

Franking Machine

Fn Series 5



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1 Read this First

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

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Section 1: Read this First



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

Section 2: Meet Your Mailing System

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

Section 3: Processing Mail

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

Section 4: Money Operations

Loading postage credit.

Section 5: Managing Accounts and Assigning Rights

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

Section 6: Reports

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

Section 7: Online Services

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

Section 8: Configuring your Mailing System

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

Section 9: Options and Updates

How to update/upgrade your system and modify the imprint (ERAs, slogans...).

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: jam, poor sealing, poor printing etc.

Section 12: Specifications






Detailed specifications of your Mailing System.

1

Read this First

Symbols

This manual uses the symbols listed below.

This symbol...	Indicates...
	WARNING: indicates a human safety hazard.
	ATTENTION: brings to your attention a risk for equipment or mail that could result from an action you may perform.
	NOTE: remark that explains different scenarios or situations.
	TIP: advice to help save you time when processing your mail.
	SUPERVISOR: indicates that you have to log in as the supervisor (using the supervisor PIN) to perform the procedure. Postage functions of the Mailing System are not accessible in this mode.

Glossary

This manual uses the acronyms listed below.

Acronym	Description
Credit	Postage amount available
ERA	External Return Address
ID	Identification
LAN	Local Area Network: link between computers
PC	Personal Computer
PIN	Personal Identification Number
PSD	Postal Security Device (Meter)

WP

Weighing Platform

1

Read this First

1.2 Safety Requirements

1

Read this First

Power Connection

Before connection, check whether the Mailing System is suitable for the local AC power voltage; refer to the type plates at the back of each system component.



THIS SYSTEM MUST BE GROUNDED

- Only connect the power plug to an outlet provided with a protective ground contact.
 - To reduce the risk of fire, use only the power cord supplied with the Mailing System.
 - Do not use ground adaptors.
 - Do not use this product on a wet floor or near water.
 - In case of liquid spillage, disconnect the power cord from the outlet and proceed with cleaning.
-
- Use a power located near the system that is easily accessible. As the power supply cord is the mains supply to the device, do not route the power cord between pieces of furniture or over sharp edges.
 - Avoid using outlets controlled by wall switches or shared by other equipment.
 - Make sure there is no strain on the power supply cord.

Compliance

Energy Star compliance



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



This is a class A product. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to correct the interference at his own expense.

General Safety

1

Read this First

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



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

Follow the additional safety precautions below:

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

LAN Connections

Plugging the right jack in the right socket

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



Network/PC LAN (8 wires)

Follow the additional precautions below:

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

Disconnecting your Mailing System

How to Disconnect your Mailing System

1. First switch your Mailing System to OFF mode (see [How to Turn the Mailing System to OFF Mode](#) on page 22).



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

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

2 Meet Your Mailing System

Get to know your Mailing System in this section.

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- 2.5 Power Management21**
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 - How to Turn the Mailing System to OFF Mode22

2.1 System Layout

System Components

2

Meet Your Mailing System



Weighing platform

① Measures weight of mail pieces.

Base

② Prints envelopes and controls the Mailing System.

Jam release handle

③ Allows you to remove jammed envelopes.

Feed Table

④ Beginning of mail transport path.

Inside System Base

2

Meet Your Mailing System



Postal Security Device (PSD)

Cover

Ink Cartridge

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

2.2 Accessories

Report Printer (option)



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



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

Bar code Scanner (option)



This scanner is used:

- to identify accounts through bar codes








See control panel and screen layout on the front of this user guide.






Display Areas

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



NAVIGATION KEYS

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


SHORT CUT KEYS

- Credit**  Accesses credit management.
- Job memories**  Accesses pre-set imprint and account memories. These pre-sets are managed by the supervisor.
- Rate Selection**  Displays the rate selection screen.
- Imprint Configuration**  Accesses imprint selection and imprint set up screens.
- Weighing Mode**  Opens the weighing mode selection menu (Standard Weighing, Differential Weighing, Manual weight entry...)

KEYPAD

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

START / STOP KEYS

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

Start

Starts printing process.

Stop

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

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
1	1
2	2ABCabc
3	3DEFdef
4	4GHIghi
5	5JKLjkl
6	6MNOmno
7	7PQRSpqrs
8	8TUVtuv
9	9WXYZwxyz
0	0 _
.	.,#/:@*?&!-+\
C	'Clear' function

2.4 Connections

Connectors

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

Connectors



LAN Port

2 USB ports

Power connector and switch

- ① To software on a PC (option)
- ② To memory device or printer
- ③ To power supply



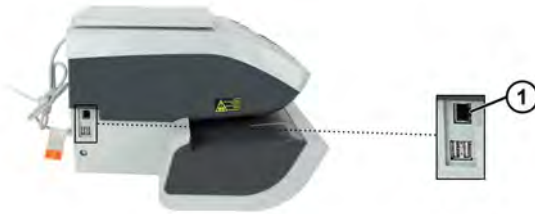
COM1

① To Weighing platform

2

Connection Diagram

LAN connection



LAN Port

①

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

Meet Your Mailing System

Power connectors



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

2.5 Power Management



The System can only use the LAN if the LAN cable is connected BEFORE the system is powered ON.

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.

Sleep Mode

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



To change the period of time after which the Mailing System switches to 'Sleep' mode, see [How to Change System Time-Outs](#) on page 130.

How to Turn the Mailing System to Sleep Mode

2

Meet Your Mailing System

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

The light on the key indicates:

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

Amber: the Mailing System is in Sleep mode.





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

OFF Mode

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

How to Turn the Mailing System to OFF Mode

1. Press  (at the top right corner of the control panel).
2. Be sure that the light on the key  (at the top right corner of the control panel) is **Amber** meaning that the Mailing System is in 'Sleep' mode.
3. Turn Off your Mailing System. The circle (or O) indicates the system is OFF.



3 Processing Mail

This section describes how you can run mail: choosing a type of Imprint, 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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- 3.2 Preparing and Starting your Work Session27**
 - How to Sort Mail27
 - How to Log in and Start a Work Session29
 - How to Change the Current 'Type of Imprint'31
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 - How to Move the Imprint (Print Offset)59
 - How to Use a Job Memory60
- 3.7 Advanced Operations62**
 - How to Enable an Emergency Stop62
 - How to Reset Batch Counters62

3.1 Choosing a Type of Imprint

Customizing Your Imprint

To process mail, you must first choose a 'Type of imprint' that matches the type of process you want to apply to your mail: printing postage for different rates, printing 'Received' and the date on incoming mail, 'Pass through' for seal only applications.


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

Home Screen and Configuration Menu

Each type of imprint is associated to:

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



To directly gain access to the Configuration Menu of the Type of imprint, press  Short cut Key on the Control Panel.



Your system has five Short cut Keys for direct access to save time. You can eliminate key strokes for rate selection, job memories, add or check credit, weighing mode selection and to customize the imprint.

Type of Process and Type of Imprint

The table below indicates the 'Type of imprint' 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 imprint, the options available for each type of imprint.

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

Type of process	Type of imprint	Available Imprint options
-----------------	-----------------	---------------------------

Applying postage to outgoing mail	[Standard] (Printing [Standard] Mail on page 33)	<ul style="list-style-type: none"> • Rate • Weight • Date format • ERA (optional) • Slogan (optional) • Print offset (optional)
Enter the postage amount manually	[Payment Surcharge Entry]	<ul style="list-style-type: none"> • Slogan • ERA Slogans • Amount
Printing 'Received' or the date on incoming mail:	[Received] (Printing Incoming Mail with Received Mode on page 43)	<ul style="list-style-type: none"> • Print date and/or 'Received' • Print offset (optional)
Counting	[Pass Through] (Running Pass Through Mail on page 46)	<ul style="list-style-type: none"> • Counter reset



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

See also

- To set default values in supervisor mode: see [Configuring your Mailing System](#) on page 119.

3.2 Preparing and Starting your Work Session

Preparation steps

These preparation steps allow to run your mail more efficiently.

It involves:

- **Sorting mail by type and task**, to make processing faster ([Sorting Mail by Type and Task](#) on page 27)
- **Logging into the system** to start a work session ([Turning On Your System and Starting a Work Session](#) on page 28)
- **Selecting the Type of imprint** that matches each mail batch ([Selecting the Type of Imprint](#) on page 30)
- **Checking additional issues** concerning your Mailing System: ink level, credit... ([Frequently Asked Questions](#) on page 32)

Sorting Mail by Type and Task

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

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

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

How to Sort Mail

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

1. **Mail Type.**

See table [Type of Process and Type of Imprint](#) on page 25

Outgoing mail with different postage types

Standard postage

Incoming mail

Mail to seal only

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

3. **Accounts to allocate costs to** (only if you have to select an account at log in, see [Settings Details](#) on page 48).
4. **Rates to apply and services to add.**
5. **Physical characteristics.**

Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path (see [Mail Specifications](#) on page 187).

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

Turning On Your System and Starting a WorkSession

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


At start-up, depending on specific supervisor settings:

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

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

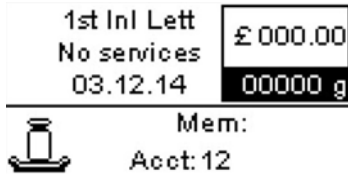
How to Log in and Start a Work Session

To log in as a user:

1. Press  to wake-up the system.

The system may display one of the following screens:

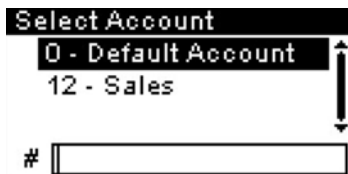
Home Screen [Standard]



Login Screen



Account Screen



2. If the following screen is displayed:
 - Home screen [Standard]: If this screen is displayed, no other step is required to navigate through the system.
 - Login Screen: If the Login Screen is displayed, enter your PIN code.
 - Account Screen: If the Account Screen is displayed, select your account as follows.

