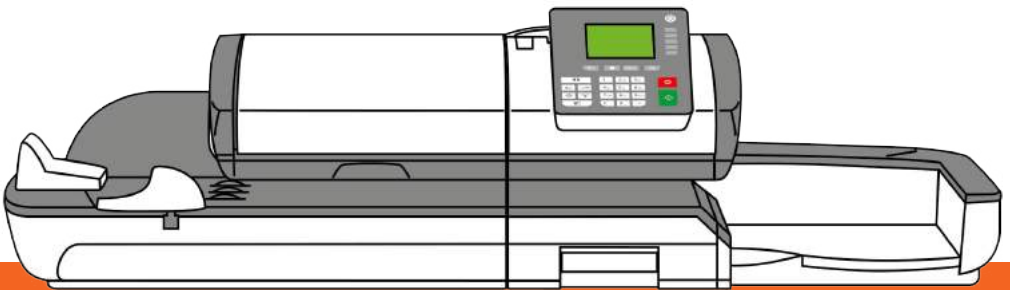


Franking machine

# Fx Series 7/ 7.5



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# 1 Safety Information

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## Power Connection

Before connecting, 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. 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, jewellery, neck ties and loose clothing away from the mail path at all times.

Follow the additional safety precautions below:

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





To stop the run process immediately:

1. Press



## Symbols

This manual uses the symbols listed below.

This symbol...	Indicates...
	<b>WARNING:</b> indicates a human safety hazard.
	<b>ATTENTION:</b> brings to your attention a risk for equipment or mail that could result from an action you may perform.
	<b>NOTE:</b> remark that explains different scenarios or situations.
	<b>TIP:</b> advice to help save you time when processing your mail.

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



# 2 Meet Your Mailing System

Get to know your Mailing System in this section.

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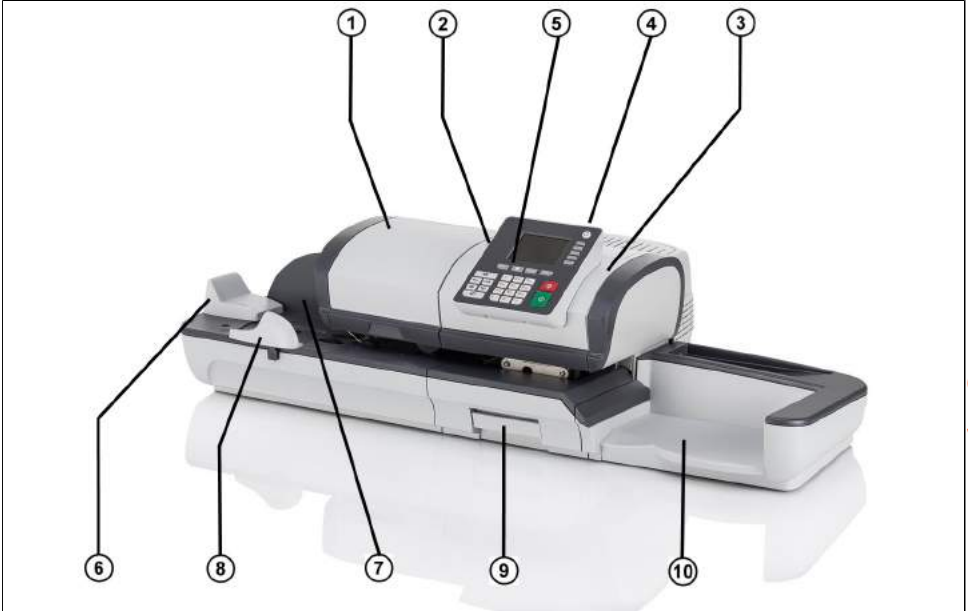


## 2.1 System Layout

### Mailing System with Auto-feeder

2

Meet Your Mailing System



**Auto feeder**

**Auto Label Dispenser**

**System Base**

**Weighing Platform**

**Control Panel**

**Hopper**

**Rear Guide-Wall**

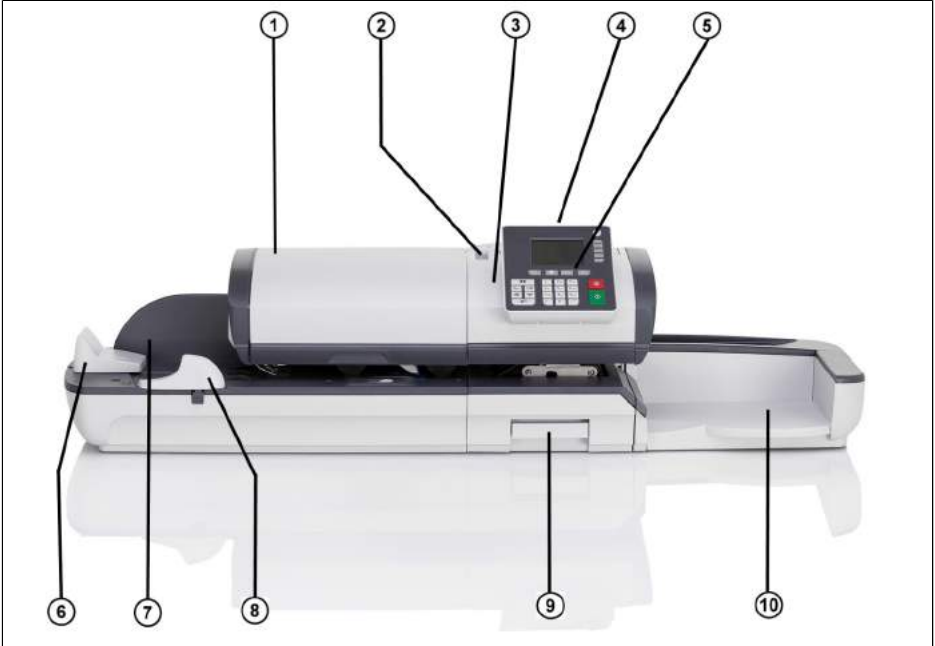
**Side Guide**

**Jam Release Handle**

- ① Automatically feeds the system with envelopes (optional).
- ② Contains labels to be printed.
- ③ Prints envelopes (or labels) and controls the Mailing System.
- ④ Measures the weight of mail pieces.
- ⑤ Allows you to control the Mailing System.
- ⑥ Beginning of mail transport path.
- ⑦ Guides envelopes into the feeder.
- ⑧ Holds large envelopes in place for feeding.
- ⑨ Allows you to remove jammed envelopes or labels.

## 2 Mailing System with Auto-feeder Sealer

Meet Your Mailing System



**Auto feeder with sealer**

**Auto Label Dispenser**

**System Base**

**Weighing Platform**

**Control Panel**

**Hopper**

**Rear Guide-Wall**

**Side Guide**

**Jam Release Handle**

- ① Automatically feeds the system with envelopes.
- ② Contains labels to be printed.
- ③ Prints envelopes (or labels) and controls the Mailing System.
- ④ Measures the weight of mail pieces.
- ⑤ Allows you to control the Mailing System.
- ⑥ Beginning of mail transport path.
- ⑦ Guides envelopes into the feeder.
- ⑧ Holds large envelopes in place for feeding.
- ⑨ Allows you to remove jammed envelopes or labels.

## Inside System Base



Ink Cartridge

Postal Security Device  
(PSD)

Cover

① Prints the postal imprint on envelopes.

② Postage meter. Stores postage credit and tracks postage usage.

③ Lift from the front to open.

## 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.

### Keyboard use

NAVIGATION KEYS		
OK	[Enter]	Validates the current screen.
Clear	[Backspace]	Deletes the last character or digit in an entry field.
Delete	[Del]	Deletes the next character or digit in an entry field.
Back / Cancel	[Esc]	Returns to previous screen or cancels the selection.
Change field	[Tab]	Moves to the next entry field.
Move before	[Left arrow]	Moves the cursor before the character at the left.
Move after	[Right arrow]	Moves the cursor after the character at the right.

## 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.

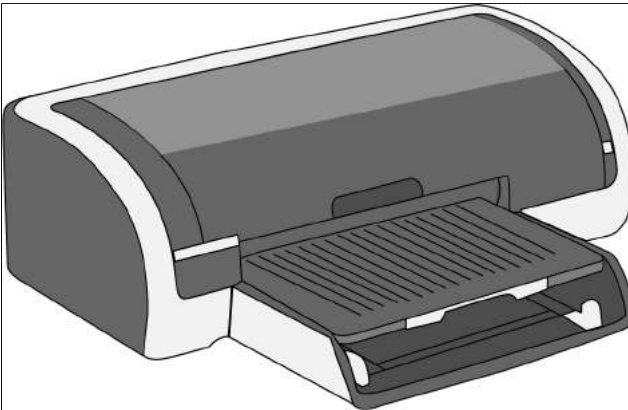
They allow you to do the same selections or actions as with your finger on the touch screen.

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.

## Report Printer (Optional)



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

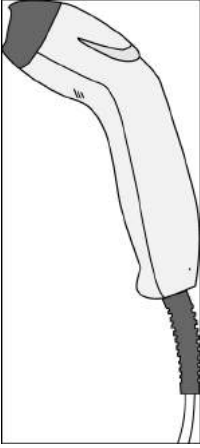


For more information, about compatible printers that can connect to your mailing system, please contact technical support.

## Barcode Scanner (Optional)

2

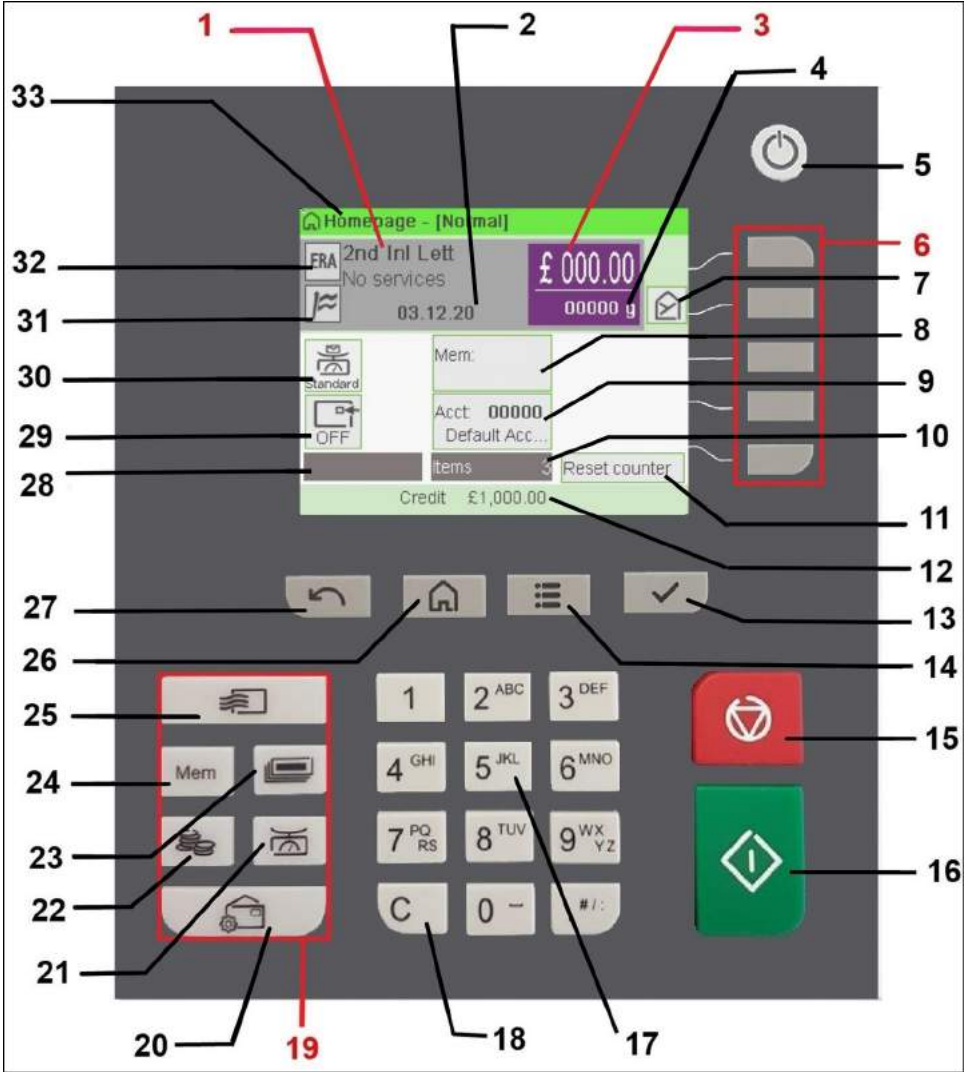
Meet Your Mailing System



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.
Mailbox	7	Indicates unread messages in message box.
Imprint Memory	8	Displays selected imprint memory when applicable.
Account	9	Displays account currently selected.
Item Counter	10	Counts the envelopes or labels printed since the last counter reset.
Item Counter Reset	11	Resets the item counter to zero. This is the starting point for batch data reports.
Remaining credit	12	Displays credit available for postage.
Label Indicator	28	When displayed, indicates that the mailing system will print a label.
Print Offset	29	Indicates the printing offset status (imprint position shifting for thick envelopes).
Weighing Type	30	Current weighing method.
Slogan	31	Allows your selection of a Slogan. Indicates that a Slogan will be printed at the closest place of imprint.
ERA	32	Allows your selection of an ERA. Indicates that an ERA will be printed at the left most of imprint.
Type of stamp	33	Current type of stamp. Use Stamp shortcut to change.

## Keys and Shortcuts

NAVIGATION KEYS		
Return	27	 Goes back to the previous screen.
Home Screen	26	 Returns the system to the Home screen.
Menu	14	 Accesses the menu settings.
OK	13	 Validates a selection.
SHORTCUT KEYS		
Funds	22	 Accesses funds management (including adding funds).

<b>Imprint Memories</b>	24	<b>Mem</b>	Accesses preset imprint and account memories. These presets are managed by the supervisor.
<b>Print Labels</b>	23		Switches to label printing (instead of envelopes).
<b>Rate Selection</b>	25		Displays the rate selection screen.
<b>Stamp</b>	20		Accesses stamp selection and stamp set up screens.
<b>Weighing Type</b>	21		Opens the weighing type selection menu (Standard Weighing, Differential Weighing, Manual weight entry...)
<b>KEYPAD</b>			
<b>Alphanumeric Keys</b>	17	5 <sup>JKL</sup>	Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters.
<b>Clear/Reset Rate</b>	18	C	Clears keypad entries and existing data in entry fields or, from the home screen, resets rate to default.
<b>START / STOP KEYS</b>			
<b>Sleep/Wake/Soft Off</b>	5		Wakes the mailing system up or turns it to 'Sleep-mode' or 'Soft off mode'. The light indicates the system state (green = awake, amber (continuous) = sleep-mode, amber (blinking) = Soft off mode)
<b>Start</b>	16		Starts printing process.
<b>Stop</b>	15		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	6MNOnno
7	7PQRSpqrs
8	8TUVtuv
9	9WXYZwxyz
0	0 _
.	. , # / : @ * ? & ! - + \
C	'Clear' function

2

Meet Your Mailing System

## Connectors

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



Power Connector and Switch

COM2/3

COM1

LAN Port

Two USB Ports

- ① To wall socket or feeder
- ② To weighing platform
- ③ To auto feeder
- ④ To connect to the LAN, in order to access online services
- ⑤ To memory device or printer

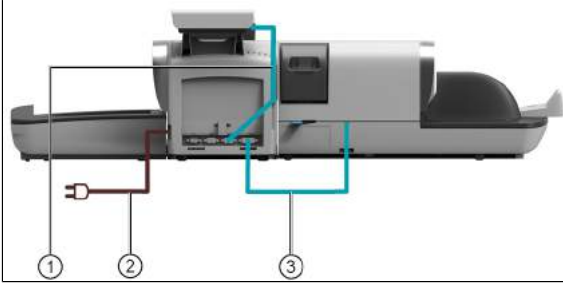
# Connection Diagram

Your Mailing System has LAN ports that allow you to connect to the LAN and access Online Services.

2

## Detail of Connections

Meet Your Mailing System



COM2/3

Wall Socket

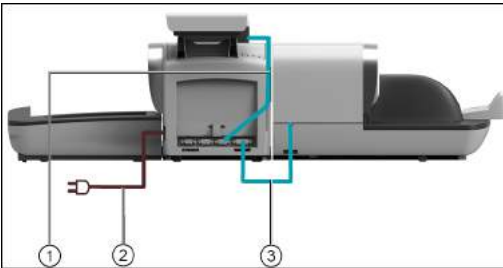
COM1

① Base to weighing platform connection

② Power Source

③ Feeder to Base connection

(without optional sealer)



# Power connectors



Power connectors are shown in section [Connectors](#) on page 23.

## 2.5 Power Management

2



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

Meet Your Mailing System

### 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 Change System Time-outs](#) on page 215.

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 26).
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.



2

Meet Your Mailing System

# 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 31).
- Logging into the system to start a work session ([Turning On Your System and Starting a Work Session](#) on page 32).
- Selecting the Type of stamp that matches each mail batch ([Selecting the Type of Stamp](#) on page 35).

This section also describes how to use the mailing system automatic feeder ([Using the Feeder](#) on page 39).

### Sorting Mail by Type and Task

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

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

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

### How to Sort Mail

---

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

**1. Mail Type.**

See table in [Type of Process and Type of Stamp](#) on page 35

Outgoing mail with different postage types

- Normal postage
- Amount to correct
- Pre-paid mail

Incoming mail

Mail to count or to seal only.

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

3. Accounts to allocate costs to (only if you have to select an account at login, see [Settings](#) on page 66).
4. Rates to apply and services to add.
5. Physical characteristics.

Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path (see [Mail Specifications](#) on page 319).

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 supervisor settings:

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

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



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 (use double arrows to scroll list) 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”).

## How to Change Account Information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 66.
- To choose security level for accounts and access control as the Supervisor, see [Accounts and Access Control](#) on page 121.
- To turn your system on sleep mode, see [How to Turn the Mailing System to Sleep Soft/Off Mode](#) on page 26.

