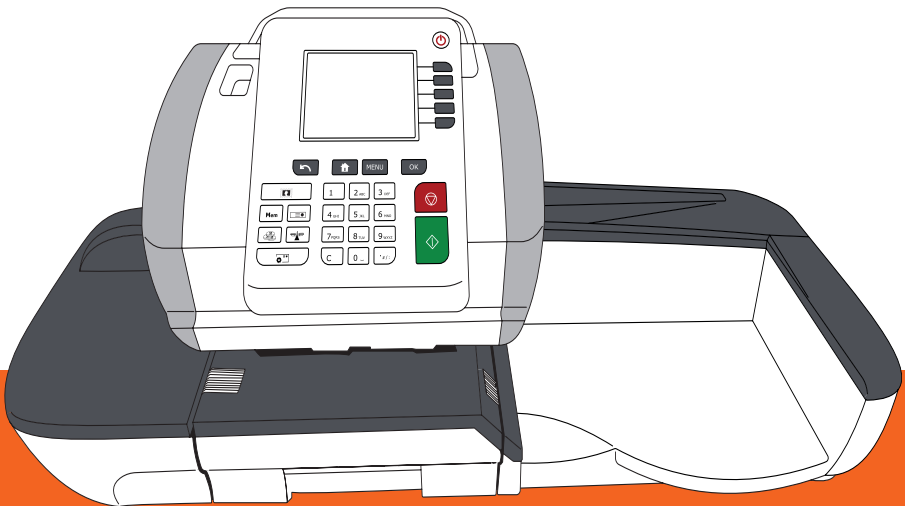


Franking Machine

# Fn Series 7 / 7.5



User Guide  
(English)

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# 1 Read this First

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

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## Section 1: Read this First



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

## Section 2: Meet Your Mailing System

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

## Section 3: Processing Mail

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

## Section 4: Money Operations

Loading postage credit.

## Section 5: Managing Accounts and Assigning Rights

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

## Section 6: Reports

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

## Section 7: Online Services

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

## Section 8: Configuring your Mailing System

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

## Section 9: Options and Updates

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

## Section 10: Maintaining your Mailing System

Changing the ink cartridge and maintaining other system components.

## Section 11: Troubleshooting

What to do when a problem occurs: jam, poor sealing, poor printing etc.



## Section 12: Specifications

Detailed specifications of your Mailing System.

---






1

Read this First

### Symbols

---

This manual uses the symbols listed below.

This symbol...	Indicates...
	<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.
	<b>SUPERVISOR:</b> indicates that you have to log in as the supervisor (using the supervisor PIN) to perform the procedure. Postage functions of the Mailing System are not accessible in this mode.

### Glossary

---

This manual uses the acronyms listed below.

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

PC	Personal Computer
PIN	Personal Identification Number
PSD	Postal Security Device (Meter)
WP	Weighing Platform

## 1.2 Safety Requirements

1

Read this First

### Power Connection

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



#### THIS SYSTEM MUST BE GROUNDED

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

### Compliance

#### Energy Star compliance



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

# Environmental compliance



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

# General Safety

---

1

Read this First

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



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

Follow the additional safety precautions below:

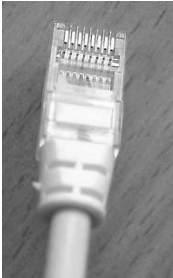
- Do not place lit candles, cigarettes, cigars, etc. on the Mailing System.
- When removing jammed material, avoid using too much force to prevent personal injury and damaging components.
- When lifting covers, wait for all parts to stop moving before placing hands near the feeder path or print head.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

# LAN Connections

---

## Plugging the right jack in the right socket

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



Network/PC LAN (8 wires)

Follow the additional precautions below:

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

## Disconnecting your Mailing System

---

### How to Disconnect your Mailing System

---

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



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

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



# 2 Meet Your Mailing System

Get to know your Mailing System in this section.

<b>2.1</b>	<b>System Layout</b> .....	<b>13</b>
<b>2.2</b>	<b>Accessories</b> .....	<b>16</b>
<b>2.3</b>	<b>Control Panel Features</b> .....	<b>17</b>
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	How to Turn the Mailing System to OFF Mode .....	23





## 2.1 System Layout

### Mailing System with Auto-feeder

2

Meet Your Mailing System



#### Auto Feed Platform

① Automatically feeds the system with envelopes (optional).

#### Auto Label Dispenser

② Contains labels to be printed.

#### System Base

③ Prints envelopes (or labels) and controls the Mailing System.

#### Weighing Platform

④ Measures the weight of mail pieces.

#### Control Panel

⑤ Allows you to set up job runs and change base settings and features as needed.

#### Hopper

⑥ Beginning of mail transport path.

#### Rear Guide-Wall

⑦ Guides envelopes into the feeder.

#### Side Guide

⑧ Holds large envelopes in place for feeding.

#### Jam Release Handle

⑨ Allows you to remove jammed envelopes or labels.

#### Catch Tray

⑩ Receives mail pieces after processing.

# Mailing System with Auto-feeder Sealer

2

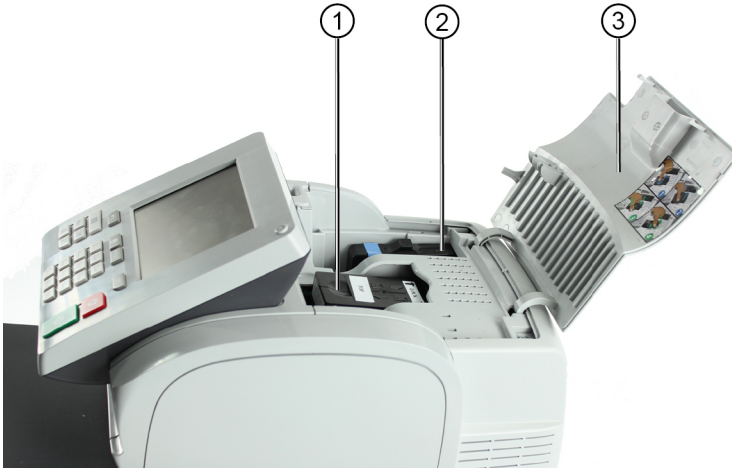
Meet Your Mailing System



- |                                |                                                                                  |
|--------------------------------|----------------------------------------------------------------------------------|
| <b>Auto feeder with sealer</b> | ① Automatically feeds the system with envelopes.                                 |
| <b>Auto Label Dispenser</b>    | ② Contains labels to be printed.                                                 |
| <b>System Base</b>             | ③ Prints envelopes (or labels) and controls the Mailing System.                  |
| <b>Weighing Platform</b>       | ④ Measures the weight of mail pieces.                                            |
| <b>Control Panel</b>           | ⑤ Allows you to set up job runs and change base settings and features as needed. |
| <b>Feeder</b>                  | ⑥ Beginning of mail transport path.                                              |
| <b>Rear Guide-Wall</b>         | ⑦ Guides envelopes into the feeder.                                              |
| <b>Side Guide</b>              | ⑧ Holds large envelopes in place for feeding.                                    |
| <b>Jam Release Handle</b>      | ⑨ Allows you to remove jammed envelopes or labels.                               |
| <b>Catch Tray</b>              | ⑩ Receives mail pieces after processing.                                         |

## Inside the system base

---



**Ink Cartridge**

① Prints the postal imprint on envelopes.

**Postal Security Device (PSD)**

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

**Cover**

③ Lift from front to open.

2

Meet Your Mailing System

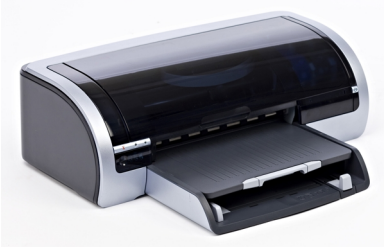
## 2.2 Accessories

2

Meet Your Mailing System

### Report Printer (option)

---



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



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

### Barcode Scanner (option)

---



This scanner is used:

- to identify accounts through barcodes

## 2.3 Control Panel Features



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

2

### Display Areas

---

<b>Account</b>	Displays account currently selected.
<b>Slogan</b>	Indicates that a slogan will be printed.
<b>Date</b>	Displays the date that will be printed.
<b>ERA</b>	Indicates that an ERA will be printed when present.
<b>Job memory</b>	Displays selected job memory when applicable.
<b>Item Counter</b>	Counts the envelopes or labels printed since the last counter reset.
<b>Item Counter Reset</b>	Resets the item counter to zero. This is the starting point for batch data reports.
<b>Label Indicator</b>	When displayed, indicates that the Mailing System will print a label.
<b>Mailbox</b>	Indicates unread messages in message box.
<b>Postage</b>	Indicates the amount to be printed on the envelope.
<b>Print Offset</b>	Indicates the printing offset status (imprint position shifting for thick envelopes).
<b>Rate and Services</b>	Indicates the current rate and services selected.
<b>Remaining credit</b>	Displays credit available for postage.
<b>Type of imprint</b>	Current type of imprint. Use Imprint configuration short cut to change.
<b>Weighing Mode</b>	Current weighing method.
<b>Weight</b>	Current weight used to calculate postage amount.





# Keys and Short cuts

2







Meet Your Mailing System

- Return
- Home Screen
- Menu
- OK
- Credit
- Job memories
- Print Labels
- Rate Selection
- Imprint Configuration
- Weighing Mode
- Alphanumeric Keys
- Clear / Reset Rate
- Sleep/Wake
- Start



## NAVIGATION KEYS

-  Goes back to the previous screen.
-  Returns the system to the Home screen.
-  Accesses the menu settings.
-  Validates a selection.



## SHORT CUT KEYS

-  Accesses credit management.
-  Accesses pre-set imprint and account memories. These pre-sets are managed by the supervisor.
-  Switches to label printing (instead of envelopes).
-  Displays the rate selection screen.
-  Accesses imprint selection and imprint set up screens.
-  Opens the weighing mode selection menu (Standard Weighing, Differential Weighing, Manual weight entry...)

## KEYPAD

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

## START / STOP KEYS

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

## Stop



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

## Keypad Use

For different contexts, the table below indicates the successive characters you may obtain by pressing keys several times in a row.

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



## 2.4 Connections

2

### Connectors

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

Meet Your Mailing System



**Power Connector**

**COM2/3**

**COM1**

**LAN Port**

**USB Ports**

① To wall socket

② To Weighing Platform(s)

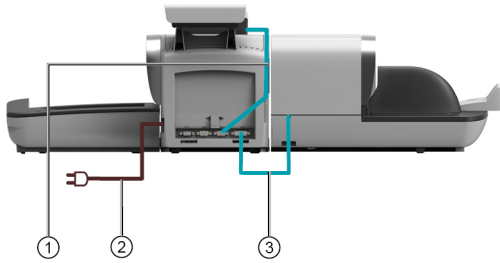
③ To auto feeder

④ To Online Services and/or accounting software on a PC

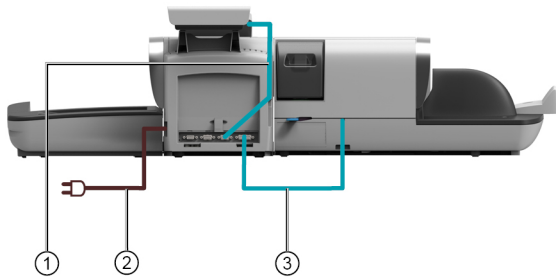
⑤ To memory device or printer

## Detail of connections

(without optional sealer)



(with sealer)



**COM2/3**

**Wall Socket**

**COM1**

① Base to Weighing Platform(s) connection

② Power Source

③ Feeder to Base connection

## 2.5 Power Management

2



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

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.

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

### Sleep Mode

---

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



To change the period of time after which the Mailing System switches to 'Sleep' mode, see [How to Change System Time-Outs](#) on page 161.

