CONTACTING NEOPOST

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Postage-On-Call® Automated Account Information:
Reset your postage meter, check Account Balance and review account activity.

Online:
Go to www.neopostinc.com and click on Support

By Phone:
1-800-867-3738

www.neopostinc.com (including access to MyNeopost)

CONTROL PANEL DESCRIPTION INSIDE 🌐
CONTROL PANEL
(see manual section 2.3)
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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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1.1 What you will Find in this Manual

Section 1: Read this First

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

Section 2: Meet Your Mailing System

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

Section 3: Processing Mail

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

Section 4: Money Operations

Loading postage funds.

Section 5: Managing Accounts and Assigning Rights

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

Section 6: Reports

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

Section 7: Online Services

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

Section 8: Configuring your Mailing System

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

Section 9: Options and Updates

How to update/upgrade your system and modify the stamp (custom texts and ad dies, rates...).

Section 10: Maintaining your Mailing System

Changing the ink cartridge and maintaining other system components.

Section 11: Troubleshooting

What to do when a problem occurs: jamming, bad sealing, poor printing etc.
Section 12: Specifications

Detailed specifications of your Mailing System.

Symbols

This manual uses the symbols listed below.

This symbol... Indicates...

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

Glossary

This manual uses the acronyms listed below.

| Ascending | Total postage used |
| Descending | Postage amount available |
| ID | IDentification |
| LAN | Local Area Network: link between computers |
| PC | Personal Computer |
| PIN | Personal Identification Number |
| PSD | Postal Security Device (Meter) |
| USPS | United States Postal Services |
1.2 Safety Requirements

Power Connection

Before connection, check whether the Mailing System is suitable for the local AC power voltage (110V – 60Hz).

**THIS SYSTEM MUST BE GROUNDED**

- Only connect the power plug to an outlet provided with a protective ground contact.
- To reduce the risk of fire, use only the power cord supplied with the Mailing System.
- Do not use ground adaptors.
- Do not use this product on a wet floor or near water.
- In case of liquid spillage, disconnect the power cord from the outlet and proceed with cleaning.

- Use an outlet located near the system that is easily accessible. Do not route the power cord between pieces of furniture or over sharp edges.
- Avoid using outlets controlled by wall switches or shared by other equipment.
- Make sure the mailing system is close enough to the electric outlet that it leaves plenty of slack on the power supply cord.
Environmental compliance

A program is implemented for the recycling of worn mailing machines and machines at the end of their lifetime. Contribute in a responsible way to the environmental protection by consulting your retailer internet site, or by contacting him. He will inform you of the collection and treatment processes of these machines.

General Safety

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

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

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

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

To prevent damage to equipment, do not confuse telephone jacks that connect to the modem and LAN connectors that are bigger:

- Analog phone (4 wires)
- Network/PC LAN (8 wires)

Follow the additional precautions below:

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

To reduce the risk of fire, only connect the modem to the telephone line using the supplied cable (see Specifications on page 201).
How to Disconnect your Mailing System

1. First switch your Mailing System to OFF mode (see How to Turn the Mailing System to OFF Mode on page 23).

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

2. Unplug the power cord from the wall outlet.

3. Unplug the LAN cable and the telephone cord from their sockets as they may still be energized.
2 Meet Your Mailing System

Get to know your Mailing System in this section.

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   How to Turn the Mailing System to OFF Mode ....................23
2.1 System Layout

System Components

1. Feed Table - Beginning of mail transport path.
2. Weighing platform - Measures weight of mail pieces (optional).
3. Base - Prints envelopes (or labels) and controls the Mailing System.
4. Jam release handle - Allows you to remove jammed envelopes or labels.
5. Moistener (option) - Provides water to seal envelopes.
Inside System Base

2 Meet Your Mailing System

<table>
<thead>
<tr>
<th>Postal Security Device (PSD)</th>
<th>1 Postage meter.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover</td>
<td>2 Lift by front side to open.</td>
</tr>
<tr>
<td>Ink Cartridge</td>
<td>3 Prints the postal imprint on envelopes.</td>
</tr>
</tbody>
</table>
2.2 Accessories

Report Printer (option)

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

💡 For more information about compatible printers that can connect to your mailing system, please contact technical support.
Barcode Scanner (option)