## 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 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] ( <a href="#">Printing Normal Mail</a> on page 41)	<ul style="list-style-type: none"> <li>• Rate</li> <li>• Weight</li> <li>• Date</li> <li>• ERA (optional)</li> <li>• Slogan (optional)</li> <li>• Print offset (optional)</li> <li>• Sealing (optional)</li> </ul>
Enter the postage amount manually	[Payment Surcharge Entry] ( <a href="#">Printing [Payment Surcharge Entry] Mail</a> on page 63)	<ul style="list-style-type: none"> <li>• Amount</li> <li>• Date (optional)</li> </ul>
Sending Prepaid mail:	[PPI] ( <a href="#">Printing [PPI] Mail</a> on page 57)	<ul style="list-style-type: none"> <li>• Pre-paid imprint</li> <li>• Slogan (optional)</li> <li>• ERA Slogan (optional)</li> <li>• Print offset (optional)</li> <li>• Sealing (optional)</li> <li>• Weight</li> </ul>
Printing 'Received' or the date on incoming mail:	[Received] ( <a href="#">Printing Incoming Mail with [Received] Mode</a> on page 53)	<ul style="list-style-type: none"> <li>• Print date and/or 'Received'</li> <li>• Slogan 'Received' (ON or OFF)</li> <li>• Slogan (optional)</li> <li>• Print Counter (optional)</li> <li>• Print offset (optional)</li> </ul>
Counting by feeding: (using optional feeder)	[Pass Through] ( <a href="#">Running [Pass Through] Mail</a> on page 55)	<ul style="list-style-type: none"> <li>• Counter reset</li> <li>• Turn sealer off (if installed)</li> </ul>



The system selects [Normal] type of stamp at start up by default.

#### See also

- To set default values as supervisor: see [Configuring your Mailing System](#) on page 203.

# 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 six shortcut keys for direct access to save time. You can eliminate key strokes for rate selection, imprint memories, label printing, add or check funds, weighing mode selection and to customize the stamp.

## How to Change the Current Type of Stamp

---

Once you are logged in as user:

1. Either:



The Imprint screen is displayed.

**Imprint**

Imprint type	Normal	>
Slogan	None	>
ERA Slogans	None	>
Date	03.12.20	>

Cancel Validate

2. Select **Imprint type**.

The Type of imprint screen is displayed.


**Type of imprint**

<input checked="" type="checkbox"/>	1	Normal	
<input type="checkbox"/>	2	PPI	
<input type="checkbox"/>	3	Pass through	
<input type="checkbox"/>	4	RCVD	
<input type="checkbox"/>	5	Payment Surcharge En...	

Cancel OK

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  to return to the home screen.
-

# Using the Feeder

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

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

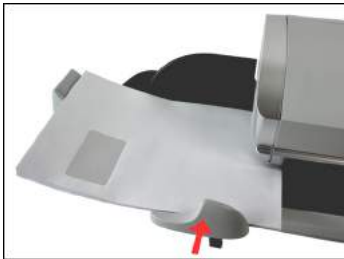
## How to Use the Feeder

### Feeding a stack of mail pieces:

1. Fan the envelopes to separate them.
2. Bevel the edge of the stack.
3. Place the envelopes in the hopper, their upper edge resting against the rear guide.



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



Envelopes flaps must be closed, not nested.

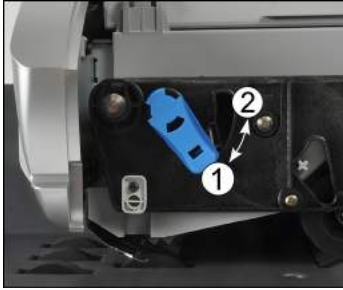


Do not try to seal self-adhesive envelopes.

### Thickness Setting:

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

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



- 1 for thin envelopes
- 2 for thick envelopes.

3. Close the Feeder Cover.
-

## 3.3 Processing Examples

### Standard Mail

To apply Postage for [Standard] mail, follow the settings below.

#### 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 241.

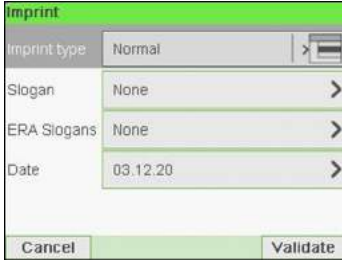
#### Required settings:

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



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

Press  to access the Imprint screen:



The screenshot shows the 'Imprint' screen with a green header. It contains the following fields and options:

Field	Value	Action
Imprint type	Normal	>
Slogan	None	>
ERA Slogans	None	>
Date	03.12.20	>

At the bottom, there are two buttons: 'Cancel' and 'Validate'.

To change the type of stamp, select Stamp type and then select [Standard] in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 37.



**To select an option in the screen:** Use related keys located on right hand side of display.

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



**Check or change the Slogan selection:**

Select Slogan and then select a Slogan (or None) in the Slogan list screen. For more details, see [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 262.

**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 268.

**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 95.

Press ✓ to return to the home screen.



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

Press  to open the Rate selection screen.



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


Select **Other selections** to gain access to the **Rate History** or **Rate wizard** options that follow:

- Select Rate History to choose a recently selected rate.
- Select Rate wizard to choose rate options in lists (includes rates not shown on rate selection screen).

For more details, see [Selecting a Rate](#) on page 70.

#### 5. Select a Weighing Mode

Depending on the quantity and type of mail you have to process, you can choose an efficient weighing method that uses the weighing platform to save time: see [Choosing a Weighing Type](#) on page 73.

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



You can also apply the following optional setting(s):

1. Move the stamp away from the envelope edge for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 86.
2. Close envelopes using the feeder sealer: see [Using the Sealing Function](#) on page 88.

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 mode Standard Weighing (Standard):

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 a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see [Mail Specifications](#) on page 319.

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

### If you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure there is enough labels available in the label dispenser (see [How to Fill the Automatic Label Dispenser](#) on page 91).


2. Press  to print the labels.

### In optional mode Differential Weighing (Differ...):


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 a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see [Mail Specifications](#) on page 319.

4. The mailing system applies postage and the mail piece (or label) is sent to the catch tray.
5. Repeat the previous step for each piece of mail.

To quit the process at any time, press .



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

### In optional mode Differential Weighing Automatic Label (Differ...):

From the [Standard] home screen:


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

- Remove the first mail piece from the top of the stack. The mailing system displays weight and postage on the home screen, starts motors and prints the label automatically.



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

- Repeat the previous step for each piece of mail.


To quit the process at any time, press .




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

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

From the [Standard] home screen:

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




If a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see [Mail Specifications](#) on page 319.

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



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

#### To print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the label dispenser (see [How to Fill the Automatic Label Dispenser](#) on page 91).

2. Press  to print the labels.

---

## 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 through 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.

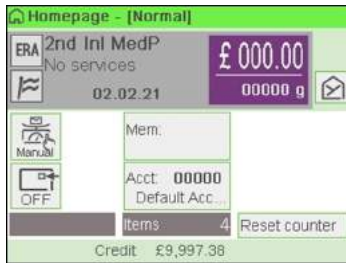
To enter the weight manually from the home screen, you must first select the postal class:

1. Select the postal rate.



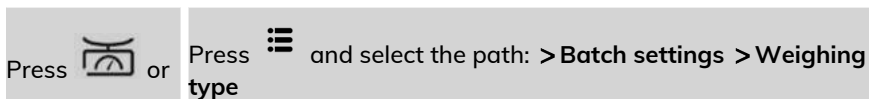
To select a rate, see [How to Select a Rate](#) on page 165.

The home screen with postal rate is displayed.





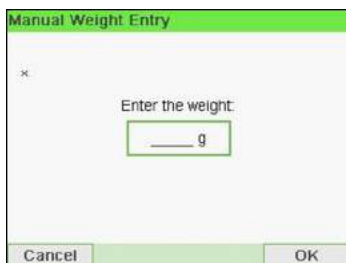
2. Either:



The Weighing type screen is displayed.

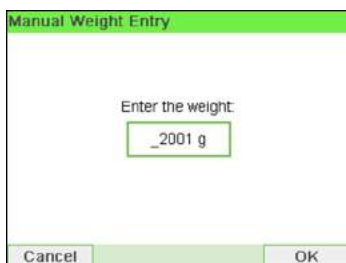
3. Select **Manual Weight Entry**.


The Manual Weight Entry screen is displayed.




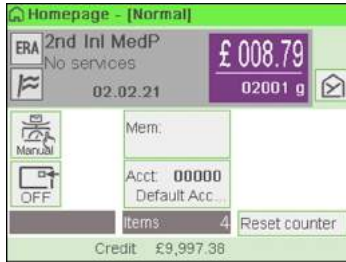
You have to enter a weight that is upper than the capacity authorized for the WP. You can contact Customer Service to extend WP capacity.

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



5. Press  to return to the home screen.

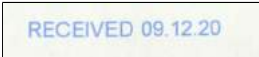
The home screen displays the Manual Weight Entry icon () and the weight entered.



## 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.



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.




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

Press  to access the Imprint screen:

Imprint	
Imprint type	RCVD 
Date received	OFF 
Slogan RCVD	OFF 
Slogan	None 
Print Counter	OFF 
<input type="button" value="Cancel"/> <input type="button" value="Validate"/>	

To change the type of stamp, select Stamp type and then select [Received] in the Type of stamp screen. For more details, see [How to Change the Current Type of Stamp](#) on page 37.

Additionally, you can:

- Activate or deactivate printing Date received.
- Activate or deactivate printing 'Received'.
- Add slogan to print using Slogan element.
- Activate the Print Counter.
- Select the option to change. The buttons indicate the current status of the options. The screen indicates the current status of the options.
- Press  to return to the home screen.




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

You can also apply this optional setting:

1. Move the stamp away from the envelope edge for thick envelopes: see [How to Move the Stamp Print Offset](#) on page 86.

You are now ready to print.

On the [Received] home screen:

1. Press . System motors start running.

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



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



## How to Set [No Printing] Mail processing

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

- Sealing envelopes using the auto-feeder sealer (if installed).
- Only conveying mail, for counting or testing purposes.


**Main setting:**

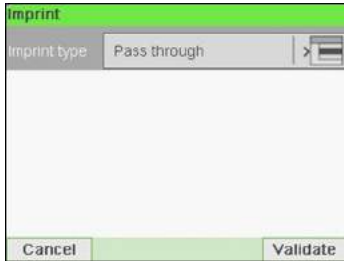
1. Make sure you are on the home screen of the **[No printing]** type of stamp.

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




2. Check or change the type of stamp, if you are not in [No Printing] mode.

Press  to access the imprint screen:




To change the type of stamp, select Stamp type and then select [No printing] in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 37.

3. Press  to return to the home screen.



If you want to seal envelopes without printing you must turn the sealer lever on: see [Using the Sealing Function](#) on page 88

On the [No Printing] home screen:

1. Press . System motors start running.
2. Insert the mail piece(s) into the mail path against the rear-guide wall.



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

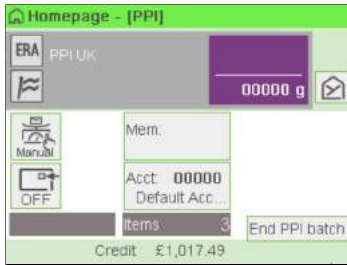
## How to Set Postage for [PPI] Mail

Required settings:


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

If not, see section [Selecting the Type of Imprint](#) on page 95.

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



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

Press  to access the Imprint menu.




3. Select the PPI to use.

See [Selecting a Pre-Paid Imprint \(PPI\)](#) on page 73.

4. Select a weighing type.

Depending on the quantity and type of mail you have to process, you can choose an efficient weighing method that uses a weighing platform or the dynamic scale (if installed) to save time: see [Choosing a Weighing Type](#) on page 73.

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



For more details, see [How to Change the Weighing Type](#) on page 73.

## How to Process [PPI] Mail



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

1. Put the mail piece on the Weighing Platform.



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



2. Press . The system motors start running.

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





If mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 319), press  before you press  to print a label. The label is printed.

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



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

Otherwise, if you want to print several identical labels:

- Press  and enter the number of labels.  
Make sure the labels are available in the Label Dispenser (see [Filling the Label Dispenser](#) on page 91).
- Press  to print the labels.



In **Differential weighing mode** ([Differ...](#))


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

- 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.
- 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.



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



If mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 319), press  before you press




to print a label. The label is printed at once.

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



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

- Repeat the previous step of each piece of mail.

To quit the process at any time, press .



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



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


- 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, starts motors and prints the label automatically.



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

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


To quit the process at any time, press .




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




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

In other modes (Manual weight entry , No weight source). From the [PPI] home screen, to print postage on mail pieces:

1. Press . System motors start running.

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



If mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 319), press  before you press



to print a label. The label is printed at once.

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

#### Otherwise, if you want to print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 91).

2. Press  to print the labels.



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

## How to Set [Payment Surcharge Entry] Mode printing



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



## 2. Check or change the type of stamp.

Press  to access the Customize Stamp screen:

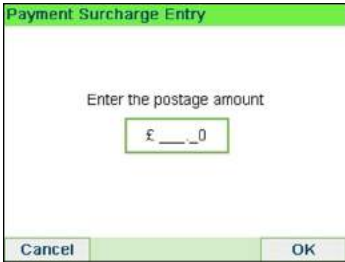


To change the type of stamp, select Stamp type and then select **[Amount Correction]** in the Type of stamp screen. For more details, see [How to Change the Current 'Type of Stamp'](#) on page 37.




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


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



Press **[OK]** to validate.

Press  to return to the home screen.

## 4. **[Amount correction]** 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  to return to the home screen.

You can also apply this optional setting:

1. Move the stamp away from the envelope edge for thick envelopes: see [How to Move the Stamp \(Print Offset\)](#) on page 86.

You are now ready to print.

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.

### How to Change Account

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

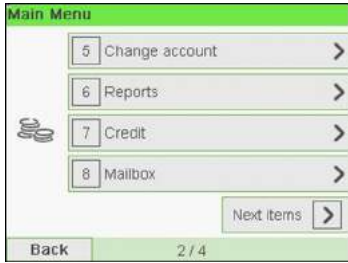
In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".



To change accounts:

1. As a user:

Press  and select the path: Change Account




The list of accounts that are available is displayed.



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





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



## 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 01)" to "Sales (account 02)".



To change accounts with a barcode scanner:

1. If not already done, connect the barcode 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.



3

Processing Mail

## Selecting a Rate

Selecting a rate allows the Mailing System to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for big parcels, entered manually (see [How to Enter the Weight Manually](#) on page 79).

The system provides you several ways to select a rate:

- Using a **shortcut list** in the rate selection screen.
- Using the **rate wizard** that asks you to choose all the rate parameters (class, destination, format, services...) in complete lists of options.
- Using a list of the last 10 selected rates from the **rate history**.





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

## How to Select a Rate

To select a rate:

1. Either:

Press  or Press  and select the path: Rate selection

The Rate Selection screen is displayed.



2. On that screen, you can:

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

Press **Other selections** and then **Rate History** to select a recently selected rate or **Rate wizard** to build the rate with the wizard help.



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 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.

3

Processing Mail

The following example explains the rate chaining functionality:

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



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.




## How to Select a PPI

---

### To select a PPI:

1. On the PPI Home screen:

Press  on the keyboard and then select PPI name.

The Select PPI screen is displayed.



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

- Type the PPI number.
- Select the PPI using the arrows.

3. Press [OK] to validate your selection and return to the Imprint screen.

---

## Choosing a Weighing Type

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

You can also enter the weight manually if you know it: see [How to Enter the Weight Manually](#) on page 79.


# 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.



If the weight exceeds a threshold, the rate will be chained to another rate. For more information, refer [How to Use Rate Chaining](#) on page 169.

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".



## 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. Press .

The Weighing type screen is displayed.



2. Select Differential Weighing type .

The Weighing type is changed to Differential Weighing.



3. Place the mail piece on Weighing Platform.



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



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



## How to Use Differential Weighing Automatic Label



### Differential Weighing Automatic Label (optional)

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

#### To use Differential Weighing Automatic Label:

1. Press .

The Weighing type screen is displayed.



2. Select Differential Weighing Automatic Label type 

The Weighing type is changed to Differential Weighing Automatic Label.



3. Place the mail piece on Weighing Platform.



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



5. Press **[Start]** to print the label.



## 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.

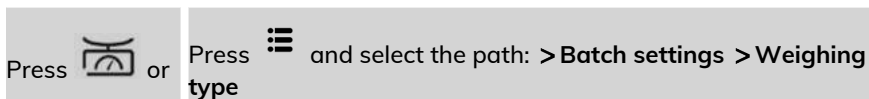


To select a rate, see [How to Select a Rate](#) on page 165.

The home screen with postal rate is displayed.



2. Either:



The Weighing type screen is displayed.

3. Select **Manual Weight Entry**.

The Manual Weight Entry screen is displayed.

Manual Weight Entry

\*  
Enter the weight:  
\_\_\_\_\_ g

Cancel OK




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


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

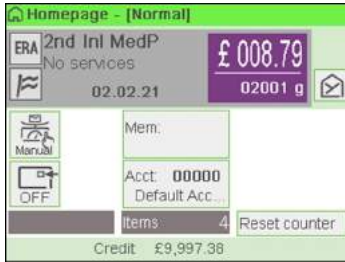
Manual Weight Entry

Enter the weight:  
\_2001 g

Cancel OK

5. Press  to return to the home screen.

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



## 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 Current 'Type of Stamp'](#) on page 37.
- [Type of Process and Type of Stamp](#) on page 35.

## 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).

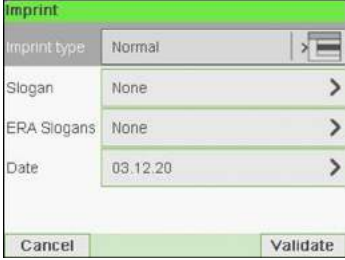
To change the date that will be printed:

1. Either:

Press  or

Press  and select the path: **Imprint**

The Imprint screen is displayed.



The Imprint screen is a dialog box with a green header. It contains four rows of fields, each with a right-pointing arrow button:

Imprint type	Normal
Slogan	None
ERA Slogans	None
Date	03.12.20

At the bottom, there are two buttons: "Cancel" and "Validate".

2. Select **Date**.

The Date screen is displayed.



The Date advance screen is a dialog box with a green header. It contains a list of options with a checkmark next to the first option:

<input checked="" type="checkbox"/>	0	No date advance
<input type="checkbox"/>	1	Today + 1 Day
<input type="checkbox"/>	2	Today + 2 Days
<input type="checkbox"/>	3	Today + 3 Days
<input type="checkbox"/>	4	Today + 4 Days
<input type="checkbox"/>	5	Today + 5 Days
<input type="checkbox"/>	6	Today + 6 Days
<input type="checkbox"/>	7	Today + 7 Days

On the right side of the list, there are four arrow buttons: a double-up arrow, a single-up arrow, a single-down arrow, and a double-down arrow. At the bottom, there are two buttons: "Cancel" and "OK".

