
USER'S GUIDE

IM-460

MAILING MACHINE



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Product Name: IM-460 Mailing System

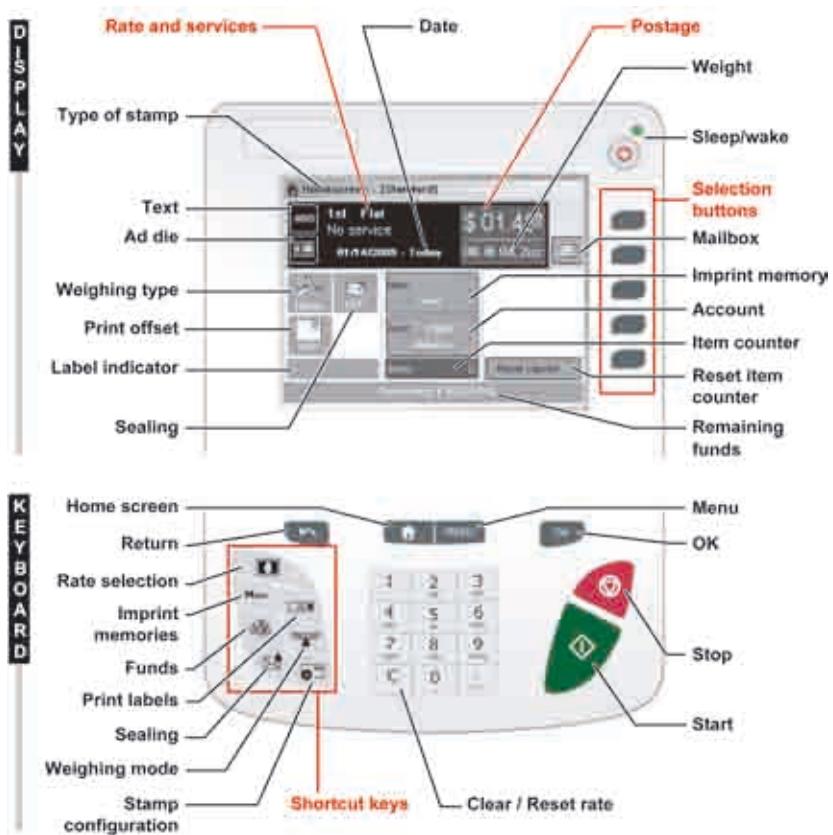
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CONTROL PANEL DESCRIPTION INSIDE 



CONTROL PANEL

(see manual section 2.3)

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4138937S/C - 29/05/2009

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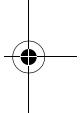
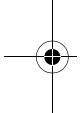
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1 Read this First

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

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1

Read this First

2

1.1 What you will Find in this Manual

1

Read this First

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 Access 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 for online postal services and connect your machine for upgrades.

Section 8: Configuring your Mailing System

All the parameters of your mailing system you can set up as user (temporary settings) or supervisor (default settings).

Section 9: Options and Updates

How to update/upgrade your system and modify the stamp (custom, text, 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 capabilities of your mailing system.

3

Read this First**1**

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 cases or specificities.



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



SUPERVISOR: indicates that you have to log in as 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

MSF Mixed-Size Feeder

ALD Automatic Label Dispenser

Ascending Total Postage Used

Descending Postage Available

ID IDentification

LAN Local Area Network: link between computers

PC Personal Computer

PIN Personal Identification Number

PSD Postal Security Device (Meter)

USPS United States Postal Services

WP Weighing Platform (Scale)

1.2 Safety Requirements

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 the pieces of equipment.

THIS EQUIPMENT 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 to cleaning.

- Use an outlet located near the equipment and easily accessible. As the power supply cord is the equipment 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.

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 equipment damage, only use approved supplies (inks, tapes, cleaners...).



The mailing system contains moving parts. Keep fingers, long hair, jewelry, neck ties, loose clothing away from the mail path at all times.

Follow the additional safety precautions below:

- Do not place lighted candles, cigarettes, cigars, etc. on the mailing system.
- When removing jammed material, avoid using too much force to prevent personal injury and damaging equipment.
- When lifting covers, wait for all parts to stop moving before placing hands near feeder path or printhead.
- To prevent overheating do not block the equipment 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.

1

Read this First

5

1

Telephone and LAN Connections

Read this First



To prevent damage to equipment, do not confuse telephone jacks that connect to the modem and LAN connectors that are bigger:



Analog phone (4 wires)



Network/PC LAN (8 wires)

Follow the additional precautions below:

- Avoid using equipment during an electrical storm; 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 removing equipment.



To reduce the risk of fire, only connect the modem to the telephone line using supplied cable (see *Specifications* p.223).

Disconnecting your Mailing System

How to Dis- connect your Mailing System

The power supply cord is the equipment disconnecting device.

- 1 First switch the mailing system to **Sleep** mode (see *How to Turn the Mailing System to 'Sleep' Mode* p.21) if there is no emergency.



Unplugging the power cord only when the mailing system is in **Sleep** mode avoids 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 If any, **unplug the LAN cable and the telephone cord** from their sockets as they may still be energized.

1

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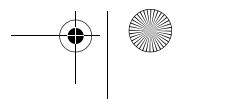
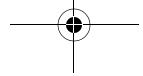
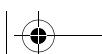
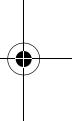
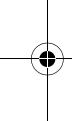
Read this First

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2 Meet Your Mailing System

Get to know your mailing system in this section.

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2

Meet Your Mailing System

10

2.1 System Layout

Main Components

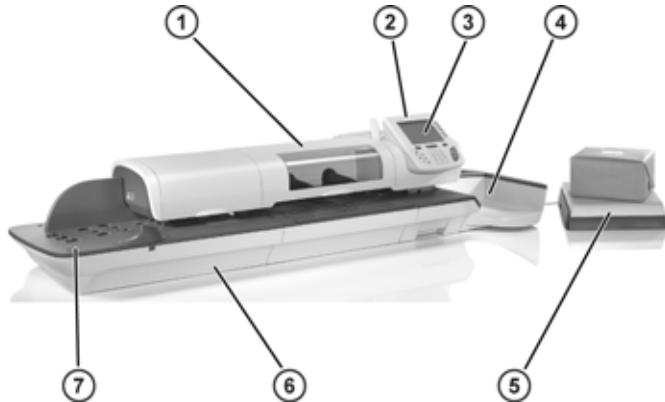


Figure 1 : Mailing system with dynamic scale

Dynamic scale	① Automatically measures the weight and dimensions of mail pieces to dynamically change postage after feeding.
Base	② Prints envelopes (or labels) and controls the mailing system.
Control panel	③ Allows you to control the mailing system.
Catch tray	④ Receives mail pieces after processing.
Weighing platform	⑤ Measures weight of mail pieces.
Mixed-Size Feeder	⑥ Automatically feeds the system with envelopes of different sizes.
Hopper	⑦ Beginning of mail transport path.

2

Meet Your Mailing System

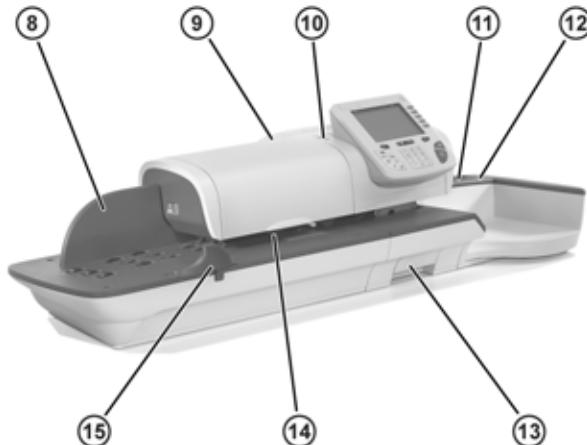
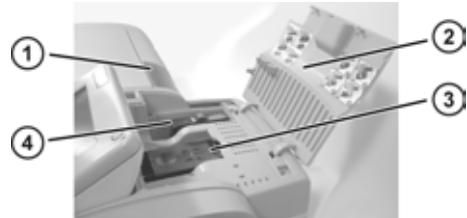


Figure 2 : Mailing system without dynamic scale

Rear guide-wall	(8) Guides envelopes into the feeder.
Sealer bottle	(9) Provides water to seal envelopes (optional).
Auto label dispenser	(10) Contains labels to be printed.
User guide receptacle	(11) Stores this User Guide.
Label storage	(12) Use this slot to store labels horizontally.
Jam release handle	(13) Allows you to remove jammed envelopes or labels.
Mixed-Size Feeder	(14) Automatically feeds the system with envelopes of different sizes.
Side guide	(15) Holds large envelopes in place for feeding.

Inside the base



Sealer bottle (if installed)

① Automatically seals mail when the function is activated.

Cover

② Lift by front side to open.

Ink cartridge

③ Prints the postal imprint on envelopes.

Postal security device (PSD)

④ Postage meter. Store postage funds and tracks postage usage.

2

Meet Your Mailing System

2.2 Control Panel Features

2



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

Display Areas

Meet Your Mailing System

Account	Displays account currently selected.
Ad die	Indicates that an Ad die/slogan will be printed.
Date	Displays the date that will be printed.
Imprint memory	Displays selected imprint memory when applicable.
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 stamp.
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	Indicates the sealer state.
Text	Indicates that a text will be printed on the stamp.
Type of stamp	Current type of stamp. Use Stamp configuration shortcut to change.
Weighing mode	Current weighing method.
Weight	Current weight used to calculate postage.

Keys and Shortcuts

NAVIGATION KEYS

Return	 Goes back to the previous screen.
Home screen	 Displays the main operating.
Menu	 Settings menu access.
OK	 Validates an action or selection.

SHORTCUT KEYS

Funds	 Accesses funds management (including adding funds)
Imprint memories	 Accesses preset stamp and account memories. These presets are managed by the supervisor.
Print labels	 Switches to label printing (instead of envelopes).
Rate selection	 Displays the rate selection screen.
Sealing	 Changes the sealer state (ON or OFF).
Stamp configuration	 Accesses the type of stamp selection and stamp set up screens.
Weighing mode	 Opens the weighing mode selection menu (Standard weighing, Differential weighing, Manual weight entry...)

KEYPAD

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

START / STOP KEYS

Sleep/wake	 Wakes the mailing system up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber = asleep).
Start	 Starts printing.
Stop	 Stops printing and all mechanical activity (motors) in the mailing system.

2

Meet Your Mailing System

Keypad Use

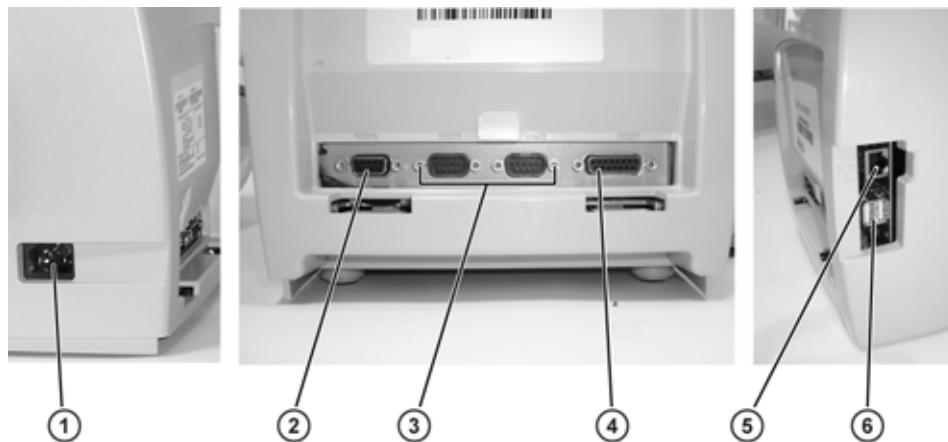
For different contexts, the table below indicates the successive characters you may obtain by pressing keys several times in a row.

Key	Alpha-numeric	Custom text	Modem settings
1	1	1	1
2	2ABCabc	ABC2	2ABC
3	3DEFdef	DEF3	3D
4	4GHIghi	GHI4	4
5	5JKLjkl	JKL5	5
6	6MNOMnno	MNO6	6
7	7PQRpqr	PQR7	7
8	8TUVtuv	TUV8	8
9	9WXYZwxyz	WXYZ9	9W
0	0 _	_ 0	0
.	. , # / : @ * ? & ! - + \	. , # / : @ * ? & ! - + \	, # * +
C	'Clear' function	'Clear' function	'Clear' function

2.3 Connections

Connectors

Your mailing system has an Universal Serial Bus (USB) port that allows you to connect to a modem, printer or other USB memory device.