Use up and down arrows (use double arrows to scroll list) and press **[OK]** to validate.

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

The Home screen [Standard] page is displayed. The work session starts.

To find an account



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



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

Accounting information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 48.
- To choose security level for accounts and access control as the Supervisor, see [Managing Accounts and Assigning Rights](#) on page 71.
- To turn your system on Sleep mode, see [How to Turn the Mailing System to Sleep Mode](#) on page 22.

Selecting the Type of Imprint

For each stack of mail you have sorted (see [Sorting Mail by Type and Task](#) on page 27), select the type of imprint you need to process your mail as follows:

How to Change the Current 'Type of Imprint'

Once you are logged in as user:

1. Either:

Press  or Press  and select: Customize imprint

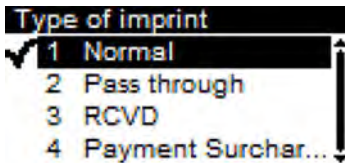
The Customize imprint screen is displayed.



Imprint	
Type	Normal >
1. Slogan	[0]
2. ERA Slogans	[0]
3. Date	[0]

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

The Type of imprint screen is displayed.



Type of imprint	
✓ 1 Normal	
2 Pass through	
3 RCVD	
4 Payment Surchar...	

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

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


4. Press  or  to return to the home screen.

Frequently Asked Questions

System check list:

3

Processing Mail

Question...	Answer
Do I have enough credit?	Press  and enter 1 to check your credit balance. To add credit, see How to Add Credit to the PSD (Meter) on page 67.
Do I need to clear the Batch Counter?	Clear batch counters if you intend to issue a report on the mail run you are about to start (see Batch Data Report on page 94). See How to Reset Batch Counters on page 62.
Is the sealing/moistening device properly filled? (if installed)	For sealing while printing the envelopes. For moistener-equipped hand-feed tables, see Filling the Moistener Option on page 175.
Is the Weighing Platform properly zeroed or tared?	Before laying envelope(s) on the weighing platform, your home screen should display 0 g. If _ g is displayed, perform a 'rezero' of the WP. See How to Rezero the Weighing Platform on page 136.
Is there enough ink in the cartridge?	To display the level of ink in the printing headset, see How to Display Ink Level and Cartridge Data on page 166.



You can be warned when the available credit gets below a pre-set value (see [How to Set the Low-Credit Threshold](#) on page 131).

3.3 Printing [Standard] Mail

In Processing [Standard] Mail Section

This section describes the parameter settings and mail handling sequences for the mailing processes that use the Type of imprint [**Standard**], to apply postage using different rates.

See also

- About the use of the Type of imprint, see [Choosing a Type of Imprint](#) on page 25.

Applying Postage for [Standard] Mail

Postage for [Standard] Mail

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

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



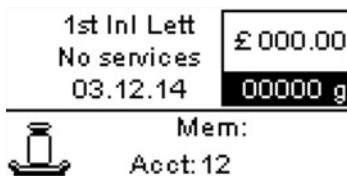
Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 27.

Setting Postage for [Standard] Mail

Required settings:

1. **Make sure you are on the home screen of the [Standard] type of imprint.**

The home screen indicates weight, postage amount and the currently selected rate as illustrated below.



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



Press  to access the Customize imprint screen:

```
Imprint
Type Normal >
1. Slogan      [0]
2. ERA Slogans [0]
3. Date        [0]
```

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

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



To select an option in the screen: Highlight the option using the arrow keys  and .

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



Check or change the Slogan selection:

Select Slogan and then select a Slogan (or None) in the Slogan list screen. For more details, see [How to Add \(or Cancel\) a slogan on the imprint](#) on page 58.

Add or change the ERA:

Select ERA and then select an ERA (or None) in the ERA list screen. For more details, see [How to Add \(or Cancel\) an ERA on the Imprint](#) on page 57.

Check or change the Date:




After 5 pm, the mailing system automatically advances the postage date to the next day. When the notification screen pops up, please press **Yes** to confirm.

Select Date and then select a date option in the Date advance screen. Select No date advance for printing today's date. For more details, see [How to Change the Date](#) on page 56.

Press  then  to return to the home screen.

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

Press  to open the Rate selection screen.

1st Int Lett	£ 000.00
No services	00000 g

<input type="checkbox"/> 1st Class	<input checked="" type="checkbox"/> 2nd Class
<input type="checkbox"/> Inland	<input type="checkbox"/> Intl
	<input checked="" type="checkbox"/> Wizard

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

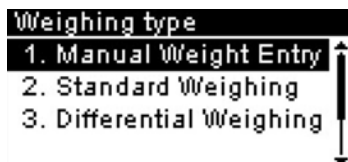
Press **8** to select the Rate wizard and choose rate options in lists.

For more details, see [Selecting a Rate](#) on page 49.

5. Select a Weighing Mode.

Depending on the quantity and type of mail you have to process, you can choose an efficient weighing method that uses the weighing platform to save time: see [Choosing a Weighing Type](#) on page 51.

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



For more details, see [How to Change the Weighing Type](#) on page 53.



If the WP automatic selection is activated (see [Weighing Platform Automatic Selection](#) on page 134), you can change, from the home screen, the weighing mode to Standard Weighing (WP) by putting a mail piece on the Weighing Platform.

You can also apply the optional setting(s):

1. **Move the imprint away from the envelope edge** for thick envelopes: see [How to Move the Imprint \(Print Offset\)](#) on page 59.

You are now ready to print.

Setting a Job Memory for [Standard] Mail



To set the imprint quickly, consider using **job memories**. The memories store imprint characteristics together with rates and, if activated, charged account. See [Using Job Memories](#) on page 60.

Processing [Standard] Mail

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



If you need to change the current account before applying postage (on account-enabled configurations), see [How to Change Account](#) on page 48.

How to Process [Standard] Mail


In mode **Standard Weighing** (

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

1. Put the mail piece on the Weighing Platform.

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



2. Press . The system motors start running.
3. Withdraw the envelope from the WP and insert it into the mail path against the rear-guide wall, with the side to be printed facing upwards.



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

4. The Mailing System prints postage and the mail piece is ejected.

In optional mode **Differential Weighing** ():


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

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



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

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

To quit the process at any time, press .



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

Information on Manual Weight Entry.

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



1. Press . System motors start running.

2. Insert the envelope into the mail path against the rear-guide wall, with the side to be printed facing upwards.



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

3. The Mailing System applies postage and the envelope is ejected.

Applying Postage for [Payment Surcharge Entry] Mail

Sequence of Settings for [Payment Surcharge Entry] Mail

The procedure below outlines steps to enter the surcharge amount manually.

The sequence is identical to [Applying Postage for Standard Mail](#) on page 33, except for the following:

- Postage must be set manually to the desired amount.



Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 27.

How to Set Postage for [Payment Surcharge Entry] Mail

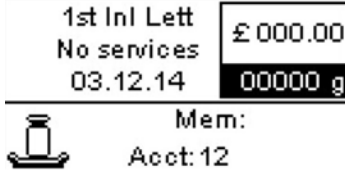
3

Processing Mail

Required settings:

1. **Make sure you are on the home screen of the [Normal] type of imprint.**

The home screen indicates weight, postage and currently selected rate as illustrated below



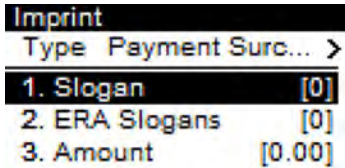
2. **Check or change the type of imprint.**

Press **MENU** and access the Imprint screen: The type of imprint is indicated on line 2 of the screen.

To change the type of imprint:

- Select the Type line.
- Press **[OK]** and then select **[Payment Surcharge Entry]** in the Imprint screen.
- Press **[OK]**.

The following screens appears:



3. Change the elements of the imprint:

To check or change the Slogan selection:

- Select Slogan.
- Select a Slogan (or None) in the Select slogan screen. For more details, see [How to Add \(or Cancel\) a slogan on the imprint](#) on page 58.

To add or change the ERA:

- Select ERA Slogans.
- Select an ERA (or None) in the ERA Slogans screen. For more details, see [How to Add \(or Cancel\) an ERA on the Imprint](#) on page 57.

4. **Add or change the amount manually:**

- Select Amount.

The Payment Surcharge Entry screen appears.

Payment Surcharge Entry

Enter the postage amount

£ . 0

- Enter the desired amount.
- Press **[OK]**.

5. If needed, **Change the date or date format** from the Imprint screen as follows:

- Select Date.
- Select a date option in the Date advance screen.
- Select No date advance to print the current date. For more details, see [How to Change the Date](#) on page 56.

Press  or  to return to the home screen.

The Manual Home screen appears:

Payment Surcharge Entry

03.12.14 £ 000.87

Acct: 12

You are now ready to print.



When you are in the Payment Surcharge Entry mode, you can modify the amount by typing the amount with the keypad. You can reset the value by pressing **[C]**.

Processing [Payment Surcharge Entry] Mail

To run mail, follow the procedure below after you have completed the sequence in [How to Set Postage for \[Payment Surcharge Entry\] Mail](#) on page 40.

How to Process [Payment Surcharge Entry] Mail

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

1. Insert the envelope into the mail path against the rear-guide wall, with the side to be printed facing upwards.



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



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

2. The Mailing System applies postage and the envelope is ejected.
-

3.4 Printing Incoming Mail with [Received] Mode

In [Received] Mode Section

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

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

See also

- About the use of this Type of imprint, see [Choosing a Type of Imprint](#) on page 25.

Setting [Received] Mode printing

The procedure below outlines steps required to imprint incoming mail.