## How to Turn the Mailing System to Sleep Mode

---

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

**The light on the key indicates:**

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

**Amber:** the Mailing System is in Sleep mode.



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

---



## OFF Mode

---

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

## How to Turn the Mailing System to OFF Mode

---

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





# 3 Processing Mail

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

- 3.1 Choosing a Type of Imprint .....27**
- 3.2 Preparing and Starting your Work Session .....29**
  - How to Sort Mail .....30
  - How to Log in and Start a Work Session .....31
  - How to Change the Current 'Type of Imprint' .....33
  - How to Use the Feeder .....35
- 3.3 Printing [Standard] Mail .....37**
  - How to Set Postage for [Standard] Mail .....37
  - How to Process [Standard] Mail .....41
  - How to Set Postage for [Payment Surcharge Entry] Mail .....45
  - How to Process [Payment Surcharge Entry] Mail .....48
- 3.4 Printing [PPI] Mail .....49**
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  - How to Process [PPI] Mail .....52
- 3.5 Printing Incoming Mail with [Received] Mode .....56**
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- 3.6 Running [Pass Through] Mail .....59**
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  - How to Change the Weighing Type .....68
  - How to Enter the Weight Manually .....69
  - How to Change the Date .....71
  - How to Add (or Cancel) an ERA on the Imprint .....72
  - How to Add (or Cancel) a slogan on the imprint .....73

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	How to Enable an Emergency Stop .....	77
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## 3.1 Choosing a Type of Imprint

### Customizing Your Imprint

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


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

### Home Screen and Configuration Menu

Each type of imprint is associated to:

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



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



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

### Type of Process and Type of Imprint

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

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

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



Type of process	Type of imprint	Available Imprint options
Applying postage to outgoing mail	[Standard] ( <a href="#">Printing Standard Mail</a> on page 37)	<ul style="list-style-type: none"> <li>• Rate</li> <li>• Weight</li> <li>• Date format</li> <li>• ERA (optional)</li> <li>• Slogan (optional)</li> <li>• Print offset (optional)</li> <li>• Sealing option (mechanical)</li> </ul>
Enter the postage amount manually	[Payment Surcharge Entry]	<ul style="list-style-type: none"> <li>• Slogan</li> <li>• ERA Slogans</li> <li>• Amount</li> </ul>
Sending Prepaid mail:	[PPI] ( <a href="#">Printing PPI Mail</a> on page 49)	<ul style="list-style-type: none"> <li>• Pre-paid imprint</li> <li>• Slogan (optional)</li> <li>• ERA (optional)</li> <li>• Print offset (optional)</li> <li>• Sealing option (mechanical)</li> </ul>
Printing 'Received' or the date on incoming mail:	[Received] ( <a href="#">Printing Incoming Mail with [Received] Mode</a> on page 56)	<ul style="list-style-type: none"> <li>• Print date and/or 'Received'</li> <li>• Print offset (optional)</li> </ul>
Counting by feeding: (using optional feeder)	[Pass through] ( <a href="#">Running [Pass through] Mail</a> on page 59)	<ul style="list-style-type: none"> <li>• Counter reset</li> <li>• Turn sealer off (if installed)</li> </ul>



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

#### See also

- To set default values in supervisor mode: see [Configuring your Mailing System](#) on page 149.

## 3.2 Preparing and Starting your Work Session

### Preparation steps

---

This section recommends a list of mail preparation steps to help you run your mail more efficiently.

Mail preparation involves:

- **Sorting mail by type and task**, to make processing faster ([Sorting Mail by Type and Task](#) on page 29)
- **Logging into the system** to start a work session ([Turning On Your System and Starting a Work Session](#) on page 30)
- **Selecting the Imprint** that corresponds to your mail ([Selecting the Type of Imprint](#) on page 33)
- **Checking other base settings**, such as active Accounts, Ink level, available Postage Credit, etc... ([Frequently Asked Questions](#) on page 34)

This section also provides instructions on how to use your **Mixed-Size Feeder** ([Using the Feeder](#) on page 35).

### Sorting Mail by Type and Task

---

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

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

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

## How to Sort Mail

---

3

Processing Mail

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

1. **Mail Type.**

See table [Type of Process and Type of Imprint](#) on page 27

**Outgoing mail with different postage types**

Standard postage

Pre-paid mail

**Incoming mail**

Mail to count or to **seal only** (if sealer installed).

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

3. **Accounts to allocate costs to** (only if you have to select an account at log in, see [Settings Details](#) on page 62).

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 231).

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

---

## Turning On Your System and Starting a WorkSession

---

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


At start-up, depending on specific supervisor settings:

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

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

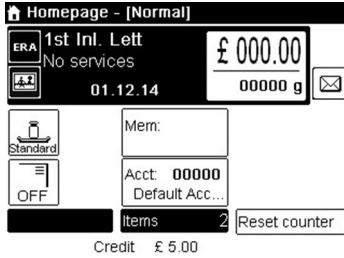
# How to Log in and Start a Work Session

To log in as a user:

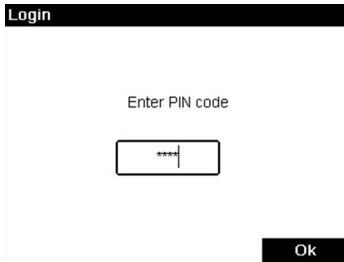
1. Press  to wake-up the system.

The system may display one of the following screens:

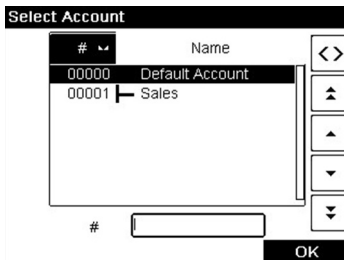
Home Screen [Standard]



Login Screen



Account Screen



2. If the following screen is displayed:

- Home screen [Standard]: If this screen is displayed, no other step is required to navigate through the system.
- Login Screen: If the Login Screen is displayed, enter your PIN code.
- Account Screen: If the Account Screen is displayed, select your account as follows.
  - Use up and down arrows (use double arrows to scroll list) and press **[OK]** to validate.
  - You can also use a bar code scanner (option) to select your account.

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

## To find an account



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



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

## Accounting information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 62.
- To choose security level for accounts and access control as the Supervisor, see [Managing Accounts and Assigning Rights](#) on page 91.
- To turn your system on Sleep mode, see [How to Turn the Mailing System to Sleep Mode](#).

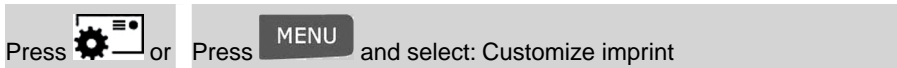
# Selecting the Type of Imprint

For each stack of mail you have sorted (see [Sorting Mail by Type and Task](#) on page 29), select the type of imprint you need to process your mail as follows:

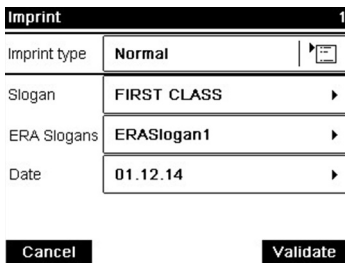
## How to Change the Current 'Type of Imprint'

Once you are logged in as user:

1. Either:

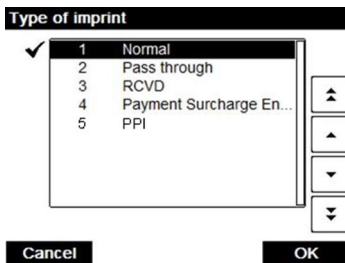


The Customize imprint screen is displayed.



2. Select > Imprint type.

The Type of imprint screen is displayed.




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

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

4. Press **OK** to return to the home screen.

# Frequently Asked Questions

System check list:

Question...	Answer
<b>Do I have enough credit?</b>	Look at the credit counter at the bottom of the screen, or:  Press  and enter <b>1</b> to check your credit balance.  To add credit, see <a href="#">How to Add Credit to the PSD (Meter)</a> on page 86.
<b>Do I need to clear the Batch Counter?</b>	Clear batch counters if you intend to issue a report on the mail run you are about to start (see <a href="#">Batch Data Report</a> on page 122).  Select <b>Reset counter</b> on the home screen, or  See <a href="#">How to Reset Batch Counters</a> on page 78.
<b>Is the sealing/moistening device properly filled?</b> (if installed)	For sealing while printing the envelopes.  For sealer-equipped feeders, see <a href="#">How to Fill the Sealer Bottle</a> on page 211.
<b>Is the Weighing Platform properly zeroed or tared?</b>	Before laying envelope(s) on the weighing platform, your home screen should display 0 g. If _ g is displayed, perform a 'rezero' of the WP.  See <a href="#">How to Rezero the Weighing Platform</a> on page 167.
<b>Are labels in place in the ALD?</b> (if you plan to print on label)	See <a href="#">How to Fill the Automatic Label Dispenser</a> on page 79.
<b>Is there enough ink in the cartridge?</b>	To display the level of ink in the printing headset, see <a href="#">How to Display Ink Level and Cartridge Data</a> on page 202.



You can be warned when the available credit gets below a pre-set value (see [How to Set the Low-Credit Threshold](#) on page 162).

## Using the Feeder

---

The instructions below provide details on how to place a stack of mail in the Feeder.

Depending on the Weighing Method you choose to run your mail, you may have to insert your envelopes one by one or place a stack of envelopes in the Feeder.

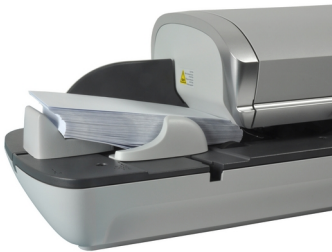
Each stack may contain a mix of envelopes of different thicknesses and sizes.

### How to Use the Feeder

---

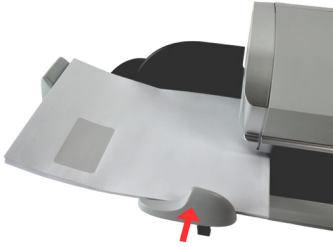
#### Feeding a stack of mail pieces:

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.





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



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Envelopes flaps must be closed, not nested.

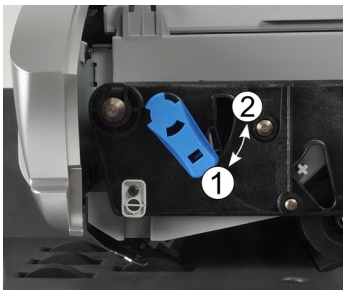


Do not try to seal self-adhesive envelopes.

#### Thickness Setting:

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

- Open Feeder Cover.
- Change lever position:



- 1 for thin envelopes
- 2 for thick envelopes.

- Close the Feeder Cover.
-

## 3.3 Printing [Standard] Mail

### In Processing [Standard] Mail Section

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

#### See also

- About the use of the Type of imprint, see [Choosing a Type of Imprint](#) on page 27.

### Applying Postage for [Standard] Mail

#### Postage for [Standard] Mail

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

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

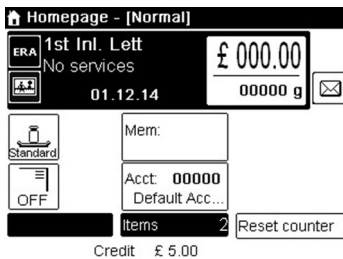


Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.


### How to Set Postage for [Standard] Mail





#### Required settings:

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



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

Press  to access the Customize imprint screen:

Imprint 1	
Imprint type	Normal 
Slogan	FIRST CLASS 
ERA Slogans	ERASlogan1 
Date	01.12.14 

**Cancel** **Validate**

**To change the type of imprint**, select Imprint type and then select **[Standard]** in the Type of imprint screen. For more details, see [How to Change the Current 'Type of Imprint'](#) on page 33.



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

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



**Check or change the Slogan selection:**

Select Slogan and then select a Slogan (or None) in the Slogan list screen. For more details, see [How to Add \(or Cancel\) a slogan on the imprint](#) on page 73.

**Add or change the ERA:**

Select ERA and then select an ERA (or None) in the ERA list screen. For more details, see [How to Add \(or Cancel\) an ERA on the Imprint](#) on page 72.

**Check or change the Date:**




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

Select Date and then select a date option in the Date advance screen. Select No date advance for printing today's date. For more details, see [How to Change the Date](#) on page 71.

Press **OK** to return to the home screen.

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

Press  to open the Rate selection screen.

Rate selection	
1st Int. Lett	£ 000.00
No services	00000 g
1 1st Class	2 2nd Class
3 Inland	
4 International	5 Add-on
Other selections 	
Cancel	OK

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.

For more details, see [Selecting a Rate](#) on page 63.

#### 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 66.

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

Weighing mode	2.2
 Standard Weighing	▶
 Manual Weight Entry	▶
 Differential Weighing	▶
 Differential Weighing Automatic	

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For more details, see [How to Change the Weighing Type](#) on page 68.



If the WP automatic selection is activated (see [Weighing Platform Automatic Selection](#) on page 165), you can change, from the home screen, the weighing mode to Standard Weighing (WP) by putting a mail piece on the Weighing Platform.

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

1. **Move the imprint away from the envelope edge** for thick envelopes: see [How to Move the Imprint \(Print Offset\)](#) on page 74.
2. **Close envelopes using the feeder sealer**: see [Using the Sealing Function](#) on page 76

You are now ready to print.

## Setting a Job Memory for [Standard] Mail



To set the imprint quickly, consider using **job memories**. The memories store imprint characteristics together with rates and, if activated, charged account. See [Using Job Memories](#) on page 75.

## Processing [Standard] Mail

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



If you need to change the current account before applying postage (on account-enabled configurations), see [How to Change Account](#) on page 62.


## How to Process [Standard] Mail

### In mode Standard Weighing ():

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


1. Put the mail piece on the Weighing Platform.

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

2. Press . The system motors start running.

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



If a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see [Mail Specifications](#) on page 231.

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 are available in the label dispenser (see [Filling the Label Dispenser](#) on page 79).

2. Press  to print the labels.


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

From the [Standard] home screen:

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

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



If a mail piece is bigger than mail path maximum thickness, press  to print a label. The label is printed. To know the maximum thickness, see [Mail Specifications](#) on page 231.

- The Mailing System applies postage and the mail piece (or label) is sent to the catch tray.
- Repeat the previous step for each piece of mail.

To quit the process at any time, press



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



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

From the [Standard] home screen:


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



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



- 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 231.

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



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

## To print several identical labels:

1. Press  and enter the number of labels.

Make sure the labels are available in the label dispenser (see [Filling the Label Dispenser](#) on page 79).

