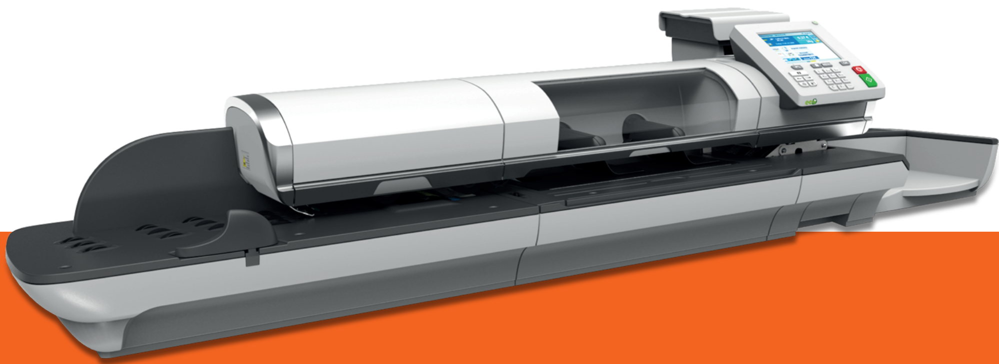
Franking Machine

Fn Series 9



User Guide
(English)

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1 Read this First

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

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1.2 Safety Requirements 6

How to Disconnect your Mailing System 9

1.1 What you will find in this Manual

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.

Symbols

This manual uses the symbols listed below.

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

Glossary

This manual uses the acronyms listed below.

Acronym	Description
ALD	Automatic Label Dispenser
Credit	Postage amount available
ERA	External Return Address
ID	IDentification
LAN	Local Area Network: link between computers
MAS	Mail Accounting Software: allows you to remotely manage mailing accounts and associated reports.

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

1.2 Safety Requirements

Power Connection

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

ENERGY STAR

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

Environmental compliance

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

- 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.

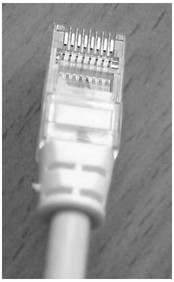
Follow the additional safety precautions below:

- 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 25).

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.

2.1 System Layout 13

2.2 Accessories 16

2.3 Control Panel Features 17

2.4 Connections 20

2.5 Power Management 24

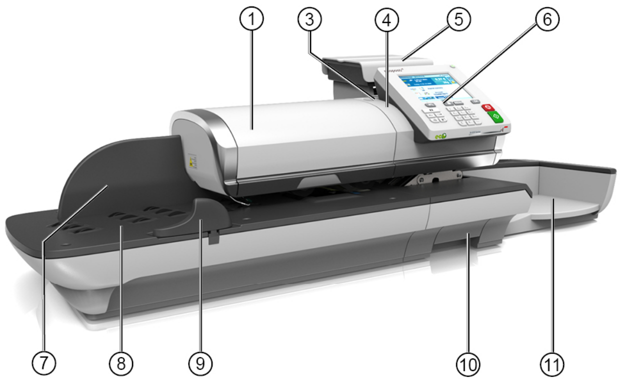
How to Turn the Mailing System to Sleep Mode 25

How to Turn the Mailing System to OFF Mode 25

2.1 System Layout

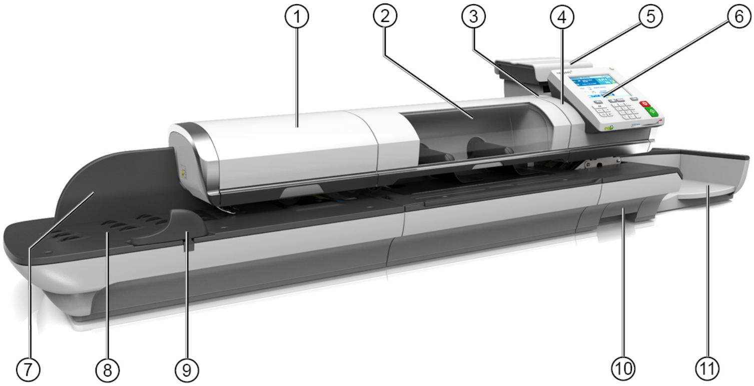
Mailing System overview

Mailing System without dynamic scale



Mixed-Size Feeder	1	Automatically feeds the system with envelopes of different sizes.
Auto Label Dispenser	3	Contains labels to be printed.
System Base	4	Prints envelopes (or labels) and controls the Mailing System.
Weighing Platform	5	Measures the weight of mail pieces.
Control Panel	6	Allows you to control the Mailing System.
Rear Guide-Wall	7	Guides envelopes into the feeder.
Hopper	8	Beginning of mail transport path.
Side Guide	9	Holds large envelopes in place for feeding.
Jam Release Handle	10	Allows you to remove jammed envelopes or labels.
Catch Tray	11	Receives mail pieces after processing.

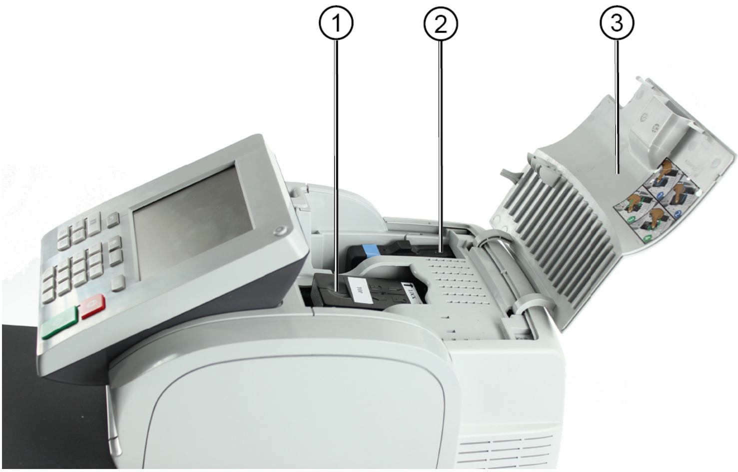
Mailing System with dynamic scale



Mixed-Size Feeder	1	Automatically feeds the system with envelopes of different sizes.
Dynamic Scale	2	Automatically measures the weight and dimensions of mail pieces to dynamically change postage after feeding.
Auto Label Dispenser	3	Contains labels to be printed.
System Base	4	Prints envelopes (or labels) and controls the Mailing System.
Weighing Platform	5	Measures the weight of mail pieces.
Control Panel	6	Allows you to control the Mailing System.
Rear Guide-Wall	7	Guides envelopes into the feeder.
Hopper	8	Beginning of mail transport path.
Side Guide	9	Holds large envelopes in place for feeding.
Jam Release Handle	10	Allows you to remove jammed envelopes or labels.
Catch Tray	11	Receives mail pieces after processing.

Catch Tray	11	Receives mail pieces after processing.
User Guide Receptacle	12	Stores this User Guide.
Label Storage	13	Use this slot to store labels horizontally.

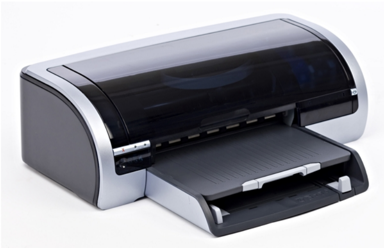
Inside the system base



Ink Cartridge	1	Prints the postal imprint on envelopes.
Postal Security Device (PSD)	2	Postage meter. Stores postage credit and tracks postage usage.
Cover	3	Lift from front to open.

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.

Barcode Scanner (option)

This scanner is used:

- to identify accounts through barcodes

2.3 Control Panel Features

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

Display Areas

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

Account	Displays account currently selected.
Slogan	Indicates that a slogan will be printed when yellow.
Date	Displays the date that will be printed.
ERA	Indicates that an ERA will be printed when yellow.
Job memory	Displays selected job memory when applicable.
Item Counter	Counts the envelopes or labels printed since the last counter reset.
Label Indicator	When displayed, indicates that the Mailing System will print a label.
Mailbox	Indicates unread messages in message box.
Postage	Indicates the amount to be printed on the envelope.
Print Offset	Indicates the printing offset status (imprint position shifting for thick envelopes).
Rate and Services	Indicates the current rate and services selected.
Remaining credit	Displays credit available for postage.
Reset item counter	Resets the item counter to zero. This is the starting point for batch data reports.
Sealing	Switches the sealer on/off and indicates whether the function is activated or not.
Type of imprint	Current type of imprint. Use Imprint configuration short cut to change.
Weighing Mode	Current weighing method.
Weight	Current weight used to calculate postage amount.

Keys and Short cuts

		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.
		SHORT CUT KEYS
Credit		Accesses credit management.
Job memories		Accesses pre-set imprint and account memories. These pre-sets are managed by the supervisor.
Print Labels		Switches to label printing (instead of envelopes).
Rate Selection		Displays the rate selection screen.
Imprint Config-uration		Accesses imprint selection and imprint set up screens.
		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

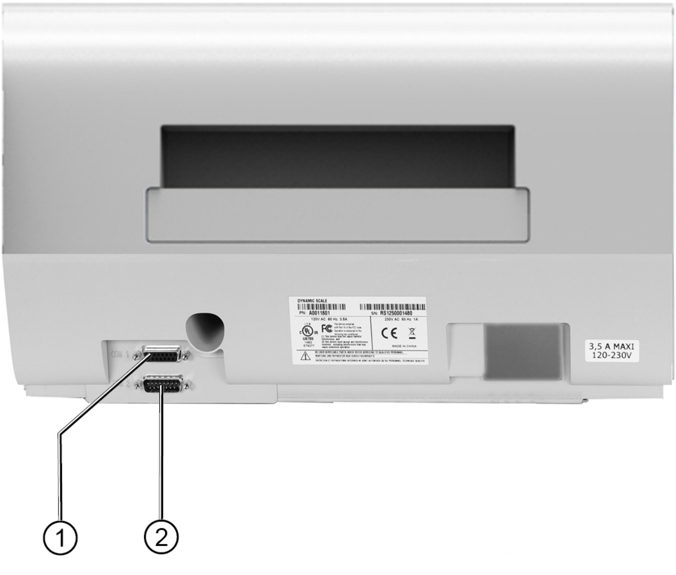
Connectors

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

Base Connectors

Power Connector	1	To wall socket
COM2/3	2	To Weighing Platform(s)
COM1	3	To mixed-size feeder or dynamic scale
LAN Port	4	To Online Services and/or accounting software on a PC
USB Ports	5	To memory device or printer

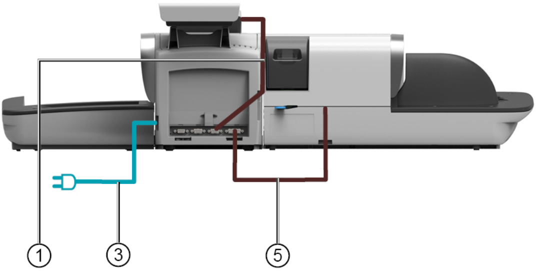
Dynamic Scale Connectors



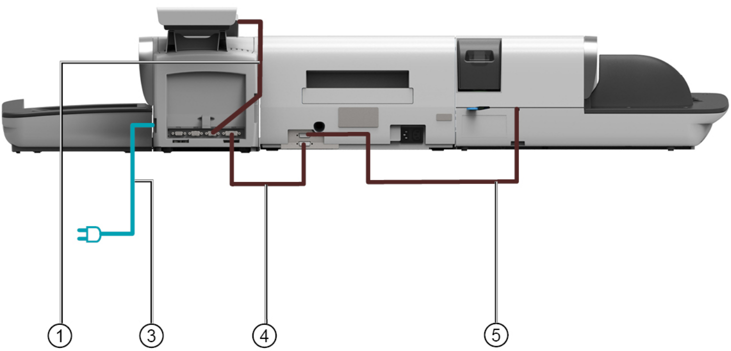
COM1	①	To the Mixed-Size Feeder
COM2	②	To the Mailing System Base

Detail of connections

Without a dynamic scale



With a dynamic scale



COM1 (base)	1	Base (COM2 or COM3) to Weighing Platform
Wall Socket	3	Power Source
COM2/3 (base)	4	Base (COM1) to Dynamic Scale (COM2)
COM1 (dynamic scale)	5	Feeder to dynamic scale

Power connectors

Power connectors are shown in section Connectors on page 20.

