



F.A.Q.



Q: When my machine attempts to make a **Declaration** or **Funding** call, I get a “*NO TONE*” error. What should I do?

A: The “*NO TONE*” error appears when the machine receives a busy signal when it tries to contact the server at Hasler. This happens during high traffic times of day (e.g. between 8 and 10am Eastern Time, between 3 and 5pm Eastern Time). If these times are unavoidable, continue to place your calls until you are able to connect. After 10 failed attempts, please contact Support for assistance.

Q: When my machine attempts to make a **Declaration** or **Funding** call, I get a “*LINE BUSY*” error. What should I do?

A: “*LINE BUSY*” indicates an error in the setup of your machine. To troubleshoot, follow these steps: verify whether or not you need a prefix to activate an outside line (e.g. dialing a “9” or “7” before dialing the external number); verify that the dedicated line you are attempting to use is “analog” (e.g. the same type of line required for fax transmission); “power cycle” your postage machine by putting it to sleep (with the power key in the top right corner of the control panel) then unplug it, leave off for 10 seconds, reapply power and try again. If still unresolved, contact Support for assistance.

Q: What is the weight capacity of the integrated scale on the IM330?

A: Weight capacity is 2 lb., and comes preset from the factory. If machine reads “Weight Too High for Current Rate,” enter the “Rate Builder” menu (shortcut key is the top button in the lower left cluster of keys on the control panel), and choose a different class of mail (such as “Priority”).

Q: Does my mail machine need to stay connected to a phone line?

A: A constant connection is preferred but not required for your machine to function properly, it simply needs to communicate with Hasler on a regular basis. If your configuration does not allow for a constant connection to a phone line, the machine will still operate if it is connected at regular intervals for its required transactions. You may contact Technical Support for additional guidance.

Q: Who do I contact if I need **Support or Supplies**?

A: Central Business Systems is your single source for Support and Supplies for your new mailing system. For **Support** they can be reached Monday through Friday from 8am to 5pm at **800-648-2599**. For **Supplies**, orders may be placed by faxing the order form posted on the web at www.cbsmailsolutions.com/Census to **859-276-1699** or by calling **800-648-2599**.

Q: I've lost my User's Manual and Quick Start Guide. Where can I get another copy?

A: Central Business Systems has designed a portion of their website with these resources. Please visit:

www.cbsmailsolutions.com/Census

Q: My machine reads “No Stamp / No Printing.” What do I do?

A: This message usually indicates that the machine has been unable to communicate with Hasler Online Services after several attempts. To re-enable the machine for stamping, put the machine to sleep (make sure that the light next to the sleep button is amber, and wait until it stops making noise), remove the black power cord from the RIGHT side of the machine. Wait 10 seconds and plug it back in. Once the machine completes its self-test, it will bring you back to the home screen where you can once again post your mail. To prevent the error in the future, either keep the machine plugged into a phone line, or place a “Generic Call” through the Online Services Menu, or call Support for assistance.

Q: My machine stops running before I’m done processing my mail, and I have to restart it. Can this be changed?

A: Yes. Timeout settings can be changed by following the procedure in your user manual (p. 126 in IM330 manual). When prompted, Supervisor code is “09430.”

Q: Can I set the machine to default to \$0.44 when the majority of our mail goes out at that rate?

A: No. The machine is incapable of having a “Default Stamp Value.” If you know the stamp should be \$0.44, all you need to do is press **4** then **4** then “OK”, then hit **Start** to post your mail. Entering manual postage will turn the scale off, so when you’re done either double-click the power button, or put the machine to sleep by single-clicking, and the machine will reset to the default of no postage and no weight on the scale when you wake it back up.