Meet Your Mailing System

This scanner is used:

- to identify accounts through barcodes
- to scan tracking numbers on mails and send them to postal server
2.3 **Control Panel Features**

Display Areas

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Displays account currently selected.</td>
</tr>
<tr>
<td>Ad die</td>
<td>Indicates that an ad die (slogan) will be printed.</td>
</tr>
<tr>
<td>Date</td>
<td>Displays the date that will be printed.</td>
</tr>
<tr>
<td>Imprint Memory</td>
<td>Displays selected imprint memory when applicable.</td>
</tr>
<tr>
<td>Mailbox</td>
<td>Indicates unread messages in message box.</td>
</tr>
<tr>
<td>Postage</td>
<td>Indicates the amount to be printed on the envelope.</td>
</tr>
<tr>
<td>Print Offset</td>
<td>Indicates the printing offset status (stamp position shifting for thick envelopes).</td>
</tr>
<tr>
<td>Rate and Services</td>
<td>Indicates the current rate and services selected.</td>
</tr>
<tr>
<td>Reset item counter</td>
<td>Resets the item counter to zero. This is the starting point for batch data reports.</td>
</tr>
<tr>
<td>Text</td>
<td>Indicates that a text will be printed on the envelope.</td>
</tr>
<tr>
<td>Weighing Mode</td>
<td>Current weighing method.</td>
</tr>
<tr>
<td>Weight</td>
<td>Current weight used to calculate postage amount.</td>
</tr>
</tbody>
</table>
## Keys and Shortcuts

### NAVIGATION KEYS
- **Return**
  - Goes back to the previous screen.
- **Home Screen**
  - Returns the system to the Home screen.
- **Menu**
  - Accesses the menu settings.
- **OK**
  - Validates a selection.
- **Navigation Arrows**
  - Navigate up or down in lists or menus.

### SHORTCUT KEYS
- **Funds**
  - Accesses funds management (including adding funds).
- **Imprint Memories**
  - Accesses preset stamp and account memories. These presets are managed by the supervisor.
- **Rate Selection**
  - Displays the rate selection screen.
- **Stamp Configuration**
  - Accesses stamp selection and stamp set up screens.
- **Weighing Mode**
  - Opens the weighing mode selection menu (Standard Weighing, Differential Weighing, Manual weight entry...)

### KEYPAD
- **Alphanumeric Keys**
  - Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters.
- **Clear / Reset Rate**
  - Clears keypad entries and existing data in entry fields or, from the home screen, resets rate to default.

### START / STOP KEYS
- **Sleep/Wake**
  - Wakes the Mailing System up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber = asleep).
- **Start**
  - Starts printing process.
**Stops printing and all mechanical activity (motors) in the Mailing System.**

## Keypad Use

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

<table>
<thead>
<tr>
<th>Key</th>
<th>Alpha-numeric</th>
<th>Custom text</th>
<th>Modem settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2ABCabc</td>
<td>ABC2</td>
<td>2ABC</td>
</tr>
<tr>
<td>3</td>
<td>3DEFdef</td>
<td>DEF3</td>
<td>3D</td>
</tr>
<tr>
<td>4</td>
<td>4GHIghi</td>
<td>GHI4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5JKLjkl</td>
<td>JKL5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6MNOmno</td>
<td>MNO6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7PQRSpqrs</td>
<td>PQR5</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>8TUVtuv</td>
<td>TUV8</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>9WXYZwxyz</td>
<td>WXYZ9</td>
<td>9W</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>.</td>
<td>,#/:@*?&amp;!-.+\</td>
<td>.,#*+</td>
</tr>
<tr>
<td></td>
<td>C</td>
<td>‘Clear’ function</td>
<td>‘Clear’ function</td>
</tr>
</tbody>
</table>

*Meet Your Mailing System*
2.4 Connections

Connectors

Your Mailing System has a Universal Serial Bus (USB) port that allows you to connect to a modem, printer or other USB memory key.