Power connector	(1) To wall socket or feeder
COM4	(2) Future use
COM2/3	(3) To weighing platform(s)
COM1	(4) To mixed-size feeder or dynamic scale
LAN port	(5) To customer services and/or accounting software on a PC (option)
USB ports	(6) To modem, memory device or printer

2

Meet Your Mailing System

2

Meet Your Mailing System

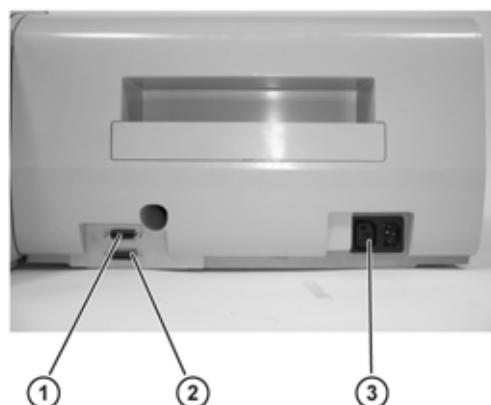
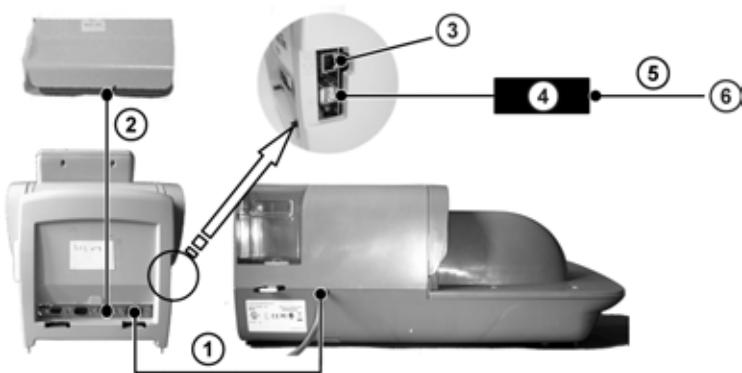


Figure 3 : Dynamic scale connectors

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

Meet Your Mailing System

COM1

① Feeder to Base

COM2/3

② Base to weighing platform(s)

LAN port

③ To customer services and/or accounting software on a PC (option)

USB Modem

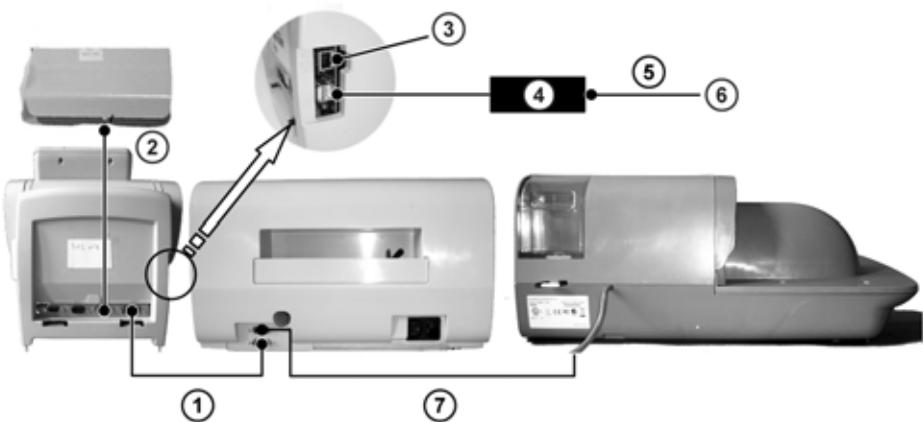
④ To telephone Cable

Telephone cable

⑤ To wall socket (analog telephone line)

Wall socket

⑥

With Dynamic Scale**2****Meet Your Mailing System**

COM1 (base)	(1) Base (COM1) to Dynamic Scale (COM2)
COM2/3 (base)	(2) Base (COM2 or COM3) to Weighing Platform
LAN port	(3) To customer services and/or accounting software on a PC (option)
USB Modem	(4) To telephone Cable
Telephone cable	(5) To wall socket (analog telephone line)
Wall socket	(6)
COM1 (dynamic scale)	(7) Feeder to dynamic scale

Nota: Power connectors are shown in section *Connectors* p.17.

2.4 Power Management



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

2

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.



To change the period of time after which the mailing system switches to 'Sleep' mode, see *How to Change System Time-outs* p.160.

Meet Your Mailing System

'Sleep' Mode

You can also turn the mailing system to 'Sleep' mode manually.

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.

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'OFF' Mode

If you want to turn off your machine you can use the ON/OFF button located on the right side of the machine.

2

How to Turn the Mailing System to 'OFF' Mode

- 1 Turn your machine to 'Sleep' Mode (see the previous procedure)
- 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.



Meet Your Mailing System

3 Processing Mail

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

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Processing Mail

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3.1 Choosing a Type of Stamp

Customizing Your Stamp'

When processing mail you should select the 'Type of stamp' you need. You can select "Standard" to print postage, print "Received" with the date on your incoming mail or "No stamp" for seal only applications.

For each 'Type of stamp' you select, the mailing system displays all the parameters - and only those parameters - for the type of process you will use.

3

Processing Mail

Home Screen and Configuration Menu

Each type of stamp is associated to:

- A specific **Home screen** that displays current parameters (weight, postage...)
- A specific **Configuration menu** that allows you to set the 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 your 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.

3**Processing Mail****Type of Processes and Type of Stamps**

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 parameters you can set before running mail.

If you do not set any parameter, the mailing system uses default values.

Type of process	Type of stamp	Parameters to run mail
Apply postage to outgoing mail	[Standard]	<ul style="list-style-type: none"> • Rate • Weight • Date format • Text (optional) • Ad die (optional) • Print offset (optional) • Sealing on or off
Re-date a mail piece	[Standard]	<ul style="list-style-type: none"> • No weight, postage amount = 0 • Date format • Print offset (optional) • Sealing (optional)
Correct the amount on a mail piece (print on back of envelope)	[Standard]	<ul style="list-style-type: none"> • Manual amount of postage • Date format • Print offset (optional) • Sealing (optional)
Print 'Received' or the date on incoming mail	[Received]	<ul style="list-style-type: none"> • Print date and/or 'Received' • Print offset (optional)
Seal only	[No stamp]	<ul style="list-style-type: none"> • Sealing (optional)
Count by feeding	[No stamp]	<ul style="list-style-type: none"> • Customize stamp, no stamp • Reset counter • Turn sealer off
Count by weighing	n.a.	Via specific application (see p.69).



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

See also

- To set default values as supervisor: see *Configuring your Mailing System* p.151.

3.2 Preparing and Starting your Work Session

In this section

This section recommends a list of preparation steps to help you run your mail efficiently.

Mail preparation involves:

- **Sorting mail by type and task**, to make processing faster (p.28)
- **Logging into the system** to start a work session (p.29)
- **Selecting the Type of stamp** that corresponds to each set of mail (p.30)
- **Checking additional issues** concerning your machine: ink level, funds... (p.31).

This section also describes how to use the mailing system **automatic feeder** (p.32).

3

Processing Mail

3

Processing Mail

Sorting Mail by Type and by Task

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

This will prevent you from having to change the stamp parameters too often and allow you to fully benefit from the automatic features of your mailing system, particularly the differential weighing or dynamic scale options that allow you to process mail much quicker.

Follow the procedure below to split 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 Type of process to apply

See table p.26:

➤ Outgoing mail

- Standard postage with different rates or services
- Re-dating
- Correcting amount
- Permit mail postage

➤ Incoming mail

- Sealing only or counting.

2 Separate the envelopes into two groups. Those that require sealing and those that do not.

3 Account to use

(only if you have to select an account at logging in)

4 Rate and/or services to apply

5 Physical characteristics

Separate mail pieces that exceed the weight, size or thickness allowed in the machine mail path.

See *Mail Specifications* p.225.

6 Sort each stack by 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 Machine On and Starting a Work Session

Turning the machine on starts a work session on the mailing system.

At start-up, depending on specific supervisor settings:

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

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

How to Log in and Start a Work Session

To log in as a user:

- 1 Press  to wake the system up.

The system may display one of the following screens:

- *Home screen [Standard]*.
- *Login screen*
- *Account screen*

Home screen [Standard] screen: If this screen is displayed, no other step is required.

Login screen: If the login screen is displayed, you will be required to enter your operator PIN code

Account screen: If the Account screen is displayed, you will be required to select your account as follows.

- Use up and down arrows (use double arrows to scroll list) and press **[OK]** to validate.
- A barcode scanner may be used.



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



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").

See also

- To change accounts when a session is already opened, see *Settings Details* p.54.
- To choose the policy for accounting and access control as supervisor, see *Managing Accounts and Access Rights* p.79.
- *How to Turn the Mailing System to 'Sleep' Mode* p.21.

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Processing Mail

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Processing Mail

Selecting the Type of Stamp

For each stack of mail you have sorted (see p.28), select the type of stamp you need to process your mail as follows.

How to Change the Current 'Type of Stamp'

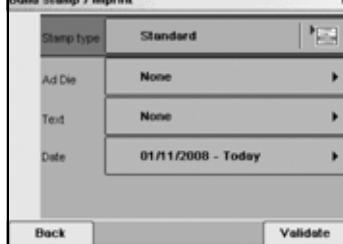
Once you are logged in as user:

1 Either:



Press **MENU** and type 1
> Customize stamp

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** if you have used the up/down arrows).

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

4 Press **OK** to return to the home screen.

Frequently asked questions

Table 1 : Machine check list

Question...	How to answer
Do I have enough postage?	Look at the funds counter at the bottom of the screen, or: Press  and type 1 to check funds balance. To add funds, see <i>How to Add Funds to the PSD (Meter)</i> p.75.
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 <i>Batch Data Report</i> p.119). Select Reset counter on the home screen, or See <i>How to Reset Batch Counters</i> p.68.
Is the sealing/moistening device properly filled? (if installed)	For sealing while printing the envelopes. See <i>How to Fill the Sealer Bottle</i> p.203.
Is the weighing platform properly zeroed or tared?	Before laying envelope(s) on the weighing platform, your home screen should display <i>00 lb 0.0 oz</i> . If <i>lb . oz</i> is displayed, perform a 'rezero' of the WP. See <i>How to Rezero the Weighing Platform</i> p.164.
Are labels in place in the ALD? (if you plan to print on tape)	See <i>How to Fill the Auto Label Dispenser</i> p.70.
Is there enough ink in the cartridge?	To display the level of ink in the printing headset, see <i>How to Display Ink Level and Cartridge Data</i> p.198.



You can be warned when the available funds gets below a preset value (see *How to Set the Low-Funds Threshold* p.161).

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Processing Mail

Using the Feeder

The procedure below describes how to place a stack of mail pieces in the hopper. Depending on the weighing method you will 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.

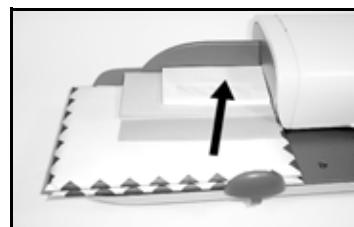
How to Use the Feeder

Taking 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 on 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.



- 5 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.

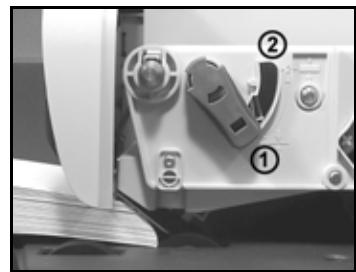


Do not try to seal self-adhesive envelopes. Close them *before* feeding.

Thickness setting:

For thin or thick envelopes, you may have to adjust the thickness setting of the feeder. Use this setting if several thin envelopes pass at one time through the feeder or, on the contrary, if thick envelopes are blocked at the entrance of the mail path.

- 1 Open feeder cover.
- 2 Change lever position:
 - 1 for thin envelopes
 - 2 for thick envelopes.
- 3 Close feeder cover.



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Processing Mail

3.3 Processing [Standard] Mail

In this Section

3

This section describes how to process mail when in the [Standard] type of stamp mode:

- Applying postage using different rates
- Re-dating mail
- Correcting postage amount.

See also

- About the use of the 'type of stamp', see *Choosing a Type of Stamp* p.25.

Applying Standard Postage

Processing Mail

Sequence of Settings

The procedure below outlines steps in a recommended sequence 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 selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail (standard is default).



Make sure you have already completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

How to Apply Standard Postage (Settings)

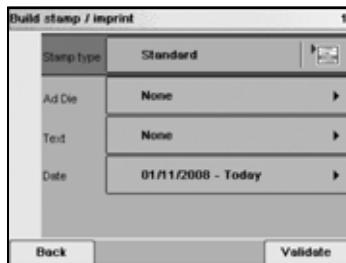
Required settings:

- 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:



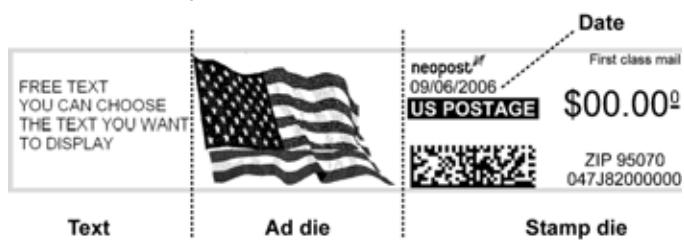
To select an option in the screen, use related keys located on right hand side of display.

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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'* p.30.

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* p.65.

➤ **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* p.64.

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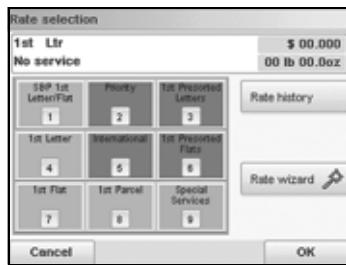
➤ **Check or change the date or date format:**

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 the Stamp* p.63.

Press **OK** to return to the home screen.

3 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* p.55.



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* p.57.

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* p.58.

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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* p.60.

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)* p.65.
- 2 **Close envelopes using the feeder sealer** : see *Using the Sealing Function* p.67.

You are now ready to print.



To set the stamp quickly, consider using **imprint memories**. The memories store stamp characteristics together with rates and, if activated, accounts. See *Using Imprint Memories* p.66.

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Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.34.

The way you will handle mail mainly depends on the **weighing method** you have chosen. The weighing method is indicated by the icon in the *Weighing type* zone of the screen. For more information, see *Details on the Weighing Types* p.59.



If you need to change the current account before applying postage (on account-enabled configurations), see *How to Change Accounts* p.54.

**How to Apply Postage
(Running Mail)**

In Standard weighing mode ()

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 (see *Mail Specifications* p.225), press to print a label. The label is printed at once.

The mailing system prints 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.

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* p.70).
- 2 Press  to print the labels.

In optional Differential weighing mode ()

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

- 1 Place the pile 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, with the side to be printed facing upwards.



If a mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.225), 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 sealer is activated, collect the mail piece stack in the catch tray and put stack aside to let envelopes dry.

- 4 Repeat previous step for each piece of mail.

To quit the process at any time, press .

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When you remove the last object from the Weighing Platform, 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 first tare the WP.



In optional **Differential weighing auto-tape mode** (). From the [Standard] home screen, to print postage on mail pieces:

- 1 Place the pile 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 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 asks if you want to print it. You can answer **Yes** or **No**. This allows you to use a mail basket without having to first tare the WP.

