

Franking Machine

Fs Series 3



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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 on or off.

Section 3: Processing Mail

Processing mail using the Mailing System: Selecting a rate, Weighing, Printing, and Processing received mail.

Section 4: Money Operations

Loading postage credit.

Section 5: Managing Accounts and Access Rights

How you can change accounts as user or set up accounts and control access to the machine as supervisor (Varies with model).

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 for online postal services and connect your machine for upgrades.

Section 8: PC Meter Link Application

Performing all the Mailing System calls to servers by using the internet connection of your PC.

Section 9: Configuring your Mailing System

All the parameters of your Mailing System you can set up as User (Temporary settings) or Supervisor (Default settings).

Section 10: Options and Updates

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

Section 11: Maintaining your Mailing System

Changing the ink cartridge and maintaining other system components.

Section 12: Troubleshooting






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

Section 13: Specifications

Detailed capabilities of your Mailing System.

Symbols

This manual uses the symbols listed below.

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

Glossary

This manual uses the acronyms listed below.

Acronym	Description
Credit	Postage Available
ERA	External Return Address
ID	IDentification
LAN	Local Area Network: link between computers
PC	Personal Computer
PIN	Personal Identification Number
PSD	Postal Security Device (Meter)
Tote	Spent credit
WP	Weighing Platform

1.2 Safety Requirements

1

Read this First

Power Connection

Before connection, check whether the Mailing System is suitable for external Power Supply.

Refer to the type plates at the back of the pieces of equipment.



- To reduce the risk of fire, use only the power cord supplied with the Mailing System.
 - Do not use this product on a wet floor or near water.
 - Your machine should be connected with a 19VDC - 2.6A limited power source.
 - In case of liquid spillage, disconnect the external Power Supply from the wall plug and proceed to cleaning.
- Use a wall plug located near the equipment and easily accessible.
As the Power Supply cord is the equipment disconnecting device, **do not route the power cord** between pieces of furniture or over sharp edges.
 - Make sure there is no strain on the Power Supply cord.
 - Avoid using outlets controlled by wall switches or shared by other equipment.

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

General Safety

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



The Mailing System contains moving parts.

Keep fingers, long hair, neck ties, loose clothing away from the mail path at all times.

Follow the additional safety precautions below:

- Do not place lighted candles, cigarettes, cigars, etc. on the Mailing System.
- When lifting covers, wait for all parts to stop moving before placing hands near the printhead.
- When changing internal elements (Ink, PSD...), avoid using too much force to prevent personal injury or damaging equipment.
- To prevent overheating, do not block the equipment ventilation openings or try to stop internal fans.
- Do not remove bolted covers as they enclose potentially hazardous parts that should only be accessed by a Service Representative.

Environmental conditions

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

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

Weighing accuracy



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

- Door.
- Fan.

Disconnecting your Mailing System



Unplug the power supply cord only when the mailing machine is in Sleep or Soft Off mode . This avoids keeping the ink cartridge in a unprotected position where the ink may dry out and become unusable.

How to Disconnect your Mailing System

The power supply cord is the equipment disconnecting device.

1. First switch the Mailing System to Sleep Mode (See [How to Switch to 'Sleep' or 'Wake' Mode](#) on page 21) if there is no emergency.
 2. **Unplug the Power Supply from the wall plug.**
-

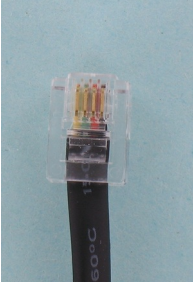
Telephone and LAN Connections

1

Read this First



To prevent damage to equipment, do not mistake telephone jacks that connect to the modem (optional) for LAN connectors that are bigger.



Analog phone (4 wires)



Network/PC LAN or Weighing Platform (8 wires)

Follow the additional precautions below:

- Avoid using equipment during an electrical storm; there may be a risk of electrical shock from lightning.
- Do not install telephone jacks or LAN connectors in a wet location.
- Disconnect the telephone or LAN cable from the wall before removing equipment.



To reduce the risk of fire, only connect the modem to the telephone line using supplied cable (See [Specifications](#) on page 201).

2 Meet Your Mailing System

Get to know your mailing system in this section.

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	How to Switch to 'Sleep' or 'Wake' Mode	21

2.1 System Layout

Main Components

2

Meet Your Mailing System



Mail Path

① Inserting location of envelopes for printing.

Weighing Platform

② Measures weight of mail pieces.

Control Panel

③ Controls the mailing system.

Cover

④ Allows you to access the ink cartridge.

Inside Machine

2

Meet Your Mailing System



Cover

① Pull the upper left side corner to open the cover.

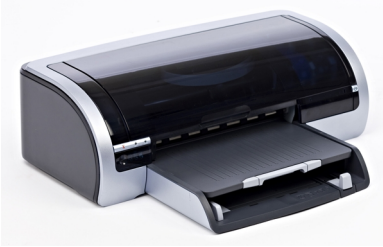
Ink cartridge

② Prints the postal imprint on envelopes.
See also [Changing the Ink Cartridge](#) on page 187 .

Postal security device (PSD)

③ Postage meter.

Report printer (option)



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



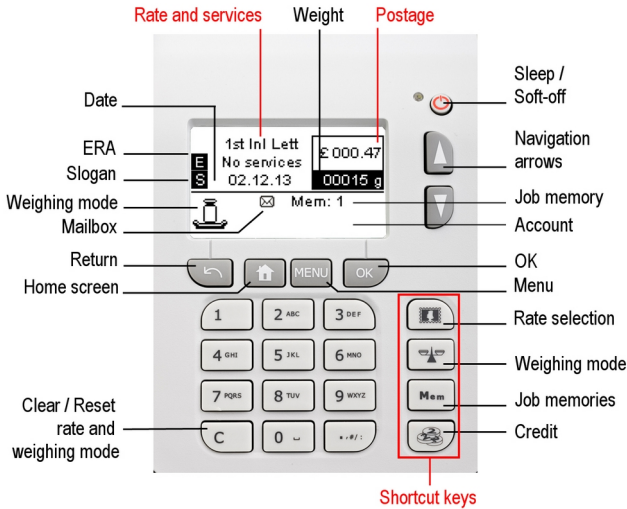
For more information about compatible printers that can connect to your mailing system, please contact technical support.

2.2 Control Panel Features

2

Control panel

Meet Your Mailing System



See control panel and screen layout on the flap of the manual cover.

Display Areas

Account

Displays account currently selected.

Date

Displays the date that will be printed.

ERA

Indicates that an ERA will be printed when present.

Job memory

Displays selected job memory when applicable.

Mailbox

Indicates unread messages in message box.

Postage






Indicates the amount to be printed on the imprint.

Rate and services	Indicates the current rate and services selected.
Slogan	Indicates that a slogan will be printed.
Weighing mode	Current weighing method.
Weight	Current weight used to calculate postage.





Keys and Shortcuts

- Return
- Home screen
- Menu
- OK
- Navigation arrows
- Rate selection
- Weighing mode / Reset Weighing Platform
- Job memories
- Credit
- Alphanumeric keys


NAVIGATION KEYS

-  Goes back to the previous screen.
-  Displays the current task home screen.
-  Accesses the menu settings.
-  Validates a selection.
-  Navigate up or down in lists or menus.

SHORTCUT KEYS

-  Displays the rate selection screen.
-  Opens the weighing mode selection menu (Standard weighing, Manual weight entry...)
Press and hold this button for 2 seconds to rezero the weighing platform.
-  Accesses preset imprint and account memories. These presets are managed by the supervisor.
-  Accesses credit management.

KEYPAD

-  Allows the entry of alpha or numeric values : postage amounts or weights, accounts or other set up information. Press a key several times to display all possible characters (see [Keypad Use](#) on page 18).

Clear / Reset rate



Clears keypad entries or, from the home screen, resets rate to default.

Sleep/On/Soft off mode



START / STOP KEYS

Wakes the mailing system up or turns it to 'Sleep-mode' or 'Soft off mode'. The light indicates the system state (green = awake, amber (continuous) = sleep-mode, amber (blinking) = Soft off mode) (see [Power Management](#) on page 21).

Keypad Use

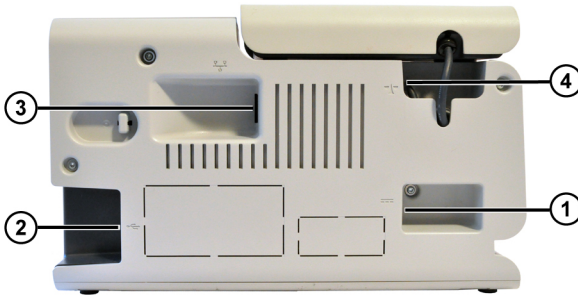
For different contexts, the table below indicates the successive characters you may obtain by pressing keys several times in a row.

Key	Alpha-numeric	Custom text	Modem settings
1	1	1	1
2	2ABCabc	ABC2	2ABC
3	3DEFdef	DEF3	3D
4	4GHIghi	GHI4	4
5	5JKLjkl	JKL5	5
6	6MNomno	MNO6	6
7	7PQRpqr	PQR7	7
8	8TUVtuv	TUV8	8
9	9WXYZwxyz	WXYZ9	9W
0	0 -	- 0	0
.	., # / : @ * ? & ! - + \	., # / : @ * ? & ! - + \	, # * +
C	'Clear' function	'Clear' function	'Clear' function

2.3 Connections

Rear Connectors

Your mailing system has Universal Serial Bus (USB) ports that allow you to connect a PC Meter Link, various modems (optional), a printer or memory devices.



Power connector

① To AC mains adaptor.

USB ports

② To peripherals (see detail in next table)

LAN Port

③ To LAN

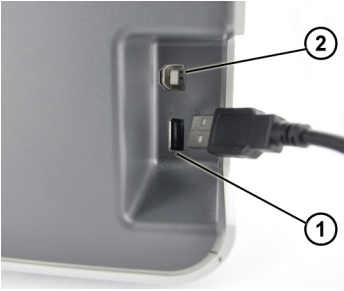
WP Port

④ To Weighing Platform.

Right Side USB Connectors

2

Meet Your Mailing System



Flat USB plug

①

Square USB plug

②

- To modem (optional)
- To memory device
- To printer
- For PC Meter Link



The machine can only use the LAN if the LAN is connected BEFORE power is plugged in (Or before the machine leaves the Soft off mode: See [Power Management](#) on page 21).

2.4 Power Management

Energy Star® Compliance



Your Mailing System is an Energy Star® qualified mailing system that automatically goes into a low-power '**Sleep mode**' after a period of inactivity.


The mailing system automatically switches to 'Sleep mode' after 5 minutes of non-activity. You can change this default setting as supervisor. You can also switch to a low-power mode manually.

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

See also

- To change the low-power modes time-outs, see: [How to Change the 'Sleep timeout' \(User\)](#) on page 134 .

How to Switch to 'Sleep' or 'Wake' Mode

1. Press  to switch between 'Sleep' and 'Wake' modes.
 - A **short press** on the **Sleep/On/Soft off mode** button sets the machine to 'Sleep' mode.
 - A **long press** on the **Sleep/On/Soft off mode** button sets the machine to 'Soft off' .

The light located next to the key indicates:

- **Green** : The Mailing System is in Awake mode and ready for use.
- **Amber (continuous)** : The Mailing System is in Sleep mode (Low-power mode).
- **Amber (blinking)** : The Mailing System is in Soft off mode (Very-low-power mode).



To avoid weighing errors, make sure the **Weighing Platform is clear** when waking up the machine. If the machine does not seem to display a correct weight, see [Weighing Problems](#) on page 195 .

2. When switching to 'Soft off' mode, the machine may display a screen to schedule an automatic call.

Press **[OK]** to confirm (the call will be cancelled) and switch the machine to Soft off mode.



Turning the machine to Sleep or Soft off mode ends your working session.

The machine will then restart with default parameters (These parameters can be set in supervisor mode).

3 Processing Mail

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

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3.1 The different Types of Imprint

Customising Your Imprint

Your Mailing System can use the following types of imprint:

- **[Normal]**: To print standard postage, including ERA or Slogans.
- **[Manual amount entry]**: To enter postage amount manually.
- **[RCVD]**: To print the date on incoming mail.

By default, the **[Normal]** type of imprint is selected at power up.