Arrangement

Meet Your Mailing System

<table>
<thead>
<tr>
<th>Power Connector</th>
<th>1</th>
<th>To wall socket</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAN Port</td>
<td>2</td>
<td>To software applications on a PC (option)</td>
</tr>
<tr>
<td>2 USB Ports</td>
<td>3</td>
<td>To modem, memory device or printer</td>
</tr>
</tbody>
</table>
Connection Diagram

<table>
<thead>
<tr>
<th>LAN Port</th>
<th>① To customer services and/or accounting software on a PC (option)</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB Modem</td>
<td>② To Telephone cable</td>
</tr>
<tr>
<td>Telephone Cable</td>
<td>③ To wall socket (analog telephone line)</td>
</tr>
<tr>
<td>Wall Socket</td>
<td>④ Power Source</td>
</tr>
</tbody>
</table>

Power connectors

Power connectors are shown in section Connectors on page 20.
2.5 Power Management

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

Sleep Mode

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

To change the period of time after which the Mailing System switches to 'Sleep' mode, see How to Change System Time-Outs on page 136.
How to Turn the Mailing System to Sleep Mode

1. Press (at the top right corner of the control panel).
   The light located next to the key indicates:
   - **Green**: the Mailing System is awake and ready for use.
   - **Amber**: the Mailing System is in Sleep mode.

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

OFF Mode

If you want to turn OFF your system you can use the ON/OFF button located on the right side of the Base.

How to Turn the Mailing System to OFF Mode

1. Turn your system to 'Sleep' Mode (see How to Turn the Mailing System to Sleep Mode on page 23)

2. Be sure that the light located next to the key (at the top right corner of the control panel) is **Amber** meaning that the Mailing System is in Sleep mode

3. Turn Off your Mailing System. The circle (or O) indicates the system is OFF.
3  Processing Mail

This section describes how you can run mail: choose a type of stamp, select a rate and weighing method, activate sealing and so on, depending on the type of process you need to apply to your mail.

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3.7 Advanced Operations ..............................................65
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3.1 Choosing a Type of Stamp

Customizing Your Stamp

When processing mail you will be required to select the 'Type of stamp' you need. For example, you can select "Standard" to print postage, or "Received" to print the date on incoming mail, or "No stamp" for seal only applications.

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

Home Screen and Configuration Menu

Each type of stamp is associated to:
- A specific Home Screen that displays current stamp configuration (weight, postage...)
- A specific Imprint Configuration Menu that allows you to set stamp parameters.

To directly gain access to the Configuration Menu of the Type of stamp, press \[\text{Shortcut Key} \] on the Control Panel.

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

Type of Process and Type of Stamp

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

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

If you do not set any parameter, the Mailing System uses default values.
Applying postage to outgoing mail

- Rate
- Weight
- Date format
- Text (optional)
- Ad die (optional)
- Print offset (optional)

[Standard]

(Processing [Standard] Mail on page 35)

Printing 'Received' or the date on incoming mail:

- Counter reset
- Turn sealer off (if installed)

[Received]

(Printing [Received] for Incoming Mail on page 44)

Counting by feeding:

(using optional feeder)

[No stamp]

(Running [No Stamp] Mail on page 47)

Counting by weighing:

n.a.

Specific application (see Piece Counting on page 66).

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

See also

- To set default values as supervisor: see Configuring your Mailing System on page 123.
3.2 Preparing and Starting your Work Session

In this section

This section recommends a list of preparation steps you should perform 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 Task on page 29)
- **Logging into the system** to start a work session (Turning On Your System and Starting a Work Session on page 30)
- **Selecting the Type of stamp** that corresponds to your mail (Selecting the Type of Stamp on page 32)
- **Checking additional issues** concerning your Mailing System: ink level, funds... (Frequently Asked Questions on page 34).

Sorting Mail by Type and Task

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

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

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

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

1. Mail Type
   See table
   Outgoing mail with different postage types
   Standard postage
   Date to correct
   Amount to correct
   Incoming mail
   Mail to seal only.

2. Separate envelopes into two groups: those that require sealing and those that do not.

3. Accounts to allocate costs to (only if you have to select an account at log in, see Settings Details on page 50)

4. Rates to apply and services to add

5. Physical characteristics
   Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path (see Mail Specifications on page 203).

