.

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

The system will print the stamps and send the items to the catch tray.




When using sealer, collect your processed items and put them aside to let the envelopes flaps dry.




In other modes (**Manual weight entry** , **No weight**)

From the home screen:

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 mail piece is bigger than mail path maximum thickness (see [Mail](#)

[Specifications](#) on page 293), press  before you press  to print a label. The label is printed at once.

The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.

Otherwise, if you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 107).

2. Press  to print the labels.



When using sealer, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

3.5 Printing Incoming Mail with [Received] Mode

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 31).

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 33.

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.



2. Check or change the type of stamp.

Press  to access the Build stamp screen:



To change the type of stamp, select Stamp type and then select [**Received**] in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 38.

Additionally, you can:

- Activate or deactivate printing the date
- Activate or deactivate printing '**Received**'.
- Select the option to change. The buttons indicate the current status of the options.

The screen indicates the current status of the options.

- Press  to return to the home screen.

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 91.


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 65.

How to Process [Received] Mail

On the [Received] home screen:

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



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

3.6 Running [No Printing] Mail

In Running [No Printing] Section

3

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

- Sealing envelopes using the auto-feeder sealer (if installed).
- 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 31).

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 33.

How to Set [No Printing] Mail processing


Main setting:

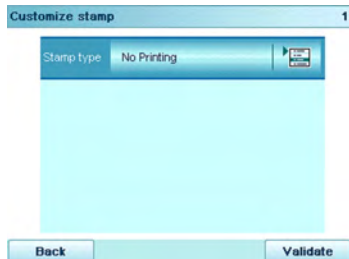
1. Make sure you are on the home screen of the [No printing] type of stamp

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:



To change the type of stamp, select Stamp type and then select [**No printing**] in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 38.

3. Press to return to the home screen.




If you want to seal envelopes without printing you must turn the sealer lever on: see [Using the Sealing Function](#) on page 94

You are now ready to process mail.

Processing [No Printing] Mail

How to Process Mail [No Printing] Mail

3

1. Press . System motors start running.
2. Insert the mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see [How to Use the Feeder](#) on page 41).



Processing Mail

3.7 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:

Tap the **Account** zone on the screen




, or

Press **MENU** 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



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

3

Processing Mail


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 84).

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.
- Using a list of the last 10 selected rates from the **rate history**



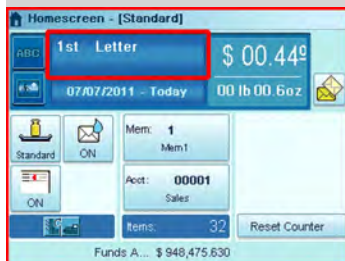
On the home screen, press  to select the default rate and refresh weight.

How to Select a Rate

To select a rate:

1. Either:

Tap the **Rate** zone on the home screen



, Or

Press  or

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

The Rate Selection screen is displayed.



2. On that screen, you can:

Press one of the rate buttons **1 to 9** (or type the number) to select the rate or display rate options.

Press **Rate History** to select a recently selected rate or **Rate wizard** to build your rate with the 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.

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

3

Processing Mail

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 and the **Weighing type** zone (see cover flap for screen description) shows the No weight source icon



Entering Fractional Postage for Presort Mail



To set the fractional postage for presort mail, see [How to Activate / Deactivate Fractional Postage Values](#) on page 228.

Selecting a Permit

You can select the permit to use in a list.



When selecting the [**Permit Mail**] type of stamp, a default permit is automatically selected.

See also

- [How to Change the Default Permit](#) on page 224.
- [Managing Permits](#) on page 254.

How to Select a Permit

3

Processing Mail

To select a permit:

From the [Permit mail] home screen:

1. As a user:

Tap the **Rate** zone on the home screen

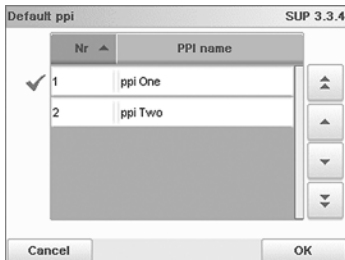


, OR

Press  on the keyboard

and then select **> Permit number**.

The Select Permit screen is displayed.



2. To select a permit on that screen, you can:

- Type the permit number
- Select the permit using the arrows.

3. Press **[OK]** to validate your selection and return to the Imprint screen.

Choosing a Weighing Type

Depending on the accessories and features on 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 84.

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.

Using the device... For weighing...	Weighing Platform Select method...	Dynamic Scale
Items one by one	<ul style="list-style-type: none">• Standard Weighing	<ul style="list-style-type: none">• Dynamic Weighing
Items having different weights stacked on the Weighing Platform	<ul style="list-style-type: none">• Differential Weighing	
Items exceeding the mail-path size specifications	<ul style="list-style-type: none">• Standard Weighing• Differential Weighing Automatic Label or• Manual Weight Entry	
Items having different weights stacked on the Feeder Platform		<ul style="list-style-type: none">• Dynamic Weighing
Items having the same weight and size stacked on the feeder platform	<ul style="list-style-type: none">• Standard Weighing	<ul style="list-style-type: none">• Dynamic Weighing Batch Mode



The recommendations in the table apply to items processed with the same postage rate. If the postage rates are different within a stack of mail pieces, the Dynamic Weighing methods cannot be used. Make different stacks for each 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.

3


Processing Mail


- **Manual Weight Entry** 


In this mode, you enter the weight manually (see [How to Enter the Weight Manually](#) on page 84).
- **Standard Weighing** 

In this mode, each mail piece is manually placed on the Weighing Platform, and then put into the mail path (or print a label).
- **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).
- **Differential Weighing Automatic Label**  (optional)

This mode is identical to Differential Weighing except that the system automatically prints the postage on labels.
- **Dynamic Weighing** 

In this mode, you place all the items at the Feeder Entrance whatever their size (within the system limits). The system automatically assesses the weight and size of each item and applies postage as each piece goes along the mail path at high speed.
- **Dynamic Weighing Batch Mode** 

In this mode, you place a stack of identical items at the Feeder Entrance. The system assesses the weight and size of the first item and applies the same postage to all items at very high speed.

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 215.
- To change the weighing type according to the type of process you want to run (see [Choosing a Weighing Type](#) on page 79), follow the steps outlined below.

How to Change the Weighing Type

3

Processing Mail

To change the weighing type from the home screen:

1. Either:

Tap zone **Weighing type** on the screen



, or

Press **MENU** and type **2.2** or select the path:

> **Job settings** > **Weighing type**

The Weighing mode screen is displayed.



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.



If you select the option Differential Weighing Automatic tape, make sure the Auto-Label Dispenser is properly filled with labels. See [How to Fill the Automatic Label Dispenser](#) on page 107.

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

3

Processing Mail

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

1. Either:

Tap the **Weighing type** zone on the screen



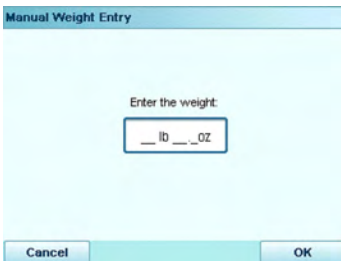
, or

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**.

The Manual weight entry screen is displayed.



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

4. Press  to return to the home screen.

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 38
- [Type of Process and Type of Stamp](#) on page 31.

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 227.

How to Change the Date

3

Processing Mail

To change the date that will be printed:

1. Either:

Tap the **Date** zone on the screen



, or



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

The Customize stamp screen is displayed.

2. Select > **Date**.


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.

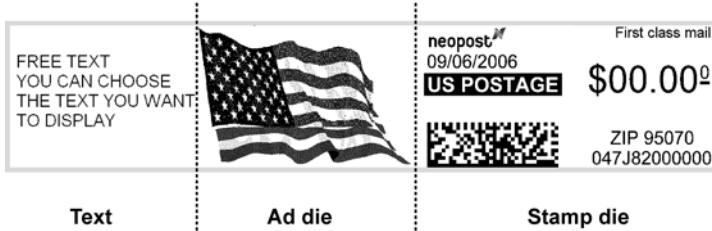


The date can be advanced up to 30 days from today's date.

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:

Tap the **Text** zone on the home screen

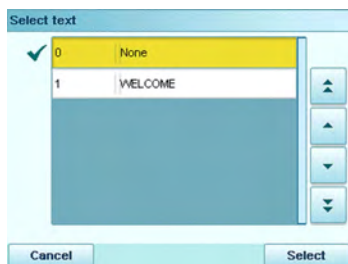


, or

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

2. Select **>Text**.

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.

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



See also

- [Managing Custom Text Messages](#) on page 247
 - [Managing Ad Die](#) on page 249.
-

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:

Select the **Ad die** zone on the screen

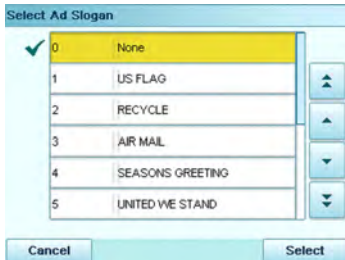


, or



2. Select **> Ad die**.

The Select Ad die screen is displayed.



3. Select the ad die in the list or select None for printing no ad die.

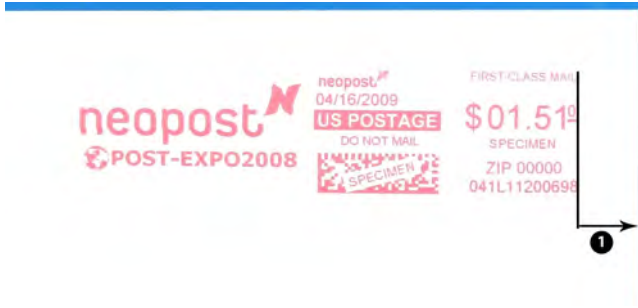
The ✓ icon indicates the current selection.

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.

3

Processing Mail



1 -Imprint printing offset

How to Move the Stamp (Print Offset)

To add an offset to the stamp position:

1. As a user:

Tap the **Offset** zone on the screen

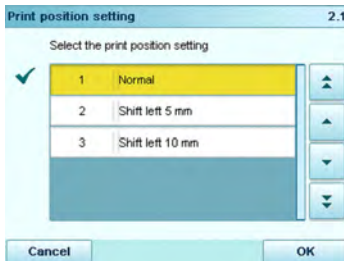


, OR

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 229.