Home Screen and Configuration Menu

Each Type of imprint is associated to a specific:

- **Home screen** that displays current parameters (weight, postage...)
- **Configuration menu** that allows you to set the other imprint parameters (advertisements ...).



Your system has shortcut keys for direct access to save you time.
You can eliminate key strokes for rate selection, job memories, add or check credit, weighing mode selection.

Parameters of the Type of Imprint

3

Processing Mail

- 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 parameters you can set before printing mail.
- The Mailing System uses default values defined as supervisor.

Apply postage to outgoing mail [Normal]

- **Rate**
- **Weight**
- **Date format**
- Slogan (optional)
- ERA (optional)

Enter the postage amount manually [Manual Amount Entry]

- **Slogan**
- **ERA Slogans**
- **Amount**

Print 'Received' and/or the date on incoming mail [RCVD]

- Printing **date** and/or **'Slogan RCVD'**.



By default, the machine selects the [Normal] type of imprint at start-up.

See also

- To set default values as supervisor: see [Configuring your Mailing System](#) on page 125.

3.2 Preparing and Starting your Work Session

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

Mail preparation involves:

- **Sorting mail by type and task** to make processing faster ([Sorting Mail by Type and by Task](#) on page 27).
- **Logging into the system** to start a work session ([Turning Machine On and Starting a Work Session](#) on page 28).
- **Selecting the Type of imprint** that corresponds to each set of mail ([Selecting the Type of Imprint](#) on page 31).
- **Frequently asked questions** concerning your machine check list: ink level, credit... ([Frequently Asked Questions](#) on page 32).

Sorting Mail by Type and by Task

To save time, we advise you to split your mail in stacks that have similar characteristics.

That allows you:

- To avoid changing of franking parameters for each envelope
- To fully benefit from the automatic features of your mailing system

To sort your mail, follow the procedure below.

How to Sort Mail

Make up mail stacks according to the following steps :

1. Check the type of process to apply .

See table in [Parameters of the Type of Imprint](#) on page 26 .

2. Check the account to use .

Only if you have to select an account at log in.

3. Check the rate and/or services to apply .

4. Check the physical characteristics

Separate mail pieces that exceed the weight, size or thickness allowed in the machine mail path.

See [Mail Specifications](#) on page 203 .

5. Sort each stack by size .

Turning Machine On and Starting a Work Session

- Turning the machine on starts a work session on the Mailing System.
- At start-up, depending on specific supervisor settings:
 - **The access to the machine may be free**
 - **You may have to select an account**
 - **You may have to enter a PIN code**


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

3

Processing Mail

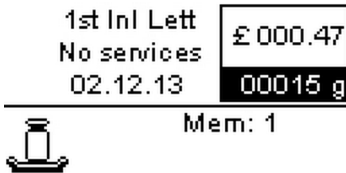
How to Log in and Start a Work Session

To log as User:

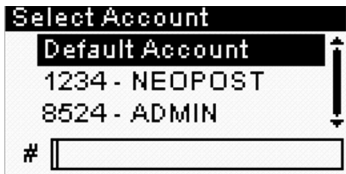
1. Press  to wake the system up.

The system may display one of the following screens:

- Home screen [Normal], if there is no account.



- Account screen, if there are accounts.



- Login screen, if there are a machine PIN code or accounts with PIN code.



2. On the Account screen, select your account as follows.

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



Find your account quicker: Instead of using up and down arrows, type the account number.

- Or on the Login screen, enter your account or machine PIN code.

The Home screen [Normal] screen is displayed.

Your work session begins.



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

Additional information

- To end the session, see [How to Switch to 'Sleep' or 'Wake' Mode](#) on page 21.
- To choose the policy for accounting and access control as supervisor, see [Managing Accounts and Access Rights](#) on page 69.

Selecting the Type of Imprint

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

About the types of imprint, see [Parameters of the Type of Imprint](#) on page 26

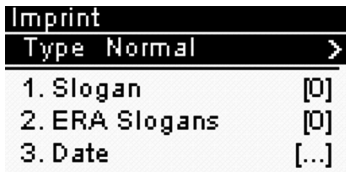
How to Change the Current 'Type of Imprint'

Once you are logged:

1. As User

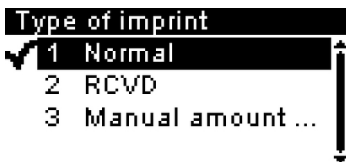


The Imprint screen is displayed.



2. Press [OK].

The Type of imprint screen is displayed.



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

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

4. Press  or  to return to the Home Screen.


Frequently Asked Questions

Machine check list

3

Processing Mail

Do I have enough credit?

Press  and type 1 to check credit balance.

To add credit, see [How to Add Credit to the Meter](#) on page 65.

Is the Weighing Platform properly zeroed?

Before laying envelope(s) on the weighing platform, your home screen should display 0 g.

If _g is displayed, perform a 'rezero' of the WP.

See [How to Re-Zero the Weighing Platform](#) on page 142.

Is there enough ink in the cartridge?

To display the level of ink in the printing ink cartridge, see [How to Display Ink Level and Cartridge Data](#) on page 182.



You can be warned when the available credit gets below a preset value (see [How to Set the Low-Credit Threshold](#) on page 139).

3.3 Processing [Standard] Mail

In this Section

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

About the 'Types of imprint', see also [The different Types of Imprint](#) on page 25 .

Applying Standard Postage

Sequence of Settings

The procedure below outlines steps to process mail.

As mail requirements differ from day to day, some of the settings may not be necessary, or their order may vary.






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



To set the imprint quickly, consider using **Job Memories**. The memories store imprint characteristics together with rates and, if activated, accounts. See [Using Job Memories](#) on page 57.



To select an option in the screen:

- **Highlight the option** using the arrow keys  and 
- **Always press**  to validate your selection.

How to Apply Standard Postage (Settings)

3

Processing Mail

Required settings:

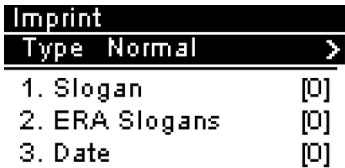
1. Make sure you are on the Home Screen of the Normal type of imprint .



The Home Screen indicates weight, postage and currently selected rate as illustrated below.

2. To change the type of imprint (if you are not in [Normal] mode) .

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



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

To change the type of imprint:

- Select the Type line.
- Press **[OK]** and then select **Normal** in the Type of imprint screen.
- Press **[OK]**.

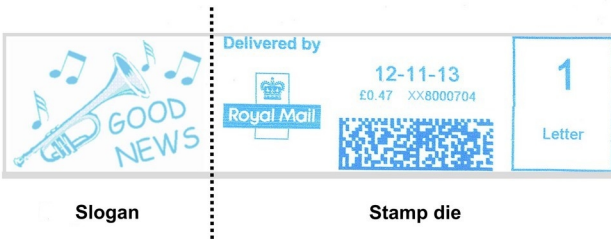
3. Additionally, you can configure imprint elements from the Imprint screen as follows.

Imprint with ERA



The Mailing System can contain up to 9 ERA slogans.

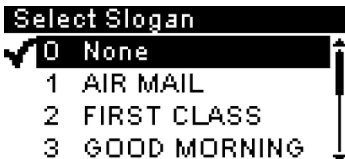
Imprint with Slogan



You can add an ERA or a slogan to 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 56.



To add or change the ERA:

- Select ERA.
- 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 55.

To check or change the date:


After 17:00, 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.
- Select a date option in the Date advance screen.
- Select for example No date advance for printing today's date. For more details, see [How to Change the Date on the Imprint](#) on page 53.

Press  or  to return to the Home screen.

4. Select a **Rate and services** option.

- Press  to open the Rate selection screen.

1st Inl Lett	£ 000.00
No services	00000 g

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

- Type a rate number to select a rate or display new rate options.
- Press **8** to select the Rate wizard and choose rate options in lists.

For more details, see [Selecting a Rate](#) on page 47.

You may also **enter the postage amount manually**: on the home screen, type directly the first figure of the amount using the keypad. For more details, see [How to Enter Postage Amount Manually \(Settings\)](#) on page 40.

You are now ready to weigh and print the mail piece.

Printing Mail

When you put a mail piece on the Weighing Platform, **Standard weighing** is automatically selected.

You can also enter weight manually if:

- your mail weight exceeds the capacity of your WP
- your selection of postage rate allows this mail weight.

To enter the weight manually, press  then select **1** or **Manual weight entry**.

To change the default weighing type permanently, see [Changing the default weighing type](#) on page 141.



If you need to change the current account before applying postage (on account-enabled configurations), see [How to Change Accounts](#) on page 46.

How to Apply Postage (Running Mail)

In Manual weight entry mode 

1. Press .
2. Select **> Manual Weight Entry** and press **[OK]**.

The following screen is displayed.

Manual Weight Entry

Enter the weight:

3. Enter the weight and press **[OK]** .

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

Gl.Val Z4	£ 013.85
No services	
04.12.13	02500 g



Mem:

4. Insert the mail piece or a label tape into the system, with the side to be printed facing upwards.



If a mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 203), you can print on a label instead. These are supplied by your local dealer.

The Mailing System applies the imprint on the mail piece.

In **Standard weighing mode** , you can print postage directly on mail pieces from the [Standard] Home Screen:

1. Put the mail piece on the WP.

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

1st Inl Lett	£ 000.47
No services	
02.12.13	00015 g



Mem: 1

2. Withdraw the envelope from the WP and insert it into the system, with the side to be printed facing upwards.



The Mailing System applies the imprint on the mail piece.



If a mail piece is bigger than mail path maximum thickness (see [Mail Specifications](#) on page 203), you may print on a label instead.



When you put a mail piece on the Weighing Platform, the weight value is saved when you remove it.

You can then print a batch of similar mail pieces (same weight) without weighing them each. To print a batch of mixed mail pieces (different weight), you need to weigh each mail piece before printing.

Applying Postage Manually Entered

3

Sequence of Settings

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

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

- Postage must be set manually to the desired amount.






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

Processing Mail



To select an option in the screen:

- Highlight the option using the arrow keys  and .
- Always press  to validate your selection.

How to Enter Postage Amount Manually (Settings)

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

1st Int Lett	£ 000.47
No services	
02.12.13	00015 g
Mem: 1	



2. Check or change the type of imprint.

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

To change the type of stamp:

- Select the Type line. The type of imprint is indicated on line 2 of the screen.
- Press **[OK]** and then select **[Manual Amount Entry]** in the Imprint screen.
- Press **[OK]**.

The **[Manual Amount Entry]** customizing screen appears.

```

Imprint
Type Manual amoun...>
1. Slogan [0]
2. ERA Slogans [0]
3. Amount [0.00]
  
```

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 56.

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 55.

4. Add or change the amount manually:

- Select **Amount**.

The **Manual Amount Entry** screen appears.

```

Manual amount entry
Enter the postage amount
  
```

```

£ . 0
  
```

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



When you are in the **Manual Amount Entry** mode, you can modify the amount by typing the amount with the keypad.

You can reset the value by pressing **[C]**

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 the Imprint](#) on page 53.

Press  or  to return to the home screen.

The Manual Homescreen appears:

```
Manual amount entry
      £ 000.20
02.12.13
-----
```



After 17:00, the mailing system automatically advances the postage date to the next day.

When the notification screen pops up please press **Yes** to confirm.

You are now ready to print.

Running Mail

To run mail, follow the procedure below after you have completed the sequence in [How to Enter Postage Amount Manually \(Settings\)](#) on page 40 .

How to Apply Postage Manually Entered (Running Mail)

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

1. Insert the mail piece (or a label tape) 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 203), you may print on a label instead.

3.4 Printing [Received] for Incoming Mail

3

Processing Mail

In this Section

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

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

See also

- To choose the type of imprint to use for each type of mail process, see [The different Types of Imprint](#) on page 25).



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

How to Process Incoming Mail (Settings)

Required settings:

1. **Make sure you are on the Home Screen of the [RCVD] type of imprint.**

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

Received Stamp

None

No date



2. To check or change the type of imprint .

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

The type of imprint is indicated on line 2 of the screen. To change it:

- Press **[OK]**
- Select **[RCVD]** from the Type of imprint screen
- Press **[OK]** to confirm.