6. Finally, sort each stack by item size.

Turning On Your System and Starting a Work Session

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

At start-up, depending on specific supervisor settings:

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

Your work session ends when the system returns to a 'Sleep' mode.
How to Log in and Start a Work Session

To log in as a user:

1. Press ᵀ to wake-up the system.

The system may display one of the following screens:

Home Screen [Standard]: If this screen is displayed, no other step is required to navigate through the system.

Login Screen

Enter PIN code

Account Screen

Select Account

00000 - Default Account
00001 - Sales
00002 - After Sales

Home Screen [Standard]: If this screen is displayed, no other step is required to navigate through the system.

Login Screen: If the Login Screen is displayed, enter your operator PIN code

Account Screen: If the Account Screen is displayed, select your account as follows. Use up and down arrows and press [OK] to validate.

You can also use a barcode scanner to select your account.
Find your account quicker: instead of using up and down arrows, type the account number or use a barcode scanner.

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

Additional information

See also
- To change allocating accounts when a session is already opened, see Changing the Current Account on page 50.
- To choose security level for accounts and access control as the Supervisor, see Managing Accounts and Assigning Rights on page 75.
- How to Turn the Mailing System to Sleep Mode on page 23.

Selecting the Type of Stamp

For each stack of mail you have sorted (see Sorting Mail by Type and Task on page 29), select the type of stamp you need to process your mail as follows.
How to Change the Current 'Type of Stamp'

Once you are logged in as user:

1. Either:
   - Press or and type 1
   - Press and type 1
   - > Customize stamp
   - The Customize stamp screen is displayed.

2. Select > Type > and press > [OK].
   - The Type of stamp screen is displayed.

3. Select the type of stamp in the list (and press [OK] if you have used the up/down arrows).
   - Select the type of stamp in the list and press [OK].
   - The Customize stamp screen is updated and displays the menu items that allow you to modify the stamp options.

4. Press or to return to the home screen.
Frequently Asked Questions

System check list:

Do I have enough postage?

Look at the funds counter at the bottom of the screen, or:

Press and enter 1 to check your funds balance.

To add funds, see How to Add Funds to the PSD (Meter) on page 72.

Do I need to clear the Batch Counter?

Clear batch counters if you intend to issue a report on the mail run you are about to start (see Batch Data Report on page 95).

Select Reset counter on the homescreen, or

See How to Reset Batch Counters on page 65.

Is the sealing/moistening device properly filled? (if installed)

For sealing while printing the envelopes.

See Filling the Moistener (Option) on page 187.

Is the Weighing Platform properly zeroed or tared?

Before laying envelope(s) on the Weighing Platform, your Home Screen should display 00 lb 0.0 oz. If __lb __oz is displayed, perform a 'rezero' of the WP.

See How to Rezero the Weighing Platform on page 143.

Is there enough ink in the cartridge?

To display the level of ink in the printing headset, see How to Display Ink Level and Cartridge Data on page 180.

You can be warned when the available funds gets below a preset value (see How to Set the Low-Funds Threshold on page 139).
3.3 Processing [Standard] Mail

This section describes how to process [Standard] Mail:

- Applying postage using different rates
- Re-dating mail

See also
- About the use of the Type of stamp, see Choosing a Type of Stamp on page 27.

Applying Standard Postage

Setting the Postage

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

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

How to Apply Standard Postage (Settings)

Required settings:

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

   - 1st Letter $000.000
   - 10/02/2013 00 lb 00.0 oz
   - Mem:
2. Check or change the type of stamp (if you are not in [Standard] mode). 

   Press \[\text{Customize stamp}\] to access the Customize stamp screen:

<table>
<thead>
<tr>
<th>Customize stamp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type Standard</td>
</tr>
<tr>
<td>1. Ad Slogan</td>
</tr>
<tr>
<td>2. Text</td>
</tr>
<tr>
<td>3. Date</td>
</tr>
</tbody>
</table>

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

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

   Additionally, you can configure stamp elements from the Customize stamp screen as follows:

   - **Check or change the Ad die selection:**
     Select Ad die and then select an Ad die (or None) in the Ad die list screen. For more details, see How to Add (or Cancel) an Ad Die on the Stamp on page 61.

   - **Check or change the Text selection:**
     Select Text and then select a text (or None) in the Text list screen. For more details, see How to Add (or Cancel) a Text on the Stamp on page 60.

