FRAMA

mail. message. managed.

Franking machine

Fx Series 5

User Guide
(English)
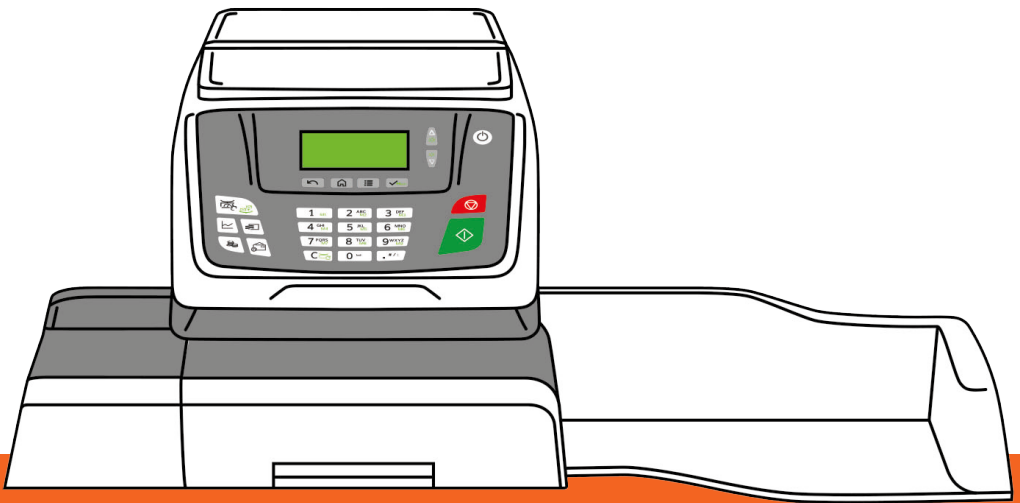
Table of Contents

1   Safety Information

1.1　Safety Requirements

Power Connection

Before connection, check whether the Mailing System is suitable for the local AC power voltage (230V - 50Hz).

> **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 an outlet located near the system that is easily accessible. As the power supply cord is the system disconnecting device, do not route the power cord between pieces of furniture or over sharp edges.
- Avoid using outlets controlled by wall switches or shared by other equipment.
- Make sure there is no strain on the power supply cord.

Compliance

Energy Star® Compliance

Your mailing system is Energy Star® compliant, meaning that it will help to save energy and money while protecting the environment.

Environmental Compliance

A program is implemented for the recycling of worn mailing systems and systems at the end of their lifetime. Contribute in a responsible way to environmental protection by consulting your retailer's website, or by contacting them directly.

CE Compliance

CE marking is a certification mark that indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). The CE marking is also found on products sold outside the EEA that are manufactured in, or designed to be sold in, the EEA.

> ⚠ 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, etc.).

⚠️ The mailing system contains moving parts. Keep fingers, long hair, jewelry, 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 printhead.
- 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

To connect with server, using LAN connection.

Plugging the Right Jack in the Right Socket

Your mailing system uses a Local Area Network (LAN) to connect to the online services and funding servers.

Network/PC LAN Cable picture above

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.

How to Disconnect your Mailing System

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

   A **short press** on the **sleep/on/soft off** mode button sets the machine to sleep mode.

   A **long press** on the **sleep/on/soft off** mode button sets the machine to soft off.

   The light located next to the key indicates:
   - **Green**: The mailing system is in awake mode and ready for use.
   - **Amber (continuous):** The mailing system is in sleep mode (low-power mode).
   - **Amber (blinking)**: The mailing system is in soft off mode (very low power mode).

2. Be sure that the light located next to the key $\circlearrowleft$ (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.

4. Unplug the power cord from the wall outlet.
5. Unplug the LAN cable from the socket as it may still be energized.

1.2   How to Enable an Emergency Stop

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

To stop the run process immediately:

1. Press .

1.3　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.

1.4   Glossary

This manual uses the acronyms listed below.

Acronym	Description
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
ERA	External Return Address
ID	IDentification
KDC	Kerberos Key Distribution Center
LAN	Local Area Network: link between computers
MAS	Mail Accounting Software: allows you to remotely manage mailing accounts and associated reports
OLS	Online Services
PC	Personal Computer
PIN	Personal Identification Number
PPI	Pre-Paid Imprint
PSD	Postal Security Device (Meter)
WP	Weighing Platform

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Safety Information

2   Meet Your Mailing System

Get to know your Mailing System in this section.

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System Components

Weighing platform	①	Measures weight of mail pieces.
Base	②	Prints envelopes and controls the Mailing System.
Jam release handle	③	Allows you to remove jammed envelopes.
Feed Table	④	Beginning of mail transport path.

Inside System Base
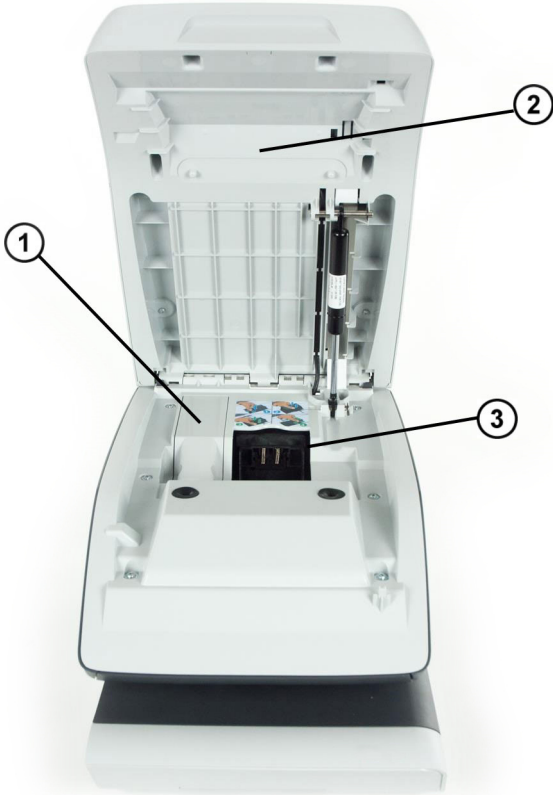
Postal Security Device (PSD)	①	Postage meter. Never remove unless Helpdesk asks you to!
Cover	②	Lift from the front to open.
Ink Cartridge	③	Prints the postal imprint on envelopes.

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USB Keyboard (Optional)

Usage

A USB keyboard can be connected to the mailing system.

This keyboard is a standard personal computer keyboard with an additional touchpad. It allows the input of data to your mailing system.

To use the numerical keys, ensure that **[Num lock]** is activated.

You can use the shortcuts listed in the table below.

Touchpad use

The touchpad on the keyboard or a USB mouse plugged into the system allow you to make the same selections or actions as with your finger, using its pointing device.

They allow you to do the same selections or actions as with your finger on the touch screen.

All the tactile elements can be activated by the pointer.

In addition, it allows you to:

- Exactly position the cursor in an entry field.
- Select a part of the content of an entry field.

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Meet Your Mailing System

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Report Printer (Optional)
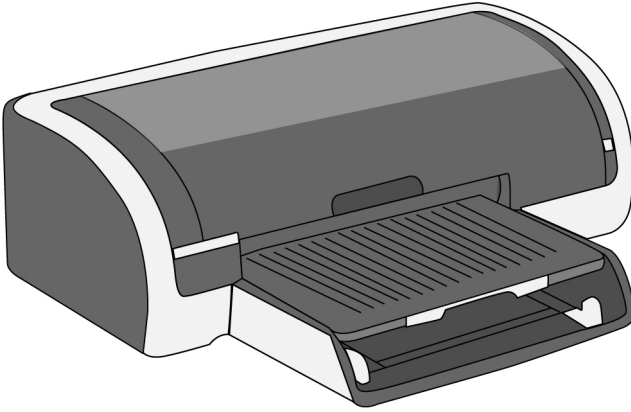
A USB printer can be directly connected to the mailing system for printing mailing-related reports.

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

Barcode Scanner (Optional)
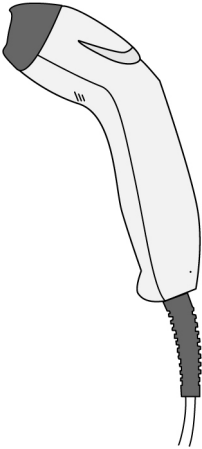
This scanner is used:
- to identify accounts through barcodes

Display Areas
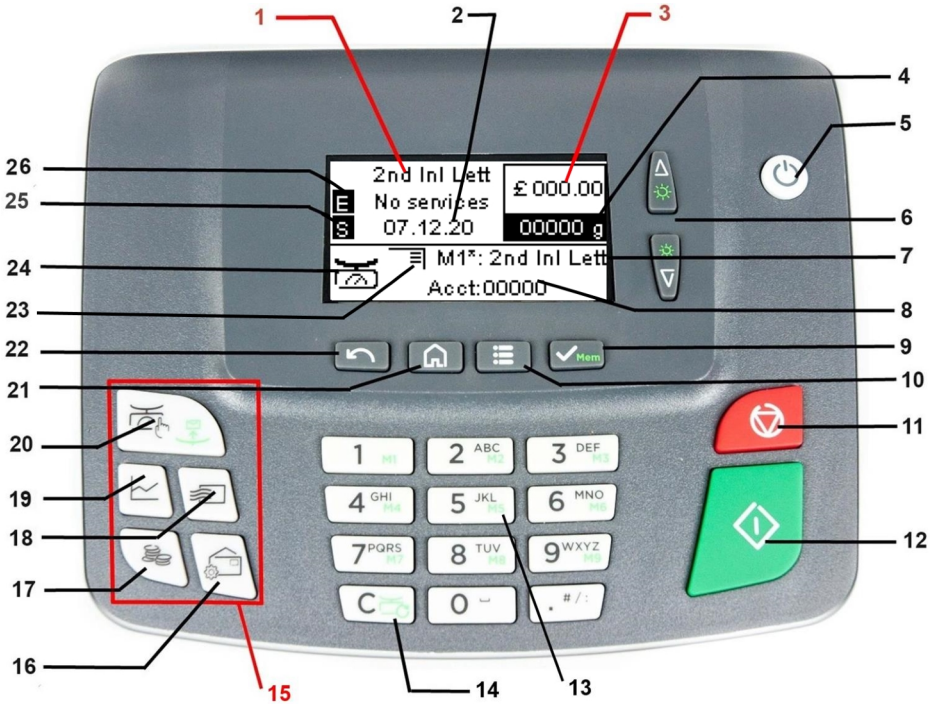
Rate and Services	**1**	Indicates the current rate and services selected.
Date	**2**	Displays the date that will be printed.
Postage	**3**	Indicates the amount to be printed on the envelope.
Weight	**4**	Current weight used to calculate postage amount.
Imprint Memory	**7**	Displays selected imprint memory.
Account	**8**	Displays account currently selected.
Print Offset	**23**	Indicates the printing offset status (imprint position shifting for thick envelopes).
Weighing Type	**24**	Current weighing method.
Slogan	**25**	Allows your selection of a Slogan. Indicates that a Slogan will be printed at the closest place of imprint.

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ERA	26	Allows your selection of an ERA. Indicates that an ERA will be printed at the left most of imprint.

Keys and Shortcuts

			NAVIGATION KEYS
Return	22	↰	Used to cancel, skip or go back.
Home Screen	21	⌂	Returns the system to the Home screen.
Menu	10	☰	Accesses the menu settings.
OK	9	✓Mem	**Short press**: Validates a selection. **Long press**: Save a memory when a homepage is displayed.
Up Arrow	6	△☼	**Short press**: Navigate up in lists or menus. **Long press**: Increase the backlight when a homepage is displayed.
Down Arrow	6	☼▽	**Short press**: Navigate down in lists or menus. **Long press**: Decrease the backlight when a homepage is displayed.
	15		SHORTCUT KEYS
Funds	17	💰	Accesses funds management (including adding fund).
Report	19	⌁	Displays the Report list.
Rate Selection	18	⤢	Displays the rate selection screen.
Imprint	16	✉	Accesses imprint selection and imprint set up screens.
Weight	20	⚖	**Short press**: Displays the Manual Weight Entry screen. **Long press**: Selects the Differential weighing type.
			KEYPAD

Alphanumeric Keys	**13**	5 JKL M5	**Short press**: Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters. **Long press** (from homepage): Used to have direct access to the corresponding memory.
Clear/Reset	**14**	C	**Short press**: Clears keypad entries and existing data in entry fields or, from the home screen, refresh weight. **Long press** (from homepage): Access Zero Weighing Platform function.

<div align="center">START / STOP KEYS</div>

Sleep/Wake/Soft Off	**5**	⏻	**Short press**: Wakes the Mailing System up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber (continuous) = asleep). **Long press**: The system is in Soff off state (amber (blinking) = soft off).
Start	**12**	◇	Starts printing process.
Stop	**11**	⬓	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

LAN Port	①	To connect to LAN
Two USB Ports	②	To connect to memory device or printer
Power Connector and Switch	③	To power supply

COM1	①	To weighing platform

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Detail of Connections

| LAN Port | ① | To connect to the LAN in order to access online services |

2.5　　Power Management

> 👁 The System can only use the LAN if the LAN cable is connected BEFORE the power chord is plugged in.

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.

A very low power sleep mode called soft off mode is also available. This mode should only be used for long periods of non-use of the machine. In this mode, the machine takes longer to wake up and the automatic postal updates cannot take place.

Spending a large portion of time in low power mode not only saves energy but helps your equipment run cooler and last longer.

How to Turn the Mailing System to Sleep/Soft Off 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 Adjust the Time-outs on page 177.

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

    - A **short press** on the **sleep/on/soft off** mode button sets the machine to sleep mode.
    - A **long press** on the **sleep/on/soft off** mode button sets the machine to soft off.

    The light located next to the key indicates:
    - **Green**: The mailing system is in awake mode and ready for use.
    - **Amber (continuous):** The mailing system is in sleep mode (low power mode).
    - **Amber (blinking)**: The mailing system is in soft off mode (very low power mode).

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

> When the mailing system is in soft off mode, it is able to automatically wake up to perform automatic call if scheduled date and time is reached.

How to Turn the Mailing System to Off Mode

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

1. Turn your system to sleep mode (see How to Turn the Mailing System to Sleep/Soft Off Mode on page 23).

2. Be sure that the light located next to the key ⏻ (at the top right corner of the control panel) is **Amber** meaning that the mailing system is in sleep mode.

3. Turn off your mailing system. The circle (or O) indicates the system is off.

3 Processing Mail

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

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3.1 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 29).
- Logging into the system to start a work session (Turning On Your System and Starting a Work Session on page 30).
- Selecting the Type of imprint that matches each mail batch (Selecting the Type of Imprint on page 33).

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 33

    Outgoing mail with different postage types
    - Normal postage
    - Pre-paid mail
    - Amount to correct

    Incoming mail

    Mail to count

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 login, see Settings Details on page 57).

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 273).

6. Finally, sort each stack by item size.

Turning On Your System and Starting a Work Session

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

At start-up, depending on specific 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.

⟹ You should not put anything on the weighing platform before starting the mailing system.

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]:
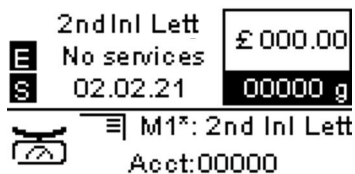
   Login Screen:
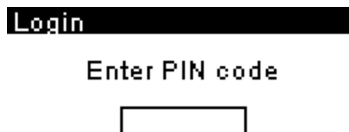
   Account Screen:
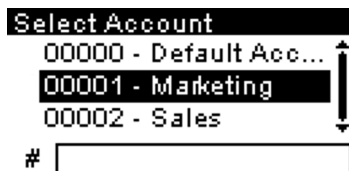
2. If the following screen is displayed:

   - 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 and press **[OK]** to validate.
     - You can also use a barcode scanner (optional) to select your account.

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

How to Find an Account

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

To type letters 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 57.
- To choose security level for accounts and access control, see Accounts and Access Control on page 105.
- To turn your system on sleep mode, see How to Turn the Mailing System to Sleep/Soft off Mode on page 23.

Type of Process and Type of Stamp

The table below indicates the 'Type of stamp' to choose, depending on the type of process you want to apply to each set of mail.

The column on the right indicates, for each Type of stamp, the options available for each type of stamp.