How to Use an Imprint Memory

To use an imprint memory:

1. Either:

Tap the **Imprint memory** zone on the screen



, or

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

3

Mixed-Size Feeder Sealer

You can activate or deactivate the Sealing Function as needed. See [How to Turn the Sealer On/Off](#) on page 94.

The **Sealing On/Off** icon in the Home Screen indicates the current state of the Sealing Function.

Sealer may be active by default. To set the default Sealing Setting, see supervisor setting [How to Set the Default Sealing Mode](#) on page 232).





Do not insert envelopes already sealed in the Feeder when the Sealing Function is ON: the envelopes could jam.


Processing Mail

How to Turn the Sealer On/Off

To turn sealing on/off:


1. On the Control Panel:

Select the **Sealing Zone** on screen ( / )



, Or

Press **MENU** and type **2.4** or select the path:
> **Job settings** > **Sealing**

2. Select the switch () on the screen to set sealing on or off and then press [OK].

See also

- To adjust sealing dampness, see [How to Adjust the Sealing Water Flow](#) on page 268.
-

3.8 External Label Dispenser (ELD)

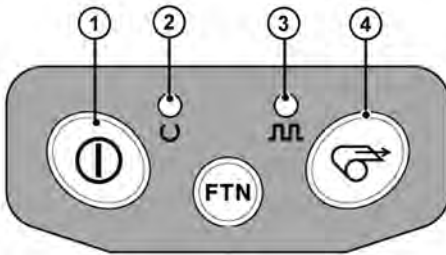
Introducing the ELD

3

Presentation

The External Label Dispenser (or ELD) is an external printing element dedicated to print indicia on thermal self-adhesive paper with various widths.

Processing Mail



Power Button

① Wakes-up or Sleeps the ELD.

Green Led

② Indicates ELD Status.

Yellow Led

③ Indicates ELD Status.

Feed button

④ Used for multi-label process or to advance the media.

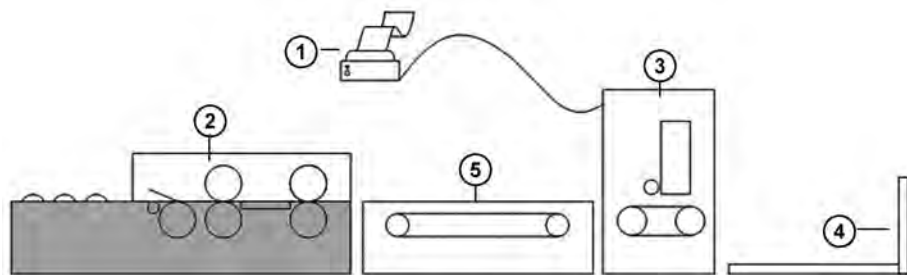
The 2 LED (green and yellow) are combined to give the status of the ELD as follows:

Green Led	Yellow Led	Meaning
OFF	OFF	ELD Power OFF or on Sleep mode.
ON	OFF	Printer Connected – Ready for printing a label (First Exchange done with Franking machine)
Fast Blink	OFF	Data exchange in progress or try to re-connect
Slow Blink	OFF	ELD is waiting for Feed button (Multi-label)
ON	Slow Blink	Low battery – Ready for printing a label

The ELD is powered by an internal battery. As soon as the ELD has power, it is ready to work.

To check the ELD battery level, see [How to Display the ELD Battery Level](#) on page 101.

Configuring the ELD



①

ELD / External Label Dispenser

②

Feeder

③

Base

④

Stacker

⑤

ODS – Dynamic Scale

Use a USB cable to connect the ELD to the base (rear left hand side).

See [Connections](#) on page 22.

Declaring/Undeclaring the ELD



To use the ELD, you have to declare the ELD on the mailing system.

3

How to Set the ELD Status



Processing Mail

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **6.2.3** or select the path:
> Machine settings > Accessories and modules settings > Set External Label Dispenser status

The ELD status screen is displayed.

2.

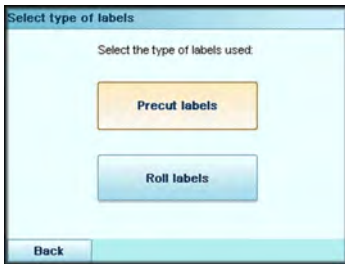
To declare the ELD, press ELD Connected .	OR	To undeclare the ELD, press ELD not Connected .
-----------------------------------------------------	-----------	-----------------------------------------------------------
 3. Press **[Ok]** to validate.
 4. Press  to power OFF the mailing system.
 5. Press  to power ON the mailing system.
 - If ELD status is set to **ELD Connected**, the mailing system detects automatically the ELD.
 - If ELD status is set to **ELD not Connected**, the mailing system does not detect the ELD. The mailing system sets the ILD as the default Label Printer.
-

How to Print with ELD by Default

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **3.2.8** or select the path:
> **Default user settings** > **Base settings** > **Default label printer**

The Set default type of labels screen is displayed.



2. Press **Roll labels**, to use the ELD as default label printer.
3. Press **[OK]** to validate.

Printing Using the External Label Dispenser



Make sure to power on the External Label Dispenser before processing. If the External Label Dispenser is accidentally shut-off during the process, restart the base.

How to Print Using the External Label Dispenser

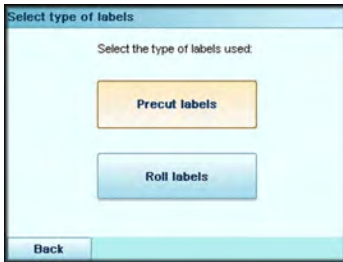
From the home screen:



1. Press .

The following screen is displayed:



2. Enter the number of labels you want to print.
3. Press **Print on ELD** or **Print on ILD** to display the following screen:



4. Select **Roll labels**.
5. Press **[OK]** to validate.
6. Press .
- The first label is printed on the ELD.
7. To print other labels on the ELD, either press , or the ELD feed button.

Maintaining the ELD

How to Display the ELD Battery Level

1. As user:

Press **MENU** and type **12.2** or select the path:
> Ink and accessories information > External Label Dispenser

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **7.6** or select the path:
> Maintenance > External Label Dispenser Management

The ELD management screen is displayed.

How to Change the ELD Battery

1. Turn the ELD upside down.



2. Lift the cover upward cover to disengage the battery.



3. Remove the battery.

How to Test the ELD

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type 7.6 or select the path:
> **Maintenance** > **External Label Dispenser Management**

The Test screen is displayed.

2. Press **Begin ELD test**.
-

How to Change the Label Roll

1. Press the button located on the ELD side.



2. Open the ELD.



3. Move the two maintainer apart to disengage the Label Roll.



4. Remove the Label Roll.
-

3.9 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.

3



To produce reports associated to counters, see [Reports](#) on page 155.

Processing Mail

How to Reset Batch Counters

To reset a Counter:

1. On the Homescreen display:

Select the **Reset counter** Zone



The counter is reset.

or

1. As a user:

Press **MENU** and type **2.6** 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:

Press **MENU** and type **10** or select the path:
> **Piece Counting**

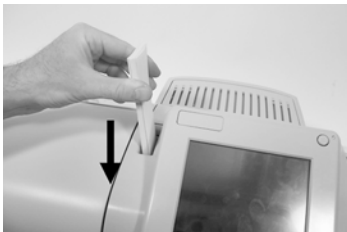
2. Place 10 items on the Weigh Platform and press **[OK]**.
3. Put the complete stack of items on the Weigh Platform and press **[OK]**.
4. The total number of items is displayed.

Filling the Label Dispenser

How to Fill the Automatic Label Dispenser

To fill the Label Dispenser:

1. Stack the labels and insert them in the dispenser, face to print on the right-hand side and peel-off tab on the top.
2. Push the block of labels down until you feel the label “click” into position.





The Label Dispenser can hold up to 40 labels.

3

Processing Mail

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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	How to Check the PSD (Meter) Funds	112
	How to Add Funds to the PSD (Meter)	113
4.3	Unlocking the PSD (Postal Inspection)	115
	How to Unlock the PSD	115

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 22) and that the connection is properly configured (see [Connection Settings](#) on page 234).

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 155.

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.

Remaining funds are continuously displayed at the bottom of the home screen (see [Control Panel Features](#) on page 19). You can also use the procedure below.

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.



2. Select the menu path:

> **Funds used / Funds available**

The screen displays your postage funds as shown below.

Funds Used / Funds Available		7.1
Registers		
Funds Used	\$ 1,524,370	
Funds Available	\$ 948,475,630	
Back		

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



Adding Funds

You can add funds to your Mailing System at any time by complete the steps listed below. The Mailing System then connects to the Postal Services 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.

The screenshot shows a window titled "Funds". It contains the following text: "Funds Available" followed by "\$ 0.000". Below that, "Amount of Funds to Add" is followed by a text input field containing "\$ __,10.000". At the bottom of the window, there are two buttons: "Cancel" on the left and "OK" on the right.

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.

The screenshot shows a window titled "Add Funds". It has a green header bar with "PSD Resetting". The main area is light green and contains the text: "Transaction successful.", "PSD state : INSTALLED", and "Account balance : \$ -1428503.176". At the bottom right, there is an "OK" button.

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 234).

- 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 112).

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 214.

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.

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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 these two functions independently. If both are activated, the user will login with a secure PIN code and only have access to assigned accounts. If connected to MAS advanced postal expense management software, postal expenses and system usage can be tracked at the user level.

Postage tracking can be done using your Mailing system, on line, or with MAS PC software.

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.

Reports can be generated for each account, or groups and subgroups of accounts, depending on how the supervisor has set up their structure. For more information see [Reports](#) on page 155).

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.



To control the use of funds, each account can be allocated a budget that cannot be overrun. This optional feature is described in the Advanced Reporting User Guide.

5

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
- **Shared System PIN Code:** users enter a PIN code to access the system
- **Operator PIN codes:** users enter their own PIN code to access the machine.