- 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 advance	
✓ 0	No date advance
1	Today + 1 Day
2	Today + 2 Days
3	Today + 3 Days
4	Today + 4 Days
5	Today + 5 Days
6	Today + 6 Days
7	Today + 7 Days

Buttons: Cancel, OK

- 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 268
- [Managing Slogans](#) on page 262



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

3

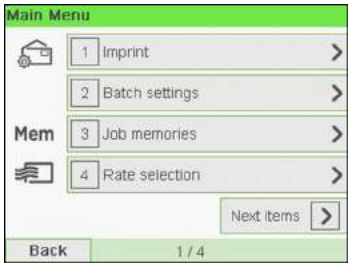
Processing Mail



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

- 1. Either:

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



- 2. Select **Slogan**.

The Select Slogan screen is displayed.




- 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).

- Press [OK] to validate your selection.

The Customize stamp screen is displayed with updated parameters (home screen:  ).

**See also**



- [Managing Slogan](#) on page 262

## How to Add (or Cancel) an ERA on the Stamp



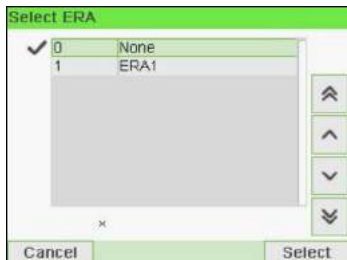
**To add an ERA to the stamp, or to cancel the ERA:**

- Either:

Press  or Press  and or select the path: Imprint

- Select ERA.

The Select ERA screen is displayed.



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

The ✓ icon indicates the current selection.

4. Press [OK] to validate your selection.

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



## How to Move the Stamp (Print Offset)

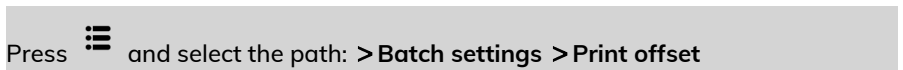
You can move the stamp away from the edge of the envelope when printing on thick envelopes with rounded edges.



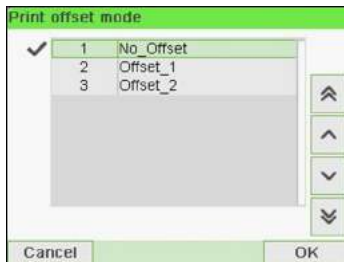
- 1 - Imprint printing offset

To add an offset to the stamp position:

1. As a user:



The Print offset mode screen is displayed.



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

# How to Use an Imprint Memory

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.

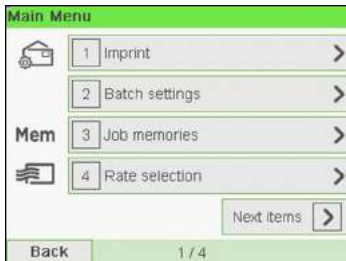
To prepare imprint memories as supervisor, see [Imprint Memories](#) on page 241.

### To use an imprint memory:

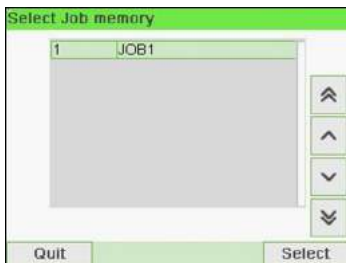
1. Either:

Press **Mem** or Press  and select the path: **Job Memories**

The Job memories list is displayed.



2. Select an imprint memory in the list.



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

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

---

## Using the Sealing Function

When the mailing system is equipped with a feeder with sealer, the mailing system can seal the mail piece processed on the path.

### Auto-Feeder Sealer (optional)

If equipped with a sealer, your Auto-Feeder can seal envelopes while printing postage. Move the selector at the front of the Feeder right or left to change the sealing mode:



Sealer ON



Sealer OFF

---



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

## How to Reset Batch Counters

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



To produce reports associated to counters, see [Reports](#) on page 171.

### To reset a Counter:

1. On the Homescreen display:



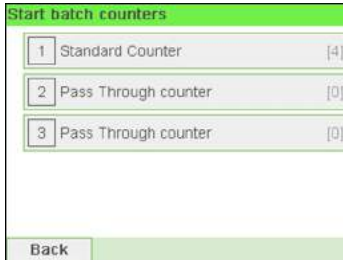
Press the **Reset counter** button

The counter is reset.

or

1. As a user:

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




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

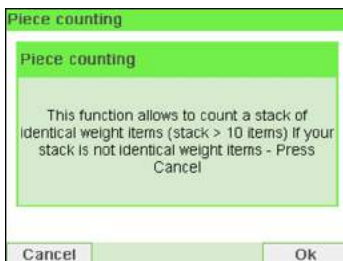
## How to Count Mail pieces by Weighing

This function uses the Weighing Platform to count a stack of identical mail pieces.

**To count mail pieces by weighing:**

1. As a user:

Press  and select the path: **Piece Counting**



2. Press **[OK]**.
3. Place 10 items on the Weigh Platform and press **[OK]**.
4. Put the complete stack of items on the Weigh Platform and press **[OK]**.
5. The total number of items is displayed.

## How to Fill the Automatic Label Dispenser

---

The Label Dispenser allows you to print postage on precut labels.

### To fill the Label Dispenser:

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



The Label Dispenser can hold up to 40 labels.





# 4 Imprints

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<b>4.2</b>	<b>Imprint Memories .....</b>	<b>241</b>
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## 4.1 Imprint Configuration

### 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.

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Imprints


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. Either:

Press  or

Press  and select the path: **Imprint**

The Imprint screen is displayed.

Field	Value
Imprint type	Normal
Slogan	None
ERA Slogans	None
Date	03.12.20

2. Select **Date**.

The Date screen is displayed.

Option	Description
0	No date advance
1	Today + 1 Day
2	Today + 2 Days
3	Today + 3 Days
4	Today + 4 Days
5	Today + 5 Days
6	Today + 6 Days
7	Today + 7 Days

- 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 advance	
<input checked="" type="checkbox"/>	0 No date advance
<input type="checkbox"/>	1 Today + 1 Day
<input type="checkbox"/>	2 Today + 2 Days
<input type="checkbox"/>	3 Today + 3 Days
<input type="checkbox"/>	4 Today + 4 Days
<input type="checkbox"/>	5 Today + 5 Days
<input type="checkbox"/>	6 Today + 6 Days
<input type="checkbox"/>	7 Today + 7 Days

Cancel OK

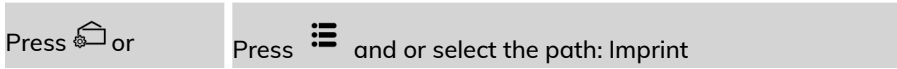
- Press [OK] to apply changes and return to the configuration menu.

## How to Add (or Cancel) an ERA on the Stamp



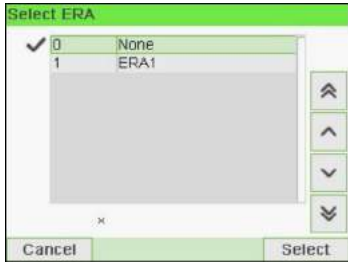
To add an ERA to the stamp, or to cancel the ERA:

1. Either:



2. Select ERA.


The Select ERA screen is displayed.



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

The ✓ icon indicates the current selection.

4. Press [OK] to validate your selection.



The Customize stamp screen is displayed with updated parameters (home screen:  ).

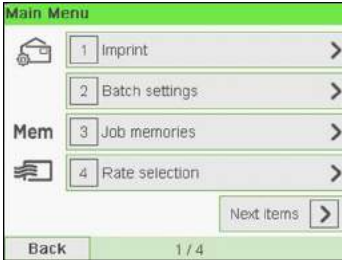
## How to Add (or Cancel) a Slogan on the Stamp



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

1. Either:

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




2. Select **Slogan**.

The Select Slogan 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 Customize stamp screen is displayed with updated parameters (home screen: )

See also

- [Managing Slogan](#) on page 262

## 4.2 Imprint Memories

The Imprint Memories are presets for your stamp types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see [Using Imprint Memories](#) on page 102).

As supervisor, you can create, edit/modify or delete an Imprint Memory.

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

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

4

Imprints

### How to Create an Imprint Memory



- Normal Job Memory: ERA, Slogan, Rate, Account Number (if any).
- PPI Imprint Memory: ERA, Slogan, PPI, Account Number (if any).

To create an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Job Memory management**

The current list of imprint memories is displayed in the Imprint memories screen.

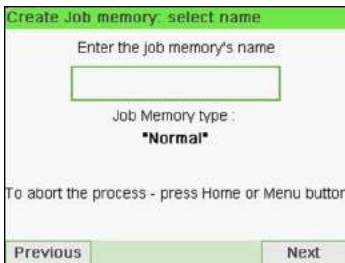




2. Select a line named None in the list.



3. Press **[OK]** to create a new imprint memory.
4. Select a PPI or a Standard imprint.
5. Enter the name of the new imprint memory, then press **[OK]**.



6. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.
7. Repeat the previous step until the system displays the name of the new imprint memory in the list.
8. You can modify any preference by using the **Edit/Del** function (see [How to Edit / Modify an Imprint Memory](#) on page 242).

---

## How to Edit / Modify an Imprint Memory

---

To edit or modify an imprint memory:

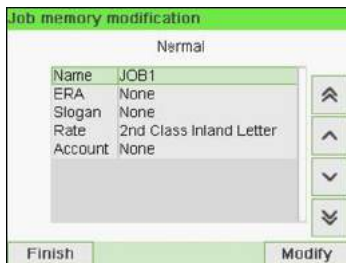
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):


From the main menu, select the path: **Job Memory management**



2. Select an imprint memory from the list displayed on the screen.
3. Press **[OK]** to validate.
4. Select the menu path **Edit**

The Imprint memory modification screen is displayed.



5. Use the arrows to select the preferences, then press **[OK]** to modify the parameters.
6. Press  to exit.

# How to Use an Imprint Memory

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.


4

Imprints

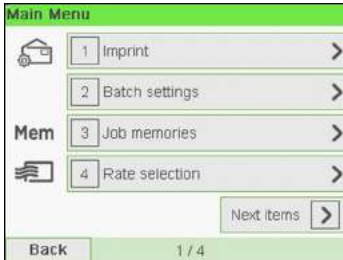
To prepare imprint memories as supervisor, see [Imprint Memories](#) on page 241.

### To use an imprint memory:

1. Either:

Press **Mem** or Press  and select the path: **Job Memories**

The Job memories list is displayed.



2. Select an imprint memory in the list.



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

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

---



# 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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<b>5.3</b>	<b>Unlocking the PSD (Postal Inspection)</b> .....	<b>112</b>
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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 23) and that the connection is properly configured (see [Connection Settings](#) on page 245).



The PSD (Postal Security Device) can also be referred to as a Safe or Meter.



## 5.2 Managing Funds

### 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.

Remaining funds are continuously displayed at the bottom of the home screen (see [Control Panel Features](#) on page 19). You can also use the procedure below.

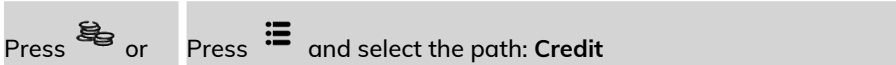
5

Money Operations

### How to Check the PSD (Meter) Funds

To check available funds:

1. Either:



The Funds Menu is displayed.



2. Select the menu path:

#### Credit information

The screen displays your postage funds as shown below.



# Adding Funds

In order to print postage, funds need to be purchased and loaded onto the mailing machine using the funds server.

- Funds must be available in your Customer Account on the server for download.
- If it is fund account, a bill for all funds loaded on the mailing machine will be sent.



As supervisor, you can set the mailing system to ask for a PIN code for adding funds.

- The mailing machine may prompt for a PIN code depending on user settings. Enter the PIN code using the numeric keypad and press "OK".
- The mailing machine has to be plugged into the modem/phone to perform this process.

## How to Add Funds to the PSD

To add funds to the PSD:

1. Either:

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



2. Select **Credit**.

- If the system asks for a PIN code, enter the code using the keypad and press **[OK]**.  
The Funds Screen is displayed.

Credit	
Credit available	£ 00000999.57
Basic unit	£ 10.00
Amount to add	<input type="text" value="£ 0"/>
[Min-Max]	[10.00 - 50000.00]
Cancel	OK

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

- Enter the amount of postage to add using the keypad (use **C** to clear a digit, press **C** twice to clear the field).



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

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

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

Credit	
Meter Resetting	
Transaction successful	
Meter status : INSTALLED	
Account balance : £ 14100644.07	
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 245).

- 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 108).



## See also

- As supervisor, you can set the Mailing System to ask for a PIN code for funding: see [How to Set/Cancel a Funding PIN Code](#) on page 219.
-

## How to Unlock the PSD

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

1. Either:

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



2. Select **Audit**.

The system asks for confirmation.



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

If the audit is successful, the system displays a successful message.

If the audit fails, the system displays a failure message explaining the cause of the error. Try to correct the cause and retry.



## 5.4 Low Funds Threshold

Your Mailing System can warn you that funds remaining in the PSD are getting low (low-funds threshold).

### 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.

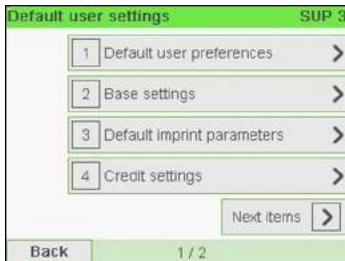
5

Money Operations

To set a low-funds threshold:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Funds settings**



2. Select the Low funds threshold field.

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



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

3. Press [OK] to validate.

---



## 5.5 High Value 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.

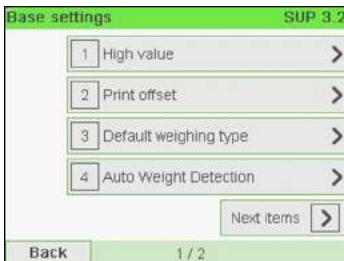
5

Money Operations

To set a high-value warning amount:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Base settings** > **High value**



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



3. Press [OK] to validate.

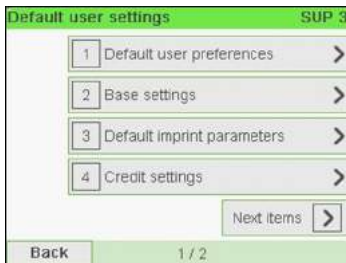
## How to Set/Cancel a Funding PIN Code

You can create a funding PIN code to control access to only those who are authorized to add postage (see [Money Operations](#) on page 105).

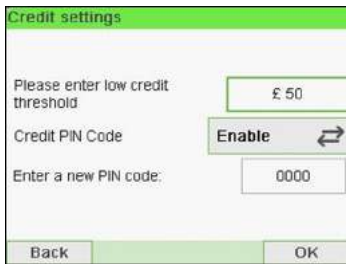
To set a funding PIN code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Funds settings**



2. Press the arrow to the **Enable** or **Disable** state to enable or disable the PIN code.



3. Enter the funding PIN code if enabled.
4. Press **[OK]** to validate.

## 5.7 Funds Reports

### Adding Postage Report

This report displays the last postage refill operations performed on the machine in a selected period. The default date range is: Begin - current date minus 6 months to End - current date.



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

#### Requirements

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

#### Output

- Screen
- USB printer
- USB key

#### Content

Credit History

01.12.20 - 04.12.20

Date	Amount	New credit
01.12.20 11:22	£ 1000.00	£ 1000.00
03.12.20 02:57	£ 0.00	£ 1000.00

Back OK

# 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.



## Requirements

This report is available as user or supervisor.

## Output

- On label
- Screen
- USB printer



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

## Content

The Funds Report is a snap shot of the meter at that moment and it is not considered critical to store in electronic format on a USB key.

Current date and time, PSD status, and Die number are only available on the printed report and not on the screen.

The screenshot shows a 'Credit summary' report with a table of data and 'Back' and 'OK' buttons at the bottom.

Meter Status	Installed
Credit Used	£ 8500000.43
Credit Available	£ 999.57
Total Credit	£ 8501000.00
Non zero items	1
Zero items	2
Total items	3



# 6 Accounts and Access Control

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## 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.

Account Mode Selection	
<input checked="" type="radio"/>	1 Account
<input type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok



## 6.2 Access Control

### The Access Control Function

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

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

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

- **No PIN code:** unlimited access.
- **Unique System PIN Code:** single PIN code for all users.
- **Personal PIN Codes:** users enter their PIN code to access the system. In this mode, the operators use only the accounts you allow them to access.

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

---



#### No Account With Access Control

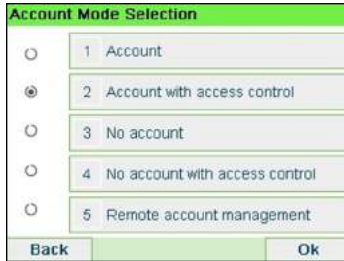
- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

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

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

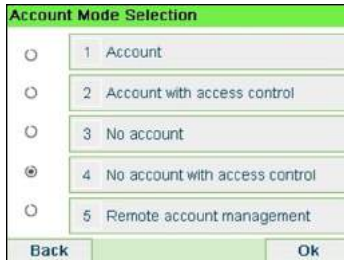
From the main menu, select the path: > **Account Management** > **Account Mode Selection**

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



The screenshot shows a screen titled "Account Mode Selection" with a green header. It contains five radio button options: 1 Account, 2 Account with access control (selected), 3 No account, 4 No account with access control, and 5 Remote account management. At the bottom, there are "Back" and "Ok" buttons.

2. Select 'No Account with Access Control'.



The screenshot shows the same "Account Mode Selection" screen, but now option 4 "No account with access control" is selected, indicated by a filled radio button.

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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account Management** > **Account Mode Selection**

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



2. Select 'Account with PIN Code'.



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

---

1. As the supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account Management** > **Change Machine PIN code**

The Change machine PIN code screen is displayed.



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



## 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 171).



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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account Management** > **Account Mode Selection**

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

Account Mode Selection	
<input type="radio"/>	1 Account
<input checked="" type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

2. Select 'No Account'.

Account Mode Selection	
<input type="radio"/>	1 Account
<input type="radio"/>	2 Account with access control
<input checked="" type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account Management** > **Account Mode Selection**

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

Account Mode Selection	
<input type="radio"/>	1 Account
<input checked="" type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

2. Select 'No Account with Access Control'.

Account Mode Selection	
<input type="radio"/>	1 Account
<input type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input checked="" type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

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'

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 138 and select the 'Account' mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 139.



When you activate the 'Account' mode, the system creates an account by default.