In optional *Dynamic weighing* mode (). From the [Standard] home screen, to print postage on mail pieces:

- 1 Place the mail pieces stack you want to process on the hopper.
For more details, see *Using the Feeder* p.32.

- 2 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 *Dynamic weighing batch-mode* mode ()

- 1 Place the mail pieces stack you want to process on the hopper.
For more details, see *Using the Feeder* p.32.

- 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.

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In other modes (Manual weight entry  , no weight , postage entered manually). From the [Standard] home screen, to print postage on mail pieces:

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.



If a mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.225), 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 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* p.70).

2 Press  to print the labels.

Re-dating Mail

Sequence of Settings

The procedure below outlines steps in a recommended sequence to re-date mail that has already been processed.

The sequence is similar to sequence *Applying Standard Postage* (p.34), 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 or bottom of the front of the envelope.

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 already completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

How to Re-Date Mail (Settings)

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:



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To select an option in the screen, use related keys located on right hand side of display.

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'* p.30.

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 the Stamp* p.63.

Press **OK** 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* p.57.

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)* p.65.
- 2 Seal envelopes** : see *Using the Sealing Function* p.67.

You are now ready to print.

Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.43.

How to Re-Date Mail (Running Mail)

The postage amount 0 is displayed on the home screen. To print postage directly on 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* p.32).



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* p.225), 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* p.70).
- 2 Press  to print the labels.

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Correcting a Postage Amount

Sequence of Settings

The procedure below outlines steps in a recommended sequence to correct the amount on mail that has already been processed.

3

The sequence is identical to *Re-dating Mail* (p.34), except for the following:

- Postage must be set to the desired additional amount, instead of 0.
- Print the new postage on the back or bottom of the front of the envelope.



Make sure you have already completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

Processing Mail

How to Correct Postage Amount (Settings)

Required settings:

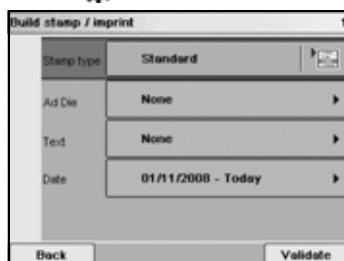
- 1 Make sure you are on the home screen of the [Standard] type of stamp. The type of stamp is indicated at the top of the home screen as illustrated below.



- 2 Check or change the type of stamp.



Press  to access the *Customize stamp* screen:



To select an option in the screen, use related keys located on the right hand side of display.

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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'* p.30.

You can 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 **Today's** for printing the current date. For more details, see *How to Change the Date on the Stamp* p.63.

Press **OK** to return to the home screen.

3 Set postage to the desired amount:

- Type the postage amount on the home screen: this opens the *Manual amount* screen
- Complete the amount and then press **[OK]** to validate. For more details, see *How to Enter Postage Manually* p.57.

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)* p.65.

You are now ready to print.

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Running Mail

To run mail, follow the procedure below after you have completed the sequence in *Sequence of Settings* p.46.

**How to Correct
Postage Amount
(Running Mail)**

The postage amount is displayed on the home screen. To print postage directly on 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* p.32).



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



LABEL PRINTING: If a mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.225), press  before you press  to print a label. The label is printed at once.

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* p.70).
- 2 Press  to print the labels.
- 3 The mailing system applies postage and the mail piece (or label) is sent to the catch tray.

3.4 Printing [Received] for Incoming Mail

In this 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

- To choose the type of stamp to use for each type of mail process, see *Choosing a Type of Stamp* p.25).

Sequence of Settings

The procedure below outlines steps in a recommended 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* p.27.

How to Process Incoming Mail (Settings)

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.



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2 Check or change the type of stamp.Press  to access the *Customize stamp* screen:

To select an option on the screen, use related keys located on the right hand side of the display.

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'* p.30.

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.

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)* p.65.

You are now ready to print.

Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.49.

How to Process

Received Mail (Running 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.



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3.5 Running Seal Only [No Stamp] Mail

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

- Seal envelopes, using the auto-feeder.
- Only convey mail, for counting or testing purposes.

3

Processing Mail

See also

- To choose the type of stamp to use for each type of mail process, see *Choosing a Type of Stamp* p.25).

Sequence of Settings

The procedure below outlines steps in a recommended sequence 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* p.27.

How to Process Mail without Printing (Settings)

Main setting:

- 1 Make sure you are on the home screen of the [No stamp] 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 select an option in the screen, use related keys located on the right hand side of the display.

To change the type of stamp, select **Stamp type** and then select **[No stamp]** in the **Type of stamp** screen. For more details, see *How to Change the Current 'Type of Stamp'* p.30.

No other parameter is required to run mail in this mode.

Press **OK** 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* p.67.

You are now ready to process mail.

3

Processing Mail

Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.52).

How to Process Mail without Printing (Running Mail)

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* p.32).



3

3.6 Changing Accounts

Settings Details

To process a batch of mail pieces using another account, change the account as follows.

How to Change Accounts

To change accounts:

1 As a user:

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

The list of accounts you can charge 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.



A barcode scanner can be used for "One Click" direct entry of accounts

Selecting a Rate

Selecting a Rate to Calculate Postage

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 a big parcel, entered manually (see *How to Enter Weight Manually* p.61).

The system provides you several ways to select a rate:

- Using a shortcut list in the form of a scale dashboard in the rate selection screen
- Using a wizard that asks you to choose class, destination, format and services in complete lists of options.
- Using a list of the last 10 selected rates from the rate history

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

How to Select a Rate

To select a rate:

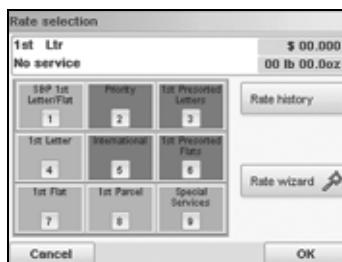
1 Either:



Press **C**
or

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

The *Rate selection* screen is displayed.



2 On that screen, you can:

- Type a rate number **1 to 9** to select the rate or display rate options.
- Press **Other selections** then **Rate History** to select a recently selected rate.
- Press **Other selections** then **Rate History**.

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).

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Entering Postage Manually

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

How to Enter Postage Manually

On the home screen:

- 1 Type directly the first figure of the amount using the keypad. The *Manual amount* 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



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To set the fractional postage for presort mail, see *How to Activate / Deactivate Fractional Postage values* p.173.

3

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 Weight Manually* p.61.

Choosing a Weighing Type

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

Table 2 : Selecting a weighing type

Using the device...	Weighing Platform	Dynamic Scale
For weighing...	Select method...	
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 • auto-tape or • Manual weight 	
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 rate. If the 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 selected method and thus the source that provides the weight of the mail piece to the system.

Details on the Weighing Types



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.

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- **Manual Weight** ()

In this mode, you enter the weight manually (see p.61).



- **Standard Weighing** ()

In this mode, you manually and successively put each mail piece on the Weighing Platform, and then put the mail piece into the mail path (or print a label).



- **Differential Weighing** () (optional)

This mode speeds up the weighing process and increases your efficiency: you put all the mail pieces together on the Weighing Platform, then remove the pieces one by one and put them into the mail path. The mailing system calculates 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 Auto-Tape** () (optional)

This mode is identical to **Differential weighing** except that the system automatically prints on labels.



- **Dynamic Weighing** ()

In this mode, you put all the items at the feeder entrance whatever their size (within the system limits). The system automatically assesses the weight and size of each mail piece and applies postage as each piece goes along the mail path at high speed.



- **Dynamic Weighing Batch-Mode** ()

In this mode, you put a set of identical items at the feeder entrance. The system assesses the weight and size of the first mail piece and applies the same postage to all pieces at very high speed.

3

Changing the Weighing Type

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

See also

- To change the default weighing type as supervisor, see *How to Change the Default Weighing Type* p.163.

To change the weighing type according to the type of process you want to run (see *Choosing a Weighing Type* p.58), follow the procedure below.

How to Change the Weighing Type

To change the weighing type from the home screen:

- Either:



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.

- 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 Auto Label Dispenser* p.70.

Entering Weight Manually

You may have to enter the weight manually, if a mail piece exceeds the weighing capacity of all your weighing platform.

In that case, you will typically choose to print the postage on a label to stick onto the mail piece.

How to Enter Weight Manually

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

1 Either:



Press
or

Press **MENU** and type **2 . 2** or select the path:
> Job settings > Weighing type

The *Weighing mode* screen is displayed.

2 Select **Manual weight entry**.

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** icon () and the weight entered.

3

Processing Mail

3

Configuring the Stamp

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

- Changing printed date
- Adding a pre-loaded Ad die 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'* p.30
- *Type of Processes and Type of Stamps* p.26.

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 the mail pieces.



You can set the date advance (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* p.172.

How to Change the Date on the Stamp

To change the date that will be printed:

1 Either:



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.

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



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

3

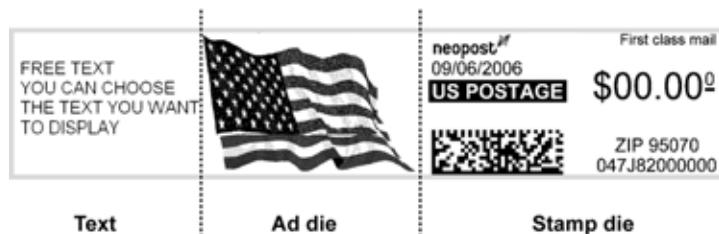
Processing Mail

3

Processing Mail

Adding Text and Ad Die to the Stamp

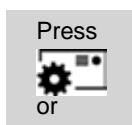
You can add a text and/or an ad die to the stamp, as illustrated below.



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

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

1 Either:



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:).

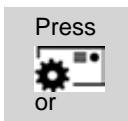
See also

- The supervisor manages the lists of the available texts and ad dies. See *Managing Custom Text Messages* p.186 and *Managing Ad Die* p.188.

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:



Press **MENU** and type **1** or select the path:
> Built stamp/imprint

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



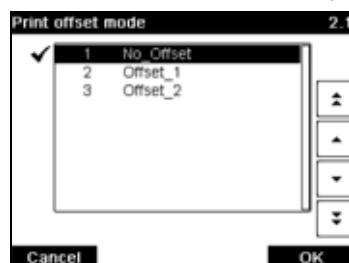
How to Move the Stamp (Print Offset)

To offset to the stamp position:

1 As a user:

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

The *Print offset* screen is displayed.



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

65

3

Processing Mail

Using Imprint Memories

The Imprint Memories allow you to create a memory preset with **the rate, custom text, ad die and date mode** for the type of stamp you would like to print.

In account-activated configurations, imprint memories can include **accounts**, allowing you to associate rates to accounts.



If your mail requires different settings such as specific postal rate (1st class - registered...) + text and/or ad die + department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Just press imprint memory key instead of multiple keystrokes to select all the required elements. Highly recommended for repetitive tasks.

See also

- **To prepare imprint memories** as supervisor, see *Imprint Memories* p.174.

How to Use an Imprint Memory

To use an imprint memory:

- 1 Either:

Press
Mem
or

Press **MENU** and type 3 or select the path:
> **Imprint Memories**

The imprint memories list is displayed.

- 2 Select an imprint memory in the list.

- 3 Press **[OK]** to validate and apply memory parameters.

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

Using the Sealing Function

Mixed Size Feeder Sealer

You can automatically activate or deactivate the sealing function. See *How to Turn the Sealer On/Off* p.67.

The **Sealing On/Off** icon in the home screen indicates the current state of the sealing function.



Sealing ON



Sealing OFF

The envelope sealer may be active by default or not (see supervisor setting *How to Set the Default Sealing State* p.176).



Do not insert envelopes already sealed in the feeder when sealing is ON: the envelopes might jam.

How to Turn the Sealer On/Off

To turn sealing on/off:

1 On the control panel:

Press the shortcut key, 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* p.203.

3

Processing Mail

3.7 Complementary Operations

Emergency Stop of Motors

3

If you want to **stop motors** of the machine in emergency:

How to Stop the Run Process To stop the run process immediately:

1 Press .

Processing Mail

Using Batch Counters

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



To produce reports associated to counters, see *Reports* p.113.

How to Reset Batch Counters

To reset a counter:

1 On display:



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 want to reset and press **[OK]**.

Piece Counting

This function uses the weighing platform to count a stack of identical mail pieces.

How to Count Mailpieces by Weighing

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.

3

Processing Mail

 You must first weigh 10 (ten) items in order to get the count of the total number of items.

3

Processing Mail

Filling the Label Dispenser

How to Fill the Auto Label Dispenser

To fill the Auto 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 click.



Label Dispenser maximum capacity is 40 labels.

4 Money Operations

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

4.1	Overview	73
4.2	Managing Funds	74
	How to Check the PSD (Meter) Funds	74
	How to Add Funds to the PSD (Meter)	75
4.3	Unlocking the PSD (Postal Inspection)	77
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4

Money Operations

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4.1 Overview

The Postal Security Device (PSD) — Postage Meter

The PSD, located in the base, handles the funds (or money) in your mailing system. The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.



Check that your mailing system is connected to a telephone line or network (see *Connections* p.17) and that the connection is properly configured (see *Connection Settings* p.177).

4

Money Operations

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 the funds as all mailing operations involving postage are recorded in the mailing system.

to generate reports, see *Reports* p.113.

4

Money Operations

4.2 Managing Funds

Checking Funds

You can check the total postage used and the remaining funds in the PSD at any time, and particularly before mailing sessions, to check that the funds are sufficient to complete your current task.

Remaining funds are continuously displayed at the bottom of the home screen (see *Control Panel Features* p.14). You can also use the procedure below.

Use the procedure following to display remaining funds.