In this last mode, the operators use only the accounts you allow them to access to.

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 119).

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' Remote Account Management *

* Remote Account Management is reserved for a connection to a PC based mail accounting application and should be set by a service representative.

'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

Account mode	Function	Action required to access the system
'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
'Remote Account Management'	Postage tracking and access control managed from the PC	(same as modes with accounts listed above)

5

Managing Accounts and Assigning Rights

5.3 Guidelines to Setup an Account

See also

- [Selecting an 'Account Mode'](#) on page 121.

Setting up 'No Account'

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

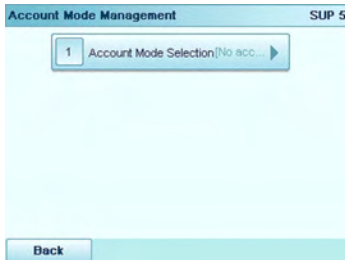
This is the default mode in your Mailing System.

Implementing “No account”

- Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 129 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 129 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.

5

Managing Accounts and Assigning Rights

'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 202):

Press **MENU** and type **5.2** or select the path:
> Account Management > Change PIN code

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.

Implementing the “Accounts Mode”

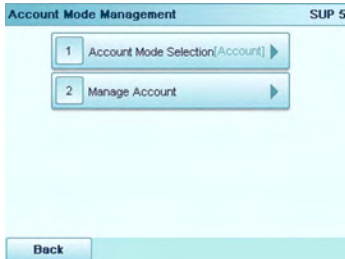
1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 129 and select the 'Accounts' Mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 137.



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.



See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 130.

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.

5

Implementing “account with access control”

1. **Select the 'Accounts with Access Control' mode:** see [How to Display and Change the 'Account Mode'](#) on page 129.
2. **Create the group structure** you wish to implement: see [How to Create a Group or a Subgroup](#) on page 133
3. **Create the accounts** you wish to implement: see [How to Create an Account](#) on page 137.
4. **Create the Operator PIN codes** you wish to implement: see [How to Create an Operator](#) on page 145.

At the same time, **assign groups, subgroups or accounts to the operators.**



As long as your structure is not complete, you may want to create accounts and operators without activating them. Users can only use activated accounts or operator PIN codes.

'Accounts with Access Control' Management Menu

In Accounts with Access Control mode:



The menu allows you to manage the Accounts (and the account structure) and the Operators.



Creating Operators is the way to create individual user PIN codes: each Operator will have a unique PIN code.

Setting up 'Remote Account Management'

'Remote Account Management', allows you to manage accounts and/or operator PINs from a PC-based software program (MAS).

The PC application provides advanced postal and/or shipping expense management in order to monitor, track and control your mailing and shipping costs.

You can allow the Mailing System to be used even when not connected to the PC. In this 'Disconnected Mode', only one account and operator are available (defined in the PC application).

The application should be setup by an authorized technician.

Implementing 'Remote account management'

To implement the 'Remote account Management' Feature:

1. **Connect the PC to the Mailing System and start the Account Management Application on the PC:** see the diagram in [Connectors](#) on page 22 and the PC application user guide.
2. **On the Mailing System, activate the mode 'Remote Account Management':** see [How to Display and Change the 'Account Mode'](#) on page 129.
3. **From the PC application, configure the required accounts and operators:** see the PC application user guide.



If operators or accounts are already created on the Mailing System they will be deleted when switching to 'Remote account management' Mode.

5.4 Selecting an 'Account Mode'

See also

- [Guidelines to Setup an Account](#) on page 123.

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 202):

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	SUP 5.1
<input type="radio"/> 1 Account	
<input checked="" type="radio"/> 2 Account with access control	
<input type="radio"/> 3 No account	
<input type="radio"/> 4 No account with access control	
<input type="radio"/> 5 Remote account management	
Back	Ok

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.



If you have selected the 'Remote account management' Mode, a connection process to the PC application begins. If the connection fails, the previous account mode remains active.

5.5 Managing Accounts

Selecting an Account Mode

You can manage accounts in the following account modes:

- 'Accounts'
- 'Accounts with Access Control'.

Before creating accounts, see [Setting up 'Accounts'](#) on page 125 or [Setting up 'Accounts with Access Control'](#) on page 126.



If you use a postal expense management software, your accounts are managed by the PC.

Creating an Account Structure

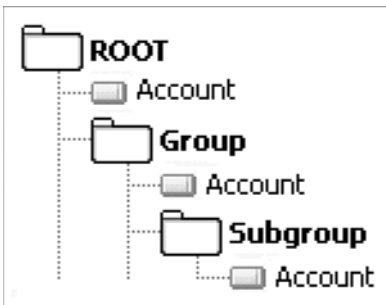
As supervisor, you can create an account structure that includes:

- Accounts
- Groups and subgroups of accounts.

The groups and subgroups:

- Simplify the management of the accounts
- Allow you to issue consolidated reports on group activity, as groups and subgroups total in reports the consumptions of the accounts they include (see [Account Data](#) on page 170).

Accounts can be created at 3 levels: in the 'root', in a group, or in a subgroup.



By default, the machine proposes to create the accounts in the Root .



User screens never display groups or subgroups. Only (active) accounts are displayed.

Account Information

Number of accounts

The number of accounts you can create is set to **70** by default and can be and can be increased to **500** if required.

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

Account summary

Account Item	Format	Description
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.
Folder	Name of a group, subgroup or Root	The group that contains the account: may be Root or the name of a group or subgroup (see Group Settings on page 132).

Naming limitation



Account names and group names must be unique in the account structure.

Additional information

5

See also

- About changing the maximum number of accounts, see [Account level](#) on page 191.
- Printing the current account list: [Account Report](#) on page 170.



The **Budget and Surcharge** settings are only available when the Advanced Reporting option is activated. See [Budget and Surcharge Preferences](#) on page 151.

Group Settings

A Group or Subgroup has the following settings, displayed on the Add Group screen:

Setting	Format	Description
Name	32 Alphanumeric characters	Name that you will use when assigning Groups or Subgroups of Accounts to Operators. This name has to be unique.
Status	Active / Inactive	If a Group is not active, the corresponding Accounts are not visible. Users cannot select these Accounts.

Setting	Format	Description
Folder	Name of a Group or Root	Name of the Parent Group: <ul style="list-style-type: none"> • For a Group: Root. • For a Subgroup: a Group Name.

Group Management

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

See also

- [Group Settings](#) on page 132.

Creating groups

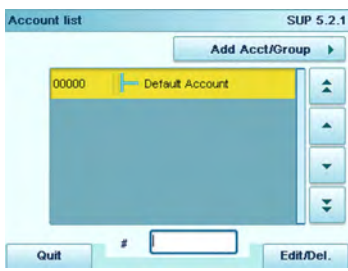
How to Create a Group or a Subgroup

To create a group or a subgroup:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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 Acct/Group**.
3. Select **>Add Group** (or type **2**).

The Add group window appears.

The screenshot shows a dialog box titled "Add Group" with "SUP" in the top right corner. It has three rows of controls:

- Row 1: "1 Name" followed by an empty text input field.
- Row 2: "2 Status" followed by a button labeled "Active" and a circular refresh icon.
- Row 3: "3 Folder" followed by a button labeled "Main Folder" and a folder icon.

At the bottom of the dialog are "Cancel" and "Ok" buttons.

4. Enter the Group Name by using the keypad.
5. Select the Group Status (active or inactive). The screen then displays the current status of the Group you have selected.
6. To put the current Group into a Subgroup, select the Folder button, select a group in the list and press **[OK]**.
7. On the Add group Screen, press **[OK]**.
The Group creation summary Screen is displayed.
8. Press **[OK]** to create this group.

Editing Groups

Follow the steps outlined below to change the Name, the Status and the Parent Group of a Group.

How to View/Edit a Group or a Subgroup

To view or edit a Group or a Subgroup:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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 Group (use the double arrows to scroll through the list).

A Group that is not in the list is probably a Subgroup: select its Parent Group, press **Edit/Del.** and then select > **View content** to display the content of the Group. Select the Subgroup in the list.

3. Press **[OK]** (**Edit/Del.**).

The Group management Screen is displayed.

4. Select > **Edit / Modify** (or type 1).
5. Change the settings as necessary and press **[OK]**.
The Group modification summary screen is displayed.
6. Press **[OK]** to validate your changes.

Activating Groups

Follow the steps outlined below to deactivate a Group so that the Accounts, included in the Group, are not visible to users.

How to Activate / Deactivate a Group

To activate or deactivate a Group


1. Follow the procedure [How to View/Edit a Group or a Subgroup](#) on page 135 to edit the Group.
 2. Change the status setting (the button displays the current status: active or inactive) and press **[OK]**.
 3. On the Group modification summary screen, press **[OK]**.
-

Deleting Groups

You can delete a Group to delete all of its content, including Subgroups and Accounts.

How to Delete a Group or a Subgroup

To delete a Group or a subgroup:

1. Follow the procedure [How to View/Edit a Group or a Subgroup](#) on page 135.
 2. On the Group management screen, select **> Delete** (or type **2**) instead of Edit. A confirmation message is displayed.
 3. Press **[OK]** to delete the account, otherwise press  as many times as necessary to exit.
-

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 141.

See also

- [Account Information](#) on page 131.

Creating Accounts

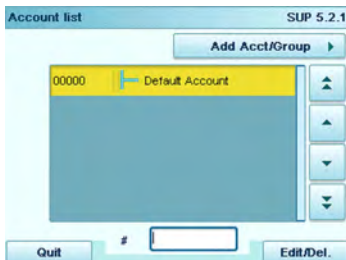
How to Create an Account

To Create an account activate the mode “accounts”. See [How to Display and Change the 'Account Mode'](#) on page 129

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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 Acct/Group** and then select **>Add account** (or type **1**).

The Add account screen is displayed.

3. Enter the account Number and Name using the keypad and press **[OK]**. Select the Account Status (the button displays the current status: **Active** or **Inactive**).

Press the screen to change fields.

4. To put the Account into a Group other than 'Root', select the Folder button, select a Group or Subgroup in the list and press **[OK]**.

5. On the Add account screen, press **[OK]**.

The Account creation summary screen is displayed.