2. Press  to print the labels.

## Applying Postage for [Payment Surcharge Entry] Mail

### Sequence of Settings for [Payment Surcharge Entry] Mail

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

The sequence is identical to [Applying Postage for \[Standard\] Mail](#) on page 37, except for the following:

- Postage must be set manually to the desired amount.



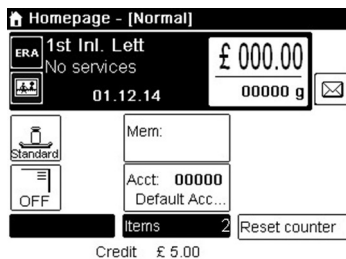
Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

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

### Required settings:

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

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



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

Press **MENU** and type **1** to access the Imprint screen:

### To change the type of imprint:

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

The following screens appears:

Imprint 1	
Imprint type	Payment Surcharge Entry
Slogan	None
ERA Slogans	None
Amount	£ 000.00
Date	01.12.14
<div style="display: flex; justify-content: space-between;"> <span>Cancel</span> <span>Validate</span> </div>	

3. Change the elements of the imprint:

**To check or change the Slogan selection:**

- Select Slogan.
- Select a Slogan (or None) in the Select slogan screen. For more details, see [How to Add \(or Cancel\) a slogan on the imprint](#) on page 73.

**To add or change the ERA:**

- Select ERA Slogans.
- Select an ERA (or None) in the ERA Slogans screen. For more details, see [How to Add \(or Cancel\) an ERA on the Imprint](#) on page 72.

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

- Select Amount. The Payment Surcharge Entry screen appears.

**Payment Surcharge Entry**

Enter the postage amount

**Cancel**

**OK**

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


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

- Select Date.
- Select a date option in the Date advance screen.
- Select No date advance to print the current date. For more details, see [How to Change the Date](#) on page 71.

Press  or  to return to the home screen.

The Manual Home screen appears:

**Payment Surcharge Entry**

01.12.14 £ 000.05 

OFF Acct: 00000  
Default Acc...

Credit £ 5.00

You are now ready to print.



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

3

## Processing [Payment Surcharge Entry] Mail

To run mail, follow the procedure below after you have completed the sequence in [How to Set Postage for \[Payment Surcharge Entry\] Mail](#) on page 45.

### How to Process [Payment Surcharge Entry] Mail

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

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



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



If a mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 231), you may print on a label instead.

## 3.4 Printing [PPI] Mail



Please contact your Customer Service when you use this feature.

### In Printing [PPI] Mail Section

---

This section describes the parameter settings and mail handling sequences for the mail processes that use the [PPI] type of imprint.

#### See also

- To choose the type of imprint to use for each type of mail, see [Choosing a Type of Imprint](#) on page 27.

### Setting [PPI] Mail

---

The procedure below outlines steps required to process mail.

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



Make sure you have already completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

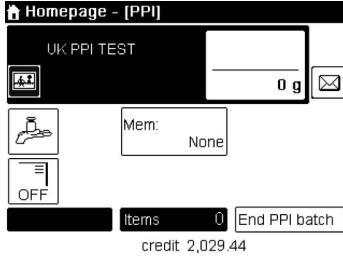
# How to Set Postage for [PPI] Mail


### Required settings:

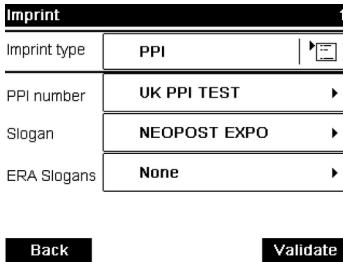
1. Check that you are in the [PPI] type of imprint.

If not, see section [Selecting the Type of Imprint](#) on page 33.

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




2. Press  to access the imprint configuration menu.

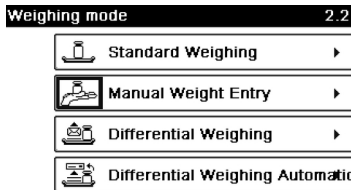


### 3. Select the PPI to use.

See [Selecting a Pre-Paid Imprint \(PPI\)](#) on page 65.

### 4. Select a weighing mode.

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



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For more details, see [How to Change the Weighing Type](#) on page 68.

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

You can add an ERA or a slogan to the imprint, or shift the imprint position for envelopes with a steep edge (print offset). To do so:

1. See [Configuring the Imprint](#) on page 70.

## Setting a job memory for [PPI] Mail



To set the imprint quickly, consider using **job memories**. The job memories store imprint characteristics together with rates and, if active, accounts. See [Using Job Memories](#) on page 75.



# Processing [PPI] Mail

To run mail, follow the procedure below after you have completed the sequence in [How to Set Postage for \[PPI\] Mail](#) on page 50.

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## How to Process [PPI] Mail

Processing Mail




In Standard weighing mode (  ):

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

1. Put the mail piece on the Weighing Platform.



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



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



If mail piece is bigger than mail path maximum thickness (see [Mail](#)

[Specifications](#) on page 231), press  before you press 

to print a label. The label is printed.

4. 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 79).

2. Press  to print the labels.



## In Differential weighing mode ()

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


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



If mail piece is bigger than mail path maximum thickness (see [Mail](#)

[Specifications](#) on page 231), press  before you press  to print a label. The label is printed at once.


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

To quit the process at any time, press .



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




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

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



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

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

To quit the process at any time, press .




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





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 231), 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 79).

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.

## 3.5 Printing Incoming Mail with [Received] Mode

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Processing Mail

### In [Received] Mode Section

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

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

#### See also

- About the use of this Type of imprint, see [Choosing a Type of Imprint](#) on page 27.

### Setting [Received] Mode printing

The procedure below outlines steps required to imprint incoming mail.

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



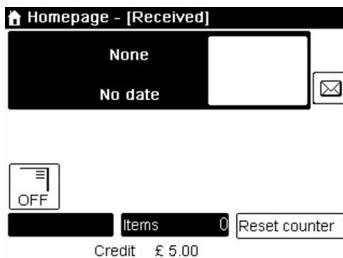
Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

## How to Set [Received] Mode printing


#### Required settings:





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

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




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

Press  to access the Build imprint screen:

Imprint 1	
Imprint type	RCVD 
Date received	OFF 
Slogan RCVD	OFF 
Slogan	None ▶
Print Counter	OFF 
<div style="display: flex; justify-content: space-between;"> <span>Cancel</span> <span>Validate</span> </div>	

To change the type of imprint, select Imprint type and then select **[Received]** in the Type of imprint screen. For more details, see [How to Change the Current 'Type of Imprint'](#) on page 33.

Additionally, you can:

- Activate or deactivate printing the date.
- Activate or deactivate printing '**Received**'.
- Select the option to change. The buttons indicate the current status of the options. The screen indicates the current status of the options.
- Press  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 imprint away from the envelope edge** for thick envelopes: see [How to Move the Imprint \(Print Offset\)](#) on page 74.

You are now ready to print.

---

## Processing [Received] Mail

---


To run mail, follow the procedure below after you have completed the steps in [How to Set \[Received\] Mode printing](#) on page 56.

3

### How to Process [Received] Mail

---

On the [Received] home screen:

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



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

---

Processing Mail

## 3.6 Running [Pass Through] Mail

### In Running [Pass Through] Section

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

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

#### See also

- About the use of this Type of imprint, see [Choosing a Type of Imprint](#) on page 27.

### Setting [Pass through] Mail processing

The procedure below outlines steps required to process mail.

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



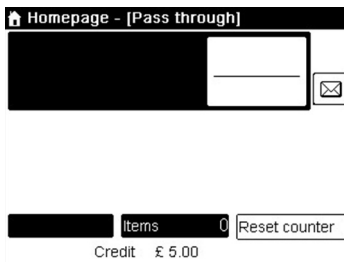
Make sure you have completed the preparation steps mentioned in [Preparing and Starting your Work Session](#) on page 29.

### How to Set [Pass Through] Mail processing

#### Main setting:


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


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





2. Check or change the type of imprint:

Press  to access the imprint screen:

Imprint	
Imprint type	Pass through 
<div style="display: flex; justify-content: space-between;"> <span>Cancel</span> <span>Validate</span> </div>	

To change the type of imprint, select Imprint type and then select **[Pass through]** in the Type of imprint screen. For more details, see [How to Change the Current 'Type of Imprint'](#) on page 33.

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 76.

You are now ready to process mail.

## Processing [Pass through] Mail

### How to Process [Pass through] Mail

1. Press . System motors start running.

2. Insert the mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see [How to Use the Feeder](#) on page 35).



## 3.7 Settings Details

### Changing the Current Account

---


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

#### How to Change Account


---

To change accounts:

1. As a user:

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.

---

#### Using Bar code Scanner to Change Account



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


# Selecting a Rate

Selecting a rate allows the Mailing System to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for big parcels, entered manually (see [How to Set Postage for \[Payment Surcharge Entry\] Mail](#) on page 45).

The system provides you several ways to select a rate:

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




On the home screen, press  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.

Rate selection		
1st Int. Lett		£ 000.00
No services		00000 g
1 1st Class	2 2nd Class	3 Inland
4 International	5 Add-on	
		Other selections 
Cancel		OK

2. On that screen, you can:

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

Press **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).


## Using the Rate Wizard

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

### Rate Wizard screens

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



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

## Selecting a Pre-Paid Imprint (PPI if available)

---

You can select the PPI to use in a list.



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

3

### See also


- [How to Change the Default PPI](#) on page 172.
- [Managing Prepaid Imprints PPI](#) on page 197.

## How to Select a PPI

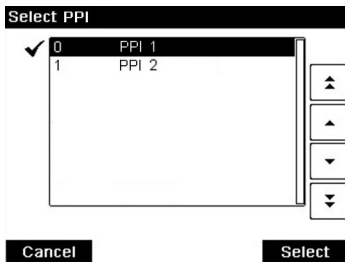
---

### To select a PPI:

1. On the PPI Home screen:

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

The Select PPI screen is displayed.



2. To select a PPI on that screen, you can:
    - Type the PPI number.
    - Select the PPI using the arrows.
  3. Press **[OK]** to validate your selection and return to the 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 69.

3

## Weighing modes

Processing Mail

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

For weighing...	Select the method...
Items one by one	<ul style="list-style-type: none"> <li>• Standard Weighing</li> </ul>
Items stacked on the Weighing Platform	<ul style="list-style-type: none"> <li>• Differential Weighing</li> </ul>
Items exceeding WP capacity (see <a href="#">Specific-ations</a> on page 229)	<ul style="list-style-type: none"> <li>• Manual Weight Entry</li> </ul>



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

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

## Details on the Weighing Modes



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

- **Manual Weight Entry**



In this mode, you enter the weight manually (see [How to Enter the Weight Manually](#) on page 69).

- **Standard Weighing**



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

- **Differential Weighing**  (optional)

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

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

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

## Changing the Weighing Type

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

### See also

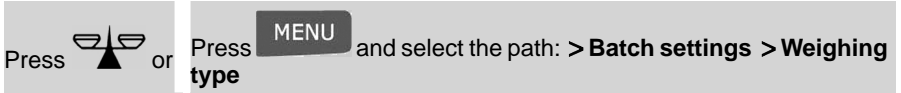
- To change the default weighing mode in supervisor mode, see [How to Change the Default Weighing Type](#) on page 164.
- To change the weighing type according to the type of process you want to run (see [Choosing a Weighing Type](#) on page 66), follow the steps outlined below.



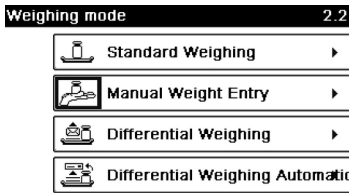
# How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:



The Weighing mode screen is displayed.



**Back** Page 1 / 1



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

2. Select the weighing type.



If you select the option Differential Weighing Automatic tape, make sure the Auto-Label Dispenser is properly filled with labels. See [How to Fill the Automatic Label Dispenser](#) on page 79.

# Entering Weight Manually



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





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

## How to Enter the Weight Manually

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

1. Then either:

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

The Weighing mode screen is displayed.

2. Select **Manual weight entry**.

The Manual weight entry screen is displayed.

**Manual Weight Entry**

Enter the weight:

**Cancel**


**OK**



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

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

4. Press  to return to the home screen.

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

## Configuring the Imprint

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



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

### See also

- [How to Change the Current 'Type of Imprint'](#) on page 33.
- [Type of Process and Type of Imprint](#) on page 27.

## Navigating the Imprint Settings

When you have selected the Type of imprint:

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

## Advancing or Omitting the Date

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

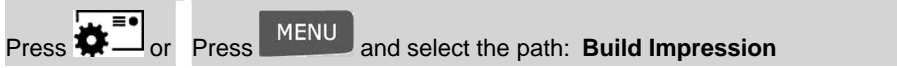


After 5pm, the mailing system automatically advances the postage date to the next day. When the notification screen pops up, please press **Yes** to confirm.

## How to Change the Date

To change the date that will be printed:

1. Either:




The Build Impression screen is displayed.

2. Select **> Date**.

The Date Advance screen is displayed.