## 'Account' Mode Management Menu

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



### See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 138.



# 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':

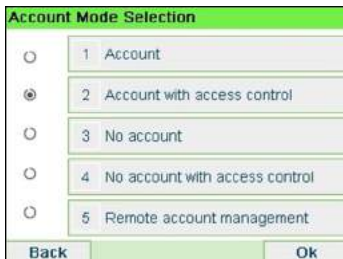
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account Management** > **Account Mode Selection**

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



2. Select 'Account with PIN Code'.



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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Account Management > Account Mode Selection

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

Account Mode Selection	
<input type="radio"/>	1 Account
<input checked="" type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

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

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

---

## 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 23 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 138.
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 35 by default and can be increased to 300 if required.
- To upgrade your system, please contact your Customer Service.
- Account names must be unique within the system.

Account Item	Format	Description
Number	30 Alphanumeric Characters	Number of the account. <b>Two accounts cannot have the same number.</b> 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. <b>Two accounts cannot have the same name.</b>
Status	Active / Inactive	Only active accounts are visible to users.

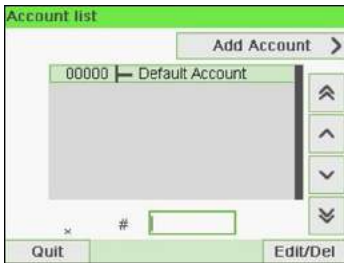
# How to Create an Account

To create an account, you have to activate the mode “Account”. See [How to Display and Change the 'Account Mode'](#) on page 138.

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Account management > Manage account > Account list

The Account list screen is displayed.

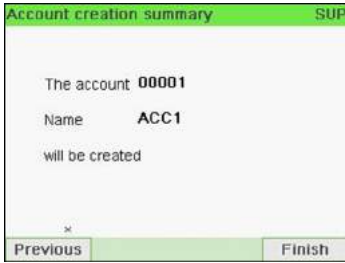


2. Select **Add Account**.



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

- On the Add account screen, press [OK].  
The Account creation summary screen is displayed.



- Press [OK] to confirm the creation of the account.

## 6.5 Managing Accounts

### How to Display and Change the 'Account Mode'

---

To display and change the 'Account mode':

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Account Management > Account Mode Selection

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

Account Mode Selection	
<input type="radio"/>	1 Account
<input checked="" type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back	Ok

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

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

---

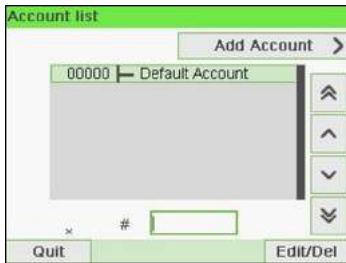
## How to Create an Account

To create an account, you have to activate the mode “Account”. See [How to Display and Change the 'Account Mode'](#) on page 138.

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account management** > **Manage account** > **Account list**

The Account list screen is displayed.



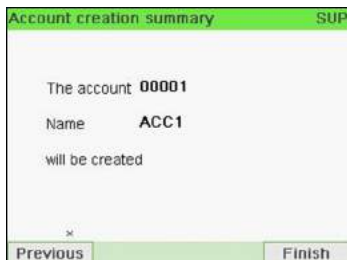
2. Select **Add Account**.



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



- On the Add account screen, press [OK].  
The Account creation summary screen is displayed.



- Press [OK] to confirm the creation of the account.

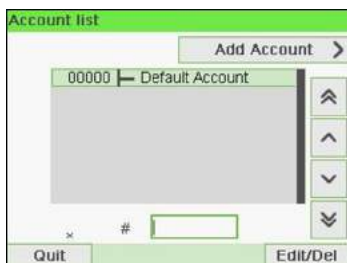
## How to View/Edit Account Information

To view an account:

- As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Account management > Manage account > Account list

The Account list screen is displayed.



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

### 3. Select **Edit/Modify**.

The Edit/Modify screen appears.

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

The Account modification summary screen is displayed.

### 5. 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. Perform procedure [How to View / Edit Account Information](#) on page 140.
2. Change the account status (the button displays the current status: active or inactive) and press **[OK]**.

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

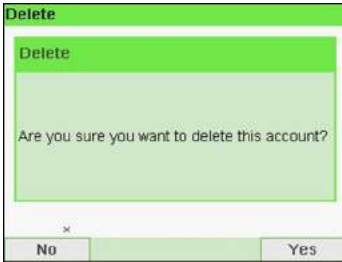
If an account is deactivated it is no longer visible to the operator.

## How to Delete an Account

---

To delete an Account:

1. Perform procedure [How to View/Edit Account Information](#) on page 140.
2. On the Account management screen, select **Delete** instead of Edit/Modify.



A confirmation of account deletion is displayed.



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

## 6.6

# Import Export Accounts

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.

## How to Export an Account List

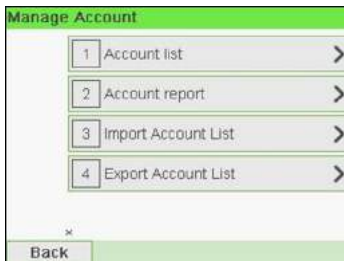


You can export an account list as a CSV file, for use as back-up or to modify it to create new accounts.

To export an account list on a USB memory key:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, 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.

---

## Account summary



- The number of accounts you can create is set to 35 by default and can be increased to 300 if required.
- To upgrade your system, please contact your Customer Service.
- Account names must be unique within the system.

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

## 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



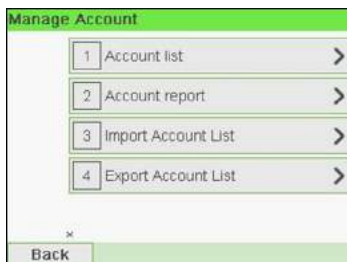
- You can import an account list to or export an account list from your mailing machine as a CSV file using OLS or a USB memory key.
- Imported accounts are created and added to the existing account list as unformatted accounts.
- Using a spreadsheet program or a simple text editor, modify an exported 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.

9

### To import accounts from a CSV file:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Account management > Manage account > Import Account list



2. Insert your USB memory key into the USB port of the base (at rear left) and press [OK].



3. Select the CSV file to import and press [OK].
4. Follow the instructions displayed on the screen.

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

## 6.7 Managing Operators

In Account with Access control Mode and as supervisor, you can create up to 50 'operators' that each correspond to a PIN code (see [Postage Tracking and Access Control](#) on page 123).



This section only applies to the Account with Access Control Mode (see [Postage Tracking and Access Control](#) on page 123).

### Operator Options

The following options must be specified when creating operators.

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



Only active accounts are displayed on the User screens.



# How to Create an Operator



In order to create an operator you must first set up an “Accounts with access control” in “Account Mode Management” Mode.

## To create an Operator:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account management** > **Manage operator**

The Manage Operator screen is displayed.



2. Select **Operator List**.

The Operator list screen is displayed.



3. Select **Add operator**.

The Add operator screen is displayed.

The screenshot shows the 'Add operator' screen. The title bar is green and contains 'Add operator' and 'SUP'. Below the title bar are four input fields: 'Name' (empty), 'PIN Code' (with a dash), 'Status' (set to 'Active' with a refresh icon), and 'Account list' (set to 'Empty' with a list icon). At the bottom are 'Abort' and 'OK' buttons.

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



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

5. In the Account List screens, successively select the accounts that the operator will be allowed to use. You can complete this step later: see [How to Assign Accounts to an Operator](#) on page 151.

6. Press **[OK]**.

The Operator creation summary screen is displayed.

The screenshot shows the 'Operator creation summary' screen. The title bar is green and contains 'Operator creation summary' and 'SUP'. The main content area displays 'The operator Operator will be created'. At the bottom are 'Previous' and 'Finish' buttons.

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

---

# How to Modify an Existing Operator

To modify an existing Operator:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Account management** > **Manage operator**

The Manage Operator Wizard window opens.



2. Select **Operator List**.

The Operator list screen is displayed.



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



4. Select **Edit/Modify**.

The Edit/Modify screen is displayed.



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

---

## How to Assign Accounts to an Operator


---

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

1. Follow the procedure [How to Modify an Existing Operator](#) on page 150 until the Edit modify screen, and select **Account list**.

The Account List screen is displayed.



2. Select account and press **[OK]** to Enable/Disable.
3. Press  to return to the Edit/Modify screen.
4. Press **[OK]** to accept the changes.

## How to Activate / Deactivate an Operator

---

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

To activate or deactivate an Operator:

1. Perform procedure [How to Modify an Existing Operator](#) on page 150.
  2. In the operator options, select the line Status to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
  3. Once the Operator modification summary screen appears, press **[OK]**.
- 

## How to Delete an Operator


---

To delete an Operator:

1. Perform procedure [How to Modify an Existing Operator](#) on page 150.
2. Select **Delete** instead of **Edit/Modify**.

The Delete confirmation screen is displayed.



3. Press **[OK]** to delete the operator, otherwise press .
-

## How to Generate the Account Report

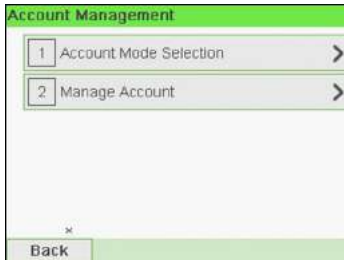


- This report displays the list of accounts in the mailing system.
- To generate this report: You have to be logged in as a supervisor and the current "Account Mode" has to be "Account" or "Account with pin code".
- Report output is printer or USB memory key.

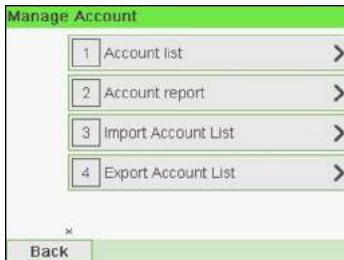
### To generate the Account Report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

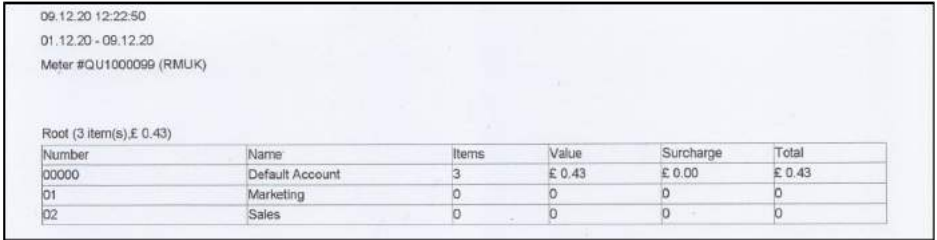
From the main menu, select the path: **Account management**



2. Select **Manage Account**.
3. Select **Account Report**.



4. 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
0000	Default Account	3	£ 0.43	£ 0.00	£ 0.43
01	Marketing	0	0	0	0
02	Sales	0	0	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.



### Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Account' or 'Account with access control'.

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

Default period:

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

## Output

- Screen

## Content

01.12.20 - 03.12.20	
Account	00000
Name	Default Account
Items	4
Credit Used	£ 0.43

## 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.

1	PPI Report
2	Credit summary
3	Credit History
4	Daily usage
5	Monthly usage
6	Machine Configuration
7	Single account
8	Multi account
9	IP Configuration Report

## Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Account' or 'Account with access control'.

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

Default period:

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



## Output

- USB printer
- USB key

## Content

Multi account			
Start date	01.12.20		
End date	17.12.20		
Root	10 item(s)	£ 8.61	
Number	Name	Items	Value
	0 Default Account		10 £ 8.61
	0 Default Account	0	0
	1 Marketing	0	0
	2 Sales	0	0

## How to Generate the Operator List Report



- This report displays the operator list with PIN codes.
- To generate this report, you have to be logged in as a supervisor (not as a user).
- Report output is USB printer or USB memory key.

To generate the operator list report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Account management**



2. Select **Manage Operator**.

3. Select Operator Report.



4. Select the Output and then press [OK].

Operator list configuration			
Name	PIN code	Status	Active accounts assigned
Default Operator	0000	Active	No
Sale	1234	Active	No
Marketing	4444	Active	No
Operator 1	5555	Active	No
Engineering	6666	Active	No
Operator 2	7777	Active	No

## 6.9 Change Current Account

### How to Change Account

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

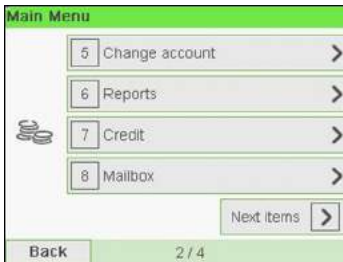
In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".



To change accounts:

1. As a user:

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




The list of accounts that are available is displayed.



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



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



## 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 01)" to "Sales (account 02)".



To change accounts with a barcode scanner:

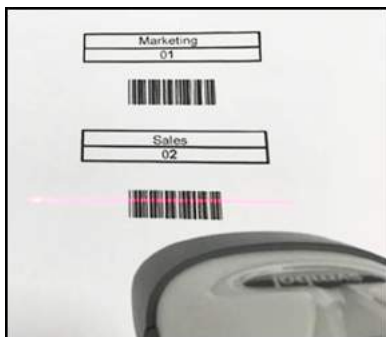
1. If not already done, connect the barcode scanner to the mailing system via a USB port.



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.





# 7 Rates

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	How to Check your Rate Updates .....	274
	How to Download New Postal Rates .....	275
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


# 7.1 Rates

## How to Select a Rate

To select a rate:

1. Either:

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

The Rate Selection screen is displayed.



2. On that screen, you can:

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

Press **Other selections** and then **Rate History** to select a recently selected rate or **Rate wizard** to build the rate with the wizard help.



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).

---

## 7.2 Managing Postal Rates

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

As supervisor, you can:

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



New **rate tables** are **automatically downloaded** into your mailing system by connecting the mailing system to the Online Services server as a user. See [How to Load New Options](#) on page 261.

See also

- [Options and Updates](#) on page 253.

### How to Check your Rate Updates

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



Rate tables will automatically become active on their effective date. For each rate table, rate details (part number, expiration date, rate option) can be displayed.

To display the list of rate tables:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Options and Updates** > **Rate management**

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



# How to Download New Postal Rates

To download new rates:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Options and Updates** > **Rate management**

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



2. Select **Updates?**.

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

---

## 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 your 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.



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.





# 8 Reports

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

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<b>8.2</b>	<b>Available Reports .....</b>	<b>175</b>
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## 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 (as a User):

1. As a user:

Press  and select the path: Reports



2. A list of available report types is displayed.
3. Select the report type and press [OK].

4. Depending on the report type, the system may ask for preferences such as:
  - Period of time targeted (begin date, end date)
  - Desired account, etc.

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

The Output selection screen is displayed.



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

5. Select an available output device.

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

**To generate a Report (as Supervisor):**

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Reports**

2. Resume with the steps outlined as a User.

## 8.2 Available Reports

### How to Generate the Account Report



- This report displays the list of accounts in the mailing system.
- To generate this report: You have to be logged in as a supervisor and the current "Account Mode" has to be "Account" or "Account with pin code".
- Report output is printer or USB memory key.

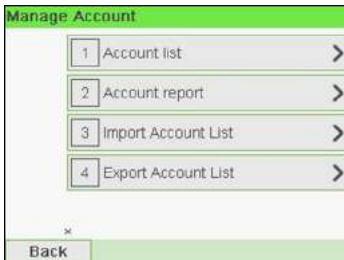
To generate the Account Report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Account management**



2. Select **Manage Account**.
3. Select **Account Report**.



4. 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
0000	Default Account	3	£ 0.43	£ 0.00	£ 0.43
01	Marketing	0	0	0	0
02	Sales	0	0	0	0

## Batch Data Report

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



### Requirements

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

You must be in [**Standard**] stamp type to view the outgoing mail batch counter.

### Output

- Screen
- USB printer

### Content

Batch data

03.12.20 - 03.12.20

Printing Postage

Items	1
Value	£ 0.43

Back OK



After issuing reports like Metering Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next set of reports restart from zero at the current date. See [Using Batch Counters](#) on page 89.

## Received Batch Data

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



### Requirements

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

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

### Output

- Screen
- USB printer

### Content



After issuing reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero at the current date. See [Using Batch Counters](#) on page 89.

# Daily Usage Report

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



## Requirements

This report is available as a user or supervisor.

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



You can specify another End date.

Default period:

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

## Output

- Screen
- USB printer
- USB key

## Content

Daily usage

01.12.20 - 04.12.20

Date	Items	Value
03.12.20	3	£ 0.43
04.12.20	5	£ 0.00

Back OK

# Monthly Usage Report

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



## Requirements

This report is available as user or supervisor.

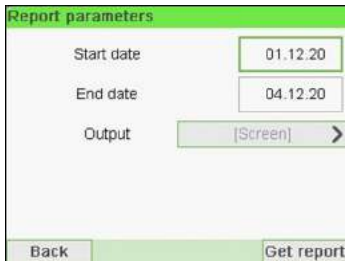
You have to specify the Begin date and an the End date of the report. Use the selection of month and year.

Default period:

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

## Output

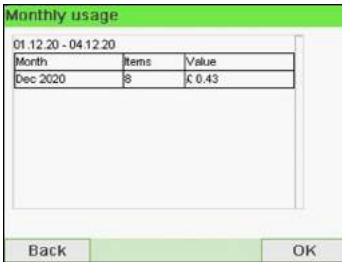
- Screen
- USB printer
- USB key



This will generate the requested report.



## Content



Month	Items	Value
Dec 2020	8	€ 0.43

## 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.



Report ID	Report Name
1	PPI Report
2	Credit summary
3	Credit History
4	Daily usage
5	Monthly usage
6	Machine Configuration
7	Single account
8	Multi account
9	IP Configuration Report

### Requirements

This report is available as user or supervisor.

### Output

- On label
- Screen
- USB printer



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

## Content

The Funds Report is a snap shot of the meter at that moment and it is not considered critical to store in electronic format on a USB key.

Current date and time, PSD status, and Die number are only available on the printed report and not on the screen.

Credit summary	
Meter Status	Installed
Credit Used	£ 8500000.43
Credit Available	£ 999.57
Total Credit	£ 8501000.00
Non zero items	1
Zero items	2
Total items	3

Back OK

## Adding Postage Report

This report displays the last postage refill operations performed on the machine in a selected period. The default date range is: Begin - current date minus 6 months to End - current date.

Select report	
1	PPI Report
2	Credit summary
3	Credit History
4	Daily usage
5	Monthly usage
6	Machine Configuration
7	Single account
8	Multi account
9	IP Configuration Report

Cancel Select



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

## Requirements

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

## Output

- Screen
- USB printer
- USB key

## Content

Credit History		
01.12.20 - 04.12.20		
Date	Amount	New credit
01.12.20 11:22	£ 1000.00	£ 1000.00
03.12.20 02:57	£ 0.00	£ 1000.00

Back OK

## PPI Report

This report displays PPI mail data for a selected period.