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



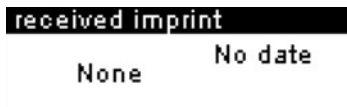
Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 27.

How to Set [Received] Mode printing


Required settings:

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

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



2. Check or change the type of imprint.

Press  to access the Build imprint screen:

```

Imprint
Type RCVD >
1. Date received [OFF]
2. Slogan RCVD [OFF]
3. Slogan [0]
  
```




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

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

Additionally, you can:

- Activate or deactivate printing the date.
- Activate or deactivate printing 'Received'.
- Select the option to change and press **[OK]**. The screen indicates the current status of the options.



To select an option on the screen: – Highlight the option using the arrow keys  and , – Then always press  to validate your selection.

- Press  or  to return to the home screen.

You can also apply this optional setting:

1. **Move the imprint away from the envelope edge** for thick envelopes: see [How to Move the Imprint \(Print Offset\)](#) on page 59.


You are now ready to print.

Processing [Received] Mail

To run mail, follow the procedure below after you have completed the steps in [How to Set \[Received\] Mode printing](#) on page 43.

How to Process [Received] Mail

On the [Received] home screen:

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



The Mailing System applies the imprint and the mail piece is ejected.

3.5 Running [Pass Through] Mail

In Running [Pass Through] Section

This section describes how to use the **[Pass through]** type of imprint, for:

- Only conveying mail, for counting or testing purposes.

See also

- About the use of this Type of imprint, see [Choosing a Type of Imprint](#) on page 25.

Setting [Pass through] Mail processing

The procedure below outlines steps required to process mail.

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



Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 27.

How to Set [Pass Through] Mail processing

Main setting:


1. **Make sure you are on the home screen of the [Pass through] type of imprint.**

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

Pass Through

Not printing




2. Check or change the type of imprint:

Press  to access the imprint screen:

```
Imprint
Type Pass through >
```

To change the type of imprint, select the Type line, press **[OK]** and then select **[Pass through]** in the Type of imprint screen and press **[OK]**.




To select an option in the screen: Highlight the option using the arrow keys  and . Then press  to validate your selection.

3. Press  or  to return to the home screen.

You are now ready to process mail.

Processing [Pass through] Mail

How to Process [Pass Through] Mail

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



3. The Mailing System applies postage and the envelope is ejected.

3.6 Settings Details


Changing the Current Account

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


How to Change Account

To change accounts:

1. As a user:

Press  and select the path: **Change Account**

The list of accounts that are available is displayed.

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

Selecting a Rate

Selecting a rate allows the Mailing System to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for big parcels, entered manually (see [How to Set Postage for \[Payment Surcharge Entry\] Mail](#) on page 40).

The system provides you several ways to select a rate:

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




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

How to Select a Rate

To select a rate:

1. Either:



Press  and select the path: Rate selection

The Rate Selection screen is displayed.

1st Intl Lett	£ 000.00
No services	00000 g

<input checked="" type="checkbox"/> 1st Class	<input checked="" type="checkbox"/> 2nd Class
<input checked="" type="checkbox"/> Inland	<input checked="" type="checkbox"/> Intl
	<input checked="" type="checkbox"/> Wizard

2. On that screen, you can:

Type a rate number **1 to 7** to select a rate or display rate options.

Press **8** to select the Rate wizard.

3. Follow the instructions on screen and, once you have chosen the rate and services, press **[OK]** to validate your selection.



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

Using the Rate Wizard




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

3

Processing Mail

To select an option on the screen:




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

Rate Wizard screens

- **Selecting a Mail Class**
 - All Rate Mail Classes loaded in the system are displayed in the list.
- **Selecting a Destination**
 - For Domestic Mail Classes, you may be prompted to enter the destination postal or zone code . Use the **[C]** key to delete the existing postal or zone code (if any) and enter the new destination postal or zone code.
 - For International Mail Classes, use the arrow keys to highlight Code or Country. You can select from the alphabetically sorted Country list by entering the country letters or you can use the Code List to enter the numeric code for the country if you know it.
- **Selecting a Service**
 - All the services available, depending on your previous choices, are displayed in a list (including 'No services').
 - After you select a service, any additional available service is displayed.
- **Wizard Summary Screen**
 - The Summary Screen displays all the selections you have made.
 - If you place an item on the weighing platform, the corresponding postage is displayed.
Press **[OK]** to return to the home screen.



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

Choosing a Weighing Type

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

You can also enter the weight manually if you know it: see [How to Enter the Weight Manually](#) on page 54.

Weighing modes

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

For weighing...	Select the method...
Items one by one	<ul style="list-style-type: none">• Standard Weighing
Items stacked on the Weighing Platform	<ul style="list-style-type: none">• Differential Weighing
Items exceeding WP capacity (see Specifications on page 185)	<ul style="list-style-type: none">• Manual Weight Entry



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

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

Details on the Weighing Modes



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

3

Processing Mail

- **Manual Weight Entry**

In this mode, you enter the weight manually (see [How to Enter the Weight Manually](#) on page 54).

- **Standard Weighing**

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

- **Differential Weighing** (optional)

This mode speeds up the weighing process and increases your efficiency: all the mail pieces are stacked together on the Weighing Platform. Remove the pieces one by one and put them into the mail path. The Mailing System calculates the postage and prints the mail piece automatically. You can leave all the mail pieces in a tray on the Weighing Platform: the Mailing System will ask you to confirm printing for the last item removed (from the tray).

Changing the Weighing Type

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



See also

- To change the default weighing mode in supervisor mode, see [How to Change the Default Weighing Type](#) on page 133.
- To change the weighing type according to the type of process you want to run (see [Choosing a Weighing Type](#) on page 51), follow the steps outlined below.

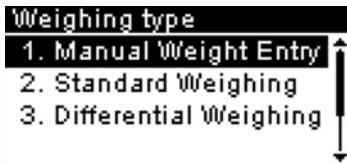
How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:

Press  or Press  and select the path: > **Batch settings** > **Weighing type**

The Weighing mode screen is displayed.



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

2. Select the weighing type.
-

Entering Weight Manually

3

Processing Mail



To use Manual Weight Entry you must have a Weighing Platform connected and the WP feature activated.





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

How to Enter the Weight Manually

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

1. Then either:

Press  or Press  and select the path: > **Batch settings** > **Weighing type**

The Weighing mode screen is displayed.

2. Select **Manual weight entry**.

The Manual weight entry screen is displayed.


Manual Weight Entry

Enter the weight:



You have to enter a weight that is above the capacity authorized for the WP.

3. Enter the weight (in **g**) and press **[OK]** to validate.

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

Configuring the Imprint

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



- Change printed date.
- Adding a pre-loaded Slogan to the left of the imprint.
- Adding a pre-recorded ERA to the left of the imprint.
- Moving the imprint away from the right edge of the envelope.

See also

- [How to Change the Current Type of Imprint](#) on page 31.
- [Type of Process and Type of Imprint](#) on page 25.

Navigating the Imprint Settings

When you have selected the Type of imprint:

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

Advancing the Date

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

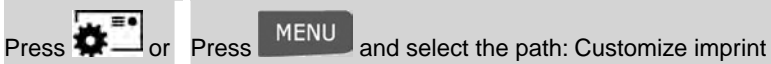


After 5 pm, the mailing system automatically advances the postage date to the next day. When the notification screen pops up, please press **Yes** to confirm.

How to Change the Date

To change the date that will be printed:

1. Either:




The Customize imprint screen is displayed.

2. Select **Date** and press **[OK]**.

The Date Advance screen is displayed.

3. On the Date Advance screen, you can now select a new mailing date:

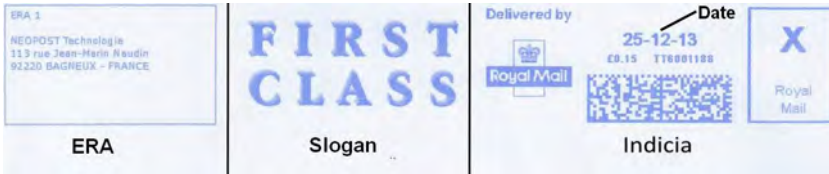
To choose another day, select the corresponding item in the list.

The  icon indicates the current selection.

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

Adding an ERA and Slogan to the Imprint

You can add an ERA and/or a slogan to the imprint, as illustrated below.



Elements of a Indicia imprint

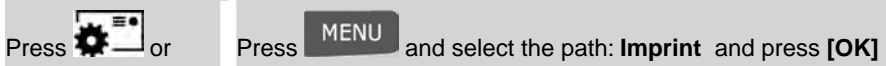
See also

- The supervisor manages the lists of the available ERAs and Slogans. See [Managing ERAs](#) on page 159 and [Managing Slogans](#) on page 156.

How to Add (or Cancel) an ERA on the Imprint

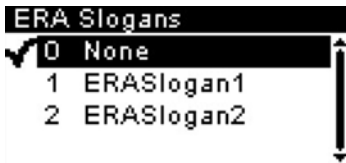
To add an ERA to the imprint, or to cancel the ERA:

1. Either:



2. Select **ERA** and press **[OK]**.

The Select ERA screen is displayed.



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

The ✓ icon indicates the current selection.

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



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



How to Add (or Cancel) a slogan on the imprint

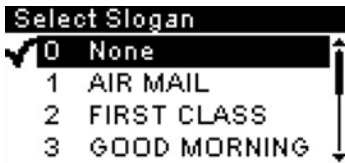
To add a slogan to the imprint or cancel the slogan.

1. Either:


Press  or Press  and select the path: **Imprint** and press **[OK]**

2. Select **Slogan** and press **[OK]**.

The Select Slogan screen is displayed.