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

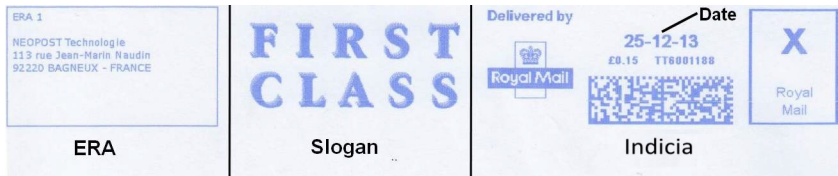
To choose another day, select the corresponding item in the list.

The  icon indicates the current selection.

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

## Adding an ERA and Slogan to the Imprint

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



Elements of a Indicia imprint

### See also

- The supervisor manages the lists of the available ERAs and Slogans. See [Managing ERAs](#) on page 193 and [Managing Slogan](#) on page 190.

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

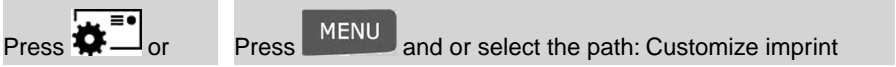
---

3

Processing Mail

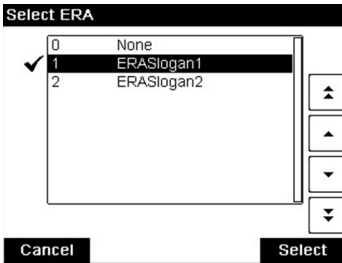
To add an ERA to the imprint, or to cancel the ERA:

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 imprint screen is displayed with updated parameters (home screen:



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

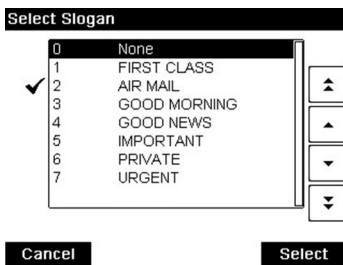
To add a slogan to the imprint or cancel the slogan.

1. Either:


Press  or Press **MENU** and select the path: Built imprint

2. Select **> Slogan**.

The Select Ad Slogan screen is displayed.



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

The  icon indicates the current selection.



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

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

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



See also

- [Managing Slogan](#) on page 190

## Moving the Imprint (Print Offset)

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



Offset - Imprint printing offset

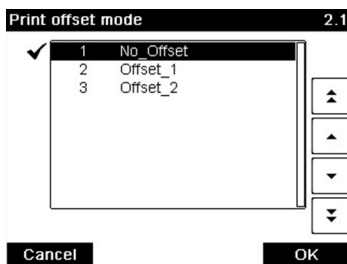
## How to Move the Imprint (Print Offset)

To add an offset to the imprint position:

1. As a user:

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

The Print offset mode screen is displayed.



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

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

# Using Job Memories

---

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

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



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

## See also

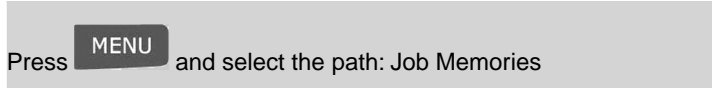
- To prepare **job memories** in supervisor mode, see [Job memories](#) on page 176.

## How to Use a Job Memory

---

### To use a job memory:

1. Either:



The job memories list is displayed.

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

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

---



# Using the Sealing Function

## Auto-Feeder Sealer

3

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

Processing Mail



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

## 3.8 Advanced Operations

### Emergency Stop

---

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

#### How to Enable an Emergency Stop

---

To stop the run process immediately:

1. Press .
-

# Using Batch Counters

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

3



To produce reports associated to counters, see [Reports](#) on page 115.

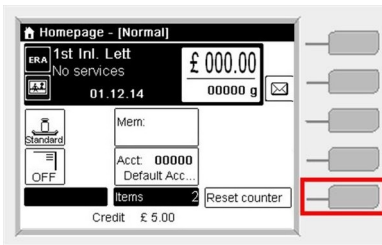
Processing Mail

## How to Reset Batch Counters

To reset a Counter:

1. On the Home screen display:

Press the **Reset counter** button



The counter is reset.

or

1. As a user:

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

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

# Filling the Label Dispenser

---

## How to Fill the Automatic Label Dispenser

---

### To fill the Label Dispenser:

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



The Label Dispenser can hold up to 40 labels.



# 4 Money Operations

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

- 4.1 Overview .....83**
- 4.2 Managing Credit .....84**
  - How to Check the PSD (Meter) Credit .....84
  - How to Add Credit to the PSD (Meter) .....86
- 4.3 Unlocking the PSD (Postal Inspection) .....88**
  - How to Unlock the PSD .....88
  - How to Check the Date of the Next Call .....89



### The Postal Security Device (PSD) — Postage Meter

---

The PSD, located in the base, handles the credit (or money) in your Mailing System. The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.



Check that your Mailing System is connected to a network (see [Connections](#) on page 20) and that the connection is properly configured (see [Connection Settings](#) on page 179).

### Managing Credit

---

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

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

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

### Tracking Credit

---

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

To generate reports, see [Reports](#) on page 115.



## 4.2 Managing Credit

### Checking Credit

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

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

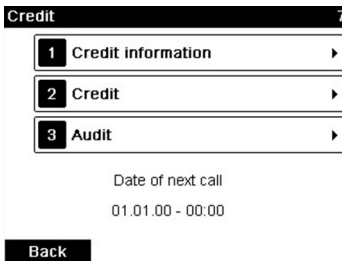
### How to Check the PSD (Meter) Credit

To check available credit:

1. Either:



The Credit Menu is displayed.



2. Select the menu path:

### Credit information

The screen displays your postage credit as shown below.

Credit information		7.1
<b>Registers</b>		
Total	£ 10.00	
Credit	£ 5.00	

**Back**

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

---

## Adding Credit

---

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

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

# How to Add Credit to the PSD (Meter)

To add credit to the PSD:

1. Either:

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

2. Select **Add Credit**.

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

Credit		7.2
Credit available	£ 00000.00	
Basic unit for reset amount	£ 10.00	
Amount of Credit to add	<input type="text" value="£ ____0.00"/>	
Minimal reset amount	£ 00010.00	
Maximal reset amount	£ 50000.00	
<b>Cancel</b>	<b>OK</b>	

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

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



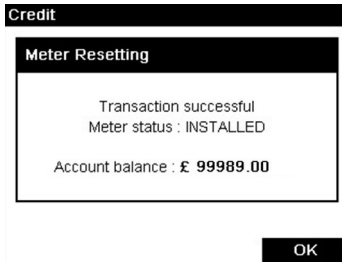
The amount must be in multiples of 10 and in the range of Minimum reset amount and Maximum reset amount.

Minimum reset amount £10.00

Maximum reset amount £50000.00

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

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



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



In the case of a communication error, the amount previously entered cannot be changed. Check connection settings (see [Connection Settings](#) on page 179).

6. You can open the Credit Used / Credit Available screen to check your account balance once the transaction is complete (see [How to Check the PSD \(Meter\) Credit](#) on page 84).

#### See also

- In supervisor mode, you can set the Mailing System to ask for a PIN code for crediting: see [How to Set/Cancel a Crediting PIN Code](#) on page 163.
-

## 4.3 Unlocking the PSD (Postal Inspection)

### Manual Call

4

The postal service requires your postage meter (PSD) to periodically connect for postal security regulation. If you have not connected your system after a period your system will automatically be deactivated.

If your system is deactivated, you have to perform a connection to the Postal Server to unlock the PSD.



You can also use the Audit function to set the Mailing System time after **Daylight Savings Time transitions**, as connecting to the Postal Server sets the Mailing System time and date.

Money Operations

### 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: **My Credit**

2. Select **Audit**.

The system asks for confirmation.

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

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

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

## Checking the Date of the Next Call

---



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

### How to Check the Date of the Next Call

---

To display the date of the next server call:

1. Either:

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

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

---



# 5 Managing Accounts and Assigning Rights

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

- 5.1 Accounting and Assigning Rights Overview .....93**
- 5.2 Selecting an 'Account Mode' .....95**
  - How to Display and Change the Account Mode .....96
- 5.3 Guidelines to Set-up an Account .....97**
  - How to Change a Shared PIN Code .....98
- 5.4 Managing Accounts .....102**
  - How to Create an Account .....104
  - How to View / Edit Account Information .....105
  - How to Activate / Deactivate an Account .....106
  - How to Delete an Account .....106
  - How to Export an Account List .....107
  - How to Import Accounts .....108
- 5.5 Managing Operators .....109**
  - How to Create an Operator .....110
  - How to Modify an Existing Operator .....111
  - How to Assign Accounts to an Operator .....113
  - How to Activate / Deactivate an Operator .....113
  - How to Delete an Operator .....114





## 5.1 Accounting and Assigning Rights Overview

### Postage Tracking and Access Control

---

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

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

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

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

### The Accounts Function

---

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

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

You can then issue reports on each account (for information about reports, see [Reports](#) on page 115).

### Accounts from the User's Perspective

---

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

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

# The Access Control Function

---

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

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

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

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

## 5.2 Selecting an 'Account Mode'

### Introducing the 'Account Modes'

The 'Account mode' allows you to set up both the Accounts and the Access Control functions (see [Accounting and Assigning Rights Overview](#) on page 93).

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

		Access Control Function	
		No	Yes
<b>Accounts Function</b>	No	'No Accounts'	'No Accounts with Access Control'
	Yes	'Accounts'	'Accounts with Access Control' Remote Account Management *

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

### 'Account Modes' table

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

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

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

## How to Display and Change the Account Mode

To display and change the Account mode:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

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

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



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

## 5.3 Guidelines to Set-up an Account

See also

- [Selecting an 'Account Mode'](#) on page 95.

### Setting up 'No Accounts'

---

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

This is the default mode in your Mailing System.

### Implementing 'No Account'

- Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 96 and select the 'No Account' mode.

### 'No Accounts' Management Menu

In 'No Accounts' mode:

The screenshot shows a web interface for 'Account Management' with a user identifier 'SUP 5'. A menu item '1 Account Mode Selection' is highlighted with a right-pointing arrow. At the bottom of the menu area, there is a 'Back' button.

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

## Setting up 'No Accounts, with Access Control'

---

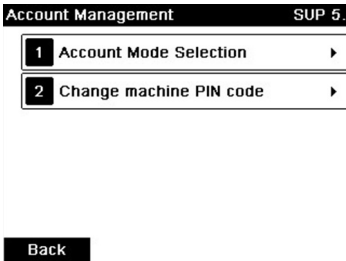
If you want to prevent unauthorized use of the Mailing System and do not want to use accounts, use the “No Account with Access Control” mode. This provides a single PIN code for all authorized users.

### Implementing 'No Accounts, with Access Control'

1. Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 96 and select the 'No account with access control' mode.
2. Enter the 4 digit shared PIN code the users will have to enter at log in.

### 'No Accounts, with Access Control' Management Menu

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



### How to Change a Shared PIN Code

---

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The PIN code screen is displayed.

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

# Setting up 'Accounts'

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



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

## Implementing the 'Accounts' mode

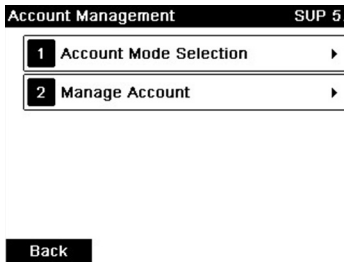
1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 96 and select the 'Accounts' Mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 104.



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

## 'Accounts' Mode Management Menu

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



### See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 102.



# Setting up 'Accounts, with Access control'

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



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

5

Managing Accounts and Assigning Rights

## Implementing 'Accounts, with Access Control'

1. **Select the 'Accounts with Access Control' mode:** see [How to Display and Change the 'Account Mode'](#) on page 96.
2. **Create the accounts** you wish to implement: see [How to Create an Account](#) on page 104.
3. **Create the Operator PIN codes** you wish to implement: see [How to Create an Operator](#) on page 110. At the same time, **assign accounts to the operators.**



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

## 'Accounts, with Access Control' Management Menu

In Accounts with Access Control mode:

Account Management	SUP 5.
1 Account Mode Selection	▶
2 Manage Account	▶
3 Manage Operator	▶

Back

The menu allows you to manage the Accounts and the Operators.



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

# Setting up 'Remote Account Management'

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

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

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

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

## Implementing 'Remote account management'

To implement the 'Remote account Management' Feature:

- 1. Connect the PC to the Mailing System and start the Account Management Application on the PC:** see the diagram in [Connectors](#) on page 20 and the PC application user guide.
- 2. On the Mailing System, activate the mode 'Remote Account Management':** see [How to Display and Change the 'Account Mode'](#) on page 96.
- 3. From the PC application, configure the required accounts and operators:** see the PC application user guide.



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

# 5.4 Managing Accounts

## Selecting an Account Mode

You can manage accounts in the following account modes:

- 'Accounts'
- 'Accounts with Access Control'

**Before creating accounts**, see [Setting up Accounts](#) on page 99 or [Setting up Accounts with Access Control](#) on page 100.



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

## Account Information

### Number of accounts

The number of accounts you can create is set to **35** by default and can be increased to **200** if required.

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

### Account summary

Add Account		SUP
Number	<input type="text"/>	
Name	<input type="text"/>	
Status	Active	
Folder	Root	
<b>Abort</b>		<b>OK</b>

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.