Select report	
1	PPI Report
2	Credit summary
3	Credit History
4	Daily usage
5	Monthly usage
6	Machine Configuration
7	Single account
8	Multi account
9	IP Configuration Report

Cancel Select

## Requirements

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

## Output

- Screen
- USB printer

## Content

PPI Report		
01.12.20 - 04.12.20		
PPI Name	Items	Weight
PPI UK	3	5 g
Total	3	

## 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	
1	PPI Report
2	Batch data
3	Credit summary
4	Daily usage
5	Monthly usage
6	Single account
7	Multi account

### Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Account' or 'Account with access control'.

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

Default period:

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

### Output

- Screen

### Content

Single account	
01.12.20 - 03.12.20	
Account	00000
Name	Default Account
Items	4
Credit Used	£ 0.43

# Multi Account Report

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

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



## Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Account' or 'Account with access control'.

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

Default period:

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

## Output

- USB printer
- USB key

## Content

Multi account			
Start date	01.12.20		
End date	17.12.20		
Root	10 item(s)	£ 8.61	
Number	Name	Items	Value
	0 Default Account	10	£ 8.61
	0 Default Account	0	0
	1 Marketing	0	0
	2 Sales	0	0

# How to Generate the Operator List Report



- This report displays the operator list with PIN codes.
- To generate this report, you have to be logged in as a supervisor (not as a user).
- Report output is USB printer or USB memory key.

To generate the operator list report:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Account management**



2. Select **Manage Operator**.
3. Select **Operator Report**.



4. Select the Output and then press [OK].

Operator list configuration			
Name	PIN code	Status	Active accounts assigned
Default Operator	0000	Active	No
Sale	1234	Active	No
Marketing	4444	Active	No
Operator 1	5555	Active	No
Engineering	6666	Active	No
Operator 2	7777	Active	No

# Machine Configuration Report

This report displays all supervisor settings.



## Requirements

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

## Output

- USB printer (if installed)
- USB 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

00

Reports



# IP Configuration Report

The IP Configuration Report displays IP address information.



## Requirements

To generate this report:

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

## Output

The IP Configuration Report output is:

- Label

## 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

# Proxy Configuration Report

The Proxy Configuration Report displays Proxy address information.



## Requirements

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

## 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		



# 9 Online Services

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

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	Test Server Diagnostic Test .....	200
<b>9.3</b>	<b>System Online Services .....</b>	<b>202</b>



## 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 253)
- **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.

## 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 (update postal rates, slogan or ERA) or to enable features and options (weigh platform capacity, number of accounts, differential weighing, etc.).




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

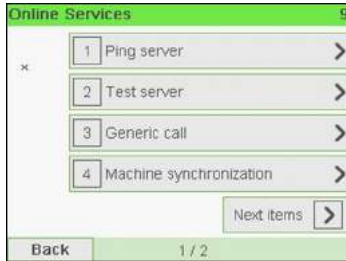
You can trigger a call to the Online Services server from the user menu as well as from the supervisor menu.

**To trigger a generic call (as a User):**

1. As a user:

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

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



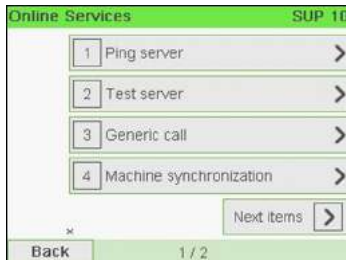
2. Check your mailbox for messages: see [Using the Mailbox](#) on page 256.

#### To trigger a generic call (as Supervisor):

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Online services > Generic call

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



2. Check your mailbox for messages: see [Using the Mailbox](#) on page 256.




# 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. As a user

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



2. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Online Services > Upload Statistics

The call to the server is triggered.




# Synchronize Call

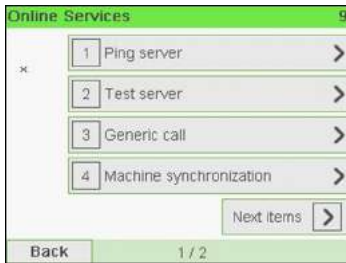
This type of call should only be done on a request from your Customer Service. This call updates the automatic call schedule of the machine and the features/options.

### To trigger a Synchronize call (as a User):

1. From the home screen:

Press  and select the path: > Online services > Machine Synchronization

The Mailing System connects to the server and updates.



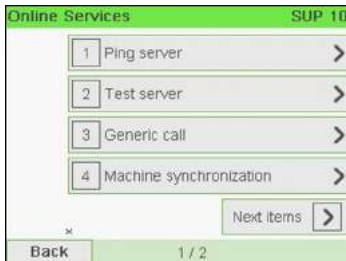
2. Call is complete.

### To trigger a Synchronize call (as Supervisor):

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Online services > Machine Synchronization

The Mailing System connects to the server and updates.



2. Call is complete.



# Testing the Connection to Online Services

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

- Ping server

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

- Validates connection parameters (see [Connection Settings](#) on page 245).
- Indicates that the server can be contacted.

- Test server

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




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

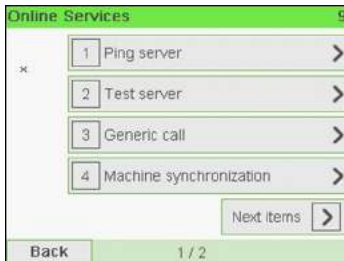
6

## Ping Server Diagnostic Test

To ping the server (as a User):

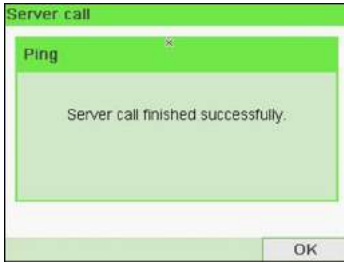
1. From the home screen:

Press  and select the path: > Online Services



2. Select Ping Server from the list displayed on the screen.

3. After a successful connection the display shows:

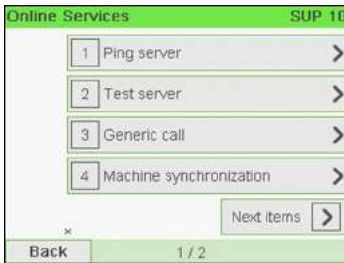


Press [OK].

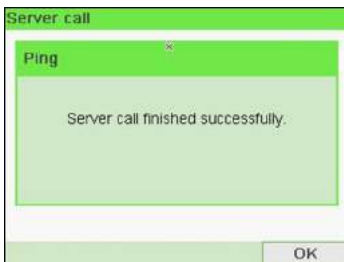
**To ping the server (as a Supervisor):**

1. Or, as supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Online Services**



2. Select Ping Server from the list displayed on the screen.
3. After a successful connection the display shows:




Press [OK].

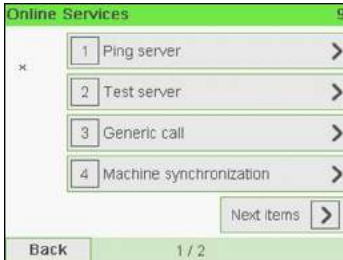
# Test Server Diagnostic Test

---

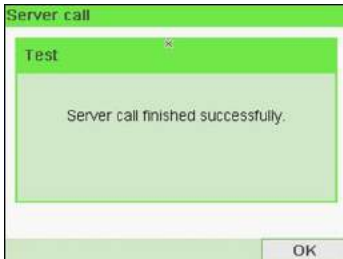
To test the server (as a User):

1. From the home screen:

Press  and select the path: > Online Services



2. Select Test Server from the list displayed on the screen.
3. After a successful connection the display shows:

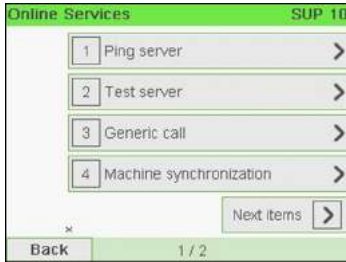


Press [OK].

To test the server (as a Supervisor):

1. Or, as supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Online Services**



2. Select Test Server from the list displayed on the screen.
3. After a successful connection the display shows:



Press [OK].

## 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 your 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 your 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. Some of them can be managed directly by all users whereas most of them require access as supervisor.

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## 10.1 Settings Overview

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

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



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 29, [Maintaining your Mailing System](#) on page 279, etc.

## 10.2 Logging in / out as the Supervisor

### User Settings

The user settings described in the sections below are:

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

### Supervisor Settings

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



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

The supervisor settings allow you to:

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

10

## How to Log in as Supervisor


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



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

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

1. As a user:

Press  and select the path: **Supervisor**

The Login screen is displayed.



The screenshot shows a 'Login' window with a title bar. Inside, there is a text prompt 'Enter PIN code' above a two-digit input field. At the bottom right of the window is an 'Ok' button.

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

The supervisor Main menu is displayed.



The screenshot shows a 'Main Menu' window with a title bar. The window is titled 'Main Menu' on the left and 'SUP' on the right. It contains a list of four menu items, each with a right-pointing arrow: '1 Mailbox', '2 Reports', '3 Default user settings', and '4 Job Memory management'. Below the list is a 'Next Items' button with a right-pointing arrow. At the bottom of the window, it shows '1 / 3'.



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

## How to Exit the Supervisor Mode

---

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



To exit the supervisor mode, you have to be in the main menu.

**To exit the supervisor mode:**

1. As supervisor:

Press  .

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

---


## 10.3 Display Settings

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

### How to Adjust the Display Brightness

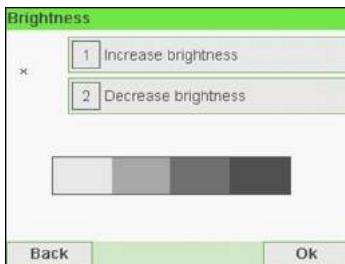
To adjust the display brightness:

1. As a user:

Press  and select the path: > Preferences > Brightness



2. Type 1 or 2 to increase or decrease the brightness. The screen updates immediately.



3. Press [OK] to exit.

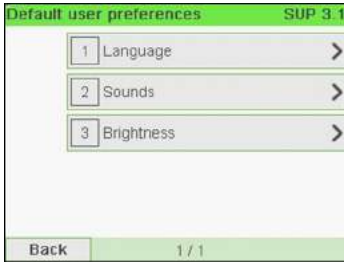


This is a user setting that only lasts as long as you are logged in.

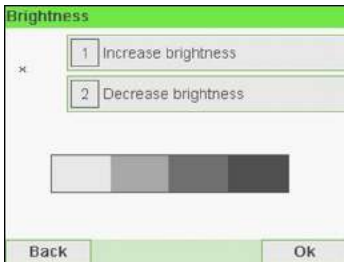
To set the default brightness:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Default user preferences** > **Brightness**



2. Press the **Increase brightness / Decrease brightness** button to increase or decrease the brightness. The display updates to the new setting.



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



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

# How to Change the Display Language

To change the current display language:

1. As a user:

Press  and select the path: > Preferences > Language



2. Select the language you want to use.



3. Press [OK] to validate.



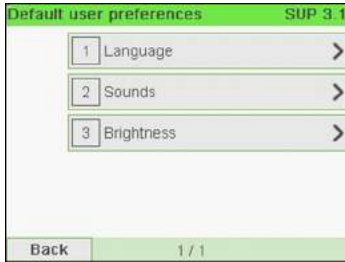
This user setting lasts as long as you are logged in.  
The standby mode will delete this setting.

To change the user language by default:



1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default User Settings** > **Default User Preferences** > **Language**



2. Select the default language.



3. Press [OK] to validate.



This setting will not be affected by the standby mode.

# How to Enable / Disable the Beeps

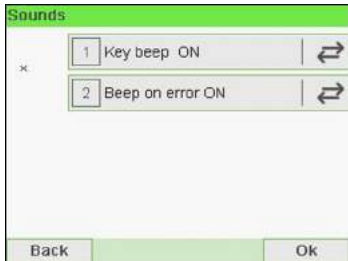
To enable or disable the beeps:

1. As a user:

Press  and select the path: > Preferences > Sounds



2. Press hard keys next to **Key beep ON/OFF** and/or **Beep on error ON/OFF** to enable/disable the sounds.



3. Press [OK] to validate.

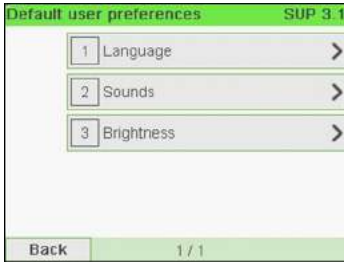


This is a user setting that only lasts as long as you are logged in.

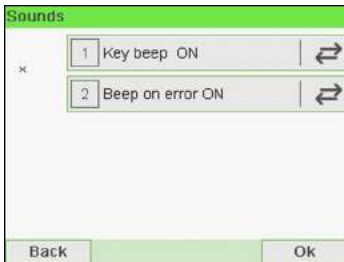
To change the sounds by default:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Default user preferences** > **Sounds**



2. Press hard keys next to **Key beep ON/OFF** and/or **Beep on error ON/OFF** to enable/disable the sounds.



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

## 10.4 System Time-outs and Settings


System settings include:

- System motor time-outs
- Sleep mode time-out
- Soft off mode time-out

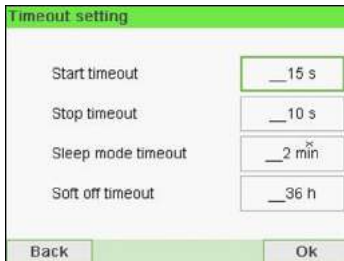
### How to Adjust the Time-outs

To adjust the time-outs:

1. As a user:

Press  and select the path: > Batch settings > Timeout Setting

The Time-out setting screen is displayed.



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



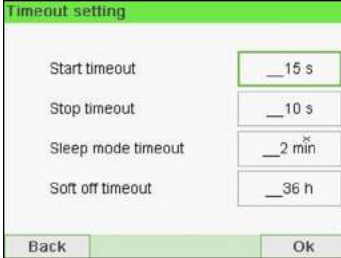
This is a user setting that only lasts as long as you are logged in.

To change the system time-outs:

1. As Supervisor (see [How to Log in as Supervisor](#) on page 207)

From the main menu, select the path: > **Default user settings** > **Timeout Settings**

The Timeout setting screen is displayed.



Timeout setting	
Start timeout	_ 15 s
Stop timeout	_ 10 s
Sleep mode timeout	_ 2 min
Soft off timeout	_ 36 h
Back	Ok

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



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

3. Press [OK] to validate.

10

## 10.5 High Value, Low Funds Warnings and PIN Codes

### 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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: >Default user settings >Base settings >High value

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

3. Press [OK] to validate.

## How to Set the Low-Funds Threshold

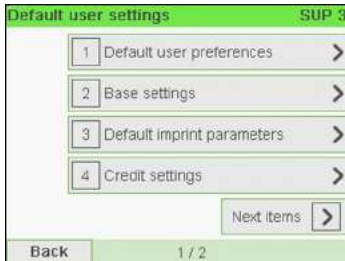


A Low Funds Threshold warning warns the user that the funds remaining in the PSD (Meter) are getting low. More funds should be loaded. The Low Funds Value Warning can be set to any dollar amount.

To set a low-funds threshold:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

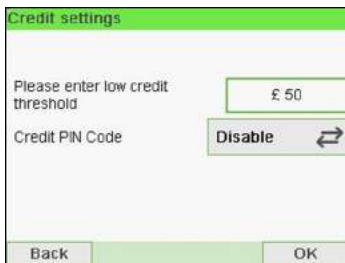
From the main menu, select the path: > **Default user settings** > **Funds settings**



2. Select the Low funds threshold field.  
Enter the low-funds warning amount or press [C].



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



3. Press [OK] to validate.

## How to Set/Cancel a Funding PIN Code

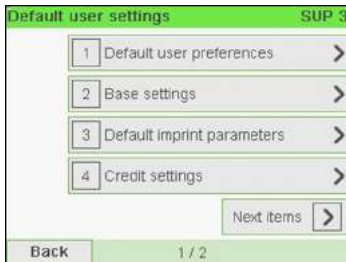
---

You can create a funding PIN code to control access to only those who are authorized to add postage (see [Money Operations](#) on page 105).

### To set a funding PIN code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Funds settings**



2. Press the arrow to the **Enable** or **Disable** state to enable or disable the PIN code.



3. Enter the funding PIN code if enabled.
4. Press **[OK]** to validate.



## 10.6 Weighing Settings

The weighing settings include:

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

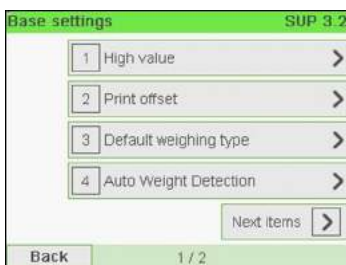
### How to Change the Default Weighing Type

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see [Choosing a Weighing Type](#) on page 73).

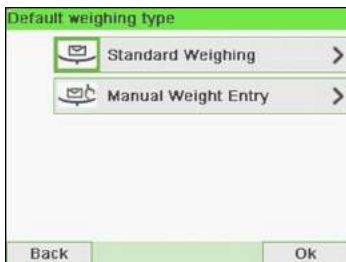
To change the default weighing type:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default User Settings** > **Base Settings** > **Default Weighing Type**



2. Select a default weighing type in the list.



3. Press [OK] to validate.

# How to Activate/De-active the Automatic Weight Detection on the WP

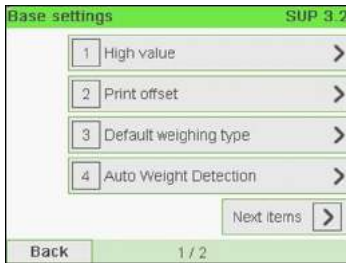
This functionality shall be implemented for improving the user productivity and the ease of use of the mailing system. The user is able to change the weighing type to the WP standard weighing by putting a mail piece onto the WP. The WP standard weighing is automatically selected when a weight increase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

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

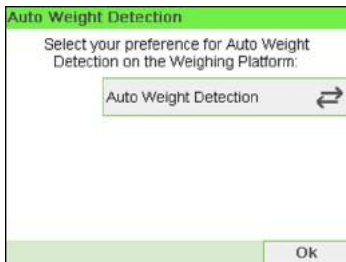
## To activate the automatic weight detection on the WP:

1. Log in as the Supervisor (see [How to Log in as Supervisor](#) on page 207), then:

From the main menu, select the path: > **Default User Settings** > **Base Settings** > **Auto Weight Detection**



2. Select **Auto Weight Detection** to activate the function.

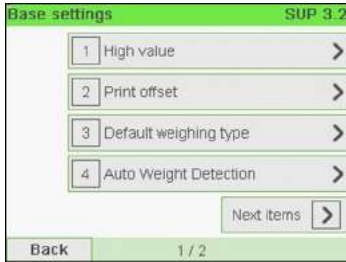


3. Press [OK] to validate.

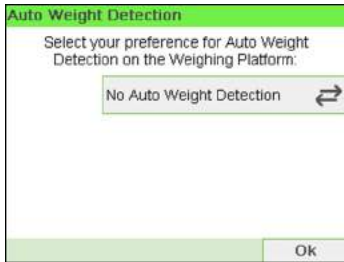
## To de-activate the automatic weight detection on the WP:

1. Log in as the Supervisor (see [How to Log in as Supervisor](#) on page 207), then:

From the main menu, select the path: > **Default User Settings** > **Base Settings** > **Auto Weight Detection**



2. Select **No Auto Weight Detection** to de-activate the function.




3. Press [OK] to validate.

# Zeroing the Weighing Platform

You can reset the Weighing Platform in the following ways:

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




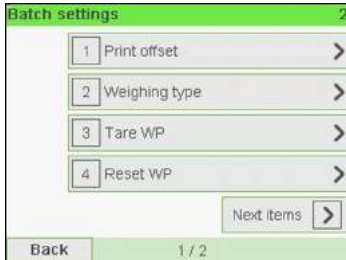
To zero the Weighing Platform quickly, press and maintain the  key until the weight is reset to zero.