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

Type of process	Type of stamp	Available stamp options
Applying postage to outgoing mail	**[Normal]** (Printing [Normal] Mail on page 36)	• Rate • Weight • Date • ERA Slogans (optional) • Slogan (optional) • Print offset (optional)
Sending Prepaid mail	**[PPI]** (Printing [PPI] Mail on page 50)	• Pre-paid imprint • Slogan (optional) • ERA Slogans (optional) • Print offset (optional) • Weight
Printing 'Received' or the date on incoming mail	**[Received]** (Printing Incoming Mail with [Received] Mode on page 45)	• Date received (ON or OFF) • Slogan 'Received' (ON or OFF) • Slogan (optional) • Print Counter (optional) • Print offset (optional)
Enter the postage amount manually	**[Payment Surcharge Entry]** (Printing [Payment Surcharge Entry] Mail on page 54)	• Amount • Date (optional)
Counting	**[Pass Through]** (Printing [Pass Through] Mail on page 48)	• Counter reset

Customizing Your Stamp

To process mail, you must first choose a 'Type of stamp' you need. For example, you can select "Normal" to print postage, or "Received" to print the date on incoming mail, or "Pass Through" for seal only applications.

For each 'Type of stamp' 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 stamp is associated to:
- A specific home screen that displays current stamp configuration (weight, postage, etc.).
- A specific imprint configuration menu that allows you to set stamp parameters.

> To directly gain access to the configuration menu of the type of
>
> stamp, press the 🖾 shortcut key on the control panel.

> Your system has five shortcut keys for direct access to save time. You can eliminate key strokes to add or check funds, display the report list, select a rate, customize the stamp and change weighing mode.

How to Change the Current Type of Stamp

Once you are logged in as user:

1. Press 🖾.

    The Imprint screen is displayed.

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

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

The Type of stamp screen is displayed.

```
Type of imprint
✓1  Normal                ↑
  2  PPI
  3  Pass through
  4  RCVD                 ↓
```
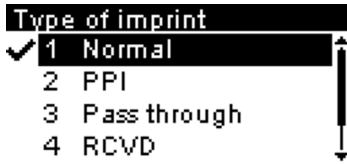
3. Select the type of stamp in the list and press **[OK]**.

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

4. Press 🏠 or ↰ to return to the home screen.

3.3   Processing Examples

Applying Postage for [Standard] Mail

Use the following settings to apply Postage for [Standard] Mail.

How to Set 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 stamp to gain access to the additional options and be able to run your mail (standard is default).

> To set the stamp quickly, consider using imprint memories. The memories store stamp characteristics together with rates and, if activated, charged account. See Imprint Memories on page 185.

Required settings:

1. **Make sure you are on the home screen of the [Standard] type of stamp.**
   The home screen indicates weight, postage amount and the currently selected rate as illustrated below.

```
       2nd Inl Lett    £ 000.00
   E   No services
   S   02.02.21        00000 g
           ≡| M1*: 2nd Inl Lett
              Acct:00000
```
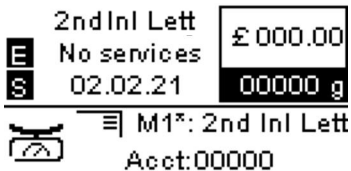
2. Check or change the type of stamp, if you are not in [Standard] mode.

Press ⌂ to access the Imprint screen:

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

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

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

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

3. **Additionally, you can configure stamp elements** from the Imprint screen as follows:

| ERA | Slogan | Indicia |

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 Stamp on page 214.

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 Stamp on page 204.

Check or change the Date:

Select Date and then select a date option in the Date advance screen. Select Today's date for printing today's date. For more details, see How to Change the Date on page 79.

Press ⌂ or ↰ to return to the home screen.

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

Press ⊒ to open the Rate selection screen.

```
2nd Inl Lett        £000.00
No services         00000 g
─────────────────────────────
1 1st Class    2 2nd Class
4 Inland       5 Intl
               8 Adv. Rate
```

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

For more details, see Selecting a Rate on page 60.

You are now ready to print.

How to Process [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.

In 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, with the side to be printed facing upwards.

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

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

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

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

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

In optional mode Differential Weighing (⟱):

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

1. Place the stack of mail to process on the Weighing Platform, then follow the instructions on the screen or the steps below.

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

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

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

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

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

To quit the process at any time, press ↰.

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

How to Print Meter Tapes

The mailing system allows you to print adhesive meter tapes for mail pieces that are a too big to fit through the machine.

This mailing system requires double meter tapes. Single meter tapes will not work on this mailing system.

1. Place your mail piece on the weighing platform and select your rate.

2. Press the green [Start] button

3. Slide your double meter tape though the mailing system.

4. Peel the meter tape of its backing and apply it to your mail piece.

How to Enter the Weight Manually

Manual Weight Entry

Manual Weighing allows you to enter the weight manually. You may have to enter the weight manually if a mail piece exceeds the weighing capacity of your Scale.

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

1. Select the postal rate.

To select a rate, see

The home screen with postal rate is displayed.

2. Press .

The Manual Weight Entry screen is displayed.

Manual Weight Entry

Enter the weight:

┌─────────────┐
│ _____ g │
└─────────────┘

> 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.

Manual Weight Entry

Enter the weight:

┌─────────────┐
│ _2001 g │
└─────────────┘

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

```
2nd Inl MedP   £ 008.79
E  No services
S  02.02.21    02001 g
      ≡| M1*: 2nd Inl Lett
         Acct:00000
```

How to Set [Received] Mode printing

This section describes how to use the [Received] type of stamp, to:
- Print the date on incoming mail.
- Print 'Received' on incoming mail.

RECEIVED 09.12.20

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

Required settings:

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

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

   Received Imprint
   None   No date
   ≡|
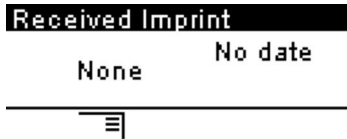
2. Check or change the type of stamp, if you are not in [Received] mode.

Press ⌒ to access the Imprint screen:

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

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

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

Additionally, you can:

- Activate or deactivate printing the date.
- Activate or deactivate printing '**Received**'.
- Add slogan to print using slogan element.
- Activate or deactivate **Counter**.
- Select the option to change and press **[OK]**. The screen indicates the current status of the options.
- Press 🏠 or ↰ to return to the home screen.

	To select an option on the screen:
🔆	– Highlight the option using the arrow keys △ 🔆 and 🔆 ▽
	– Then always press ✓Mem to validate your selection.

On the [Received] home screen:

1. Press ◈. System motors start running.

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

The Mailing System applies the imprint and the mail piece is ejected.
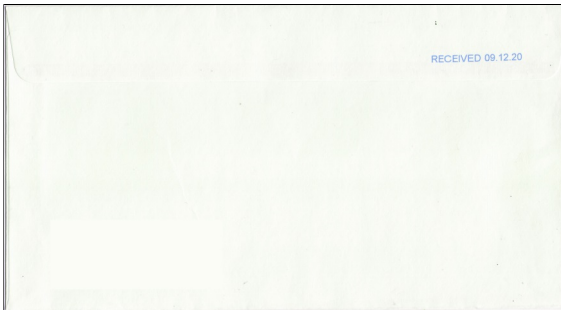
How to Set [Pass Through] Mail processing

This section describes how to use the **[Pass through]** type of imprint, for:
- Only conveying mail, for counting or testing purposes.

Main setting:

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

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

   ```
   Pass Through

            Not printing
   ```
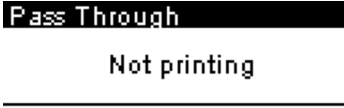
2. **Check or change the type of imprint, if you are not in [Pass through] mode.**

   Press ⌂ to access the imprint screen:

   ```
   Imprint
    Type  Pass through      >
   ```

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

   To select an option in the screen:

   - **Highlight the option** using the arrow keys △ and ▽

   - **Then press** ✓Mem to validate your selection.

3. Press ⌂ or ↰ to return to the home screen.

1. Press ◇. System motors start running.

2. Insert the envelope into the mail path against the rear-guide wall.

3. The Mailing System does not apply postage and the envelope is ejected.

How to Set Postage for [PPI] Mail

Required settings:

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

    If not, see section How to Change the Current Type of Stamp on page 34.

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

    PPI imprint

    PPI UK   00000 g

    ≡| M1*: 2nd Inl Lett
    Acct:00000

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

    Press ⌂ to access the Imprint screen.

    Imprint
    Type   PPI   >
    1. PPI #   [1]
    2. Slogan   [1]
    3. ERA Slogans   [1]
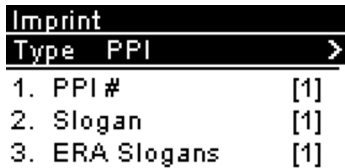
3. **Select a PPI** to use.

    See How to Select a PPI on page 73.

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. Remove the mail piece from the Weighing Platform. Press . The system motors start running.

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

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

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

In Manual weight entry mode ( ).

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.

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

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

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

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

5. Repeat the previous step 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.

How to Set [Payment Surcharge Entry] Mode

A postage amount that is too low can be corrected. The postage must be set to the desired additional amount.

If you have a mail piece that has been stamped with a postage amount that is not the correct, you must correct the postage amount before mailing. This is done by applying a second stamp on the back of the envelope with the additional postage amount. The total postage will be the front and back stamps.

- Only one postage correction indicia (stamp) is permitted.
- On letter size mail, place the postage correction indicia (stamp) on the non-address side of the envelope in the upper right corner.
- If the postage correction indicia (stamp), is printed on a label it may be placed on the address side of the envelope in the lower left corner.

Required settings:

1. **Make sure you are on the home screen of the [Payment Surcharge Entry] type of stamp.**

   The home screen indicates the date and amount as illustrated below.

2. Check or change the type of stamp, if you are not in [Payment Surcharge Entry] mode.

Press 📧 to access the Imprint screen:

```
Imprint
 Type  Payment Surchar>
 1. Amount
 2. Date              [0]
```

To change the type of stamp, select Stamp type and then select **[Payment Surcharge Entry]** in the Type of stamp screen. For more details, see How to Change the Current Type of Stamp on page 34.

3. Select **Amount** and enter the desired amount.

```
Payment Surcharge Entry

Enter the postage amount

      £____.0
```

Press **[OK]** to validate.

Press 🏠 or ↰ to return to the home screen.

4. [Payment Surcharge Entry] type of stamp also allows you to correct the Date if necessary.
- Select Date and then select a date option in the Date Advance Screen.
- Press [OK] to validate.

On the [Payment Surcharge Entry] 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.
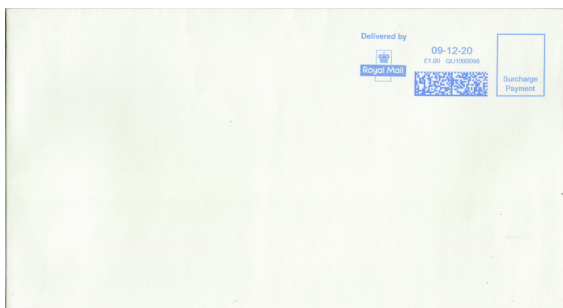
Changing the Current Account

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

3

How to Change Account

You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 00001)" to "Sales (account 00002)".

```
2nd Inl Lett    £ 000.00
E  No services
   16.12.20     00000 g
        ≡| M1*: 2nd Inl Lett
⏤        Acct:00001
```

To change accounts:

1. As a user:

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

```
Main Menu
0. Change account        ↑
 1. Cartridge
 2. Mailbox
 3. Account managem...    ↓
```

The list of accounts that are available is displayed.

```
Select Account
   00000 - Default Acc...  ↑
✓ 00001 - Marketing
   00002 - Sales           ↓
#  [                    ]
```

2. Select the account you want to use and press **[OK]**.

```
Select Account
   00000 - Default Acc...
 ✓ 00001 - Marketing
   00002 - Sales
 #  [                    ]
```

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

```
    2nd Inl Lett    £000.00
 E  No services
    16.12.20       00000 g
         ≡| M1*: 2nd Inl Lett
 ⌂           Acct:00002
```

How to Change Account with a Barcode Scanner

- Before using a barcode scanner with the system, it must be setup and configured by a service technician.
- The barcode sheet of accounts that you create should be **Free 3 of 9**.

A barcode scanner can be used for "One Click" entry of accounts into your Mailing System. You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 00001)" to "Sales (account 00002)".

```
    2nd Inl Lett    £000.00
 E  No services
    16.12.20       00000 g
         ≡| M1*: 2nd Inl Lett
 ⌂           Acct:00001
```

To change accounts with a barcode scanner:

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1. If not already done, connect the barccode scanner to the mailing system via a USB port.

The list of accounts barcodes that are available is typically placed near the mailing system.

2. Select the account you want to use and scan.

3. The current account number is displayed.

Selecting a Rate

How to Select a Rate

Rates are accessed from the Rate Selection screen. On the Home Screen, the system defaults to Imprint Memory number 1 (M1) ... when you access choose a rate and services from the rate selection screen, the system Home Screen will display an asterisk (M1*).

- There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.
- Press the numeric key 8 and select Rate Code to enter a Rate Code.

To select a rate:

1. Press ⬚.

The Rate Selection screen is displayed.

2. On that screen, you can:

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

Pressing the numeric key **4** displays the most common **Inland** rates.

```
2nd Inl Lett        £ 000.00
No services         00000 g
━━━━━━━━━━━━━━━━━━━━━━━━━━━━━
▌1st Class    ▌2nd Class
▌Business M ▌RM SF
▌Parcel      ▌Sp.Del.
```

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).

How to Select a Rate Code

To choose a rate quickly, you may type the rate code directly from the home screen using the keypad. There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.

To use Rate Codes:

1. Press ⬚.

The Rate Selection screen is displayed.

```
2nd Inl Lett        £ 000.00
No services         00000 g
━━━━━━━━━━━━━━━━━━━━━━━━━━━━━
▌1st Class    ▌2nd Class
▌Inland      ▌Intl
              ▌Adv. Rate
```

2. Select **Adv. Rate** and press **[OK].**

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

3. Select Rate Code.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

4. Enter the desired Rate Code and press **[OK].**

```
Rate code
       Enter rate code

   ┌─────────────────┐
   │        0        │
   └─────────────────┘

 Back              OK
```

How to Use Rate Chaining

The rate table can implement the rate chaining function. For a selected rate if the weight exceeds a threshold, the rate shall be chained to another rate.

When the printing with the rate chaining is done, the Machine shall return to the selected rate.

The following example explains the rate chaining functionality:

1. From the home screen, a rate has been selected.

```
    2nd Inl Lett    £ 000.00
 E  No services
 S   02.02.21       00000 g

  ⌂      ≣| M1*: 2nd Inl Lett
           Acct:00000
```

Put one item with weight exceeds a threshold lead to rate chaining.

2. The Machine displays the rate chaining on the homepage, process as normal.

```
    2nd Inl Lrg     £ 001.09
 E  No services
 S   02.02.21       00137 g

  ⌂      ≣| M1*: 2nd Inl Lett
           Acct:00000
```

Choosing a Weighing Type

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

You can also enter the weight manually if you know it: see How to Enter the Weight Manually on page 65.

How to Use Standard Weighing

Standard Weighing ⟨⟩

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

> - Standard Weighing is the default weighing method when the mailing system is first turned on.
> - From Differential Weighing press ↰ to return to Standard Weighing Home screen.

To use Standard Weighing:

1. From the Standard Weighing Home Screen, place an item on the scale.

```
        2nd Inl Lett    £ 000.43
   E    No services
   S     07.12.20       00007 g
   ⟨⟩      ≣| M1*: 2nd Inl Lett
            Acct:00000
```
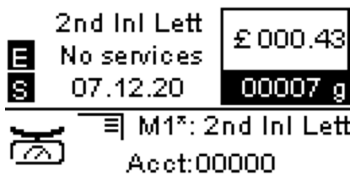
> If the weight exceeds a threshold, the rate will be chained to another rate. For more information, refer Rate Chaining on page 146.

2. The default mail class is displayed. Press ◇. System motors start running. You remove the mail piece from the scale and run the mail piece through the mailing system.

The display shows "Printing in progress".

```
2nd Inl Lett    £ 000.43
E  No services
S  07.12.20     00007 g

         ≡|    Printing in
               progress ...
```
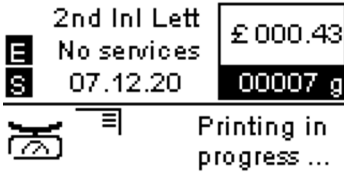
How to Use Differential Weighing

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).

> The mails pieces will be processed at the displayed mail class.