3. Select a slogan from the list or select None for printing no slogan.

The  icon indicates the current selection.



Royal Mail requires blue ink to be used when franking letters eligible for the Business Mail discount (using BM slogan).

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

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



Moving the Imprint (Print Offset)

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



Offset - Imprint printing offset

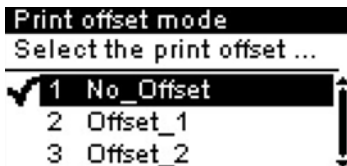
How to Move the Imprint (Print Offset)

To add an offset to the imprint position:

1. As a user:

Press **MENU** and select the path: **> Batch settings > Print offset**

The Print offset setting screen is displayed.



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

Press **Home** to return to home screen.

Using Job Memories

Job Memories allow you to create a pre-set memory that can include **the rate, ERA, slogan and date mode** for the Type of imprint you would like to use.

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



If your mail requires different settings, then the job memories are the solution: all your settings are stored in a single memory. Just press the job memory key instead of multiple keystrokes to select all the required elements.

See also

- To prepare **job memories** in supervisor mode, see [Job memories](#) on page 144.

How to Use a Job Memory

To use a job memory:

1. Either:

Press or	Mem	Press	MENU	and select the path: Job Memories
-------------	------------	-------	-------------	-----------------------------------

The job memories list is displayed.

2. Select a job memory from the list.
3. Press **[OK]** to validate your selection.

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

Using the Sealing Function

Hand-Feed Table Moistener

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



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

3.7 Advanced Operations

Emergency Stop

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

How to Enable an Emergency Stop

To stop the run process immediately:

1. Press .

Using Batch Counters

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



To produce reports associated to counters, see [Reports](#) on page 87.

How to Reset Batch Counters

1. As a user:

Press  and select the path: > **Batch settings** > **Start batch counters**

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

4 Money Operations

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

- 4.1 Overview65**
- 4.2 Managing Credit66**
 - How to Check the PSD (Meter) Credit66
 - How to Add Credit to the PSD (Meter)67
- 4.3 Unlocking the PSD (Postal Inspection)69**
 - How to Unlock the PSD69
 - How to Check the Date of the Next Call70

The Postal Security Device (PSD) — Postage Meter

The PSD, located in the base, handles the credit (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 network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 146).

Managing Credit

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

- Check the available credit in the PSD
- Add credit to the PSD

The crediting operations trigger a connection of the Mailing System to Postal Services through the internet connection.

Tracking Credit

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

To generate reports, see [Reports](#) on page 87.

4.2 Managing Credit

Checking Credit

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

Use the following steps to display your available postage credit.

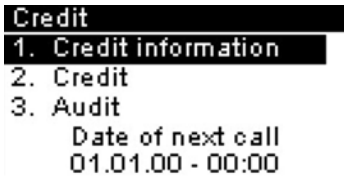
How to Check the PSD (Meter) Credit

To check available credit:

1. Either:



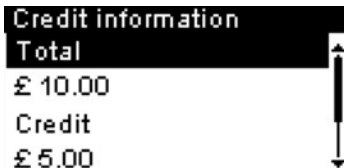
The Credit Menu is displayed.



2. Select the menu path:

Credit information

The screen displays your postage credit as shown below.



(Total = credit used. Credit = credit available).


Adding Credit

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

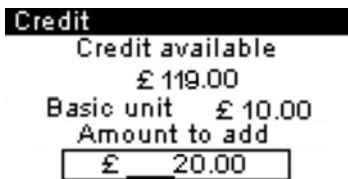
How to Add Credit to the PSD (Meter)

To add credit to the PSD:

1. Either:

Press  or Press **MENU** and select the path: My Credit

2. Select **Add Credit**.
3. If the system asks for a PIN code, enter the code using the keypad and press **[OK]**. The Credit Screen is displayed.



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

4. Enter the amount of credit to add using the keypad (use **C** to clear a digit).



The amount must be in multiples of 10 and in the range of Minimum reset amount and Maximum reset amount.

Minimum reset amount £10.00

Maximum reset amount £50000.00

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

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



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



In the case of a communication error, the amount previously entered cannot be changed. Check connection settings (see [Connection Settings](#) on page 146).

6. You can open the Credit Used / Credit Available screen to check your account balance once the transaction is complete (see [How to Check the PSD \(Meter\) Credit](#) on page 66).

See also

- In supervisor mode, you can set the Mailing System to ask for a PIN code for crediting: see [How to Set/Cancel a Crediting PIN Code](#) on page 132.
-

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.

If your system is deactivated, you have to perform a connection to the Postal Server 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 Server sets the Mailing System time and date.

How to Unlock the PSD

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

1. Either:

Press  or

Press **MENU** and select the path: **My Credit**

2. Select **Audit**.

The system asks for confirmation.

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

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.

Checking the Date of the Next Call

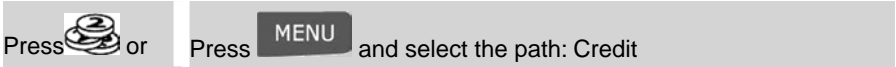
You can check the date of the next automatic call, to ensure, for example, that the network will be available at this time.

How to Check the Date of the Next Call

4

To display the date of the next server call:

1. Either:



The date of the next call is displayed on the screen.

5 Managing Accounts and Assigning Rights

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

- 5.1 Accounting and Assigning Rights Overview73**
- 5.2 Selecting an 'Account Mode'75**
- 5.3 Guidelines to Set-up an Account76**
 - How to Change a Shared PIN Code77
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- 5.5 Managing Accounts80**
 - How to Create an Account82
 - How to View / Edit Account Information83
 - How to Activate / Deactivate an Account84
 - How to Delete an Account84
 - How to Export an Account List85
 - How to Import Accounts86

5.1 Accounting and Assigning Rights Overview

Postage Tracking and Access Control

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

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

You can activate one or the other of these functions.

The Accounts Function

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

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

You can then issue reports on each account (for information about reports, see [Reports](#) on page 87).

Accounts from the User's Perspective

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

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

The Access Control Function

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

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

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

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

5.2 Selecting an 'Account Mode'

Introducing the 'Account Modes'

The 'Account mode' allows you to set up both the Accounts and the Access Control functions (see [Accounting and Assigning Rights Overview](#) on page 73).

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

		Access Control Function	
		No	Yes
Accounts Function	No	'No accounts'	'No accounts with access control'
	Yes	'Accounts'	'Account with Pin code'

'Account Modes' table

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

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

5.3 Guidelines to Set-up an Account

See also

- [Selecting an 'Account Mode'](#) on page 75.

Setting up 'No Accounts'

The 'No Account' mode provides users with unlimited access to the system. This is the default mode in your Mailing System.

Implementing “No account”

- Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 79 and select the 'No Account' mode.

'No Accounts' Management Menu

In 'No Accounts' mode:

```
Account Management
  No account
-----
1. Account Mode Selec
```

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

Setting up 'No Accounts, with Access Control'

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

Implementing “No account with access control”

1. Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 79 and select the 'No account with access control' mode.
2. Enter the 4 digit shared PIN code the users will have to enter at log in.

'No Accounts, with Access Control' Management Menu

In 'No Accounts, with Access Control' mode, the menu allows you to change the shared PIN code.

```
Account Management
No account with access ...
1. Account Mode Selec
2. Change pin code
```

How to Change a Shared PIN Code

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Account Management** > **Change PIN Code**

The PIN code screen is displayed.

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

Setting up 'Accounts'

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



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

5 Implementing the “Accounts Mode”

1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 79 and select the 'Accounts' Mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 82.



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

'Accounts' Mode Management Menu

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

```
Account Management
Account
-----
1. Account Mode Selec
2. Manage Account
```

See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 80.

5.4 Selecting an Account Mode

See also

- [Guidelines to Setup an Account](#) on page 76.

How to Display and Change the Account Mode

To display and change the Account mode:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

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

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

```
Account Mode Selection
1. Account
✓ 2. Account with pin c
3. No account
4. No account with ...
```

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

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

5.5 Managing Accounts

Selecting an Account Mode

You can only manage accounts in the 'Accounts' Mode.

Before creating accounts, see [Setting up 'Accounts'](#) on page 78.

Account Information

Number of accounts

The number of accounts you can create is set to **30** by default and can be increased to **100** if required.

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

Account summary

Account creation summ...	
Number	03264
Name	Hallo
Status	Active

Account Item	Format	Description
Number	30 Alphanumeric Characters	Number of the account. Two accounts cannot have the same number. An account number cannot be modified after the account is created. However, the account can be deleted.
Name	32 Alphanumeric Characters	Name of the account. Two accounts cannot have the same name.
Status	Active / Inactive	Only active accounts are visible to users.

Naming limitation



Account names must be unique within the system.

Additional information

See also

- About changing the maximum number of accounts, see [Account level](#) on page 117.
- Printing the current account list: [Account Report](#) on page 100.

Account Management

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



You can also import a list of accounts. See [Importing/Exporting Account Lists](#) on page 85.

See also

- [Account Information](#) on page 80.

Creating Accounts

How to Create an Account

To create an account activate the mode 'Accounts'. See [How to Display and Change the 'Account Mode'](#) on page 79

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Account Management > Manage Accounts > Account List**

The Account list screen is displayed.



2. Select **Add Account**.
3. Using the keypad:

Enter the Account Number and press **[OK]**.

Enter the Account Name and press **[OK]**.

Select the Account Status (active or inactive) and press **[OK]**.

The Account creation summary screen will appear.



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").

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

Editing Accounts

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

How to View / Edit Account Information

To view or edit an account:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

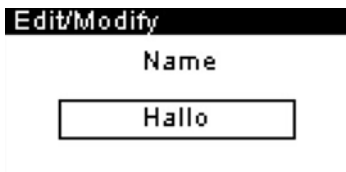
Press **MENU** and select the path: > **Account Management** > **Manage Accounts**
> **Account List**

The Account list screen is displayed.