2.5 Power Management

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

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 189.

How to Turn the Mailing System to Sleep Mode

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.

3.1 Choosing a Type of Imprint 29

3.2 Preparing and Starting your Work Session 31

How to Sort Mail 32

How to Log in and Start a Work Session 33

How to Change the Current 'Type of Imprint' 35

How to Use the Feeder 37

3.3 Printing [Standard] Mail 39

How to Set Postage for [Standard] Mail 39

How to Process [Standard] Mail 43

How to Set Postage for [Payment Surcharge Entry] Mail 49

How to Process [Payment Surcharge Entry] Mail 51

3.4 Printing [PPI] Mail 52

How to Set Postage for [PPI] Mail 53

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3.5 Printing Incoming Mail with [Received] Mode 60

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3.7 Settings Details 66

How to Change Account 66

How to Select a Rate 68

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How to Change the Weighing Type 75

How to Enter the Weight Manually 76

How to Change the Date 79

How to Add (or Cancel) an ERA on the Imprint 81

How to Add (or Cancel) a slogan on the imprint 82

How to Move the Imprint (Print Offset) 84
How to Use a Job Memory 85
How to Turn the Sealer On/Off 86

3.8 Advanced Operations 88

How to Enable an Emergency Stop 88
How to Reset Batch Counters 89
How to Fill the Automatic Label Dispenser 90

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, imprint memories, label printing, add or check credit 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 39)	• **Rate** • **Weight** • **Date format** • ERA (optional) • Slogan (optional) • Print offset (optional) • Sealing on or off
Enter the postage amount manually	[**Payment Surcharge Entry**]	• **Slogan** • **ERA Slogans** • **Amount**
Sending **Prepaid** mail:	[**PPI**] (Printing PPI Mail on page 52)	• **Pre-paid imprint** • Slogan (optional) • ERA (optional) • Print offset (optional) • Sealing (optional)
Printing 'Received' or the date on incoming mail:	[**Received**] (Printing Incoming Mail with [Received] Mode on page 60)	• **Print date and/or 'Received'** • Print offset (optional) • Print Counter (optional)
Counting by feeding: (using optional feeder)	[**Pass through**] (Running [Pass through] Mail on page 63)	• Counter reset • **Turn sealer off (if installed)**

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 177.

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 31)
- **Logging into the system** to start a work session (Turning On Your System and Starting a Work Session on page 32)
- **Selecting the Type of imprint** that matches each mail batch (Selecting the Type of Imprint on page 35)
- **Checking additional issues** concerning your Mailing System: ink level, credit... (Frequently Asked Questions on page 36)

This section also describes how to use the Mailing System **automatic feeder** (Using the Feeder on page 37).

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

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

How to Sort Mail

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

1. **Mail Type**.

   See table Type of Process and Type of Imprint on page 29

   Outgoing mail with different postage types

   Standard postage

   Pre-paid mail

   Incoming mail

   Mail to count or to **seal only**.
2. Separate envelopes that require sealing from those that do not.
3. **Accounts to allocate costs to** (only if you have to select an account at log in, see Settings Details on page 66).
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 265).
6. Finally, **sort each stack by item size**.

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

Turning On Your System and Starting a 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

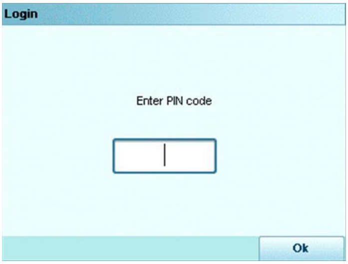
To log in as a user:

1. Press ⏻ to wake-up the system.

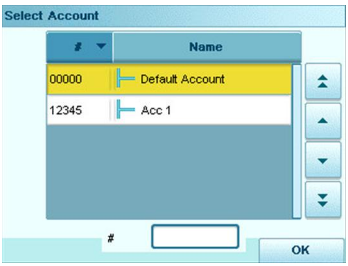
   The system may display one of the following screens:

   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 (tap column headers to switch between number and 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 66.
- To choose security level for accounts and access control as the Supervisor, see Managing Accounts and Assigning Rights on page 101.
- To turn your system on Sleep mode, see How to Turn the Mailing System to Sleep Mode on page 25.

Selecting the Type of Imprint

For each stack of mail you have sorted (see Sorting Mail by Type and Task on page 31), select the type of imprint you need to process your mail as follows:

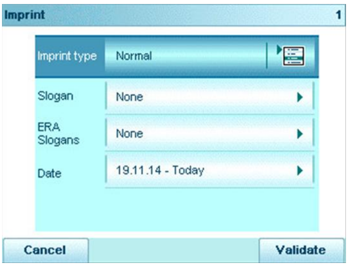
How to Change the Current 'Type of Imprint'

Once you are logged in as user:

1. Either:

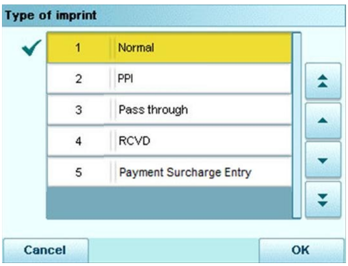
Press or	Press MENU and select: **Customize imprint**

The Customize imprint screen is displayed.



2. Select **> Imprint type**.

The Type of imprint screen is displayed.



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 OK to return to the home screen.

Frequently Asked Questions

System check list:

Question...	Answer
Do I have enough credit?	Look at the credit counter at the bottom of the screen, or: Press and enter **1** to check your credit balance. To add credit, see How to Add Credit to the PSD (Meter) on page 95.
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 146). Select **Reset counter** on the home screen, or See How to Reset Batch Counters on page 89.
Is the sealing/moistening device properly filled? (if installed)	For sealing while printing the envelopes. For sealer-equipped feeders, see How to Fill the Sealer Bottle on page 243.
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 195.
Are labels in place in the ALD? (if you plan to print on label)	See How to Fill the Automatic Label Dispenser on page 90.
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 234.

You can be warned when the available credit gets below a pre-set value (see How to Set the Low-Credit Threshold on page 190).

Using the Feeder

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

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

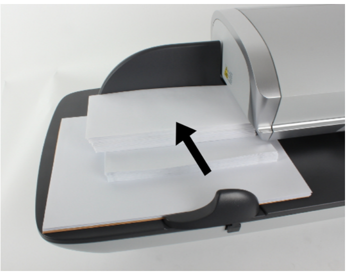
Each stack may mix envelopes of different thickness and size.

How to Use the Feeder

Feeding a stack of mail pieces:

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

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



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

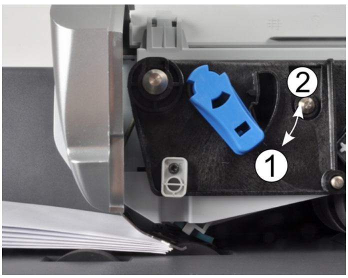
	Envelopes flaps must be closed, not nested.

	Do not try to seal self-adhesive envelopes.

Thickness Setting:

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

1. Open Feeder Cover.
2. Change lever position:



- **1** for thin envelopes
- **2** for thick envelopes.

3. Close the Feeder Cover.

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 29.

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 31.

How to Set Postage for [Standard] Mail

Required settings:

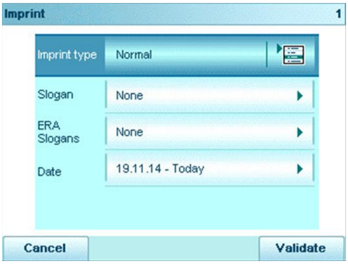
1. **Make sure you are on the home screen of the [Standard] type of imprint.**
The type of imprint is indicated at the top of the home screen as illustrated below.

3

Processing Mail

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

   Press to access the Customize imprint screen:



To change the type of imprint, select Imprint type and then select [**Standard**] in the Type of imprint screen. For more details, see How to Change the Current 'Type of Imprint' on page 35.

To select an option in the screen: Tap the related zone on the screen.

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 82.

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 81.

Check or change the Date:

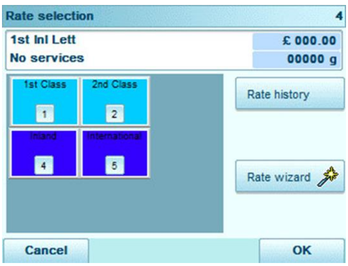
> After 5pm, the mailing system automatically advances the postage date to the next day. When the notification screen pops up, please press Yes to confirm.

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 79.

Press  to return to the home screen.

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

Press  to open the Rate selection screen.



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

Select **Rate History** to choose a recently selected rate.

Select **Rate wizard** to choose rate options in lists.

For more details, see Selecting a Rate on page 68.

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 a weighing platform or the dynamic scale (if installed) to save time: see Choosing a Weighing Type on page 72.

   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 75.

> If the WP automatic selection is activated (see Weighing Platform Automatic Selection on page 193), 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 following 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 84.
2. **Seal envelopes using the feeder sealer**: see Using the Sealing Function on page 86.

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 85.

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 66.

How to Process [Standard] Mail

In mode Standard Weighing ( ):

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

1. Put the mail piece on the Weighing Platform.

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

2. Press . The system motors start running.

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

If a mail piece is bigger than mail path maximum thickness, press to print a label. The label is printed. To know the maximum thickness, see Mail Specifications on page 265.

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

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

If you want to print several identical labels:

1. Press and enter the number of labels.

   Make sure there is enough labels are available in the label dispenser (see Filling the Label Dispenser on page 90).

2. Press to print the labels.

In optional mode Differential Weighing ():

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

1. Place the stack of mail to process on the Weighing Platform, then follow the instructions on the screen or the steps below.
2. Withdraw the first mail piece from the top of the stack. The Mailing System displays weight and postage on the home screen and starts motors automatically.

3. To print the imprint, insert the mail piece into the base against the rear-guide wall, with the side to be printed facing upwards.

If a mail piece is bigger than mail path maximum thickness, press to print a label. The label is printed. To know the maximum thickness, see Mail Specifications on page 265.

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

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

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.

In optional mode Differential Weighing Automatic Label ( ):

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

1. Place the stack of mail you to process on the weighing platform, and then follow the instructions on the screen or the steps below.

2. Withdraw the first mail piece from the top of the stack. The Mailing System displays weight and postage on the home screen, starts motors and prints the label automatically.

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

3. Repeat the previous step 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.

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

In optional mode Dynamic weighing ():

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

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

   For more details, see Using the Feeder on page 37.

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

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

In optional mode Dynamic Weighing Batch Mode ():

1. Place the mail pieces stack to process on the hopper.

   For more details, see Using the Feeder on page 37.

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

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

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

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

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

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

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

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

> If a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see Mail Specifications on page 265.

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

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

To print several identical labels:

1. Press and enter the number of labels.

   Make sure the labels are available in the label dispenser (see Filling the Label Dispenser on page 90).

2. Press to print the labels.

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 39, 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 31.

How to Set Postage for [Payment Surcharge Entry] 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 type **1** to access the Imprint screen:

To change the type of imprint:

- Select the Imprint Type line.
- 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 82.

   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 81.