The **Budget and Surcharge** settings are only available when Advanced Reporting option is activated. See [Budget and Surcharge Preferences](#) on page 151.

6. Press **[OK]** to confirm the creation of the account.

Editing Accounts

Use the following steps to modify an account name or account status.

You can also change the account folder.

The account number cannot be edited once it is created.

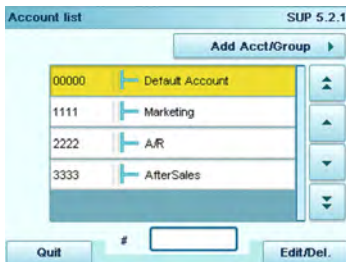
How to View / Edit Account Information

To view or edit an account:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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

The Account list screen is displayed.

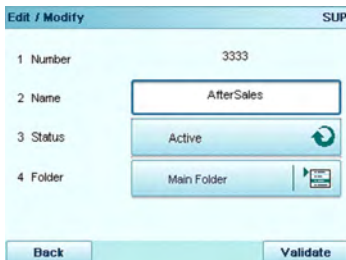


2. Select the account (or type the account number) and press **[OK]**.

If the account is not contained in the list, select the group or the subgroup that contains the account, press **Edit / Del.** or **[OK]** and then press **View/Edit content** until you can select the account by pressing **[OK]**.

3. Select **Edit / Modify**.

The Edit / Modify screen appears.



4. Select each parameter and change it using the keypad (use key **[C]** to clear characters), and then press **[OK]**.

The Account modification summary screen is displayed.



The **Budget and Surcharge** parameters are only available when Advanced Reporting option is activated. See [Budget and Surcharge Preferences](#) on page 151.

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

5

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 139.
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 139.
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.

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.



The account list is exported with no group hierarchy.

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 202):

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 when 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_yyyyymmdd_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 131.

How to Import Accounts

To import accounts from a CSV file:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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.

5.6 Managing Operators

In Account with Access control Mode and as supervisor, you can create up to 20 'operators' that each correspond to a PIN code (see [Accounting and Assigning Rights Overview](#) on page 119).



This section only applies to the Account with Access Control Mode (see [Accounting and Assigning Rights Overview](#) on page 119)



If you use a postal expense software, you can only manage the operator PINs from the PC.

5

Managing Accounts and Assigning Rights

Operator Options

The following options must be specified when creating operators.

Option	Format	Description
PIN code	4 digit	Operator PIN code. Two Operators cannot have the same PIN code.
Name	20 alphanumeric characters	Operator name. Two Operators cannot have the same name.
Status	Active/Inactive	Users can only log in using active Operator's PIN codes.
List of accounts and groups *		Accounts that the Operator may use.



Only active accounts are displayed on the User screens.

* User screens never display groups or subgroups.

Operator Management

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

See also

- [Operator Options](#) on page 144.
- To print the current list of operators, see [Operator List Report](#) on page 174.

Creating Operators



In order to create an operator you must first set up an “Account with Access Control” in “Account Mode Management” Mode.

How to Create an Operator

To create an Operator:

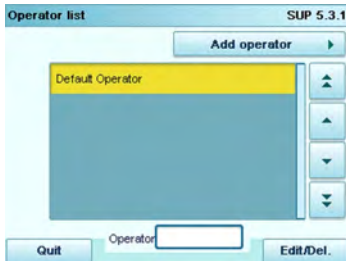
1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **5.3** or select the path:
> Account management > Manage operators

The Manage Operator screen is displayed.

2. Select **> Operator List**.

The Operator list screen is displayed.



3. Select **>Add operator**.

The Add operator screen is displayed.

4. Enter the options you wish to provide for this operator.



You must enter a unique PIN code (4 digit) for each operator.

5. In the Account List screens, select the Accounts (or groups/subgroups) that the operator will be allowed to use. You can complete this step later: see [How to Assign Accounts to an Operator](#) on page 148 .
6. Press **[OK]**.
The Operator creation summary screen is displayed.
7. Press **[OK]** to create the Operator.

Modifying Operators

Follow the steps listed below to modify operator's name, PIN code, status or assigned accounts.

How to Modify an Existing Operator

To modify an existing Operator:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **5.3** or select the path:
> **Account management** > **Manage operators**

The Manage Operator Wizard window opens.

2. Select > **Operator List**.
3. Select the operator and select **Edit / Del..**
4. Select > **Edit / Modify** (or type 1).

The Edit / Modify screen is displayed.

The screenshot shows a form titled 'Edit / Modify' with 'SUP' in the top right corner. The form contains the following fields and controls:

- Name:** A text input field containing 'William'.
- PIN Code:** A text input field containing '1234'.
- Status:** A dropdown menu currently set to 'Active', with a refresh icon to its right.
- Account list:** A dropdown menu currently set to 'Account assigned', with a refresh icon to its right.
- Buttons:** 'Back' and 'Validate' buttons are located at the bottom of the form.

5. Change the operator options as needed and press **[OK]** to display the Operator modification summary screen (Use key **[C]** to clear characters).
 6. Press **[OK]** to accept your changes.
-

Assigning Accounts to Operators

You can define the Accounts Access to each operator, by assigning accounts, groups or subgroups of accounts to the operator.

Assigning a group (or subgroup) automatically assigns all the accounts of the group.



If you assign a group (or subgroup) to an operator, all accounts you will add afterwards to the group will be automatically assigned to the operator.



On user screens, only accounts are displayed.
Groups and subgroups are only visible to the supervisor.

How to Assign Accounts to an Operator

To create/change the list of Accounts an Operator has access to:


1. Follow the procedure [How to Modify an Existing Operator](#) on page 147 until the Edit modify screen, and select **Account list**.

The Account List screen is displayed.

2. Select **Add Account / Group**.

The Account list screen is displayed.



3. You can allocate entire groups or subgroups to the operator: select the group and press **[OK] (Enable/Disable)**. Repeat until all accounts to be assigned are checked.
4. Press  to return to the Edit / modify screen.
5. Press **[OK]** to accept the changes.

Activating Operators

The ability to select the status of an operator allows you to create as many operators as you need in advance. Users cannot use deactivated operator PIN codes for new operators.

How to Activate / Deactivate an Operator

To activate or deactivate an Operator:


1. Perform procedure [How to Modify an Existing Operator](#) on page 147.
 2. In the operator options, select the line Status to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
 3. Once the Operator modification summary screen appears, press **[OK]**.
-

Deleting Operators

Follow the procedure below in order to delete an operators.

How to Delete an Operator

To delete an Operator:

1. Perform procedure [How to Modify an Existing Operator](#) on page 147.
 2. Select **> Delete** (or type **2**) instead of Edit / Modify.
The Delete confirmation screen is displayed.
 3. Press **[OK]** to delete the operator, otherwise press .
-

5.7 Advanced Reporting Functions

Advanced Reporting option enhances account management and provides a variety of reports.

Account Management Enhancements

5

Managing Accounts and Assigning Rights

Adding Budgets to Accounts

Each account can be upgraded with the following feature options:

- **Budget:** set the amount the account is allowed to spend in a set period of time
- **Consumed amount:** display the amount of postage used since the beginning of the period.
- **Threshold:** a warning that alerts the user that the budget for the period will be reached soon.

Additionally, the Mailing System will:

- **Block postage** for accounts that have consumed their budget
- **Send a message** to the supervisor when the budget of an account is reached
- **Reset** the consumed amount at the next beginning of the period.

Applying Surcharges to Accounts

You can charge any account an additional amount each time postage is applied to mail processed under selected accounts.

For each account, you can set the additional charge to be proportional to the postage amount or as a fixed amount for each operation.

Additional information



To take advantage of the Budget and Surcharge option, Accounts must be enabled in your Mailing System (see [Selecting an 'Account Mode'](#) on page 121).

See also

- **Advanced Reporting** : [Options and Updates](#) on page 239 to activate the Advanced reporting functions.
- [Advanced Reporting Reports](#) on page 180

Budget and Surcharge Preferences

Before you can set budgets and surcharges for an account you first have to activate these features and set the global preferences.



Budget and Surcharge functions are only available if the Advanced Reporting option has been loaded onto your Mailing System.

Global Preferences

The budget of an account is the postage amount that can be charged to this account in a given period of time. This period of time is common to all accounts in the system.

When activating the Budget or Surcharge function, you have to set this period of time to a month or a year and to choose a beginning day.

Budget Preferences

Preference	Range	Description
Amount	0 to 99999	Budget allocated to the account for the period.
Warning limit (%)	0 to 100%	Consumed percentage of the budget at which the system warns the user and the supervisor.
Locking limit (%)	0 to 100%	Percentage of the budget consumed at which the system blocks postage for the account.

Surcharge Preferences

The surcharge preferences are set for each account individually.

Preference	Range	Description
Fixed Rate	0.01 to 99	The fixed amount to add to the account over the postage amount.
Percentage of im-print	1 to 99%	The percentage of the postage to add to the account charge.

Setting-up the Budgets and Surcharges

The following steps below will help you to activate and set-up the Budget and Surcharge function.



If the Budget and Surcharge function has already been activated on the system, the accounts recover their prior settings when re-activating the function.

How to Activate/Deactivate Budgets and Surcharges

1. Display the Account mode management menu.
2. Select **[Budget and Surcharge Mgt]**.
The Budget and Surcharge Management screen is displayed.
3. Select Budget and Surcharge Mgt to activate/deactivate the function.
When the box is checked, the budget preferences on the screen become accessible.
4. Select a basic period for budgets: month or year.
5. Enter a starting date or day for the period, and then press **[OK]**.
The Mailing System calculates the amount consumed for each account in the period and then displays the Account Mode Management menu.

How to Modify the Period or Start the Day of Budgets

1. Display the Account mode management menu.
 2. Select **[Budget and Surcharge Mgt]**.
 3. Modify preferences as needed and press **[OK]**.
-

6 Reports

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

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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.

Additional reporting capabilities are available through connection to PC based accounting software solutions (MAS).