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

The Edit / Modify screen appears.



4. Change each parameter using the keypad (use key **[C]** to clear characters). Press **[OK]** to display the next parameter.
The Account modification summary screen is displayed.
5. Press **[OK]** to accept the changes.

Activating Accounts

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

How to Activate / Deactivate an Account

To activate or deactivate an account:

1. Perform procedure [How to View / Edit Account Information](#) on page 83.
 2. Change the account status (the button displays the current status: active or inactive) and press **[OK]**.
 3. Accept the changes by pressing **[OK]** (on the Account modification summary).
If an account is deactivated it is no longer visible to the operator.
-

Deleting Accounts

You may need to delete an account.

How to Delete an Account

To delete an Account:

1. Perform procedure [How to View / Edit Account Information](#) on page 83.
2. On the Account management screen, select **Delete** instead of **Edit/Modify**.
A confirmation of account deletion is displayed.



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

Importing/Exporting Account Lists

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

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



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

5

Exporting an Account List

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

How to Export an Account List

To export an account list on a USB memory key:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Account Management > Manage Accounts > Export Account List**

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

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

Importing Account List

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



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

The CSV file should have the following characteristics:

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



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

See also

- Maximum number of accounts: [Account Information](#) on page 80.

How to Import Accounts

To import accounts from a CSV file:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

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

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

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

6 Reports

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

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6.1 Reports Overview

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

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

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

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

The table below lists the available reports.

List of Reports

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

Report name	Report description	Output Devices	Page
	COUNTER DATA		
Batch Data	Batch Counter and corresponding postage for outgoing mail since the last reset.	SP	Batch Data Report on page 94
Received Batch Data	Batch Counter for incoming mail ('Received on') since the last reset.	SP	Received Batch Data on page 95
	POSTAGE DATA		
Daily Usage	Consumption information (total items and total postage value) for each day of a selected period.	SPF	Daily Usage Report on page 96
Monthly Usage	Total items and total postage value per month for a selected period.	SPF	Monthly Usage Report on page 97

	CREDIT DATA		
Credit Usage Information	Information on the credit usage in the machine (since the installation of the machine). Contents is limited to the history available in the PSD.	LSPF	Credit Summary Report on page 98
Adding Credit	Last refill operations performed on the machine in a selected period.	SPF	Credit History Report on page 99
Single Account	Usage for a specific account selected in an account list, for a selected period.	S	Single Account Report on page 101
Multi Account	Usage on all accounts in a selected period.	PF	Multi Account Report on page 102
	SYSTEM DATA		
Machine Configuration	Supervisor settings (imprint default data, date advance, postal services, connections, Ink cartridge, weighing options, etc.)	PF	Machine Configuration Report on page 103
Base Errors PSD Errors	Errors listed for diagnostics with customer service assistance only (supervisor only).	SPF	Base errors on page 104 Meter errors on page 105
IP Configuration Report	IP configuration settings	L	IP Configuration Report on page 106

Proxy Configuration Report	Proxy configuration settings	L	Proxy Configuration Report on page 106
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6.2 Generating a Report

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

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

How to Generate a Report (as a User)

6

Reports

To generate a Report:

1. As a user:


Press **MENU** and select the path: **Reports**

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

How to Generate a Report (as Supervisor)

To generate a Report:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: **Reports**

2. Resume with the steps outlined in [How to Generate a Report \(as a User\)](#) on page 92.
-

6.3 Counter Data

Batch Data Report

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

Requirements

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

Output

- Screen
- USB printer

Content

Fields	Comments
Period	Start = Date of last reset End = Current date
Die number	On printed report only
Number of items (without 0.00 items)	
Total value of items	



After issuing reports like Metering Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next set of reports restart from zero at the current date. See [How to Reset Batch Counters](#) on page 62.

Received Batch Data

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

Requirements

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

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

Output

- Screen
- USB printer

Content

Fields	Comments
Period	Begin = Date of the last reset End = Current date
Incoming Mail	Number of items



After issuing reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero at the current date. See [How to Reset Batch Counters](#) on page 62.

6.4 Postage Data

Daily Usage Report

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

Requirements

This report is available as a user or supervisor.

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



You can specify another End date, but maximum is Start date + 31 days.

Default period:

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

Output

- Screen
- USB printer
- USB memory key

Content

Fields	Comments
Die number	On printed report only
For each day in the period: <ul style="list-style-type: none">• Day number• Number of items processed (zero and non-zero)• Total postage value for this day	

Monthly Usage Report

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

Requirements

This report is available as user or supervisor.

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

Default period:

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

Output

- Screen
- USB printer
- USB memory key

Content

Fields	Comments
Die number	On printed report only
For the period, for each month presented in data collected: <ul style="list-style-type: none">• Month name and year• Total number of items processed• Total postage value for the month	

6.5 Credit Data

Credit Summary Report

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

Requirements

This report is available as user or supervisor.

Output

- On label
- Screen
- USB printer

Content

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

6

Reports

Credit History Report

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

Requirements

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

Output

- Screen
- USB printer
- USB memory key

Content

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

6.6 Account Data

Account Report

This report displays the list of accounts in the system.

Requirements

To generate this report:

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

Output

- Printer
- USB memory key

Content

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

6

Reports

How to Generate the Account Report

To generate the Account Report:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and 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 Start date and the End date of the report.

Default period:

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

Output

- Screen

Content

Fields	Comments
Period	
Die number	printed report only.
Account number	
Account name	
Number of items processed (zero + non-zero items)	
Total credit value	

Multi Account Report

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

The report displays all the accounts in 'active' status, and accounts 'inactive' or 'deleted' with a credit 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 (Start and End dates).

Default period:

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

Output

- USB printer
- USB memory key

Content

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

Machine Configuration Report

This report displays all supervisor settings.

Requirements

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

Output

- USB printer (if installed)
- USB memory key

Content

Fields
Imprint default settings (Default ERA, Default Slogan, Default Rate)
Date advance parameters
Credit settings (High value, Low Credit)
Connections settings
Machine settings including, for example: <ul style="list-style-type: none">• MMI settings (language, default home screen, sleep mode time-out, back light)• Weighing settings (Geo code, weight threshold, rounding mode)• Connection settings.

See also

- [Generating a Report](#) on page 92.

Base errors

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

Requirements




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

Outputs

- Screen
- USB Printer (optional)
- USB Key

If you use screen to see this report:



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

6

Reports

Content

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

See also

- [Generating a Report](#) on page 92.

Meter errors

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

Requirements




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

Outputs

- Screen
- USB Printer (optional)
- USB Key

If you use screen to see this report:



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

Content

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

See also

- [Generating a Report](#) on page 92.

IP Configuration Report

6

Reports

IP Configuration	DHCP setting
MAC Address	00-50-b6-07-b8-17
IP address	10.38.130.19
IP mask	255.255.248.0
Gateway IP Address	10.38.135.254
DNS IP Address 1	10.38.200.4
DNS IP Address 2	10.38.200.10

Requirements

To generate this report:

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

Output

The IP Configuration Report outputs are:

- Label

How to Generate a IP Configuration Report

To generate a IP Configuration Report:

1. See [Generating a Report](#) on page 92.
-

Proxy Configuration Report

Proxy settings	Proxy OFF
MAC Address	00-50-b6-07-b8-17
Proxy URL	
Proxy Login	
Proxy Password	
Proxy Port	8080

Requirements

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

Output

The Proxy Configuration report output is:

- Label

How to Generate a Proxy Configuration Report

To generate a Proxy Configuration Report:

1. See [Generating a Report](#) on page 92.
-

7 Online Services

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

- 7.1 Online Services Overview111**
- 7.2 Connecting to Online Services112**
 - How to Call Online Services Manually (as a User)113
 - How to Call Online Services Manually (as Supervisor)113
 - How to Test the Connection to Online Services114
- 7.3 Uploading Statistics116**
 - How to Upload Report Data to the Online Services Server116
- 7.4 System Online Services117**

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.
- **Rate Updates:** maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see [Options and Updates](#) on page 149)
- **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 analyse 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.
- **Slogan / ERA download:** order a new slogan / ERA and get it downloaded via Online Services server directly to your Mailing System.

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

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

7.2 Connecting to Online Services

Automatic calls

To fully benefit from the convenience and power of Online Services, your Mailing System should permanently be connected to a 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 Ink Management service, the Mailing System automatically connects when it is 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 network during the night, to allow the connection to the Online Server to occur automatically.

Manual Calls

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



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

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

How to Call Online Services Manually (as a User)

To trigger a generic call

1. As a user:

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

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

2. Check your mailbox for messages: see [Using the Mailbox](#) on page 152.

How to Call Online Services Manually (as Supervisor)

To trigger a generic call:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

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

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

2. Check your mailbox for messages: see [Using the Mailbox](#) on page 152.

Synchronize Call

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

This call updates the automatic call schedule of the machine and the features/options (see [Options and Updates](#) on page 149).

Testing the Connection to Online Services

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

- Ping server

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

- Validates connection parameters (see [Connection Settings](#) on page 146).
- Indicates that the server can be contacted.

- Test server

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



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


7

Online Services


How to Test the Connection to Online Services

To ping the server

1. As a user:

Press  and select the path: > **Online Services** > **Ping server**

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Online Services** > **Ping server**

To test the server

1. As a user:

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

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 122):

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

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

7.3 Uploading Statistics

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

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



Your system uploads basic statistic data for basic postal expense management reporting. Enhanced reporting is optional. See [Activating New Options](#) on page 155.