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

   - Select Amount.

     The Payment Surcharge Entry screen appears.

   - 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 79.

Press  to return to the home screen.

The Manual Home screen appears:

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 49.

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 (or label) 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 a mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 265), you may print on a label instead.

3.4 Printing [PPI] Mail

Please contact your Customer Service when you use this feature.

In Printing [PPI] Mail Section

This section describes the parameter settings and mail handling sequences for the mail processes that use the [**PPI**] type of imprint (Available on special request only).

See also

- To choose the type of imprint to use for each type of mail, see Choosing a Type of Imprint on page 29.

Setting [PPI] Mail

The procedure below outlines steps required to process mail.

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

Make sure you have already completed the preparation steps mentioned in Preparing and Starting your Work Session on page 31.

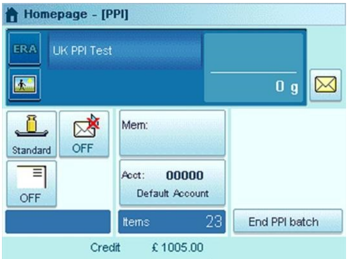
How to Set Postage for [PPI] Mail

Required settings:

1. **Check that you are in the [PPI] type of imprint.**

   If not, see section Selecting the Type of Imprint on page 35.

   The type of imprint is indicated at the top of the home screen:

2. **Press**  to access the imprint configuration menu.

3. **Select the PPI** to use.

   See Selecting a Pre-Paid Imprint (PPI) on page 70.

4. **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 a weighing platform or the dynamic scale (if installed) to save time: see Choosing a Weighing Type on page 72.

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

   For more details, see How to Change the Weighing Type on page 75.

You can also apply the optional setting(s): You can add a slogan to the imprint, shift the imprint position on envelopes with a steep edge (print offset), or activate sealing to close envelopes. To do so:

1. See Configuring the Imprint on page 77.
2. See Using the Sealing Function on page 86.

Setting a job memory for [PPI] Mail

To set the imprint quickly, consider using **job memories**. The imprint memories store imprint characteristics together with rates and, if active, charged account. See Using Job Memories on page 85.

Processing [PPI] Mail

To run mail, follow the procedure below after you have completed the sequence in How to Set Postage for [PPI] Mail on page 53.

How to Process [PPI] Mail

In Standard weighing mode ( ):

From the [**PPI**] 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, side to be printed facing upwards.

If mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 265), press before you press to print a label. The label is printed at once.

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

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

Otherwise, if you want to print several identical labels:

1. Press and enter the number of labels.

   Make sure the labels are available in the label dispenser (see Filling the Label Dispenser on page 90).

2. Press to print the labels.

In Differential weighing mode ():

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

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

If mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 265), press before you press to print a label. The label is printed at once.

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

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

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

   To quit the process at any time, press .

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

In Differential weighing auto-tape mode ():

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

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

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

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

   To quit the process at any time, press .

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

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

In Dynamic weighing mode ( ):

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

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

   For more details, see Using the Feeder on page 37.

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

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

In Dynamic weighing batch-mode mode ( ):

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

   For more details, see Using the Feeder on page 37.

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

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

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

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

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

In other modes (Manual weight entry , No weight source):

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

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.

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

> If mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 265), press [label button] before you press [start button] to print a label. The label is printed at once.

Otherwise, if you want to print several identical labels:

1. Press [label button] and enter the number of labels.

   Make sure the labels are available in the label dispenser (see Filling the Label Dispenser on page 90).

2. Press [start button] to print the labels.

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

3.5 Printing Incoming Mail with [Received] Mode

In [Received] Mode Section

This section describes how to use the [**Received**] type of 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 29.

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.

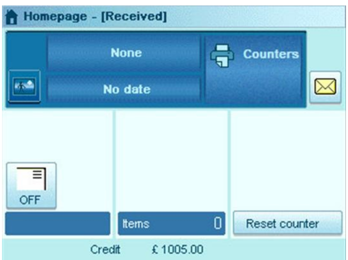
Make sure you have completed the preparation steps mentioned in Preparing and Starting your Work Session on page 31.

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:

To change the type of imprint, select Imprint type and then select [**Received**] in the Type of imprint screen. For more details, see How to Change the Current 'Type of Imprint' on page 35.

Additionally, you can:

- Activate or deactivate printing the date.
- Activate or deactivate printing '**Received**'.
- Select the option to change. The buttons indicate the current status of the options. The screen indicates the current status of the options.
- Press OK 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 84.

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 60.

How to Process [Received] Mail

On the [Received] home screen:

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

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

3.6 Running [Pass Through] Mail

In Running [Pass Through] Section

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

- Sealing envelopes using the auto-feeder sealer (if installed).
- 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 29.

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.

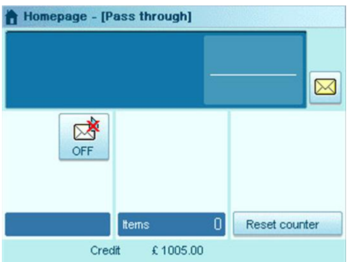
> Make sure you have completed the preparation steps mentioned in Preparing and Starting your Work Session on page 31.

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.**

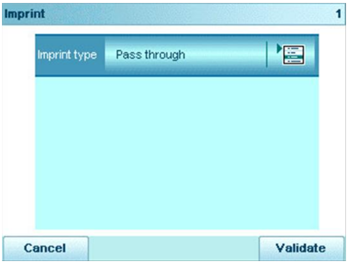
   The type of imprint is indicated at the top of the home screen as illustrated.



3 Processing Mail

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

Press to access the imprint screen:



To change the type of imprint, select Imprint type and then select [**Pass through**] in the Type of imprint screen. For more details, see How to Change the Current 'Type of Imprint' on page 35.

3. Press OK to return to the home screen.

If you want to seal envelopes without printing you must turn the sealer lever on: see Using the Sealing Function on page 86.

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 mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see How to Use the Feeder on page 37).

3.7 Settings Details

Changing the Current Account

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

How to Change Account

To change accounts:

1. As a user:

Tap the **Account** zone on the screen

or

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 the selected account is automatically accepted.

3. Press  to return to the home screen. The current account number is displayed.

Using Bar code Scanner to Change of Account

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

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 49).

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

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

How to Select a Rate

To select a rate:

1. Either:

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

or

Press or Press MENU and select the path: **Rate selection**

The Rate Selection screen is displayed.

2. On that screen, you can:

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

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

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

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

Using the Rate Wizard

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

Rate Wizard screens

- **Selecting a Mail Class**
  - All Rate Mail Classes loaded in the system are displayed in the list.
- **Selecting a Destination**
  - For Domestic Mail Classes, you may be prompted to enter the destination postal or zone code. Use the **[C]** key to delete the existing postal or zone code (if any) and enter the new destination postal or zone code.
  - For International Mail Classes, use the arrow keys to highlight Code.
- **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.

Selecting a Pre-Paid Imprint (PPI if available)

You can select the PPI to use in a list.

When selecting the PPI type of imprint, a default PPI is automatically selected.

See also

- How to Change the Default PPI on page 201.
- Managing Prepaid Imprints (PPI) on page 228.

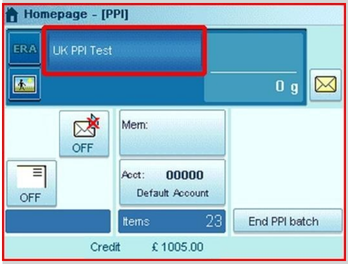
How to Select a PPI

To select a PPI:

1. As a user:
   Check that you are in the [PPI] type of imprint.

   If not, see section Selecting the Type of Imprint on page 35.

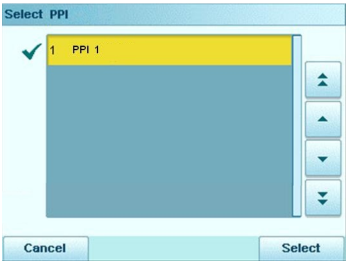
   Tap the **PPI** zone on the home screen

   or

   Press  on the keyboard and then select: **PPI number**.

   The Select PPI screen is displayed.

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

   - Type the PPI number.

   - Select the PPI using the arrows.

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

Choosing a Weighing Type

Depending on the accessories and features on your Mailing System, several weighing methods are available.

You can also enter the weight manually if you know it: see How to Enter the Weight Manually on page 76.

3

Processing Mail

Weighing modes

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

Using the device...	Weighing Platform	Dynamic Scale
For weighing...	**Select method...**	
Items one by one	• Standard Weighing	• Dynamic Weighing
Items having different weights stacked on the Weighing Platform	• Differential Weighing	
Items exceeding the mail-path size specifications	• Standard Weighing • Differential Weighing Automatic Label or • Manual Weight Entry	
Items having different weights stacked on the Feeder Platform		• Dynamic Weighing
Items having the same weight and size stacked on the feeder platform	• Standard Weighing	• Dynamic Weighing Batch Mode

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

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

Details on the Weighing Modes

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

- **Manual Weight Entry**

  In this mode, you enter the weight manually (see How to Enter the Weight Manually on page 76).

- **Standard Weighing**

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

- **Differential Weighing** (optional)

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

- **Differential Weighing Automatic Label** (optional)

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

- **Dynamic Weighing**

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

- **Dynamic Weighing Batch Mode**

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

Changing the Weighing Type

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

See also

- To change the default weighing type in supervisor mode, see How to Change the Default Weighing Type on page 192.
- To change the weighing type according to the type of process you want to run (see Choosing a Weighing Type on page 72), follow the steps outlined below.

How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:

Tap zone **Weighing type** on the screen

or

Press MENU 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.

If you select the option Differential Weighing Automatic tape, make sure the Auto-Label Dispenser is properly filled with labels. See How to Fill the Automatic Label Dispenser on page 90.

Entering Weight Manually

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:

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

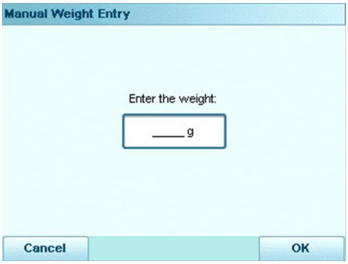
or

Press MENU 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.



> You have to enter a weight that is above the capacity authorized for the WP. You can contact Customer Service to extend WP capacity.

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

4. Press  to return to the home screen.

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

Configuring the Imprint

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

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

See also

- How to Change the Current Type of Imprint on page 35.
- Type of Process and Type of Imprint on page 29.

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 or Omitting the Date

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

> After 5pm, 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:

Tap the **Date** zone on the screen

or

Press  or Press 

and select the path: **Customize imprint**

The Customize imprint screen is displayed.

2. Select **> Date**.

The Date Advance screen is displayed.

3. On the Date Advance screen, you can configure the printed date as follows:

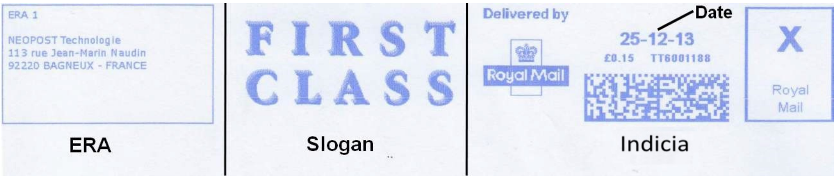
To choose another day, select the corresponding item in the list.

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 an indicia imprint

See also

- The supervisor manages the lists of the available ERAs and Slogans. See Managing ERAs on page 224 and Managing Slogan on page 221.