The [RCVD] settings appear:

```

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

3. Press  or  to return to the Home Screen.

You are now ready to print.

Additionally, you can :

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

How to Process Received Mail (Running Mail)

On the [Received] Home Screen:

1. Insert the mail piece into the system, with the side to be printed facing upwards.



The Mailing System applies the selected imprint on the mail piece.

3.5 Settings Details

Changing Accounts


3

How to Change Accounts


To process mail pieces using another account, change the account as follows (varies with model).

To change accounts as User:

1. Either:

Press  and type 5
Or
Select the path: > **Account**

The list of accounts is displayed.

2. Select the desired account with Up and Down arrows then press **[OK]** .
 3. Press  to return to the home screen. The current account number is displayed.
-

Processing Mail

Selecting a Rate

Selecting a rate allows the mailing system to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for a big parcel, entered manually (see [How to Enter Weight Manually](#) on page 51).

The system provides you several ways to select a rate by using:

- A shortcut list in the form of a scale dashboard in the rate selection screen
- A wizard that asks you to choose class, destination, format and services in complete lists of options.





On the Home Screen, press  to select the default rate and re-zero weight.

How to Select a Rate

To select a rate:

1. Either:

Press 
Or
Press  and type 4
Or
Select the path: > **Rate selection**

The Rate selection screen is displayed.

1st Inl Lett £ 000.00
No services 00000 g

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

2. On this screen, you can:
 - Type a rate number **1 to 7** to select a rate or display rate options.
 - Press **8** to select the Rate wizard.
3. Follow the instructions on screen and, once you have chosen the rate and services, press **[OK]** to validate your selection.








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



Using the Rate Wizard

After selecting the rate Wizard, it will guide you through the selection process to select a rate and all associated postal services for that class of mail


To select an option on the screen:



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

- **Select Mail Class**
 - All the Rate mail classes loaded in the system are displayed in a list.
- **Select Destination**
 - Choose the destination you will send the mail with the buttons ( and ) and press **[OK]** to confirm.
- **Select Format**
 - Formats describe the mail piece types for the selected mail class.
- **Select Services**
 - All the services available for the mail class, destination and format you selected are displayed in a list (including 'No services').
 - After you select a service, any additional services available will be displayed.
- **Wizard Summary Screen**
 - Summary screen displays all the selections you have made.
 - If you place a weight on the platform, the postage for your selections is displayed.
 - Press **[Finish]** on the Wizard summary screen to set the postage value and rate settings on the Home Screen.



Before pressing Finish, you can press the Back  key to modify any of the wizard screens to change your final selection.

Choosing a Weighing Type

Details on the Weighing Types

Several weighing methods are available. The source of the weight is different according to the chosen weighing type.

-

Manual Weight Entry

In this mode, you enter the weight manually (see [How to Enter Weight Manually](#) on page 51), if you know it.

-

Standard Weighing

In this mode, you manually and successively put each mail piece on the Weighing Platform.



The standard weighing type is automatically selected when you put a mail piece on the Weighing Platform.

You can still enter the weight manually by pressing



Changing the Weighing Type

The Weighing type icon on the screen indicates which type is active.

To change the weighing type (See [Details on the Weighing Types](#) on page 49), follow the procedure below.


3

How to Change the Weighing Type

Processing Mail

To change the weighing type from the Home Screen:

1. Either:

Press 

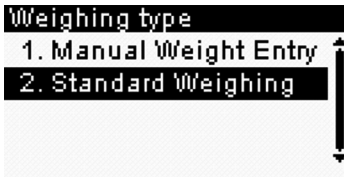
Or

Press  and type 2.1

Or

Select the path: > **Batch settings** > **Weighing type**

The Weighing type screen is displayed.



2. Select the weighing type and press **[OK]**.
-

Entering Weight Manually

You can enter weight manually if:

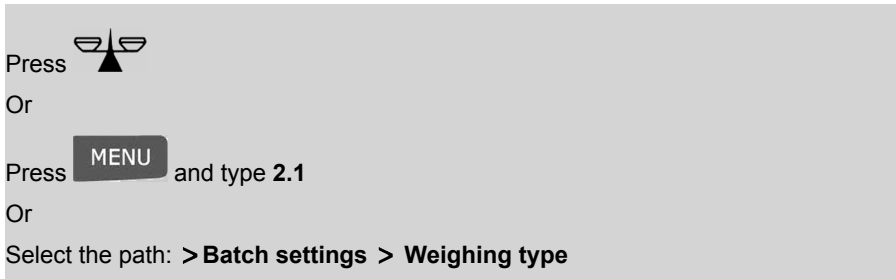
- your mail weight exceeds the capacity of your WP
- your selection of postage rate allows this mail weight.



In this case, you can print the postage on a label to stick onto the mail piece.

How to Enter Weight Manually

To enter the weight manually from the Home Screen:

1. Either:



Press 
Or
Press  and type **2.1**
Or
Select the path: > **Batch settings** > **Weighing type**

The Weighing type screen is displayed.


2. Select **Manual weight entry** (or type 1).

The Manual weight entry screen is displayed.

Manual Weight Entry

Enter the weight:

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

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

Configuring the Imprint



3

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

- Changing printed date.
- Adding a pre-loaded Slogan to the left of the imprint.
- Adding a pre-loaded ERA to the left of the imprint.

Navigating in the Imprint Settings

When you have selected the type of imprint:

- Press  and type **1** to access the configuration menu of the type of imprint.
- Press  to return to the type of imprint home screen.

Changing the date on the imprint

Advancing the Date

The Date Advance function allows you to change the date printed on the mail pieces, for future sending.



After 17:00, 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 on the Imprint

To change the date that will be printed as User:

1. Either:

Press **MENU** and type 1
Or
Select the path: > **Imprint**

The Imprint screen is displayed.

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

2. Select **Date** and press **[OK]** (or type 3).

The Date advance screen is displayed.

```
Date
Current : 05.12.13
✓ 0 No date advance
1 Today + 1 Day
2 Today + 2 Days
```

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.



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

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

Adding an ERA or an Ad Slogan to the Imprint

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

Imprint with slogan



Imprint with ERA



You can add an ERA or a slogan to the imprint.

See also

- The supervisor manages the lists of the available ERAs and slogans. See [Managing ERAs](#) on page 173 and [Managing Slogans](#) on page 170 .

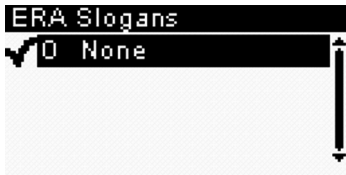
How to Add (or Cancel) an ERA on the Imprint


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

1. Either:

Press **MENU** and type 1
Or
Select the path: > **Imprint**

2. Select **ERA** and press **[OK]** (or type 2).
The ERA Slogans screen is displayed.



3. Select the desired ERA in the list or None for printing no ERA.
The  icon indicates the current selection.



If a slogan is already selected, a warning message appears to notify that the ERA selection will replace the current slogan. Make sure you do want to replace the slogan before confirming the ERA selection.

4. Press **[OK]** to validate your selection.
The Imprint screen is displayed with updated parameters.

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

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

1. Either:

Press **MENU** and type 1
Or
Select the path: **> Imprint**

2. Select **Slogan** and press **[OK]** (or type 1).

The Select Slogan screen is displayed.

```
Select Slogan
✓ 0 None
  1 AIR MAIL
  2 FIRST CLASS
  3 GOOD MORNING
```

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

The ✓ icon indicates the current selection.



If an ERA is already selected, a warning message appears to notify that the slogan selection will replace the current ERA. Make sure you do want to replace the ERA before confirming the slogan selection.

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

The Imprint screen is displayed with updated parameters.

Additional information

The supervisor manages the lists of the available:

- ERAs (See [Managing ERAs](#) on page 173).
- Slogans (See [Managing Slogans](#) on page 170).

Using Job Memories



If your mail requires different settings such as:

- Specific postal rate
- ERA or slogan
- Department to charge

then, the job memories are the solution.

All your settings are stored in a single memory.

Just press job memory key instead of multiple keystrokes to select all the required elements.

Highly recommended for repetitive tasks.

The Job Memories allow you to create a imprint preset with:

- **Slogan**
- **ERA**
- **Rate**

in the [**Normal**] type of imprint.

In account-activated configurations (depends on model), job memories can include **accounts**, allowing you to associate default rates to accounts.

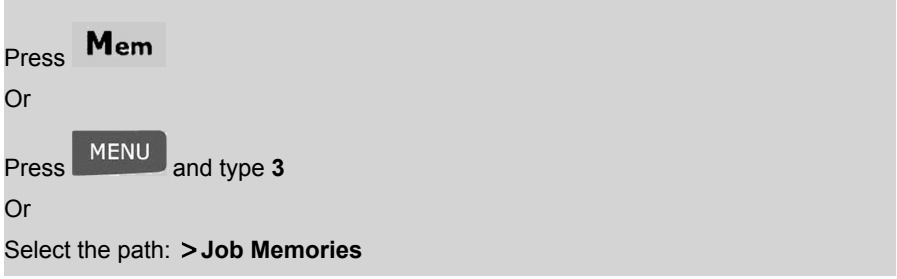
See also

- To prepare job memories as supervisor, see [Job Memories](#) on page 151.

How to Use a Job Memory

To use a job memory:

1. Either:



Press **Mem**
Or
Press **MENU** and type **3**
Or
Select the path: **> Job Memories**

The job memories list is displayed.

2. Select a job memory in the list.
3. Press **[OK]** to validate and apply memory parameters.

The job memory area (**Mem**) of the Home Screen displays the current job memory name.

4 Money Operations

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

- 4.1 Overview61**
- 4.2 Managing Credit63**
 - How to Check the Meter Credits63
 - How to Add Credit to the Meter65
- 4.3 Unlocking the Meter (Postal Inspection)67**
 - How to Unlock the Meter67

The Postage Meter

- The Meter, located under the system, handles the credit (or money) in your Mailing System.
- The Meter 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 or a telephone line (See [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 155).

Managing Credit

As an user, you can carry out the following operations dealing with credit in your mailing system:

- Check the available credit in the Meter.
- Add credits to the Meter.

The credit operations trigger a connection of the mailing system to Postal Services through an Internet connection or the telephone line.



To trigger manual calls if the Mailing System connection type is **PC Meter Link** , see [PC Meter Link Application](#) on page 115

Tracking Credit

- You can generate reports on the use of the credit as all mailing operations involving postage are recorded in the Mailing System.
- To generate reports, see [Reports](#) on page 85 .



If the connection type is **PC Meter Link** , the functions mentioned above are no longer available from your Mailing System screen.

4.2 Managing Credit

Checking Credit



You can check the total postage used and the remaining credit in the Meter at any time, and particularly before mailing sessions, to check that the credits are sufficient to complete your current task.

How to Check the Meter Credits

Use the following procedure to display remaining credit.

To check the credit in the machine:

1. Either:

Press 
Or
Press  and type 7
Or
Select the path: > **My Credit**

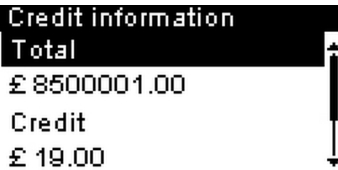
The Credit menu is displayed.

```
Credit
1. Credit information
2. Credit
3. Audit
```

2. Select the menu path:

Credit information (or type 1).

The screen displays the current amounts.

A screenshot of a terminal window with a black background and white text. The text is as follows:

```
Credit information
Total
£ 8500001.00
Credit
£ 19.00
```

A vertical cursor bar is positioned to the right of the text, with a small upward-pointing arrow at the top and a downward-pointing arrow at the bottom, indicating the current line of the cursor.

Adding Credit

You can add credit to the Mailing System by indicating an amount to add. The Mailing System then connects to the Postal Server and validates the operation.

How to Add Credit to the Meter

To add credit to the Meter:

1. Either:

Press 

Or

Press **MENU** and type 7

Or

Select the path: **> My Credit**

2. Select **Credit** (or type 2).
3. If the system asks for a PIN code, enter the code using the keypad and press **[OK]**.

The 1st **Credit** screen is displayed. You can check min. and max. credit amounts authorized.

```
Credit
Minimal reset amount
£ 10.00
Maximal reset amount
£ 50000.00
```

Press **[OK]**. A 2nd **Credit** screen is displayed.