How to Check the PSD (Meter) Funds

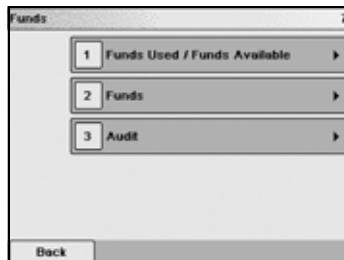
To check the funds in the machine:

1 Either:

Press
or

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

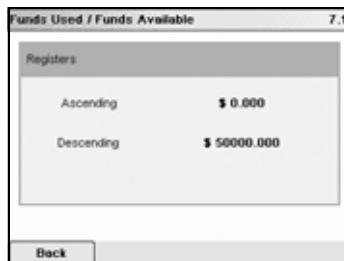
The *Funds* menu is displayed.



2 Select the menu path:

> **Funds used / Funds available**

The screen displays the current amounts.



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

Adding Funds

You can add funds to the mailing system by indicating an amount to add. 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 **MENU** and type 7 or select the path:
> My Funds

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

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

The *Funds* screen is displayed.



By default, the system proposes the value of the previous funding operation.

4 Enter the amount to add using the keypad (use **C** to clear digit, twice to clear the field).

5 Press **[OK]** to start the connection to the Postal Server.

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

If funding fails, the system displays a failure message and the value 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.

4

Money Operations

6 You can open the *Funds used / Funds available* screen to check the new values (see *How to Check the PSD (Meter) Funds* p.74).

See also

- As the supervisor, you can set the mailing system to ask for a PIN code for crediting: see *How to Set/Cancel a Funding PIN Code* p.162.

4

Money Operations

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
or

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.

4

Money Operations

4

Money Operations

5 Managing Accounts and Access Rights

This section describes how you can manage accounts as supervisor to track the postage funds usage and/or set access rights to the mailing system.

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5

Managing Accounts and Access Rights

5.1 Accounting and Access Rights Overview

Postage Tracking and Access Control

Your mailing system allows you to track postage by account/department and security to prevent unauthorized use.

- 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 on the machine, on line or with a MAS software: MAS.

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, depending on how the supervisor setup the department structures. for more information see *Reports* p.113).

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.



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

Managing Accounts and Access Rights

The Access Control Function

As the 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 machine and restrict the usage of its funds.

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

- **No PIN code:** free access
- **Shared system PIN code:** users enter the PIN code to access the machine
- **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'

In your mailing system, a single 'Account mode' allows you to set up both the Accounts and the Access control functions (see *Accounting and Access Rights Overview* p.81).

The table below lists the account 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.

The table below summarizes the 'Account mode' characteristics, on the user and supervisor points of view.

Table 1 : Selecting an 'Account mode'

Account mode	Supervision	User's point of view
'No account'	No postage tracking No access control	Free access to the machine (self-service type)
'No account with access control'	No postage tracking Protects access to the machine	Type a PIN code (shared by all users) to log in
'Accounts'	Tracks postage by account/department	Select the account to charge postage
'Accounts with access control'	Tracks postage by account/department Controls access to machine 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

5.3 Guidelines to Setup Account

See also

- Selecting an 'Account Mode' p.83.

Setting up 'No account'

5

The 'No account' mode provides users with free access to the machine (self-service type).

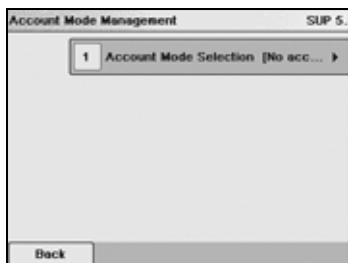
This is the default mode in the machine.

Implementing "No account"

- Follow the procedure *How to Display and Change the 'Account Mode'* p.89 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'

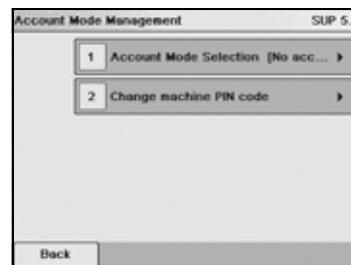
If you want to prevent unauthorized use of the mailing system and do not track accounts, use the "No account with access control" mode. This provides a single PIN code for all authorized users.

Implementing "No account with access control"

- 1 Follow the procedure *How to Display and Change the 'Account Mode'* p.89 and select the 'No account with access control' mode.
- 2 In the procedure, enter the 4 digit shared PIN code the users will have to enter at log in.

'No account with access control' Management Menu

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



How to Change the Shared PIN Code



- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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]**.

5

Managing Accounts and Access Rights

5

Setting up 'Accounts'

In the 'Accounts' mode, users must select an account to process mail. The user can change accounts at any time during mail procesing.



If only one account is available, the mailing system automatically selects it at start up.

Implementing the "accounts mode"

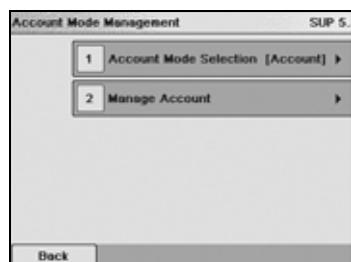
- 1 Follow the procedure *How to Display and Change the 'Account Mode'* p.89 and select the 'Accounts' mode.
- 2 Create accounts as indicated in *How to Create an Account* p.96.



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 the accounts.



See also

- To add, modify or delete accounts, see *Managing the Accounts* p.90.

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 may restrict accounts for each user.



If only one account is available, the mailing system automatically selects it at start up.

Implementating " account with access control"

- 1 **Select the 'Accounts with access control' mode:** see *How to Display and Change the 'Account Mode'* p.89.
- 2 **Create the group structure** you wish to implement: see *How to Create a Group or a Subgroup* p.93
- 3 **Create the accounts** you wish to implement: see *How to Create an Account* p.96.
- 4 **Create the Operator PIN codes** you wish to implement: see *How to Create an Operator* p.104.

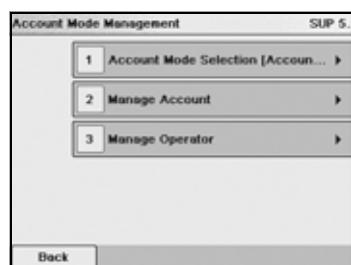
At the same time, **assign groups, subgroups or accounts to the operators.**



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 user PIN codes: each Operator has a PIN code.

Setting up 'Remote account management'

In mode 'Remote account management', you manage accounts and operators from the PC application.

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 the 'disconnected mode', only one account and operator are available (defined in the PC application). This type of application should be setup by an authorized technician.

Implementing "Remote account management"

5

To implement mode 'Remote account Management':

- 1 **Connect the PC to the mailing system and start the account management application on the PC:** see the diagram in *Connectors* p.17 and the PC application user guide.
- 2 **In the mailing system, activate the mode 'Remote account management':** see *How to Display and Change the 'Account Mode'* p.89.
- 3 **From the PC application, configure required accounts and operators:** see the PC application user guide.



If operators or accounts were already created on the mailing system then they are deleted when switching to mode 'Remote account management'.

'Remote account management' Management Menu

There are no parameters to set in this mode.

5.4 Selecting an 'Account Mode'

See also

- *Guidelines to Setup Account* p.84.

How to Display and Change the 'Account Mode'

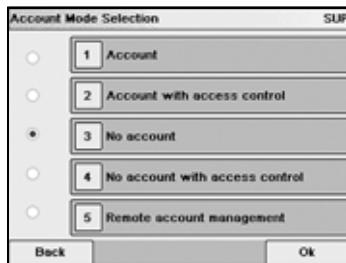


To display and change the 'Account mode':

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

The *Account Mode Selection* screen is displayed.



In the screen, the current 'Account mode' is selected.

- 2 Select another 'Account mode'.
The system asks for a confirmation.
- 3 Press **[OK]** to confirm.
- 4 If required, enter the PIN code and press **[OK]**.
The mailing system confirms that the 'Account mode' has been changed.



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

5

Managing Accounts and Access Rights

5.5 Managing the 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'* p.86 or *Setting up 'Accounts with access control'* p.87.

5



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

Creating an Account Structure

As the 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* p.126).

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

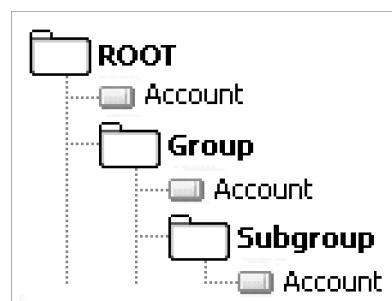


Figure 1 : Account Structure

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

Displaying the List of Accounts

See *Account List Report* p.126.

Account Parameters

The number of accounts you can create is set to **30** by default and can be raised optionally to 200.

An account has the following parameters, displayed on the *Add account* screen:



Table 2 : Account parameters

Param.	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 <i>Group parameters</i> p.92).

See also

- About changing the maximum number of accounts, see *Account level* p.141.



The **Budget and Surcharge** parameters are only available when Advanced Reporting option is activated. See *Budget and Surcharge Parameters* p.110.

Group Parameters

A group or subgroup has the following parameters, displayed on the *Add group* screen:

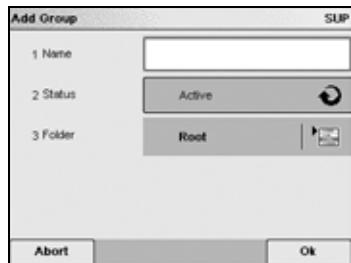


Table 3 : Group parameters

Param.	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 those accounts.
Folder	Name of a group or Root	Name of the parent group: • 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 Parameters* p.92.

Creating Groups

How to Create a Group or a Subgroup



To create a group or a subgroup:

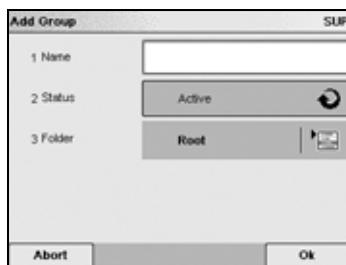
- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 opens.



- 4 Enter the group **Name** by using the keypad.
- 5 Select the group status (active or inactive). The button displays the current status.
- 6 To put the group in a group other than **Root** (= to create 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 the group.

5

Managing Accounts and Access Rights

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Managing Accounts and Access Rights

Editing Groups

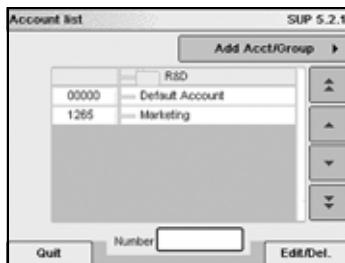
Use the procedure below to change the name, the status and the parent group of a group.

**How to View/
Edit a Group or a
Subgroup**
**To view or edit a group or a subgroup:**

1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 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 parameters as necessary and press **[OK]**.
The *Group modification summary* screen is displayed.

6 Press **[OK]** to validate the changes.

Activating Groups

Use the procedure below to temporarily deactivate a group so that the included accounts are not visible to the mailing system 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* p.94 to edit the group.
- 2 Change the status parameter (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: subgroups and accounts.



Beware, the content is deleted definitively.

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* p.94.
- 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.

5

Managing Accounts and Access Rights

Account Management

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



You can also import a list of accounts. See *Account List Import/Export* p.101.

See also

- *Account Parameters* p.91.

5

Creating Accounts

How to Create an Account



To create an Account: To Create an account you have to activate the mode "accounts". See *How to Display and Change the 'Account Mode'* p.89

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **5 . 2 . 1** or select the path:
> Account management > Manage accounts > Account list

The *Account list* screen is displayed.

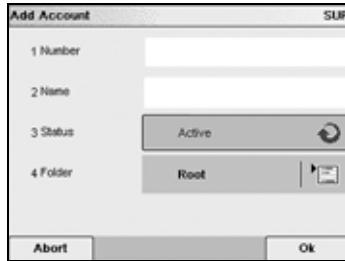


5

Managing Accounts and Access Rights

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**).

4 To put the account in 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 **Budget and Surcharge** parameters are only available when Advanced Reporting option is activated. See *Budget and Surcharge Parameters* p.110.

The *Account creation summary* screen is displayed.

6 Press **[OK]** to create the account.

5

Managing Accounts and Access Rights

Editing Accounts

Use the procedures below to modify an account name or status.

You can also change the account folder.

The account number cannot be modified.

How to View / Edit Account Pa- rameters

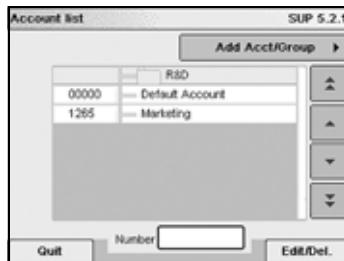


To view or edit an account:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

The *Account list* screen is displayed.

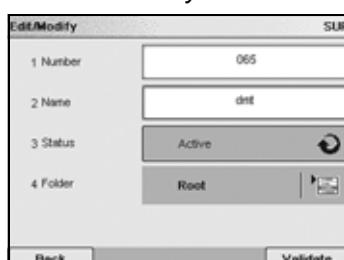


- 2 Select the account (or type its number) and press **[OK]**.

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 is displayed.



- 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 Parameters* p.110.

5 Press [OK] to validate the changes.

Activating Accounts

Deactivated accounts are not visible to users.

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 Parameters* p.98.
- 2 Change the status parameter (the button displays the current status: active or inactive) and press [OK].
- 3 On the *Account modification summary* screen, press [OK] to validate the changes.

5

Managing Accounts and Access Rights

5

Managing Accounts and Access Rights

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 Parameters* p.98.
- 2 On the *Account management* screen, select > **Delete** (or type **2**) instead of *Edit/Modify*.
A confirmation of account deletion is displayed.

Account List Import/Export

Using a USB memory device, you can import or export the account list from your mailing machine as a CSV file.

Imported accounts are created with no hierarchy and added to the existing account list.



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 the Account List

You can export the current 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 the Account List



To export the account list on a USB memory device:

1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **5.2.4** or select the path:
> Account management > Manage accounts > Export Account list

2 Insert the USB memory device 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 informs you that you may remove the USB memory device.

5

5

Importing Accounts

To import accounts into the mailing system, place the CSV file on a USB memory device.