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

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

1. Either:

Tap the **ERA** zone on the home screen

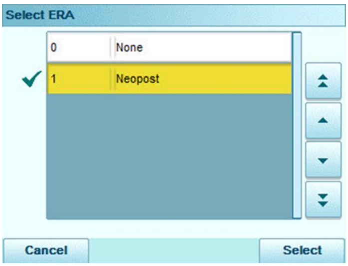
or

Press  or Press 

and select the path: **Customize imprint**

2. Select **> ERA**.

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.

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:

Select the **Slogan** zone on the screen

or

Press or Press MENU and select the path: **Imprint**

2. Select **> Slogan**.

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).

See also

- Managing Slogan on page 221.

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.

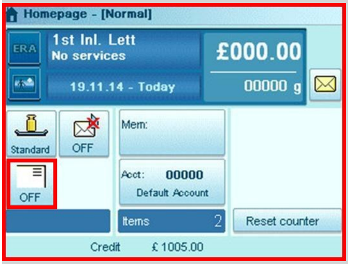
Offset - Imprint printing offset

How to Move the Imprint (Print Offset)

To add an offset to the imprint position:

1. As a user:

Tap the **Offset** zone on the screen

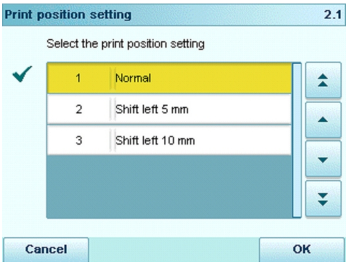


or

Press 

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

The Print offset mode screen is displayed.



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

- No offset (0mm)
- Offset 1 (5mm)
- Offset 2 (10mm)

3. Press  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 205.

How to Use a Job Memory

To use a job memory:

1. Either:

Tap the **Job Memory** zone on the screen

or

Press **Mem** or

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

Mixed-Size Feeder Sealer

You can activate or deactivate the Sealing Function as needed. See How to Turn the Sealer On/Off on page 86.

The **Sealing On** 

/Off 

icon in the Home Screen indicates the current state of the Sealing Function.

Sealer may be active by default. To set the default Sealing Setting, see supervisor setting How to Set the Default Sealing Mode on page 208.

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

How to Turn the Sealer On/Off

To turn sealing on/off:

1. On the Control Panel:

Select the **Sealing** Zone on screen (

/ 

)

or

Press 

and select the path: **> Job settings > Sealing**

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

See also

- To adjust sealing dampness, see How to Adjust the Sealing Water Flow on page 244.

3.8 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 139.

How to Reset Batch Counters

To reset a Counter:

1. On the Home screen display:

Select the **Reset counter** zone

The counter is reset.

or

1. As a user:

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

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

Filling the Label Dispenser

How to Fill the Automatic Label Dispenser

To fill the Label Dispenser:

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

The Label Dispenser can hold up to 40 labels.

4 Money Operations

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

4.1 Overview 93

4.2 Managing Credit 94

How to Check the PSD (Meter) Credit 94

How to Add Credit to the PSD (Meter) 95

4.3 Unlocking the PSD (Postal Inspection) 98

How to Unlock the PSD 98

How to Check the Date of the Next Call 99

4.1 Overview

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 20) and that the connection is properly configured (see Connection Settings on page 209).

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 139.

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.

Remaining credit is continuously displayed at the bottom of the home screen (see Control Panel Features on page 17). You can also use the procedure below.

How to Check the PSD (Meter) Credit

To check available credit:

1. Either:

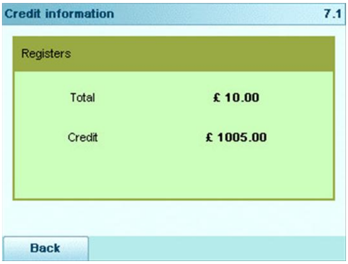
Press or	Press MENU and select the path: **My Credit**

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:

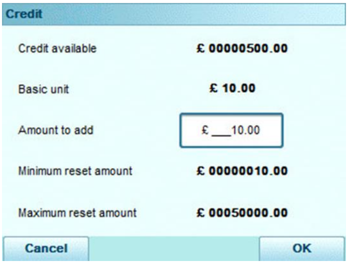
1. Either:

Press  or	Press  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 209).

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 94).

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 191.

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 [coin key] 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

To display the date of the next server call:

1. Either:

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

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.

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5.2 Selecting an 'Account Mode' 105

5.3 Guidelines to Set-up an Account 107

How to Change a Shared PIN Code 108

5.4 Selecting an Account Mode 113

How to Display and Change the Account Mode 113

5.5 Managing Accounts 114

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How to View/Edit a Group or a Subgroup 120

How to Activate / Deactivate a Group 121

How to Delete a Group or a Subgroup 121

How to Create an Account 122

How to View / Edit Account Information 124

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5.6 Managing Operators 129

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How to Modify an Existing Operator 131

How to Assign Accounts to an Operator 133

How to Activate / Deactivate an Operator 134

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5.7 Advanced Reporting Functions 135

How to Activate/Deactivate Budgets and Surcharges 138

How to Modify the Period or Start the Day of Budgets 138

5.1 Accounting and Assigning Rights Overview

Postage Tracking and Access Control

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

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

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

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

The Accounts Function

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

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

Reports can be generated for each account, or groups and subgroups of accounts, depending on how the supervisor has set up their structure. For more information see Reports on page 139.

Accounts from the User's Perspective

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

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

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

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**: single PIN code for all users.
- **Personal PIN Codes**: users enter their PIN code to access the system. In this mode, the operators use only the accounts you allow them to access.

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 103).

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'	'Accounts with Access Control' Remote Account Management *

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

'Account Modes' table

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

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

5 Managing Accounts and Assigning Rights

'Accounts with Access Control'	Tracks postage by Account/Department Controls access to system and to accounts	Type a PIN code to log in Select the account to charge postage
'Remote Account Management'	Postage tracking and access control managed from the PC	(same as modes with accounts listed above)

5.3 Guidelines to Set-up an Account

See also

- Selecting an 'Account Mode' on page 105.

Setting up 'No Accounts'

The 'No Account' mode provides users with unlimited access to the system.

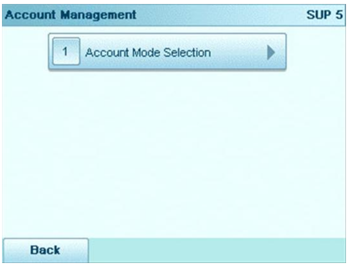
This is the default mode in your Mailing System.

Implementing 'No Account'

- Follow the procedure How to Display and Change the 'Account Mode' on page 113 and select the 'No Account' mode.

'No Accounts' Management Menu

In 'No accounts' mode:



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

Setting up 'No Accounts, with Access Control'

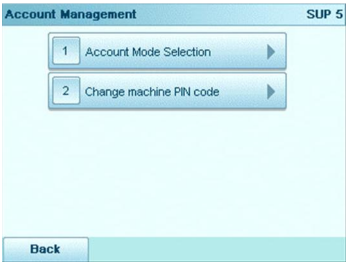
If you want to prevent unauthorized use of the Mailing System and do not want to use accounts, use the “No Account with Access Control” mode. This provides a single PIN code for all authorized users.

Implementing 'No Account with Access Control'

1. Follow the procedure How to Display and Change the 'Account Mode' on page 113 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.



How to Change a Shared PIN Code

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   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.

Implementing the 'Accounts' mode

1. Follow the steps outlined in How to Display and Change the 'Account Mode' on page 113 and select the 'Accounts' Mode.
2. Create accounts as indicated in How to Create an Account on page 122.

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

'Accounts' Mode Management Menu

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

See also

- To add, modify or delete accounts, see Managing Accounts on page 114.

Setting up 'Accounts, with Access control'

In the 'Accounts with PIN Codes' Mode, users must first enter a PIN code and then select an Account. They can change accounts once they have logged in. The supervisor can restrict accounts for each user.

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

Implementing 'Account with Access Control'

1. **Select the 'Accounts with Access Control' mode**: see How to Display and Change the 'Account Mode' on page 113.
2. **Create the group structure** you wish to implement: see How to Create a Group or a Subgroup on page 118.
3. **Create the accounts** you wish to implement: see How to Create an Account on page 122.
4. **Create the Operator PIN codes** you wish to implement: see How to Create an Operator on page 130.

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

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

'Accounts, with Access Control' Management Menu

In Accounts with Access Control mode:

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

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

Setting up 'Remote Account Management'

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

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

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

The application should be set-up by an authorized technician.

Implementing 'Remote Account Management'

To implement the 'Remote Account Management' Feature:

1. **Connect the PC to the Mailing System and start the Account Management Application on the PC**: see the diagram in Connectors on page 20 and the PC application user guide.
2. **On the Mailing System, activate the mode 'Remote Account Management'**: see How to Display and Change the 'Account Mode' on page 113.
3. **From the PC application, configure the required accounts and operators**: see the PC application user guide.

> If operators or accounts are already created on the Mailing System they will be deleted when switching to 'Remote Account Management' mode.

5.4 Selecting an Account Mode

See also

- Guidelines to Set-up an Account on page 107.

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 180):

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

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

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

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

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

5.5 Managing Accounts

Selecting an Account Mode

You can manage accounts in the following account modes:

- 'Accounts'
- 'Accounts with Access Control'

Before creating accounts, see Setting up Accounts on page 109 or Setting up Accounts with Access Control on page 110.

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

Creating an Account Structure

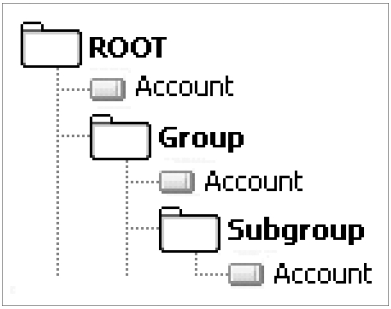
In supervisor mode, you can create an account structure that includes:

- Accounts
- Groups and subgroups of accounts

The groups and subgroups:

- Simplify the management of the accounts
- Allow you to issue consolidated reports on group activity, as groups and subgroups total in reports the consumption of the accounts they include (see Account Data on page 153)

Accounts can be created at 3 levels: in the 'ROOT', in a Group, or in a Subgroup.



By default, the system creates the accounts in the Root.

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

Account Information

Number of accounts

The number of accounts you can create is set to **10** by default and can be increased to **500** if required.

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

Account summary

Account Item	Format	Description
Number	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.
Folder	Name of a group, subgroup or Root	The group that contains the account: may be Root or the name of a group or subgroup (see Group Settings on page 117).

Naming limitation

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

Additional information

See also

- About changing the maximum number of accounts, see Account level on page 175.
- Printing the current account list: Account Report on page 153.

> The **Budget and Surcharge** settings are only available when the Advanced Reporting option is activated. See Budget and Surcharge Preferences on page 136.

Group Settings

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

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

Folder	Name of a Group or Root	Name of the Parent Group: • For a Group: Root • For a Subgroup: a Group Name

Group Management

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

See also

- Group Settings on page 117.

Creating groups

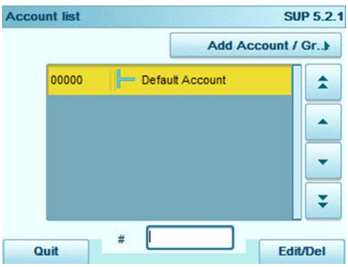
How to Create a Group or a Subgroup

To create a group or a subgroup:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

The Account list screen is displayed.



2. Select **> Add Acct/Group**.

3. Select **Add Group**.

   The Add group window appears.

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

   The Group creation summary Screen is displayed.