## Naming limitation



Account names must be unique within the system.

## Additional information

### See also

- About changing the maximum number of accounts, see [Account level](#) on page 147.
- Printing the current account list: [Account Report](#) on page 129.

## Account Management

---

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



You can also import a list of accounts. See [Importing/Exporting Account Lists](#) on page 107.

### See also

- [Account Information](#) on page 102.

# Creating Accounts

## How to Create an Account

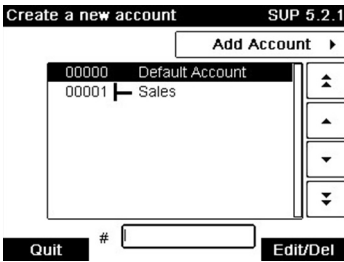
To create an account activate the mode 'Accounts'. See [How to Display and Change the 'Account Mode'](#) on page 96

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

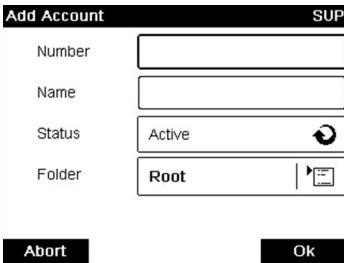
5

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

The Account list screen is displayed.



2. Select **Add Account**.



3. Enter the account Number and Name using the keypad and press **[OK]**. Select the Account Status (the button displays the current status: **Active** or **Inactive**).
4. On the Add account screen, press **[OK]**.  
The Account creation summary screen is displayed.
5. Press **[OK]** to confirm the creation of the account.

# Editing Accounts

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

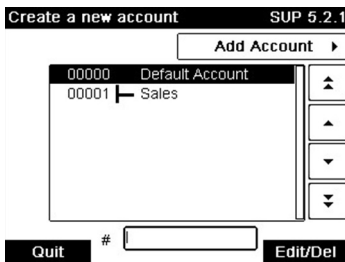
## How to View / Edit Account Information

To view or edit an account:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

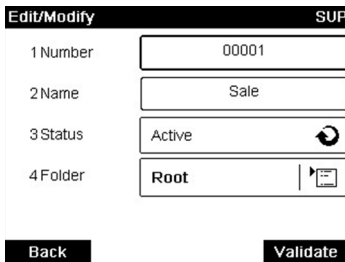
Press **MENU** and select the path: **> Account management > Manage accounts > Account list**

The Account list screen is displayed.



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

The Edit / Modify screen appears.



4. 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.

# Activating Accounts

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

## How to Activate / Deactivate an Account

---

To activate or deactivate an account:

1. Perform procedure [How to View / Edit Account Information](#) on page 105.
  2. Change the account status (the button displays the current status: active or inactive) and press **[OK]**.
  3. Accept the changes by pressing **[OK]** (on the Account modification summary).  
If an account is deactivated it is no longer visible to the operator.
- 

## Deleting Accounts

You may need to delete an account.

## How to Delete an Account

---

To delete an Account:

1. Perform procedure [How to View / Edit Account Information](#) on page 105.
2. On the Account management screen, select **Delete** instead of Edit/Modify.  
A confirmation of account deletion is displayed.



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

---

## Importing/Exporting Account Lists

---

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

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



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

5

### Exporting an Account List

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

### How to Export an Account List

---

To export an account list on a USB memory key:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

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

---



# Importing Account List

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



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

The CSV file should have the following characteristics:

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



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

### See also

- Maximum number of accounts: [Account Information](#) on page 102.

## How to Import Accounts

---

To import accounts from a CSV file:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

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

---

## 5.5 Managing Operators

In Account with Access control Mode and as supervisor, you can create up to 50 'operators' that each correspond to a PIN code (see [Accounting and Assigning Rights Overview](#) on page 93).



This section only applies to the Account with Access Control Mode (see [Accounting and Assigning Rights Overview](#) on page 93).



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

### Operator Options

The following options must be specified when creating operators.

Option	Format	Description
<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.

# Operator Management

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

## See also

- [Operator Options](#) on page 109.
- To print the current list of operators, see [Operator List Report](#) on page 132.

## Creating Operators



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

## How to Create an Operator

### To create an Operator:

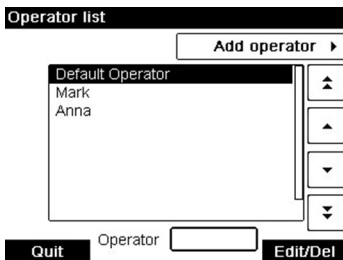
1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press **MENU** and select the path: **> Account management > Manage operators**

The Manage Operator screen is displayed.

2. Select **> Operator List**.

The Operator list screen is displayed.



3. Select **> Add operator**.

The Add operator screen is displayed.

4. Enter the options you wish to provide for this operator.
5. In the Account List screens, 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 113.
6. Press **[OK]**.  
The Operator creation summary screen is displayed.
7. Press **[OK]** to create the Operator.

## Modifying Operators

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

### How to Modify an Existing Operator

**To modify an existing Operator:**

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):



Press **MENU** and select the path: **> Account management > Manage operators**

The Manage Operator Wizard window opens.

2. Select **> Operator List**.
3. Select the operator and select **Edit / Del..**

#### 4. Select **Edit / Modify**.

The Edit / Modify screen is displayed.

Edit/Modify		SUP
Name	<input type="text" value="Mark"/>	
PIN Code	<input type="text" value="1234"/>	
Status	<input type="text" value="Active"/> 	
Create a new account	<input type="text" value="Empty"/> 	
<b>Back</b>		<b>Ok</b>

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

---

## Assigning Accounts to Operators

You can define the Accounts Access to each operator, by assigning accounts to each operator.



On user screens, only accounts are displayed.

## 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 111 until the Edit modify screen, and select **Account list**.

The Account List screen is displayed.

2. Select **Add Account**.


The Account list screen is displayed.

Create a new account SUP 5.2.1

Add Account ▾

00000	Default Account
00001	Sales

Quit #  Edit/Del

3. Press  to return to the Edit / modify screen.
4. Press **[OK]** to accept the changes.

## Activating Operators

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

## How to Activate / Deactivate an Operator

---

To activate or deactivate an Operator:

1. Perform procedure [How to Modify an Existing Operator](#) on page 111.
  2. In the operator options, select the line Status to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
  3. Once the Operator modification summary screen appears, press **[OK]**.
-


## Deleting Operators

Follow the procedure below in order to delete an operators.

### How to Delete an Operator

---

**To delete an Operator:**

1. Perform procedure [How to Modify an Existing Operator](#) on page 111.
  2. Select **Delete** instead of Edit / Modify.  
The Delete confirmation screen is displayed.
  3. Press **[OK]** to delete the operator, otherwise press .
-

# 6 Reports

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

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<b>6.3</b>	<b>Counter Data</b> .....	<b>122</b>
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## 6.1 Reports Overview

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

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

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

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

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

The table below lists the available reports.

### List of Reports

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

Report name	Report description	Output Devices	Page
	<b>COUNTER DATA</b>		
<b>Batch Data</b>	Batch Counter and corresponding postage for outgoing mail since the last reset.	SP	<a href="#">Batch Data Report</a> on page 122
<b>Received Batch Data</b>	Batch Counter for incoming mail ('Received on') since the last reset.	SP	<a href="#">Received Batch Data</a> on page 123
	<b>POSTAGE DATA</b>		
<b>Daily Usage</b>	Consumption information (total items and total postage value) for each day of a selected period.	SPF	<a href="#">Daily Usage Report</a> on page 124

<b>Monthly Usage</b>	Total items and total postage value per month for a selected period.	SPF	<a href="#">Monthly Usage Report</a> on page 125
<b>PPI data</b>	Number of pieces for each type of PPI mail in a selected period.	SP	<a href="#">Operational PPI</a> on page 126
	<b>FUNDS DATA</b>		
<b>Funds Usage Information</b>	Information on the funds usage in the machine (since the installation of the machine). Contents is limited to the history available in the PSD.	LSPF	<a href="#">Funds Summary Report</a> on page 127
<b>Adding Postage</b>	Last refill operations performed on the machine in a selected period.	SPF	<a href="#">Credit History Report</a> on page 128
	<b>ACCOUNT DATA</b>		
<b>Account Report</b>	List of accounts in the system (supervisor only).	PF	<a href="#">Account Report</a> on page 129
<b>Single Account</b>	Usage for a specific account selected in an account list, for a selected period.	S	<a href="#">Single Account Report</a> on page 130
<b>Multi Account</b>	Usage on all accounts in a selected period.	PF	<a href="#">Multi Account Report</a> on page 131
<b>Operator list</b>	Operator list with PIN codes.	PF	<a href="#">Operator List Report</a> on page 132
	<b>SYSTEM DATA</b>		

<b>Machine Configuration</b>	Supervisor settings (imprint default data, date advance, postal services, connections, Ink cartridge, weighing options, etc.)	PF	<a href="#">Machine Configuration Report</a> on page 134
<b>Base Errors</b> <b>Meter Errors</b>	Errors listed for diagnostics with customer service assistance only (supervisor only).	SPF	<a href="#">Base errors</a> on page 135 <a href="#">Meter errors</a> on page 136
<b>IP Configuration Report</b>	IP configuration settings	L	<a href="#">IP Configuration Report</a> on page 136
<b>Proxy Configuration Report</b>	Proxy configuration settings	L	<a href="#">Proxy Configuration Report</a> on page 137

## 6.2 Generating a Report

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

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

### How to Generate a Report (as a User)

---

6

Reports

To generate a Report:

1. As a user:

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

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

## How to Generate a Report (as Supervisor)

---

### To generate a Report:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press  and select the path: **Reports**

2. Resume with the steps outlined in [How to Generate a Report as a User](#) on page 120.
-

## 6.3 Counter Data

### Batch Data Report

---

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

#### Requirements

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

#### Output

- Screen
- USB printer

#### Content

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



After issuing reports like Metering Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next set of reports restart from zero at the current date. See [Using Batch Counters](#) on page 78.

# Received Batch Data

---

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

### Requirements

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

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

### Output

- Screen
- USB printer

### Content

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



After issuing reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero at the current date. See [Using Batch Counters](#) on page 78.



## 6.4 Postage Data

### Daily Usage Report

---

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

#### Requirements

This report is available as a user or supervisor.

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



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

Default period:

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

#### Output

- Screen
- USB printer
- USB memory key

#### Content

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

# Monthly Usage Report

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

## Requirements

This report is available as user or supervisor.

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

Default period:

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

## Output

- Screen
- USB printer
- USB memory key

Report parameters

Start date: 09.12

End date: 09.13

Output: [Screen] ▾

Back      Get report

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

## Content

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

# Operational PPI

---

This report displays PPI data for a selected period.

## Requirements

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

## Output

- Screen
- USB printer

## Content

Fields	Comments
For each PPI indicia (including date only PPI if present): <ul style="list-style-type: none"><li>• PPI friendly name</li><li>• PPI mail-piece total count</li><li>• Total weight.</li></ul> Grand total mail-piece count for all the PPI indicia.	

### Credit Summary Report

---

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

#### Requirements

This report is available as user or supervisor.

#### Output

- On label
- Screen
- USB printer

#### Content

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

# Credit History Report

---

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

## Requirements

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

## Output

- Screen
- USB printer
- USB memory key

## Content

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

6

Reports

## 6.6 Account Data

### Account Report

---

This report displays the list of accounts in the system.

#### Requirements

To generate this report:

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

#### Output

- Printer
- USB memory key

#### Content

##### Data

For each account:

- Account number
- Account name
- Status



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

# How to Generate the Account Report

---

To generate the Account Report:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

---

## Single Account Report

---

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

### Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Accounts' or 'Accounts, with Access Control'.

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

Default period:

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

## Output

- Screen

## Content

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

## Multi Account Report

---

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

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

### Requirements

This report is available as a user or a supervisor.

The current account mode has to be 'Accounts' or 'Accounts, with Access Control'.

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

Default period:

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

### Output

- USB printer
- USB memory key



## Content

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

6

## Operator List Report

---

This report displays the operator list with PIN codes.

### Requirements

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

### Content

Data	Comments
For each Operator: <ul style="list-style-type: none"><li>• Operator name</li><li>• PIN code</li><li>• Status (Activated/Deactivated)</li><li>• Active account assigned status: if there is at least one active account assigned to the operator, the value is 'Yes', otherwise the value is 'No'.</li></ul>	There is no time period to enter.

Reports

## How to Generate the Operator List Report

---

To generate the operator list report:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press **MENU** and select the path: **> Account management > Manage operator > Operator report**

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

## 6.7 System Data

### Machine Configuration Report

---

This report displays all supervisor settings.

#### Requirements

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

#### Output

- USB printer (if installed)
- USB memory key

#### Content

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

#### See also

- [Generating a Report](#) on page 120.

## Base errors

---

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

### Requirements




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

### Outputs

- Screen
- USB Printer (optional)
- USB Key

#### If you use screen to see this report:



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

### Content

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

### See also

- [Generating a Report](#) on page 120.

## Meter errors

---

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

### Requirements

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

### Outputs

- Screen
- USB Printer (optional)
- USB Key

### Content

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

### See also

- [Generating a Report](#) on page 120.