To use Differential Weighing:

1. Long press   .

The Weighing type is changed to Differential Weighing.

```
2nd Inl Lett    £ 000.00
E  No services
S  07.12.20     00000 g

      Place items on
      weighing platform
```

2. Place the mail piece on Weighing Platform.

3. As you remove each piece the weight and selected rate and services is displayed for the piece that is removed.

> 2nd Inl Lett
> E | No services | £ 000.00
> S | 07.12.20 | 00000 g
> ☑ Remove one item ▲
> ⬆ or add items ▼

4. Run the piece through the mailing system to be stamped with the indicia.

> 2nd Inl Lrg
> E | No services | £ 001.09
> S | 07.12.20 | 00138 g
> Place item in the feeder ▲
> ▼

How to Enter the Weight Manually

Manual Weight Entry

Manual Weighing allows you to enter the weight manually. You may have to enter the weight manually if a mail piece exceeds the weighing capacity of your Scale.

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

1. Select the postal rate.

The home screen with postal rate is displayed.

```
2nd Inl MedP  £000.00
E  No services
S  02.02.21   00000 g
      ≡| M1ˣ: 2nd Inl Lett
         Acct:00000
```

2. Press .

The Manual Weight Entry screen is displayed.

Manual Weight Entry

Enter the weight:

```
          g
```

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.

Manual Weight Entry

Enter the weight:

```
  2001 g
```
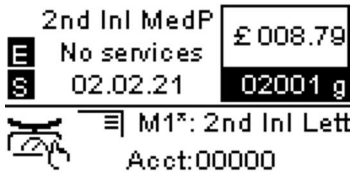
The home screen displays the Manual Weight Entry icon (☝) and the weight entered.

2nd Inl MedP   £008.79
E No services
S 02.02.21   02001 g
☝   ≡| M1*: 2nd Inl Lett
          Acct:00000

Configuring the Stamp

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

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

See also

How to Change the Date

The **Date** setting allows you to:

- Change the date printed on the mail pieces for future sending (you are processing the mail on Friday but not delivering the mail to the post office till Monday).

To change the date that will be printed:

1. Press ⬭.

   The Imprint screen is displayed.

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

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

   The Date screen is displayed.

   ```
   Date
   Current : 19.12.20
   ✓ 0  No date advance
     1  Today + 1 Day
     2  Today + 2 Days
   ```

3. On the Date 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.

> 🗩 The date can be advanced up to 7 days from today's date.

> 💡 Use the scroll button to select a different date.
>
> ```
> Date
> Current : 19.12.20
> ✔ 0  No date advance
>   1  Today + 1 Day
>   2  Today + 2 Days
> ```

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

Adding ERA and/or Slogan to the Imprint

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

See also
- Managing ERAs on page 204
- Managing Slogans on page 214.

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

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

1. Press ⬜.

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

   The ERA list screen is displayed.

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

   The ✔ icon indicates the current selection.

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

   The Imprint screen is displayed with updated parameters (home screen: ⌂).

See also

- Managing ERAs   on page 204

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

To add a slogan to the stamp or cancel the slogan:

1. Press ⌂.

2. Select **Slogan**.

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

   The Slogan list screen is displayed.

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

```
Slogan list
      Download new
✓ 0   None
  1   GOOD NEWS
```

   The ✓ icon indicates the current selection.

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

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

   The Imprint screen is displayed with updated parameters (home screen: ⌂).

See also

-

How to Move the Stamp (Print Offset)

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

1 - Imprint printing offset

To add an offset to the stamp position:

1. From the home screen:

Press ☰ and select the path: **> Advanced settings > Settings > Base Settings > Print offset**

The Print offset mode screen is displayed.

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

- No Offset
- Offset 1
- Offset 2

How to Select a PPI

To select a PPI:

1. From the **[PPI]** home screen.

   Press ✉️ to access the Imprint screen.

   ```
   Imprint
   Type   PPI              >
   1. PPI#              [1]
   2. Slogan            [1]
   3. ERA Slogans       [1]
   ```

2. Select **PPI #**. The PPI management screen is displayed.

   ```
   PPI management
         Add new
   ✓ 1   PPI UK
   ```

3. Select the PPI in the list using the arrows.
4. Press **[OK]** to validate your selection and return to the Imprint screen.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include the rate, ERA, slogan for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.

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

A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.

Imprint Memory List

22.12.20 13:00:52

M1

PPI	PPI UK
L imprint element	
R imprint element	

M2

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

M3

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

To use an imprint memory:

1. From the home screen:

```
2nd Inl Lett    £000.00
E No services
S 03.12.20       00000 g
       ≣| M1*: 2nd Inl Lett
          Acct:00000
```

2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press 4 GHI M4.

```
2nd Inl Lett    £000.00
E No services
S 03.12.20       00000 g
       ≣|   M4: MEM4
          Acct:00000
```

The imprint memory zone of the home screen displays the current imprint memory name.

Hand-Feed Table Moistener

Hand-Feed Table Moistener

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

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

4   Imprints

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How to Change the Date

> You can set the **Date** to change the date at a fixed time. This is useful if you process mail after the last mail pickup for the day. This ensures that the proper date of mailing is printed for the next days mail pickup.

The **Date** setting allows you to:

- Change the date printed on the mail pieces for future sending (you are processing the mail on Friday but not delivering the mail to the post office till Monday).

To change the date that will be printed:

1. Press ⌂.

    The Imprint screen is displayed.

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

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

    The Date screen is displayed.

Date	
Current : 19.12.20	
✓ 0 No date advance	
1 Today + 1 Day	
2 Today + 2 Days	

4

Imprints

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3. On the Date 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.

> ⟝⟞ The date can be advanced up to 7 days from today's date.

> 🔆 Use the scroll button to select a different date.
>
> ```
> Date
> Current : 19.12.20
> ✔ 0  No date advance
>   1  Today + 1 Day
>   2  Today + 2 Days
> ```

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

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

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

1. Press ⌂.

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

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

The ERA list screen is displayed.

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

```
ERA list
    0  Download new
 ✓  1  None
    2  ERA1
```

The ✓ icon indicates the current selection.

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

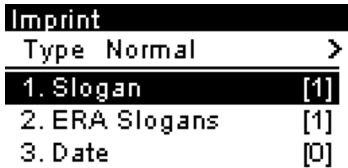The Imprint screen is displayed with updated parameters (home screen: ⌂).

See also

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

To add a slogan to the stamp or cancel the slogan:

1. Press ✉.

2. Select **Slogan**.

The Slogan list screen is displayed.

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

The ✓ icon indicates the current selection.

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

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

The Imprint screen is displayed with updated parameters (home screen: ⌂).

See also

- Managing Slogans   on page 214

How to Move the Stamp (Print Offset)

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

1 - Imprint printing offset

To add an offset to the stamp position:

1. From the home screen:

   Press ☰ and select the path: **> Advanced settings > Settings > Base Settings > Print offset**

   ```
   Base settings
    3. Smart start
    4. Neodicia mode
    5. Weight selection fo...
    6. Print offset
   ```

   The Print offset mode screen is displayed.

   ```
   Print offset mode
   Select the print offset ...
   ✓ 1  No_Offset
     2  Offset_1
     3  Offset_2
   ```

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

   - No Offset
   - Offset 1
   - Offset 2

The Imprint Memories are presets for your stamp types.

You can quickly recall a saved setting to simplify operation and save time (see Using Imprint Memories on page 188).

You can create, edit/modify or delete an Imprint Memory.

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

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

4

Imprints

How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

If your mail requires different settings such as specific postal rate and ERA and/or slogan and department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Highly recommended for repetitive tasks.

> - Standard Imprint Memory: ERA, Slogan, Weight (option), Rate, Account Number (if any).
> - Imprint Memory are limited to a total of nine.
> - Once created, an Imprint Memory cannot be deleted, only edited.
> - To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

Prepare the job that you want to save as imprint memory (Rate, Slogan, ERA). Please refer to the following sections to prepare your job: How to Select a Rate on page 141, How to Add (or Cancel) a Slogan on the Stamp on page 214, How to Add (or Cancel) an ERA on the Imprint on page 204.

To save (create) an Imprint Memory:

1. The memories store stamp characteristics together with rates and, if activated, charged account.
    From the home screen:

    Long press $\checkmark_{Mem}$.

    The imprint memories list is displayed.

    ```
    Save your memory
    1  2nd Inl Lett          ↑
    2  Mem2
    3  None                  ↓
     Cancel          Save
    ```

2. Select any line with value **None**. Press **[Save]**.

    If Accounting is enabled, the message confirmation to save account info is displayed.

    ```
    Memory 4

      Do you want to save the
       account information ?

     No              Yes
    ```

3. Enter a name for the imprint memory, then press **[Save]**.

    ```
    Memory 4

       Job memory name

          MEM4
                    Save
    ```

4. The home screen displays the type imprint memory you're just created.

    ```
         2nd Inl Lett   £ 000.00
    E    No services
    S     03.12.20      00000 g
                        M4: MEM4
             Acct:00000
    ```

How to Edit an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

If your mail requires different settings such as specific postal rate and ERA and/or slogan and department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Highly recommended for repetitive tasks.

- Standard Imprint Memory: ERA, Slogan, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created an Imprint Memory cannot be deleted.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

Prepare the job that you want to save as imprint memory (Rate, Slogan, ERA). Please refer to the following sections to prepare your job: How to Select a Rate on page 141, How to Add (or Cancel) a Slogan on the Stamp on page 214, How to Add (or Cancel) an ERA on the Imprint on page 204.

To edit an Imprint Memory:

1. From the home screen:

   Long press ✓Mem .

   The imprint memories list is displayed.

Save your memory
1 2nd Inl Lett
2 Mem2
3 None
Cancel   Save

2. Select the existing imprint memory old which you want to edit. Press **[OK]** .

   The message confirmation to save account info is displayed.

Memory 1
Do you want to save the account information ?
No   Yes

3. Press **[OK]**.

   The imprint memory name is displayed.

   ```
   Memory 1
        Job memory name
         2nd Inl Lett
                   Save
   ```

4. Keep the old name or enter the name of the imprint memory, then press **[OK]**.

   The home screen displays the updated memory information.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include the rate, ERA, slogan for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.

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

A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.

How to Save an Imprint Memory   on page 185

Imprint Memory List

22.12.20 13:00:52

M1

PPI	PPI UK
L imprint element	
R imprint element	

M2

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

M3

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

To use an imprint memory:

1. From the home screen:

```
2nd Inl Lett    £ 000.00
E  No services
S  03.12.20     00000 g
      ≡| M1*: 2nd Inl Lett
        Acct:00000
```

2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press $4 \, ^{GHI}_{M4}$.

```
2nd Inl Lett    £ 000.00
E  No services
S  03.12.20     00000 g
      ≡|     M4: MEM4
        Acct:00000
```

The imprint memory zone of the home screen displays the current imprint memory name.

How to Remove a Slogan from an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Home screen displays the name of the current Imprint Memory.

In this example we will remove the GOOD NEWS slogan from Imprint Memory M1.

1. From the home screen, press the Imprint button.

    ```
    2nd Inl Lett    £000.00
    No services
    16.12.20        00000 g
    S
              ≡| M1: 2nd Inl Lett
              Acct:00001
    ```

    (Imprint button)

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

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

    (OK/mem button)

    ✓**Mem**

3. Select "None" and press **[OK]**.

    ```
    Slogan list
            Download new
     0    None
    ✓ 1    GOOD NEWS
    ```

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4. Press the **Back** button.

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

(Back button)

↰

5. An asterisk "*" now appears next to "M1" indicating that the imprint has changed and is ready to be saved. To save your change, press and hold the **[OK]/Mem** button until the **"Save your memory screen"** appears.

```
   2nd Inl Lett   £ 000.00
   No services
   16.12.20       00000 g
      ≡| M1*: 2nd Inl Lett
         Acct:00001
```

6. Select the memory number for the memory your saving, in this example we're saving "M1", **2nd Inl Lett**. Press **"Save"**.

```
Save your memory
1   2nd Inl Lett        ↑
2   Mem2
3   None                ↓
  Cancel          Save
```

7. Select whether you wish to save the account information linked to your imprint memory.

```
Memory 1

   Do you want to save the
   account information ?

   No              Yes
```

8. Press **"Save"** once more to save the imprint memory.

Memory 1

Job memory name

2nd Inl Lett

Save

9. The "S" no longer appears, indicating the slogan has been removed.

2nd Inl Lett   £ 000.00
No services
16.12.20   00000 g

≡| M1: 2nd Inl Lett
Acct:00001

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5 Money Operations

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

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The Postal Security Device (PSD) — Postage Meter

The PSD, located in the base, handles the funds (or money) in your Mailing System.

The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.

> ⇨ Check that your Mailing System is connected to a network (see Connections on page 21) and that the connection is properly configured (see Connection Settings on page 190).

Checking Funds

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

Use the following steps to display your available postage funds.

How to Check the PSD (Meter) Funds

To check available funds:

5

Money Operations

1. Press .

The Funds Menu is displayed.

Credit
1. Credit information
2. Credit
3. Audit
4. Low credit threshold
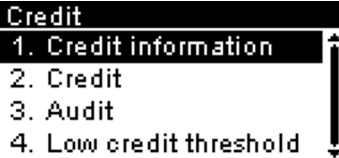
2. Select the path: **Credit information**.

The screen displays your postage funds as shown below.

Credit information
Total
£8,500,008.61
Credit
£1,001.39

Credit information
Credit
£1,001.39
Total Credit
£8,501,010.00
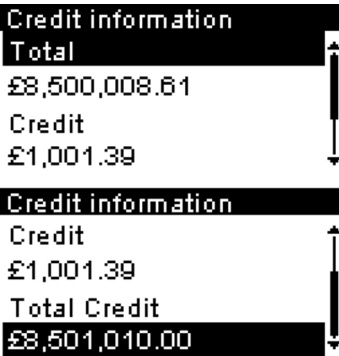
Adding Funds

You can add funds to your Mailing System at any time by complete the steps listed below.

The Mailing System then connects to the Postal Services and validates the operation.

How to Add Funds to the PSD (Meter)

To add funds to the PSD:

1. Press .

The Funds Menu is displayed.


```
Credit
  1. Credit information
  2. Credit
  3. Audit
  4. Low credit threshold
```
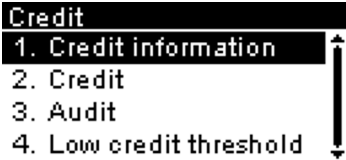
2. Select **Add Funds**.

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

The Add Funds screen is displayed.

```
Credit
Credit available   £ 1000
Basic unit         £ 10.00
Amount to add  [    £ 0 ]

   [10.00 - 50000.00]
```

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

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

> ⇨   The amount must be in the range of Minimum reset amount and
>   Maximum reset amount.

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

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

```
Credit
 Transaction successful

Account balance :        |
£01199000.00         OK
```

If funding 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 190).

5. You can open the Credit information screen to check your account balance once
   the transaction is complete (see How to Check the PSD (Meter) Funds on page
   95).

5.2 Unlocking the PSD (Postal Inspection)

How to Unlock the PSD

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

1. Press .

2. Select **Audit**.
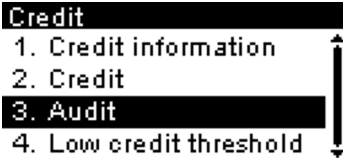
   The system asks for confirmation.

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

   A message to confirm audit transaction request is displayed.
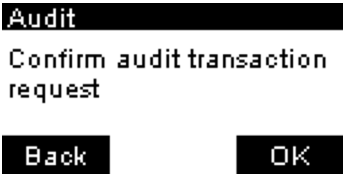
4. Press **[OK]** to validate.

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.

```
Audit
 Meter Audit
 Transaction successful
 Account balance :
 £01199000.00          OK
```

5.3   Setting Warnings

How to Set the High-Value Warning Amount

A High Value Warning message warns the user the postage amount that they have entered is higher than a preset value. This high-amount warning prevents the user from accidentally printing high postage amounts. Example: £4.80 instead of £0.48.

To set a high-value warning amount:

1.   From the home screen:

Press ☰ and select the path: **>Advanced settings >Settings >Base Settings >High Value**

```
Base settings
 1. Language
 2. High value
 3. Smart start
 4. Neodicia mode
```

2.   Enter the high-value warning amount or press **[C]** and enter **0** to disable the warning function.

```
High value
  Please enter high value
       threshold

      £ __5.00
```

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

How to Set the Low-Funds Threshold

A Low Funds Threshold warning warns the user that the funds remaining in the PSD (Meter) are getting low. More funds should be loaded. The Low Funds Value Warning can be set to any dollar amount.