## How to Zero the Weighing Platform

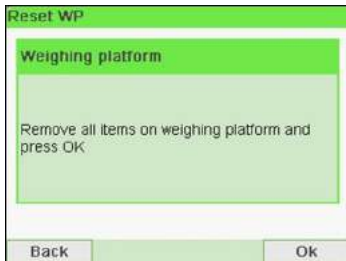
To zero the Weighing Platform as a user:

1. As a user:

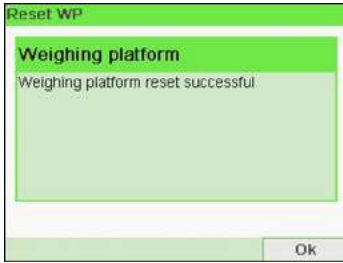
Press  and select the path: > Batch settings > Reset WP



2. Remove all items from the Weighing Platform.



3. Press [OK] twice to set to zero the Weighing Platform.



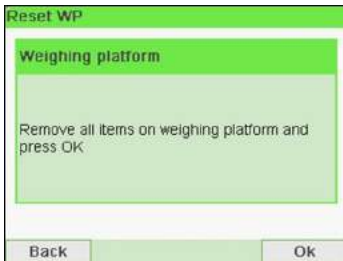
**To re-zero the Weighing Platform as Supervisor:**

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

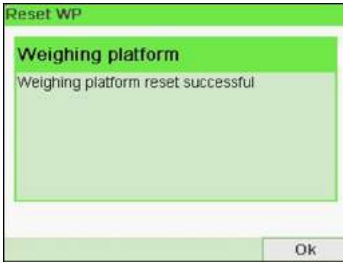
From the main menu, select the path: > Machine settings > Weighing functions > Reset WP



2. Remove all items from the Weighing Platform.



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




---

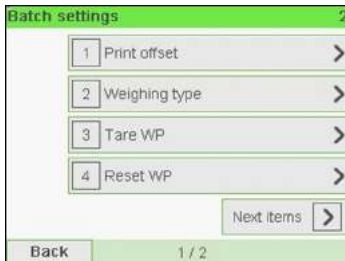
## How to Tare the Weighing Platform

---

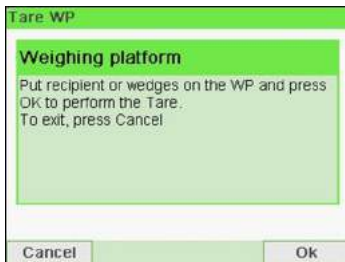
To tare the Weighing Platform as a user:

1. As a user:

Press  and select the path: > Batch settings > Tare WP



2. A message asking you to place container on the Weighing Platform and press [OK].



3. Press [OK] to set weight to zero.



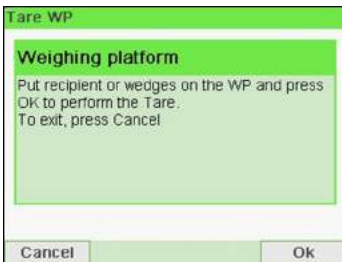
**To tare the Weighing Platform as Supervisor:**

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

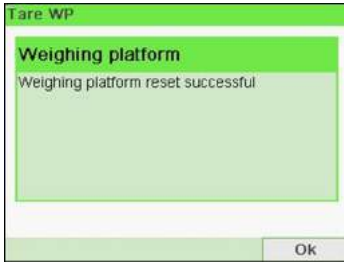
From the main menu, select the path: > Machine settings > Weighing functions > Tare WP



2. A message asking you to place container on the Weighing Platform and press [OK].



3. Press [OK] to tare the Weighing Platform.



---

## Checking on Zero Weight

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

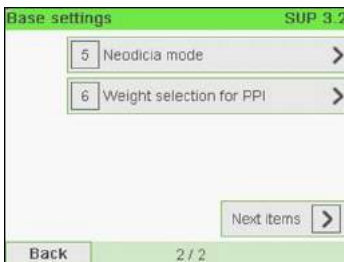
When the function is de-activated, the [PPI] type of imprint may not be captured. The weight values in the PPI Report may then be inaccurate (inaccurate averages for instance).

## How to activate / de-activate Checking On Zero Weight

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

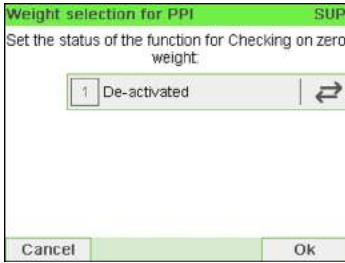
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

Press  and select the path: > Default User Settings > Base settings > Weight selection for PPI





2. The Checking on zero weight screen is displayed.



3. Select **Activated** to start checking on Zero Weight or **De-activated** to end checking on Zero Weight.
4. Click **OK** to validate your selection.
5. A message window appears asking for a new report.  
Click **OK** to confirm or **Cancel** to keep the previous activation state.

---

## Shipping Application

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

When the Shipping application mode is activated, the weight value is communicated by the Mailing System to the Shipping application.

The function Shipping Application Mode can be activated/de-activated by the supervisor.

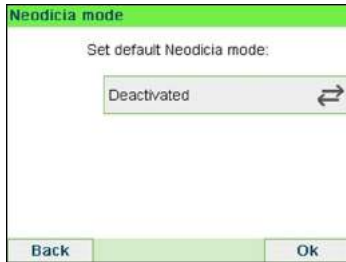
### How to activate / de-activate Shipping Application mode

To activate/de-activate 'Shipping Application mode':

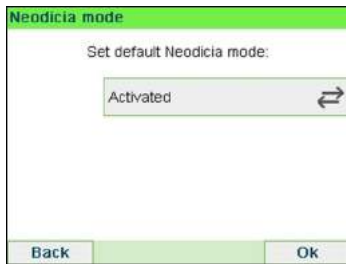
1. As supervisor (see [How to Log in as Supervisor](#)):

From the main menu, select the path: > **Default user settings** > **Base settings** > **Neodicia mode**

The Neodicia mode screen is displayed.



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



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

---

## How to set the Shipping Application connection

---

To set the shipping application connection:

1. As supervisor (see [How to Log in as Supervisor](#)):

From the main menu, select the path: > Maintenance > Network advanced settings > Neodicia

Network advanced settings

TCP output port 443

Redirection URI enabled ↔

Neodicia >

Redirection URI 127.0.0.1

Meter redirection URI 127.0.0.1

Back OK

The Neodicia advanced setting screen is displayed.

Neodicia advanced settings

PC IP address: 224.0.0.166

PC port number 5506

Back OK

2. Enter PC IP address.
3. Enter PC Port number.
4. Press [OK] to validate.

# GEO Code

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

- Automatically with Online Services
- Manually

## How to Change the GEO Code

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

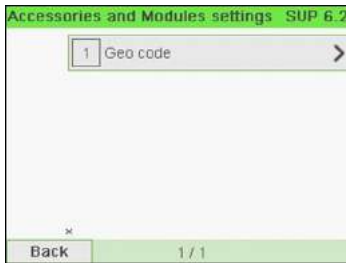


Changing the GEO code modifies the weight values the Mailing System calculates. Make sure you enter the correct GEO Code to ensure your weights are accurate.

To change the GEO code:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

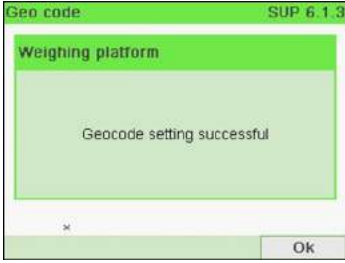
From the main menu, select the path: > **Machine settings** > **Accessories and modules settings** > **Geocode**



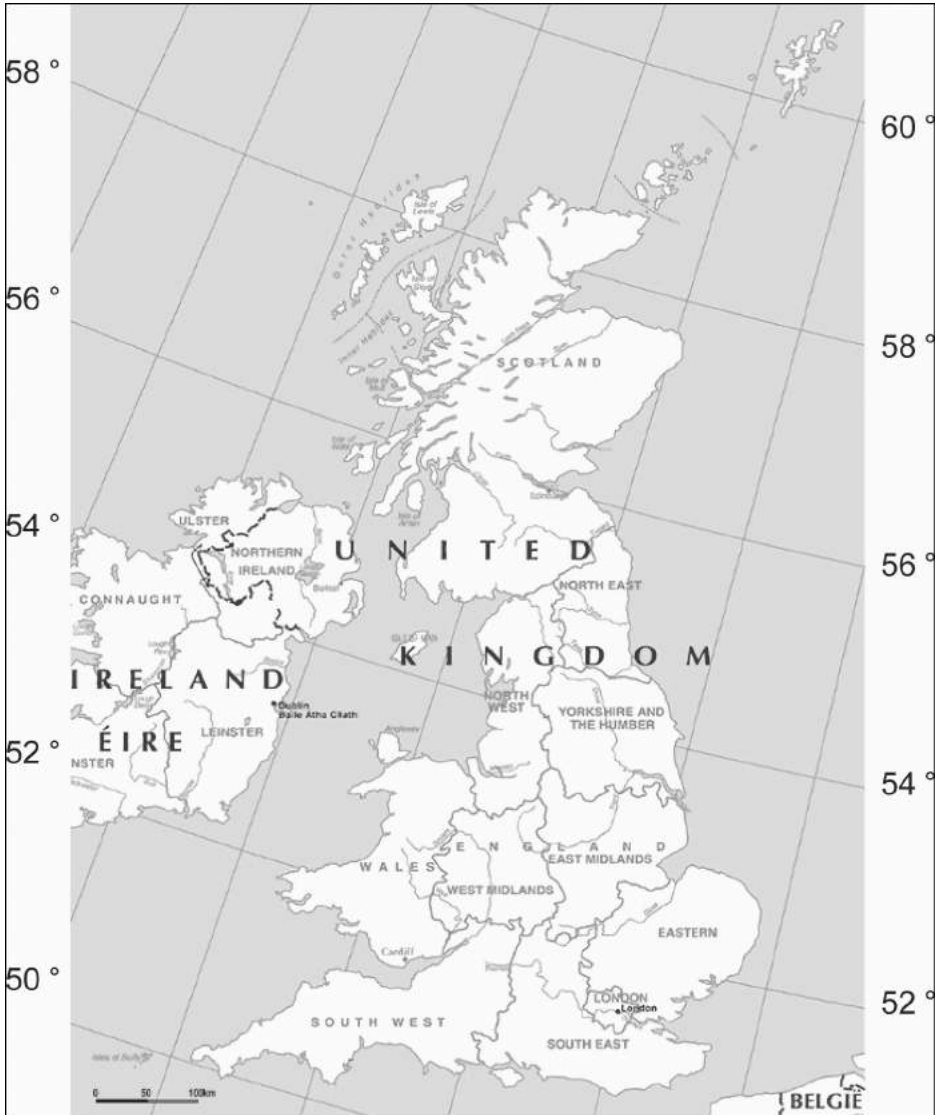
2. See the map and table on the next pages to get the 5 digit GEO code from your location altitude and latitude, and enter the 5 digit using the keypad.



3. Press [OK] to validate.



# Geodesic map



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Configuring your Mailing System

# Geodesic codes

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

10

Configuring your Mailing System

## 10.7 Postage Imprint Default Settings

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

- **Stamp default settings:** sets the default rate, ERA and slogan for mailing operations
- **Automatic Date Advance:** enables early date change to continue printing postage with the new date after post office closing hours
- **Printing offset:** sets the default offset print position from the right side of the envelope.

### Stamp Default Settings

You can set default parameters for the stamp elements that follow:

- Rate
- Prepaid imprint
- ERA
- Slogan

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

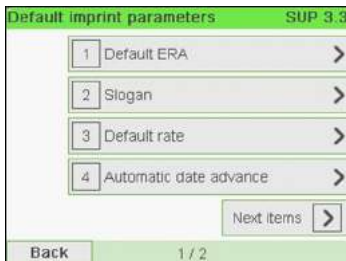
### How to Change the Default Rate

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

**To change the default rate:**

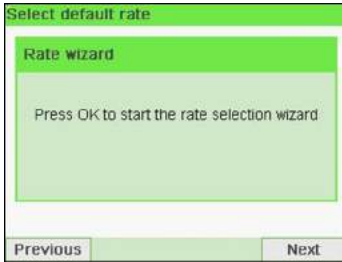
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Default imprint parameters** > **Default rate**

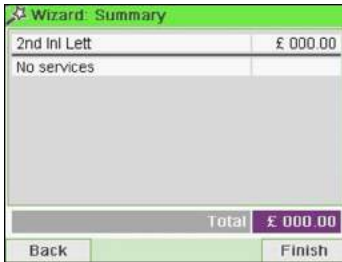




2. Select [Next].



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



See also

- [Managing Postal Rates](#) on page 274.

---

## How to Change the Default PPI

---

To change the default PPI:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Default user settings > Default imprint parameters > Default PPI



2. Select the default PPI in the list.



3. Press [OK] to validate.

#### See also

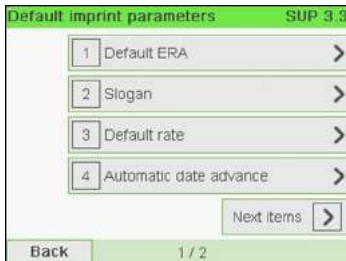
- To change the current PPI, see [How to Select a PPI](#) on page 73.
- To manage the PPIs, see [Managing Prepaid Imprints \(PPI\)](#) on page 276.

## How to Change the Default ERA

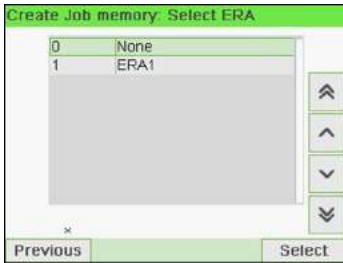
### To change the default ERA:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default User Settings** > **Default Imprint Parameters** > **Default ERA**



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



See also

- [Managing ERAs](#) on page 268

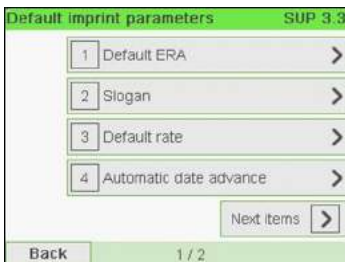
## How to Change the Default Slogan

Follow the steps below to change the Default Slogan.

To change the default Slogan:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Default User Settings > Default Imprint Parameters



2. Select **Slogan**.

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3. Select the default slogan from the list, or None for no slogan.



4. Press [OK] to validate.

#### See also

- [Managing Slogans](#) on page 262.



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

## How to Set the Default Printing Offset

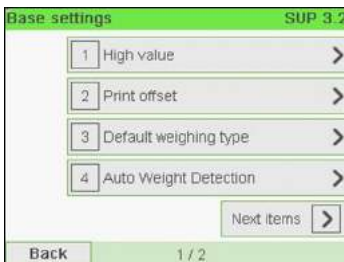
The printing offset is the distance between the right edge of the envelope and the imprint.

You can increase the distance by about 5mm or 10mm.

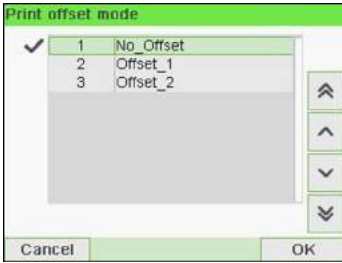
#### To change the default printing offset:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Base settings**  
> **Print Offset**



2. Select the default print position from the list.



3. Press [OK] to validate.
-

## 10.8 Imprint Memories

The Imprint Memories are presets for your stamp types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see [Using Imprint Memories](#) on page 102).

As supervisor, you can create, edit/modify or delete an Imprint Memory.

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

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

### How to Create an Imprint Memory



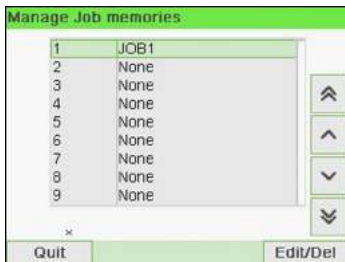
- Normal Job Memory: ERA, Slogan, Rate, Account Number (if any).
- PPI Imprint Memory: ERA, Slogan, PPI, Account Number (if any).

To create an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Job Memory management**

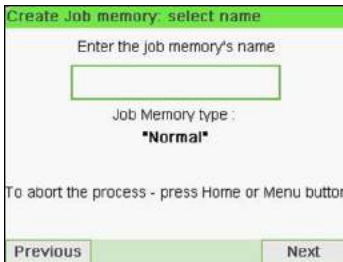
The current list of imprint memories is displayed in the Imprint memories screen.



2. Select a line named None in the list.



3. Press **[OK]** to create a new imprint memory.
4. Select a PPI or a Standard imprint.
5. Enter the name of the new imprint memory, then press **[OK]**.



6. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.
7. Repeat the previous step until the system displays the name of the new imprint memory in the list.
8. You can modify any preference by using the **Edit/Del** function (see [How to Edit / Modify an Imprint Memory](#) on page 242).