```
Credit
Credit available
£ 0000000029.80
Basic unit for r... £ 1.00
Amount of Credit to add
£ 0.00
```

By default, the system proposes the value of the previous funding operation.

4. Enter the amount to add using the keypad (use C to clear a digit, twice to clear the field).

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 value 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.

6. You can open the Credit information screen to check the new values (see [How to Check the Meter Credits](#) on page 63).

See also

- As supervisor, you can set the mailing system to ask for a PIN code for crediting: see [How to Set/Cancel a Credit PIN Code](#) on page 140.
-

4.3 Unlocking the Meter (Postal Inspection)

Manual Call

- The postal service requires your postage Meter 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 Services to unlock the Meter.


How to Unlock the Meter

To unlock the Meter and manually connect to the Postal Services:

1. Either:

Press 

Or

Press  and type 7

Or

Select the path: **> My Credit**

2. Select **Audit** (Or type 3).
The system asks for confirmation.
3. Press **[OK]** to connect to the Postal Services.

If the audit is successful, the system displays a successful message and then, press **[OK]**.

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



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

5 Managing Accounts and Access Rights

This section describes how you can manage accounts as supervisor to track the postage funds usage (depends on the model) and/or set access rights to the mailing system.

- 5.1 Accounting and Access Rights Overview71**
- 5.2 Setting up 'Machine PIN Code'73**
 - How to activate 'Access control' and set the 'Machine PIN code'73
- 5.3 Selecting an 'Account Mode'74**
- 5.4 Guidelines to Setup Account Modes75**
 - How to Change the Shared PIN Code76
- 5.5 Selecting an 'Account Mode'79**
 - How to Display and Change the 'Account Mode'79
- 5.6 Managing the Accounts80**
 - How to Create an Account81
 - How to View / Edit Account Parameters83
 - How to Activate / Deactivate an Account84
 - How to Delete an Account84

5.1 Accounting and Access Rights Overview

Postage Tracking and Access Control

Your mailing system allows you to track postage by account/department and provides security features to prevent unauthorized use.

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

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.

Then you can issue reports on each account usage (for information about reports, see [Reports](#) on page 85).

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.

The supervisor can associate PIN codes to accounts to restrict the usage of the accounts.

The Access Control Function

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

This allows you to protect the machine and restrict the usage of its credits.

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

- **No PIN code:** Free access
- **Unique system or Machine PIN code:** The user enters the PIN code to access the machine.
- **Account PIN code:** The user enter a PIN code to access the account associated with this PIN code.

5.2 Setting up 'Machine PIN Code'



This functionality is only applicable to machines where Accounting is not allowed (number of accounts = 0).

To check your number of accounts or upgrade your machine, see [Account Level \(Optional\)](#) on page 112

You can set a 'Machine PIN code' to open a session on your franking machine by activating the 'Access control' mode.

How to activate 'Access control' and set the 'Machine PIN code'

As supervisor (See [How to Log in as Supervisor](#) on page 128)

1. Either:

Press **MENU** and type **3.2.2**

Or

Select the path: **> Default user settings > System settings > Access control**

The Access control screen is displayed.

```
Access control
 1. ON
✓ 2. OFF

Back      OK
```

2. Select **ON** with up and down arrows

A screen to set the 'Machine PIN code' appears

```
Access control
Enter login PIN code:
 0000

      OK
```

3. Enter the PIN code and press **[OK]**.

5.3 Selecting an 'Account Mode'

Introducing the 'Account Modes'

In your mailing system, a single 'Account mode' allows you to set up both the Accounts and the Access control functions (see [Accounting and Access Rights Overview](#) on page 71).

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

		Access Control Function	
		No	Yes
Accounting activated	No	'No account'	'No account with access control'
	Yes	'Account'	'Account with PIN code'

5

5.4 Guidelines to Setup Account Modes

See also

- [Selecting an 'Account Mode'](#) on page 74 .

Setting up 'No account'

The 'No account' mode provides users with free access to the machine (Self-service type). This is the default mode in the machine.

Implementing 'No account'

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

'No Account' Management Menu

In No account mode:

No other setting is necessary for the “No account” mode.

Setting up 'No account with access control'

If you want to prevent unauthorized use of the mailing system and do not track accounts, use the “No account with access control” mode. This provides a single PIN code for all authorized users.

Implementing “No account with access control”

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

'No account with access control' Management Menu

In No Account with access control mode, the menu allows you to change the shared PIN code.

```
Account Management
```

```
Account with pin code
```

```
1. Account Mode Selec
```

```
2. Manage Account
```

How to Change the Shared PIN Code

As Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 5.2

Or

Select the path: > **Account Management** > **Change pin code**

The Change PIN code screen is displayed.

```
Change machine PIN cod
```

```
The defined PIN code u...
```

```
0000
```

```
Enter a new PIN code
```

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

Setting up 'Account'

In the 'Account' mode, users must select an account to process 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 'Account'

1. Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 79 and select the 'Account' mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 81 .



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

'Account' Mode Management Menu

In Account mode, the menu allows you to manage the accounts.

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

See also

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

Setting up 'Account with PIN Code '

In the 'Account with PIN code' mode, users must select an account and enter the associated PIN code to process mail. The user can change accounts at any time during mail processing.



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

5 Implementing 'Account with PIN Code'

1. Follow the procedure [How to Display and Change the 'Account Mode'](#) on page 79 and select the "Account with PIN Code" mode.
2. Create accounts with PIN codes as indicated in [How to Create an Account](#) on page 81 .



When you activate the 'Account with PIN code' mode, the system creates an account with PIN code '0000' by default.

'Account with PIN Code' Mode Management Menu

In Account with PIN code mode, the menu allows you to manage the accounts. You can manage the PIN code of an account in the account management screens.