To set a low-funds threshold:

1. Press .

2. Select **Low funds threshold**.

3. Enter the low-funds warning amount or press **[C]**.

    If you enter 0, a message is displayed "Zero amount not allowed."

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

Adding Postage Report

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

```
Select report
1  Imprint Memory List
2  PPI Report
3  Credit summary
4  Credit History
```

- Die Number (on printed report only)
- Download date & time (Default period: previous 6 months)
- Funding amount
- New descending

Output
- Screen
- USB printer
- USB memory key

Content

	A	B	C
1	Credit History		
2	Start date	30.11.20	
3	End date	17.12.20	
4			
5	Date	Amount	New credit
6	30.11.20	£ 1000.00	£ 1000.00
7	30.11.20	£ 0.00	£ 1000.00
8	08.12.20	£ 0.00	£ 991.39
9	08.12.20	£ 0.00	£ 991.39
10	08.12.20	£ 10.00	£ 1001.39
11	14.12.20	£ 0.00	£ 1001.39
12			

5

Money Operations

Funds Summary Report

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

```
Select report
1   Imprint Memory List
2   PPI Report
3   Credit summary
4   Credit History
```

> • Die Number.
> • Current Date and Time on printed report only.

Output
- On label
- Screen
- USB printer

Content

Credit summary	
22.12.20 13:02:30	
Meter status: Installed	
Meter #QU1000097 (RMUK)	
Credit Used	£ 8500008.61
Credit Available	£ 1001.39
Total Credit	£ 8501010.00
Non zero items	6
Zero items	6
Total items	12

6   Accounts and Access Control

6.1   Postage Tracking and Access Control

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.

Postage Tracking and Access Control These five Account Modes correspond to the on/off status of two functions:

Account

- Postage usage is tracked by account.
- The user must select an account when processing mail.
- No PIN number is required to access functions or process mail.

Account With PIN Code

- Postage usage is tracked by account.
- User must select an account when processing mail.
- A PIN number is required to access functions and process mail.

No Account

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- No PIN number is required to access functions and process mail.

No Account With Access Control

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

Remote Account Management (not available in all countries)

- Postage tracking and access control managed from the PC.
- The application should be setup by an authorized technician.
- User can allow the Mailing System to be used even when not connected to the PC.
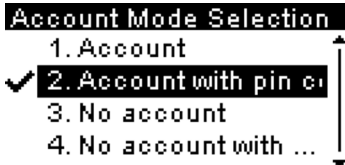
The Access Control Function

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 funds.

The different access control policies you can implement are:

- **No PIN code**: unlimited access
- **Unique System PIN Code**: users enter a PIN code to access the system. This is also called "No Account with Access Control".
- **Account with PIN Code**: users enter a PIN code and select an account to process mail.

How to Display and Change to 'No Account with Access Control' Mode

No Account With Access Control

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

To display and change the 'Account mode' to 'No Account with Access Control':

1. From the home screen:

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

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

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

2. Select 'No Account with Access Control'.

Account Mode Selection
1. Account
✔ 2. Account with pin...
3. No account
4. No account with ac

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.

How to Display and Change to 'Account with PIN Code' Mode

Account With PIN Code
- Postage usage is tracked by account.
- User must select an account when processing mail.
- A PIN number is required to access functions and process mail.
- To use this mode, the system must have at least one account created.
- If only one account is available, the Mailing System automatically selects it at start up.

To display and change the 'Account mode' to Account with PIN Code:

1. From the home screen:

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

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

Account Mode Selection
✔ 1. Account
2. Account with pin...
3. No account
4. No account with ...

2. Select 'Account with PIN Code'.

Account Mode Selection
✔ 1. Account
   2. Account with pin c‹
   3. No account
   4. No account with ...

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.

How to Change a Shared PIN Code

> 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.

1. From the home screen:

Press ☰ and select the path: **> Account Management > Change PIN code**

The Change machine PIN code screen is displayed.

Change machine PIN c...
Current Pin
  1234
Enter a new PIN code:

⎯⎯⎯

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

Change machine PIN c...
Current Pin
  1234
Enter a new PIN code:
       1122

6.3   Account Modes

The Accounts Function

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

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

You can then issue reports on each account (for information about reports, see Reports on page 147).

> 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.

How to Display and Change to 'No Account' Mode

> **No Account**
> - Postage usage is not tracked by account.
> - User does not select an account when processing mail.
> - No PIN number is required to access functions and process mail.

To display and change the 'Account mode' to No Account:

1. From the home screen:

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

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

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

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2. Select 'No Account'.

Account Mode Selection
   1. Account
✔ 2. Account with pin...
   3. No account
   4. No account with ...

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.

How to Display and Change to 'No Account with Access Control' Mode

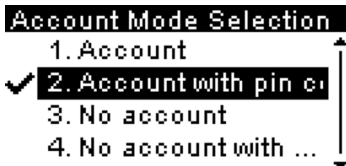**No Account With Access Control**

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

To display and change the 'Account mode' to 'No Account with Access Control':
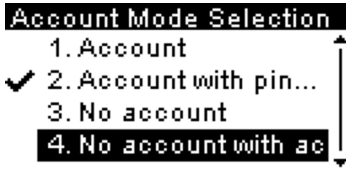
1. From the home screen:

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

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

Account Mode Selection
   1. Account
✔ **2. Account with pin c**
   3. No account
   4. No account with ...

2. Select 'No Account with Access Control'.

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

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.

Setting up 'Account'

6

In 'Account' 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 'Account' Mode

1. Follow the steps outlined in How to Display and Change the 'Account Mode' on page 120 and select the 'Account' Mode.

2. Create accounts as indicated in How to Create an Account on page 120.

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

Accounts and Access Control

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'Account' Mode Management Menu

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


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

See also

- To add, modify or delete accounts, see Managing Accounts on page 120.

How to Display and Change to 'Account with PIN Code' Mode

	Account With PIN Code
	- Postage usage is tracked by account. - User must select an account when processing mail. - A PIN number is required to access functions and process mail. - To use this mode, the system must have at least one account created. - If only one account is available, the Mailing System automatically selects it at start up.

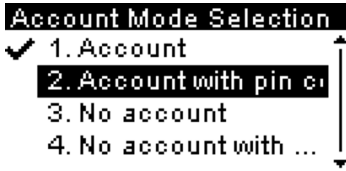**To display and change the 'Account mode' to Account with PIN Code:**

1. From the home screen:

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

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


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

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2. Select 'Account with PIN Code'.

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

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.

How to Display and Change the 'Account Mode'

To display and change the 'Account mode':

1. From the home screen:

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

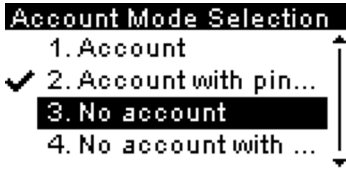The Account Mode Selection screen is displayed with the current 'Account Mode' shown.

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

2. Select the desired '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.

Setting up 'Remote Account Management' (not available in all countries)

'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 setup 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 21 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 120.

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.

6.4   Creating Accounts

Account summary

> - The number of accounts you can create is set to 30 by default and can be increased to 100 if required.
> - To upgrade your system, please contact your Customer Service.
> - Account names must be unique within the system.

```
Account creation summ...
  Number    00002
  Name      Sales
  Status    Active
```

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

How to Create an Account

To create an account, you have to activate the mode "Accounts". See How to Display and Change the 'Account Mode' on page 120.

1. From Account Mode Management screen, select **Manage Account**.

    The Manage Account screen is displayed.

2. Select **Account List**.

    ```
    Account list
      Add Account
      00000 - Default Acc...
      00001 - Marketing
    # [                    ]
    ```

3. Select **Add Account**.

4. Enter Number of account and press **[OK]**.

    ```
    Add Account
              Number

        [              ]
    ```

5. Enter Name of account and press **[OK]**.

6. Choose the Status for the account and press **[OK]**.

    ```
    Add Account
              Status
      1. Active
      2. Inactive
    ```

7. If you are in "Account with pin code" mode, set a PIN Code for the account.

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

```
Account creation summ...
  Number      00002
  Name        Sales
  Status      Active
```

The Account creation summary screen displayed.

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

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Accounts and Access Control

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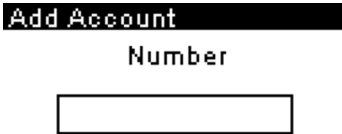
6.5 Managing Accounts

How to Display and Change the 'Account Mode'

To display and change the 'Account mode':

1. From the home screen:

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

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

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

2. Select the desired '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.

How to Create an Account

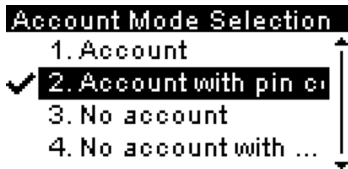**To create an account, you have to activate the mode "Accounts". See How to Display and Change the 'Account Mode' on page 120.**

1. From Account Mode Management screen, select **Manage Account**.

The Manage Account screen is displayed.

2. Select **Account List**.

```
Account list
    Add Account
    00000 - Default Acc...
    00001 - Marketing
  # [          ]
```

3. Select **Add Account**.
4. Enter Number of account and press **[OK]**.

Add Account

Number

5. Enter Name of account and press **[OK]**.
6. Choose the Status for the account and press **[OK]**.

Add Account
Status

1. Active
2. Inactive

7. If you are in "Account with pin code" mode, set a PIN Code for the account.
8. Press **[OK]** to validate.

Account creation summ...
Number   00002
Name   Sales
Status   Active

The Account creation summary screen displayed.

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

How to View / Edit Account Information

To view or edit an account:

1. From the home screen:

Press ☰ and select the path: **> Account management > Manage account > Account list**

The Account list screen is displayed.

```
Account List
  Add Account
  00000 - Default Acc...
  00001 - Sales
#
```

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

The Edit/Modify screen appears.

```
Edit/Modify
        Name

     Marketing
```
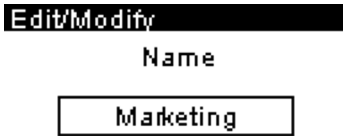
4. Change account name using the keypad (use key **[C]** to clear characters). Press **[OK]** to display the next parameter.
5. Change Status parameter if necessary and press **[OK]**.

```
Edit/Modify
        Status

  1. Active
  2. Inactive
```

6. If you are in "Account with PIN code" mode, change PIN Code for account if necessary.

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

The Account modification summary screen is displayed.

```
Account modification s...
  Number    00001
  Name      Marketing
  Status    Active
```

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

How to Activate / Deactivate an Account

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

To activate or deactivate an account:

1. From the home screen:

Press ☰ and select the path: **> Account management > Manage account > Account list**

The Account list screen is displayed.

```
Account list
  Add Account
  00000 - Default Acc...
  00001 - Marketing
# [                    ]
```

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

3. Select **Edit/Modify**.

The Edit/Modify screen appears.

```
Edit/Modify
        Name

      Marketing
```

4. Change Status parameter if necessary and press **[OK]**.

```
Edit/Modify
              Status

   1. Active
   2. Inactive
```

5. Accept the changes by pressing **[OK]** (on the Account modification summary).

If an account is deactivated it is no longer visible to the operator.

How to Delete an Account

To delete an Account:

1. From the home screen:

> Press ⊟ and select the path: **> Account management > Manage account > Account list**

The Account list screen is displayed.

```
Account list
   Add Account
   00000 - Default Acc...
   00001 - Marketing
#  [                    ]
```

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

3. On the Account management screen, select **Delete** instead of Edit/Modify.

```
Marketing
  1. Edit/Modify
  2. Delete
```

A confirmation of account deletion is displayed.

```
Delete
Are you sure you want to
delete this account?
```

4. Press **[OK]** to delete the account.

> ⇒ 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.

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How to Export 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.

To export an account list on a USB memory key:

1. From the home screen:

    Press ☰ and select the path: **＞Account Management ＞Manage Account ＞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 that you when you may remove the USB memory key.

Export
Export Account List

Insert your USB key
Press Ok to continue

Account summary

Account creation summ...

Number	00002
Name	Sales
Status	Active

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

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How to Import Accounts

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

- You can import an account list to or export an account list from your mailing machine as a CSV file using OLS or 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.
- You can only import CSV files located in the root directory of the USB memory key.
- To add accounts to your Mailing System, export the current account list and modify it before re-importing it into the Mailing System.

To import accounts from a CSV file:

1. From the home screen:

   Press ☰ and select the path: **> Account Management > Manage Account > Import Account List**

Manage Account
1. Account list
2. Account report
3. Import Account List
4. Export 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.

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6.7 Account Reports

How to Generate the Account Report

- This report displays the list of accounts in the mailing system.
- To generate the report the Account Mode has to be 'Account' or 'Account with pin code'.
- Report output is printer or USB memory key.

To generate the Account Report:

1. Make sure the current account mode is 'Account' or 'Account with PIN code'.

2. Press **Menu** and select **Account management.**

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

3. Select **Manage Account** and press **[OK]**.

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

4. Select **Account Report** and press **[OK]**.

```
Manage Account
1. Account list
2. Account report
3. Import Account List
4. Export Account List
```

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Accounts and Access Control

5. Select an Output and then press **[OK]**.

Number	Name	Items	Value	Surcharge	Total
09.12.20 12:22:50					
01.12.20 - 09.12.20					
Meter #QU1000099 (RMUK)					
Root (3 item(s),£ 0.43)					
00000	Default Account	3	£ 0.43	£ 0.00	£ 0.43
01	Marketing	0	0	0	0
02	Sales	0	0	0	0

Multi Account Report

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

The report displays all the accounts in 'active' status, and accounts 'inactive' or 'deleted' with a postage value.

```
Select report
6   Monthly usage
7   Machine Configura...
8   Single account
9   Multi account
```

• The current account mode has to be 'Account' or 'Account with pin code'.

• Die Number on printed report only.

• You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.

• If some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.

Output
- USB printer
- USB Key

Content

Multi account
22.12.20 13:05:58
01.12.20 - 22.12.20
Meter #QU1000097 (RMUK)

Root (13 item(s),£ 8.61)

Number	Name	Items	Value
00000	Default Account	10	£ 8.61
00001	Marketing	3	£ 0.00
00002	Sales	0	0

Single Account Report

This report displays postal expenditures for one account over a selected time period. You can select any account from the list.

```
Select report
5   Daily usage
6   Monthly usage
7   Machine Configura...
8   Single account
```

> • The current account mode has to be 'Account' or 'Account with pin code'.
>
> • You have to select an account in the list of accounts, then the Begin date and the End date of the report.
>
> • You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
>
> • Die Number on printed report only.

Output

- Screen

Content

Single account
Period
  Start: 01.12.20
  End: 17.12.20
Account

Single account
  00000
Name
  Default Account
Items

Single account
  10
Credit Used
  £8.61

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6.8   Change Current Account

How to Change Account

You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 00001)" to "Sales (account 00002)".

```
2nd Inl Lett      £ 000.00
E   No services
    16.12.20       00000 g
          ≡| M1ˣ: 2nd Inl Lett
            Acct:00001
```

To change accounts:

1.   As a user:

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

```
Main Menu
 0. Change account          ↑
 1. Cartridge
 2. Mailbox
 3. Account managem...      ↓
```

The list of accounts that are available is displayed.

```
Select Account
   00000 - Default Acc...   ↑
✓ 00001 - Marketing
   00002 - Sales            ↓
 #  [                    ]
```

2.   Select the account you want to use and press **[OK]**.

```
Select Account
   00000 - Default Acc...   ↑
✓ 00001 - Marketing
   00002 - Sales            ↓
 #  [                    ]
```

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

```
       2nd Inl Lett    £ 000.00
  E    No services
       16.12.20       00000 g
  ☎    ≡| M1*: 2nd Inl Lett
           Acct:00002
```

How to Change Account with a Barcode Scanner

A barcode scanner can be used for "One Click" entry of accounts into your Mailing System. You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 00001)" to "Sales (account 00002)".

```
       2nd Inl Lett    £ 000.00
  E    No services
       16.12.20       00000 g
  ☎    ≡| M1*: 2nd Inl Lett
           Acct:00001
```

To change accounts with a barcode scanner:

Accounts and Access Control

1. If not already done, connect the barccode scanner to the mailing system via a USB port.

The list of accounts barcodes that are available is typically placed near the mailing system.

