



F.A.Q.



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

A: Weight capacity is 5 lb., and comes preset from the factory. If machine reads "Weight Too High for Current Rate," enter the "Rate Builder" menu, and choose a different class of mail (such as "Priority").

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

A: A constant connection is preferred but not required for your machine to function properly, it simply needs to communicate with Hasler on a regular basis. If your configuration does not allow for a constant connection to a phone line, the machine will still operate if it is connected at regular intervals for its required transactions. The installation technician should address communication issues during his visit, and you may contact Technical Support for additional guidance.

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

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

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

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

www.cbsmailsolutions.com/UKAG

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

A: This message is often seen if the machine is in "PASSTHROUGH" mode (if you want to seal your envelopes and not post them). To reset the machine to its default state, double-click the power button on the top right corner of the control panel.

If this does not correct the message, it indicates that the machine has been unable to communicate with Hasler Online Services after several attempts. To re-enable the machine for stamping, put the machine to sleep (make sure that the light next to the sleep button is amber, and wait until it stops making noise), remove the black power cord from the RIGHT side of the machine. Wait 10 seconds and plug it back in. Once the machine completes its self-test, it will bring you back to the home screen where you can once again post your mail. To prevent the error in the future, either keep the machine plugged into a phone line, or place a "Generic Call" through the Online Services Menu, or call Support for assistance..

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

A: Yes. Timeout settings can be changed by following the procedure in your user manual (p. 126 in IM330 manual; p. 125 for IM420; p. 129 for IM440). When prompted, Supervisor code is "09430."

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Q: Can I set the machine to default to \$0.42 when the majority of our mail goes out at \$0.42?

A: No. The machine is incapable of having a “Default Stamp Value.” If you know the stamp should be \$0.42, all you need to do is press **4** then **2** then “**OK**”, then hit **Start** to post your mail. Entering manual postage will turn the scale off, so when you’re done either double-click the power button, or put the machine to sleep by single-clicking, and the machine will reset to the default of no postage and no weight on the scale.