How to Upload Report Data to the Online Services Server

7

Online Services

To upload report data:

1. As a user

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

2. As supervisor (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Online Services** > **Upload data**

The call to the server is triggered.

7.4 System Online Services

Ink Management Service

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

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



For more information, please contact Customer Service.

Rate Protection

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

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

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



For more information, please contact Customer Service.

Account level

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



To upgrade your system, please contact your Customer Service.

8 Configuring your Mailing System

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

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8.1 Settings Overview

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

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



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 23, [Maintaining your Mailing System](#) on page 163, etc.

User Settings

The user settings described in the sections below are:

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

Supervisor Settings

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



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

The supervisor settings allow you to:

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

8.2 Logging in / out as the Supervisor

Log in as supervisor

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



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

How to Log in as Supervisor

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

1. As a user:

Press **MENU** and select the path: **Supervisor**

The Login screen is displayed.

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

The supervisor Main menu is displayed.

```
Main Menu
1. Mailbox
2. Reports
3. Default user settings
4. Job Memory mana...
```



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

Exiting the Supervisor Mode

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

How to Exit the Supervisor Mode

To exit the supervisor mode:

1. In supervisor mode:

Press .

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


8.3 Changing the Display Language

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

How to Change the Display Language

To change the current display language:

1. As a user:

Press  and select the path: > **Preferences** > **Language**

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



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

Setting Default Display Language

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

How to Change the Display Language by Default

To change the user language by default:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: **> Default User Settings > Default User Preferences > Language**

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



This setting will not be affected by the standby mode.

8.4 Enabling/Disabling Sounds


You can enable or disable the system beeps separately:

- Beeps on keys
- Beeps on warnings and errors

How to Enable / Disable the Beeps

To enable or disable the beeps:

1. As a user:

Press  and 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. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > Default user settings > Default user preferences > Sounds

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


8.5 Display Settings



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

How to Adjust the Display Contrast

To adjust the display contrast:

1. As a user:

Press  and select the path: **> Preferences > Contrast**

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



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

Setting Default Display Contrast



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

How to Change the Display Contrast by Default

To set the default contrast :

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: **> Default User Settings > Default User Preferences > Contrast**

2. Press  or  to increase or decrease the contrast. The screen updates to the new setting.

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



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


8.6 System Time-outs and Settings

System settings include:

- **System motor time-outs**
- **Sleep mode time-out**

System Time-outs

The system time-outs are defined as follows:

Start	The period of time the system waits for an envelope after pressing  . Once this time-out is reached the system stops.
Stop	The period of time the system waits for the next envelope after printing. Once this time-out is reached, the system will stop.
Sleep	Period of inactivity after which the system automatically switches to 'Sleep' mode (see Power Management on page 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  and select the path: **> Batch settings > Time-out settings**

The Time-out setting screen is displayed.



```
Timeout setting
Start timeout (sec)
[5-3600]:
  15 s
```

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



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

Setting Default Time-Outs

How to Change System Time-Outs

8

To change the system time-Outs:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122)

Press **MENU** and select the path: **> Default user settings > Time-Out settings**

The Time-out setting screen is displayed.

Timeout setting
Start timeout (sec)
[5-3600]:
15 s

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



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

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

8.7 High Value, Low Credit Warnings and PIN Codes

Warnings

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

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

How to Set the High-Value Warning Amount

To set a high-value warning amount:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Default user settings** > **Base settings** > **High value**

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-Credit Threshold

To set a low-credit threshold:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Default User Settings** > **Credit Settings** > **Low Credit Threshold**

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

Crediting PIN Code

You can create a crediting PIN code to control access to only those who are authorized to add credit (see [Money Operations](#) on page 63).

How to Set/Cancel a Crediting PIN Code

To set a crediting PIN code:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Default user settings > Credit settings > Credit PIN code**

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

8.8 Weighing Settings

The weighing settings include:

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

Default Weighing Type

How to Change the Default Weighing Type

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see [Choosing a Weighing Type](#) on page 51).

To change the default weighing type:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

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

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

Weighing Platform Automatic Selection

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

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

How to Activate the Automatic Weight Detection on the WP

To activate the automatic weight detection on the WP:

1. Log in Supervisor mode (see [How to Log in as Supervisor](#) on page 122), then:



Press **MENU** and select the path: > **Default user settings** > **Base settings** > **Auto Weight Detection**

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

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

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

1. Log in Supervisor mode (see [How to Log in as Supervisor](#) on page 122), then:



Press **MENU** and select the path: > **Default user settings** > **Base settings** > **Auto Weight Detection**


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

Zeroing the Weighing Platform

You can reset the Weighing Platform in the following ways:

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



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

How to Zero the Weighing Platform

To zero the Weighing Platform as a user:

1. As a user:

Press **MENU** and select the path: **> Batch settings > Reset WP**

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

How to Tare the Weighing Platform (as a User)

To tare a weight on the Weighing Platform as a user:

1. As a user:

Press **MENU** and select the path: **> Batch settings > Tare Weigh Platform**

2. Place the item you want to tare on the Weighing Platform.
3. Press **[OK]** to set weight to zero.
4. Press **[OK]** when Tare WP complete.

How to Rezero the Weighing Platform

To re-zero the Weighing Platform:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Machine settings** > **Weighing functions**
> **Zero Weigh Platform**

2. Remove all items from the Weighing Platform.
3. Press **[OK]** to rezero the Weighing Platform.
4. Press **[OK]** when Weigh Platform zeroing complete.

How to Tare the Weighing Platform (as Supervisor)

To tare a weight on the Weighing Platform:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Machine settings** > **Weighing functions**
> **Tare WP**

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

GEO Code

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

- Automatically with Online Services
- Manually

Changing GEO code

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



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

How to Change the GEO Code

To change the GEO code:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Machine settings** > **Accessories and module settings** > **GEO code**

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

Geodesic codes

	0 m / 0 ft	200 m / 650 ft	400 m / 1300 ft	600 m / 1950 ft	800 m / 2600 ft	1000 m / 3300 ft	1200 m / 3950 ft	1400 m / 4600 ft
50 °	10368	10368	10375	10382	10399	10405	10412	
51 °	10344	10351	10368	10375	10382	10399	10405	
52 °	10337	10344	10344	10351	10368	10375	10382	
53 °	10313	10320	10337	10344	10351	10368	10375	
54 °	10306	10313	10320	10337	10344	10344	10351	
55 °	10283	10290	10306	10313	10320	10337	10344	
56 °	10276	10283	10290	10306	10313	10320	10337	
57 °	10252	10269	10276	10283	10290	10306	10313	
58 °	10245	10252	10269	10276	10283	10290	10306	
59 °	10238	10245	10252	10269	10276	10283	10290	
60 °								



8.9 Postage Imprint Default Settings

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

- **Imprint default settings:** sets the default rate, ERA and slogan 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.

Imprint Default Settings

You can set default parameters for the indicia and imprint elements that follow:

- Rate
- ERA
- Slogan

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

Changing the Default Postage Rate

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

How to Change the Default Rate

To change the default rate:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

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

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

See also

- [Managing Postal Rates](#) on page 161.
-

Changing the Default ERA

How to Change the Default ERA

To change the default ERA:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Default User Settings > Default Imprint Parameters > Default ERA**

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

See also

- [Managing ERAs](#) on page 159

Changing the Default Slogan

How to Change the Default Slogan

To change the default Slogan:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Default User Settings > Default Imprint Parameters > Slogan**

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

See also

- [Managing Slogans](#) on page 156.



You can order custom Slogans. Please contact your Customer Service.

Automatic Date Advance

The Automatic Date Advance function automatically changes the date printed on mail pieces at a pre-set 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. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Default user settings** > **Default imprint parameters** > **Automatic date advance**

The Automatic date advance screen is displayed.

```
Auto date advance setting
Active
1. Activate/deactivate
2. Set Hours
3. Set working days
```

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

Printing Offset

The printing offset is the distance between the right edge of the envelope and the imprint. You can increase the distance by about 5 mm or 10 mm.

How to Set the Default Printing Offset

To change the default printing offset:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Default User Settings > Base Settings > Print Offset**

2. Set the default print offset from a position list.
 3. Press **[OK]** to validate.
-

8.10 Job Memories

The Job Memories are pre-sets for your imprint types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see [Using Job Memories](#) on page 60).

As supervisor, you can create, edit/modify or delete a Job Memory.

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

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

Standard job memory

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

Batch settings	ERA slogan Slogan Date mode Rate
Account setting	Account number if any

Managing Job Memories

How to Create a Job Memory

To create a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **Job memory management**

The current list of job memories is displayed in the Job memories screen.


2. Select a line named None in the list.
3. Press **[OK]** to create a new job memory.
4. Enter the name of the new job memory, then press **[OK]**.
5. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.


6. Repeat the previous step until the system displays the name of the new job memory in the list.
7. You can modify any preference by using the **Edit/Del** function (see [How to Edit / Modify a Job Memory](#) on page 145).

How to Edit / Modify a Job Memory

To edit or modify a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):


Press  and select the path: **Impression memory**

2. Select a job memory from the list displayed on the screen.
3. Press **[OK]** to validate.
4. Select the menu path **Edit**.
The Job memory modification screen is displayed.
5. Use the arrows to select the preferences, then press **[OK]** to modify the parameters.
6. Press  to finish.

How to Delete a Job Memory

To delete a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: **Impression memory**

2. Select a job memory from the list of saved job memories.
 3. Press **[OK]** to validate.
 4. Select the menu path Delete.
 5. Press **[OK]** to confirm to delete the job memory.
-

8.11 Connection Settings

Connection to the Postal Services or Online Services

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

- An Internet access through a high speed LAN (Local Area Network).