2. Select the account you want to use and scan.

3. The current account number is displayed.

```
    2nd Inl Lett  ┌─────────┐
 E  No services   │ £000.00 │
    16.12.20      │ 00000 g │
 ┌──┐  ═┤ M1ˣ: 2nd Inl Lett
 └──┘     Acct:00002
```

7 Rates

How to Select a Rate

Rates are accessed from the Rate Selection screen. On the Home Screen, the system defaults to Imprint Memory number 1 (M1) ... when you access choose a rate and services from the rate selection screen, the system Home Screen will display an asterisk (M1*).

```
2nd Inl Lett       £000.00
E   No services
S   16.12.20       00000 g
          ≡ (M1*) 2nd Inl Lett
             Acct:00001
```

- There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.
- Press the numeric key 8 and select Rate Code to enter a Rate Code.

To select a rate:

1.   Press ⬅️.

The Rate Selection screen is displayed.

```
2nd Inl Lett       £000.00
No services        00000 g
1 1st Class    2 2nd Class
4 Inland       5 Intl
               8 Adv. Rate
```

2.   On that screen, you can:

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

Pressing the numeric key **4** displays the most common **Inland** rates.

```
2nd Inl Lett       £000.00
No services        00000 g
1 1st Class    2 2nd Class
4 Business M   5 RM SF
7 Parcel       8 Sp.Del.
```

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Rates

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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).

How to Select a Rate Code

To choose a rate quickly, you may type the rate code directly from the home screen using the keypad. There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.

To use Rate Codes:

1. Press ⭰.

The Rate Selection screen is displayed.

```
2nd Inl Lett      £ 000.00
No services        00000 g
─────────────────────────
■1st Class    ☑2nd Class
◪Inland       ◳Intl
              ⑧Adv. Rate
```

2. Select **Adv. Rate** and press **[OK].**

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

3. Select Rate Code.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

4. Enter the desired Rate Code and press **[OK].**

```
Rate code
        Enter rate code
    ┌────────────────────┐
    │          0         │
    └────────────────────┘
 Back                OK
```

7.2   Managing Postal Rates

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

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.

Rate Table List

The Rate Table List 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.
> - For each rate table, rate details (part number, expiration date, rate option) can be displayed.

To view the current rate file:

1. Press ⊒.

   The Rate Selection screen is displayed.

2nd Inl Lett	£ 000.00
No services	00000 g

∎1st Class	∄2nd Class
∎Inland	∄Intl
	∎Adv. Rate

2. Select **Adv. Rate**.

Advanced Rate
1. Rate code
2. Rate table list
3. Update rate table

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3. Select Rate Table List.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

4. The display shows the Rate Files loaded in the system and indicates which rate file is in use.

```
Rate table list
✔ RM01-RMUK-010620
```

Download New Rates

To download new rates:

1. Press ⬚.

The Rate Selection screen is displayed.

```
2nd Inl Lett        £ 000.00
No services          00000 g

1 1st Class    2 2nd Class
4 Inland       5 Intl
               8 Adv. Rate
```

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

2. Select **Update rate table** and press **[OK]**.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

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

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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.

How to Use Rate Chaining

The rate table can implement the rate chaining function. For a selected rate if the weight exceeds a threshold, the rate shall be chained to another rate.

When the printing with the rate chaining is done, the Machine shall return to the selected rate.

The following example explains the rate chaining functionality:

1.   From the home screen, a rate has been selected.

```
         2nd Inl Lett    ┌──────────┐
    ┌─┐                   │ £ 000.00 │
    │E│  No services      ├──────────┤
    ├─┤                   │ 00000 g  │
    │S│  02.02.21         └──────────┘
    └─┘           ≡| M1*: 2nd Inl Lett
    ╰──╯            Acct:00000
```

Put one item with weight exceeds a threshold lead to rate chaining.

2.   The Machine displays the rate chaining on the homepage, process as normal.

```
         2nd Inl Lrg     ┌──────────┐
    ┌─┐                   │ £ 001.09 │
    │E│  No services      ├──────────┤
    ├─┤                   │ 00137 g  │
    │S│  02.02.21         └──────────┘
    └─┘           ≡| M1*: 2nd Inl Lett
    ╰──╯            Acct:00000
```

8 Reports

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

8.1 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

To generate a Report:

1. Press ⌇.

   A list of available report types is displayed.

   ```
   Select report
   1  Imprint Memory List
   2  PPI Report
   3  Credit summary
   4  Credit History
   ```

2. Select the report type and press **[OK]**.

3. Depending on the report type, the system may ask for preferences such as:

   - Period of time targeted (begin date, end date)

   - Desired account, etc.

   Select or type the required parameters and press **[OK]**.

   The Output selection screen is displayed.

   > Use the **[C]** key to clear displayed parameter data (from right to left) and then enter the new parameter data you want.

   ```
   Report parameters

   Start date    01.12.20
   End date      19.12.20
   ```

4. Select an available output device.

   The system will send the report details to the selected output.

How to Generate the Account Report

- This report displays the list of accounts in the mailing system.
- To generate the report the Account Mode has to be 'Account' or 'Account with pin code'.
- Report output is printer or USB memory key.

To generate the Account Report:

1. Make sure the current account mode is 'Account' or 'Account with PIN code'.

2. Press **Menu** and select **Account management.**

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

3. Select **Manage Account** and press **[OK]**.

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

4. Select **Account Report** and press **[OK]**.

Manage Account
1. Account list
2. Account report
3. Import Account List
4. Export Account List

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Reports

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5. Select an Output and then press **[OK]**.

```
09.12.20 12:22:50
01.12.20 - 09.12.20
Meter #QU1000099 (RMUK)
```

Root (3 item(s),£ 0.43)

Number	Name	Items	Value	Surcharge	Total
00000	Default Account	3	£ 0.43	£ 0.00	£ 0.43
01	Marketing	0	0	0	0
02	Sales	0	0	0	0

Adding Postage Report

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

```
Select report
1   Imprint Memory List
2   PPI Report
3   Credit summary
4   Credit History
```

- Die Number (on printed report only)
- Download date & time (Default period: previous 6 months)
- Funding amount
- New descending

Output

- Screen
- USB printer
- USB memory key

Content

	A	B	C
1	Credit History		
2	Start date	30.11.20	
3	End date	17.12.20	
4			
5	Date	Amount	New credit
6	30.11.20	£ 1000.00	£ 1000.00
7	30.11.20	£ 0.00	£ 1000.00
8	08.12.20	£ 0.00	£ 991.39
9	08.12.20	£ 0.00	£ 991.39
10	08.12.20	£ 10.00	£ 1001.39
11	14.12.20	£ 0.00	£ 1001.39
12			

Daily Usage Report

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

```
Select report
2   PPI Report
3   Credit summary
4   Credit History
5   Daily usage
```

- Die Number (on printed report only).
- Day number.
- Number of items purchased.
- Total postage value for this day.

Output

- Screen
- USB printer
- USB memory key

Content

```
Daily usage
Day: 04.12.20
  Items 4
Value: £6.00
```

Funds Summary Report

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

```
Select report
1  Imprint Memory List
2  PPI Report
3  Credit summary
4  Credit History
```

- Die Number.
- Current Date and Time on printed report only.

Output

- On label
- Screen
- USB printer

Content

Credit summary	
22.12.20 13:02:30	
Meter status: Installed	
Meter #QU1000097 (RMUK)	

Credit Used	£ 8500008.61
Credit Available	£ 1001.39
Total Credit	£ 8501010.00
Non zero items	6
Zero items	6
Total items	12

Imprint Memory List report

This report displays the imprint memory list.

```
Select report
1   Imprint Memory List
2   PPI Report
3   Credit summary
4   Credit History
```

Output

The Imprint Memory List report outputs are:

- Screen
- Label
- USB Printer

Content

Imprint Memory List	
22.12.20 13:00:52	
M1	
PPI	PPI UK
L imprint element	
R imprint element	
M2	
Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing
M3	
Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

PPI Report

This report displays permit mail data for a selected period.

(Available on special request only).
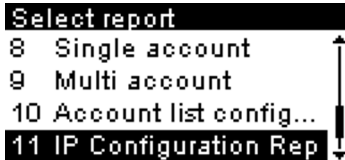

Output
- Screen
- USB printer

Content

IP Configuration Report

The IP Configuration Report displays IP address information.

- To generate this report the mailing system must be connected to the network with a LAN.
- The report prints to a label.

Output

The IP Configuration Report outputs is:
- Label

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Content

IP Configuration	Fixed IP Address
MAC Address	00-1b-00-20-00-00
IP address	169.254.1.2
IP mask	255.255.255.0
Gateway IP Address	169.254.1.1
DNS IP Address 1	0.0.0.0
DNS IP Address 2	0.0.0.0

Machine Configuration Report

This report displays all machine settings.

```
Select report
4   Credit History
5   Daily usage
6   Monthly usage
7   Machine Configuratic
```

8

Reports

Output

- USB printer (if installed)
- USB memory key

Content

09.12.20 12:24:00

Default User Settings / Preferences

Language	English
Key beep on	Inactive
Beep on error	Inactive
Brightness	24

Default User Settings / Imprint Parameters

ERA Slogans	None
Slogan	None
Default rate	2nd Class Inland Letter
Automatic date advance	Active
Date advance time	05:00
Date advance working days	Mon Tues Wed Thurs Fri Sat
PPI	PPI UK

Default User Settings / Base Settings

High value	£ 5.00
Default sealing state	OFF
Print offset	0 mm

Default User Settings / Credit Settings

Low Credit Warning	£ 50.00
Credit PIN Code	Inactive

Timeout setting

Start timeout	15000 ms
Stop timeout	10000 ms
Sleep mode timeout	7200000 ms

Machine Settings / Weighing

Geo code	00345
DS Accuracy	OFF

Machine Settings / Communication

Communication type	LAN

Machine Settings / Communication / LAN settings

IP allocation method	Fixed IP Address
IP address	169.254.1.2
IP mask	255.255.255.0
Default gateway	169.254.1.1
DNS setting method	Fixed IP Address
Primary DNS address	0.0.0.0
Secondary DNS address	0.0.0.0
MAC address	00-1b-00-20-00-00

Monthly Usage Report

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

```
Select report
3   Credit summary
4   Credit History
5   Daily usage
6   Monthly usage
```

> ⇒
> - You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
> - Die Number on printed report only.

Output
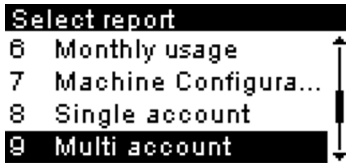- Screen
- USB printer
- USB memory key

Content

```
Monthly usage
Dec 2020
 Items 9
 Value: £8.61
```

Multi Account Report

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

The report displays all the accounts in 'active' status, and accounts 'inactive' or 'deleted' with a postage value.

> • The current account mode has to be 'Account' or 'Account with pin code'.
>
> • Die Number on printed report only.
>
> • You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
>
> • If some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.

Output
- USB printer
- USB Key

Content

Multi account

22.12.20 13:05:58
01.12.20 - 22.12.20
Meter #QU1000097 (RMUK)

Root (13 item(s),£ 8.61)

Number	Name	Items	Value
00000	Default Account	10	£ 8.61
00001	Marketing	3	£ 0.00
00002	Sales	0	0

Proxy Configuration Report

The Proxy Configuration Report displays Proxy address information.

```
Select report
9   Multi account
10  Account list config...
11  IP Configuration R...
12  Proxy Configuration F
```

Output

The Proxy Configuration report output is:

- Label

Content

Proxy settings		Proxy OFF
MAC Address		00-1b-00-20-00-00
Proxy URL		
Proxy domain name		
Proxy Login		
Proxy Port		8080
Kerberos realm		
KDC server name		

Single Account Report

This report displays postal expenditures for one account over a selected time period. You can select any account from the list.

```
Select report
5   Daily usage
6   Monthly usage
7   Machine Configura...
8   Single account
```

- The current account mode has to be 'Account' or 'Account with pin code'.

- You have to select an account in the list of accounts, then the Begin date and the End date of the report.

- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.

- Die Number on printed report only.

Output

- Screen

Content

Single account	
Period	
Start: 01.12.20	
End: 17.12.20	
Account	

Single account	
00000	
Name	
Default Account	
Items	

Single account	
10	
Credit Used	
£8.61	

9 Online Services

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

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9.1   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 197)
- **Ink alerts**: never run out of ink again! The online server monitors your mailing machine ink supply and e-mails an alert notification when it is time to re-order.
- **Remote diagnostics and technical support**: experienced technical professionals analyze your mailing machine's error logs, diagnose your mailing machine before an on-site service visit and your system software can be updated remotely, reducing service delays.
- **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 postage to your meter.

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

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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's time to re-order ink supplies.

It is strongly recommended that you leave the Mailing System turned on, in sleep mode, and connected to a network during the night, to allow the connection to the Online Server to occur automatically.

How to Call Online Services Manually

Manual calls allow you to connect to the Online Server in order to retrieve new information (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 menu.

To trigger a generic call

1. From the home screen:

> Press ☰ and select the path: **> Advanced Settings > Online services > Generic call**

The Mailing System connects to the server and downloads the available elements.

Online Services
1. Options list
2. Generic call
3. Machine synchroni...
4. Upload statistics

2. Check your mailbox for messages: see

How to Upload Report Data to the Online Services Server

An **Upload Statistics call** sends report data to the Online Services Server.

To upload report data:

1. From the home screen:

> Press ☰ and select the path: **> Advanced Settings > Online Services > Upload statistics**

Online Services
1. Options list
2. Generic call
3. Machine synchroni...
4. Upload statistics

2. Machine uploads data to the Online Services Server.

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Online Services

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Synchronize Call

This type of call should only be done on a request from your Customer Service.

This call updates the automatic call schedule of the machine and the features/options.

To trigger a Synchronize call:

1. From the home screen:

Press ☰ and select the path: **> Advanced Settings > Online services > Machine synchronization**

The Mailing System connects to the server and updates.

```
Online Services
  1. Options list
  2. Generic call
  3. Machine synchroniza
  4. Upload statistics
```

2. Call is complete.

Ping Server Diagnostic Test

Sends a message to a server (if connected) to check the line.

To gain access to a diagnostic display test:

1. From the home screen:

    Press ☰ and select the path: **>Advanced Settings >Maintenance >Process & Diagnostics**

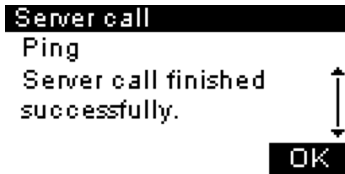2. Select **Communication** from the list displayed on the screen.

    Process & Diagnostics
    1. Base
    2. Communication
    3. Processes

3. Select **Ping Server** from the list displayed on the screen.

    Communication
    1. Ping server
    2. Test server
    3. Ping tool
    4. IP Configuration ch...

4. After a successful connection the display shows:

    Server call
    Ping
    Server call finished
    successfully.

    OK

    Press **[OK]**.

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Online Services

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Test Server Diagnostic Test

Sends a message to a server to test the line.

To gain access to a diagnostic display test:

1. From the home screen:
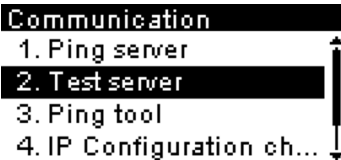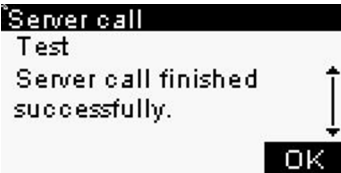
   Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

   Process & Diagnostics
   1. Base
   2. Communication
   3. Processes

3. Select **Test Server** from the list displayed on the screen.

   Communication
   1. Ping server
   2. Test server
   3. Ping tool
   4. IP Configuration ch...

4. After a successful connection the display shows:

   Server call
   Test
   Server call finished
   successfully.
   OK

   Press **[OK]**.

9.4   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.

10 Configuring your Mailing System

This section describes the general settings you can apply to your Mailing System.
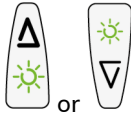
You can adjust the contrast of the display for bright or dark working environments.

How to Adjust the Display Contrast

To adjust the display contrast:

1. From the home screen:

Long press ⬆ or ⬇ to increase or decrease the contrast.

The screen updates immediately.
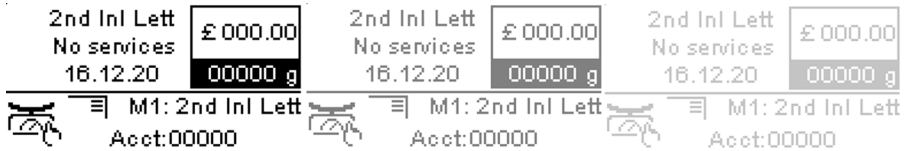
How to Change the Display Language

To change the current display language:

1. From the home screen:

Press ☰ and select the path: **> Advanced Settings > Settings > Base Settings > Language**

2. Select the language you want to use.


```
Languages
✓ 1  English          ↕
              Ok
```

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

10.2   System Time-outs and Settings

System settings include:
- **System motor time-outs**
- **Sleep mode time-out**

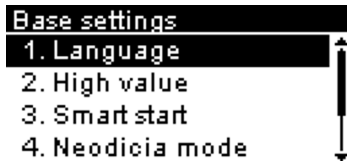## How to Change the 'Sleep timeout'

💡 **Sleep Timeout:** Period of inactivity after which the system automatically switches to 'Sleep' mode (see Power Management on page 23).