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

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 easily 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 Parameters* p.91.

How to Import

Accounts



To import accounts from a CSV file:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

- 2 Insert your USB memory device 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 informs you that you may remove the USB memory device.

5.6 Managing the Operators

In mode **Account with Access control** and as supervisor, you can create up to 20 'operators' that each correspond to a PIN code (see *Accounting and Access Rights Overview* p.81).



This section only applies to the mode Account with Access control (see *Accounting and Access Rights Overview* p.81)



If you use a postal expense software, the operator PIN codes are only managed from the software on the PC.

5

Operator Parameters

You have to set the following parameters when creating operators.

Table 4 : Operator parameters

Param.	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.



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

Managing Accounts and Access Rights

Operator Management

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

See also

- *Operator Parameters* p.103.
- To print the current list of operators, see *Operator List Report* p.129.

Creating Operators

5



You must first set up "account with access control" under "Account Mode Management".

How to Create an Operator



To create an Operator:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **5 . 3** or select the path:
> Account management > Manage operators

The *Manage Operator* screen is displayed.

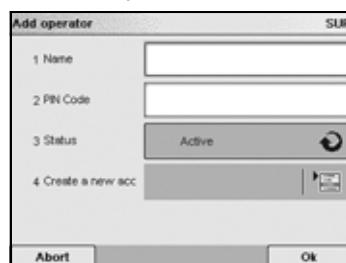
- 2 Select **> Operator List**.

The *Operator list* screen is displayed.



- 3 Select **> Add operator**.

The *Add operator* screen is displayed.



4 Enter the parameters of the Operator.



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

5 In the *Account List* screens, successively select the accounts (or groups/subgroups) that the operator will be allowed to use. You can complete this step now or later: see *How to Assign Accounts to an Operator* p.107.

6 Press **[OK]**.

The *Operator creation summary* screen is displayed.

7 Press **[OK]** to create the Operator.

5

Modifying Operators

Use the procedure 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 the supervisor (see *How to Log in as the Supervisor* p.154):

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.

1 Name	me
2 PIN Code	1234
3 Status	Active
4 Create a new acc	<input type="checkbox"/>
<input type="button" value="Back"/> <input type="button" value="Ok"/>	

Managing Accounts and Access Rights

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

5

Managing Accounts and Access Rights

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Assigning Accounts to the Operators

You can define account 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

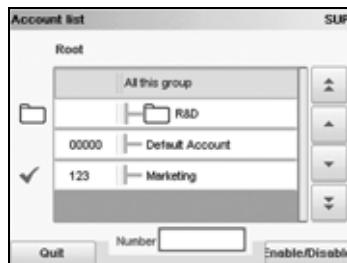


To create/change the list of Accounts an Operator is allowed to use:

1 Follow the procedure *How to Modify an Existing Operator* p.105 until the *Edit modify* screen, and select **Account list**. The *Account List* screen is displayed.

2 Select **Add Acct/Group**.

The *Account list* screen is displayed.



3 You can allocate the entire group or individual accounts to the operator: select the group or an account 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 validate the changes.

5

Activating Operators

The activated/deactivated status of the operators allow you to create them in advance. Users cannot use deactivated operator PIN codes.

How to Activate / Deactivate an Operator



To activate or deactivate an Operator:

- 1 Perform procedure *How to Modify an Existing Operator* p.105.
- 2 In the operator parameters, select the line **Status** to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
- 3 On the *Operator modification summary* screen, press **[OK]**.

Deleting Operators

Use the procedure below to delete operators.

How to Delete an Operator



To delete an Operator:

- 1 Perform procedure *How to Modify an Existing Operator* p.105.
- 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 **[Cancel]**.

5.7 Advanced Reporting Functions

The **Advanced Reporting** option enhances account management and provides associated reports.

Account Management Enhancements

Associate Budgets to Accounts

Each account is granted an additional set of characteristics:

- **Budget** the account is allowed to spend in a period of time
- **Consumed amount** since the beginning of the period.
- **Threshold** on which the machine warns 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 account** consumed amount at the next beginning of the period.

Automatically Apply Account Surcharges

You can charge accounts an additional amount each time postage is applied for these accounts.

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



To take advantage of the Budget and Surcharge option, Accounts must be enabled in your mailing system (see *Selecting an 'Account Mode'* p.83).

See also

- To activate the **Advanced Reporting** option: *Options and Updates* p.181
- *Advanced Reporting Reports* p.131

5

Managing Accounts and Access Rights

Budget and Surcharge Parameters

You have to **activate** the Budget and Surcharge function and set global parameters to be able to set the budget and surcharge parameters at account level.



You may only activate the Budget and Surcharge function if the Advanced Reporting option is loaded in your mailing system..

Budget Global Parameters

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

Budget Account Parameters

Parameter	Format	Description
Amount	0 to 99999	Budget allocated to the account for the default period.
Warning limit (%)	0 to 100%	Consumed percentage of the budget at which the system warns the user and the supervisor. They are warned only once.
Locking limit (%)	0 to 100%	Percentage of the budget consumed at which the system blocks postage for the account.

Surcharge Parameters

The surcharge parameters are set for each account individually.

Parameter	Format	Description
Fixed Rate	0.01 to 99	The fixed amount to add to the account over the postage.
Percentage of imprint	1 to 99%	The percentage of the postage to add to the account charge.

Setting-up the Budget and Surcharge Function

Follow the steps below 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 the Budget and Sur- charge Function



- 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 parameters located underneath in the screen become accessible.
- 4 Select the 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 Period or Start Day of Budgets



- 1 Display the *Account mode management* menu.
- 2 Select **[Budget and Surcharge Mgt]**.
- 3 Modify parameters and press **[OK]** to validate.

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Managing Accounts and Access Rights

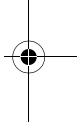
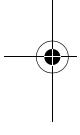
5

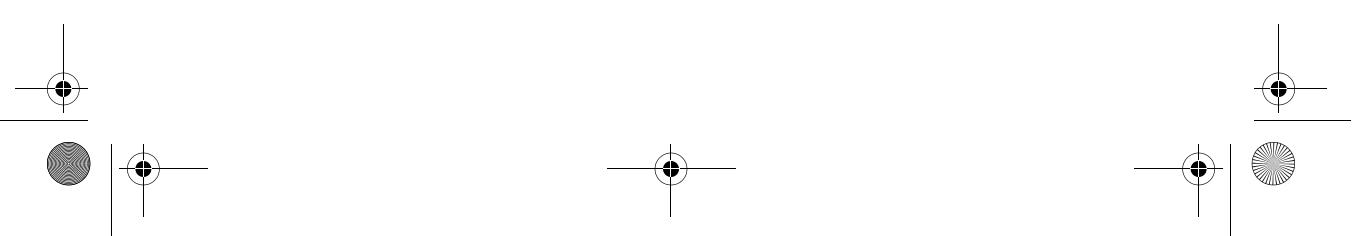
Managing Accounts and Access Rights

6 Reports

This section explains how you can get and print out reports for the mailing system usage, funds usage, account usage, etc.

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Reports

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6.1 Report Overview

As a user or supervisor, you can get a range of reports to regularly view, print or store information regarding mailing system usage, funds usage, account expenditures, etc. Your mailing system also uploads 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 device.

Your mailing system allows you to get reports on the activity over the past two years. If a PC application MAS is used, reports accountings are available on 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 device.

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

*** Only available with Advanced Reporting option activated (see Options and Updates p.181).

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Reports

Report name	Short description	Output*	Page
COUNTER DATA			
Batch data	Batch counter and corresponding postage for outgoing mail since the last reset.	SP	p.119
Received batch data	Batch counter for incoming mail ('Received on') since the last reset.	SP	p.120
POSTAGE DATA			
Daily usage	Consumption information (total items and total postage value) for each day of a selected period.	SPF	p.121
Monthly usage	Total items and total postage value per month for a selected period.	SPF	p.122
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	p.124
Adding postage	Last refill operations performed on the machine in a selected period (supervisor only).	SPF	p.125
ACCOUNT DATA **			

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Reports

Report name	Short description	Output*	Page
Account list	List of accounts in the machine. Tree view of the accounts / groups / sub-groups (supervisor only).	PF	p.126
Single account	Usage on the account selected in an account list, for a selected period.	S	p.127
Multi-accounts	Usage per group/sub-group on all accounts, in a selected period.	PF	p.128
Operator list	Operator list with PIN codes (supervisor only).	PF	p.129
SYSTEM DATA			
Machine configuration	Supervisor settings (imprint default data, date advance, postal services, connections, MMI, Ink cartridge, weighing, modem, etc.)	PF	p.130
Base events PSD Events	Events listed for diagnostics with customer service assistance only (supervisor only).		
IP Configuration Report	IP configuration settings		
Proxy Configuration Report	Proxy configuration settings		
ADVANCED REPORTING ***			
Budget Consumption	Budget consumption of all accounts for the current or previous budget period.		p.131
Operator Activity	Activity (number of items, postage value) of all operators in the machine in a selected period.		p.132
Machine Activity	Activity of the system, presented in hour bands, for a specified period if time.		p.132

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

*** Only available with Advanced Reporting option activated (see Options and Updates p.181).

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 device

**How to Generate
a Report as a
User**

To generate a Report:

- 1 As a user:

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

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Reports

- 2 A list of available report types is displayed.

- 3 Select the report type (see *Table p.115*).

- 4 Depending on the report type, the system may ask for parameters 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 sends the report details to the selected output.

How to Generate a Report as a Su- pervisor



To generate a Report:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

- 2 Resume with the steps in *How to Generate a Report as a User*.

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Reports

6.3 Counter Data

Batch Data Report

This report displays the batch counter and 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

Table 1 : Batch Data Report

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 reports restart from zero at the current date.
See *How to Reset Batch Counters* p.68.

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Reports

Received Batch Data

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

Requirements

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

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

Outputs

Screen.

USB printer.

Table 2 : Received Batch Data

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* p.68.

6.4 Postage Data

Daily Usage Report

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

Requirements

This report is available as a user or supervisor.

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

When you specify the Begin date, the End date field is filled with a proposed value: Begin date + 31 days.

You can specify another End date.

Default period:

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

Output:

Screen

USB printer

USB memory device

Table 3 : Daily Usage Report

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

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Reports

6**Reports**

Monthly Usage Report

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

Requirements

This report is available as user or supervisor.

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

Default period:

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

Output:

USB printer

USB memory device

Report parameters

Begin date: 2008/10

End date: 2009/04

Output: [Screen]

Back Get report

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

Table 4 : Monthly Usage Report

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 this 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

Table 5 : Standard Operational Permit Report Data

Fields	Comments
For each permit indicia (including date only permit if present): <ul style="list-style-type: none">• Permit friendly name• Permit mail-piece total count• Total weight.	
Grand total mail-piece count for all the permit indicia.	

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Reports

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6.5 Funds Data

Funds Summary Report

This report displays the information on the funds usage in the machine since the installation of the machine. 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

Table 6 : Funds Summary Report

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 machine.
Funds available (descending)	Postage available for printing by the machine.
Control total	Total funds downloaded into the machine. 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.

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 device

Table 7 : Adding postage Report

Fields	Comments
Period	
Default period:	
<ul style="list-style-type: none"> • Begin = Current date - 6 months • End= Current date 	
Die number	On printed report only
For each postage download performed:	Represents the new total amount available in the machine.
<ul style="list-style-type: none"> • Dowload date & time • Funding amount • New descending 	

6

Reports

6**Reports**

6.6 Account Data

Account List Report

This report displays the list of accounts in the machine.

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 device

Table 8 : Account List Report Data

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
- 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 List Report



To generate the *Account List Report*:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 period for the report (Begin date and an End date).

Default period:

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

Output:

Screen

Table 9 : Single Account Report

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.

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Reports

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:

USB printer

USB memory device

6

Reports

Table 10 : Multi Account Report

Fields	Comments
Period	
Die number	On printed report only.
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: <ul style="list-style-type: none"> • Group/sub-group name • Total number of items processed • Total postage value 	If, in the period, some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.
For each account: <ul style="list-style-type: none"> • 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.

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).

Table 11 : Operator List Report Data

Data	Comments
For each Operator: <ul style="list-style-type: none"> • 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.

How to Generate the Operator List Report



To generate the operator list report:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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]**.

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Reports

6.7 System Data

Machine Configuration Report

This report displays all supervisor settings.

Requirements

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

Outputs:

Screen

USB printer

USB memory device

6

Reports

Table 12 : Machine Configuration Report

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, time-outs, backlight)
- Weighing settings (geodesic code, weight threshold, rounding mode, auto label threshold)
- Modem settings

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
- **Product code:** activity per CPC name for a selected period.

Budget Consumption Report

6

Reports

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.

Outputs:

- Screen
- USB Printer
- USB Memory device.

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: <input type="checkbox"/> Account number <input type="checkbox"/> Account name <input type="checkbox"/> Budget <input type="checkbox"/> 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.

Outputs:

- Screen
- USB printer
- USB memory device

6

Reports

Fields	Comments
For each operator: • Period • Operator name (whatever its status) • Number of items on the period • Total postage value on the period.	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 device

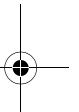
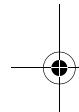
Table 13 : Report Data

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.

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* p.181)
- **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.

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Online Services

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.

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Online Services

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 departments, 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

How to Call Online Services Manually



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* p.192.

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Online Services

Synchronize Call

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

This call updates the automatic call schedule of the machine and the options (see *Options and Updates* p.181).

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 the Supervisor* p.154):

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 the Supervisor* p.154):

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.

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Online Services

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* p.185.

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 the supervisor (see *How to Log in as the Supervisor* p.154):

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 ref..

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 ref..

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Online Services

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.

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Online Services

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.



Figure 1 : eConfirmation Service data flow

The Process in your Mailroom

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- 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* p.164).
- 3 Select the rate corresponding to the package to send (see *How to Select a Rate* p.55).
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 in the feeder.