## IP Configuration Report

---

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

### Requirements

To generate this report:

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

## Output

The IP Configuration Report outputs are:

- Label

## How to Generate a IP Configuration Report

---

To generate a IP Configuration Report:

1. See [Generating a Report](#) on page 120.
- 

## Proxy Configuration Report

---

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

## Requirements

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

## Output

The Proxy Configuration report output is:

- Label

## How to Generate a Proxy Configuration Report

---

To generate a Proxy Configuration Report:

1. See [Generating a Report](#) on page 120.
-

# 7 Online Services

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

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## 7.1 Online Services Overview

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

Online Services features and capabilities include:

- **Online reporting:** the usage of your machine is available from your personal, secure web account, simplifying tracking and reporting of your postage expenses.
- **Rate Updates:** maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see [Options and Updates](#) on page 183)
- **Ink alerts:** never run out of ink again! The online server monitors your mailing machine ink supply and e-mails an alert notification when it is time to re-order.
- **Remote diagnostics and technical support:** experienced technical professionals analyse your mailing machine's error logs, diagnose your mailing machine before an on-site service visit and your system software can be updated remotely, reducing service delays.
- **Slogan / ERA download:** order a new slogan / ERA and get it downloaded via Online Services server directly to your Mailing System.

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

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

## 7.2 Connecting to Online Services

### Automatic calls

---

To fully benefit from the convenience and power of Online Services, your Mailing System should permanently be connected to a network connection so that it can link to the Online Server automatically whenever required.

For the usage of some services, some automatic calls are scheduled to upload corresponding data.

For the Reports service, the Mailing System automatically connects at the end of each month to upload accounting and postal category statistics.

For the Ink Management service, the Mailing System automatically connects when it is time to re-order ink supplies.



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

### Manual Calls

---

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



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


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

## How to Call Online Services Manually (as a User)

---

### To trigger a generic call

1. As a user:

Press  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 186.


---

## How to Call Online Services Manually (as Supervisor)

---

### To trigger a generic call:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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 186.

---

## Synchronize Call

---

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

This call updates the automatic call schedule of the machine and the features/options (see [Options and Updates](#) on page 183).

# 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 179).
- Indicates that the server can be contacted.

- Test server

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



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


7

Online Services


## How to Test the Connection to Online Services

To ping the server

1. As a user:

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

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 152):

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

## To test the server

1. As a user:

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

2. Or, as supervisor (see [How to Log in as Supervisor](#) on page 152):

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

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

---

## 7.3 Uploading Statistics

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

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



Your system uploads basic statistic data for basic postal expense management reporting. Enhanced reporting is optional. See [Activating New Options](#) on page 189.

### How to Upload Report Data to the Online Services Server

7

Online Services

To upload report data:

1. As a user

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

2. As supervisor (see [How to Log in as Supervisor](#) on page 152):

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

The call to the server is triggered.

---

## 7.4 System Online Services

### Ink Management Service

---

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

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



For more information, please contact Customer Service.

### Rate Protection

---

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

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

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



For more information, please contact Customer Service.

### Account level

---

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



To upgrade your system, please contact your Customer Service.





# 8 Configuring your Mailing System

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

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## 8.1 Settings Overview

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

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



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 25, [Maintaining your Mailing System](#) on page 199, etc.

### User Settings

---

The user settings described in the sections below are:

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

### Supervisor Settings

---

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



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

The supervisor settings allow you to:

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

## 8.2 Logging in / out as the Supervisor

### Log in as supervisor

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



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

### How to Log in as Supervisor

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

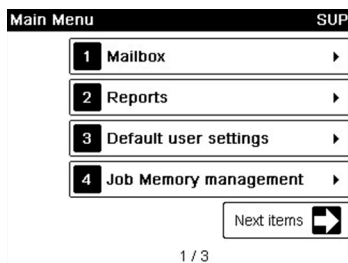
1. As a user:

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

The Login screen is displayed.

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

The supervisor Main menu is displayed.



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

## Exiting the Supervisor Mode

---

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

### How to Exit the Supervisor Mode

---

**To exit the supervisor mode:**

1. In supervisor mode:

Press .

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

---

## 8.3 Changing the Display Language


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

### How to Change the Display Language

---

To change the current display language:

1. As a user:

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

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



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

---

### Setting Default Display Language

---

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

## How to Change the Display Language by Default

---

To change the user language by default:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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



This setting will not be affected by the standby mode.



## 8.4 Enabling/Disabling Sounds

You can enable or disable the system beeps separately:


- Beeps on keys
- Beeps on warnings and errors

### How to Enable / Disable the Beeps

---

To enable or disable the beeps:

1. As a user:

Press  and select the path: > Preferences > Sounds

2. Select **Beep on key** and/or **beep on error** check boxes.
3. Press [OK] to validate.



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

---

### Setting Default System Beeps

---

You can set the default beep state for user sessions.

### How to Change the Beeps by Default

---

To change the sounds by default:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

## 8.5 Display Settings


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



### How to Adjust the Display Contrast

---

To adjust the display contrast:

1. As a user:

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

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



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

### Setting Default Display Contrast

---

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

### How to Change the Display Contrast by Default

---

To set the default contrast:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press  and select the path: > **Default user settings** > **Default user preferences** > **Contrast**

2. Use the "1" or "2" keys or touch the **Increase / Decrease** button to increase or decrease the contrast. The display updates to the new setting.
3. Press **[OK]** to validate.



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

---

## 8.6 System Time-outs and Settings


System settings include:

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

### System Time-outs

---

The system time-outs are defined as follows:

<b>Start</b>	The period of time the system waits for an envelope after pressing  . Once this time-out is reached the system stops.
<b>Stop</b>	The period of time the system waits for the next envelope after printing. Once this time-out is reached, the system will stop.
<b>Sleep</b>	Period of inactivity after which the system automatically switches to 'Sleep' mode (see <a href="#">Power Management</a> on page 22).



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

## How to Adjust the Time-outs

---

To adjust the time-outs:

1. As a user:

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

The Time-out setting screen is displayed.

The screenshot shows a screen titled "Timeout setting" with the user ID "SUP 3.5" in the top right corner. There are three input fields: "Start timeout" with a value of "\_\_15 s", "Stop timeout" with a value of "\_\_10 s", and "Sleep mode timeout" with a value of "120 min". At the bottom, there are two buttons: "Back" and "Ok".

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



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

# Setting Default Time-Outs

## How to Change System Time-Outs

---

To change the system time-outs:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152)

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

The Time-out setting screen is displayed.

The screenshot shows a screen titled "Timeout setting" with "SUP 3.5" in the top right corner. There are three input fields: "Start timeout" with a value of "15 s", "Stop timeout" with a value of "10 s", and "Sleep mode timeout" with a value of "120 min". At the bottom, there are two buttons: "Back" on the left and "Ok" on the right.

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



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

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

## 8.7 High Value, Low Credit Warnings and PIN Codes

### Warnings

---

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

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

### How to Set the High-Value Warning Amount

---

To set a high-value warning amount:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

### How to Set the Low-Credit Threshold

---

To set a low-credit threshold:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

## Crediting PIN Code

---

You can create a crediting PIN code to control access to only those who are authorized to add credit (see [Money Operations](#) on page 81).

### How to Set/Cancel a Crediting PIN Code

---

#### To set a crediting PIN code:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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



## 8.8 Weighing Settings

The weighing settings include:

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

### Default Weighing Type

---

#### How to Change the Default Weighing Type

---

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see [Choosing a Weighing Type](#) on page 66).

To change the default weighing type:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

# Weighing Platform Automatic Selection

---

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

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

## How to Activate the Automatic Weight Detection on the WP

---

To activate the automatic weight detection on the WP:

1. Log in supervisor mode (see [How to Log in as Supervisor](#) on page 152), then:

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

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

---

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

---

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

1. Log in supervisor mode (see [How to Log in as Supervisor](#) on page 152), then:

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

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


# Zeroing the Weighing Platform

---

You can reset the Weighing Platform in the following ways:

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




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

## How to Zero the Weighing Platform

---

To zero the Weighing Platform as a user:

1. As a user:

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

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


---

## How to Tare the Weighing Platform (as a User)

---

To tare the Weighing Platform as a user:

1. As a user:

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

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

## How to Rezero the Weighing Platform

---

### To re-zero the Weighing Platform:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

---

## How to Tare the Weighing Platform (as Supervisor)

---

### To tare the Weighing Platform:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

---

## GEO Code

---

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

- Automatically with Online Services
- Manually

## Changing GEO code

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



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

### How to Change the GEO Code

---

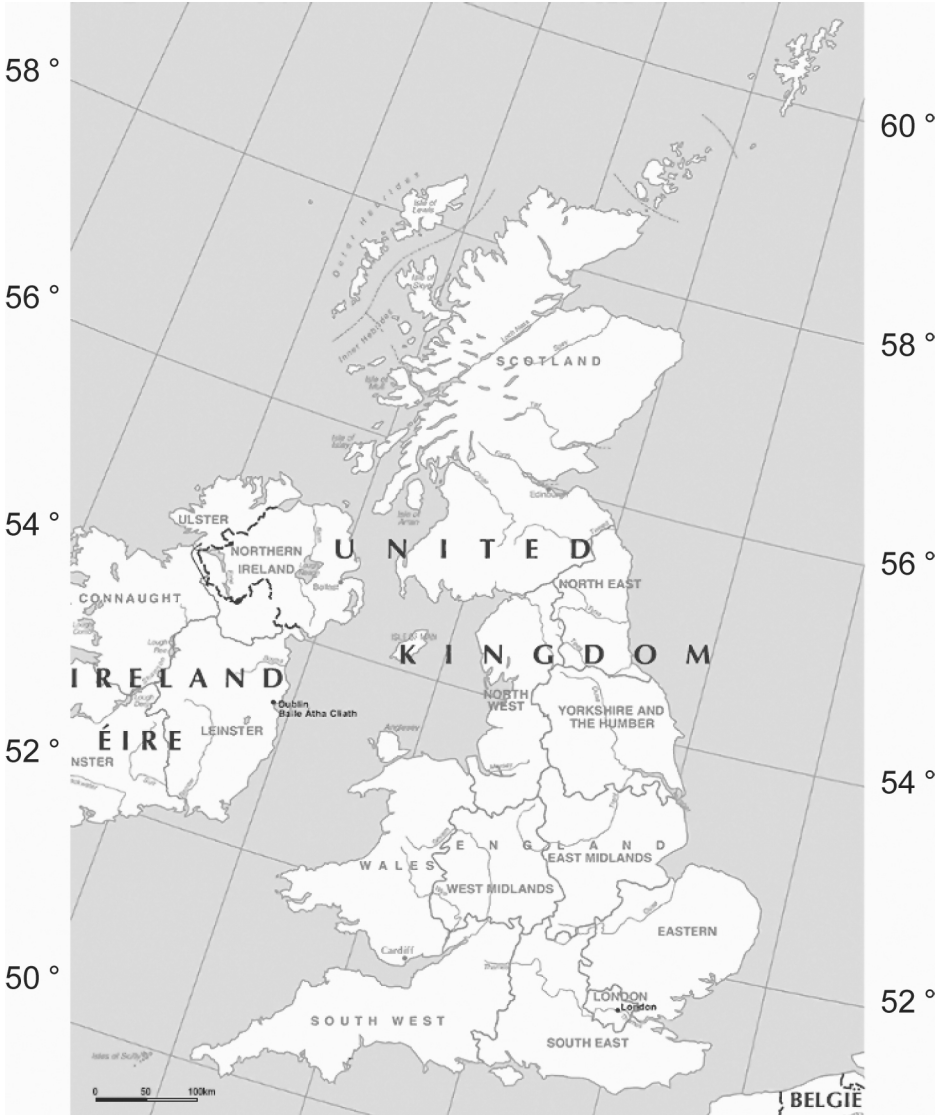
To change the GEO code:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

# Geodesic



# Geodesic codes

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



## 8.9 Postage Imprint Default Settings

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

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

### Imprint Default Settings

---

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

- Rate
- Prepaid imprint
- ERA
- Slogan

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

### Changing the Default Postage Rate

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

### How to Change the Default Rate

---

To change the default rate:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

See also

- [Managing Postal Rates](#) on page 195.
-



## Default Pre-Paid Imprint (PPI)

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

### How to Change the Default PPI

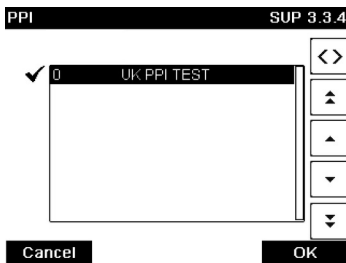
---

To change the default rate:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

2. Select the default PPI in the list.



3. Press [OK] to validate.

See also

- To change the current PPI, see [How to Select a PPI](#) on page 65.
  - To manage the PPIs, see [Managing Prepaid Imprints \(PPI\)](#) on page 197.
-

# Changing the Default ERA

## How to Change the Default ERA

---

To change the default ERA:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

See also

- [Managing ERAs](#) on page 193

---

# Changing the Default Slogan

## How to Change the Default Slogan

---

To change the default Slogan:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

See also

- [Managing Slogan](#) on page 190.