```
Account Management
  Account with pin code
  1. Account Mode Selec
  2. Manage Account
```

See also

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

5.5 Selecting an 'Account Mode'

How to Display and Change the 'Account Mode'

See also

- [Guidelines to Setup Account Modes](#) on page 75 .

To display and change the “Account mode” as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 5.1

Or

Select the path: > **Account management** > **Account Mode Selection**

The Account Mode Selection screen is displayed.

Account Mode Selection

1. Account
- ✓ 2. Account with pin c
3. No account
4. No account with ...

In the screen, the current “Account mode” is selected.

2. Select another “Account mode”.
The system asks for a confirmation.
 3. Press **[OK]** to confirm.
 4. If required, enter the PIN code and press **[OK]** .
The Mailing System confirms that the “Account mode” has been changed.
-

5.6 Managing the Accounts

Selecting an Account Mode

You can only manage accounts in the mode Account or Account with PIN code .

Before creating accounts , see [Setting up 'Account'](#) on page 77 .

The maximum number of accounts you can create depends on the model.



Account names must be unique within the system.

Account Parameters

An account has the following parameters, displayed on the Add account screens:

Account creation summ...

Number	065
Name	DMT
PIN Code	0000
Status	Inactive

Param.	Format	Description
Number	11 alphanumeric characters	Number of the account. Two accounts cannot have the same number. An account number cannot be modified after the account is created. However, the account can be deleted.
Name	32 alphanumeric characters	Name of the account. Two accounts cannot have the same name.
PIN code	4 numeric characters	Users have to enter the PIN code to access the account. Only available in mode 'Account with PIN code'.
Status	Active / Inactive	Only active accounts are visible to users.

See also

- Printing the current account list: [Account List Report](#) on page 95 .
- Changing the maximum number of accounts: [Account Level \(Optional\)](#) on page 112

Account Management

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

See also

- [Account Parameters](#) on page 80 .
- Creating an account requires the 'Accounts' or 'Accounts with PIN code' mode to be active. See [How to Display and Change the 'Account Mode'](#) on page 79 .

How to Create an Account

To create an account as Supervisor (See [How to Log in as Supervisor](#) on page 128):

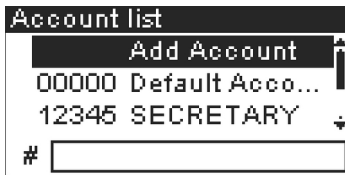
1. Either:

Press **MENU** and type **5.2.1**

Or

Select the path: **> Account management > Manage accounts > Kontoliste**

The Account list screen is displayed.



2. Select **>Add Account** .
3. Using the keypad:
 - Enter Account Number and press **[OK]**
 - Enter Account Name and press **[OK]**
 - Select the account status (active or inactive) and press **[OK]** .
 - Only in mode 'Account with PIN code' : type the account PIN code and press **[OK]** .
 - The Account creation summary screen is displayed.



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 three times the key "6").

4. Press **[OK]** to create the account.
-

Editing Accounts

Use the procedures below to modify an account name or status.
The account number cannot be modified.

How to View / Edit Account Parameters

To view or edit an account as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **5.2.1**
Or
Select the path: > **Account management** > **Manage accounts** > **Account list**

The Account list screen is displayed.

2. Select the account (or type its number) and press **[OK]** .
 3. Select **Edit / Modify** (or type **1**).
The Edit / Modify screen is displayed.
 4. Change each parameter using the keypad (use key **[C]** to clear characters). Press **[OK]** to display the next parameter.
The Account modification summary screen is displayed.
 5. Press **[OK]** to validate the changes.
-

Activating Accounts

Deactivated accounts are not visible to users.

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 Parameters](#) on page 83 .
 2. Change the status parameter (the button displays the current status: active or inactive) and press **[OK]** .
 3. On the Account modification summary screen, press **[OK]** to validate the changes.
-

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 Parameters](#) on page 83 .
2. On the Account management screen, select **> Delete** (or type **2**) instead of Edit/Modify .

A confirmation of account deletion is displayed.

6 Reports

This section explains how you can get and print out reports for the mailing system usage, credit usage, account usage, etc.

- 6.1 Report Overview87**
- 6.2 Generating Reports90**
 - How to Generate Reports (User)90
 - How to Generate Reports (Supervisor)91
- 6.3 Postage Data92**
- 6.4 Credit Data93**
- 6.5 Account Data95**
 - How to Generate the Account Report95
- 6.6 System Data98**
 - How to Generate a IP Configuration Report101
 - How to Generate a Proxy Configuration Report102

6.1 Report Overview

- As User or as Supervisor, you can get a range of reports to regularly: View, Print or Store information regarding the Mailing system Usage, Credit usage, Account expenditures, etc.
- Your Mailing System also uploads basic data that can be viewed online.
- Reports generally require a beginning Date and an End date. Typically, the reports are available on screen and can be printed out on an envelope, an external USB printer or saved on a USB memory device.
- Your Mailing System allows you to get reports on the activity over the past two years.

The table below lists the available reports.

List of Reports

Output on: L=Label (Or Envelope), S=Screen, P=USB printer (optional), F=USB memory device



Advanced Reports are not available on Alpha 1

Report name	Short description	Output	Page
POSTAGE DATA			
Daily usage	Consumption information (total items and total postage value) for each day of a selected period.	SPF	Daily Usage Report on page 92
CREDIT DATA			
Credit summary	Information on the funds usage in the machine (since the installation of the machine). Contents is limited to the history available in the Meter.	LSP	Credit Summary Report on page 93

Report name	Short description	Output	Page
Credit history	Last refill operations performed on the machine in a selected period.	SPF	Credit History Report on page 94
ACCOUNT DATA			
Account list	List of accounts in the machine (if installed) (supervisor only).	PF	Account Data on page 95
Single account	Usage on the account for a selected period of time.	S	Single Account Report on page 96
Multi-accounts	Usage on all accounts for a selected period of time.	PF	Multi Account Report on page 97
SYSTEM DATA			
Machine configuration	Supervisor settings (imprint default data, date advance, postal services, connections, MMI, ink cartridge, weighing, etc.)	PF	Machine Configuration Report on page 98

Report name	Short description	Output	Page
Base Events PSD Events	Events listed for diagnostics with customer service assistance only (supervisor only).	Base errors on page 99 Meter errors on page 100	
IP Configuration Report	IP configuration settings	IP Configuration Report on page 101	
Proxy Configuration Report	Proxy configuration settings	Proxy Configuration Report on page 101	

6.2 Generating Reports

Generating a report requires to select the desired report and how you want to display or record the report on:

- Screen.
- An envelope (or label tape).
- An external printer (if installed).
- A USB memory device.

Follow the procedures below as user or as supervisor.

How to Generate Reports (User)

To generate a report as a User:

1. Either:

Press  and type **6**

Or

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 parameters such as:
 - Period of time targeted (begin date, end date)
 - Desired account, etc.
 - Select or type the required parameters and press **[OK]**.
 - The Output selection screen is displayed.



Output selection varies according to the report selected.

5. Select an available output device and press **[OK]** .
The system sends the report details to the selected output.




When displaying a report **on screen** , use the arrow keys  and  to display the different pages of the report.

How to Generate Reports (Supervisor)

To generate a report as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press  and type 2
Or
Select the path: > **Reports**

2. Resume with the steps in [How to Generate Reports \(User\)](#) on page 90 .
-

6.3 Postage Data

Daily Usage Report

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

Requirements

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

Default period:

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

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

Output

- Screen.
- External printer (if installed).
- USB memory device.

Fields

Comments

Die number

On printed report only

For each day in the period:

- Day number.
 - Number of items processed (zero and non-zero).
 - Total postage value for this day.
-

See also

- [Generating Reports](#) on page 90 .

Credit Summary Report

This report displays information on credit usage since the machine has been installed (content is limited to the history available in the Meter).

Outputs

- Screen.
- Label or envelope.
- External printer (if installed).

Fields

Comments

Current date and time	Printed report only.
Meter status	Printed report only.
Die number	Printed report only.
credit used (ascending)	Total postage printed by the machine.
Credit available (descending)	Postage available for printing on the machine.
Control total	Total credit downloaded into the machine. 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.

See also

- [Generating Reports](#) on page 90 .

Credit History Report

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

Requirements

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

Outputs

- Screen
- External printer (if installed)
- USB memory device.

6

Reports

Fields

Comments

Period

Default period:

- Begin = Current date - 6 months
- End= Current date

Die number

On printed report only

For each postage download performed:

- Download date & time
- Credit amount
- New credit

Represents the new total amount available in the machine.

See also

- [Generating Reports](#) on page 90 .

Account List Report

This report displays the list of accounts in the machine.

Requirements

- The current access control mode has to be Account or Account with PIN code (See [Managing Accounts and Access Rights](#) on page 69)
- You have to be logged in as supervisor.

Outputs

- External printer (if installed)
- USB memory device.

Data

For each account:

- Account number.
 - Account name.
 - Status.
-

How to Generate the Account Report

To generate the report:

1. As supervisor (See [How to Log in as Supervisor](#) on page 128):

Press **MENU** and type **5.2.2**

Or

Select the path: **> Account management > Manage accounts > Account report**

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

Single Account Report

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

The default period of time is:

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

Requirements

- The current account mode has to be 'Accounts' or 'Accounts with PIN code' (see [Managing Accounts and Access Rights](#) on page 69).

Outputs

- Screen.

(For other outputs, see [Multi Account Report](#) on page 97 .)

Fields

Comments

Period

Die number

Report on screen only.

Account number

Account name

Number of items processed (zero + non-zero items)

Total postage value

See also

- [Generating Reports](#) on page 90 .

6

Reports

Multi Account Report

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

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

Requirements

- The current account mode has to be 'Accounts' or 'Accounts with PIN code' (see [Managing Accounts and Access Rights](#) on page 69).
- You have to specify the period for the report (Begin and End dates).

Default period:

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

Outputs

- USB printer (if installed).
- USB memory device.

Fields

Comments

Period

Die number

For each account:

- Account Number
- Account name
- Number of items processed (zero + non-zero items)
- Total postage value.

On printed report only.

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

See also

- [Generating Reports](#) on page 90 .

Machine Configuration Report

This report displays all supervisor settings.

Requirements

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

Outputs:

- External printer (if installed)
- USB memory device.

Fields

Imprint default settings (Default ERA, Default Ad die, Default Rate).

Date advance parameters

Funds settings (High value, Low Credit)

Connections settings (phone numbers)

System settings including, for example:

- MMI settings (language, default home screen, sleep mode timeout, backlight)
 - Weighing settings (Geo code, weight threshold, rounding mode)
 - Connection settings.
-

See also

- [Generating Reports](#) on page 90 .

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.

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 Reports](#) on page 90 .

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


6

Reports

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.

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 Reports](#) on page 90 .

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.

Output

The IP Configuration Report outputs are:

- Screen
- USB printer
- USB memory device

How to Generate a IP Configuration Report

To generate a IP Configuration Report:

1. See [Generating Reports](#) on page 90 .
-

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 Reports](#) on page 90 .
-

7 Online Services

Online Services for your mailing system allows 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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	How to Call Online Services Manually	108
	How to Test the Connection to Online Services	109
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	How to Upload Report Data to the Services Server	111
7.4	System Online Services	112
	How to check your number of accounts	113

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 (optional)** : 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 163)
- **Ink alerts (optional)** : Never run out of ink again! The online server monitors your mailing machine ink supply and e-mails an alert notification when it is time to re-order.
- **Remote diagnostics and technical support** : experienced technical professionals analyze your mailing machine's error logs, diagnose your mailing machine before an on-site service visit and your system software can be updated remotely, reducing service delays.
- **Slogan download** : Order a new slogan 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 / telephone you use to add postage to your meter.

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



If the connection type is **PC Meter Link** , some of the functions mentioned above are no longer available from your Mailing System Online Services menu.

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 or PC Meter link or a live analogue telephone line so that it can link to the Online Server automatically whenever required.

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

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

For the Ink Management service, the mailing system automatically connects when it's time to re-order ink supplies.



It is strongly recommended that you leave the mailing system turned on, in 'Sleep mode', and connected to a network or a live analogue telephone line 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, slogans/ERA or messages) or to enable features and options (weighing platform capacity, number of accounts...).



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

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




To trigger manual calls if the Mailing System connection type is **PC Meter Link** , see [PC Meter Link Application](#) on page 115 .

If the connection type is **PC Meter Link** , manual calls are no longer available in **My Credit** menu and **Online Services** menu of your Mailing System screen.

How to Call Online Services Manually

To trigger a generic call as a User:

1. Either:

Press  and type **9.3**
Or
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 166 .
-

How to Call Online Services Manually

To trigger a generic call as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **10.3**

Or

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 166 .

7

Online Services

Synchronising Call

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

This call updates the automatic call schedule of the machine and the options (see [Options and Updates](#) on page 163).

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 155)
- Indicates that the LAN is functional
- Indicates that the modem (optional) is functional
- Indicates that the server can be contacted

- Test server

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



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




If the connection type is **PC Meter Link** , **Ping server** menu and **Test server** menu no longer appear on your Mailing System screen.

How to Test the Connection to Online Services

To ping the server logged as User:

1. Either:

Press  and type **9.1**

Or

Select the path: > **Online Services** > **Ping server**

2. **Logged as Supervisor** (See [How to Log in as Supervisor](#) on page 128):

Press  and type **10.1**

Or

Select the path: > **Online Services** > **Ping server**

To test the server logged as User:

1. Either:

Press **MENU** and type **9.2**

Or

Select the path: **> Online Services > Test server**

2. **Logged as Supervisor** (See [How to Log in as Supervisor](#) on page 128):

Press **MENU** and type **10.2**

Or

Select the path: **> Online Services > Test server**

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

7.3 Uploading Statistics (Optional)

Automatic calls upload report data to the Services server at the end of each month.

You can also trigger a manual call to display reports that integrate the latest figures on your Services web page.



Your system uploads basic statistic data for basic postal expense management reporting.



If the connection type is **PC Meter Link** , **Upload Statistics** menu does no longer appear on your Mailing System screen.

The statistics collection contract can be:

- Basic.
- Enhanced.
- Advanced (Recommended only for LAN connected mailing systems).

How to Upload Report Data to the Services Server

In the Supervisor Mode

1. See [How to Log in as Supervisor](#) on page 128 :

Press **MENU** and type **10.7**

Or

Select the path: > **Online Services** > **Upload data**

The call to the server is triggered.

7.4 System Online Services

Ink Management Service (Optional)

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.

7

Online Services

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 (Optional)

According to the franking machine you ordered, accounts may be not available. It is possible to get accounts or increase their number by upgrading your system.



To upgrade your system, please contact your Customer Service.

See also

- [Managing Accounts and Access Rights](#) on page 69

How to check your number of accounts

1. **As Supervisor** (See [How to Log in as Supervisor](#) on page 128):

Press **MENU** and type **8.1**

Or

Select the path: **> Options and updates > Options list**

The Options list screen is displayed (order may differ from the picture below).