To change the 'Sleep timeout':

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Settings > Timeout Setting > Sleep Timeout**

   The Sleep Timeout screen is displayed.

   Timeout setting

   Sleep timeout (min)
   [1-120]:

   ☐ 2 min

2. Enter the value of the 'Sleep timeout'.

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

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

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How to Change the 'Soft Off Timeout'

> **Soft Off Timeout:** Period of inactivity after which the system automatically turns to 'Soft off' mode (see Power Management on page 23).

To change the 'Soft Off Timeout':

1. From the home screen:

    Press and select the path: **> Advanced Settings > Settings > Timeout Setting > Soft Off Timeout**

    The Soft Off Timeout screen is displayed.

    Timeout setting

    Enter value [1-9999]

    ┌──────────┐
    │   36 h   │
    └──────────┘

2. Enter the new value of the 'Soft off time-out'.

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

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

10.3   Setting Warnings

How to Set the High-Value Warning Amount

A High Value Warning message warns the user the postage amount that they have entered is higher than a preset value. This high-amount warning prevents the user from accidentally printing high postage amounts. Example: £4.80 instead of £0.48.

To set a high-value warning amount:

1. From the home screen:

    Press ☰ and select the path: **> Advanced settings > Settings > Base Settings > High Value**

    ```
    Base settings
      1. Language
      2. High value
      3. Smart start
      4. Neodicia mode
    ```

2. Enter the high-value warning amount or press **[C]** and enter **0** to disable the warning function.

    ```
    High value
      Please enter high value
             threshold
          £ __5.00
    ```

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

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Configuring your Mailing System

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How to Set the Low-Funds Threshold

A Low Funds Threshold warning warns the user that the funds remaining in the PSD (Meter) are getting low. More funds should be loaded. The Low Funds Value Warning can be set to any dollar amount.

To set a low-funds threshold:

1. Press .

2. Select **Low funds threshold**.

3. Enter the low-funds warning amount or press **[C]**.

If you enter 0, a message is displayed "Zero amount not allowed."

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

10.4   Weighing Settings

The weighing settings include:

- Zeroing the weighing platform
- Setting the GEO code that corresponds to the geographical location of the Mailing System
- Activating / De-activating the Neodicia application

How to Zero the Weighing Platform

> 💡 The mailing system should display 0.00 weight when there is nothing on the weighing platform (scale). If the display does not show zero weight then the weighing platform (scale) should be zeroed.

To zero the Weighing Platform as a user:

1. From the home screen:

Long press $C⇄_C$.

> 💡 From the Home screen, you must press and hold the button for approximately two seconds.

2. The display prompts:.

```
Reset WP
Remove all items on
weighing platform and
press OK
                    Ok
```
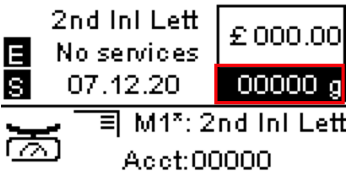
3. Remove all items from the Weighing Platform.

4. Press **[OK]**.

5. Press **[OK]**.

GEO Code

The Weighing Platform provide mail piece weights that have to be corrected according to the geographical location of the mailing system, as weights can change with the altitude and latitude. The correcting Geodesic Code (GEO Code) is done automatically with Online Services.

Neodicia Mode

Neodicia is a PC Application that communicates to the Mailing System to transfer the weight value.

When the Neodicia Mode is activated, the weight value is communicated by the Mailing System to the Neodicia application.

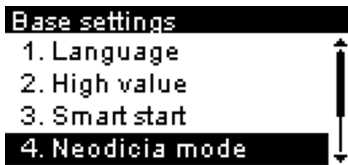The function Neodicia Mode can be activated/de-activated.

How to activate / de-activate Neodicia mode

To activate/de-activate 'Neodicia mode':

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Settings > Base Settings > Neodicia mode**

   ```
   Base settings
    1. Language
    2. High value
    3. Smart start
    4. Neodicia mode
   ```

   The Neodicia mode screen is displayed.

2. Select **Activated** to start active Neodicia mode or **Deactivated** to deactivate this mode.

   ```
   Neodicia mode
   ✓ 1 Activated
     2 Deactivated
   ```

3. Click **[OK]** to validate your selection.

How to set the Neodicia Application connection

To set the Neodicia application connection:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Maintenance > Network advanced settings > Neodicia**

   ```
   Network advanced settings
    1. TCP output port
    2. Redirection URI[OFF]
    3. Neodicia
   ```

   The Neodicia advanced setting screen is displayed.

2. Enter PC IP address.

   ```
   Neodicia advanced setti...


        PC IP address:


       224.0.0.166
   ```

3. Enter PC Port number.

   ```
   Neodicia advanced setti...


        PC port number:


          5506
   ```

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

10.5   Imprint Memories

The Imprint Memories are presets for your stamp types.

You can quickly recall a saved setting to simplify operation and save time (see Using Imprint Memories on page 188).

You can create, edit/modify or delete an Imprint Memory.

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

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

How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

If your mail requires different settings such as specific postal rate and ERA and/or slogan and department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Highly recommended for repetitive tasks.

- Standard Imprint Memory: ERA, Slogan, Weight (option), Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created, an Imprint Memory cannot be deleted, only edited.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.
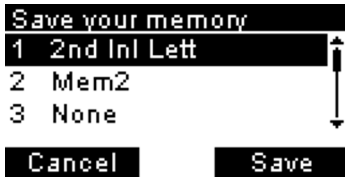
Prepare the job that you want to save as imprint memory (Rate, Slogan, ERA). Please refer to the following sections to prepare your job: How to Select a Rate on page 141, How to Add (or Cancel) a Slogan on the Stamp on page 214, How to Add (or Cancel) an ERA on the Imprint on page 204.

To save (create) an Imprint Memory:

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1. The memories store stamp characteristics together with rates and, if activated, charged account.
   From the home screen:

   Long press ✓Mem.
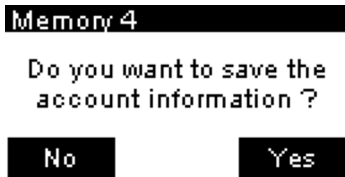
   The imprint memories list is displayed.

   ```
   Save your memory
   1  2nd Inl Lett        ↑
   2  Mem2
   3  None                ↓
    Cancel          Save
   ```
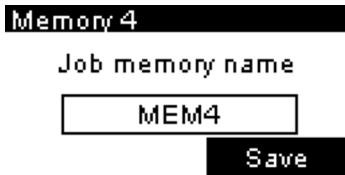
2. Select any line with value **None**. Press **[Save]**.

   If Accounting is enabled, the message confirmation to save account info is displayed.

   ```
   Memory 4

      Do you want to save the
        account information ?

     No                Yes
   ```

3. Enter a name for the imprint memory, then press **[Save]**.

   ```
   Memory 4

        Job memory name

            MEM4
                      Save
   ```

4. The home screen displays the type imprint memory you're just created.

   ```
   2nd Inl Lett    £000.00
   E  No services
   S  03.12.20     00000 g
                   M4: MEM4
            Acct:00000
   ```

How to Edit an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

If your mail requires different settings such as specific postal rate and ERA and/or slogan and department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Highly recommended for repetitive tasks.

- Standard Imprint Memory: ERA, Slogan, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created an Imprint Memory cannot be deleted.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

Prepare the job that you want to save as imprint memory (Rate, Slogan, ERA). Please refer to the following sections to prepare your job: How to Select a Rate on page 141, How to Add (or Cancel) a Slogan on the Stamp on page 214, How to Add (or Cancel) an ERA on the Imprint on page 204.
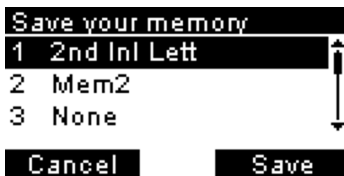
To edit an Imprint Memory:

1. From the home screen:

   Long press ✔Mem .
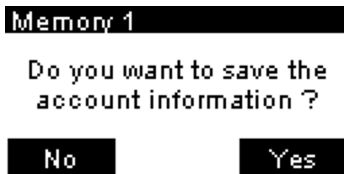
   The imprint memories list is displayed.

   Save your memory
   1 2nd Inl Lett
   2 Mem2
   3 None
   Cancel   Save

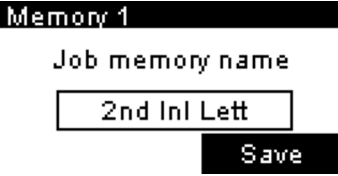2. Select the existing imprint memory old which you want to edit. Press **[OK]** .

   The message confirmation to save account info is displayed.

   Memory 1

   Do you want to save the
   account information ?

   No   Yes

3. Press **[OK]**.

The imprint memory name is displayed.

```
┌─────────────────────┐
│ Memory 1            │
└─────────────────────┘
     Job memory name

     ┌──────────────────┐
     │   2nd Inl Lett   │
     └──────────────────┘
               ┌──────────┐
               │   Save   │
               └──────────┘
```

4. Keep the old name or enter the name of the imprint memory, then press **[OK]**.

The home screen displays the updated memory information.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include the rate, ERA, slogan for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.

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

A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.
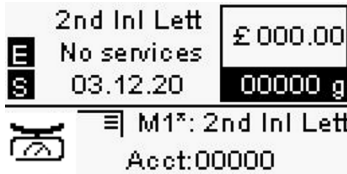
How to Save an Imprint Memory   on page 185

Imprint Memory List

22.12.20 13:00:52

M1

PPI	PPI UK
L imprint element	
R imprint element	

M2

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

M3

Rate	1st Class Inland Letter
L imprint element	
R imprint element	
Date	Full date - Today
Account number	00001
Account name	Marketing

To use an imprint memory:

1. From the home screen:

```
        2nd Inl Lett    £000.00
   E    No services
   S    03.12.20       00000 g
              ≡| M1*: 2nd Inl Lett
              Acct:00000
```
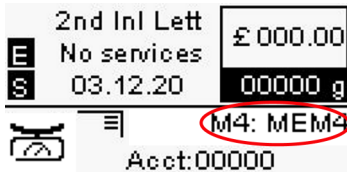
2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press 4 GHI M4 .

```
        2nd Inl Lett    £000.00
   E    No services
   S    03.12.20       00000 g
              ≡|    (M4: MEM4)
              Acct:00000
```

The imprint memory zone of the home screen displays the current imprint memory name.

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How to Set the Postal/Online Services Connection

> To add funds or access Online Services, the Mailing System can access the Internet through a high speed LAN (Local Area Network).

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

To set the postal/Online Services connection:

1. From the home screen:

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

The Postal access screen is displayed.

```
Postal access
✓ 1 LAN
```

```
Ok
```

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

2. To use LAN:

- The LAN, select LAN settings and press **[OK]**.

Communication settings
 1. Type of conn... [...]
 2. LAN settings

See also

- To physically connect the LAN to the base, see Connection Diagram on page 21.

How to Set LAN Parameters

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

To set the parameters of the LAN:

1. From the home screen:

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

The DHCP configuration is displayed.

2. Select **Auto** to automatically configure the LAN (recommended).

DHCP configuration
✓ **1. Auto**
 2. Manual

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

The screen **Host name setting** is displayed. It is un-editable.

Host Name settings

Host Name Option

nd-zb1532200023

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

The screen **Set Vendor Class ID** is diplayed. It is OFF by default but can be activated and edited.

Press **[OK]** to validate.

5. Select:

- **DNS**: Auto, then
- **Speed & Duplex**: Half

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

Other settings screen is displayed with the MAC Address. Press **[OK]**.

7. Proxy is OFF by default. If select **Proxy** is ON and press **[OK]**.

The **Proxy settings** screen will display:

- **Proxy URL**: Empty by default. Value chosen by supervisor.
- **Proxy Port**: 8080 by default. Value chosen by supervisor.
- **Proxy Domain Name**: Empty by default. Value chosen by supervisor.
- **Proxy Username**: Empty by default. Value chosen by supervisor.
- **Proxy Password**: Empty by default. Value chosen by supervisor.

Press **[OK]**.

The **Proxy-Kerberos settings** screen will display:

- **Kerberos realm**: Empty by default. Value chosen by supervisor.

`Installation process - Co...`

    Kerberos realm

    ┌──────────┬──────────┐
    │   │   │
    └──────────┴──────────┘

- **KDC server name**: Empty by default. Value chosen by supervisor.

`Installation process - Co...`

    KDC server name

    ┌──────────┬──────────┐
    │   │   │
    └──────────┴──────────┘

8. Press **[OK]**, the system will come back to the beginning screen and accept any changes.

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10.7 Date and Time

How to Adjust the Machine Time and Date

To adjust the current time and date:

1. From the home screen:

   Press ☰ and select the path: **>Advanced Settings >Settings >Date Management >Adjust Date & 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.

   ```
   Date Management
    1. Date and Time
    2. Adjust Date & Time
    3. Automatic date ad...
   ```

2. To resynchronize the time with server, press **[OK]**.

   ```
   Adjust Date & Time

   To resynchronize the time
   with server, Press OK.
   ```

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

How to Check the Machine Time and Date

To check the current time and date:

1. From the home screen:

> Press ☰ and select the path: **> Advanced Settings > Settings > Date Management > Date and Time**

```
Date and Time

Date:     16.12.20
Time:     04:52:19
```

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:

- How to Unlock the PSD   on page 99
- How to Check/Adjust the Machine Time and Date   on page 195.

How to Set the Automatic Date Advance Time

The **Automatic Date Advance function** automatically changes the date printed on mail pieces at a preset time to the next 'working day' date.

Example: You can set the system to change dates at 17:00 hours and set Saturdays and Sundays to be non-working days. From Friday 17:00 hours to Sunday 23:59, the system will print Monday's date on the envelopes, after a confirmation message to the user.

To set the auto date advance time and days:

1. From the home screen:

The Auto date advance screen is displayed.

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

2. Select **Set Hours**, enter the Automatic Date Advance time (00:00 hours is not allowed) and press **[OK].**

```
Automatic date advanc...
Set the time at which the
date advances to the
next working day

17:00   24 Hour Format
```

3. Select **Set working days**, following by the day number on the keypad to select/deselect each day, and then press **[OK]**.

```
Working days
 0  Sunday
✓1  Monday
✓2  Tuesday

   Quit        Select
```

4. Press ↰ to exit.

11 Options and Updates

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

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11.1   Overview

You can update your Mailing System by:

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

> To update your Mailing System's operating system, see Online Services on page 163.

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11.2　Using the Mailbox

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

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

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

How to Read Messages

The mailbox allows you to receive messages from the mailing system or from customer service via the server.

1. From the home screen:

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

   The Mailbox screen is displayed.

   ```
   Mailbox
     1 Job memory slogan
     2 Job memory slog...
     3 Job memory slog...
       Back        Open/Del
   ```

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

   ```
   Mailbox
    1. Open
    2. Delete
   ```

How to Delete Messages

The mailbox allows you to receive messages from the mailing system or from customer service via the server.

1. From the home screen:

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

   The Mailbox screen is displayed.

   ```
   Mailbox
      1 Job memory slogan ↕
      2 Job memory slog...
      3 Job memory slog... ↓
      Back        Open/Del
   ```

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

   ```
   Mailbox
      1. Open
      2. Delete
   ```

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11.3   Managing Options

How to Display the Options

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.

To display the option list:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Online Services > Option list**

   The Options list screen is displayed.

   ```
   Options list
        Updates?
   1    Ink Management
   2    Statistics upload
   3    Account Number -...
   ```

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

How to Load 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.

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 21) and that the connection is properly configured (see Connection Settings on page 190).

2. Select **Update?**. 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 202.

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11.4   Managing ERAs

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

ERA management is identical to Slogan management (Managing Slogan on page 214).

> ⇨   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 How to Load New Options on page 203.

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

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

1.   Press ⌂.

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

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

The ERA list screen is displayed.

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

```
ERA list
   0  Download new
 ✔ 1  None
   2  ERA1
```

The ✔ icon indicates the current selection.