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

Report name	Report description	Output Devices	Page
COUNTER DATA			
Batch Data	Batch Counter and corresponding postage for outgoing mail since the last reset.	SP	Batch Data Report on page 163
Received Batch Data	Batch Counter for incoming mail ('Received on') since the last reset.	SP	Received Batch Data on page 164
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 165

Report name	Report description	Output Devices	Page
Monthly Usage	Total items and total postage value per month for a selected period.	SPF	Monthly Usage Report on page 166
Operational Permit	Number of pieces for each type of permit mail in a selected period.	SP	Operational Permit
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 168
Adding Postage	Last refill operations performed on the machine in a selected period (supervisor only).	SPF	Adding Postage Report on page 169
ACCOUNT DATA **			
Account Report	List of accounts in the system (supervisor only). Tree view of the accounts in groups / sub-groups.	PF	Account Report on page 170
Single Account	Usage for a specific account selected in an account list, for a selected period.	S	Single Account Report on page 172
Multi Account	Usage per group/sub-group on all accounts, in a selected period.	PF	Multi Account Report on page 173

Report name	Report description	Output Devices	Page
Operator list	Operator list with PIN codes (supervisor only).	PF	Operator List Report on page 174
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 175
Base Events PSD Events	Events listed for diagnostics with customer service assistance only (supervisor only).	SPF	Base errors on page 176 Meter errors on page 177
IP Configuration Report	IP configuration settings	L	IP Configuration Report on page 178
Proxy Configuration Report	Proxy configuration settings	L	Proxy Configuration Report on page 179
ADVANCED REPORTING ***			
Budget Consumption	Budget consumption of all accounts for the current or previous budget period.		Budget Consumption Report on page 180

Report name	Report description	Output Devices	Page
Operator Activity	Activity (number of items, postage value) of all operators in the machine in a selected period.		Operator Activity Report on page 181
Machine Activity	Activity of the system, presented in hour bands, for a specified period if time.		Machine Activity Report on page 181

** Only available on the PC if MAS/POSTAL Accountant software is used.

*** Only available with Advanced Reporting option activated (see [Options and Updates](#) on page 239).

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 label
- On a USB memory key

How to Generate a Report (as a User)

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 (see Table).
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.
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 202):

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 161.
-

6

Reports

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 106.

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 106.

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

Report parameters

Begin date	<input type="text" value="2008/10"/>
End date	<input type="text" value="2009/04"/>
Output	<input type="text" value="[Screen]"/> ▶

[Back](#)

[Get report](#)

This will generate a report from October 1 2008 to April 30 2009

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
-

Operational Permit

This report displays permit mail data for a selected period.

Requirements

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

Output

Screen

USB printer

Content

Fields	Comments
--------	----------

For each permit indicia (including date only permit if present):

- Permit friendly name
- Permit mail-piece total count
- Total weight.

Grand total mail-piece count for all the permit indicia.

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

- On label
- 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 or Account with access control.

Output

- Printer
- USB memory key

Content

Data

The report displays the account structure (tree view with groups/subgroups).

For each group/subgroup:

- Group/subgroup name
- Status.

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 202):

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



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

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

The report displays the hierarchy of groups and sub-groups, with the total values per group and sub-total values per sub-group.

For each group/sub-group:

- Group/sub-group name
- Total number of items processed
- Total postage value

For each account:

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

On printed report only.

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'.



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

Operator List Report

This report displays the operator list with PIN codes.

Requirements

- To generate this report, you have to be logged in as a supervisor (not as a user).

Content

Data

Comments

For each Operator:

- Operator name
- PIN code
- Status (Activated/Deactivated)
- Active account assigned status: if there is at least one active account assigned to the operator, the value is 'Yes', otherwise the value is 'No'.

There is no time period to enter.

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Reports

How to Generate the Operator List Report

To generate the operator list report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **5.3.1** or select the path:

> Account management > Manage operator > Operator report

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

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 161.

Base errors

This report displays the list of errors 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 errors using the arrow keys  and .
- **Press**  if you want to go back to the selection of the output.

Content

Fields

Comments

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

See also

- [Generating a Report](#) on page 161.

Meter errors

This report displays the list of errors 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

Content

Fields

Comments

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

See also

- [Generating a Report](#) on page 161.

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

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Reports

How to Generate a IP Configuration Report

To generate a IP Configuration Report:

1. See [Generating a Report](#) on page 161.
-

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 161.
-

6.8 Advanced Reporting Reports

Publish Additional Reports

When the Budget and Surcharge function is activated, Single account, Multi account and Account list reports include budget and/or surcharge data if applicable.

The Advanced Reporting option includes the following reporting capabilities:

- **Budget consumption:** instantaneous budget status for all accounts
- **Operator activity:** activity of all operators for a selected period
- **Machine activity:** activity of the machine presented in hour bands

Budget Consumption Report

This report displays the budget consumption of all accounts for the current or previous budget period.

Requirements

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

Output

- Screen
- USB Printer
- USB Memory device.

Content

Fields

Comments

Budget period

Period [begin date-end date]

For each group/subgroup:

- Group or subgroup name, + for each account that consumed postage during the period:
 - Account number
 - Account name
 - Budget
 - Remaining budget
- (= budget – total postage value
– total surcharge)
-

If an account has no Budget, Budget and Remaining budget fields show value 0.

Operator Activity Report

This report displays the activity (number of items, postage value) of all operators in the machine in a selected period.

Requirements

- To generate this report, you have to be logged in as a supervisor
- The account mode has to be 'Accounts with Access control'.
- You have to specify the period for the report (Begin date and an End date).
Default period : Begin = 1st day of the current month and End = current date.

Output

- Screen
- USB printer
- USB memory key

Content

Fields

For each operator:

- Period
- Operator name (whatever its status)
- Number of items on the period
- Total postage value on the period.

Comments

If an account mode without 'operators' has been used during the period, the items printed in this mode appear in the report under the name: 'Others'.

Machine Activity Report

This report displays the activity of the system, presented in hour bands, for a specified period if time.

Requirements

- You have to specify the period for the report (Begin date and an End date).
Default period : Begin = 1st day of the current month and End = current date.

Outputs

- Screen
- USB printer
- USB memory key

Content

Fields

Comments

For each hour band:

- Number of items
- Total postage value.

'Before 7h00': aggregates items performed between midnight and 7h00,

'After 19h00': aggregates items performed between 19h00 and midnight.

6

Reports

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.

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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 239)
- **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.
- **Remote diagnostics and technical support:** experienced technical professionals analyze your mailing machine's error logs, diagnose your mailing machine before an on-site service visit and your system software can be updated remotely, reducing service delays.
- **Ad-die 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 242.

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 202):

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 242.

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 239).

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 234)
- 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 202):

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 202):

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 246.

How to Upload Report Data to the Online Services Server

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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 202):

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.

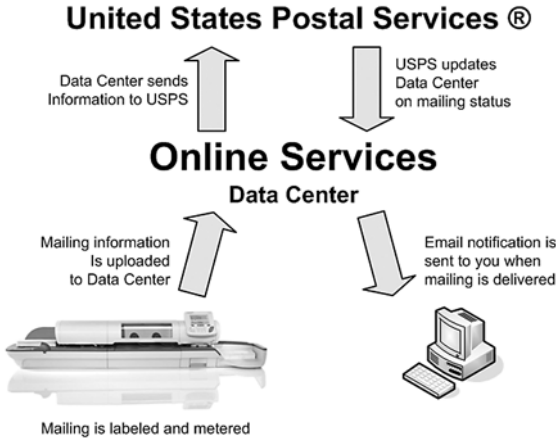
The possible notifications are:

- **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.



7

Online Services

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 217).


3. Select the rate corresponding to the package to send (see [How to Select a Rate](#) on page 73).
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. Press  to print a tape, or place the item on the hopper.

When printing is done, an eConfirmation record is created (see [How to Display eConf Record List and Details](#) on page 197) below.



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

8. Press  to start.
9. Apply the tape to the package.



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 190).

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  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

7

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.
-

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 29, [Maintaining your Mailing System](#) on page 257, 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
- 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
- Activate sealing mode as default setting
- 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.





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 202):

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 202):

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 **MENU** 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 202):

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

2. Use the "1" or "2" keys or touch the **Increase / Decrease** button to increase or decrease the contrast. The display 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**

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 26).



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 **MENU** and type **2.7** or select the path:
> Job settings > Time-out settings

The Time-out setting screen is displayed.

The screenshot shows a light blue window titled "Timeout setting" with "SUP 3.5" in the top right corner. It contains three rows of settings, each with a label on the left and a text input field on the right. The first row is "Start timeout" with a field containing "15 s". The second row is "Stop timeout" with a field containing "10 s". The third row is "Sleep mode timeout" with a field containing "30 m". At the bottom right of the window is a button labeled "Ok".

2. Select each field and specify the length of each the time-out (Use **[C]** to clear digits).
3. Press **[OK]** to exit.



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

Setting Default Time-Outs

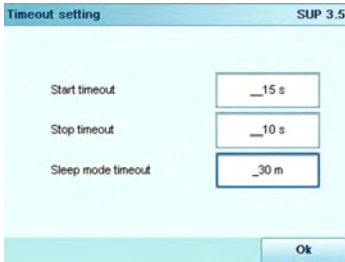
How to Change System Time-Outs

To change the system time-Outs:

1. As Supervisor (see [How to Log in as Supervisor](#) on page 202)

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

The Timeout setting screen is displayed.



2. Select each field and specify the length of each the time-out.



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

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

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 202):

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 202):

Press **MENU** and type **3.4** or select the path:
> **Default user settings** > **Funds settings**

2. Select the Low funds threshold field.

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 109).

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 202):

Press **MENU** and type **3.4** or select the path:
> **Default user settings** > **Funds settings**

2. Press the arrow to the > **Enable** or > **Disable** state to 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.
- Zeroing the weighing platform
- 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 79).

To change the default weighing type:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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

2. 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 202), 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 202), 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

 C

How to Zero the Weighing Platform

To zero the Weighing Platform as a user:

1. As a user:

Press  and type 2.4 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  and type 2.3 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 202):

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 202):

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.
-

Checking on Zero Weight

The function Zero Weight can be activated/de-activated by the supervisor.