When printing is done, an eConfirmation record is created (see *How to Display eConf Record List and Details* p.146) below.

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Online Services



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* p.140).

Checking e-Confirmation Records

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Online Services

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

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

You can display and check information regarding an eConfirmation record:

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

How to Display eConf Record List and Details

To display the list and check a record:

1 As a user:

Press **MENU** and type **9 . 7** or select the path:
> Online Services > eConf Record List

The record list is displayed.

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

The record details are displayed.

Modifying an e-Confirmation Record

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

Record status:

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

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

How to Modify an eConf Record Status

To modify the status of an eConf record:

1 As a user:

Press **MENU** and type **9 . 7** or select the path:
> Online Services > eConfirmation record list

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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.

Online Services

7.6 Updating System Software

Occasionally it will be requested that you download new software for your mailing system.

The software package may include feature enhancements or updates. Also, if you purchase an additional service, you may be required to download the software to support this new service.

You will receive instructions from Customer Service, informing you that you should perform a software download. When you are ready to download the new software package, contact your Supervisor, who must connect to the Online Server.

Updating Procedure

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Online Services

To check for available updates:

- Perform a call to the Online Services server (see *How to Call Online Services Manually* p.137).
- After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see p.192).

Follow the procedure below to update your mailing system.

How to Update the System Software



To update the system software:

- 1 As Supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **10.5** or select the path:
> Online Services > Server loading list

- 2 Select the element to download.

- 3 Select **Detail of download**.

- 4 Choose **Now or Later**:

- **Now** connects immediately to the Online Services server and downloads the software package.
- **Later** schedules the download at a proposed date and time. When the date and time are reached, the machine automatically calls the Online Services server for downloading.

After downloading

The mailing system indicates it has to be re-started.

- 1 Disconnect and reconnect the mailing system power cord (see *Connection Diagram* p.19).

After restarting, the mailing system calls the server to confirm installation.

The mailing system is ready for use with the new software.



No information is lost during the updating process: your data and settings remain unchanged.

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Online Services

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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 the supervisor .

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8.1 Settings Overview

This section describes two types of settings:

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



Other user settings are described in the corresponding sections:
Processing Mail p.23, *Maintaining your Mailing System* p.195, 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

The mailing system has one supervisor PIN code that allows you to configure the mailing functions 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 by default
- Enter connection parameters.

8.2 Logging in / out as the Supervisor

You need to be logged in as the 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 the supervisor, only the supervisor menu is available. Printing postage is not possible while logged-in as the supervisor.

How to Log in as the Supervisor



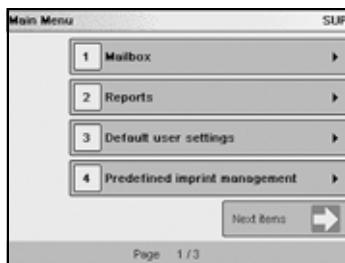
To log in as Supervisor when you are already logged in as a user:

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 the 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.

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Configuring your Mailing System

Exiting the Supervisor Mode

Follow the procedure below to exit the supervisor mode. This is necessary to return to the user mode.

How to Exit the Supervisor Mode



To exit the supervisor mode:

- 1 As the supervisor:

Press .

The machine goes to 'Sleep' mode and supervisor is logged out..

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Configuring your Mailing System

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 is a user setting that only lasts as long as you are logged in.
the standby mode will delete this setting.

8

Setting Default Display Language

You can set the default display language for user sessions as follows.

How to Change the Display Language by Default



To change the user language by default:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 **MENU** 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 the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Configuring your Mailing System

8.5 Adjusting Display Contrast

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.

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Configuring your Mailing System

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 change the display contrast by default:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** 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 machine stops.

Stop

The period of time the system waits for the next envelope after printing. Once this time-out is reached, the machine stops.

Sleep

Period of inactivity after which the system automatically switches to 'Sleep' mode (see *Power Management* p.21).



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.

- 2 Select each field and type the time-outs (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.

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Configuring your Mailing System

Setting Default Time-outs

How to Change System Time- outs

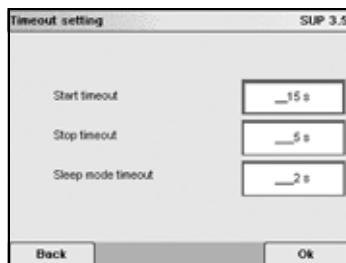


To change the system time-outs:

1 As Supervisor (see *How to Log in as the Supervisor* p.154)

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 type the time-outs.



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

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

8.7 High Value and Low Funds Warnings and PIN Code

Warnings

The 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.

The 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 the supervisor (see *How to Log in as the Supervisor* p.154):

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 the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.71).

How to Set/ Cancel a Funding PIN Code



To set a funding PIN code:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Configuring your Mailing System

8.8 Weighing Settings

The weighing settings include:

- Setting a default weighing type used for mailing
- Zeroing the weigh platform
- Setting the GEO code that corresponds to the geographical location of the mailing system.

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* p.58).

How to Change the Default Weighing Type



To change the default weighing type:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **3 . 2 . 4** or select the path:
**> Default user settings > Base settings > Default
weighing type**

- 2 Select a default weighing type in the list.

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

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Configuring your Mailing System

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.

How to Zero the Weighing Platform

To zero the Weighing Platform as user:

- 1 As a user:

Press **MENU** 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 user:

- 1 As a user:

Press **MENU** 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 the supervisor (see *How to Log in as the Supervisor* p.154):

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 the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Dynamic Scale High Accuracy Mode

How to Set Dynamic Scale High Accuracy Mode



To activate the high accuracy setting:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):
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.

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Configuring your Mailing System

GEO Code

The Weighing Platform provide 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

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



Changing the GEO code modifies the weight values the mailing machine delivers. Make sure you enter the correct parameter.

How to Change the GEO Code



To change the GEO code:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Configuring your Mailing System

Configuring your Mailing System

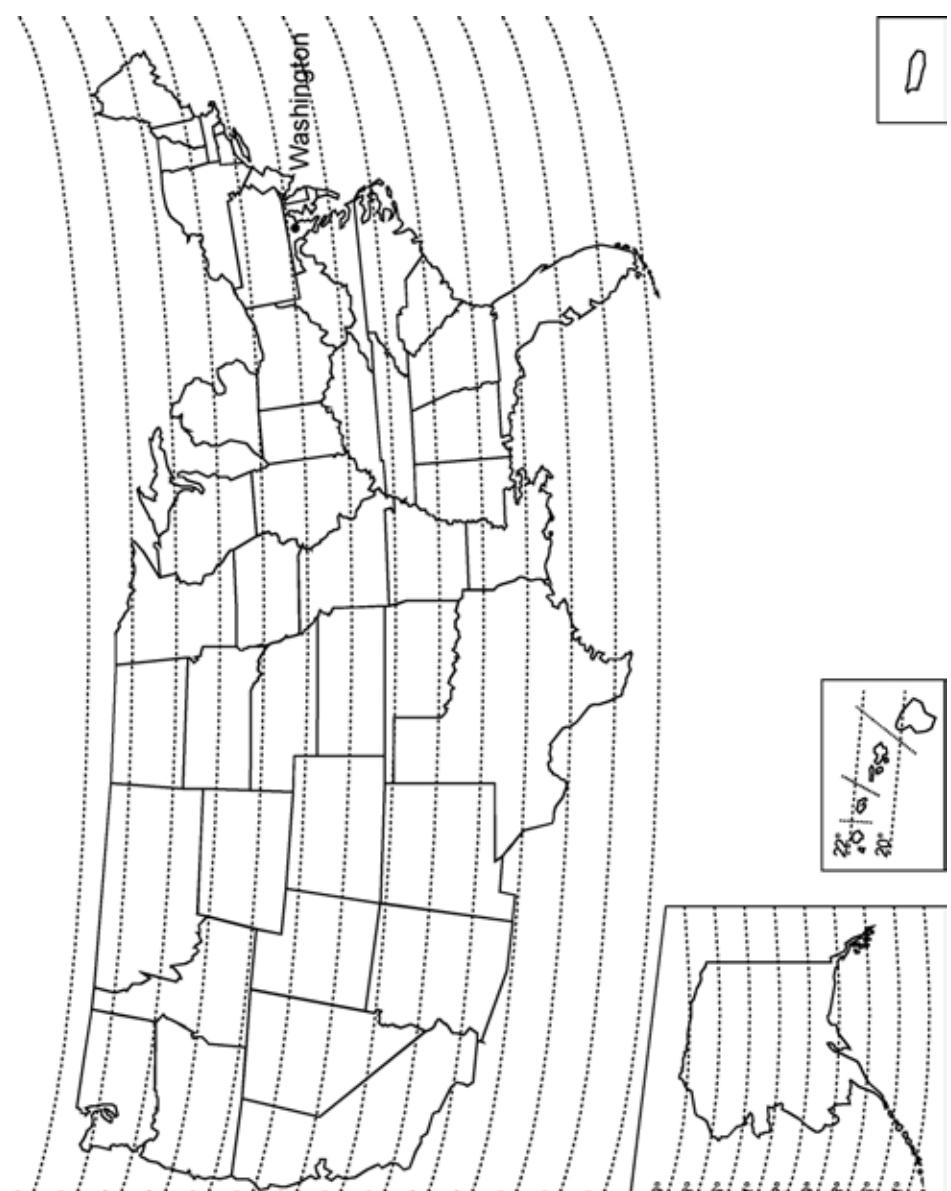


Figure 1 : Latitudes

Altitude												
Latitude	0 m / 0 ft	200 m / 656 ft	400 m / 1300 ft	600 m / 1968 ft	800 m / 2624 ft	1000 m / 3281 ft	1200 m / 3937 ft	1400 m / 4600 ft	1600 m / 5249 ft	1800 m / 5955 ft	2000 m / 6562 ft	2200 m / 7200 ft
21°	10764 10771	10788 10795	10801 10818	10825 10832	10849 10856	10863 10863	10870 10870					
22°	10757 10764	10771 10788	10795 10801	10818 10825	10832 10849	10856 10863						
23°	10740 10757	10764 10771	10788 10795	10801 10818	10825 10832	10849 10856						
24°	10733 10750	10757 10764	10771 10788	10795 10801	10818 10825	10832 10849	10856 10863					
25°	10726 10733	10740 10757	10764 10771	10788 10795	10801 10818	10825 10832	10849 10857					
26°	10719 10726	10733 10740	10757 10764	10771 10788	10795 10801	10818 10825	10841 10857					
27°	10702 10719	10726 10733	10740 10757	10764 10771	10788 10795	10795 10795	10801 10801					
28°	10695 10702	10719 10726	10725 10733	10740 10757	10764 10771	10788 10788	10795 10795					
29°	10672 10681	10696 10702	10719 10726	10733 10740	10757 10764	10771 10771	10788 10788					
30°	10665 10672	10689 10696	10702 10719	10726 10733	10740 10757	10764 10764	10771 10771					
31°	10655 10662	10689 10696	10702 10719	10726 10733	10740 10757	10764 10764	10771 10771					
32°	10634 10641	10658 10665	10672 10689	10696 10702	10719 10726	10733 10733	10740 10740					
33°	10627 10634	10641 10658	10665 10672	10689 10696	10702 10719	10726 10733	10740 10740					
34°	10610 10627	10634 10641	10658 10665	10665 10672	10689 10696	10702 10719	10719 10719					
35°	10597 10603	10610 10627	10634 10651	10658 10665	10672 10689	10696 10696	10702 10702					
36°	10580 10597	10603 10610	10627 10634	10641 10658	10665 10672	10672 10672	10689 10689					
37°	10566 10573	10580 10597	10603 10610	10627 10634	10641 10658	10665 10672	10682 10682					
38°	10559 10566	10573 10580	10597 10603	10610 10610	10627 10634	10641 10641	10658 10658					
39°	10542 10542	10559 10566	10573 10580	10597 10603	10610 10610	10627 10634	10641 10641					
40°	10528 10535	10542 10559	10566 10573	10580 10597	10603 10603	10610 10627	10634 10634					
41°	10511 10528	10528 10535	10542 10559	10566 10573	10580 10580	10597 10603	10610 10610					
42°	10494 10504	10511 10528	10532 10542	10559 10566	10573 10573	10580 10580	10597 10603					
43°	10481 10498	10498 10504	10511 10528	10535 10542	10559 10566	10573 10573	10580 10580					
44°	10467 10474	10481 10498	10505 10511	10528 10535	10542 10542	10559 10566	10573 10573					
45°	10450 10450	10467 10474	10481 10498	10504 10511	10528 10535	10542 10542	10559 10559					
46°	10436 10443	10450 10467	10474 10481	10498 10504	10511 10511	10528 10535	10542 10542					
47°	10429 10429	10436 10443	10450 10467	10474 10481	10498 10504	10511 10511	10528 10528					
48°	10405 10412	10429 10436	10443 10450	10467 10474	10481 10481	10498 10504	10511 10511					
49°	10399 10399	10405 10412	10429 10436	10443 10450	10467 10474	10481 10481	10498 10498					
50°	10375 10382	10399 10405	10412 10429	10436 10443	10450 10450	10467 10474	10481 10481					
51°	10368 10368	10375 10382	10399 10405	10412 10412	10429 10436	10443 10450	10467 10467					
52°	10344 10351	10368 10375	10382 10399	10405 10412	10429 10429	10436 10443	10450 10450					
53°	10337 10344	10344 10351	10363 10373	10382 10399	10405 10405	10412 10412	10429 10429					
54°	10313 10320	10337 10344	10351 10351	10368 10375	10382 10382	10399 10405	10412 10429					
55°	10306 10313	10320 10337	10344 10344	10351 10351	10368 10375	10382 10382	10399 10405					
56°	10283 10290	10306 10313	10320 10337	10344 10351	10368 10368	10375 10382	10399 10399					
57°	10276 10283	10290 10306	10313 10320	10337 10344	10351 10351	10368 10368	10375 10375					
58°	10252 10269	10276 10283	10290 10306	10313 10320	10337 10344	10351 10351	10368 10368					
59°	10245 10252	10269 10276	10283 10290	10306 10313	10320 10320	10337 10337	10344 10351					
60°	10238 10245	10252 10269	10276 10283	10290 10290	10306 10306	10313 10320	10337 10337					
61°	10214 10221	10238 10245	10252 10269	10276 10283	10290 10290	10306 10306	10313 10320					
62°	10207 10214	10221 10238	10245 10252	10269 10276	10283 10283	10290 10290	10306 10313					
63°	10191 10191	10207 10214	10221 10238	10245 10252	10269 10276	10283 10283	10290 10290					
64°	10184 10191	10207 10214	10221 10238	10238 10245	10252 10252	10269 10276	10283 10283					
65°	10177 10177	10184 10191	10207 10214	10221 10238	10245 10252	10269 10276	10283 10283					
66°	10153 10160	10177 10184	10191 10207	10214 10221	10238 10245	10252 10252	10269 10269					
67°	10146 10153	10160 10177	10184 10191	10207 10214	10221 10221	10238 10245	10252 10252					
68°	10139 10146	10153 10160	10177 10184	10191 10207	10214 10214	10221 10238	10245 10245					
69°	10122 10139	10146 10153	10160 10177	10184 10191	10207 10207	10214 10214	10238 10238					
70°	10115 10122	10139 10146	10153 10160	10177 10184	10191 10191	10207 10207	10214 10214					
	10108 10115	10122 10139	10146 10153	10160 10177	10184 10184	10191 10191	10207 10214					

Figure 2 : GEO codes from latitude and altitude

Configuring your Mailing System

8.9 Imprint Default Settings

The settings of the 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
- **Printing offset:** sets the default offset print position from the right side of the envelope.
- **Fractional mode:** enables entering fractional postage values manually.