```
Options list
Check for updates
1 Ink Management
2 Statistics upload
3 Slogans level - 10
```



Here, the number is 0, then you have access to 'Access Control'.

8 PC Meter Link Application

This section describes the PC Meter Link application functionalities.

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8.1 PC Meter Link Application Overview

The PC Meter Link application performs all the Mailing System calls to servers by using the internet connection of your PC.

This application allows you to trigger manual calls to servers from your PC for:

- **Credit management**
- **Online services**
- **Maintenance**
- **Support**
- **Settings**



To use the PC Meter Link application, the Mailing System connection type must be set to **PC Meter Link**, see [Connection Settings](#) on page 155.

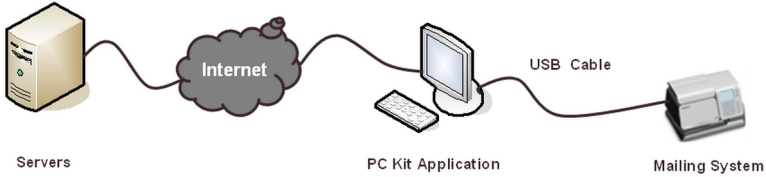


If the connection type is **PC Meter Link**, manual calls are no longer available in **My Credit** menu and **Online Services** menu from your Mailing System screen. With the **PC Meter Link** connection type, manual calls are only available from the PC Meter Link application.

Connectivity

The PC Meter Link connectivity is set as follows:

- The PC Meter Link application is running on your PC.
- Your Mailing System is connected to your PC through an USB cable.
- Your PC is connected to the Internet to have access to servers.



When the connection to the Mailing System is available, all the PC Meter Link application menu on your screen are accessible.

If the connection to the Mailing System is not available, only the **Support** menu is accessible.



Click on the **[Check connectivity]** button for diagnostic.



8

PC Meter Link Application

PC Meter Link application status of connection

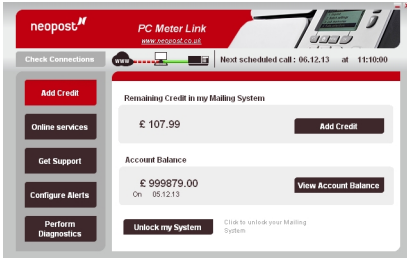


The PC Meter Link application status of connection appears in the System Tray with the following pictograms:

- to notify an alert, a warning, an error.
- to notify that all connections are available.
- to notify that at least one connection is not available.
- to notify that a call is in progress.

8.2 Credit Management

This section describes functions related to calls for adding and managing funds in the Mailing System.



- **Display remaining credit** in your Mailing System
- **Add credit** to your Mailing System
- **Display account balance**
- **Get account balance**
- **Postal Inspection** to unlock you Mailing system

Note concerning your **credit management** :

- **Add credit function** :

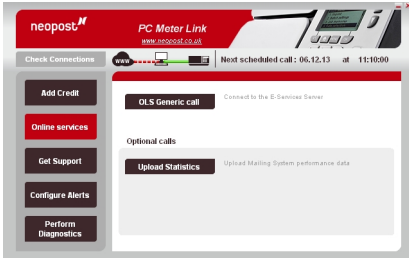
When you click on this function, enter your credit amount in the displayed dialog box. Click on 'OK' to validate.

– You need to confirm a second time your credit. Then, A connection to server is established and after your account balance displays your new credit.

– When the available credit becomes smaller than the low credit threshold, the system displays a warning to you.

8.3 Online Services

This section describes functions related to calls for Online Services.

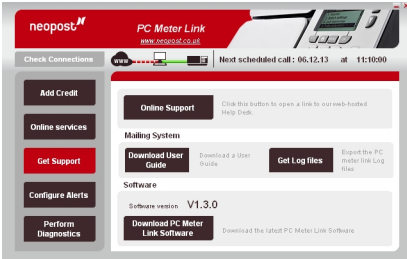


The Online Services screen allows you to:

- **Call E-Services Server .**
- **Upload statistics to the server .**

8.4 Support

This section describes functions related to PC Meter Link application software and support. It also gives access to the Mailing System user guide.

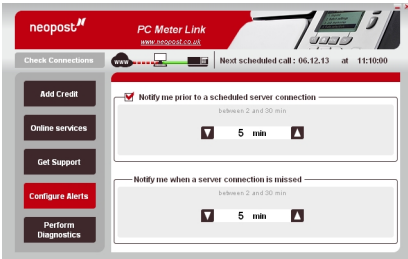


The Support screen allows you to:

- Access the customer knowledge base **Online Support** .
- Download the **Mailing System User Guide** .
- Get the **Log files**
- Check the latest PC Meter Link **Software version** .
- Download the latest **software version** .

8.5 Configure Alerts

This section describes the settings of the PC Meter Link application that you can manually modify.

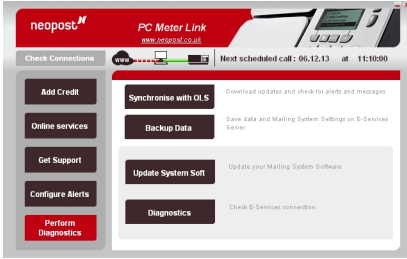


The Configure Alerts screen allows you to be notified of:

- **A scheduled server connection Alert .**
- **A missed server connection .**

8.6 Maintenance

This section describes functions related to calls for the Mailing System maintenance (diagnostics, software download, etc).



The Maintenance screen allows you to:

- **Resynchronise** your Mailing System with OLS.
- **Backup settings** to save your Mailing System settings.
- **Update** your Mailing System software.
- Perform **Diagnostics** (Ping OLS, Test OLS, Upload diagnostics)

9 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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9.1 Settings Overview

This section describes two types of settings:

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



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 23 , [Maintaining your Mailing System](#) on page 179 , etc.

User Settings

The user settings described in the sections below are:

- Setting the display language
- Adjusting the screen contrast.

Supervisor Settings

The mailing system has one supervisor PIN code that allows you to configure the mailing functions 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 sleep modes time-outs
- Set credit warnings (high amount, low credit) and activate a crediting PIN code
- Reset the weighing platform
- Design a default imprint (rate, ERA, slogan) and activate the Automatic Date Advance function
- Enter connection parameters.

9.2 Logging in / out as the 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 as User:

1. Either:

Press **MENU** and type **13**
Or
Select the path: **> Supervisor**

The Login screen is displayed.

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

The supervisor Main menu is displayed.

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



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

Exiting the Supervisor Mode

Follow the procedure below to exit the supervisor mode. This is necessary to return to the user mode.

How to Exit the Supervisor Mode

To exit the Supervisor mode:

1. You need to:

Press .

The machine goes to 'Sleep mode' and supervisor is logged out.

9.3 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 logged as User:

1. Either:

Press  and type 11.1

Or

Select the path: > **Preferences** > **Language**

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



This is a user setting that only lasts as long as you are logged in. the standby mode will delete this setting.

Setting Default Display Language

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

How to Change the Display Language by Default

To change the User language by default logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **3.1.1**

Or

Select the path: **> Default User Settings > Default User Preferences > Language**

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

9.4 Adjusting the Display Contrast

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 logged as User:

1. Either:

Press  and type **11.2**

Or

Select the path: > **Preferences** > **Contrast**

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



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

Setting the 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 change the display contrast by default logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press  and type **3.1.2**

Or

Select the path: > **Default user settings** > **Default user preferences** > **Contrast**

2. Use the  or  button to increase or decrease the contrast. The screen updates to the new setting.
3. Press  to exit.

9.5 System Timeouts

As **User or Supervisor** , you can change the following system time-outs:

- **'Sleep timeout'** : Period of inactivity after which the machine automatically turns to 'Sleep mode'.
- **'Soft off timeout'** : Period of inactivity after which the machine automatically turns to 'Soft off mode'.

These modes are described in section [Power Management](#) on page 21 .

How to Change the 'Sleep timeout' (User)

To change the “Sleep time-out” logged as **User**:

1. Either:

Press **MENU** and type **2.3.1**

Or

Select the path: > **Batch settings** > **Time out settings** > **Sleep timeout**

The Sleep timeout screen is displayed.

Sleep timeout

Enter value [1-120]

30 min

Cancel OK

2. Enter the new value of the 'sleep timeout'.
3. Press **[OK]** to validate.

The Time out settings screen is displayed.

How to Change the 'Soft off time-out' (User)

To change the “Soft off time-out” logged as User:

1. Either:

Press **MENU** and type **2.3.2**

Or

Select the path: > **Batch settings** > **Time out settings** > **Soft off timeout**

The Soft off time-out screen is displayed.

Soft off timeout

Enter value [1-9999]

8 h

Cancel OK

2. Enter the new value of the 'Soft off time-out'.
3. Press **[OK]** to validate.

The Timeout settings screen is displayed.



How to Change the 'Sleep time-out' (Supervisor)

To change the "Sleep time-out" logged as Supervisor (See [How to Log in as Supervisor](#) on page 128) :

1. Either:

Press **MENU** and type **3.5.1**

Or

Select the path: **> Default user settings > Time out settings > Sleep timeout**

The Sleep timeout screen is displayed.

Sleep timeout
Enter value [1-120]
30 min
Cancel **OK**

2. Enter the new value of the "sleep time-out".
3. Press **[OK]** to validate.

The Time out settings screen is displayed.

How to Change the 'Soft off timeout' (Supervisor)

To change the Soft off time-outs logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

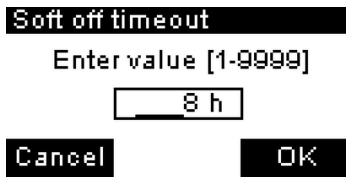
1. Either:

Press **MENU** and type **3.5.2**

Or

Select the path: > **Default user settings** > **Timeout settings** > **Soft off timeout**

The Soft off timeout screen is displayed.



2. Enter the new value of the “soft off time-out”.
3. Press **[OK]** to validate.
The Time out settings screen is displayed.



9.6 Credit Warnings

The 2 possible types of Credit Warning are:

- High value.

The Mailing System warns you that the postage amount that you have typed is higher than a preset value.

This high-amount warning prevents you from accidentally printing high postage amounts.

- Low credit threshold.

The Mailing System warns you that funds remaining in the Meter are getting low (low-funds threshold).

High value

How to Set the High-Value Warning Amount

To set a high-value warning amount logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **3.2.1**

Or

Select the path: **> Default user settings > Base settings > High value**

2. Enter the high-value warning amount **Or**

If you want to disable the warning function, press **[C]** and enter **0** as amount.

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

Low credit threshold

How to Set the Low-Credit Threshold

To set a low-credit threshold logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **3.4.1**

Or

Select the path: > **Default user settings** > **Credit settings** > **Low credit threshold**

2. Enter the low-credit warning amount **Or**
If you want to disable the warning function, press **[C]** and enter **0** as amount
 3. Press **[OK]** to validate.
-

9.7 Credit PIN Code

You can create a credit PIN code to control access to only those who are authorized to add postage. (see [Money Operations](#) on page 59).

How to Set/Cancel a Credit PIN Code

To set a crediting PIN code logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **3.4.2**

Or

Select the path: **> Default user settings > Credit settings > Credit PIN code**

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

9.8 Weighing Settings

The weighing settings include:

- Changing the default weighing type
- Zeroing the weighing platform.
- Setting the GEO code that corresponds to the geographical location of the Mailing System.

Changing the default weighing type



Available weighing types are :

- **Standard Weighing** to weigh a mail piece with the Weighing Platform,
- **Manual Weight Entry** to enter manually a weight value.

How to change the default weighing type

To change the default weighing type as Supervisor (See [How to Log in as Supervisor on page 128](#)):

1. The Weighing type screen appears
The Weighing type screen appears

2. Select the new default weighing type with  and .

3. Press  to confirm.

Zeroing the Weighing Platform

You can reset the Weighing Platform in the following ways:

- **Set to zero** : Resets the weight to zero
- **Re-zero** : Physically adjusts the weighing platform to zero.

How to Zero the Weighing Platform

To zero the Weighing Platform logged as User:

1. Either:

Press **MENU** and type **2.2**

Or

Select the path: > **Batch settings** > **Reset WP**

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

How to Re-Zero the Weighing Platform

To re-zero the Weighing Platform logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **6.1**

Or

Select the path: > **Machine settings** > **Reset WP**

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

GEO Code

The Weighing Platform provide mail piece weights that have to be corrected according to the geographical location of the mailing system, as weights can change with altitude and latitude.

The correcting geo code may be entered:

- Automatically with Online Services.
- Manually.

How to Change the GEO Code

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



Changing the GEO code modifies the weight values the mailing machine delivers. Make sure you enter the correct parameter.

To change the GEO code as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **6.2**

Or

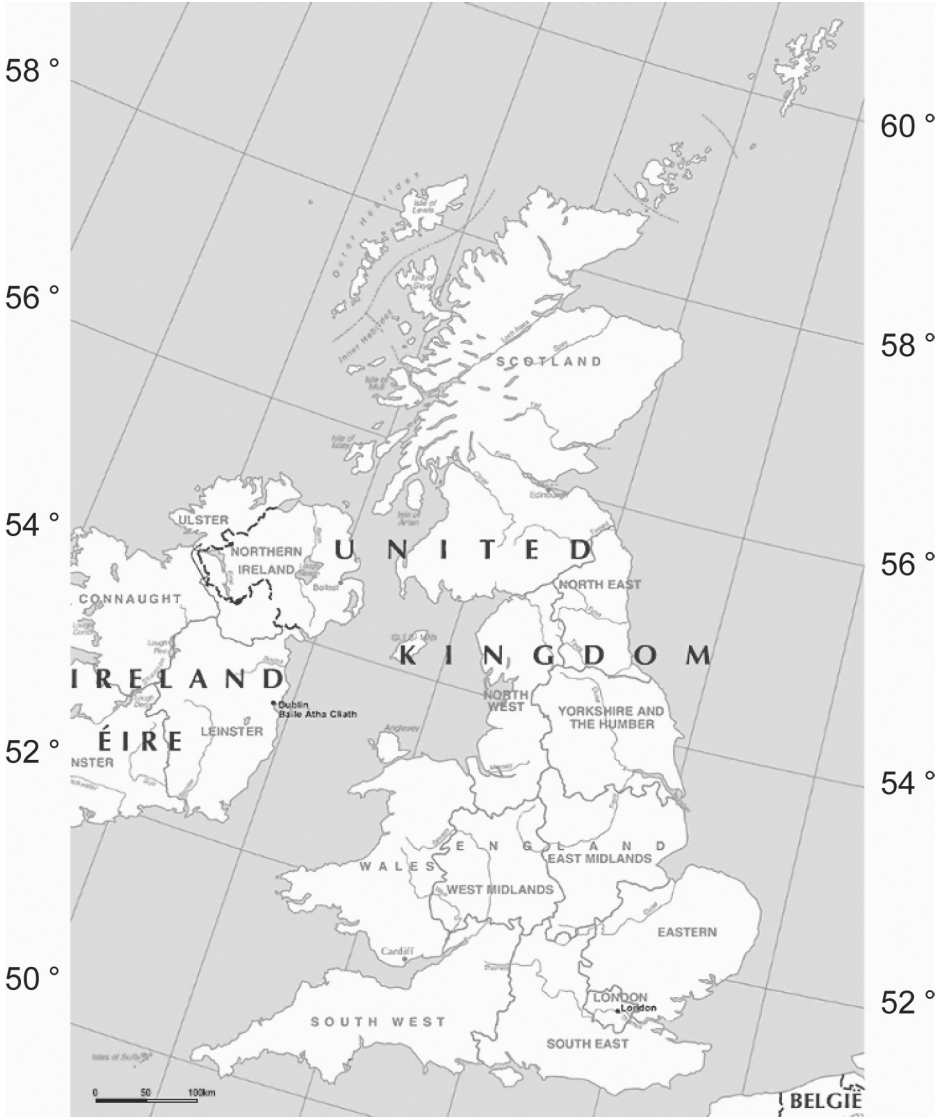
Select the path: > **Machine settings** > **GEO code**

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.
-

GEO Code

9

Configuring your Mailing System



9

Configuring your Mailing System

	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 °								

9.9 Imprint Default Settings

The settings of the imprint 'by default' (applied to all user sessions) include:

- **Imprint default settings** : default rate, ERA and slogan
- **Automatic Date Advance** : enables early date change to allow mail processing with a new printed date after post office closing hours.

Imprint Default Settings

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

- Rate
- ERA
- Slogan
- Activation/De-activation of Automatic Date Advance

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

How to Change the Default Rate

To change the default rate logged as Supervisor (See [How to Log in as Supervisor on page 128](#)):

1. Either:

Press **MENU** and type **3.3.3**

Or

Select the path: > **Default user settings** > **Default imprint parameters** > **Default rate**

2. The following message is displayed : To default a rate, press **[OK]** .
Press **[OK]** to accept.
3. Select the default rate using the rate wizard.
4. Press **[OK]** to validate.

See also [Managing Postal Rates](#) on page 175

How to Change the Default ERA

To change the default ERA logged as Supervisor (See [How to Log in as Supervisor](#) on page 128) :

1. Either:

Press **MENU** and type 3.3.1

Or

Select the path: > **Default User Settings** > **Default Imprint Parameters** > **Set Default ERA**

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

See also

- [Managing ERAs](#) on page 173

How to Change the Default Slogan

To change the default slogan logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 3.3.2

Or

Select the path: > **Default User Settings** > **Default Imprint Parameters** > **Default slogan selection**

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

See also

- [Managing Slogans](#) on page 170

Automatic Date Advance

The Auto Date -Advance function automatically proposes, at a preset time, to change the date printed on mail pieces 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 automatically print Monday's date on the envelopes.



After 17:00, 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 Set the Automatic Date Advance Function

To select auto date-advance time and days logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press  and type **3.3.4**

Or

Select the path: **> Default user settings > Default imprint parameters > Automatic date advance**

The Automatic date advance setting screen is displayed.