When the function is de-activated, the **[Permit Mail]** type of stamp may not be captured. The weight values in the Permit Report may then be inaccurate (inaccurate averages for instance).

How to activate / de-activate Checking On Zero Weight

To activate/de-activate 'Checking on Zero Weight' function:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **Menu** and type **3.2.8** or select the path:

> **Default user settings** > **Base settings** > **Checking on zero weight**

2. The Checking on zero weight screen is displayed.
3. Select **Activated** to start checking on Zero Weight or **De-activated** to end checking on Zero Weight.
4. Click **OK** to validate your selection.
5. A warning window appears explaining when you should use 'Checking on zero weight'. Click **OK** to confirm or **Cancel** to keep the previous activation state.

Dynamic Scale High Accuracy Mode

How to Set Dynamic Scale High Accuracy Mode

To activate the high accuracy setting:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **6.2.1** or select the path:

> **System settings** > **Weighing settings** > **Dynamic scale high accuracy mode**

2. Press the button to activate (or deactivate) the function (or type 1).
3. Press **[OK]** to validate.

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.

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How to Change the GEO Code

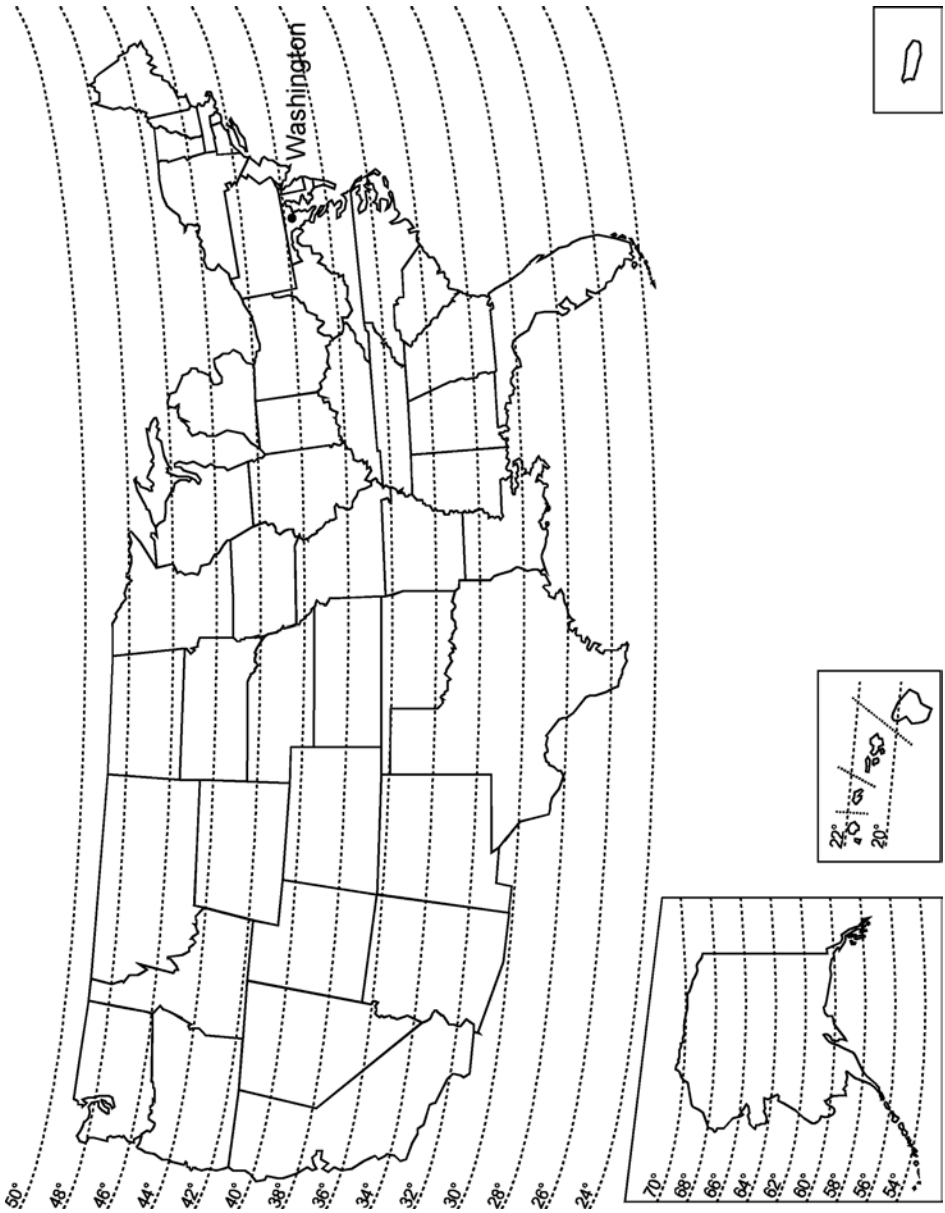
To change the GEO code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **6.2.2** 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

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	10290	10306	10313	10320	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 202):

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 252

Default Permit

The default permit is automatically selected when the [Permit Mail] type of stamp is activated.

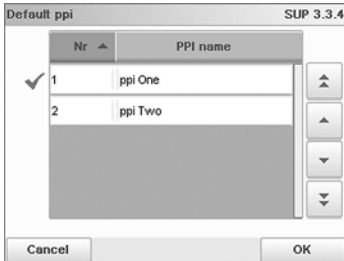
How to Change the Default Permit

To change the default permit:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **3.3.4** or select the path:
> Default user settings > Default imprint parameters > Permit mail

2. Select the default permit in the list.



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

See also

- To manage the permits, see [Managing Permits](#) on page 254.
 - To change the current [Permit Mail], see [How to Select a Permit](#) on page 78.
-

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 202):

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 247

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 202):

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 249



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.

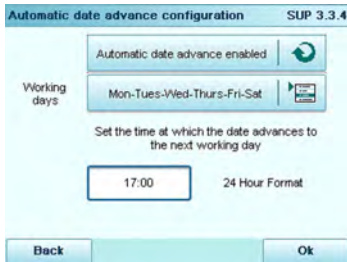
How to Set the Automatic Date Advance Time

To set the auto date advance time and days:

1. As a Supervisor:

Press **MENU** and type 3.3.4 or select the path:
> **Default user settings** > **Default imprint parameters** > **Automatic Date Advance**

The **Automatic date advance configuration** window appears:



2. Press the Auto Date Advance button to **Enabled** status.
3. Enter the Automatic Date Advance time (00:00 hours is not allowed).
4. Select **Working Day** to gain access to working days selection screen.
5. Tap the day or select the day and press **Select/Deselect** to select or deselect each day.
6. Press **[OK]** 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 202):

Press **MENU** and type **3.2.3** 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 202):

Press **MENU** and type **3.3.5** or select the path:
> **Default user settings** > **Default imprint parameters** > **Fractional Postage Mode**

2. Select **Enable / Disable fractional** to activate or deactivate the fractional postage.
-

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 92).

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

[Permit Mail] Imprint Memory

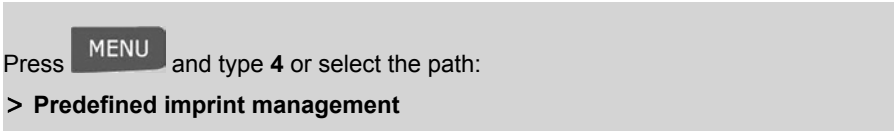
The table below gives the content of a **[Permit Mail]** stamp imprint memory:

Imprint settings	Text Ad die Permit
Account setting	Account number if any

How to Create an Imprint Memory

To create an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):



```
Press MENU 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 231)
-

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 202):


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 202):

Press  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 Default Sealing Mode

As supervisor, you can set the default sealing Mode (ON or OFF).



This setting is used only if the Mixed-Size Feeder is connected.

How to Set the Default Sealing Mode

To modify the Default Sealing Mode:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **3.2.2** or select the path:
> **Default User Settings** > **Base settings** > **Default sealing**

2. Change the default sealing state as required.
 3. Press **[OK]** to validate.
-

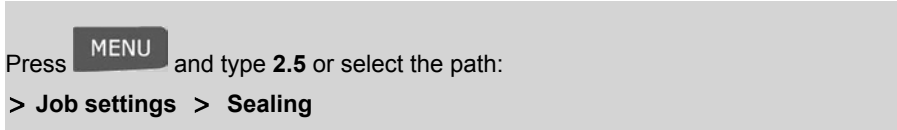
Changing the Current Sealing Mode

As a user, you can change the current sealing state as follows.

How to Set the Current Sealing Mode

To change the sealing Mode:

1. As a user:



Press **MENU** and type **2.5** or select the path:
> **Job settings** > **Sealing**

The Sealing screen is displayed.

2. Press the ON/OFF key (or type **1**) to change the sealing state and press **[OK]** to validate.
-

8.12 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 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 24.

How to Set the Postal/Online Services Connection

To set the postal/Online Services connection:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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

The Server Access screen is displayed.

2. Select **> Server access**.
3. Select Analog modem or LAN.
4. For further modem settings, see [How to Set the Analog Modem Parameters](#) on page 235.

For LAN settings, see [How to Set LAN \(High-speed Internet\) Parameters](#) on page 236.

See also

- To physically connect a modem or the LAN to the base, see [Connection Diagram](#) on page 24.
-

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 109).



Make sure the telephone line is selected: see [How to Set the Postal/Online Services Connection](#) on page 234.

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 202):

Press  and type **9.3** 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 202):

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.

8.13 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 115
- As supervisor: [How to Check/Adjust the Machine Time and Date](#) on page 237.

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 53.
- [Automatic Date Advance](#) on page 226.



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 234.

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 202):

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, Advanced Reporting or increasing the maximum number of accounts
- Adding enhanced online postal expense management or USPS E-services.
- Update postal Rates and Prepaid Postal Imprints (PPI)
- 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 183.

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 202):

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

The Options and Updates menu is displayed.



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.



Unread messages icon on home screen:




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

How to Read Messages

1. As a user:

Select  or  on display



The screenshot shows the Home screen with various widgets. A red box highlights the unread message icon (envelope with checkmark) in the top right corner of the screen. The screen displays information such as '1st Letter', '\$ 00.44', '07/07/2011 - Today', '00 lb 00.6oz', 'Mem: 1 Mem1', 'Acct: 00001 Sales', 'Items: 32', and 'Reset Counter'. At the bottom, it shows 'Funds A... \$ 948,475.630'.

, or

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

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):



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

1. As a user:

Select  or  on display



The screenshot shows a 'Homescreen - [Standard]' interface. At the top, it displays '1st Letter' with a balance of '\$ 00.44'. Below this, it shows the date '07/07/2011 - Today' and '00 lb 00.6oz'. The screen is divided into several sections: 'Standard' with 'ON', 'Mem: 1 Mem 1', 'Acct: 00001 Sales', and 'Items: 32' with a 'Reset Counter' button. At the bottom, it shows 'Funds A... \$ 948,475.630'. A red box highlights the top right area of the screen, which includes the message title and balance.

, OR

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

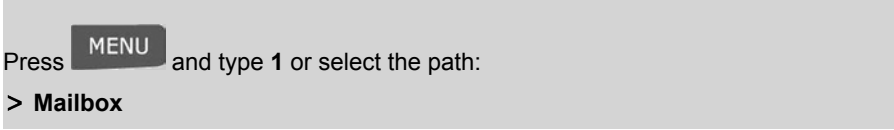
The Mailbox screen is displayed.

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



How to Delete Messages

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):



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

To display the option list:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202) either:

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

The Options list screen is displayed.



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 22) and that the connection is properly configured (see [Connection Settings](#) on page 234).
 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 245.
-


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 225).

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 202):

Press **MENU** and type **8.2** or select the path:
> Option and Updates > Text

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 247.
2. Select **Add new**.
3. Enter your text (max. 4 lines of 18 characters).



For more information on how you can type different characters, see [Control Panel Features](#) on page 19.

4. Press **[OK]** to validate.
5. 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 247.
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 Die

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 246.

Managing Ad Die

See also

- Selecting a die to print: [How to Add \(or Cancel\) an Ad Die on the Stamp](#) on page 89

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 226

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 202):

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 249).
2. Select the ad die and press **[OK]**.
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 249).
2. Select **> Check for updates**.

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 246.

See also

- [Options and Updates](#) on page 239

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 202):

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 253 above).
2. Select **> Check for updates**.

The Mailing System connects to the Online Services server and downloads available rates.

9.7 Managing Permits

As supervisor, you can:

- Display the list of permit mail numbers in the machine
- Add new permits using an USB memory key
- Delete permits
- Set the default permit (see [How to Change the Default Permit](#) on page 224).

The List of Permit Mail Numbers

The list of [Permit Mails] displays the [Permit Mails] that are installed in the Mailing System and indicates with a mark ✓ the default [Permit Mail].

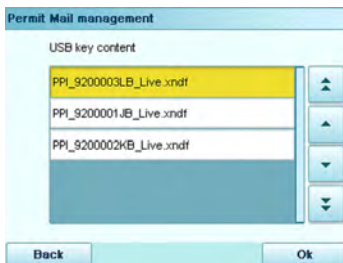
How to Display the List of Permits

To display the list of permits:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **8.5** or select the path:
> **Options and updates** > **Update Permit Mail**

The list of permits is displayed in the Permit Mail management screen.



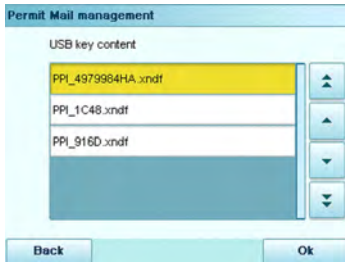
Adding or Deleting Permits

You can add permits to the machine using a USB memory key as follows.

How to Add or Delete Permits


To add a permit:

1. Display the list of permits (see [How to Display the List of Permits](#) on page 254).
2. Select **>Add new** and connect the memory device to an USB port of the machine (on your left hand side at the rear of the base: see [Connectors](#) on page 22).
3. Press **[OK]**. The USB memory key content is displayed.



4. Select a permit to load into the machine and press **[OK]**.
The permit list is updated with the new permit.

To delete a PPI:

1. Select the permit to delete and press **[OK]**.
2. Confirm deletion, otherwise press .
The system updates the permit list.

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.

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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 259.

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.

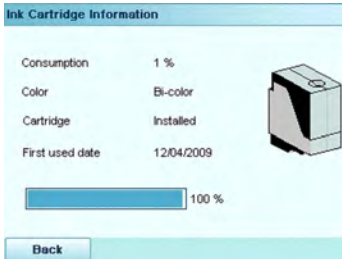
How to Display Ink Level and Cartridge Data

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.



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 202):

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

To align the print heads:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

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 press 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.

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 **MENU** 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 202):

Press **MENU** and type **7.2.2** or select the path:
> Maintenance > Ink Cartridge > Cleaning process

The cleaning starts automatically.

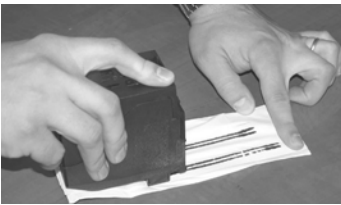
Manual Cleaning

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 265).
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 and Adjusting the Feeder Sealer

Filling the Sealer Bottle

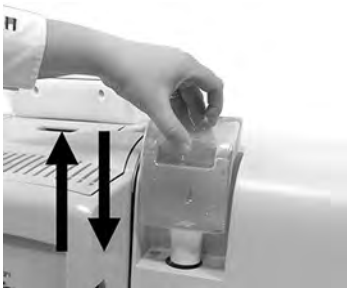
The Automatic Feeder uses water for sealing envelopes.

If the system is out of water, the mailing process continues but the envelopes will not be sealed properly.

How to Fill the Sealer Bottle

To add water (or sealing solution) to the bottle:

1. Remove the bottle from its base and turn it over.



2. Unscrew the cap and fill the bottle with water up to the limit marks.
 3. Screw the cap back and put the bottle back into place.
-

Adjusting the Sealing Water Flow

Before you adjust the sealing water flow, make sure that the brushes and sponge are clean (see [How to Clean the Brushes and Sponge \(Sealer\)](#) on page 269).

How to Adjust the Sealing Water Flow

To adjust the sealing water flow:

1. Set the water flow using the back lever.



When standing in **front of the feeder**:

- Push the lever towards the left-hand side to increase the water level.
 - Push the lever towards the right-hand side to decrease the water level.
-

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

- Cleaning sealer brushes and sponge
- Cleaning feeder belts and rollers
- Cleaning the Mailing System sensors on the mail path.