8. Press **[OK]** to create this group.

Editing Groups

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

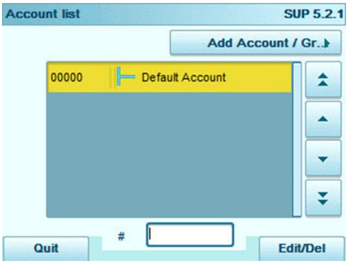
How to View/Edit a Group or a Subgroup

To view or edit a Group or a Subgroup:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

   The Account list screen is displayed.



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

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

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

   The Group management Screen is displayed.

4. Select **Edit / Modify**.
5. Change the settings as necessary and press **[OK]**.

   The Group modification summary screen is displayed.

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

Activating Groups

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

How to Activate / Deactivate a Group

To activate or deactivate a Group:

1. Follow the procedure How to View/Edit a Group or a Subgroup on page 120 to edit the Group.
2. Change the status setting (the button displays the current status: active or inactive) and press **[OK]**.
3. On the Group modification summary screen, press **[OK]**.

Deleting Groups

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

How to Delete a Group or a Subgroup

To delete a Group or a subgroup:

1. Follow the procedure How to View/Edit a Group or a Subgroup on page 120.
2. On the Group management screen, select **Delete** instead of Edit.

   A confirmation message is displayed.
3. Press **[OK]** to delete the account, otherwise press  as many times as necessary to exit.

Account Management

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

You can also import a list of accounts. See Importing/Exporting Account Lists on page 127.

See also

- Account Information on page 116.

Creating Accounts

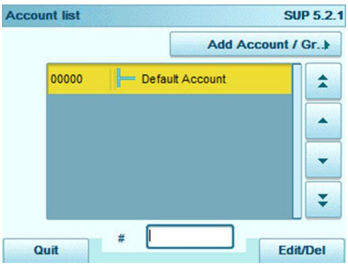
How to Create an Account

To create an account activate the mode 'Accounts'. See How to Display and Change the 'Account Mode' on page 113.

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

   The Account list screen is displayed.



2. Select **Add Acct/Group** and then select **Add account**.

   The Add account screen is displayed.

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

   Press the screen to change fields.

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

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

   The Account creation summary screen is displayed.

> The **Budget and Surcharge** settings are only available when Advanced Reporting option is activated. See Budget and Surcharge Preferences on page 136.

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

> You can also import a list of Accounts. See Importing/Exporting Account Lists on page 127.

Editing Accounts

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

You can also change the account folder.

The account number cannot be edited once it is created.

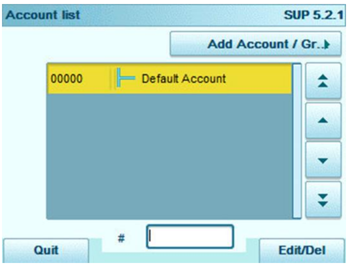
How to View / Edit Account Information

To view or edit an account:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

The Account list screen is displayed.

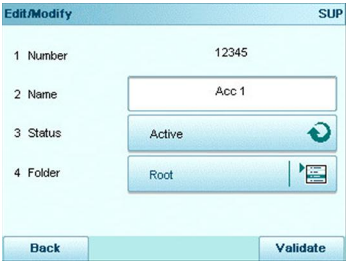


2. Select the account (or type the account number) and press **[OK]**.

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

3. Select **Edit / Modify**.

   The Edit / Modify screen appears.



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

   The Account modification summary screen is displayed.

> The **Budget and Surcharge** parameters are only available when Advanced Reporting option is activated. See Budget and Surcharge Preferences on page 136.

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 124.
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 124.
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.

Exporting an Account List

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

The account list is exported with no group hierarchy.

How to Export an Account List

To export an account list on a USB memory key:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   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 116.

How to Import Accounts

To import accounts from a CSV file:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   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.

5.6 Managing Operators

In Account with Access control Mode and as supervisor, you can create up to 50 'operators' that each correspond to a PIN code (see Accounting and Assigning Rights Overview on page 103).

This section only applies to the Account with Access Control Mode (see Accounting and Assigning Rights Overview on page 103).

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

Operator Options

The following options must be specified when creating operators.

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

Only active accounts are displayed on the User screens.

* User screens never display groups or subgroups.

Operator Management

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

See also

- Operator Options on page 129.
- To print the current list of operators, see Operator List Report on page 158.

Creating Operators

> In order to create an operator you must first set up an 'Accounts, with Access Control' in 'Account Mode Management' Mode.

How to Create an Operator

To create an Operator:

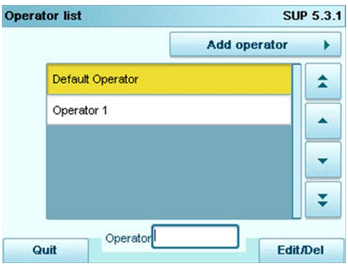
1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

   The Manage Operator screen is displayed.

2. Select **> Operator List**.

   The Operator list screen is displayed.



3. Select **> Add operator**.

   The Add operator screen is displayed.

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

5. In the Account List screens, select the Accounts (or groups/subgroups) that the operator will be allowed to use. You can complete this step later: see How to Assign Accounts to an Operator on page 133.

6. Press **[OK]**.

   The Operator creation summary screen is displayed.

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

Modifying Operators

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

How to Modify an Existing Operator

To modify an existing Operator:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   Press 

and select the path: **> Account Management > Manage Operators**

   The Manage Operator Wizard window opens.

2. Select **> Operator List**.

3. Select the operator and select **Edit / Del.**.

4. Select **Edit / Modify**.

   The Edit / Modify screen is displayed.

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

Assigning Accounts to Operators

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

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

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

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

How to Assign Accounts to an Operator

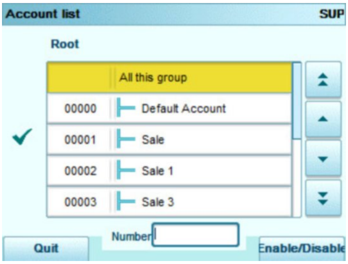
To create/change the list of Accounts an Operator has access to:

1. Follow the procedure How to Modify an Existing Operator on page 131 until the Edit modify screen, and select **Account list**.

   The Account List screen is displayed.

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

   The Account list screen is displayed.



3. You can allocate entire groups or subgroups to the operator: select the group and press **[OK]** (**Enable/Disable**). Repeat until all accounts to be assigned are checked.

4. Press  to return to the Edit / modify screen.

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

Activating Operators

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

How to Activate / Deactivate an Operator

To activate or deactivate an Operator:

1. Perform procedure How to Modify an Existing Operator on page 131.
2. In the operator options, select the line Status to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
3. Once the Operator modification summary screen appears, press **[OK]**.

Deleting Operators

Follow the procedure below in order to delete an operators.

How to Delete an Operator

To delete an Operator:

1. Perform procedure How to Modify an Existing Operator on page 131.
2. Select **Delete** instead of Edit / Modify.

   The Delete confirmation screen is displayed.
3. Press **[OK]** to delete the operator, otherwise press .

5.7 Advanced Reporting Functions

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

Account Management Enhancements

Adding Budgets to Accounts

Each account can be upgraded with the following feature options:

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

Additionally, the Mailing System will:

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

Applying Surcharges to Accounts

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

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

Additional information

To take advantage of the Budget and Surcharge option, Accounts must be enabled in your Mailing System (see Selecting an 'Account Mode' on page 105).

See also

- **Advanced Reporting**: Options and Updates on page 213 to activate the Advanced reporting functions.
- Advanced Reporting Reports on page 164.

Budget and Surcharge Preferences

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

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

Global Preferences

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

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

Budget Preferences

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

Surcharge Preferences

The surcharge preferences are set for each account individually.

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

Setting-up the Budgets and Surcharges

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

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

How to Activate/Deactivate Budgets and Surcharges

1. Display the Account mode management menu.
2. Select **[Budget and Surcharge Mgt]**.

   The Budget and Surcharge Management screen is displayed.
3. Select Budget and Surcharge Mgt to activate/deactivate the function.

   When the box is checked, the budget preferences on the screen become accessible.
4. Select a basic period for budgets: month or year.
5. Enter a starting date for the period, and then press **[OK]**.

   The Mailing System calculates the amount consumed for each account in the period and then displays the Account Mode Management menu.

How to Modify the Period or Start the Day of Budgets

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

6 Reports

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

6.1 **Reports Overview** 141

6.2 **Generating a Report** 144

How to Generate a Report (as a User) 144

How to Generate a Report (as Supervisor) 145

6.3 **Counter Data** 146

6.4 **Postage Data** 148

6.5 **Credit Data** 151

6.6 **Account Data** 153

How to Generate the Account Report 154

How to Generate the Operator List Report 158

6.7 **System Data** 159

How to Generate a IP Configuration Report 162

How to Generate a Proxy Configuration Report 163

6.8 **Advanced Reporting Reports** 164

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.

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

The table below lists the available reports.

List of Reports

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

Report name	Report description	Output Devices	Page
	COUNTER DATA		
Batch Data	Batch Counter and corresponding postage for outgoing mail since the last reset.	SP	Batch Data Report on page 146
Received Batch Data	Batch Counter for incoming mail ('Received on') since the last reset.	SP	Received Batch Data on page 147
	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 148

6 Reports

Monthly Usage	Total items and total postage value per month for a selected period.	SPF	Monthly Usage Report on page 149
PPI data	Number of pieces for each type of PPI mail in a selected period.	SP	Operational PPI on page 150
	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 151
Adding Postage	Last refill operations performed on the machine in a selected period.	SPF	Credit History Report on page 152
	ACCOUNT DATA		
Account Report	List of accounts in the system (supervisor only). Tree view of the accounts in groups / sub-groups.	PF	Account Report on page 153
Single Account	Usage for a specific account selected in an account list, for a selected period.	S	Single Account Report on page 155
Multi Account	Usage per group/sub-group on all accounts, in a selected period.	PF	Multi Account Report on page 156
Operator list	Operator list with PIN codes.	PF	Operator List Report on page 158
	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 159
Base Errors **Meter Errors**	Errors listed for diagnostics with customer service assistance only (supervisor only).	SPF	Base errors on page 160 Meter errors on page 161
IP Configuration Report	IP configuration settings	L	IP Configuration Report on page 161
Proxy Configuration Report	Proxy configuration settings	L	Proxy Configuration Report on page 162
	ADVANCED REPORTING * **		
Budget Consumption	Budget consumption of all accounts for the current or previous budget period.	PF	Budget Consumption Report on page 164
Operator Activity	Activity (number of items, postage value) of all operators in the machine in a selected period.	PF	Operator Activity Report on page 165
Machine Activity	Activity of the system, presented in hour bands, for a specified period if time.	PF	Machine Activity Report on page 165

*** Only available with Advanced Reporting option activated (see Options and Updates on page 213).

6.2 Generating a Report

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

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

How to Generate a Report (as a User)

To generate a Report:

1. As a user:

Press 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 180):

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

2. Resume with the steps outlined in How to Generate a Report (as a User) on page 144.

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 89.

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 89.

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: • 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.

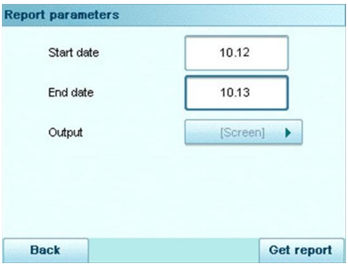
You have to specify the Start date and an the End date of the report. Use the selection of month and year.

Default period:

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

Output

- Screen
- USB printer
- USB memory key



This will generate a report from October 2012 to October 2013.

Content

Fields	Comments
Die number	On printed report only
For the period, for each month presented in data collected: • Month name and year • Total number of items processed • Total postage value for the month	

Operational PPI

This report displays PPI data for a selected period.

Requirements

- To generate this report, you have to be logged in as a user.
- PPI mode must be selected.