```
Auto date advance setting
Active
```

```
1. Activate/deactivate
```

```
2. Set Hours
```

```
3. Set working days
```

The second line of the screen indicates whether the function is active or not.

2. To change the function state, press **[OK]** or type **1** to access the Activate/Inactivate screen and change the function state.
Select ON and press **[OK]** to enable the Auto Date-Advance function.
3. To set the changing time, select Set hours and press **[OK]** (or type **2**).
4. Enter the Automatic Date-Advance time (00:00 hours is not allowed) and press **[OK]** .
5. To set working days, select Set working days and press **[OK]** (or type **3**).
6. Select or deselect each day by pressing **[OK]** and using the up/down arrows.
7. Press  to validate and exit.

9.10 Job Memories

The Job Memories are presets for imprint types that the users of the machine can quickly recall to save time and benefit from a simpler machine operation (See [Using Job Memories](#) on page 57).

As supervisor, you can create, edit/modify and delete the Job Memories.

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

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

Job Memory Content

The table below gives the content of a Job memory.

Imprint settings	ERA OR Slogan. Date mode. Rate (and weight if different from zero at rate setup).
Account setting	Account number (if any).

Your machine can store up to 5 Job memories.

Managing Job Memories

Follow the procedure below to create an Job memory.

How to Create a Job Memory

To create a Job memory logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

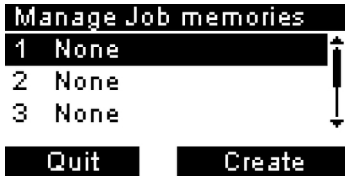
1. Either:

Press **MENU** and type 4

Or

Select the path: **> Job Memory Management**

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



2. Select a line named None in the list.
 3. Press **[OK]** to create a new job memory.
 4. Enter the name of the new job memory, then press **[OK]** .
 5. Select parameters and press **[OK]** to validate and display the next list of parameters (you can also modify the parameters later).
 6. Repeat the previous step until the system displays the name of the new job memory in the list.
-

How to Edit / Modify a Job Memory

To edit or modify a Job memory logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 4


Or

Select the path: > **Job Memory Management**

2. Select an job memory in the list.
3. Press **[OK]** to validate.
4. Select the menu path > **Edit** (or type 1)

The Job Memory Modification screen is displayed.

```
Job memory:
Name      Test 1
ERA       None
          Normal
Finish    Modify
```

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

How to Delete a Job Memory

To delete a Job memory logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 4

Or

Select the path: > **Job Memory Management**

2. Select a Job memory in the list of the memorized Job memories.
 3. Press **[OK]** to validate.
 4. Select the menu path > **Delete** (or type 2).
 5. Press **[OK]** to confirm to delete the Job memory.
-

9.11 Connection Settings

Connection to the Postal Services or Online Services

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

- A **PC Meter Link** application with an Internet access.
- An **Internet access** through a high-speed Internet Connection (e.g. DSL, Cable Broadband).
- An **analog / fax telephone line** through a **Modem** (optional).

PC Meter Link, Modem (optional) use USB ports of the Mailing System.

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



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



To trigger manual calls when the Mailing System connection type is set to **PC Meter Link**, see [PC Meter Link Application](#) on page 115

See also

- To physically connect the USB adaptor to the system, see [Connections](#) on page 19

How to Select a Postal/Online Services Connection

To select the postal/Online Services connection logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **9.1**

Or

Select the path: **> Communication Settings > Postal Access**

The Postal Access screen is displayed.

2. To use the the PC Meter Link, select PC Meter Link and press **[Ok]** .
To use the LAN, select LAN and press **[Ok]** (or type **2**).
To use an analogue telephone line modem (optional), select Modem and press **[Ok]** (or type **1**).
 3. For further settings, see:
For PC Meter Link: [How to Set PC Meter Link Parameters](#) on page 158
For LAN: [How to Set LAN \(High-speed Internet\) Parameters](#) on page 157
Modem (optional): [How to Set the Analog Modem Parameters](#) on page 159 .
-

Connection Settings

See also

- To physically connect the PC Meter Link, the LAN, or a USB modem (optional) to the system, see [Connections](#) on page 19 .

LAN Settings



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

When the LAN connectivity is activated, the Mailing System can connect to the server via a LAN connection.

How to Set LAN (High-speed Internet) Parameters

To set the parameters of the LAN logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **9.2**
Or
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. Press **[OK]** four times for a standard LAN configuration.
-



PC Meter Link Settings



Make sure the PC Meter Link application is installed on your PC before selecting the **PC Meter Link** connection type, see the installation guide for further information.



The PC Meter Link does not work on docking stations.

How to Set PC Meter Link Parameters

To set the parameters of the PC Meter Link :

1. See [PC Meter Link Application](#) on page 115

Analog Telephone Line and Modem Settings

These settings include the modem parameters and the telephone number that the Mailing System calls to credit the meter or connect to Online Services (See [Money Operations](#) on page 59).



Make sure the telephone line is selected: See [How to Select a Postal/Online Services Connection](#) on page 155 .

How to Set the Analog Modem Parameters

To set the parameters of the modem as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **9.3**

Or

Select the path: **> Communication settings > Modem settings**

2. In the screens that are displayed next, enter the parameters as required and press **[OK]** to complete screens until you return to the Communications settings screen.
-

9.12 Time and Date Management

Daylight Savings Time Transitions

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

- As User: [How to Unlock the Meter](#) on page 67
- As Supervisor: [How to Check the Machine Time and Date](#) on page 161 below.

Time and Date Checking

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

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



To check the time and date, make sure the connection to the Postal Services is available. See [How to Select a Postal/Online Services Connection](#) on page 155 .

See also

- [Automatic Date Advance](#) on page 149 .

How to Check the Machine Time and Date

To check the current time and date as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press  and type **6.3**

Or

Select the path: > **Machine settings** > **Date and time**



If the clock adjusts backwards for 'Daylight savings time', the mailing system will wait until last postage printing time before allowing you to process new mail.

10 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 ad dies.

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10.1 Options and Updates Process

You can update your mailing system by:

- Adding new options
- Update postal Rates
- Downloading custom Slogans or ERAs



To update your mailing system's operating system, see [Online Services](#) on page 103 .

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

How to Access the Options and Updates Menu

To access to the Options and Updates Menu logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **8**
Or
Select the path: **> Options and Updates**

The Options and Updates menu is displayed.

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

10.2 Using the Mailbox

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

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

How to Read your Messages

To read your Messages logged as User:

1. Either:

Press **MENU** and type **8**
Or
Select the path: **> Mailbox**

The Mail box screen is displayed.

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

How to Read your Messages

To read your Messages logged as Supervisor (See [How to Log in as Supervisor on page 128](#)):

1. Either:

Press **MENU** and type **1**
Or
Select the path: **> Mailbox**

The Mailbox screen is displayed.

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

How to Delete your Messages

To delete your Messages logged as User:

1. Either:

Press **MENU** and type **8**
Or
Select the path: > **Mail box**

The Mailbox screen is displayed.

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

How to Delete your Messages

To delete your Messages logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **1**
Or
Select the path: > **Mailbox**

The Mailbox screen is displayed.

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

10.3 Managing Options

Consulting the Option List

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

You can also display details for each option.



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

How to Display the Options

To display the option list logged as Supervisor (See [How to Log in as Supervisor on page 128](#)):

1. Either:

Press **MENU** and type **8.1**

Or

Select the path: **> Options and Updates > Option list**

The Options list screen is displayed.