---

## How to Edit / Modify an Imprint Memory

---

To edit or modify an imprint memory:

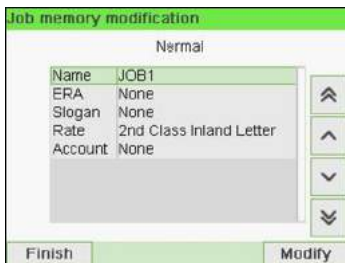
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):


From the main menu, select the path: **Job Memory management**



2. Select an imprint memory from the list displayed on the screen.
3. Press **[OK]** to validate.
4. Select the menu path **Edit**

The Imprint memory modification screen is displayed.



5. Use the arrows to select the preferences, then press **[OK]** to modify the parameters.
6. Press  to exit.



# How to Delete an Imprint Memory

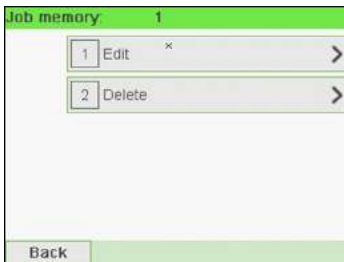
To delete an imprint memory:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

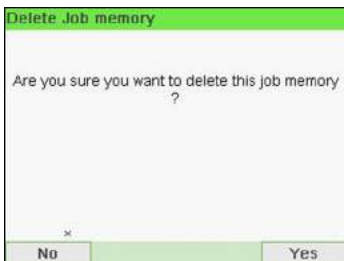
From the main menu, select the path: **Job Memory management**



2. Select an imprint memory from the list of saved imprint memories.
3. Press **[OK]** to validate.
4. Select the menu path **Delete**.



5. Press **[OK]** to confirm to delete the imprint memory.



## 10.9 Connection Settings

### 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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

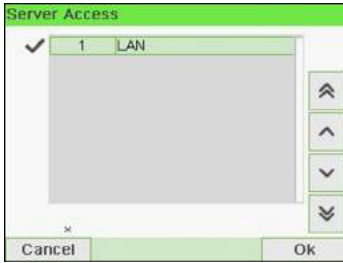
From the main menu, select the path: **> Communication settings > Type of connection**

The Server Access screen is displayed.



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

2. Select LAN.



3. For LAN settings, see [How to Set LAN Parameters](#) on page 246.

See also

- To physically connect the LAN to the base, see [Connection Diagram](#) on page 24.

## 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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

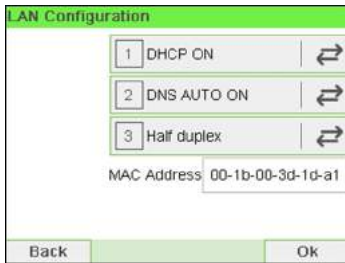
From the main menu, select the path: > **Communication settings** > **LAN settings**

The LAN configuration is displayed.

2. Select:

- **DHCP ON**
- **DNS AUTO ON**
- **Half duplex**

Press **[OK]** to validate.



3. The screen will show:

- **Machine IP address** [Settings done]
- **Subnet mask** [Settings done]
- **Default Gateway IP Address** [Settings done]

Press **[OK]**.



4. The screen displays:

- **Host Name:** it is un-editable.
- **Vendor Class ID Activation:** it is OFF by default but can be activated and edited.

Press [OK].

The screenshot shows a 'LAN Configuration' window with a green header. It contains three main fields: 'Host Name' with the value 'nd-zb1533202878', 'Vendor Class ID Activation' set to 'ON' with a double-headed arrow icon, and 'Vendor Class ID' with the value 'Franking machine - Mid End R' and a dropdown menu showing 'machine - Mid End Range (2)'. At the bottom, there are 'Back' and 'Ok' buttons.

5. Set parameters in the next screen:

- **Preferred DNS IP Address** [Settings done]
- **Alternate DNS IP Address** [Settings done]

Press [OK].

The screenshot shows a 'LAN Configuration' window with a green header. It contains two main fields: 'Preferred DNS IP Address' and 'Alternate DNS IP Address', both with empty input boxes. At the bottom, there are 'Back' and 'Ok' buttons.

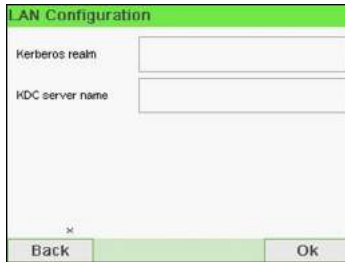
6. **Proxy** is OFF by default. If select **Proxy** is ON and press **[OK]**.

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:



The screenshot shows a window titled "LAN Configuration" with a green header. It contains two text input fields: "Kerberos realm" and "KDC server name". At the bottom, there are two buttons: "Back" and "Ok".

- **Kerberos realm:** Empty by default. Value chosen by supervisor.
  - **KDC server name:** Empty by default. Value chosen by supervisor.
7. Press **[OK]**, the system will come back to the beginning screen and accept any changes.

## 10.10 Time and Date Management

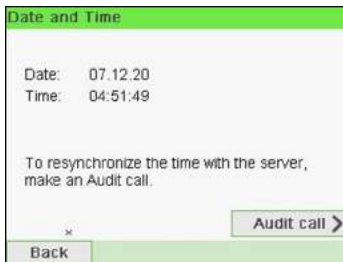
### How to Check/Adjust the Machine Time and Date

---

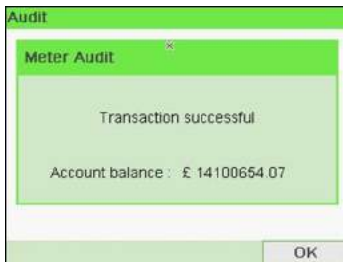
To check/adjust the current time and date:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Machine settings > Date and time



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



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

---

# Daylight Savings Time Transitions

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

- As a user: [How to Unlock the PSD](#) on page 112.
- As supervisor: [How to Check/Adjust the Machine Time and Date](#) on page 250.

## 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:

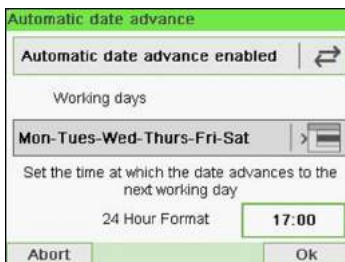
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Default user settings** > **Default imprint parameters** > **Automatic Date Advance**

The Automatic date advance window appears:



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





3. Enter the Automatic Date Advance time (00:00 hours is not allowed).
4. Select **Working Day** box to gain access to working days selection screen.



5. Select the day and press **Select/Deselect** to select or unselect each day.
  6. Press **[OK]** 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.

<b>11.1</b>	<b>Options and Updates Process</b> .....	<b>255</b>
	How to Access the Options and Updates Menu .....	255
<b>11.2</b>	<b>Using the Mailbox</b> .....	<b>256</b>
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	How to Delete Messages .....	257
<b>11.3</b>	<b>Managing Options</b> .....	<b>260</b>
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<b>11.4</b>	<b>Managing Slogans</b> .....	<b>262</b>
	How to Add (or Cancel) a Slogan on the Stamp .....	262
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<b>11.5</b>	<b>Managing ERAs</b> .....	<b>268</b>
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	How to Display the List of ERAs .....	269
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	How to Delete an ERA .....	271
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<b>11.6</b>	<b>Managing Postal Rates</b> .....	<b>274</b>
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<b>11.7</b>	<b>Managing Prepaid Imprints (PPI)</b> .....	<b>276</b>
	How to Display the List of PPIs .....	276
	How to Add or Delete PPIs .....	277



## 11.1 Options and Updates Process

You can update your Mailing System by:

- Adding new options, such as Differential Weighing or increasing the maximum number of accounts
- Update postal Rates and Prepaid Postal Imprints (PPI)
- Downloading custom Slogans or ERAs



To update your Mailing System's operating system, see [Online Services](#) on page 191.

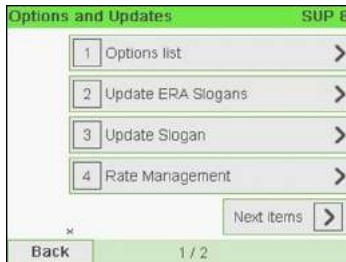
The operations above are available through the supervisor menu Options and Updates.

### How to Access the Options and Updates Menu

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Options and Updates**

The Options and Updates menu is displayed.



## 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.

Unread messages icon on home screen:



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

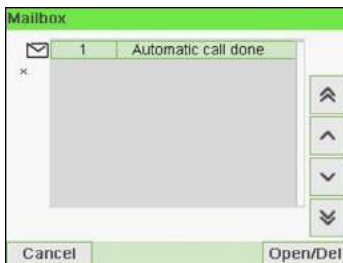
### How to Read Messages

To read Messages (as a User):

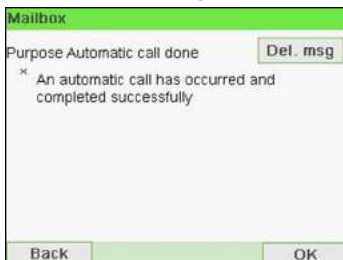
1. As a user:

Press  and select the path: **Mailbox**

The Mailbox screen is displayed.



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

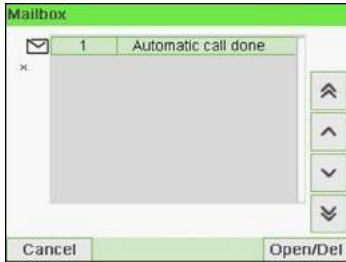


**To read Messages (as Supervisor):**

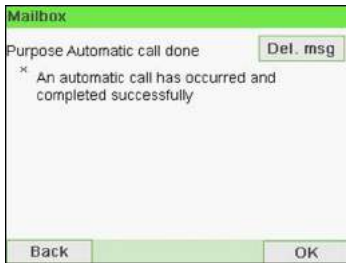
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Mailbox**

The Mailbox screen is displayed.



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




---

## How to Delete Messages

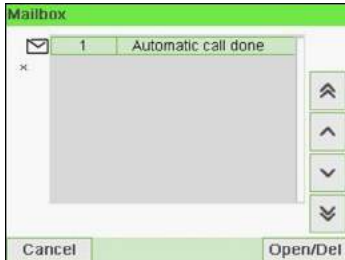
---

**To delete Messages (as a User):**

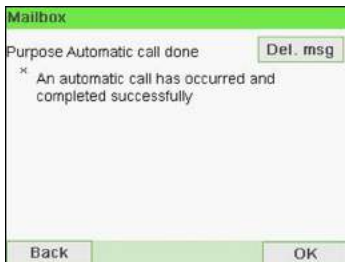
1. As a user:

Press  and select the path: **Mailbox**

The Mailbox screen is displayed.



2. Select the message to be deleted and press [OK].



3. Select Delete message to erase the message.



To delete Messages (as Supervisor):

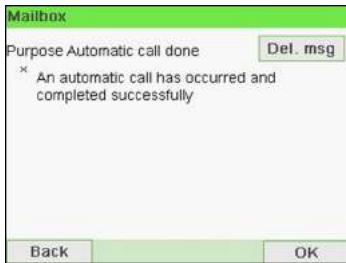
1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **Mailbox**

The Mailbox screen is displayed.



2. Select the message to be deleted and press [OK].



3. Select Delete message to erase the message.





## 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. As supervisor (see [How to Log in as Supervisor](#) on page 207) either:

From the main menu, select the path: > Options and Updates > Option list

The Options list screen is displayed.



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

## 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.



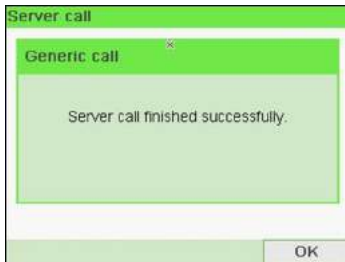
Contact customer service to have new options ready for downloading on the Online Services server.

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 23) and that the connection is properly configured (see [Connection Settings](#) on page 245).



2. Select **Updates?**. It will trigger a call to the Online Services server.



3. After the call, you can display installed options. See [How to Display the Options](#) on page 260.

## 11.4 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.

As supervisor, you can:

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





The available slogans are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server (as user). See [How to Load New Options](#) on page 261.

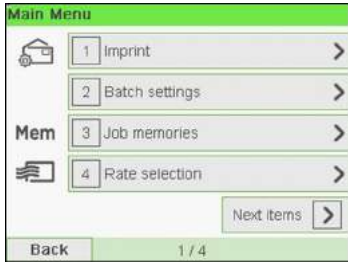
### How to Add (or Cancel) a Slogan on the Stamp



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

1. Either:

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




2. Select **Slogan**.

The Select Slogan 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 Customize stamp screen is displayed with updated parameters (home screen:  ).

See also

- [Managing Slogan](#) on page 262

## 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. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Option and Updates > Update Slogan

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



11

## How to Modify a Slogan

To change the name of the slogan:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Option and Updates > Update Slogan

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



2. Select the slogan and press [OK].  
The Slogan setting menu is displayed.



3. Select **Edit**.



4. Change the slogan name using the keypad and press [OK].  
The system updates the slogan list.

---

## How to Delete a Slogan

---

To delete the slogan:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Option and Updates > Update Slogan

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



2. Select the slogan and press [OK].  
The Slogan setting menu is displayed.



3. Select **Delete**.



4. Press [OK] to confirm deletion.  
The system updates the slogan list.

## How to Download New Slogans

To download new slogans:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Option and Updates > Update Slogan

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



2. Select **Updates?**

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

---



## 11.5 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 262).

As supervisor, you can:

- Load ERAs.
- Rename ERAs
- Delete ERAs.



To add (load) ERAs, contact your Customer Service. The available ERAs are automatically downloaded into your franking machine by connecting to the Online Services server. See [Activating New Options](#) on page 261.

See also

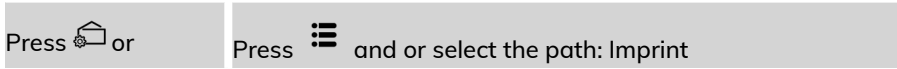
- To set the default ERA printed on mail pieces, see [How to Change the Default ERA](#) on page 237 in section [Stamp Default Settings](#) on page 235.

### How to Add (or Cancel) an ERA on the Stamp



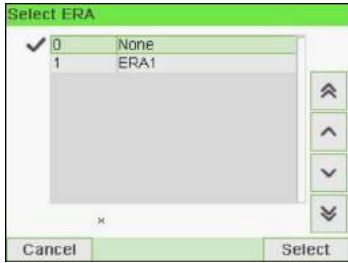
To add an ERA to the stamp, or to cancel the ERA:

1. Either:



2. Select ERA.


The Select ERA screen is displayed.



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

The ✓ icon indicates the current selection.

4. Press [OK] to validate your selection.

The Customize stamp screen is displayed with updated parameters (home screen:  ).

---

## How to Display the List of ERAs

---

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

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

Users can change the current ERA during their work session.

To display the list of ERAs:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the menu path: > **Option and Updates** > **Update ERA Slogans**

The list of ERAs is displayed.



---

## How to Modify an ERA

---

To change the name of the ERA:

1. As supervisor (see [How to Log in as Supervisor](#)):

From the main menu, select the path: > **Option and Updates** > **Update ERA Slogans**

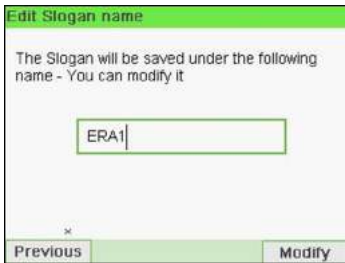
The list of ERAs is displayed in the ERA slogan management screen.



2. Select an ERA and press [OK].  
The Slogan setting menu is displayed.



3. Select **Edit**.



4. Change the ERA name using the keypad and press [OK].  
The system updates the ERA list.

---

## How to Delete an ERA

---

To delete the ERA:

1. As supervisor (see [How to Log in as Supervisor](#)):

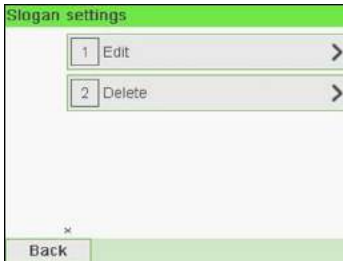
From the main menu, select the path: > Option and Updates > Update ERA Slogans

The list of ERAs is displayed in the ERA slogan management screen.



2. Select an ERA and press [OK].

The Slogan setting menu is displayed.



3. Select **Delete**.



4. Press [OK] to confirm deletion.

The system updates the ERA list.

## How to Download New ERAs

---

### To download new ERAs:

1. Display the list of ERAs (see [How to Display the List of ERAs](#) on page 269).
2. Select **Updates?**.

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

---

## 11.6 Managing Postal Rates

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

As supervisor, you can:

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



New **rate tables are automatically downloaded** into your mailing system by connecting the mailing system to the Online Services server as a user. See [How to Load New Options](#) on page 261.

See also

- [Options and Updates](#) on page 253.

### How to Check your Rate Updates

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



Rate tables will automatically become active on their effective date. For each rate table, rate details (part number, expiration date, rate option) can be displayed.

To display the list of rate tables:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Options and Updates** > **Rate management**

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



## How to Download New Postal Rates

---

To download new rates:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Options and Updates** > **Rate management**

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



2. Select **Updates?**.

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



## 11.7 Managing Prepaid Imprints (PPI)

As supervisor, you can:

- Display the list of PPIs in the machine
- Add new PPIs using an USB memory key
- Delete PPIs
- Set the default PPI (see [How to Change the Default PPI](#) on page 236).

### The List of PPIs

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

### How to Display the List of PPIs

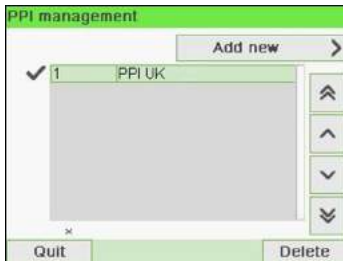
---

To display the list of PPIs:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Options and updates > Update PPI

The list of PPIs is displayed in the PPI management screen.



# Adding or Deleting PPIs

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

## How to Add or Delete PPIs

---


### To add a PPI:

1. Display the list of PPIs (see [How to Display the List of PPIs](#) on page 276).
2. Select **Add new** and connect the memory device to an USB port of the machine (on your left hand side at the rear of the base: see [Connectors](#) on page 23).
3. Press **[OK]**. The USB memory key content is displayed.



4. Select a PPI to load into the machine and press **[OK]**.  
The PPI list is updated with the new PPI.

### To delete a PPI:

1. Select the PPI to delete and press **[OK]**.
2. Confirm deletion, otherwise press .  
The system updates the PPI list.