Output

- Screen
- USB printer

Content

Fields	Comments
For each PPI indicia (including date only PPI if present): • PPI friendly name • PPI mail-piece total count • Total weight. Grand total mail-piece count for all the PPI indicia.	

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.

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: • Begin = Current date - 6 months • End = Current date	
Die number	On printed report only
For each credit download performed: • 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 or Account with access control.

Output

- Printer
- USB memory key

Content

Data
The report displays the account structure (tree view with groups/subgroups). For each group/subgroup: • Group/subgroup name • Status For each account: • Account number • Account name • Status

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

How to Generate the Account Report

To generate the Account Report:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   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	
Account number	
Account name	
Number of items processed (zero + non-zero items)	
Total credit value	

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

Multi Account Report

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

The report displays all the accounts in 'active' status, and accounts 'inactive' or 'deleted' with a 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.
The report displays the hierarchy of groups and sub-groups, with the total values per group and sub-total values per sub-group. For each group/sub-group: • Group/sub-group name • Total number of items processed • Total postage value For each account: • Account Number • Account name • Number of items processed (zero + non-zero items) • Total postage value	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'.

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

6

Reports

Operator List Report

This report displays the operator list with PIN codes.

Requirements

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

Content

Data	Comments
For each Operator: • Operator name • PIN code • Status (Activated/Deactivated) • Active account assigned status: if there is at least one active account assigned to the operator, the value is 'Yes', otherwise the value is 'No'.	There is no time period to enter.

How to Generate the Operator List Report

To generate the operator list report:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   Press MENU and select the path: **> Account Management > Manage Operators > Operator Report**

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

6.7 System Data

Machine Configuration Report

This report displays all supervisor settings.

Requirements

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

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: • 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 144.

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** OK if you want to go back to the selection of the output.

Content

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

See also

- Generating a Report on page 144.

Meter errors

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

Requirements

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

Outputs

- Screen
- USB Printer (optional)
- USB Key

Content

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

See also

- Generating a Report on page 144.

IP Configuration Report

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 144.

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 144.

6.8 Advanced Reporting Reports

Publish Additional Reports

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

The Advanced Reporting option includes the following reporting capabilities:

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

6

Reports

Budget Consumption Report

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

Requirements

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

Output

- Screen
- USB Printer
- USB Memory device

Content

Fields	Comments
Budget period	
Period [begin date-end date]	
For each group/subgroup: • Group or subgroup name, + for each account that consumed postage during the period: - Account number - Account name - Budget - Remaining budget (= budget – total postage value – total sur-charge)	If an account has no Budget, Budget and Remaining budget fields show value 0.

Operator Activity Report

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

Requirements

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

  Default period: Begin = 1st day of the current month and End = current date.

Output

- USB printer
- USB memory key

Content

Fields	Comments
For each operator: • Period • Operator name (whatever its status) • Number of items on the period • Total postage value on the period	If an account mode without 'Operators' has been used during the period, the items printed in this mode appear in the report under the name: 'Others'.

Machine Activity Report

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

Requirements

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

  Default period: Begin = 1st day of the current month and End = current date.

Outputs

- USB printer
- USB memory key

Content

Fields	Comments
For each hour band: • Number of items • Total postage value	'Before 7h00': aggregates items performed between mid-night and 7h00. 'After 19h00': aggregates items performed between 19h00 and midnight.

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.

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7.1 Online Services Overview

The Online Services simplify the use and the update of your Mailing System.

Online Services features and capabilities include:

- **Online reporting**: the usage of your machine is available from your personal, secure web account, simplifying tracking and reporting of your postage expenses.
- **Rate Updates**: maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see Options and Updates on page 213)
- **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 216.

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 180):

   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 216.

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 213).

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 209).
  - 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.

How to Test the Connection to Online Services

To ping the server:

1. As a user:

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

2. Or, as supervisor (see How to Log in as Supervisor on page 180):

Press MENU 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 180):

   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 220.

How to Upload Report Data to the Online Services Server

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 180):

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 27, Maintaining your Mailing System on page 231, 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 crediting 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.
- Activate sealing mode as default setting.
- Enter connection parameters.

8.2 Logging in / out as the Supervisor

Log in as supervisor

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

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

How to Log in as Supervisor

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

1. As a user:

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

The Login screen is displayed.

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

The supervisor Main menu is displayed.

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

Exiting the Supervisor Mode

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

How to Exit the Supervisor Mode

To exit the supervisor mode:

1. 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 MENU 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 180):

   Press MENU 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 MENU 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 180):

   Press MENU 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 MENU 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 180):

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

2. Touch the **Increase / Decrease** button to increase or decrease the contrast. The display updates to the new setting.
3. Press **[OK]** to validate.

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

8.6 System Time-outs and Settings

Machine 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 24).

You can set a long **Stop time-out** to have time to feed the hopper before the machine stops.

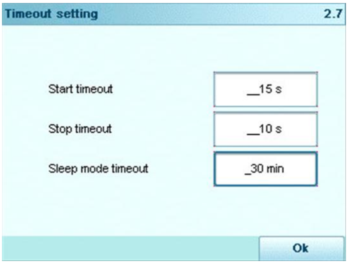
How to Adjust the Time-outs

To adjust the time-outs:

1. As a user:

   Press MENU and select the path: **> Batch settings > Time-out settings**

   The Time-out setting screen is displayed.

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

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

Setting Default Time-Outs

How to Change System Time-Outs

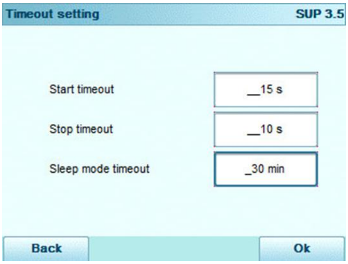
To change the system time-Outs:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   Press 

 and select the path: **> Default User Settings > Time-Out Setting**

   The Time-Out setting screen is displayed.



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

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

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

8.7 High Value, Low 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 180):

   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 180):

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

2. Select the Low credit threshold field.

   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 91).

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 180):

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

2. Press the arrow to the **> Enable** or **> Disable** state to 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
- Checking on Zero Weight
- Setting the GEO code that corresponds to the geographical location of the Mailing System

Default Weighing Type

How to Change the Default Weighing Type

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see Choosing a Weighing Type on page 72).

To change the default weighing type:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   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 180), 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 180), 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 C 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 the Weighing Platform as a user:

1. As a user:

Press MENU and select the path: **> Job settings > Tare WP**

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 180):

Press MENU and select the path: **> System settings > Weighing functions > Reset WP**

2. Remove all items from the Weighing Platform.

3. Press **[OK]** to rezero the Weighing Platform.

How to Tare the Weighing Platform (as Supervisor)

To tare the Weighing Platform:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

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

Checking on Zero Weight

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

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

How to activate / de-activate Checking On Zero Weight

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

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   Press MENU and select the path: **> Default user settings > Base settings > Checking on zero weight**

2. The Checking on zero weight screen is displayed.
3. Select **Activated** to start checking on Zero Weight or **De-activated** to end checking on Zero Weight.
4. Click **OK** to validate your selection.
5. A message window appears asking for a new report.

   Click **OK** to confirm or **Cancel** to keep the previous activation state.

Dynamic Scale High Accuracy Mode

How to Set Dynamic Scale High Accuracy Mode

To activate the high accuracy setting:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

   Press MENU and select the path: **> System settings > Weighing settings > Dynamic scale high accuracy mode**

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

GEO Code

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

- Automatically with Online Services
- Manually

Changing GEO code

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

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

How to Change the GEO Code

To change the GEO code:

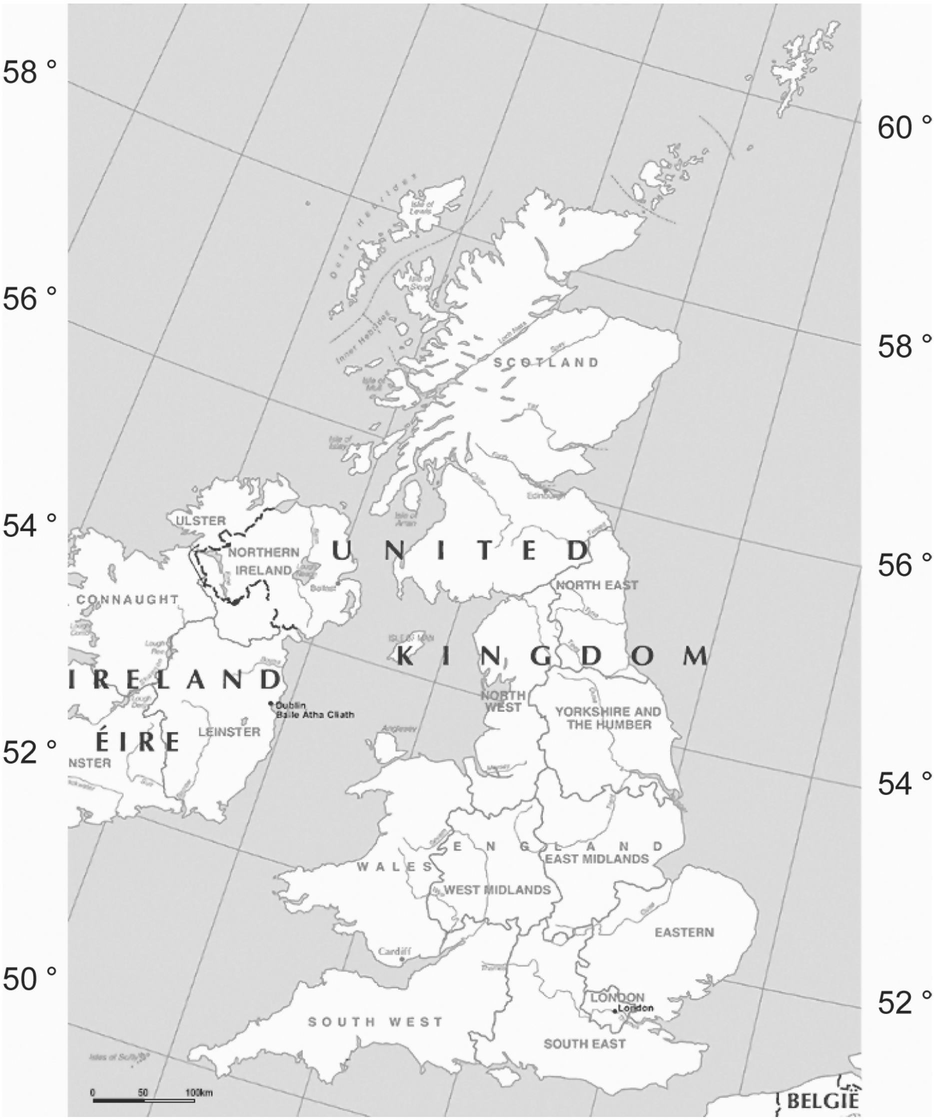
1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

2. See the map and table on the next pages to get the 5 digit GEO code from your location altitude and latitude, and enter the 5 digit using the keypad.

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

Geodesic


58 °
56 °
54 °
52 °
50 °
60 °
58 °
56 °
54 °
52 °
SCOTLAND
ULSTER
NORTHERN IRELAND
UNITED
KINGDOM
CONNAUGHT
IRELAND
ÉIRE
LEINSTER
NSTER
Dublin
Baile Atha Cliath
NORTH EAST
NORTH WEST
YORKSHIRE AND THE HUMBER
ENGLAND
EAST MIDLANDS
WALES
WEST MIDLANDS
EASTERN
Cardiff
LONDON
London
SOUTH WEST
SOUTH EAST
BELGIE
0
50
100km

Geodesic codes

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

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
- Prepaid imprint
- 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 180):

   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 226

Default Pre-Paid Imprint (PPI)

The default PPI is automatically selected when the [**PPI**] type of imprint is activated.