```
Options list
Check for updates
1 Acc - 0
2 Weighing capacit...
3 LAN server conne...
```

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

Activating New Options

Process for Activating 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 or a telephone line (see [Connections](#) on page 19).
Also verify that the connection is properly configured (See [Connection Settings](#) on page 155).
 2. Select Check for updates. It will trigger a generic call to the Online Services server. See [Manual Calls](#) on page 107 .
 3. After the call, you can display installed options. See [How to Display the Options](#) on page 168 .
-

10.4 Managing Slogans

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

As supervisor, you can:

- Display the slogan list
- Rename or delete slogans
- Download new slogans.




The available **slogans 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 169 .

See also

- Selecting a slogan to print: [How to Add \(or Cancel\) a Slogan on the Imprint](#) on page 56

Displaying the List of Slogans

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

See also

- [How to Change the Default Slogan](#) on page 148

How to Display the List of Slogans

To display the list of slogans logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press  and type **8.2**

Or

Select the path: **> Options 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 delete 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 170).
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 **[OK]** to confirm deletion.
The system updates the slogan list.

Downloading New Slogans

The procedure below allows you to download new slogans.

How to Download New Slogans

To download new slogans:

1. Display the list of slogans (see [How to Display the List of Slogans](#) on page 170).
2. Select > **Check for updates** and press **[OK]** .

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

10.5 Managing ERAs

The ERAs are pictures you can include on the left hand side of the imprint on mail pieces. ERA management is identical to Slogan management ([Managing Slogans](#) on page 170).

As supervisor, you can:

- Load ERAs.
- Rename ERAs
- Delete ERAs.



To add (load) ERAs, contact your Customer Service. The available ERAs are automatically downloaded into your franking machine by connecting to the Online Services server. See [Activating New Options](#) on page 169 .

See also

- To set the default ERA printed on mail pieces, see [How to Change the Default ERA](#) on page 148 in section [Imprint Default Settings](#) on page 147 .

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 logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **8.3**

Or

Select the menu path: **> Options 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 173).
2. Select an ERA and select **> Edit / Del.** .
The Edit ERA menu is displayed.

To change the name of the ERA:

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

To delete the ERA:

1. Type **2** or select **> Delete** .
 2. Confirm deletion.
The system updates the ERA list.
-

10.6 Managing Postal Rates

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

As supervisor, you can:

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



The newly available **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 169 .

See also

- [Options and Updates](#) on page 163

Displaying the List of Rate Tables

The list of rate tables displays the rate tables that are installed in the mailing system and indicates with a check mark ✓ the active rate table.



Rate tables automatically become active on their effective date.

How to Check the Rate Updates

To display the list of rate tables logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **8.4**

Or

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 rate effective date.

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 the Rate Updates](#) on page 175 above).
2. Select **> Check for updates** and press **[OK]** .

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

10.7 Updating System Software

Occasionally it will be requested that you download new software for your mailing system. The software package may include feature enhancements or updates. Also, if you purchase an additional service, you may be required to download the software to support this new service.

You will receive instructions from Customer Service, informing you that you should perform a software download. When you are ready to download the new software package, contact your Supervisor, who must connect to the Online Server.

Updating Procedure

To check for available updates:

- Perform a call to the Online Services server (see [How to Call Online Services Manually](#) on page 108).
- After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see [How to Read your Messages](#) on page 166).

Follow the procedure below to update your mailing system.

How to Update the System Software

To update the system software logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **10.5**

Or

Select the path: **> Online Services > Server loading**

2. Select the element to download.
3. Select **File download list** .
4. Choose **Now** or **Later** :

Now connects immediately to the Online Services server and downloads the software package.

Later schedules the download at a proposed date and time. When the date and time are reached, the machine automatically calls the Online Services server for downloading.

After downloading

The mailing system indicates it has to be re-started.

1. Disconnect and reconnect the Mailing System power cord (see [Connections](#) on page 19).

After restarting, the Mailing System calls the server to confirm installation.

The mailing system is ready for use with the new software.



No information is lost during the updating process: your data and settings remain unchanged.

11 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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11.1 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 head manually if the automatic cleaning is not sufficient.

The ink cartridge printing head has to be mechanically 'aligned'. An alignment process is provided [Aligning the Printing Head](#) on page 184 .

When there is no more ink in the cartridge, you have to change the cartridge as indicated [Changing the Ink Cartridge](#) on page 187 .



If you observe poor printing quality (streaked, too light, blurred, etc.), see [Cleaning the Printing Head](#) on page 185 .

Ink Cartridge Maintenance

This section explains how to:

- Check the ink level in the cartridge to make sure you will not be short of ink.
- Align the print heads.
- Do an automatic cleaning of the print heads.
- Clean the print heads manually.
- Change the ink cartridge.

Note: 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

To display the ink cartridge data logged as User:

1. Either:

Press **MENU** and type **12.1**

Or

Select the path: **> Ink Cartridge > Ink Cartridge information**

The Ink information screen is displayed.

Ink information	
Consumed	6 %
Colour	Black
State	Installed
First used date	02.09.10

How to Display Ink Level and Cartridge Data

To display the Ink Level and the Cartridge Data logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 7.2.1

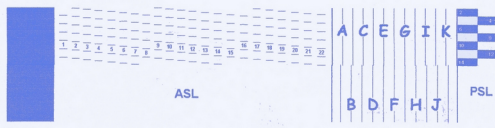
Or

Select the path: > **Maintenance** > **Cartridge** > **Ink information**

The Ink information screen is displayed.

Aligning the Printing Head

Align the printing head if there is a gap between the top and the bottom of the imprints.



The machine requires you to align the printing head after each cartridge change.

How to Align the Print Heads

To align the print heads logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.2.3**

Or

Select the path: **> Maintenance > Ink Cartridge > Headset alignment**

The following screen is displayed:

Headset alignment

Insert an item to print a
test imprint or press EXIT
to quit

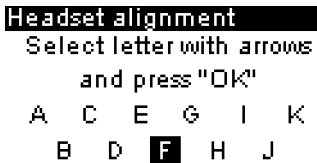
Exit


2. Insert a piece of paper in the mail path.

The system prints a test pattern.



The headset alignment screen is displayed.



3. Observe the pattern and use the **Up / Down** keys to select the letter that corresponds to the straightest and complete vertical line (here E).
4. Press **[OK]** to validate.
5. Press  to go back to the ink cartridge menu after alignment is completed.

Cleaning the Printing Head

If the printing on envelopes or labels looks unclear or dirty in some way, clean the printing head to restore the head condition.

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

How to Clean the Printing Head Automatically

To clean the printing head automatically logged as User:

1. Either:

Press **MENU** and type **12.2**

Or

Select the path: **> Ink Cartridge > Cleaning process**

The cleaning starts automatically.

How to Clean the Printing Head Automatically

To clean the printing head automatically logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.2.2**

Or

Select the path: **> Maintenance > Ink Cartridge > Cleaning process**

The cleaning starts automatically.

Manual Cleaning

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

How to Clean the Printing Head Manually

To clean the printing head manually:

1. Open the cover.
 2. Remove the ink cartridge (See [How to Change the Ink Cartridge](#) on page 187).
 3. Clean the head with a soft damp cloth.
 4. Put the cartridge back in place.
 5. Close the cover.
-

Changing the Ink Cartridge



Power supply must be plugged in to move the ink cartridge to the 'replacement' position.

11

How to Change the Ink Cartridge

To change the Ink cartridge logged as User:

1. Either:

Press **MENU** and type **12.3**

Or

Select the path: > **Cartridge** > **Headset Replacement**

To change the Ink cartridge logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.2.4**

Or

Select the path: **> Maintenance > Cartridge > Headset Replacement**

The cartridge moves to the 'replacement' position, and the following message is displayed :

Headset replacement

First remove headset.
Press 'OK' when new
headset is installed.

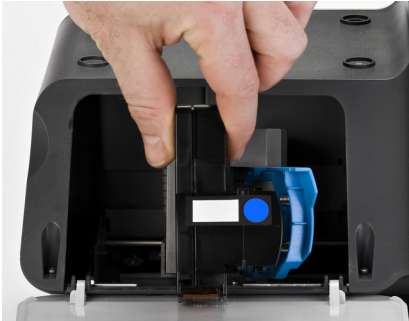
Back

OK

2. Open the cover, by pulling it towards you from the top left.



3. Pull on the left side of the blue lever, to unlock the cartridge.
4. Pull the cartridge towards you to disengage it.

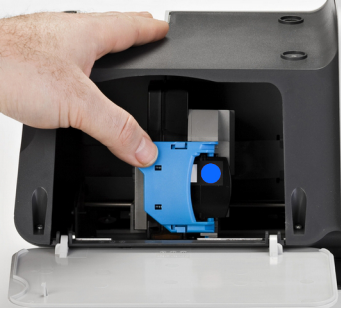


5. Remove the protective strips from the new ink cartridge.



6. Insert the new ink cartridge, and then push it forward until it stops.

7. Put the blue lever back into place.



8. Close the cover.
 9. Press **[OK]** to validate.
-

11.2 Maintenance Processes

Changing Address: Update your Registration

The procedure below allows you to update your postal registration after an address change.



First contact your Customer Service to update your details and receive the new **town die** on a USB device, and therefore be able to perform the update registration procedure below.

How to Update your Registration

To update your postal registration logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 7.4

Or

Select the path: > **Maintenance** > **Processes**

A confirmation message is displayed.

2. Press **[OK]** .
 3. Select Update registration (or type 4)
 4. Connect your USB memory device and press **[OK]** .
 5. Select the new town die and press **[OK]** .
-

12 Troubleshooting

This section helps you solve problems you may encounter while using your mailing system.

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12.1 Weighing Problems

The Weighing Platform does not Weigh Properly

The machine does not seem to display a correct weight.



Display -- g indicates a weighing error.

Check the weighing device as follows.

Possible causes

Actions

There are vibrations or air drafts in the weighing area.

Use a solid and steady table:

- Far from any door.
- Far from any fan.

Something is touching or laying on the weighing platform.

Clear the weighing zone and re-zero the weighing platform (See [Weighing Settings](#) on page 141).

The weighing platform zero is not correct.

See the weighing platform zeroing procedures in [Weighing Settings](#) on page 141



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

12.2 Diagnostics and System Data

Diagnostics

This section allows you to find the cause of an issue or breakdown of the machine, under the supervision of your customer service.

The machine performs self-tests to diagnose the system and generates corresponding reports.

As Supervisor, you can gain access to the diagnostics that follow.

No.	Diagnostic	Comments
1	Ping server	Sends a message to a server (if connected) to check the line.
2	Base sensors	Reports the status ([0] or [1]) of the sensor below: <ul style="list-style-type: none">• Mail inserted sensor
3	Display	The screen displays, successively, a black bar without text, then a text.
4	Keypad	For any key, displays Key and the name of the key if the test is correct eg: Key "5"
5	USB Port	Checks USB ports.
6	Serial connectors	Checks COM port(s).
7	Ping tool	Checks Lan address.
8	Modem self test	Checks the Modem.
9	IP configuration Checker	Checks Lan connection.
10	IP Configuration	Checks connection settings.

How to Access the Diagnostic Function

To gain access to the diagnostic function logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 7.3

Or

Select the path: > **Maintenance** > **Diagnostics**

The system requires you press **[OK]** to start the diagnostic tests, then displays the list of the tests.

2. Select a test from the list.

System Data

As supervisor, you can display data about:

- Software (Meter#, Loader, OS, PACK, XNDF DATA, language, variant).
- Hardware (machine) (P/N of the base and the Meter).
- Events occurred in the machine (errors, Meter events and server connection history).
- Machine counters.

How to Display the Software Data

To display the Software Data logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type 7.1.1

Or

Select the path: > **Maintenance** > **System info** > **Software information**

2. The system displays the data about the software.

How to Display Hardware Data

To display hardware data logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.1.2**

Or

Select the path: **> Maintenance > System info > Hardware information**

2. The system displays the data about the hardware.
-

How to Display the Error Lists

To display the error lists logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.1.3**

Or

Select the path: **> Maintenance > System info > Error list**

2. Select the **> Base errors** list (or type **1**) or
Select **> Server connection history** (or type **2**).

3. Press **[OK]** to validate.
 4. Select an output : Screen, USB printer (if installed), USB key, then press **[OK]** .
The system displays the errors, the most recent first.
 5. Scroll with the arrows to find the error you are looking for.
For Base Errors, displayed items are:
 - The Code of the error.
 - The Date when the error happened .
 - The Cycles count when the error occurred.For Server Connection History, displayed items are:
 - The Date .
 - The Information .
 6. Note the Code and refer to your customer service.
-

How to Display the Machine Counters

To display the data of the machine counters logged as Supervisor (See [How to Log in as Supervisor](#) on page 128):

1. Either:

Press **MENU** and type **7.1.4**
Or
Select the path: **> Maintenance > System info > Counters**

2. The system displays the data of the machine counters.
-

13 Specifications

This sections contains the main specifications of your mailing system.

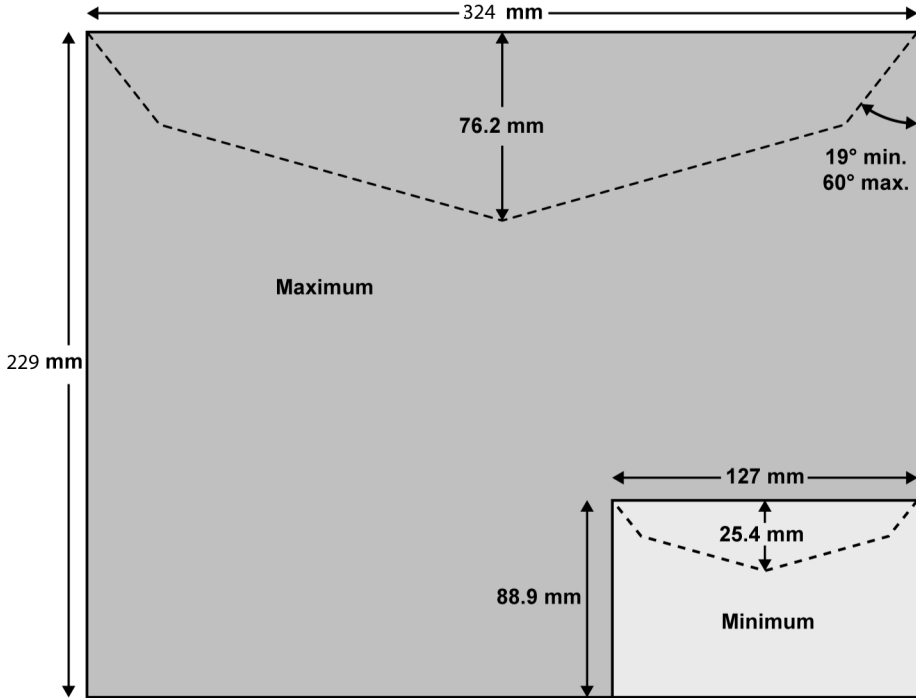
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13.1 Mail Specifications

Envelope Basic Characteristics

Envelope Dimensions

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



Envelope Thickness

Min 0.2 mm

Max 8 mm

13

Specifications

13.2 General Specifications

Dimensions (mm) (Width x Length x Height)

- 225 mm x 316 mm x 194 mm

Weight

- 3,8 kg

Power

- **Frequency:** 50 Hz.
- **Max. current rating (full configuration):** 0.2 A.
- **Power supply:** 230 V (+/- 10%) 2 poles with EARTHED circuit (Up to standards NFC15-100).

13.3 Weighing Platform

Max capacity: 2kg (standard) or 3 kg (optional).

FRAMA 
mail. message. managed.

integrity in communication.



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