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



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

See also

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

How to Set the Postal/Online Services Connection

To set the postal/Online Services connection:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: **> Communication settings > Type of connection**

The Server Access screen is displayed.



If you did not have the LAN plugged into the system, you will get a warning message. Please follow the message: check your communication cable or device and press OK.

2. To use:
 - The LAN, select LAN and press **[OK]**.
3. For LAN settings, see [How to Set LAN \(High-speed Internet\) Parameters](#) on page 147.

See also

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

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. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Communication Settings > LAN settings**

The LAN configuration menu is displayed.

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

8.12 Time and Date Management

Daylight Savings Time Transitions

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

- As a user: [How to Unlock the PSD](#) on page 69
- As supervisor: [How to Check/Adjust the Machine Time and Date](#) on page 148.

Time and Date Setup

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

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

See also

- [Automatic Date Advance](#) on page 142.




To check the time and date, make sure the connection to the Postal Services is available. See [How to Set the Postal/Online Services Connection](#) on page 146.

How to Check/Adjust the Machine Time and Date

To check the current time and date:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Machine Settings** > **Date and Time**



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

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

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

9 Options and Updates

This section describes how you can upgrade your system by adding optional functions and elements of imprint such as latest postal rates, additional ERAs or slogans.

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9.1 Options and Updates Process

You can update your Mailing System by:

- Adding new options, such as Differential Weighing or increasing the maximum number of accounts
- Update postal Rates
- Downloading custom Slogans or ERAs



To update your Mailing System's operating system, see [Online Services](#) on page 109.

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

How to Access the Options and Updates Menu

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **Options and Updates**

The Options and Updates menu is displayed.

```
Options and Updates
1. Options list
2. Update ERA Slogans
3. Update Slogan
4. Rate Management
```

9.2 Using the Mailbox

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

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

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

How to Read Messages (as a User)

1. As a user:

Press **MENU** and select the path: **Mailbox**

The Mailbox screen is displayed.

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

How to Read Messages (as Supervisor)

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **Mailbox**

The Mailbox screen is displayed.

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

How to Delete Messages (as a User)

1. As a user:

Press **MENU** and select the path: **Mailbox**

The Mailbox screen is displayed.

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

How to Delete Messages (as Supervisor)

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **Mailbox**

The Mailbox screen is displayed.

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

9.3 Managing Options

Consulting the Option List

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

You can also display details for each option.



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

How to Display the Options

9

To display the option list:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122) either:

Press **MENU** and select the path: **> Options and Updates > Option List**

The Options list screen is displayed.

```
Options list
Updates?
1  Acc - 25
2  Weighing capacit...
3  DW capacity - 500...
```

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

Activating New Options

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



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

How to Load New Options

To activate an option that is ready for downloading on the Online Services server:

1. Check that your Mailing System is connected to a network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 146).
 2. Select Check for updates. It will trigger a call to the Online Services server.
 3. After the call, you can display installed options. See [How to Display the Options](#) on page 154.
-

9.4 Managing Slogans

The Slogans are graphical slogans you can add on the left hand side of the indicia printed on mail pieces.



Slogans include BM (Business Mail) licence plates.
• **To select a BM**, select the corresponding slogan.

In supervisor mode, you can:

- Display the list of slogans
 - Rename or delete slogans from the list
- Download new slogans.



The available slogans are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server (as user). See [How to Load New Options](#) on page 155.

9

Managing Slogans

See also

- Selecting a slogan to print: [How to Add \(or Cancel\) a slogan on the imprint](#) on page 58

Displaying the List of Slogans

The list of slogans includes the slogans that are installed in the Mailing System and indicates with a check mark ✓ the activated default slogan.

See also

- [How to Change the Default Slogan](#) on page 141.

How to Display the List of Slogans

To display the list of slogans:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Option and Updates > Update slogan**

The list of slogans is displayed in the Slogan management screen.

Modifying the List of Slogans

The procedure below allows you to change the menu name of a slogan or to remove a slogan from the list.

How to Modify or Delete a Slogan

To modify or delete a slogan:

1. Display the list of slogans (see [How to Display the List of Slogans](#) on page 157).
2. Select the slogan and select **> Edit / Del..**

The Slogan setting menu is displayed.

To change the name of the slogan:

1. Select **Edit**.
2. Change the slogan name using the keypad and press **[OK]**.

The system updates the slogan list.

To delete the slogan:

1. Select **Delete**.
2. Press **[OK]** to confirm deletion.

The system updates the slogan list.

Downloading New Slogans

The procedure below allows you to download new slogans.

How to Download New Slogans

To download new slogans:

1. Display the list of slogans (see [How to Display the List of Slogans](#) on page 157).
2. Select **> Check for updates** and press **[OK]**.

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

9.5 Managing ERAs

The ERAs are pictures you can include on the left hand side of the imprint printed on mail pieces.

ERA management is identical to Slogan management ([Managing Slogans](#) on page 156).

In supervisor mode, you can:

- Load ERAs.
- Rename ERAs
- Delete ERAs.



To add (load) ERAs, contact your Customer Service. The available ERAs are automatically downloaded into your franking machine by connecting to the Online Services server. See [Activating New Options](#) on page 155.

See also

- To set the default ERA printed on mail pieces, see [How to Change the Default ERA](#) on page 141 in section [Imprint Default Settings](#) on page 140.

Displaying the ERA List

You can display the list of ERAs installed in the franking machine.


In the list, a mark indicates the ERA that is printed by default, if any. If None is ticked, no ERA is printed by default.

Users can change the current ERA during their work session.

How to Display the List of ERAs

To display the list of ERAs:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the menu path: **> Option and Updates > Update ERAs**

The list of ERAs is displayed.

Modifying ERAs

The procedure below allows you to change the name of an ERA or to remove an ERA from the franking machine.

How to Modify (or Delete) an ERA

To modify (or delete) an ERA:

1. Display the list of ERAs (see [How to Display the List of ERAs](#) on page 159).
2. Select an ERA and select **> Edit / Del..**
The Edit ERA menu is displayed.

To change the name of the ERA:

1. Select **Edit**.
2. Change the ERA name using the keypad and press **[OK]**.
The system updates the ERA list.

To delete the ERA:

1. Select **Delete**.
 2. Confirm deletion.
The system updates the ERA list.
-

9.6 Managing Postal Rates

Your Mailing System uses **rate tables** to calculate postage amounts.

In supervisor mode, you can:

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



New **rate tables are automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user. See [How to Load New Options](#) on page 155.

See also

- [Options and Updates](#) on page 149.

Displaying Rate Tables

The rate tables display all available rate tables that are currently installed in your Mailing System and indicates with a check mark ✓ the active rate table.



Rate tables will automatically become active on their effective date.

How to Check your Rate Updates

To display the list of rate tables:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Options and Updates > Rate management**

The list of rate tables is displayed in the Rate management screen. The tables are identified by the effective date of the rate.

Downloading New Postal Rates

The procedure below allows you to download new rate tables.

How to Download New Postal Rates

To download new rates:

1. Display the list of rate tables (see [How to Check your Rate Updates](#) on page 161 above).
2. Select **> Check for updates** and press **[OK]**.

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

10 Maintaining your Mailing System

This section contains important information about the maintenance of your Mailing System in order to keep it in good condition.

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	How to Implement Wiper Process	170
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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 ink that has been tested and approved by the postal service.

The ink cartridge uses ink jet technology. It requires the print head nozzles to be cleaned regularly to provide a good printing quality. The system performs cleaning automatically or on your request. You can also clean the heads manually if the automatic cleaning is not sufficient.

The ink cartridge contains two print heads that have to be aligned.



If you observe poor print quality (streaked, too light, blurred, etc.), see [Cleaning the Print Heads](#) on page 169.

Ink Cartridge Maintenance

This section explains how to:

- Check the ink level in the cartridge
- Align the print heads
- Do an automatic cleaning of the print heads
- Clean the print heads manually
- Change the ink cartridge



The term 'Print Headset' is also used to refer to the Ink Cartridge.

Displaying Ink Level and Cartridge Data

You can display the ink level and other cartridge data, such as:

- Ink consumed in percent
- Ink colour
- 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 (as a User)

To display the ink cartridge data:

1. As a user:

Press **MENU** and select the path: **> Cartridge > Ink information**

The Ink information screen is displayed.

Ink information	
Consumed	0 %
Colour	Blue
State	Installed
First used date	03.12.14

How to Display Ink Level and Cartridge Data (as Supervisor)

To display the Ink Level and the Cartridge Data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Maintenance** > **Cartridge** > **Ink information**

The Ink information screen is displayed.

Setting the Headset Alignment

Aligning the print heads is required if there is an alignment issue between the top and the bottom of the imprints.



Your Mailing System requires the heads to be aligned after each cartridge change.

How to Align the Print Heads

10

To align the print heads:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: **> Maintenance > Ink Cartridge > Headset alignment**

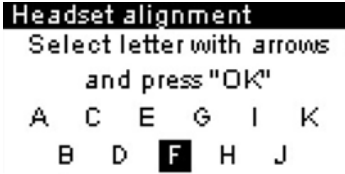
The Set headset alignment screen is displayed.


2. Press **[OK]** and put a piece of paper in the mail transport.

The system prints a test pattern.



3. Check the printed pattern and use the **up/down** keys to select the letter that corresponds to the straightest and complete vertical line.



4. Press **[OK]** to validate.
5. Repeat the previous step until lines **F** are aligned.
6. Press  to exit.

Cleaning the Print Heads


If the printing on envelopes looks unclear or dirty, clean the headset to restore the print quality.

If the headset has to be cleaned too often, change the automatic cleaning interval as indicated.

How to Clean the Print Heads Automatically (as a User)

To clean the print heads automatically:

1. As a user:

Press  and select the path: **> Cartridge > Cleaning Process**

The cleaning starts automatically.