How to Change the Default PPI

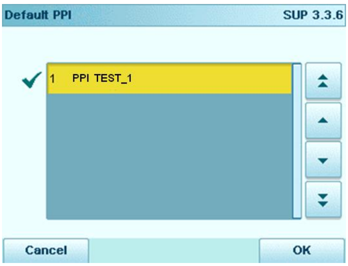
To change the default rate:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

Press 

and select the path: **> Default user settings > Default imprint parameters > PPI**

2. Select the default PPI in the list.



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

See also

- To manage the PPIs, see Managing Prepaid Imprints (PPI) on page 228.
- To change the current PPI, see How to Select a PPI on page 71.

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 180):

   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 224

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 180):

   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 Slogan on page 221.

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.

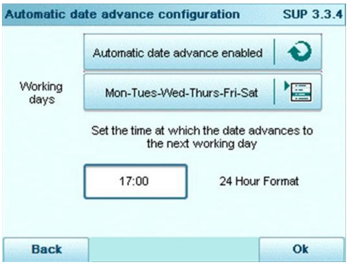
How to Set the Automatic Date Advance Time

To set the auto date advance time and days:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

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



2. Press the Auto Date Advance button to **Enabled** status.

3. Enter the Automatic Date Advance time (00:00 hours is not allowed).

4. Select **Working Day** to gain access to working days selection screen.

5. Tap the day or select the day and press **Select/Deselect** to select or deselect each day.

6. Press **[OK]** to exit.

Printing Offset

The printing offset is the distance between the right edge of the envelope and the imprint. You can increase the distance 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 180):

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

2. Select 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 85).

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 Imprint 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

PPI Imprint Job Memory

The table below gives the content of a [**PPI**] imprint job memory:

Batch settings	ERA slogan Slogan PPI
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 180):

   Press 

and select the path: **Predefined imprint 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. Select a PPI or a Standard imprint.
5. Enter the name of the new job memory, then press **[OK]**.
6. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.
7. Repeat the previous step until the system displays the name of the new job memory in the list.
8. You can modify any preference by using the **Edit/Del** function (see How to Edit / Modify a Job Memory on page 206).

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 180):

   Press 

and select the path: **Predefined imprint management**

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 [back button] 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 180):

   Press MENU and select the path: **Predefined imprint management**

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 Default Sealing Mode

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

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

How to Set the Default Sealing Mode

To modify the Default Sealing Mode:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

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

Changing the Current Sealing Mode

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

How Set the Current Sealing Mode

To change the sealing Mode:

1. As a user:

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

   The Sealing screen is displayed.
2. Press the ON/OFF key to change the sealing state and press **[OK]** to validate.

8.12 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 22.

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 180):

   Press MENU 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. Select **> Server access**.
3. For LAN settings, see How to Set LAN (High-speed Internet) Parameters on page 210.

See also

- To physically connect the LAN to the base, see Connection Diagram on page 22.

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 180):

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 ON

- DNS AUTO ON

- HALF DUPLEX

and press **[OK]** four times for a standard LAN configuration.

8.13 Time and Date Management

Daylight Savings Time Transitions

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

- As a user: How to Unlock the PSD on page 98
- As supervisor: How to Check/Adjust the Machine Time and Date on page 211

Time and Date Set-up

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 203.

> 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 209.

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 180):

Press MENU 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, Advanced Reporting or increasing the maximum number of accounts
- Update postal Rates and Prepaid Postal Imprints (PPI)
- Downloading custom Slogans or ERAs

> To update your Mailing System's operating system, see Online Services on page 167.

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 180):

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

The Options and Updates menu is displayed.

9.2 Using the Mailbox

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

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

Unread messages icon on home screen: 

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

How to Read Messages (as a User)

1. As a user:

Select  or  on display

or

Press 

and select the path: **Mailbox**

The Mailbox screen is displayed.

2. Select the message to read and press **[OK]**.

3. Select Delete 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 180):

Press 

and select the path: **Mailbox**

The Mailbox screen is displayed.

2. Select the message to read and press **[OK]**.

3. Select Delete to erase the message after you have read it.

How to Delete Messages (as a User)

1. As a user:

Select  or  on display

or

Press 

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 180):

   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

To display the option list:

1. In supervisor mode (see How to Log in as Supervisor on page 180) either:

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

   The Options list screen is displayed.

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

Activating New Options

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

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

How to Load New Options

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

1. Check that your Mailing System is connected to a network (see Connections on page 20) and that the connection is properly configured (see Connection Settings on page 209).
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 219.

9.4 Managing Slogan

The Slogans are graphical slogans you can add on the left hand side of the imprints 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 220.

Managing Slogan

See also
- Selecting a die to print: How to Add (or Cancel) a slogan on the imprint on page 82.

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 202.

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 180):

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

   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 222).
2. Select the slogan and press **[OK]**.

   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**.

   The system asks for a confirmation.
2. Press **[Delete]** to confirm deletion.

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 222).
2. Select **> Check for updates**.

   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 Slogan on page 221).

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 220.

See also

- To set the default ERA printed on mail pieces, see How to Change the Default ERA on page 202 in section Imprint Default Settings on page 200.

9

Options and Updates

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 180):

   Press MENU 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 224).
2. Select an ERA and press **[OK]**.

   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 220.

See also

- Options and Updates on page 213.

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 180):

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

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

9.7 Managing Prepaid Imprints (PPI)

In supervisor mode, you can:

- Display the list of PPIs in the machine
- Add new PPIs using an USB memory key
- Delete PPIs
- Set the default PPI (see How to Change the Default PPI on page 201)

The List of PPIs

The list of PPIs displays the PPIs that are installed in the Mailing System and indicates with a mark the default PPI.

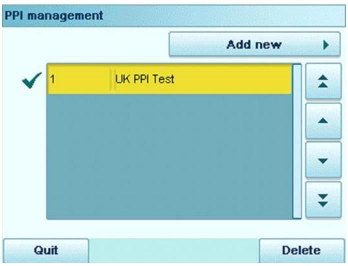
How to Display the List of PPIs

To display the list of PPIs:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

Press MENU and select the path: **> Options and updates > PPI management**

The list of PPIs is displayed.



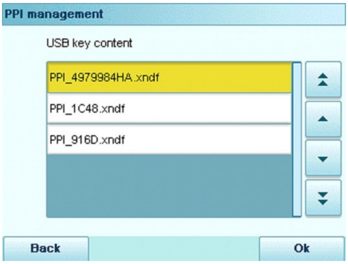
Adding or Deleting PPIs

You can add PPIs to the machine using an USB memory key as follows.

How to Add or Delete PPIs

To add a PPI:

1. Display the list of PPIs (see How to Display the List of PPIs on page 228).
2. Select **> Add new** and connect the memory device to an USB port of the machine (on your left hand side at the rear of the base: see Connectors on page 20).
3. Press **[OK]**. The USB memory key content is displayed.



4. Select a PPI to load into the machine an press **[OK]**.

   The PPI list is updated with the new PPI.

To delete a PPI:

1. Select the PPI to delete and press **[OK]**.
2. Confirm deletion.

   The system updates the PPI list.

10 Maintaining your Mailing System

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

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10.1 Maintaining the Ink Cartridge

About the Ink Cartridge

The ink cartridge for printing is located in the Mailing System and contains 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 237.

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.

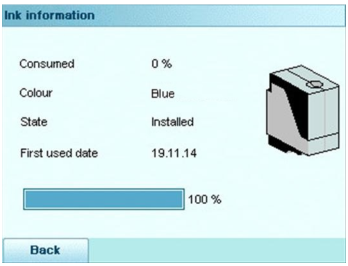
How to Display Ink Level and Cartridge Data (as a User)

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.



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 180):

Press MENU 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

To align the print heads:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

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

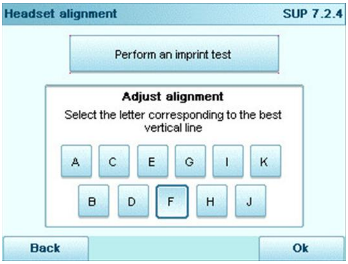
   The Set headset alignment screen is displayed.

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 press the letter that corresponds to the straightest and complete vertical line.



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

Cleaning the Print Heads

If the printing on envelopes 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 MENU 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 180):

   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 180):

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

2. Open the cover and remove the headset.
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]**.

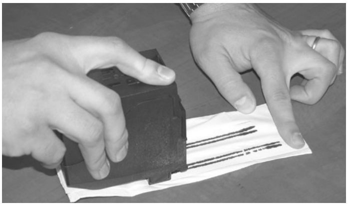
Manual Cleaning

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. Open the top cover.
3. Remove the ink cartridge (see How to Change the Ink Cartridge on page 240).
4. Clean the heads with a soft damp cloth.



5. Put the cartridge back in place.

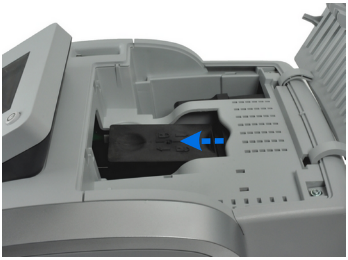
   Close the base cover.

Changing the Ink Cartridge

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

How to Change the Ink Cartridge

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

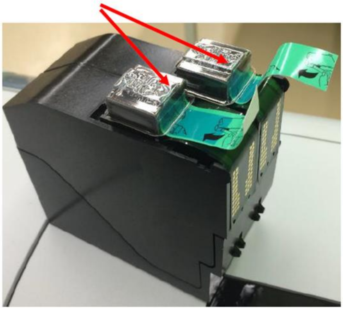


Keep fingers away from the ink cartridge while it is moving to the replacement position.

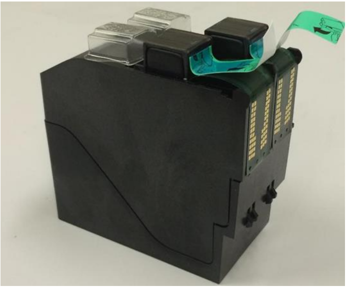
2. Press down on the front of the ink cartridge to disengage it.

3. Lift out the old ink cartridge.

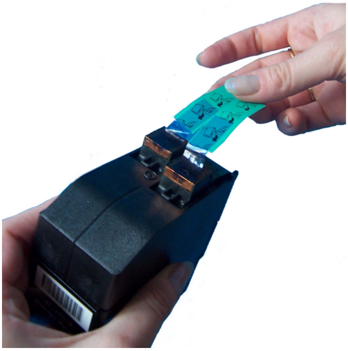
4. Remove the two plastic caps on the new ink cartridge.



The caps are removed.



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



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

7. Close the cover.

The alignment process of the printing heads starts automatically.

10.2 Filling and Adjusting the Feeder Sealer

Filling the Sealer Bottle

The Automatic Feeder uses water for sealing envelopes.

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

How to Fill the Sealer Bottle

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

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

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

Adjusting the Sealing Water Flow

Before you adjust the sealing water flow, make sure that the brushes and sponge are clean (see How to Clean the Brushes and Sponge Sealer on page 245).