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

The Imprint screen is displayed with updated parameters (home screen: 🏠).

See also

-

How to Display the List of ERAs

The list of ERAs includes the ERAs that are installed in the Mailing System and indicates with a check mark ✔ the active ERA.

To display the list of ERAs:

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1. From the home screen:

   Press ⌂.

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

2. Select **ERA Slogans**.

   The list of ERAs is displayed.

ERA list	
0 Download new	
✔ 1 None	
2 ERA1	

How to Modify an ERA

To modify an ERA:

1. From the home screen:

   Press ⌂.

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

2. Select **ERA Slogans**.

The list of ERAs is displayed.

```
ERA list
   0   Download new
 ✓ 1   None
   2   ERA1
```

3. Select the ERA and press **[OK]**.

```
ERA list
   0   Download new
 ✓ 1   None
   2   ERA1
```

The Slogan Management screen is displayed.

4. Select **Edit**.

```
ERA Mgt ERA1
  1. Select
  2. Edit
  3. Delete
```

5. Change the ERA name using the keypad and press **[OK]**.

```
Edit Slogan name
The Slogan will be saved
under the following name
- You can modify it

 ERA1|
```

The system updates the ERA list.

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How to Delete an ERA

To delete an ERA:

1. From the home screen:

   Press ⬆️.

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

2. Select **ERA Slogans**.
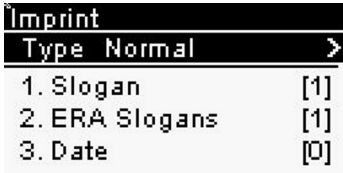
   The list of ERAs is displayed.

ERA list	
0	Download new
✓ 1	None
2	ERA1

3. Select the ERA and press **[OK]**.

The ERA Management screen is displayed.
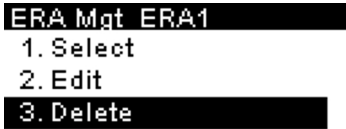
4. Select **Delete**.

The system asks for a confirmation.

5. Press **[OK]** to confirm deletion.

The system updates the ERA list.

How to Download New ERAs

To download new ERAs:
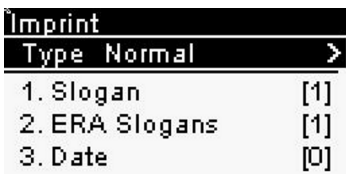
1. From the home screen:

Press 📧.

2. Select **ERA Slogans**.

The list of ERAs is displayed.

```
ERA list
   0  Download new
 ✓ 1  None
   2  ERA1
```

3. Select **Download new** and press **[OK]**.

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

11.5   Managing Prepaid Imprints (PPI)

You can:
- Display the list of PPIs in the machine.
- Add new PPIs using an USB memory key.
- Delete PPIs.

How to Display the List of PPIs

The list of PPIs includes the PPIs that are installed in the Mailing System and indicates with a check mark ✔ the active PPI.

To display the list of PPIs:

1. From the PPI home screen:

    Press ✉.

    ```
    Imprint
    Type   PPI              >
    1. PPI #           [1]
    2. Slogan          [1]
    3. ERA Slogans     [1]
    ```

2. Select **PPI**.

    The list of PPIs is displayed.

    ```
    PPI management
         Add new
    ✔1   PPI UK
    ```

How to Delete a PPI

To delete a PPI:

1. From the **[PPI]** home screen:

   Press ⌂.

   ```
   Imprint
   Type   PPI              >
   1. PPI #            [1]
   2. Slogan           [1]
   3. ERA Slogans      [1]
   ```

2. Select **PPI #**.

   The list of PPIs is displayed.

   ```
   PPI management
          Add new              ↑
   ✓1   PPI UK
                                ↓
   ```

3. Select the PPI and press **[OK]**.

   The PPI Management screen is displayed.

4. Select **Delete**.

   ```
   PPI mana... [PPI UK]
    1. Select
    2. Delete
   ```

   The system asks for a confirmation.

5. Press **[OK]** to confirm deletion.

   The system updates the PPI list.

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How to Download New PPIs

To download new PPIs:

1. From the **[PPI]** home screen:

   Press ✉️⚙.

   ```
   Imprint
   Type   PPI              >
   1. PPI #               [1]
   2. Slogan              [1]
   3. ERA Slogans         [1]
   ```

2. Select **PPI #**.

   The list of PPIs is displayed.

   ```
   PPI management
         Add new
   ✓ 1   PPI UK
   ```

3. Select **Add new** and press **[OK]**.

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

11.6   Managing Slogans

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

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

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. See How to Load New Options on page 203.

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

To add a slogan to the stamp or cancel the slogan:

1.   Press ⌂.

2. Select **Slogan**.

The Slogan list screen is displayed.

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

The ✔ icon indicates the current selection.

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

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

The Imprint screen is displayed with updated parameters (home screen: 🏠).

See also

How to Display 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 active slogan.

To display the list of slogans:

1. From the home screen:

Press 📧.

2. Select **Slogan**.

The list of slogans is displayed.

How to Modify a Slogan

To modify a slogan:

1. From the home screen:

Press 📧.

2. Select **Slogan**.

The list of slogans is displayed.

Slogan list
```
      Download new
✓ 0   None
  1   GOOD NEWS
```

3. Select the slogan and press **[OK]**.

Slogan list
```
      Download new
✓ 0   None
  1   GOOD NEWS
```

The Slogan Management screen is displayed.

4. Select **Edit**.

Slogan Mgt GOOD NEWS
```
  1. Select
  2. Edit
  3. Delete
```

5. Change the slogan name using the keypad and press **[OK]**.

Edit Slogan name
```
  The Slogan will be saved
 under the following name
    - You can modify it

      GOOD NEWS
```

The system updates the slogan list.

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How to Delete a Slogan

To delete a slogan:

1. From the home screen:
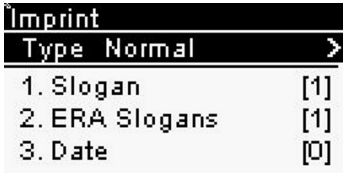
   Press ⬒.

2. Select **Slogan**.

   The list of slogans is displayed.

3. Select the slogan and press **[OK]**.

```
Slogan list
      Download new
✓0    None
  1   GOOD NEWS
```

The Slogan Management screen is displayed.

4. Select **Delete**.

```
Slogan Mgt GOOD NEWS
 1. Select
 2. Edit
 3. Delete
```
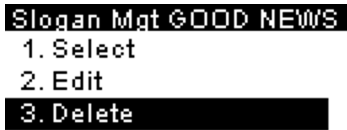
The system asks for a confirmation.

5. Press **[OK]** to confirm deletion.

The system updates the slogan list.

How to Remove a Slogan from an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Home screen displays the name of the current Imprint Memory.

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In this example we will remove the GOOD NEWS slogan from Imprint Memory M1.

1. From the home screen, press the Imprint button.

```
2nd Inl Lett      £000.00
No services
[S]   16.12.20      00000 g
        ≡|  M1: 2nd Inl Lett
           Acct:00001
```

(Imprint button)

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

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

(OK/mem button)

✓Mem
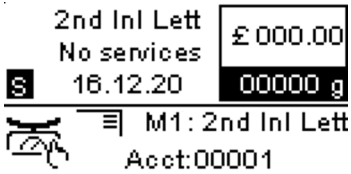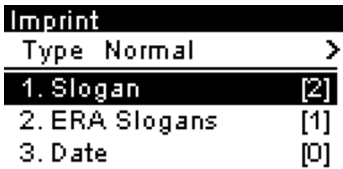
3. Select "None" and press **[OK]**.

```
Slogan list
      Download new
 0  None
✓1   GOOD NEWS
```

4. Press the **Back** button.

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

(Back button)

↰

5. An asterisk "*" now appears next to "M1" indicating that the imprint has changed and is ready to be saved. To save your change, press and hold the **[OK]/Mem** button until the **"Save your memory screen"** appears.

```
2nd Inl Lett    £ 000.00
No services
16.12.20        00000 g
        ☰ M1*: 2nd Inl Lett
            Acct:00001
```

6. Select the memory number for the memory your saving, in this example we're saving "M1", **2nd Inl Lett**. Press **"Save"**.

```
Save your memory
1  2nd Inl Lett
2  Mem2
3  None

  Cancel          Save
```

7. Select whether you wish to save the account information linked to your imprint memory.

```
Memory 1

   Do you want to save the
   account information ?

    No              Yes
```

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8. Press **"Save"** once more to save the imprint memory.

Memory 1

Job memory name

2nd Inl Lett

Save

9. The "S" no longer appears, indicating the slogan has been removed.

2nd Inl Lett
No services
16.12.20

£ 000.00

00000 g

≣ M1: 2nd Inl Lett
Acct:00001

How to Download New Slogans

Return Address:
Frama UK Limited
15 Limes Court
Hoddesdon
Hertfordshire
EN11 8EP

GOOD NEWS

Delivered by

09-12-20
£0.65 QU1000098

Royal Mail

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Letter

To download new slogans:

1. From the home screen:

Press ⌂.

Imprint
Type Normal   ›

1. Slogan   [1]
2. ERA Slogans   [1]
3. Date   [0]

2. Select **Slogan**.

The list of slogans is displayed.

```
Slogan list
       Download new
✓ 0  None
   1  GOOD NEWS
```

3. Select **Download new** and press **[OK]**.

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

11.7   Managing Postal Rates

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

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.

Rate Table List

The Rate Table List 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.
- For each rate table, rate details (part number, expiration date, rate option) can be displayed.

To view the current rate file:

1. Press ⬚.

    The Rate Selection screen is displayed.

2nd Inl Lett	£000.00
No services	00000 g

    11st Class **2**2nd Class
    4Inland   **5**Intl
              8Adv. Rate

2. Select **Adv. Rate**.

    Advanced Rate
    1. Rate code
    2. Rate table list
    3. Update rate table

3. Select Rate Table List.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

4. The display shows the Rate Files loaded in the system and indicates which rate file is in use.

```
Rate table list
✓ RM01-RMUK-010620
```

Download New Rates

To download new rates:

1. Press ⬒.

The Rate Selection screen is displayed.

```
2nd Inl Lett      £ 000.00
No services        00000 g
1 1st Class   2 2nd Class
4 Inland     5 Intl
             8 Adv. Rate
```

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

2. Select **Update rate table** and press **[OK]**.

```
Advanced Rate
 1. Rate code
 2. Rate table list
 3. Update rate table
```

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

12 Maintenance

About the Ink Cartridge

The ink cartridge for printing is located in the Mailing System and contains fluorescent red ink that has been tested and approved by the postal service.

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

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

> If you observe poor print quality (streaked, too light, blurred, etc.), see Cleaning Cartridge on page 250.

How to Change the Ink Cartridge

If after cleaning, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink cartridge.

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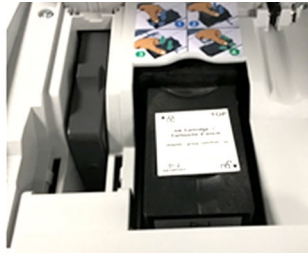
1. Open the cover: the ink cartridge moves to the replacement position.

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

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

3. Lift out the old ink cartridge.

4. Remove the two plastic caps on the new ink cartridge.
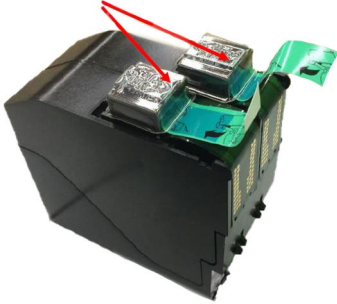
The caps are removed.

5. Remove the protective strips from the new ink cartridge.
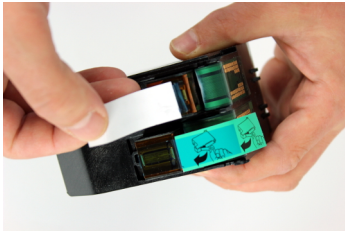
6. Insert the new ink cartridge, and then push it forward until you hear the click.

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7. Close the cover.

The alignment process of the printing heads starts automatically.

How to Display Ink Level and Cartridge Data

Ink Cartridge Data includes information such as consumption and date installed.

To display the ink cartridge data:

1. From the home screen:

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

The Ink information screen is displayed.

How to Clean the Print Heads Automatically

Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... It is time to replace the ink cartridge.

To clean the print heads automatically:

1. From the home screen:

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

   The cleaning starts automatically.

How to Clean the Print Heads Manually

Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink cartridge.
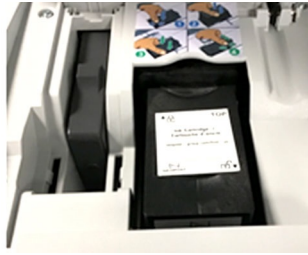
1. Open the cover: the ink cartridge moves to the replacement position.
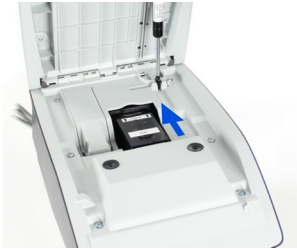
> ⚠️ Keep fingers away from the ink cartridge while it is moving to the replacement position.

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

3. Lift out the ink cartridge.

4. Clean the heads with a soft damp cloth.

5. Put the cartridge back in place.

Close the base cover.

How to Align the Print Heads

After installing a new ink cartridge you should verify that the ink cartridge print heads are aligned.

To align the print heads:

1. From the home screen:

Press ☰ and select the path: **> Cartridge > Ink cartridge alignment**

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

    The system prints a test pattern.

    The Ink cartridge alignment screen is displayed.

3. Check the printed pattern and use the **up/down** keys to select the letter that corresponds to the straightest and complete vertical line.
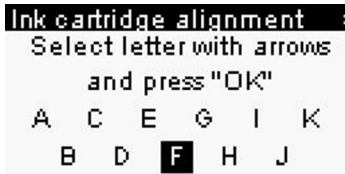
4. Press **[OK]** to validate.
5. Repeat the previous step until lines **F** are aligned.
6. Press ↰ to exit.

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.

Moistener Overview

A Sealing Moistener:
- Is used to moisten the glue on the envelope and seal the flap closed.
- Consists of the brush assembly, sponge assembly, and water reservoir
- All of which are used to moisten the glue on the envelope flaps.
- Uses an envelope flap separation blade to open the envelope flap slightly.

Sealing Moistener Maintenance:
- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

Hand-Feed Table Moistener

Hand-Feed Table Moistener

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

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

Cleaning the Brushes and Sponge (Moistener)

To avoid sealing issues:

- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

To clean the brushes and sponge of the feed table moistener:

1. Remove the moistener assembly from the table.

2. Raise the brush.

3. Lift the metal sponge retainer to remove the sponge.

4. Clean the sponge and the brush.
5. Reinstall the sponge and retainer.
6. Put the brush back.
7. Put the moistener back into place.

How to Fill the Moistener

To add water to the moistener.

1. Remove the moistener from the table.

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

How to Run the Registration Update

> The Update Registration process is only to be completed at a request from Customer Service.
>
> - This procedure is used if you have changed your address.
> - Contact your Customer Service to change your information then you will be instructed to perform the update registration procedure.

To run the registration update:

1. From the home screen:

   Press ☰ and select the path: **>Advanced Settings >Maintenance >Process & Diagnostics >Processes >Update Registration**

   ```
   Processes
    1. Save customer data
    2. Withdraw
    3. Update registration
   ```

2. Press **[OK]** to begin the procedure.

   ```
   Update registration
   This procedure has to be
   used in case of address
   change to update your
   postal location
        Quit           OK
   ```

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3. Press **[OK]** to start the update registration transaction.

   The message "Transaction successful" is displayed.

   Update registration
   Transaction successful

   Meter status : INSTALLED

   OK

4. Press **[OK]**.

   A message for entering the geodesic code. Please refer to User Guide for allowed values.

   Update registration
   Continue with geocode - ↑
   Enter the Geodesic code
   - Please refer to User
   Guide for allowed values ↓
   OK

5. Press **[OK]**.
6. Enter the Geocode.

   Enter Geo code

   Enter Geo code

   00345

   Ok

7. Press **[OK]**.

   The update registration procedure is finished.

   Update registration
   The update registration
   procedure is finished

   Finish

8. Press **[Finish]** to return to menu.
9. Press the **Sleep/Wake/Soft Off** button to exit.

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How to Save Customer Data

The Save Customer Data allows you to backup customer data (accounts, imprint memories, and so on) to the Online Services Server. It should only be performed on a request from by Customer Service.