   - **Check or change the Date or Date Format:**
     Select Date and then select a date option in the Date advance screen. Select Today's date for printing today's date. For more details, see How to Change the Date on page 59.

   Press \[\text{home}\] or \[\text{send}\] to return to the home screen.
4. Select a rate and add services.

Press [ ] to open the Rate selection screen.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Rate Amount</th>
<th>Weight/Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Letter</td>
<td>$000.000</td>
<td>00 lb 00.0 oz</td>
</tr>
<tr>
<td>No services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select Rate History to choose a recently selected rate.

Press 8 to select the Rate wizard and choose rate options in lists (includes rates not shown on rate selection screen).

For more details, see Selecting a Rate on page 51.

You may also enter the postage amount manually: on the home screen, type directly the amount using the keypad. For more details, see How to Enter Postage Manually on page 53.

5. Select a weighing Mode (if you did not enter any amount)

Depending on the quantity and type of mail you have to process, you can choose an efficient weighing method that uses the weighing platform to save time: see Choosing a Weighing Type on page 54.

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

For more details, see How to Change the Weighing Type on page 56.

You can also apply the optional setting(s):

1. Move the stamp away from the envelope edge for thick envelopes: see How to Move the Stamp (Print Offset) on page 62.

You are now ready to print.

To set the stamp quickly, consider using imprint memories. The memories store stamp characteristics together with rates and, if activated, charged account. See Using Imprint Memories on page 63.
Running Mail

The way you will handle mail mainly depends on the **weighing method** you have chosen. The weighing method is indicated by the icon in the Weighing Type zone of the screen.

If you need to change the current account before applying postage (on account-enabled configurations), see How to Change Accounts on page 50.

### How to Apply Standard Postage (Running Mail)

**In mode Standard Weighing ( )**

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

1. Put the mail piece on the Weighing Platform.
   The weight of the mail piece is displayed in the Weight area of the screen and the postage amount is updated.

2. Press . The system motors start running.
   If the Smart Start function is activated, the motors start automatically when you withdraw the mail piece from the weighing platform. To enable Smart Start, see How to Activate / Deactivate Smart Start on page 137.

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

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

   If a mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 203), you may use a label tape.
4. The Mailing System prints postage and the mail piece (or label) is ejected.

In optional mode Differential Weighing (▼)

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

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

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

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

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

If a mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 203), you may use a label tape.

4. The Mailing System applies postage and the mail piece (or label) is ejected.

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

To quit the process at any time, press  

When you remove the last object from the Weighing Platform, the Mailing System will ask if you want to print it. You can answer Yes or No.
In other modes (Manual weight entry, no weight ...)

From the [Standard] home screen:

1. Press 🔄. System motors start running.
2. 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.

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

If a mail piece is bigger than mail path maximum thickness (see Mail Specifications on page 203), you may use double label paper.

3. The Mailing System applies postage and the mail piece (or label) is ejected.

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

Set-Up Requirements

The procedure below outlines steps required to re-date mail that has already been processed.

The sequence is similar to sequence Applying Standard Postage on page 35 (Applying Standard Postage on page 35 ), except for the following settings:

- Postage must be set to zero and have the date of mailing correct
- You do not have to weigh the mail piece.
- Print the new date on the back of the envelope.

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

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

How to Re-Date Mail (Settings)

Required settings:

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

Press ☀ to access the Customize stamp screen:

**Customize stamp**

<table>
<thead>
<tr>
<th>Type</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Ad Slogan [0]</td>
</tr>
<tr>
<td>2.</td>
<td>Text [1]</td>
</tr>
<tr>
<td>3.</td>
<td>Date [+0]</td>
</tr>
</tbody>
</table>

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

To select an option on the screen:

**Highlight the option** using the arrow keys ▲ and ▼

Then press ☑ to validate your selection.

3. Set postage to 0 manually, to be sure that it will remain on zero.

Type 0 on the home screen to open the Manual amount screen and then just press [OK]. For more details, see *How to Enter Postage Manually* on page 53.

4. To change the type of stamp, select Stamp type and then select [Standard] in the Type of stamp screen. For more details, see *How to Change the Current Type of Stamp* on page 33.