How to Adjust the Sealing Water Flow

To adjust the sealing water flow:

1. Set the water flow using the back lever.

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

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

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

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

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

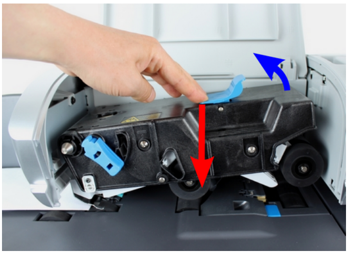
Cleaning Brushes and Sponge of the Sealer

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

How to Clean the Brushes and Sponge (Sealer)

To clean the brushes and sponge of the feeder:

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

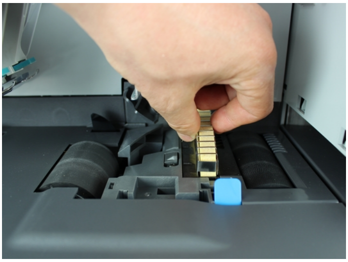


2. Pull up the brush release lever.

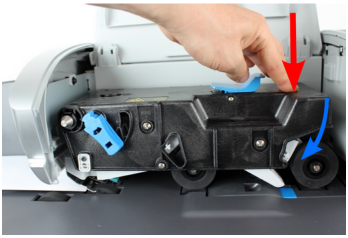
3. Raise the brush and lift the complete brush holder assembly.

4. Lift the metal retainer to remove the sponge.

   Remember its direction.



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



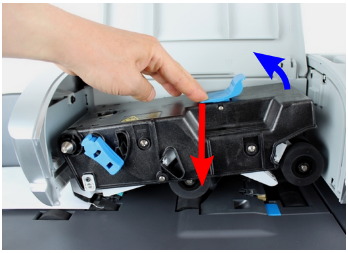
Cleaning the Feeder Belts and Rollers

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

How to Clean the Feeder Belts and Rollers

To clean the feeder belts and rollers:

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



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

Cleaning Mail Path Sensors

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

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

How to Clean the Mail Path Sensors

To clean the mail path sensors:

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

10.4 Touch screen Calibration

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

How to Calibrate the Touch screen

To calibrate the touch screen:

1. In supervisor mode (see How to Log in as Supervisor on page 180):

Press MENU and select the path: **> System settings > Display > Touch Screen Calibration**

2. Follow the instructions on the screen using your favourite pointing device.

The touch screen will be calibrated at the end of the process.

11 Troubleshooting

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

11.1 Paper Jamming 253

How to Clear Mail Jammed in the Base 253

How to Clear Mail Jammed in the Mixed-Size Feeder 254

How to Remove Mail Jammed in the Dynamic Scale 256

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How to Display Hardware Data 261

How to Display the Error Lists 261

How to Display the Machine Counters 262

11.1 Paper Jamming

Base Jamming

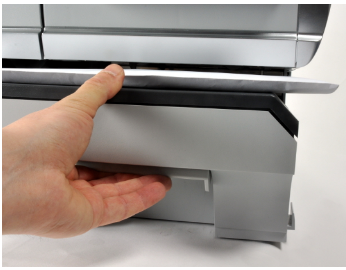
Envelopes are stopped in the transport mechanism of the Base.

Possible causes	Actions
• Mail piece is too thick. • Mail size is incorrect. • Envelopes are not properly stacked on the feeder platform.	**1.** Clear the Base as indicated below. **2.** Correct the cause indicated in the left column: - Mail sizes: see Mail Specifications on page 265. - Envelope stacking: see Using the Feeder on page 37.

How to Clear Mail Jammed in the Base

To clear mail jammed in the Base:

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



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

Mixed-Size Feeder Jamming

Some envelopes are blocked in the Mixed-Size Feeder.

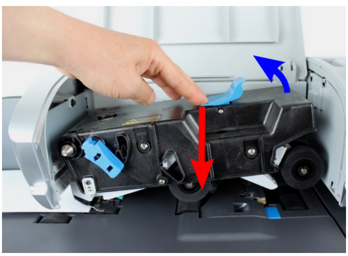
Possible causes	Actions
• Mail piece is too thick. • Mail size is incorrect. • Too many envelopes are on the feed deck. • Envelopes are not properly stacked on the feed platform.	**1.** Unblock the Mixed Size Feeder as indicated below. **2.** Correct the cause: - Mail sizes: see Mail Specifications on page 265. - Envelope stack height: 197mm max. - Envelope stacking: see Using the Feeder on page 37
• Sealing is ON while feeding closed envelopes.	**1.** Feed closed envelopes only with sealing OFF. **2.** Check that already closed envelopes are properly sealed at the leading edge. Incompletely closed envelopes will jam.

The mail transport path should be regularly cleaned. See Cleaning the Mail Path on page 245.

How to Clear Mail Jammed in the Mixed-Size Feeder

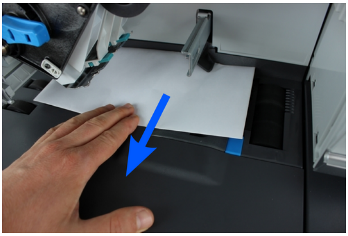
To clear mail jammed in the Mixed-Size Feeder:

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



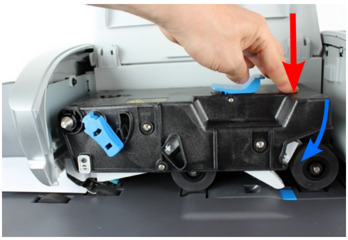
3. If necessary, lift up the brush release lever.

4. Remove jammed envelopes.



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

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



7. Close the cover.

Dynamic Scale Jamming

Occasionally envelopes can become jammed in the Dynamic Scale.

Possible causes	Actions
• Mail size is incorrect. • Envelopes are not properly stacked on the Feed Platform.	**1.** Unblock the Dynamic Scale by following the steps outlined below. **2.** Correct the cause: - Mail sizes: see Mail Specifications on page 265. - Envelope stacking: see Using the Feeder on page 37.

How to Remove Mail Jammed in the Dynamic Scale

To remove mail jammed in the Dynamic Scale:

1. Open the cover.

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

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

11.2 Label Jamming

A Label is Jammed in the Base

Possible causes	Actions
A label is blocked in the Automatic Label-Dispenser or in the transport mechanism of the system base.	Clear the label as indicated below.

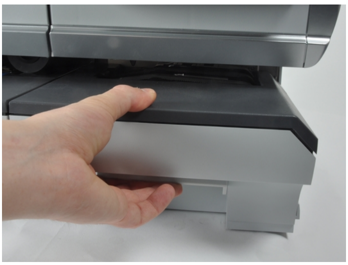
How to Clear a Label Jammed in the Base

To clear a label jammed in the Base:

1. Remove all labels from the dispenser.

   Check that there is no label stuck in the bottom of the dispenser.

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



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

11.3 Weighing Problems

The Weighing Device does not Weigh Properly

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

Display **– – 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 193.

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

Possible causes	**Actions**
The weighing device is not selected.	See the weighing type selection procedures in Choosing a Weighing Type on page 72.
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: • Away from any door • Away from any fan
Something is touching or laying on the Weighing Platform.	Clear the weighing zone and re-zero the Weighing Platform (see Weighing Settings on page 192).
The Weighing Platform zero is not correct.	See the weighing platform zeroing procedures in Weighing Settings on page 192.

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

11.4 Diagnostics and System Data

Diagnostics allow you to find the root cause of a 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: • Top doc • Start print • Cover • Carriage • Top Seal
3	Advanced Feeder	
4	Dynamic Scale Sensors	Gives access to the tests bellow: • 1 Dynamic Scale main motor test • 2 Dynamic test
5	Display	The screen displays, successively and without text, a red page, a green page, and a blue page.
6	Keypad	Displays “Key OK” if the test is correct
7	USB ports	Checks the two USB ports (need USB keys).
8	Serial Connection	Checks the serial port.
9	Ping Tool	Checks LAN address.
10	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 180):

   Press MENU 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 180):

   Press MENU 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 180):

Press MENU 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 180):

Press MENU and select the path: **> Maintenance > System Info > Event List**

2. Select the **Base events** list or the **PSD events** 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 / Event code.

The Date when the Error / Event 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 180):

Press MENU 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.

12.1 Mail Specifications 265

12.2 Recommended Operating Conditions 269

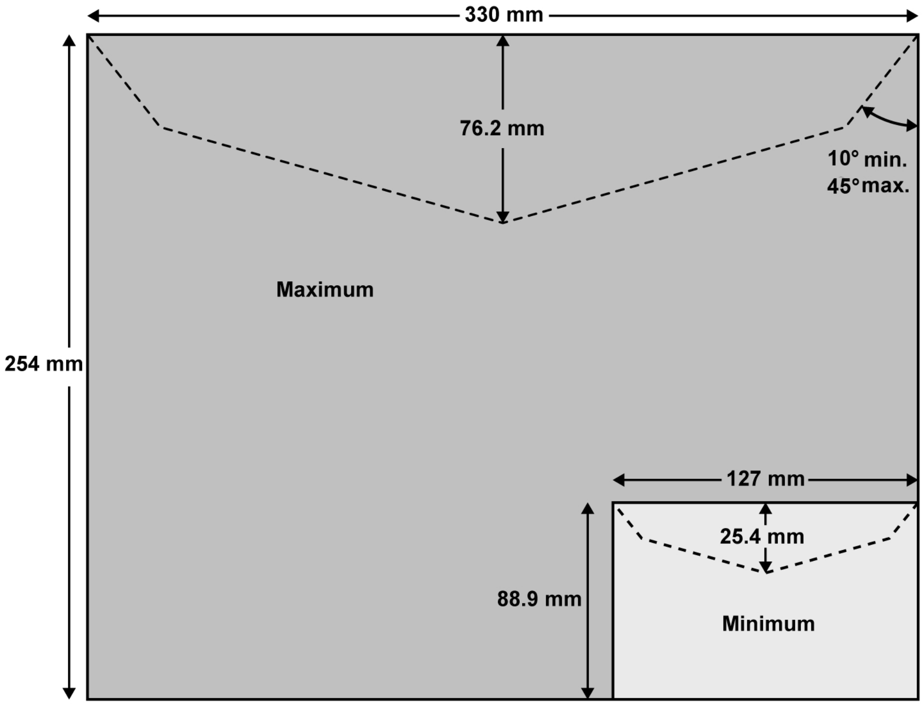
12.3 General Mailing Systems Specifications 270

12.4 Operating Specifications 271

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.

Label dimensions (pre-cut and self-adhesive)

- Max. width: 40 mm
- Min. length: 150 mm

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

With the Feeder

The feeder cannot process nested envelopes.

Weight range

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

Min weight	3 g
Max weight	1,2 kg
Max height	10 cm

Max without sealing

• One piece at a time	• 16 mm
• In a stack	• 12 mm
Max with sealing	• 10 mm

Envelope Thickness

Max without sealing

• One piece at a time	• 16 mm
• In a stack	• 12 mm
Max with sealing	10 mm

Additional information

See also

- How to Use the Feeder on page 37.

Envelope Thickness

Max	12 mm

Envelope Weight

Min	3 g
Max	1 kg

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

Dynamic Scale Environment

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

12.3 General Mailing Systems Specifications

Dimensions (mm)

(Width x Length x Height)

- Base: 253 x 442 x 321
- Catch tray: 315 x 348 x 127
- Mixed Size Feeder: 260 x 350 x 615
- Dynamic scale: 263 x 350 x 438

Weight

- Base: 10.8 kg
- Mixed Size Feeder: 9.7 kg
- Dynamic scale: 11.9 kg
- Catch tray: 1.2 Kg

Power

- Frequency: 50 Hz
- Max. current rating (full configuration): 1.5 A
- Power supply: 230 V (+/– 10%) 2 poles with EARTHED circuit (up to standards NFC15-100)

12.4 Operating Specifications

Dynamic Scale Range

- Resolution in dynamic weighing mode: 1g.

Dynamic Scale Speed

- In weighing mode: 100 envelopes/minute
- In no-weighing mode: 175 envelopes/minute.

Accounts

The number of accounts you can create is set to 10 by default and can be raised optionally to 500.

Operators

- Number of Operators: 50.

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A0127763/A - 30/10/2019