Stamp Default Settings

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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

How to Change the Default Rate



To change the default rate:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.190

Changing the Default Text

How to Change the Default Text



To change the default text:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.186

Changing the Default Ad Die

See also

- *Managing Ad Die* p.188

How to Change the Default Ad Die



To change the default Ad die:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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



You can order a custom Ad Die. Contact customer service

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Configuring your Mailing System

Automatic Date Advance

The Auto Date Advance function automatically proposes to change 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 the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **3 . 3 . 4** or select the path:
> Default user settings > Default imprint parameters > Automatic date advance

The *Automatic date advance* screen is displayed.

- 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 Select the day and press **Select/Deselect** to select or de-select each day.
- 6 Press **[OK]** to exit.

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Configuring your Mailing System

Printing Offset

The printing offset is the distance between the right edge of the envelope and the imprint.

How to Set the Default Printing Offset



To change the default printing offset:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **3 . 2 . 3** or select the path:
> Default user settings > System settings > Print offset

- 2 Set the **> Default offset** from a position list.

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

Fractional Setting

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Configuring your Mailing System

How to Activate / Deactivate Fractional Postage values



To activate / deactivate fractional postage:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.66).

As the 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 Date mode Rate
Account setting	Account number if any

[Permit Mail] Stamp Imprint Memory

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

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

Managing Imprint Memories

How to Create an Imprint Memory



To create an imprint memory:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.

How to Edit / Modify an Imprint Memory



How to Delete an Imprint Memory



- 4 Enter the name of the new imprint memory, then press [OK].
- 5 Enter the parameters, press [OK] to validate and display the next list of parameters, if any.
- 6 Repeat previous step until the system displays the name of the new imprint memory in the list.
- 7 You can modify any parameter by using the > **Edit/Del** function (see *How to Edit / Modify an Imprint Memory* p.175)

To edit or modify an imprint memory:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

- 2 Select an imprint memory in the list.
- 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 parameters, then press [OK] to modify the parameters.
- 6 Press to quit.

To delete an imprint memory:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

- 2 Select an imprint memory in the list of the memorized 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.

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Configuring your Mailing System

8.11 Sealing Default State

As the supervisor, you can set the sealing state by default (ON or OFF). As a user, you can change the current sealing state as indicated below.



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

How to Set the Default Sealing State



To modify the default sealing state:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **3.2.6** or select the path:
> Default User Settings > Base settings > Default sealing

- 2 Modify the sealing state by default.
- 3 Press **[OK]** to validate.

Changing the Current Sealing State

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

How Set the Current Sealing State

To change the sealing state:

- 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:

- A modem and an analog/fax telephone line
- High speed internet access / LAN (Local Area Network).

Use the procedure below to 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 USB modem or the LAN to the base, see *Connection Diagram* p.19.

How to Set the Postal/Online Services Connection



To set the postal/Online Services connection:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.178.
 For LAN settings, see *How to Set LAN (High-speed Internet) Parameters* p.178.

See also

- To physically connect a USB modem or the LAN to the base, see *Connection Diagram* p.19.

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* p.71).



Make sure the telephone line is selected: see *How to Set the Postal/Online Services Connection* p.177.

How to Set the Analog Modem Parameters



To set the parameters of the modem:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** 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 the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **9 . 2** or select the path:
> Communication settings > LAN settings

The LAN configuration menu is displayed.

- 2 Select:

- **DHCP ON**
- **DNS AUTO ON**
- **HALF DUPLEX**

and press **OK** four times for connection to a standard LAN configuration.

8.13 Time and Date Management

Daylight Savings Time Transitions

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Configuring your Mailing System

The 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*. p.77
- As the supervisor: *How to Check/Adjust the Machine Time and Date* p.179 below.

Time and Date Setting

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

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

See also

- *Re-dating Mail* p.43.
- *Automatic Date Advance* p.172.



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* p.177.

How to Check/ Adjust the Machine Time and Date



To check/adjust the current time and date:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **6 . 3** or select the path:
> System settings > date and time



If you are processing postage at the time when the clocks adjust 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 machine adjusts its time if necessary and displays time and date values.

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Configuring your Mailing System

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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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Options and Updates

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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)
- Creating additional Texts for the stamp
- Downloading custom Ad dies / Slogans



To update your mailing system's operating system, see *Online Services* p.133.

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

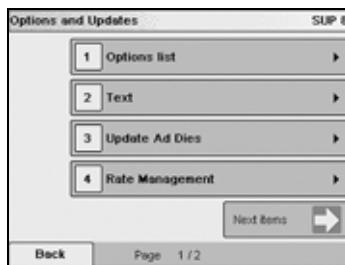
How to Access the Options and Updates Menu



1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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

The *Options and Updates* menu is displayed.



9

Options and Updates

9.2 Managing Options

Consulting the Option List

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

You can also display details for each option.



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

How to Display the Options



9

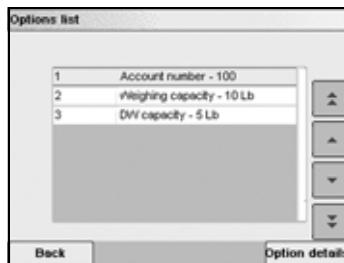
Options and Updates

To display the option list:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154) 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

Process for Activating 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* p.17) and that the connection is properly configured (see *Connection Settings* p.177).
- 2 Select Check for updates. It will trigger a generic call to the Online Services server. See *Manual Calls* p.137.
- 3 After the call, you can display installed options. See *How to Display the Options* p.184.

9

Options and Updates

9.3 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 the 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* p.171).

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 the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.186.
- 2 Select **Add new**.
- 3 Enter your text (max. 4 lines, 18 characters per line).
- 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* p.186.
- 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.

9.4 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 the supervisor, you can:

- Display the ad die list
- Rename or delete ad dies
- 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 a user. See *How to Load New Options* p.185.

See also

- Selecting an die to print: p.65

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* p.171

9

How to Display the List of Ad Dies



To display the list of ad dies:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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* p.188).
- 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* p.188).
- 2 Select > **Check for updates**.
The mailing system connects to the Online Services server and downloads available ad dies.

9.5 Managing Postal Rates

Your mailing system uses **rate tables** to calculate postage amounts.

As the supervisor, you can:

- Display the list of rate tables and see which table the system is currently using
- Download new postal rate tables.



The newly available **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* p.185.

See also

- *Options and Updates* p.181

Displaying the List of Rate Tables

9

The list of rate tables displays the rate tables that are installed in the mailing system and indicates with a checkmark the active rate table.



Rate tables will automatically become active on their effective date.

Options and Updates

How to Check

your Rate
Updates



To display the list of rate tables:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 rate effective date.

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* p.190 above).
- 2 Select > **Check for updates**.

The mailing system connects to the Online Services server and downloads available rates.

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Options and Updates

9.6 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 your Messages

1 As a user:

Select or on display, 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 your Messages



1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 your Messages

How to Delete your Messages



- 1 As a user:

Select or on display, 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.

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Options and Updates

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Options and Updates

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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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Maintaining your Mailing System

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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.

Moreover, the ink cartridge contains two print heads that have to be aligned.

When there is no more ink in the cartridge, the cartridge has to be changed.



If you observe poor print quality (streaked, too light, blurred, etc.), see *Maintaining the Ink Cartridge* p.197.

Ink Cartridge Maintenance

This section explains how to:

- Check the ink level in the cartridge to make sure you will not be short 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.

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Maintaining your Mailing System

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.

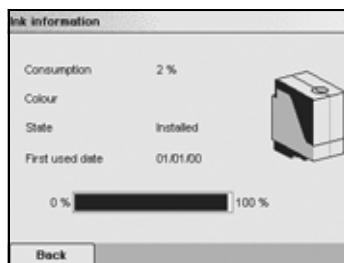
How to Display Ink Level and Cartridge Data

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 the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **7.2.1** or select the path:
> Maintenance > Cartridge > Ink information

The *Ink information* screen is displayed.

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Setting the Headset Alignment

Align the print heads if there is an offset between the top and the bottom of the imprints.



The mailing system requires you to align the heads after each cartridge change.

How to Align the Print Heads



To align the print heads:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.
- 3 The *Set headset alignment* screen is displayed.
 Observe the pattern and press the letter that corresponds to the straightest and complete vertical line.



- 4 Press **[OK]** to validate.

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Maintaining your Mailing System

Cleaning the Print Heads

If the printing on envelopes or labels looks unclear or dirty in some way, clean the headset to restore the head condition.

How to Clean the Print Heads Automatically

How to Clean the Print Heads Automatically



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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.

To clean the print heads automatically:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 base cover.
- 2 Remove the ink cartridge (see *How to Change the Ink Cartridge* p.201).
- 3 Clean the heads with a soft damp cloth.
- 4 Put the cartridge back in place.
Close base cover.



Changing the Ink Cartridge



Power cord must be plugged in to move the cartridge to the 'replacement' position.

How to Change the Ink Cartridge

- 1 Open the cover: the ink cartridge moves to the replacement position.

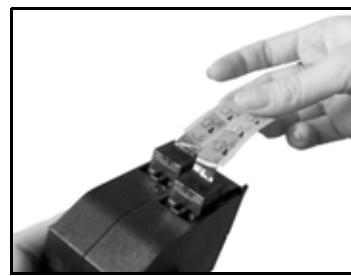


Keep fingers away from the ink cartridge while it is moving to the replacement position.

- 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.



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Maintaining your Mailing System

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.



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10.2 Filling and Adjusting the Feeder Sealer

Filling the Sealer Bottle

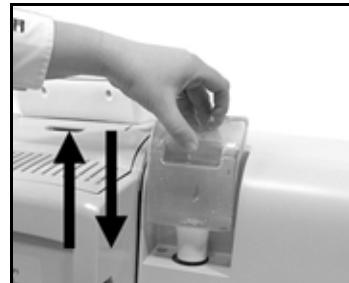
The automatic feeder uses water for sealing envelopes.

If the system is out of water, the mailing process continues but the envelopes will not 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)* p.204).

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 Mixed-Size 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.



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Maintaining your Mailing System

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

- Cleaning feeder sealer brushes and sponge
- Cleaning Mixed Size 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 BEFORE CLEANING!

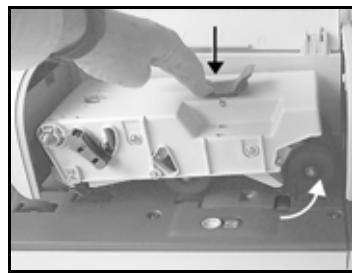
How to Clean the Brushes and Sponge (Sealer)

10

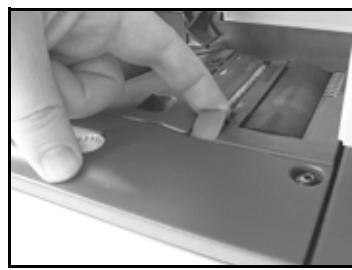
Maintaining your Mailing System

To clean the brushes and sponge of the feeder:

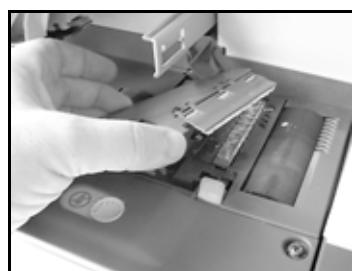
- 1 Open the feeder and push the left of the upper blue release lever to raise the upper drive assembly.



- 2 Pull up the brush release lever.



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



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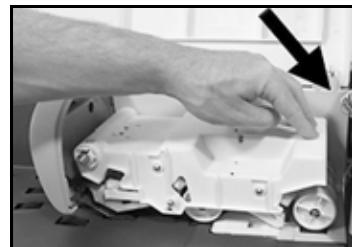
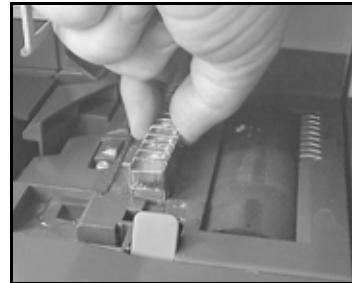
4 Lift the metal retainer to remove the sponge. Remember its direction.

5 Clean sponge and brush.

6 Reinstall the sponge and retainer in the same direction.

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.