How to Clean the Print Heads Automatically (as Supervisor)

To clean the print heads automatically:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Maintenance** > **Cartridge** > **Cleaning process**

The cleaning starts automatically.

Wiper Process

How to Implement Wiper Process

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press **MENU** and select the path: > **Maintenance** > **Cartridge** > **Wiper Process**

2. Open the top cover and remove the headset (see [How to Change the Ink Cartridge](#) on page 172).
 3. Press **[OK]** twice to start the carriage motor.
 4. Check wiper and clean if necessary, then press **[OK]**.
 5. Re-install the headset and check it is back in replacement position.
 6. Close the top cover and press **[OK]**.
-

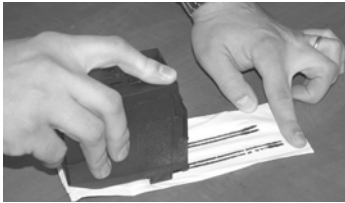
Manual Cleaning

If automatic cleaning is not sufficient, you can clean the printing heads manually.

How to Clean the Print Heads Manually

To clean the print heads manually:

1. Open the base cover.
2. Remove the ink cartridge (see [How to Change the Ink Cartridge](#) on page 172).
3. Clean the heads with a soft damp cloth.



4. Put the cartridge back in place.
Close the base cover.

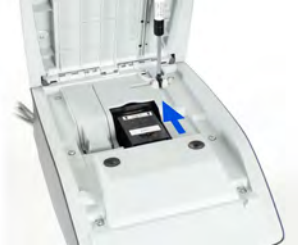
Changing the Ink Cartridge



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

Changing 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 front of the ink cartridge to disengage it.



3. Lift out the old ink cartridge.

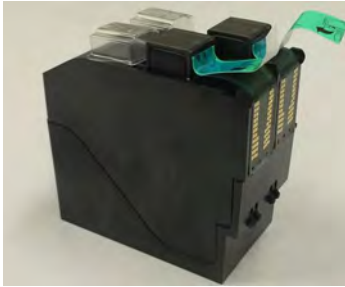
10

Maintaining your Mailing System

4. Remove the two plastic caps on the new ink cartridge.



The caps are removed.



5. Remove the protective strips from the new ink cartridge.



6. Insert the new ink cartridge, and then press it backwards until you hear the click.



7. Close the cover.
The print head alignment process will start automatically.
-

10.2 Filling the Moistener (Option)

The hand-feed table uses water for sealing envelopes if a moistener is installed.

When the system is out of water, the mailing process can continue but the envelopes are not sealed properly.

How to Fill the Moistener

To add water to the moistener.

1. Remove the moistener from the table.



2. Fill the moistener with water up to the limit marks.
 3. Put the moistener back into place.
-

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

- Cleaning the Mailing System sensors on the mail path.

Cleaning Mail Path Sensors

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

Cleaning the Mail Path Sensors

To clean the mail path sensors:

1. Use a damp cloth or 70° alcohol on a cotton applicator.
 2. Allow the parts to dry and close all covers and assemblies.
-

11 Troubleshooting

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

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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">• Mail piece is too thick.• Mail size is incorrect.	<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 Mail Specifications on page 187.

How to Clear Mail Jammed in the Base

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



2. Using your other hand, remove the jammed envelopes.
3. Release the jam release handle to put the transport belt and wheels back in position.

11.2 Weighing Problems

The Weighing Device does not Weigh Properly

If the Base does not display a correct weight, complete the following actions to correct the problem.



Display -- g indicates a weighing error. When this weighing error occurs on the home screen, the Standard Weighing mode is automatically selected if the Automatic Weight Detection is activated, see [How to Activate the Automatic Weight Detection on the WP](#) on page 134.

You have to check the weighing device as follows.

Possible causes	Actions
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: <ul style="list-style-type: none">• Away from any door• Away from any fan
Something is touching or laying on the Weighing Platform.	Clear the weighing zone and re-zero the Weighing Platform (see Weighing Settings on page 133).
The Weighing Platform zero is not correct.	See the weighing platform zeroing procedures in Weighing Settings on page 133.



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

11.3 Diagnostics and System Data

Diagnostics allow you to find the root cause of an issue or a breakdown that may occur during the life of your Mailing System.

The system performs tests automatically to diagnose the problem and generate corresponding reports.

The System Data gives data about the status of the system and the errors that have occurred.

Diagnostics


In supervisor mode, you can gain access to all the diagnostic data listed below:

No.	Diagnostic	Comments
1	Ping Server	Sends a message to a server (if connected) to check the line.
2	Sensors Status	Reports the status ([0] or [1]) of the sensors below: <ul style="list-style-type: none">• Top doc• Start print• Cover• Carriage
3	Display	The screen displays, successively, a black bar without text, then a text (Example: DELTA1).
4	Keypad	Displays "Key OK" if the test is correct
5	USB ports	Checks the two USB ports (need USB keys).
6	Serial Connection	Checks the serial port.
7	Ping Tool	Checks LAN address.
8	IP Configuration Checker	Checks LAN connection.

How to Access Diagnostic Data

To gain access to a diagnostic data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Maintenance** > **Diagnostics**

2. The system requires you press **[OK]** to start the diagnostic tests, then displays the list of tests.
 3. Select a test from the list displayed on the screen.
-

System Data

In supervisor mode, you have access to:

- The Software Data (PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant).
- The Hardware (system) Data (P/N of the base and the PSD).
- The list of the errors occurred in the machine (Base errors, PSD errors and Server connection history).
- The data of the machine counters.

How to Display Software Data

To display Software Data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Maintenance** > **System info** > **Software information**

2. The system software data appears on the screen.
-

How to Display Hardware Data

To display hardware data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Maintenance** > **System info** > **Hardware information**

2. The system hardware data appears on the screen.
-

How to Display the Error Lists

To display the error lists:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and select the path: > **Maintenance** > **System info** > **Error list**

2. Select the **Base errors** list or the **PSD errors** list or **Server connection history**
 3. Press **[OK]** to validate.
 4. The system displays the selected list in a table, for each error:
 - The Error / Error code
 - The Date when the Error occurred.
 - The Cycles count when the error occurred.
 - The Description
 - The Category
 5. Note the Code and refer to your customer service.
-

How to Display the Machine Counters

To display the data of the machine counters:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 122):

Press  and 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.

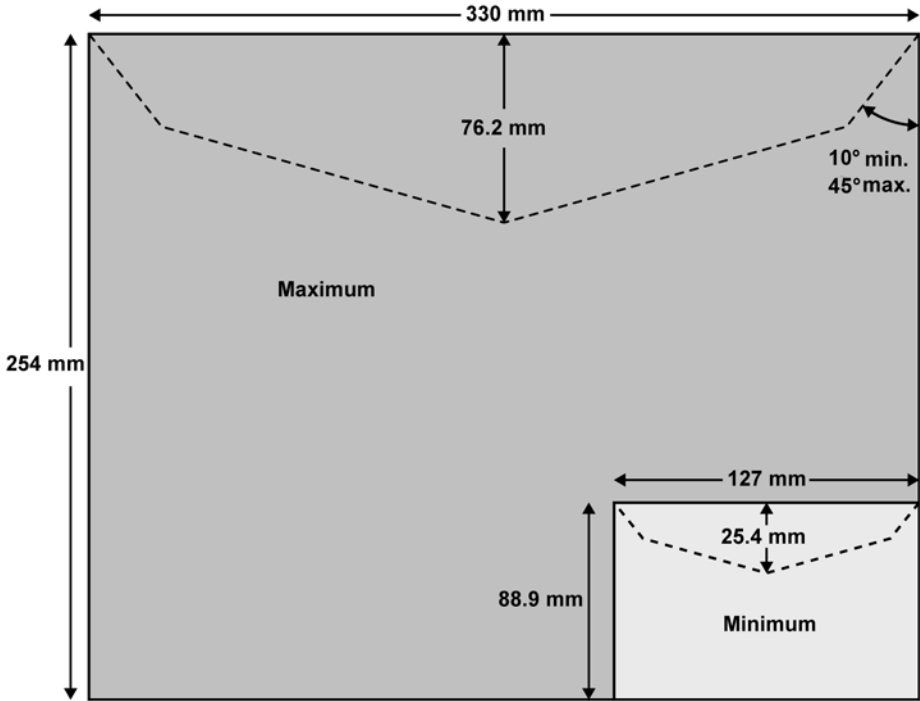
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12.1 Mail Specifications

Envelope Dimensions

Your Mailing System can handle the envelope & flap sizes as illustrated below (note: the illustration is not to scale).

- Dimensions in mm:



Minimum Envelope Thickness

Minimum envelope thickness is 0,2 mm.

With the Hand-Feed table

Envelope Weight

Min	3 g
Max	750 g

Envelope Thickness

Max	10 mm
------------	-------

12.2 Recommended Operating Conditions

Temperature and Relative Humidity

Your Mailing System should only be operated in the following conditions:

Temperature range	Ambient temperature: +10°C - +40°C.
Relative humidity	80% max. without condensation.

Weighing accuracy



To obtain the best weighing results, use a solid and steady table:

- Away from any doors
- Away from any fan

12.3 General Mailing Systems Specifications

Dimensions

(Width x Length x Height)

- Base: 250 x 375 x 260
- Feed Table : 104 x 218 x 99

Weight

- Base: 10.6 kg
- Feed table: 0.4 kg

Power

- Frequency: 50 Hz
- Current (full configuration): 1 A
- Power supply: 230 V (+/- 10%) 2 poles with EARTHED circuit (up to standards NFC15-100)

12.4 Operating Specifications

Accounts

The number of accounts is set to 30 by default and can be raised optionally to 100.

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