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

# Automatic Date Advance

---

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

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

## How to Set the Automatic Date Advance Time

---

To set the auto date advance time and days:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

Automatic date advance SUP 3.3.4

Automatic date advance enabled

Working days

Mon-Tues-Wed-Thurs-Fri-Sat

Set the time at which the date advances to the next working day

24 Hour Format 17:00

Ok

2. Press the Auto Date Advance button to **Enabled** status.
3. Enter the Automatic Date Advance time (00:00 hours is not allowed).
4. Select **Working Day** to gain access to working days selection screen.
5. Select the day and press **Select/Deselect** to select or deselect each day.
6. Press **[OK]** to exit.

# Printing Offset

---

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

## How to Set the Default Printing Offset

---

To change the default printing offset:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

2. Set the **> Default** from a position list.
  3. Press **[OK]** to validate.
-

## 8.10 Job Memories

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

As a user, you can quickly recall a saved setting to simplify operation and save time (see [Using Job Memories](#) on page 75).

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

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

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

### Standard Imprint Job Memory

---

The table below gives the content of a [Standard] Imprint Job Memory:

<b>Batch settings</b>	ERA slogan Slogan Date mode Rate
<b>Account setting</b>	Account number if any

### PPI Imprint Job Memory

---

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

<b>Batch settings</b>	ERA slogan Slogan PPI
<b>Account setting</b>	Account number if any

# Managing Job Memories

---

## How to Create a Job Memory

---

To create a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

2. Select a line named None in the list.
3. Press **[OK]** to create a new job memory.
4. Select a PPI or a Standard imprint.
5. Enter the name of the new job memory, then press **[OK]**.
6. Enter the preferences, press **[OK]** to validate and display the next list of parameters, if any.
7. Repeat the previous step until the system displays the name of the new job memory in the list.
8. You can modify any preference by using the **Edit/Del** function (see [How to Edit / Modify a Job Memory](#) on page 177).

---

## How to Edit / Modify a Job Memory

---

To edit or modify a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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


6. Press  to finish.
- 

## How to Delete a Job Memory

---

To delete a job memory:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

## 8.11 Connection Settings

### Connection to the Postal Services or Online Services

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

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

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



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

#### See also

- To physically connect the LAN to the base, see [Detail of connections](#) on page 21.

### How to Set the Postal/Online Services Connection

#### To set the Postal/Online Services connection:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The Server Access screen is displayed.



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

2. Select > **Server access**.
3. Select LAN.
4. For LAN settings, see [How to Set LAN \(High-speed Internet\) Parameters](#) on page 180.

#### See also

- To physically connect the LAN to the base, see [Detail of connections](#) on page 21.



## LAN Settings

---



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

### How to Set LAN (High-speed Internet) Parameters

---

To set the parameters of the LAN:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The LAN configuration menu is displayed.

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

## 8.12 Time and Date Management

### Time and Date Set-up

---

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

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

#### See also

- [Automatic Date Advance](#) on page 174.




To check the time and date, make sure the connection to the Postal Services is available. See [How to Set the PostalOnline Services Connection](#) on page 179.

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

---

#### To check the current time and date:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press  and select the path: > **Base settings** > **Date and time**



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

2. Select **Audit call** to adjust the time.  
The system adjusts its time if necessary and displays time and date values.
-



# 9 Options and Updates

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

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	How to Delete Messages (as a User) .....	187
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<b>9.3</b>	<b>Managing Options .....</b>	<b>188</b>
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<b>9.7</b>	<b>Managing Prepaid Imprints (PPI) .....</b>	<b>197</b>
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	How to Add or Delete PPIs .....	198



# 9.1 Options and Updates Process

You can update your Mailing System by:

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



To update your Mailing System's operating system, see [Online Services](#) on page 139.

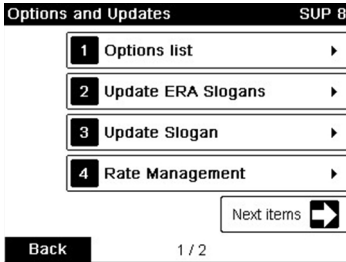
The operations above are available through the supervisor menu Options and Updates.

## How to Access the Options and Updates Menu

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The Options and Updates menu is displayed.



## 9.2 Using the Mailbox

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

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

**Unread messages icon on home screen:**



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

### How to Read Messages (as a User)

---

1. As a user:

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

The Mailbox screen is displayed.

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

### How to Read Messages (as Supervisor)

---

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The Mailbox screen is displayed.

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

## How to Delete Messages (as a User)

---

1. As a user:

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

The Mailbox screen is displayed.

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

---

## How to Delete Messages (as Supervisor)

---

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The Mailbox screen is displayed.

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



## 9.3 Managing Options

### Consulting the Option List

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

You can also display details for each option.



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

### How to Display the Options

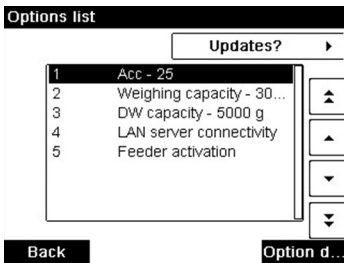
9

To display the option list:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152) either:

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

The Options list screen is displayed.



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

## Activating New Options

---

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



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

## How to Load New Options

---

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

1. Check that your Mailing System is connected to a network (see [Connections](#) on page 20) and that the connection is properly configured (see [Connection Settings](#) on page 179).
  2. Select Check for updates. It will trigger a call to the Online Services server.
  3. After the call, you can display installed options. See [How to Display the Options](#) on page 188.
-

## 9.4 Managing Slogan

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



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

In supervisor mode, you can:

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



The available slogans are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server (as user). See [How to Load New Options](#) on page 189.

9

### Managing Slogan

---

See also

- Selecting a slogan to print: [How to Add \(or Cancel\) a slogan on the imprint](#) on page 73

### Displaying the List of Slogans

---

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

See also

- [How to Change the Default Slogan](#) on page 173.

## How to Display the List of Slogans

---

### To display the list of slogans:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

---

## Modifying the List of Slogans

---

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

## How to Modify or Delete a Slogan

---

### To modify or delete a slogan:

1. Display the list of slogans (see [How to Display the List of Slogans](#) on page 191).
2. Select the slogan and press **[OK]**.

The Slogan setting menu is displayed.

### To change the name of the slogan:

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

The system updates the slogan list.

### To delete the slogan:

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

## Downloading New Slogans

---

The procedure below allows you to download new slogans.

### How to Download New Slogans

---

#### To download new slogans:

1. Display the list of slogans (see [How to Display the List of Slogans](#) on page 191).
2. Select **> Check for updates**.

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

---

## 9.5 Managing ERAs

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

ERA management is identical to slogan management ([Managing Slogan](#) on page 190).

In supervisor mode, you can:

- Load ERAs.
- Rename ERAs
- Delete ERAs.



To add (load) ERAs, contact your Customer Service. The available ERAs are automatically downloaded into your franking machine by connecting to the Online Services server. See [Activating New Options](#) on page 189.

### See also

- To set the default ERA printed on mail pieces, see [How to Change the Default ERA](#) on page 173 in section [Imprint Default Settings](#) on page 171.

## Displaying the ERA List

---

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

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


Users can change the current ERA during their work session.

## How to Display the List of ERAs

---

### To display the list of ERAs:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The list of ERAs is displayed.

---

# Modifying ERAs

---

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

## How to Modify (or Delete) an ERA

---

### To modify (or delete) an ERA:

1. Display the list of ERAs (see [How to Display the List of ERAs](#) on page 193).
2. Select an ERA and press **[OK]**.  
The Edit ERA menu is displayed.

### To change the name of the ERA:

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

### To delete the ERA:

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

## 9.6 Managing Postal Rates

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

In supervisor mode, you can:

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



New **rate tables are automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user. See [How to Load New Options](#) on page 189.

### See also

- [Options and Updates](#) on page 183.

## Displaying Rate Tables

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



Rate tables will automatically become active on their effective date.

## How to Check your Rate Updates

### To display the list of rate tables:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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



# Downloading New Postal Rates

---

The procedure below allows you to download new rate tables.

## How to Download New Postal Rates

---

### To download new rates:

1. Display the list of rate tables (see [How to Check your Rate Updates](#) on page 195 above).
2. Select **> Check for updates.**

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

---

## 9.7 Managing Prepaid Imprints (PPI)

In supervisor mode, you can:

- Display the list of PPIs in the machine
- Add new PPIs using an USB memory key
- Delete PPIs
- Set the default PPI (see [How to Change the Default PPI](#) on page 172).

### The List of PPIs

---

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

### How to Display the List of PPIs

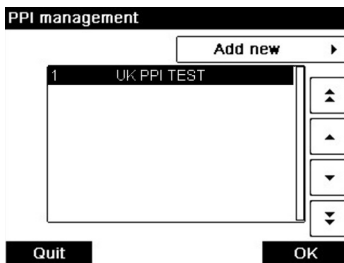
---

To display the list of PPIs:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The list of PPIs is displayed in the PPI management screen.



# Adding or Deleting PPIs

---

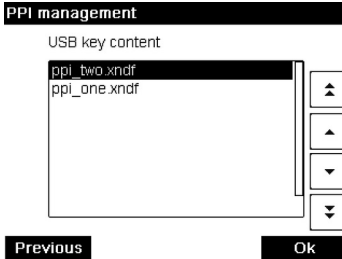
You can add PPIs to the machine using an USB memory key as follows.

## 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 197).
2. Select **> Add new** and connect the memory device to an USB port of the machine (on your left hand side at the rear of the base: see [Connectors](#) on page 20).
3. Press **[OK]**. The USB memory key content is displayed.



4. Select a PPI to load into the machine 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.

# 10 Maintaining your Mailing System

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

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	How to Display Ink Level and Cartridge Data (as Supervisor)	203
	How to Align the Print Heads	204
	How to Clean the Print Heads Automatically (as a User)	205
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## 10.1 Maintaining the Ink Cartridge

### About the Ink Cartridge

---

The ink cartridge for printing is located in the Mailing System and contains ink that has been tested and approved by the postal service.

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

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



If you observe poor print quality (streaked, too light, blurred, etc.), see [Cleaning the Print Heads](#) on page 205.

### Ink Cartridge Maintenance

---

This section explains how to:

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



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

# Displaying Ink Level and Cartridge Data

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

- Ink consumed in percent
- Ink colour
- Cartridge status (present or not present)
- First used date



Also check the Best before date on the cartridge box. After this date, the cartridge warranty is void.

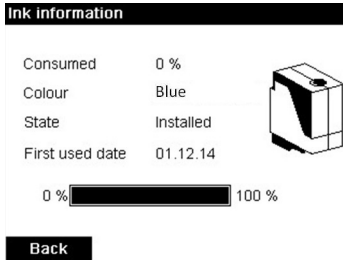
## How to Display Ink Level and Cartridge Data (as a User)

To display the ink cartridge data:

1. As a user:

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

The Ink information screen is displayed.



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

---

To display the Ink Level and the Cartridge Data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The Ink information screen is displayed.

---



# Setting the Headset Alignment

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



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

## How to Align the Print Heads

To align the print heads:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

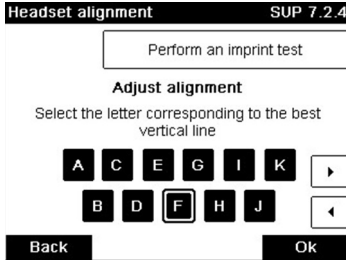
The Set headset alignment screen is displayed.

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

The system prints a test pattern.



3. Check the printed pattern and press the letter that corresponds to the straightest and complete vertical line.



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

---

## Cleaning the Print Heads

---

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

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

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

---

To clean the print heads automatically:

1. As a user:

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

The cleaning starts automatically.

---

## How to Clean the Print Heads Automatically (as Supervisor)

To clean the print heads automatically:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

The cleaning starts automatically.

---

## Wiper Process

---

### How to Implement Wiper Process

---

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

2. Open the top cover and remove the ink cartridge (see [How to Change the Ink Cartridge](#) on page 208).
3. Press **[OK]** twice to start the carriage motor.
4. Check wiper and clean if necessary, then press **[OK]**.
5. Re-install the headset and check it is back in replacement position.
6. Close the top cover and press **[OK]**.

## Manual Cleaning

---

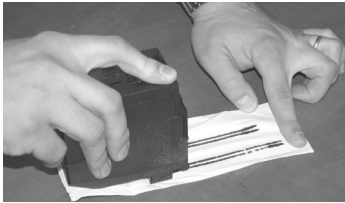
If automatic cleaning is not sufficient, you can clean the printing heads manually.

### How to Clean the Print Heads Manually

---

To clean the print heads manually:

1. Open the top cover.
2. Remove the ink cartridge (see [How to Change the Ink Cartridge](#) on page 208).
3. Clean the heads with a soft damp cloth.



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

---

## Changing the Ink Cartridge

---

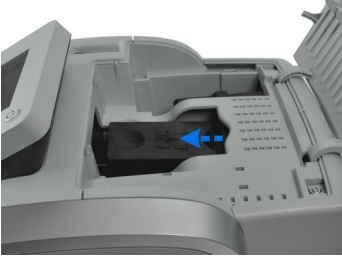


The Power cord must be plugged in to move the cartridge into the 'replacement' position.