**To change the date or date format** from the Customize stamp screen as follows:

Select Date and then select a date option in the Date Advance Screen. Select No Date Advance for printing today’s date. For more details, see *How to Change the Date* on page 59.

Press ☐ or ☑ to return to the home screen.

You can also apply the optional setting:

1. **Move the stamp away from the envelope edge** for thick envelopes: see *How to Move the Stamp (Print Offset)* on page 62.

You are now ready to print.
Running Mail

**How to Re-Date Mail (Running Mail)**

The postage amount 0 is displayed on the home screen. To print postage directly on to mail pieces:

1. Press 📰. System motors start running.
2. 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 use a label tape.
3.4  Printing [Received] for Incoming Mail

In this Section

This section describes how to use the [Received] type of stamp, to:
- Print the date on incoming mail, and/or
- Print ‘Received’ on incoming mail.

See also
- About the use of the Type of stamp, see Choosing a Type of Stamp on page 27.

Set-Up Requirements

The procedure below outlines steps required to stamp incoming mail.
You must begin with selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.

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

How to Process Incoming Mail (Settings)

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

The type of stamp is indicated at the top of the home screen as illustrated.
2. Check or change the type of stamp.

Press \( \text{to access the Build stamp screen:} \)

<table>
<thead>
<tr>
<th>Customize stamp</th>
<th>Type Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ad Slogan ([0])</td>
<td></td>
</tr>
<tr>
<td>2. Text ([1])</td>
<td></td>
</tr>
<tr>
<td>3. Date ([+0])</td>
<td></td>
</tr>
</tbody>
</table>

The Type of stamp is indicated on line 2 of the screen. To select an option on the screen:

– Highlight the option using the arrow keys \( \text{and} \) \( \text{.} \)
– Then always press \( \text{OK} \) to validate your selection.

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

Additionally, you can:
- Activate or deactivate printing the date
- Activate or deactivate printing ‘Received’
- Select the option to change and press \[OK\].
- The screen indicates the current status of the options.
- Select the option to change. The buttons indicate the current status of the options.

Press \( \text{or} \) \( \text{to return to the home screen.} \)

You can also apply this optional setting:

1. Move the stamp away from the envelope edge for thick envelopes: see How to Move the Stamp (Print Offset) on page 62.

You are now ready to print.
Running Mail

To run mail, follow the procedure below after you have completed the steps in How to Process Incoming Mail (Settings) on page 44.

How to Process Received Mail (Running Mail)

On the [Received] home screen:

1. Press 🔄. System motors start running.
2. 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.

3. The Mailing System applies the imprint and the mail piece is sent to the catch tray.
3.5 Running [No Stamp] Mail

This section describes how to use the [No Stamp] type of stamp, for:
  • Conveying mail for sealing mail without printing.
  • Only conveying mail, for counting or testing purposes.

See also
  • About the use of the Type of stamp, see Choosing a Type of Stamp on page 27

Set-Up Requirements

The procedure below outlines steps required to process mail.
You must begin with selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.

How to Process Mail without Printing (Settings)

Main setting:
1. Make sure you are on the home screen of the [No Stamp] type of stamp
   The type of stamp is indicated at the top of the home screen as illustrated.

   No Printing
   No printing
2. Check or change the type of stamp:

Press \[ \text{ } \] to access the imprint screen:

- Customize Stamp
- Type No Printing

To select an option in the screen:

Highlight the option using the arrow keys \[ \text{ } \] and \[ \text{ } \].

Then press \[ \text{OK} \] to validate your selection.

3. To change the type of stamp, select the Type line, press \[ \text{OK} \] and then select \[ \text{No stamp} \] in the Type of stamp screen and press \[ \text{OK} \].

Press \[ \text{ } \] or \[ \text{ } \] to return to the home screen.

---

You are now ready to process mail.

---

Running Mail
How to Process Mail without Printing (Running Mail)

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

If you want to seal the envelope, first engage the flap into the moistener.
Do not try to moisten self-adhesive envelopes.
3.6 Settings Details

Changing the Current Account

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

How to Change Accounts

To change accounts:
1. As a user:

   Press 🎤 and type 5 or select the path:
   Account

   The list of accounts that are available is displayed.

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

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

   The accounts are listed on the screen in the order they were set up (see Managing Accounts on page 83).