Cleaning Brushes and Sponge of the Sealer

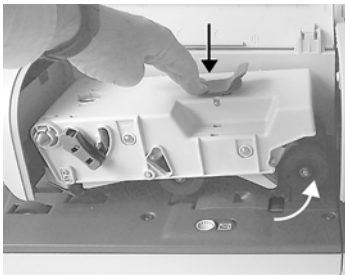


MAKE SURE YOUR SYSTEM IS DISCONNECTED FROM POWER SOURCE BEFORE CLEANING!

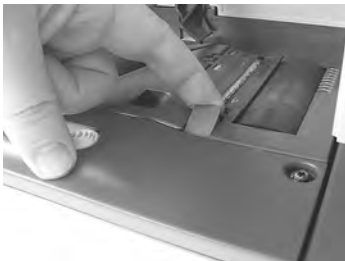
How to Clean the Brushes and Sponge (Sealer)

To clean the brushes and sponge of the feeder:

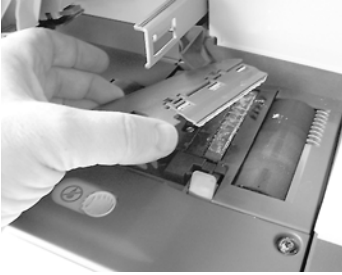
1. Open the feeder and push the left of the upper blue release lever to raise the upper drive assembly.



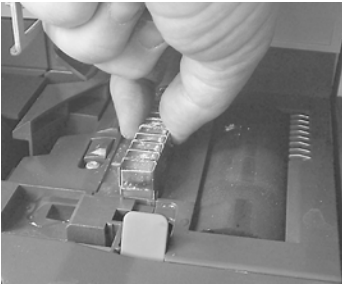
2. Pull up the brush release lever.



3. Raise the brush and lift the complete brush holder assembly.



4. Lift the metal retainer to remove the sponge.



5. Clean the sponge and the brush.
6. Re-install the sponge and retainer.
7. Put the brush back and push the release lever back down until it snaps into place.
8. Push down on the upper drive assembly until it locks back into position.



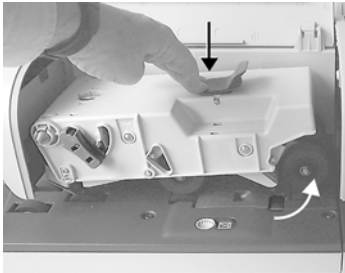
Cleaning the Feeder Belts and Rollers

Follow the steps below to clean the belts and rollers of the feeder and of the Dynamic Scale (if installed).

How to Clean the Feeder Belts and Rollers

To clean the feeder belts and rollers:

1. Open equipment covers; in the Mixed-Size Feeder, press the left of the upper blue handle to release and lift up the drive assembly.



2. Clean the belts and/or rollers with a damp cloth or 70° alcohol on a cotton applicator.
 3. Push down the upper drive assembly until it locks back into position and close the feeder cover.
-

Cleaning Mail Path Sensors

The sensors are light sensitive devices successively covered by the envelopes during their travel along the mail path.

Clean the mail path sensors as indicated below on system base, feeder, and optional dynamic scale.

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 Touchscreen Calibration

Depending on the pointing device you use on the touchscreen (finger, stylus or other pointing accessory), you may want to calibrate the sensitivity of the touchscreen to improve the screen responsiveness.

How to Calibrate the Touchscreen

To calibrate the touchscreen:

1. As supervisor (see [How to Log in as Supervisor](#) on page 202):

Press **MENU** and type **6.3.1** or select the path:
> System settings > Display > Touch screen calibration

2. Follow the instructions on the screen using your favorite pointing device.
The touchscreen will be calibrated at the end of the process.
-

10.5 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 202):

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 202):

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 parameters on each screen and press **Next** or **[OK]** until the **Finish** button appears.
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 113

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.

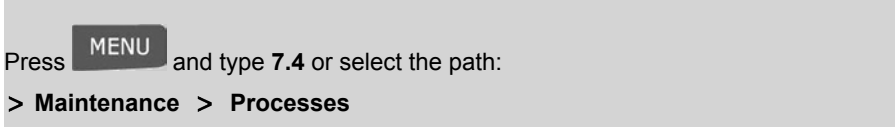
Updating Registration

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 202):



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]**.
The update registration processes is finished and your new zip code will print in the postal imprint.
6. When required, type your registration PIN.
7. Press **[OK]** to start the connection to postal services.
8. Press  after the call is completed.

11 Troubleshooting

This section helps you solve problems you may encounter while using your Mailing System.

11.1	Paper Jamming	279
	How to Clear Mail Jammed in the Base	279
	How to Clear Mail Jammed in the Mixed-Size Feeder	281
	How to Remove Mail Jammed in the Dynamic Scale	283
11.2	Label Jamming	284
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11.3	Weighing Problems	285
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	How to Display Software Data	288
	How to Display Hardware Data	289
	How to Display the Event Lists	289
	How to Display the Machine Counters	290

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.
- Envelopes are not properly stacked on the feeder platform.

Actions

1. Clear the Base as indicated below.
2. Correct the cause indicated in the left column:
 - Mail sizes: see [Mail Specifications](#) on page 293.
 - Envelope stacking: see [Using the Feeder](#) on page 40.

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.
-

Mixed-Size Feeder Jamming

Some envelopes are blocked in the Mixed-Size Feeder.

- Mail piece is too thick.
 - Mail size is incorrect.
 - Too many envelopes are on the feed deck.
 - Envelopes are not properly stacked on the feed platform.
1. Unblock the Mixed Size Feeder as indicated below.
 2. Correct the cause:
 - Mail sizes: see [Mail Specifications](#) on page 293.
 - Envelope stack height: 4" max.
 - Envelope stacking: see [Using the Feeder](#) on page 40
-
- Sealing is ON while feeding closed envelopes.
1. Feed closed envelopes only with sealing OFF.
 2. Check that already closed envelopes are properly sealed at the leading edge. Incompletely closed envelopes will jam.

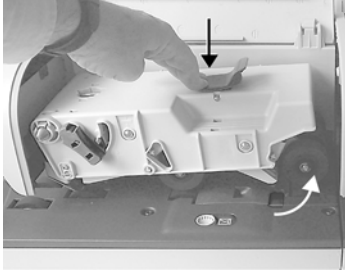


The mail transport path should be regularly cleaned. See [Cleaning the Mail Path](#) on page 269.

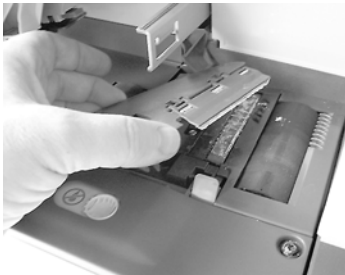
How to Clear Mail Jammed in the Mixed-Size Feeder

To clear mail jammed in the Mixed-Size Feeder:

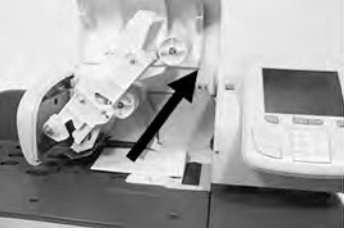
1. Open feeder cover.
2. Push the left of the upper blue release lever to lift up the upper drive assembly.



3. If necessary, lift up the brush release lever.



4. Remove jammed envelopes.



5. Position the brush and push the brush release lever until it snaps into place.
6. Push down on the upper drive assembly until it locks back into position.



7. Close the cover.
-

Dynamic Scale Jamming

Occasionally envelopes can become jammed in the Dynamic Scale.

Possible causes

- Mail size is incorrect.
- Envelopes are not properly stacked on the Feed Platform.

Actions

1. Unblock the Dynamic Scale by following the steps outlined below.
2. Correct the cause:
 - Mail sizes: see [Mail Specifications](#) on page 293.
 - Envelope stacking: see [Using the Feeder](#) on page 40

How to Remove Mail Jammed in the Dynamic Scale

To remove mail jammed in the Dynamic Scale:

1. Open the cover.



2. Gently remove the jammed envelopes.
3. Close the cover.



Do not lean on or leave any object on the Dynamic Scale Platform as it may alter its weighing accuracy.

11.2 Label Jamming

A Label is Jammed in the Base

Possible causes

A label is blocked in the Automatic Label-Dispenser or in the transport mechanism of the system base.

Actions

Clear the label as indicated below.

How to Clear a Label Jammed in the Base

To clear a label jammed in the Base:

1. Remove all labels from the dispenser.

Check that there is not label stuck in the bottom of the dispenser.



2. Pull the release handle located underneath the base to lower the transport belts and wheels. Hold the handle.



3. Using your other hand, remove the jammed label.
4. Release the jam release handle to put the transport belt and wheels back into position.

11.3 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 216.

You have to check the weighing device (Weighing Platform or Dynamic Scale) as follows.

Possible causes

Actions

The weighing device is not selected. See the weighing type selection procedures in [Choosing a Weighing Type](#) on page 79.

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 215).

The Weighing Platform zero is not correct.

See the weighing platform zeroing procedures in [Weighing Settings](#) on page 215

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.

Possible causes

Actions

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.

11.4 Diagnostics and System Data

Diagnostics allow you to find the root cause of 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• Top Seal
3	Advanced Feeder	
4	Dynamic Scale Sensors	Gives access to the tests below: <ul style="list-style-type: none">• 1 Dynamic Scale main motor test• 2 Dynamic test
5	Display	The screen displays, successively and without text, a red page, a green page, and a blue page.
6	Keypad	Displays “Key ok” if the test is correct
7	USB ports	Checks the two USB ports (need USB keys).
8	Serial Connection	Checks the serial port.
9	Modem Self Test	Checks the Modem.
10	Ping Tool	Checks Lan address.
11	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 202):

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 errors, 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 202):

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 202):

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 202):

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 error:
 - 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 202):

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

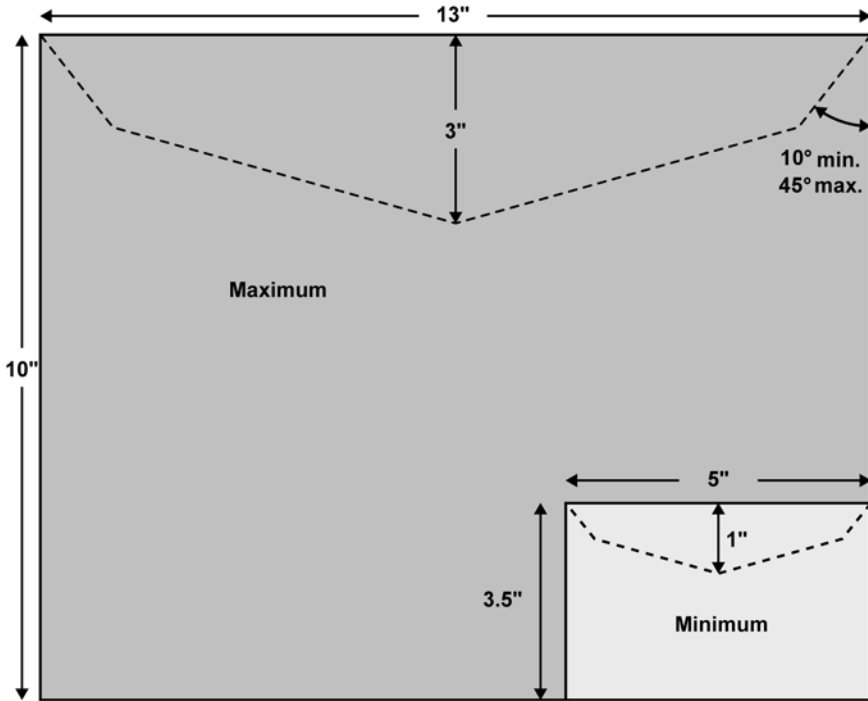
This sections contains the main specifications of your Mailing System.

12.1	Mail Specifications	293
12.2	Recommended Operating Conditions	296
12.3	General Mailing Systems Specifications	297
12.4	Operating Specifications	298

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".

Label dimensions (pre-cut and self-adhesive)

- Max. width: 1.57"
- Min. length: 5.9" (no slogan), 6.5" with slogan
- Max. length: 8.4"



We advised you to store labels in a room with less than 50% relative humidity.

With the Feeder



The feeder cannot process nested envelopes.

12

Weight range



These weights apply to a single envelope or to a stack of envelopes.

Specifications

Min weight	0.1 oz
Max weight	2 lb 10.2 oz
Max height	4"

- Max without sealing**
- 0.63"
 - One piece at a time
 - 0.47"
 - In a stack

Max with sealing 0.39"

Additional information

See also

- [How to Use the Feeder](#) on page 41.

Envelope Thickness

Max 0.5"

Envelope Weight

Min 0.1 oz

Max 2 lb

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

Dynamic Scale Environment



The Dynamic Scale uses optical sensors: do not install it in an area exposed to excessive light or heat sources.

12.3 General Mailing Systems Specifications

Dimensions

(Width x Length x Height)

- Base: 9.96" x 17.4" x 12.63"
- Catch tray: 12.4" x 13.7" x 5"
- Mixed Size Feeder: 10.24" x 13.78" x 24.21"
- Dynamic scale: 10.35" x 13.78" x 17.24"

Weight

- Base: 24 lb 3 oz
- Mixed Size Feeder: 23 lb 9.4 oz
- Dynamic scale: 26 lb 3.7 oz
- 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

Dynamic Scale Range

- Resolution in dynamic weighing mode: 0.04oz.

Dynamic Scale Speed

- In weighing mode: 75 envelope/minute
- In no-weighing mode: 140 envelope/minute.

Accounts

The number of accounts you can create is set to **70** by default and can be raised optionally to **500**.

Operators

- Number of Operators: 50.



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