# How to Change the Ink Cartridge

---

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



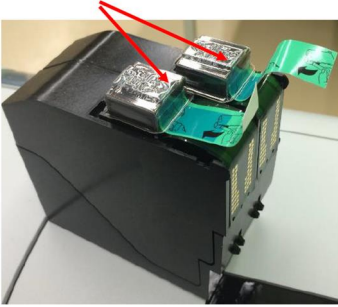
Keep fingers away from the ink cartridge while it is moving to the replacement position.

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

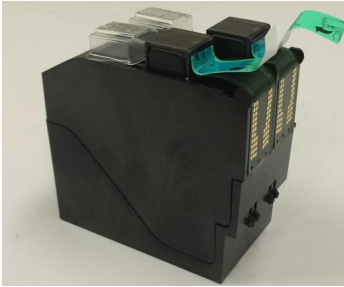


3. Lift out the old ink cartridge.

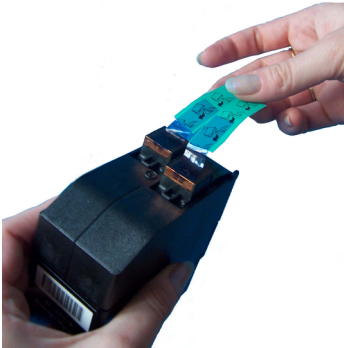
4. Remove the two plastic caps on the new ink cartridge.



The caps are removed.



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



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



7. Close the cover.  
The alignment process of the printing heads starts automatically.
-

## 10.2 Filling and Adjusting the Feeder Sealer

### Filling the Sealer Bottle

---

The Automatic Feeder uses water for sealing envelopes.

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

### How to Fill the Sealer Bottle

---

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

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



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



## Adjusting the Sealing Water Flow

---

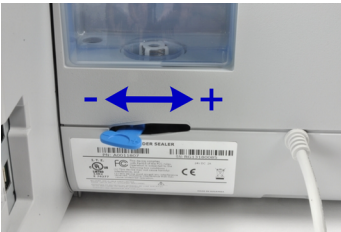
Before you adjust the sealing water flow, make sure that the brushes and sponge are clean (see [How to Clean the Brushes and Sponge \(Sealer\)](#) on page 213).

### How to Adjust the Sealing Water Flow

---

To adjust the sealing water flow:

1. Set the water flow using the back lever.



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

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

## 10.3 Cleaning the Mail Path

Cleaning the mail path includes:

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

### Cleaning Brushes and Sponge of the Sealer

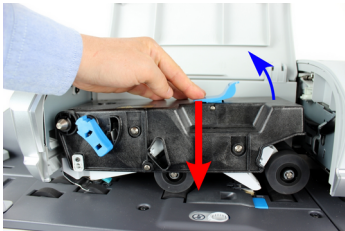


MAKE SURE YOUR SYSTEM IS DISCONNECTED FROM POWER SOURCE BEFORE CLEANING!

### How to Clean the Brushes and Sponge (Sealer)

To clean the brushes and sponge of the feeder:

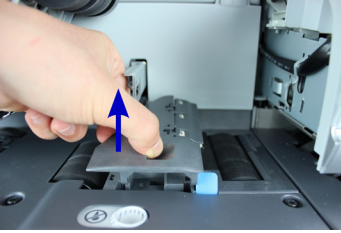
1. Open the feeder and push the left of the upper blue release lever to raise the upper drive assembly.



2. Pull up the brush release lever.



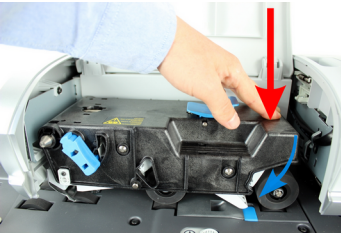
3. Raise the brush and lift the complete brush holder assembly.



4. Lift the metal retainer to remove the sponge.  
Remember its direction.



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



# Cleaning the Feeder Belts and Rollers

---

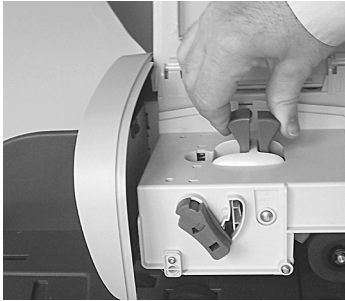
Follow the steps below to clean the belts and rollers of the feeder.

## How to Clean the Feeder Belts and Rollers

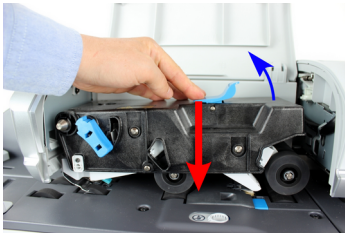
---

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.

## Cleaning Mail Path Sensors

---

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

Clean the mail path sensors as indicated below on system base and feeder.

### How to Clean the Mail Path Sensors

---

**To clean the mail path sensors:**

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

# 11 Troubleshooting

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

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<b>11.3</b>	<b>Weighing Problems .....</b>	<b>224</b>
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	How to Display the Error Lists .....	227
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# 11.1 Paper Jamming

## Base Jamming

Envelopes are stopped in the transport mechanism of the Base.

Possible causes	Actions
<ul style="list-style-type: none"><li>• Mail piece is too thick.</li><li>• Mail size is incorrect.</li><li>• Envelopes are not properly stacked on the feeder platform.</li></ul>	<ol style="list-style-type: none"><li>1. Clear the Base as indicated below.</li><li>2. Correct the cause indicated in the left column:<ul style="list-style-type: none"><li>- Mail sizes: see <a href="#">Mail Specifications</a> on page 231.</li><li>- Envelope stacking: see <a href="#">Using the Feeder</a> on page 35.</li></ul></li></ol>

## How to Clear Mail Jammed in the Base

To clear mail jammed in the Base:

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



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



# Auto-Feeder Jamming

Envelopes are stopped in the Auto-Feeder.

Possible causes	Actions
<ul style="list-style-type: none"><li>• Mail piece is too thick.</li><li>• Mail size is incorrect.</li><li>• Too many envelopes are on the feed deck.</li><li>• Envelopes are not properly inserted onto the feed deck.</li></ul>	<ol style="list-style-type: none"><li>1. Clear the Automatic Feeder as indicated below.</li><li>2. Correct the cause:<ul style="list-style-type: none"><li>- Mail sizes: see <a href="#">Mail Specifications</a> on page 231.</li><li>- Envelope stack height: 101.6mm max.</li><li>- Envelope stacking: see <a href="#">Using the Feeder</a> on page 35.</li></ul></li></ol>

Possible causes	Actions
<ul style="list-style-type: none"><li>• Sealing is ON while feeding closed envelopes.</li></ul>	<ol style="list-style-type: none"><li>1. Feed sealed envelopes with sealing OFF.</li><li>2. Check that already sealed envelopes are properly sealed at the leading edge. Envelopes that are not sealed properly may jam.</li></ol>

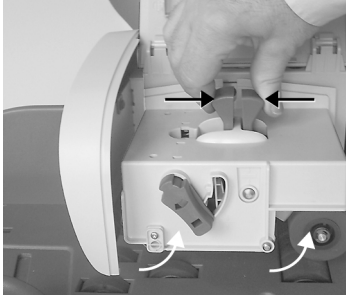


The mail transport path should be regularly cleaned. See [Cleaning the Mail Path](#) on page 213.

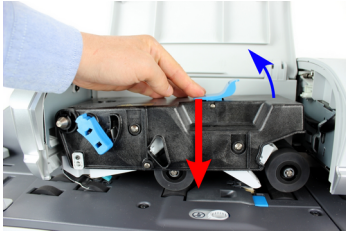
# How to Clear Mail Jammed in the Auto-Feeder

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.



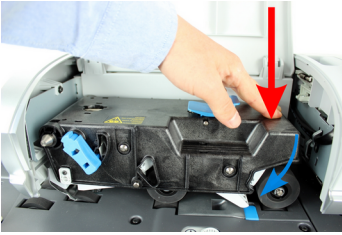
3. If necessary, pull up the brush release lever and remove the brush assembly.



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.
-

## 11.2 Label Jamming

### A Label is Jammed in the Base

---

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

### How to Clear a Label Jammed in the Base

---

#### To clear a label jammed in the Base:

1. Remove all labels from the dispenser.

Check that there is 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.
-

## 11.3 Weighing Problems

### The Weighing Device does not Weigh Properly

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



Display -- g indicates a weighing error. When this weighing error occurs on the home screen, the Standard Weighing mode is automatically selected if the Automatic Weight Detection is activated, see [How to Activate the Automatic Weight Detection on the WP](#) on page 165.

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 66.
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 164).
The Weighing Platform zero is not correct.	See the weighing platform zeroing procedures in <a href="#">Weighing Settings</a> on page 164.



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

## 11.4 Diagnostics and System Data

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

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

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

### Diagnostics

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


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

## How to Access Diagnostic Data

---

To gain access to a diagnostic data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press  and 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.
- 

## System Data

---

In supervisor mode, you have access to:

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

11

Troubleshooting

## How to Display Software Data

---

To display Software Data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

## How to Display Hardware Data

---

### To display hardware data:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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

## How to Display the Error Lists

---

### To display the error lists:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

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

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



## How to Display the Machine Counters

---

To display the data of the machine counters:

1. In supervisor mode (see [How to Log in as Supervisor](#) on page 152):

Press **MENU** and select the path: **> Maintenance > System info > Counters**

2. The system displays the data of the machine counters.
-

# 12 Specifications

This sections contains the main specifications of your Mailing System.

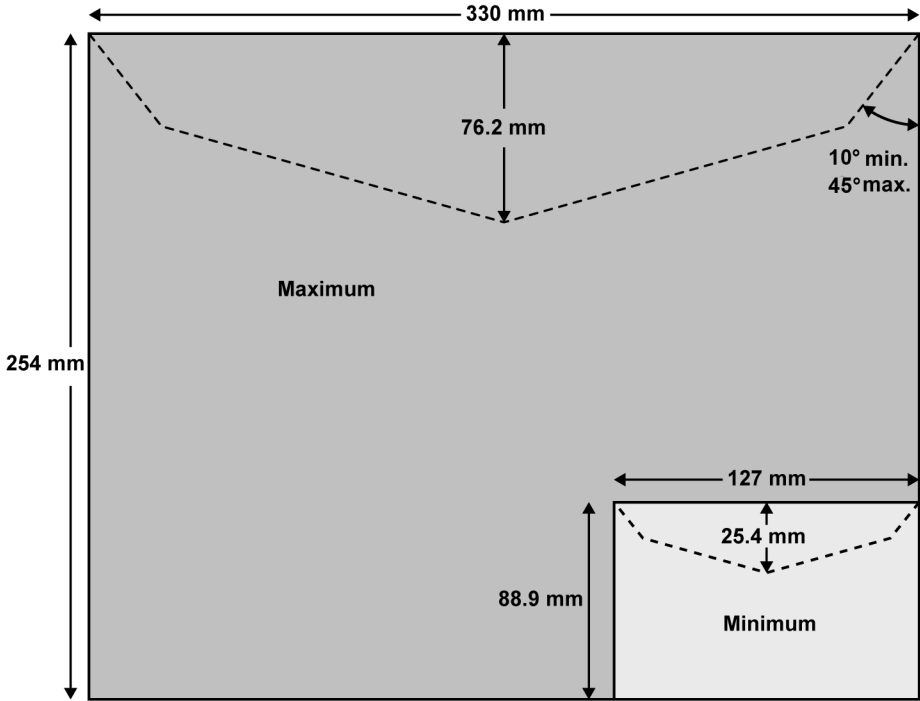
<b>12.1</b>	<b>Mail Specifications .....</b>	<b>231</b>
<b>12.2</b>	<b>Recommended Operating Conditions .....</b>	<b>234</b>
<b>12.3</b>	<b>General Mailing Systems Specifications .....</b>	<b>235</b>
<b>12.4</b>	<b>Operating Specifications .....</b>	<b>236</b>



# 12.1 Mail Specifications

## Envelope Dimensions

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



## Minimum Envelope Thickness

Minimum envelope thickness is 0,2 mm.

## Label dimensions (pre-cut and self-adhesive)

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



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

## With the Feeder

---



The feeder cannot process nested envelopes.

12

## Weight range



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

Specifications

Min weight	3 g
Max weight	900 g

# Envelope Stack

**Max height** 10 cm

# Envelope Thickness

**Max**

- One piece at a time • 12 mm
- In a stack • 8 mm

**Max with sealing (optional)** • 8 mm

# Additional information

**See also**

- [How to Use the Feeder](#) on page 35.

## 12.2 Recommended Operating Conditions

### Temperature and Relative Humidity

---

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

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

### Weighing accuracy

---



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

- Away from any doors
- Away from any fan

## 12.3 General Mailing Systems Specifications

### Dimensions (mm)

---

(Width x Length x Height)

- Base: 283 x 378 x 300
- Auto Feeder: 240 x 33 x 433
- Auto Feeder with sealer: 260 x 350 x 545

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



## 12.4 Operating Specifications

### Accounts

---

The number of accounts you can create is set to 35 by default and can be raised optionally to 200.

### Operators

---

- Number of Operators: 50.

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