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Maintaining your Mailing System

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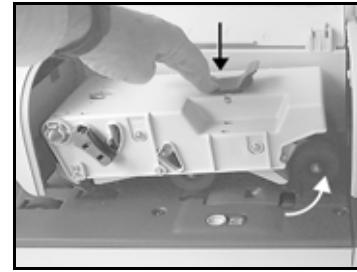
Cleaning Feeder Belts and Rollers

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 feeder cover..



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Maintaining your Mailing System

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10.4 Maintenance processes

These processes 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 the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **7 . 4** or select the path:
> Maintenance > Processes

1 Installation Process

- Installing a mail system for the first time.

2 Remove a base

- Remove a base from service.
- Prepares base for removal by saving data on USB key.

3 Swap base

- Install a replacement base.

4 Withdraw a PSD

- Remove PSD from service.
- Requires a password from Customer Services to perform.

5 Swap 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 the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **7 . 4** or select the path:
> Maintenance > Processes
- 2 Press **[OK]**.
- 3 Select **Installation process** (or type **1**)
- 4 Enter or select the required parameters on each screen and press **[OK]**.
- 5 Press **[OK]** to complete the installation process and return to the supervisor main menu.

After installing your mail system, you will want to add funds to the PSD so you can begin to process mail. See *Adding Funds* p.75

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Performing the Update Registration Procedure to Change Address

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. Check that your mailing system is connected to a telephone line or the LAN before starting.

How to Run Update Registration



To run the update registration:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 Press **[OK]** to start the connection to postal services.
- 5 Press  after the call is completed.

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11 Troubleshooting

This section helps you solve problems you may encounter while using your mailing system.

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Troubleshooting

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11.1 Paper Jamming

Base Jamming

Envelopes are stopped in the transport mechanism of the Base.

Possible causes	Actions
<ul style="list-style-type: none"> • Mailpiece is too thick. • Mail size is incorrect. • Envelopes are not properly stacked on the feed platform. 	<ol style="list-style-type: none"> 1 Clear the Base as indicated below. 2 Correct the cause indicated in the left column: <ul style="list-style-type: none"> □ Mail sizes: see <i>Mail Specifications</i> p.225. □ Envelope stacking: see <i>Using the Feeder</i> p.32.

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.



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Troubleshooting

Mixed Size Feeder Jamming

Some envelopes are blocked in the Mixed Size Feeder.

Possible causes	Actions
<ul style="list-style-type: none"> • Mailpiece is too thick. • Mail size is incorrect. • Too many envelopes are on the feed deck. • Envelopes are not properly stacked on the feed platform. • Sealing is ON while feeding closed envelopes. • 	<ol style="list-style-type: none"> 1 Unblock the Mixed Size Feeder as indicated below. 2 Correct the cause: <ul style="list-style-type: none"> □ Mail sizes: see <i>Mail Specifications</i> p.225. □ Envelope stack height: 4" max. □ Envelope stacking: see <i>Using the Feeder</i> p.32 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* p.204.

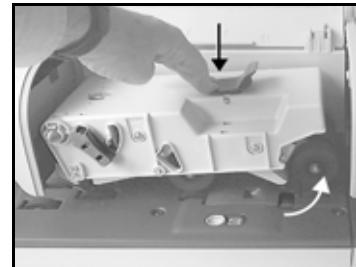
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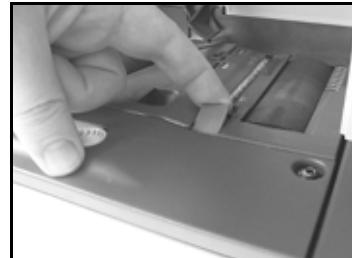
How to Clear Mail Jammed in the Mixed Size Feeder

To clear mail jammed in the Mixed Size Feeder:

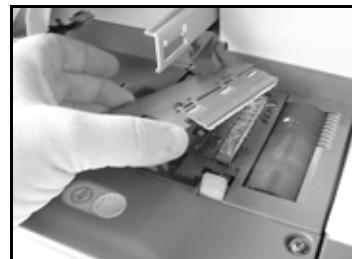
- 1 Open the cover.
- 2 Push the left of the upper blue release lever to lift up the upper drive assembly.



3 If necessary, lift up the brush release lever.



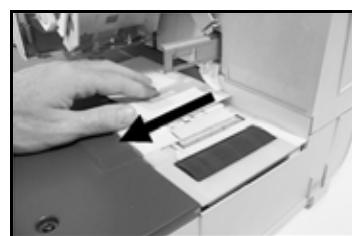
4 Remove jammed envelopes.



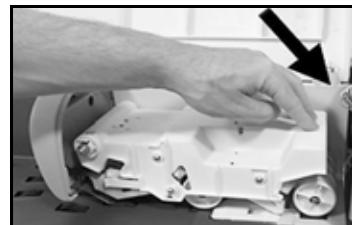
5 Position the brush and push the brush release lever until it snaps into place.



6 Push down on the upper drive assembly until it locks back into position.



7 Close the cover.



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Dynamic Scale Jamming

Some envelopes are blocked on the Dynamic Scale deck.

Possible causes	Actions
<ul style="list-style-type: none"> • Mail size is incorrect. • Envelopes are not properly stacked on the feed platform. 	<ol style="list-style-type: none"> 1 Unblock the Dynamic Scale as indicated below. 2 Correct the cause: <ul style="list-style-type: none"> □ Mail sizes: see <i>Mail Specifications</i> p.225. □ Envelope stacking: see <i>Using the Feeder</i> p.32

How to Unblock Mail Jammed in the Dynamic Scale

To unblock mail jammed in the Dynamic Scale:

- 1 Open the cover.
- 2 Gently remove jammed envelopes.
- 3 Close the cover.



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Troubleshooting



Do not lean on or leave any object on the Dynamic Scale platform as it may alter its weighing accuracy.
To restore the Dynamic Scale zero, see *Weighing Settings* p.163.

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11.2 Label Jamming

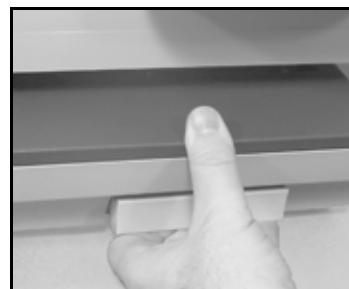
A Label is Jammed in the Base

Possible causes	Actions
A label is blocked in the Auto Label Dispenser or in the transport mechanism of the Base.	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 no label is 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 jammed label.
- 4 Release the jam release handle to put the transport belt and wheels back in position.



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Troubleshooting

11.3 Weighing Problems

The Weighing Device does not Weigh Properly

The Base does not seem to display a correct weight.

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 <i>Choosing a Weighing Type</i> p.58.
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: <ul style="list-style-type: none"> • Far from any door • Far from any fan.
Something is touching or laying on the weighing platform.	Clear the weighing zone and re-zero the weighing platform (see <i>Weighing Settings</i> p.163).
The weighing platform zero is not correct.	See the weighing platform zeroing procedures in <i>Weighing Settings</i> p.163
Weight too heavy for current rate (you have placed a package on the platform that is too heavy for the rate selected).	1 Press [OK] to clear the error message. 2 Press the [Rate] key and select a rate class that can accommodate the weight of the package. (Example: select Priority if the rate you had been using was First Class). 3 Press lightly on the weigh platform to establish the weight and postage with the new rate.
Weight on WP is over 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 machine.

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Troubleshooting

11.4 Diagnostics and System Data

The diagnostics allow you to find the root cause of a an issue or a breakdown of the machine.

The machine performs self tests to diagnose the system and generates corresponding reports.

The System Data gives data about the status of the machine and the events or errors occurred in the machine.

This type of call should only be performed upon request by Customer Service.

Diagnostics

As Supervisor, you can gain access to the diagnostics that follow:

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 bellow: <ul style="list-style-type: none"> • 1 Dynamic Scale main motor test • 2 Dynamic test
5	Display	The screen displays, successively, a black bar without text, then a text.
6	Keypad	Displays "Key ok" if the test is correct
7	USB ports	Checks the two USB ports (need USB keys).
8	Serial connexion	Checks the serial port.
9	Modem self test	Checks the Modem.
10	Ping tool	Checks Lan address.
11	IP configuration Checker	Checks Lan connection.

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Troubleshooting

How to Access the Diagnostics



To gain access to a diagnostic:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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.

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Troubleshooting

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System Data

As Supervisor, you have access to:

- The Software Data (PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant).
- The Hardware (machine) 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 the Software Data



To display the Software Data:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **7.1.1** or select the path:
> Maintenance > System info > Software information

- 2 The system displays the data about the software.

How to Display the Hardware Data



To display the Hardware Data:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

Press **MENU** and type **7.1.2** or select the path:
> Maintenance > System info > Hardware information

- 2 The system displays the data about the hardware.

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Troubleshooting

How to Display

the Event Lists



To display the event lists:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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 customer service.

How to Display

the Machine Counters



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Troubleshooting

To display the data of the machine counters:

- 1 As the supervisor (see *How to Log in as the Supervisor* p.154):

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	225
12.2	Environmental Conditions	227
12.3	General Specifications	228
12.4	Operating Specifications	229

12

Specifications

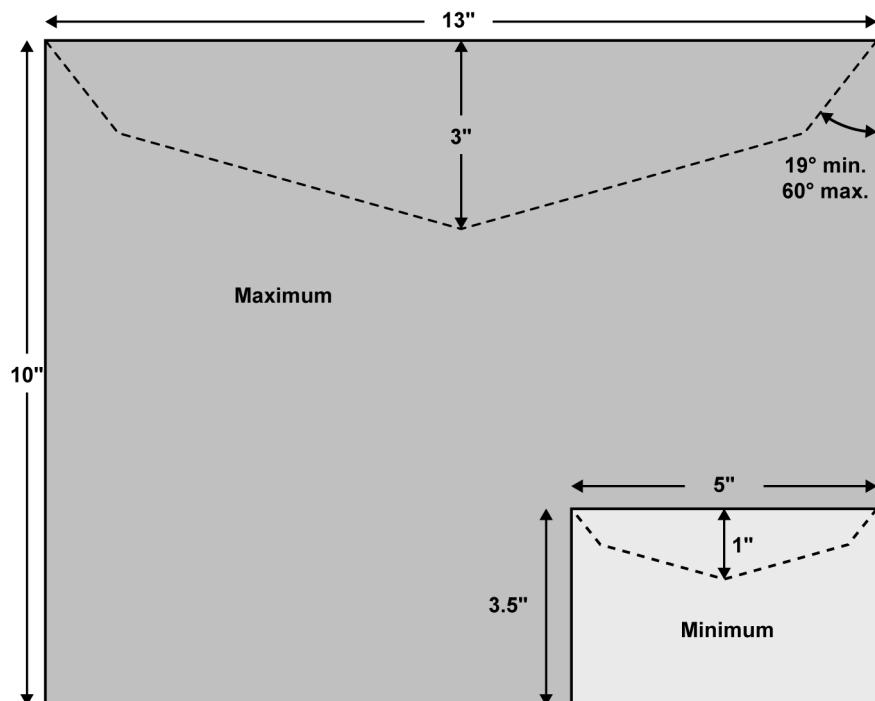
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12.1 Mail Specifications

Envelope Basic Characteristics

Envelope Dimensions

Your mailing system can handle envelope & flap sizes as illustrated below (*note: the illustration is not on scale*).



Envelope Weight in Feeder

Min	0.1 oz	Max	2 lb
------------	--------	------------	------

Envelope Thickness

Min	0.008"	Max	0.63" (1 envelope at a time, no sealing)
------------	--------	------------	--

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Specifications

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In the Feeder

See also

- *How to Use the Feeder* p.32.

Envelope Stack

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



The feeder cannot process nested envelopes.

Envelope Thickness

Max with sealer OFF	0.5"	Max with sealer ON	0.375"
----------------------------	------	---------------------------	--------

In the Dynamic Scale

Envelope Thickness

Min	0.008"	Max	0.5"
------------	--------	------------	------

Envelope Weight

Min	0.1 oz	Max	2 lb
------------	--------	------------	------

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Specifications

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12.2 Environmental Conditions

Temperature and Relative Humidity

Your mailing system should only be operated in the following conditions:

Temperature range 50°F - 104°F

Relative humidity 80% max. without condensation

Weighing accuracy



To obtain the best weighing results, use a solid and steady table and away from air movement:

- Away from doors
- Away from any fan

Dynamic Scale Environment



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

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12.3 General 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)

Operating conditions

- Ambient temperature: 50 - 104°F
- Relative humidity: 80% max. without condensation.

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Specifications

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12.4 Operating Specifications

Envelope dimensions and weights

- Max. length: 13"
- Max. width: 10"
- Flap max. height: 3"
 - Min. thickness: 0.008"
 - Max. thickness (manual feed): 0.63"
 - Max. thickness (auto feeding): 0.5"
 - Max. thickness (with sealing): 0.375"
 - Max. thickness (with dynamic scale): 0.5"
 - Min. weight (with dynamic scale): 0.1 oz
 - Max. weight (with dynamic scale): 2 lb

Stack of envelopes

- Auto feeder: max 4" high
- Min. weight: 0.1 oz
- Max. weight: 2 lb.10.23 oz
-

Label dimensions (pre-cut and self-adhesive)

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



Label storage: recommended room temperature 77°F and relative humidity 50%. Mind the Best before date.

12

Specifications

Dynamic Scale Speed

- In weighing mode: 90 envelope/minute
- In no-weighing mode: 150 envelope/minute.

Dynamic Scale Range

- Resolution in dynamic weighing mode: oz.

Dynamic Scale Range

- Resolution in dynamic weighing mode: 1g.

Accounts

The number of accounts you can create is set to 30 by default and can be raised optionally to 200.

Operators

- Number of Operators: 20.

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Specifications

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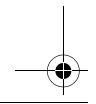
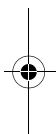
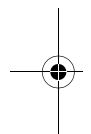
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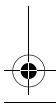
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