# 12 Maintaining your Mailing System

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

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## 12.1 Maintaining the Ink Cartridge

### About the Ink Cartridge

The ink cartridge for printing is located in the mailing system and contains fluorescent red ink that has been tested and approved by the postal service.

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

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



### 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.



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



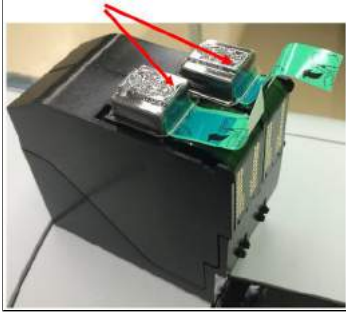
Keep fingers away from the ink cartridge while it is moving to the replacement position.

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

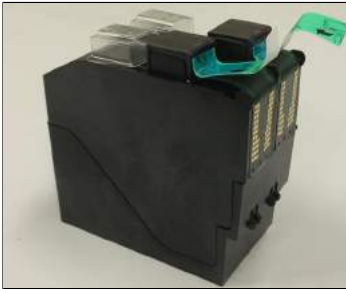


3. Lift out the old ink cartridge.

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.



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.

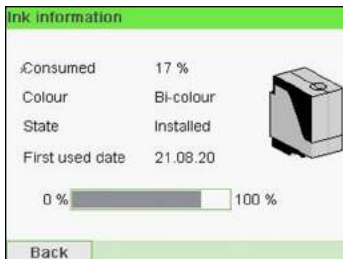


To display the ink cartridge data (as a User):

1. As a user:

Press  and select the path: > Cartridge > Ink information

The Ink information screen is displayed.

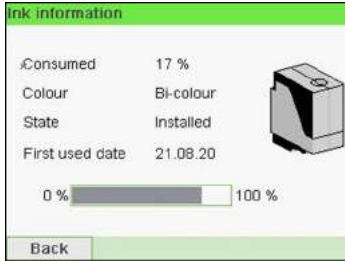


### To display the Ink Level and the Cartridge Data (as Supervisor):

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > Cartridge > Ink information

The Ink information screen is displayed.




## How to Clean the Print Heads Automatically

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

### To clean the print heads automatically (as a User):

1. As a user:

Press  and select the path: > Cartridge > Cleaning process

The cleaning starts automatically.



### To clean the print heads automatically (as Supervisor):

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > Cartridge > Cleaning process

The cleaning starts automatically.



---

## How to Clean the Print Heads Manually

---

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

To clean the print heads manually:

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.

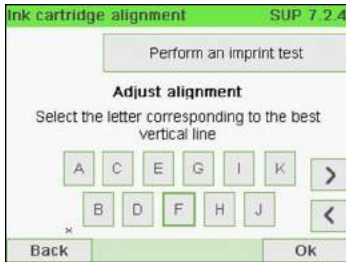


To align the print heads:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Maintenance** > **Cartridge** > **Ink cartridge alignment**

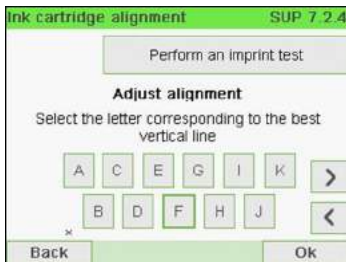
The Ink cartridge alignment screen is displayed.



2. Press **Perform an imprint test** and put a piece of paper in the mail transport.  
The system prints a test pattern.



3. Check the printed pattern and press the letter that corresponds to the straightest and complete vertical line.



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

# 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 your Customer Service.

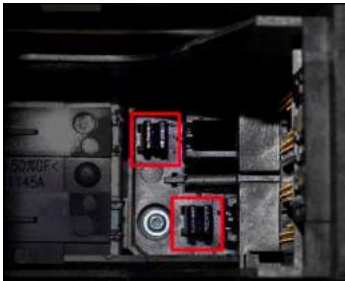
## How to Process the Wiper

---

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > Cartridge > Wiper Process

2. Open the cover and remove the headset.
3. Press **[OK]** twice to start the carriage motor.
4. Check wiper and clean if necessary, then press **[OK]**.



5. Check headset is back in replacement position and press **[OK]** to end test.
-

## 12.2 Filling and Adjusting the Feeder Sealer

### Filling the Sealer Bottle

The Automatic Feeder uses water for sealing envelopes.

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

### Auto-Feeder Sealer (optional)

If equipped with a sealer, your Auto-Feeder can seal envelopes while printing postage.

Move the selector at the front of the Feeder right or left to change the sealing mode:



Sealer ON



Sealer OFF



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

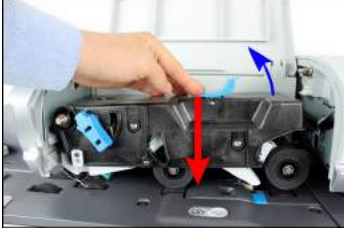
### How to Clean the Brushes and Sponge (Sealer)



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

To clean the brushes and sponge of the feeder:

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



2. Pull up the brush release lever.



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



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



5. Clean the sponge and the brush.
6. Re-install the sponge and retainer.
7. Put the brush back and push the release lever back down until it snaps into place.



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



---

## How to Fill the Sealer Bottle

---

The Automatic Feeder uses water for sealing envelopes.

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

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

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



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

## How to Adjust the Sealing Water Flow

---

Before you adjust the sealing water flow, make sure that the brushes and sponge are clean.

To adjust the sealing water flow:

1. Set the water flow using the back lever.



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

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

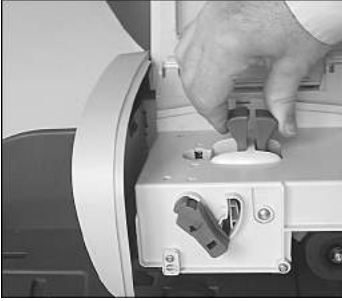
---

## How to Clean the Feeder Belts and Rollers

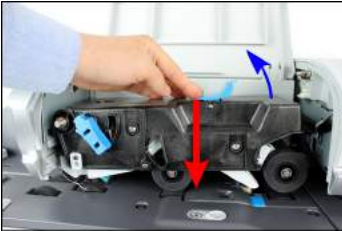
---

To clean the feeder belts and rollers:

1. Open the Auto-Feeder cover, press the upper blue handle to raise the drive assembly.



(without sealer)



(with sealer)

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

## 12.3 Maintenance Processes

### How to Run the Registration Update



The Update Registration process is only to be completed at a request from Customer Service:

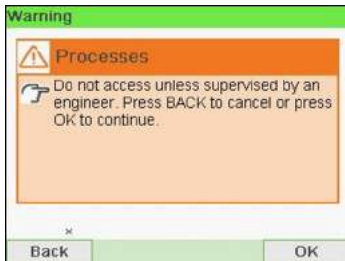
- This procedure is used if you have changed your address.
- Contact your Customer Service to change your information then you will be instructed to perform the update registration procedure.

To run the registration update:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > Processes

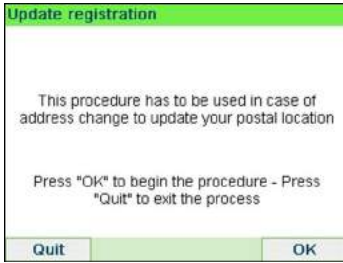
A confirmation message is displayed.



2. Press [OK].
3. Select **Update registration**.



4. Press [OK] to begin the procedure.



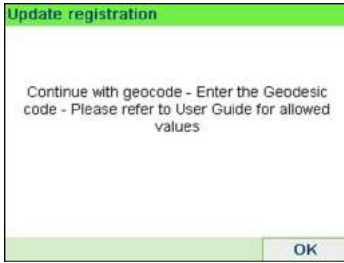
5. Press [OK] to start the update registration transaction.



The message "Transaction successful" is displayed.



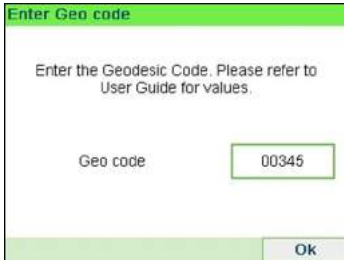
6. Press [OK].



A message for entering the geodesic code. Please refer to User Guide for allowed values.

7. Press [OK].

8. Enter the Geocode.



9. Press [OK].



The update registration procedure is finished.

10. Press [Finish] to return to menu.

# How to Remove the Base (Meter)

Remove the Base:

- Removes the PSD from service.
- Prepares the base for removal by saving data on USB key.

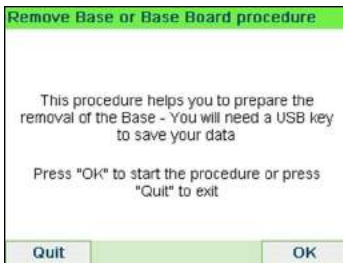
To remove the meter:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

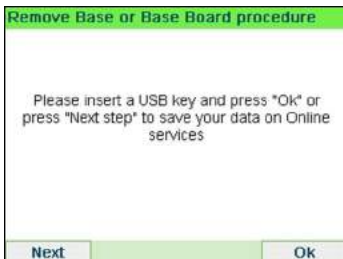
From the main menu, select the path: > Maintenance > Processes > Remove base



The Remove Base screen is displayed.



2. Insert an USB key and press [OK] or press **Next step** to save your data on Online services.



3. Press [OK] when the process is complete.



The message "Backup Customer Data Server call successful" 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:

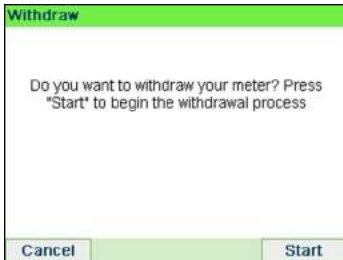


1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

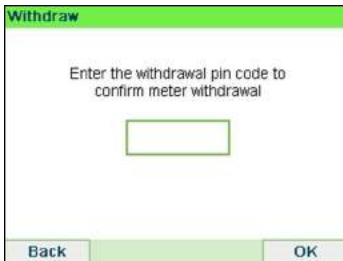
From the main menu, select the path: > Maintenance > Processes > Withdraw




The Withdraw meter screen is displayed.



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.

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## 13.1 Machine Issues

### 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

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

**To clean the print heads automatically (as a User):**

1. As a user:

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

The cleaning starts automatically.



**To clean the print heads automatically (as Supervisor):**

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: **> Maintenance > Cartridge > Cleaning process**

The cleaning starts automatically.



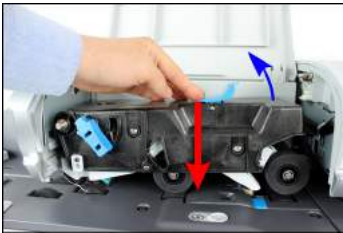
## How to Clean the Brushes and Sponge (Sealer)



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

To clean the brushes and sponge of the feeder:

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



2. Pull up the brush release lever.



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





- Lift the metal retainer to remove the sponge.

Remember its direction.



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



## The Weighing Device does not Weigh Properly

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



Display \_g indicates a weighing error. When this weighing error occurs on the home screen, the Standard Weighing type is automatically selected if the Automatic Weight Detection is activated, see [How to Activate the Automatic Weight Detection on the WP](#) on page 221.

You have to check the weighing device as follows.

Possible causes	Actions
The weighing device is not selected.	See the weighing type selection procedures in <a href="#">Choosing a Weighing Type</a> on page 73.

There are vibrations or air drafts in the weighing area.	Use a solid and steady table: <ul style="list-style-type: none"> <li>• Away from any door</li> <li>• Away from any fan.</li> </ul>
Something is touching or laying on the Weighing Platform.	Clear the weighing zone and re-zero the Weighing Platform (see <a href="#">Weighing Settings</a> on page 220).
The Weighing Platform zero is not correct.	See the weighing platform zeroing procedures in <a href="#">Weighing Settings</a> on page 220.
You have placed a package on the platform that is too heavy for the rate selected.	<ol style="list-style-type: none"> <li>1. Press <b>[OK]</b> to clear the error message.</li> <li>2. Press the <b>[Rate]</b> 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).</li> <li>3. Press lightly on the Weigh Platform to establish the weight and postage with the new rate.</li> </ol>
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).	<ol style="list-style-type: none"> <li>1. Remove the package and if possible, weigh it on another scale.</li> <li>2. Use Manual Weight Entry mode to enter the weight and determine the postage.</li> </ol>



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

## How to Clear Mail Jammed in the Auto-Feeder

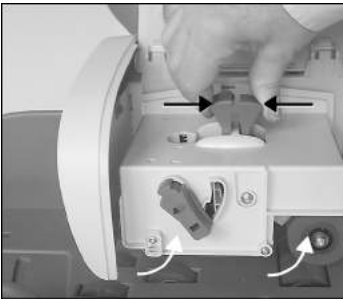
---

Envelopes are stopped in the Auto-Feeder.

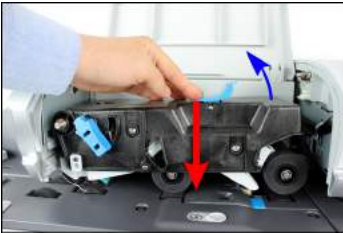
- Mail piece is too thick.
- Mail size is incorrect.
- Too many envelopes are on the feed deck.
- Envelopes are not properly inserted onto the feed deck.

**To clear mail jammed in the Auto-Feeder:**

1. Open feeder cover.
2. On model without sealer, hold the two blue levers to raise the mail path guides and rollers.



On a feeder with sealer, push down on the blue handle then lift up the drive assembly.



3. If necessary, pull up the brush release lever and remove the brush assembly.



4. Remove jammed envelopes.



5. If applicable, reinstall the brush assembly and push the release lever until it snaps into place.
6. On model with sealer, push down the upper drive assembly to lock it.



7. Close the cover.

---

## How to Clear a Label Jammed in the Base

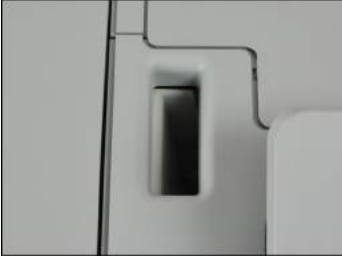
---

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

To clear a label jammed in the Base:

1. Remove all labels from the dispenser.

Check that there is not label stuck in the bottom of the dispenser.



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



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

## 13.2 Diagnostics

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

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

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

### Diagnostics

As Supervisor, you can gain access to all the diagnostic data listed below:

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

## How to Access Diagnostic Data

---

To gain access to a diagnostic data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > **Maintenance** > **Diagnostics**

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

## 13.3 System Data

### How to Display Software Data

---

To display Software Data:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > System info > Software information

2. The system software data appears on the screen.



### How to Display Hardware Data

---

To display hardware data:



1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > System info > Hardware information

2. The system hardware data appears on the screen.



---

## How to Display the Machine Counters

---

To display the data of the machine counters:

1. As supervisor (see [How to Log in as Supervisor](#) on page 207):

From the main menu, select the path: > Maintenance > System info > Counters

2. The system displays the data of the machine counters.



# 14 Specifications

This sections contains the main specifications of your mailing system.

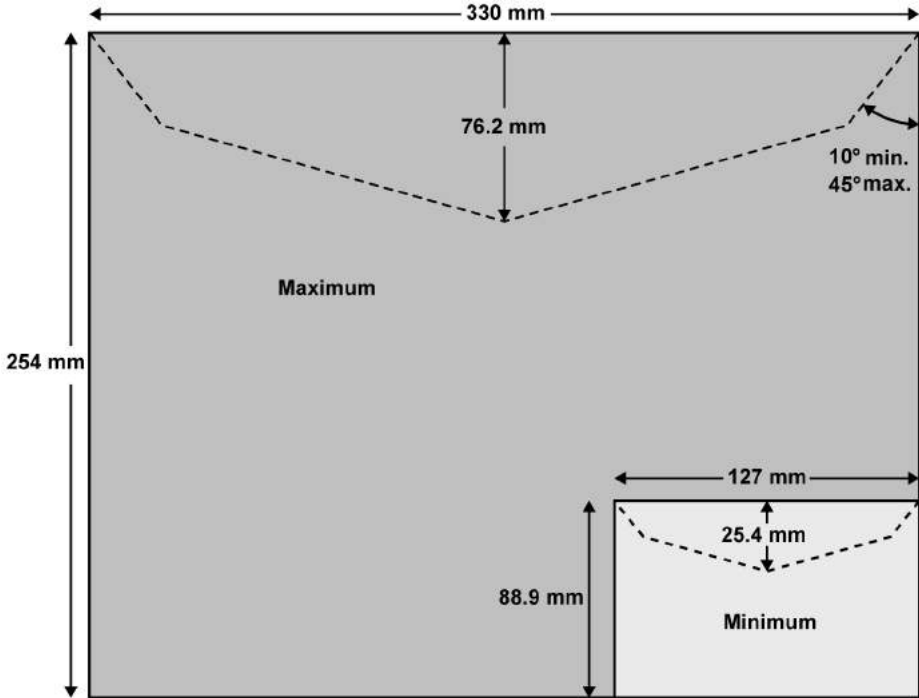
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## 14.1 Mail Specifications

### Envelope Dimensions

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



127mm is also the minimum width for **portrait** mode. This figure rises up to 160mm for envelopes that have the maximum height (228mm).

#### Envelopes:

- Minimum envelope thickness: 0,2mm.

#### Label dimensions (pre-cut and self-adhesive):

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

## With the Feeder



The feeder cannot process nested envelopes.

### Weight range:

- Min weight: 3g.
- Max weight: 900g.
- Max height: 10cm.
- Max "One piece at a time": 12mm.
- Max "In a stack": 8mm
- Max with sealing (optional): 8mm

### Envelope Stack:

- Max height: 10cm.

### Envelope Thickness:

- Max "One piece at a time": 12mm.
- Max "In a stack": 8mm.
- Max with sealing (optional): 8 mm.

## 14.2 General Specifications

### Dimensions

(Width x Length x Height)

- Base: 283mm x 378mm x 300mm
- Auto Feeder: 240mm x 33mm x 433mm
- Auto Feeder with sealer: 260mm x 350mm x 545mm

### Weight

- Base: 10 kg
- Auto Feeder: 6.5 kg
- Auto Feeder with sealer: 8.3 kg
- Catch tray: 1.2 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)

## 14.3 Recommended Operating Conditions

### Temperature and Relative Humidity

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

**Temperature range** Ambient temperature: +10°C - +40°C.

**Relative humidity** 80% max. without condensation.

### Weighing accuracy



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

- Away from any doors
- Away from any fan

## 14.4 Operating Specifications

### Accounts

The number of accounts you can create is set to 35 by default and can be raised optionally to 300.

### Operators

- Number of Operators: 50.



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