To run the registration update:

1. From the home screen:

   Press ☰ and select the path: **＞Advanced Settings ＞Maintenance ＞Process & Diagnostics ＞Processes ＞Save Customer Data**

2. Press **[OK]** to begin the procedure.
3. Press **[OK]** when the process is complete.

   The message "Backup Customer Data Server call suceessful" is displayed.

How to Withdraw the PSD (Meter)

The Withdraw PSD process is only to be completed at the request of Customer Service.
- Removes the PSD from service.
- Requires a password from Customer Services to perform.

To withdraw the meter:

1. From the home screen:

   Press ⊟ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics > Processes > Withdraw**


   ```
   Processes
     1. Save customer data
     2. Withdraw
     3. Update registration
   ```

   The Withdraw meter screen is displayed.


   ```
   Withdraw
   Do you want to withdraw
   your METER? This process
   is composed of several
   steps : data save, upload or
         Quit          OK
   ```

2. Type the withdrawal PIN code using the keyboard and press **[OK]**.

3. Press **[OK]** or the **[Sleep/Wake]** button (⏻) to turn the system to Sleep or Soft-off mode.

4. **ONLY at that stage**, disconnect the system power cord from the power socket.

5. Open the cover of the base, then the cover of the meter. Pull the meter towards the front of the base to disengage it from the base connector.

6. Remove the meter from the Mailing System base.

---

13 Troubleshooting

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

How to Clear Mail Jammed in the Base

Envelopes are jammed (stopped) in the transport mechanism of the Base.
- Mail piece is too thick.
- Mail size is incorrect.

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.

   The release handle lowers the rollers to enable the user to clear any jams.
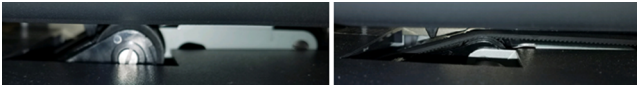
2. Using your other hand, remove the jammed envelopes.
3. Release the jam release handle to put the transport belt and wheels back in position.

How to Clean the Print Heads Automatically

Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... It is time to replace the ink cartridge.

To clean the print heads automatically:

1. From the home screen:

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

   The cleaning starts automatically.

Cleaning the Brushes and Sponge (Moistener)

To avoid sealing issues:

- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

To clean the brushes and sponge of the feed table moistener:

1. Remove the moistener assembly from the table.

2. Raise the brush.

3. Lift the metal sponge retainer to remove the sponge.

4. Clean the sponge and the brush.
5. Reinstall the sponge and retainer.
6. Put the brush back.

7. Put the moistener back into place.

The Weighing Device does not Weigh Properly

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

You have to check the weighing device as follows.

Possible causes	Actions
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: - 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 181).
The Weighing Platform zero is not correct.	See the weighing platform zeroing procedures in Weighing Settings on page 181.
You have placed a package on the platform that is too heavy for the rate selected.	1. Press **[OK]** to clear the error message. 2. Press the **[Rate]** key and select a rate class that can accommodate the weight of the package. (Example: select Priority if the rate you had been using was First Class). 3. Press lightly on the Weigh Platform to establish the weight and postage with the new rate.
Weight of the items on WP exceeds the max capacity defined in Weighing Platform (you have placed a package on the platform that is too heavy for your Weigh platform).	1. Remove the package and if possible, weigh it on another scale. 2. Use Manual Weight Entry mode to enter the weight and determine the postage.

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

Base Status Diagnostic Test
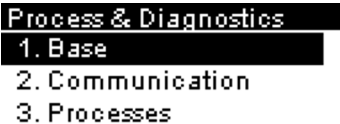
Check status of the base life cycle.

To gain access to a diagnostic display test:

1.   From the home screen:

Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

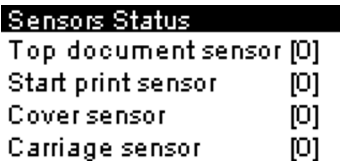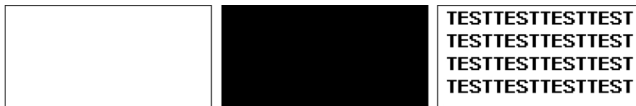**2.**   Select **Base** from the list displayed on the screen.

```
Process & Diagnostics
 1. Base
  2. Communication
  3. Processes
```

3.   Select **Base Status** from the list displayed on the screen.

```
Base
  3. Keypad
  4. USB ports
  5. Serial connectors
  6. Base Status
```

4.   The display shows:

```
Base Status

         Base Status
         DECLARED

              OK
```

Press **[OK]**.

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Base Sensor Diagnostic Test

Reports the status ([0] or [1]) of the sensors below:
• Top doc
• Start print
• Cover
• Carriage

To gain access to a Base Sensor diagnostic test:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Base** from the list displayed on the screen.

   ```
   Process & Diagnostics
    1. Base
    2. Communication
    3. Processes
   ```

3. Select **Base Sensors** from the list displayed on the screen.

   ```
   Base
    1. Base sensors
    2. Display
    3. Keypad
    4. USB ports
   ```

4. The display shows:

   ```
   Sensors Status
   Top document sensor [0]
   Start print sensor   [0]
   Cover sensor         [0]
   Carriage sensor      [0]
   ```

Display Diagnostic Test

The screen displays, successively, a black bar without text, then a text.

To gain access to a diagnostic display test:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Base** from the list displayed on the screen.

   Process & Diagnostics
   1. Base
   2. Communication
   3. Processes

3. Select **Display** from the list displayed on the screen.

   Base
   1. Base sensors
   2. Display
   3. Keypad
   4. USB ports

4. The display shows:

   TESTTESTTESTTEST
   TESTTESTTESTTEST
   TESTTESTTESTTEST
   TESTTESTTESTTEST

IP Config Diagnostic Test

Displays current parameters related to IP Configuration.

To gain access to a diagnostic display test:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

   ```
   Process & Diagnostics
    1. Base
    2. Communication
    3. Processes
   ```

3. Select **IP Configuration** from the list displayed on the screen.

   ```
   Communication
    2. Test server
    3. Ping tool
    4. IP Configuration ch...
    5. IP Configuration
   ```

4. The Display shows:

IP Configuration
DHCP State
Off
DNS State
Auto

IP Configuration
DNS 1
0.0.0.0
DNS 2
0.0.0.0

IP Configuration
Device IP
169.254.1.2
Subnet
255.255.255.0

IP Configuration
Gateway
169.254.1.1

IP Configuration Checker Diagnostic Test

Checks LAN connection.

To gain access to a diagnostic display test:

1. From the home screen:

Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

```
Process & Diagnostics
  1. Base
  2. Communication
  3. Processes
```

3. Select **IP Configuration Checker** from the list displayed on the screen.

```
Communication
  1. Ping server
  2. Test server
  3. Ping tool
  4. IP Configuration chec
```

4. Enter the IP Address:

IP Configuration checker
Media state
Connected...
IP Address status
Manual

IP Configuration checker
Ping Gateway
Succeeded
Ping DNS Address 1
Succeeded

IP Configuration checker
Ping DNS Address 2
Succeeded
Ping proxy
Proxy not configured

IP Configuration checker
**Spine Address
resolution**
Skipped

IP Configuration checker
**Ping Spine with
proxy**
Proxy not configured

IP Configuration checker
**Ping Spine without
proxy**
Succeeded

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Keypad Diagnostic Test
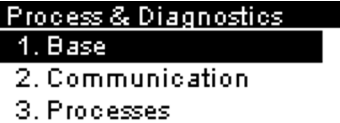
Displays "Key ok" if the test is correct.

To gain access to a diagnostic Keypad test:

1. From the home screen:

    Press ⊟ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Base** from the list displayed on the screen.

    ```
    Process & Diagnostics
     1. Base
     2. Communication
     3. Processes
    ```

3. Select **Keypad** from the list displayed on the screen.

    ```
    Base
     1. Base sensors
     2. Display
     3. Keypad
     4. USB ports
    ```

4. The display shows:

    ```
    Keypad


            Key ok
    ```

Ping Server Diagnostic Test

Sends a message to a server (if connected) to check the line.

To gain access to a diagnostic display test:

1. From the home screen:

    Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

    Process & Diagnostics
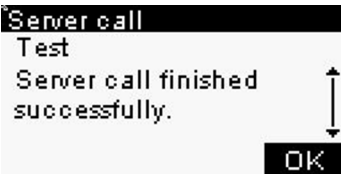   1. Base
    2. Communication
    3. Processes

3. Select **Ping Server** from the list displayed on the screen.

    Communication
    1. Ping server
    2. Test server
    3. Ping tool
    4. IP Configuration ch...

4. After a successful connection the display shows:

    Server call
    Ping
    Server call finished
    successfully.

    OK

    Press **[OK]**.

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Ping Tool Diagnostic Test

Checks LAN address.

To gain access to a diagnostic display test:

1. From the home screen:

    Press ☰ and select the path: **＞Advanced Settings ＞Maintenance ＞Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

    ```
    Process & Diagnostics
     1. Base
     2. Communication
     3. Processes
    ```

3. Select **Ping Tool** from the list displayed on the screen.

    ```
    Communication
     1. Ping server
     2. Test server
     3. Ping tool
     4. IP Configuration ch...
    ```

4. Enter the IP Address:

    ```
    Ping tool

       Hostname or IP address
    ```

Serial Connectors Diagnostic Test

Checks the serial port.

To gain access to a diagnostic display test:

1. From the home screen:

    Press ≡ and select the path: **>Advanced Settings >Maintenance >Process & Diagnostics**
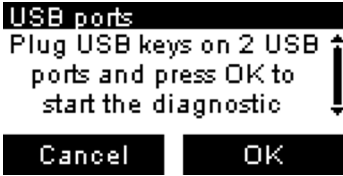
2. Select **Base** from the list displayed on the screen.

    ```
    Process & Diagnostics
     1. Base
     2. Communication
     3. Processes
    ```

3. Select **Serial Connectors** from the list displayed on the screen.

    ```
    Base
     2. Display
     3. Keypad
     4. USB ports
     5. Serial connectors
    ```

4. The display shows:

    ```
    « COM port(s) » Test mana
    Tests on COM port(s) are
    about to start The
    machine will reboot at
    th   ... ...  .. .. ..
     Back              Ok
    ```

    Press **[OK]**.

Test Server Diagnostic Test

Sends a message to a server to test the line.

To gain access to a diagnostic display test:

1. From the home screen:

   Press ≣ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

   Process & Diagnostics
   1. Base
   2. Communication
   3. Processes

3. Select **Test Server** from the list displayed on the screen.

   Communication
   1. Ping server
   2. Test server
   3. Ping tool
   4. IP Configuration ch...

4. After a successful connection the display shows:

   Server call
   Test
   Server call finished
   successfully.
   OK

   Press **[OK]**.

USB Ports Diagnostic Test

Checks the two USB ports (need USB keys).

To gain access to a diagnostic USB Ports test:

1. From the home screen:

   Press ☰ and select the path: **> Advanced Settings > Maintenance > Process & Diagnostics**

2. Select **Base** from the list displayed on the screen.

   Process & Diagnostics
   1. Base
   2. Communication
   3. Processes

3. Select **USB Ports** from the list displayed on the screen.

   Base
   1. Base sensors
   2. Display
   3. Keypad
   4. USB ports

4. The display shows:

```
USB ports
Plug USB keys on 2 USB
   ports and press OK to
   start the diagnostic

    Cancel          OK
```

Plug in the two USB keys then ppress **[OK]**.

5. The display shows test successful upon completion.

```
USB ports

   USB test ports success


         OK
```
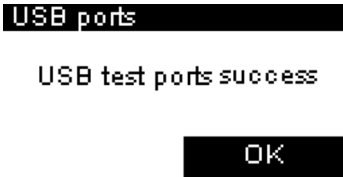
How to Display Software Data

The Software Data contains the following information: PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant.

To display Software Data:

1.   From the home screen:

Press ☰ and select the path: **> Advanced Settings > Maintenance > System Info > Software information**

```
System Info
 1. Software information
 2. Hardware information
 3. Counters
 4. Error list
```

2.   The system software data appears on the screen.

```
Software information
Software Ve 135661/ A/ I
Version N...  D16.01-0....
Version N...    r62687
Version C...  PRE-REL...
```

How to Display Hardware Data

The Hardware Data contains the following information: P/N of the base and the PSD.

To display hardware data:

1. From the home screen:

    Press ☰ and select the path: **> Advanced Settings > Maintenance > System Info > Hardware Information**


    ```
    System Info
     1. Software information
     2. Hardware information
     3. Counters
     4. Error list
    ```

2. The system hardware data appears on the screen.

    ```
    Hardware information
       Base      964VB0715
       PANEL
       Meter#    A000866...
       Die nu... QU10000...
    ```

How to Display the Machine Counters

The display will show the data of the machine counters.

To display the data of the machine counters:

1. From the home screen:

    Press ☰ and select the path: **> Advanced Settings > Maintenance > System Info > Counters**

    ```
    System Info
      1. Software information
      2. Hardware information
      3. Counters
      4. Error list
    ```

2. The system displays the data of the machine counters.

    ```
    Counters
      Base mechanical    16
    ```

    ```
    Back
    ```

How to Display the Event Lists

To display the event lists:

1. From the home screen:

    Press ☰ and select the path: **> Advanced Settings > Services > Software Information**

    ```
    Services
      1. Tools
      2. Customer data
      3. Part replacements
      4. Software information
    ```

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 with, for each error:

   The Code of the event

   The Date where appends the event

   The Cycles count when the event occurred.

5. Note the Code and refer to your customer service.

14 Specifications

This sections contains the main specifications of your Mailing System.

Envelope Dimensions

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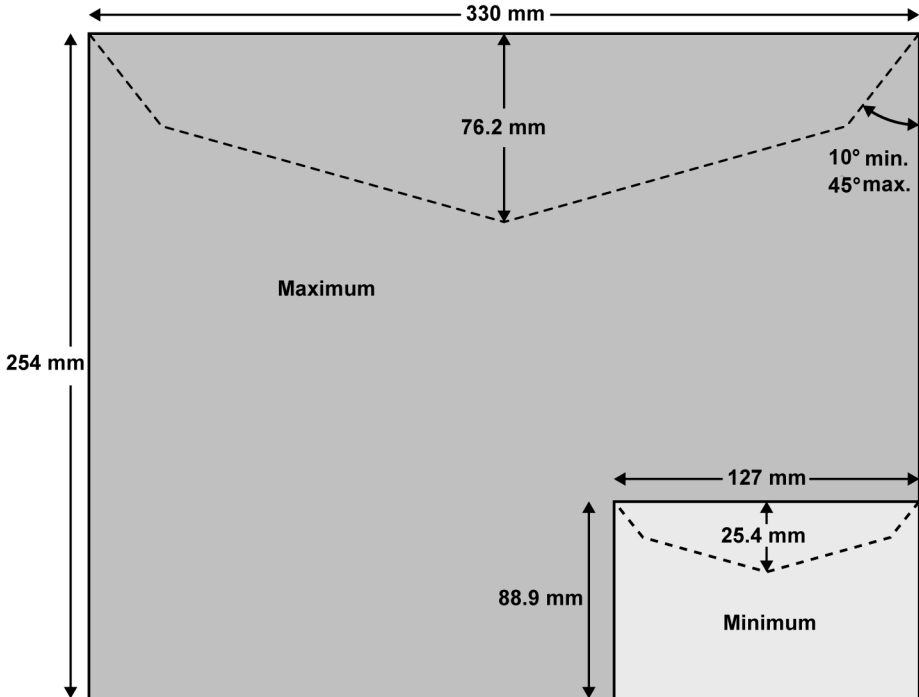
Envelopes:

- Minimum Weight: 3 g
- Maximum Weight: 750 g
- Minimum Envelope Thickness: 0,2 mm
- Maximum Envelope Thickness: 10 mm (1 envelope at a time, no sealing)

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14.2　General Specifications

Dimensions

(Width x Length x Height)
- Base: 250 mm x 375 mm x 260 mm
- Feed Table with moistener: 188 mm x 218 mm x 99 mm
- Feed Table: 152 mm x 278 mm x 118 mm

Weight

- Base: 10.6 kg
- Feed table: 0.4 kg

Power

- Frequency: 50 Hz
- Max. current rating (full configuration): 0.2 A
- Power supply: 230 V (+/– 10%) 2 poles with EARTHED circuit (up to standards NFC15-100)

14

Specifications

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

14.4   System Specifications

Accounts

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

Weighing accuracy

To obtain the best weighing results, use a solid and steady table:
- Away from any doors
- Away from any fan

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FRAMA

mail. message. managed.

integrity in communication.