A barcode scanner can be used for “One Click” entry of accounts into your Mailing System.
Selecting a Rate

Selecting a rate allows the Mailing System to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for big parcels, entered manually (see How to Enter the Weight Manually on page 57).

The system provides you several ways to select a rate:
- Using a shortcut list in the rate selection screen
- Using the rate wizard that asks you to choose all the rate parameters (class, destination, format, services...) in complete lists of options.

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

How to Select a Rate

To select a rate:

1. Either:
   
   Press 1 or Press MENU and type 4 or select the path:
   
   > Rate selection

   The Rate Selection screen is displayed.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>1st Letter</th>
<th>2nd Letter</th>
<th>3rd Letter</th>
<th>4th Letter</th>
<th>5th Letter</th>
<th>6th Letter</th>
<th>7th Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>$000.00</td>
<td>$000.00</td>
<td>$000.00</td>
<td>$000.00</td>
<td>$000.00</td>
<td>$000.00</td>
<td>$000.00</td>
</tr>
<tr>
<td>0%</td>
<td>00 lb</td>
<td>00 lb</td>
<td>00 lb</td>
<td>00 lb</td>
<td>00 lb</td>
<td>00 lb</td>
<td>00 lb</td>
</tr>
<tr>
<td></td>
<td>00.0 oz</td>
<td>00.0 oz</td>
<td>00.0 oz</td>
<td>00.0 oz</td>
<td>00.0 oz</td>
<td>00.0 oz</td>
<td>00.0 oz</td>
</tr>
</tbody>
</table>
2. On that 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

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

To select an option on the screen:

- Highlight options using the arrow keys ▲ and ▼
- Use the arrow keys to scroll from screen to screen
- Then press [OK] to validate your selection.

Rate Wizard Steps

Rate Wizard screens:

- **Selecting a Mail Class**
  All Rate Mail Classes loaded in the system are displayed in the list
- **Selecting a Destination**
  - For Domestic Mail Classes, you may be prompted to enter the destination postal or zone code. Use the [C] key to delete the existing postal or zone code (if any) and enter the new destination postal or zone code.
  - For International Mail Classes, use the arrow keys to highlight Code or Country. You can select from the alphabetically sorted Country list by entering the country letters or you can use the Code List to enter the numeric code for the country if you know it.
- **Selecting a Format**
  - Formats describe the mail piece types for the selected mail class.
- **Selecting a Service**
- All the services available, depending on your previous choices, are displayed in a list (including "No services").
- After you select a service, any additional available service is displayed.

**Wizard Summary Screen**
- The Summary Screen displays all the selections you have made.
- If you place an item on the weighing platform, the corresponding postage is displayed.
- Press [OK] to return to the home screen.

---

**Entering Postage Manually**

To enter the postage amount manually, follow the procedure below.

**How to Enter Postage Manually**

**On the home screen:**

1. Type directly the first figure of the amount using the keypad.
   
   The Manual amount screen appears.

   ![Manual amount entry](image)
   
   Enter the Postage Amount

   ![Postage Amount](image)

2. Complete the amount.
3. Press [OK].
   
   The amount is displayed in the Postage area of the home screen.

---

![Warning](image)

You can enter the high dollar value is $300

---

To set the fractional postage for presort mail, see How to Activate / Deactivate Fractional Postage Values on page 151.
Choosing a Weighing Type

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

You can also enter the weight manually if you know it: see How to Enter the Weight Manually on page 57.

Choosing a Weighing Type

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

<table>
<thead>
<tr>
<th>Processing Mail</th>
<th>For weighing...</th>
<th>Select the method...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items one by one</td>
<td>• Standard Weighing</td>
<td></td>
</tr>
<tr>
<td>Items stacked on the Weighing Platform</td>
<td>• Differential Weighing</td>
<td></td>
</tr>
<tr>
<td>Items exceeding WP capacity (see Specifications on page 201)</td>
<td>• Manual Weight</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

• **Manual Weight**
  In this mode, you enter the weight manually (see How to Enter the Weight Manually on page 57).

• **Standard Weighing**
  In this mode, each mail piece is manually placed on the Weighing Platform, and then put into the mail path.
  
  If the Smart Start option is activated, you do not have to press \( \text{ } \) at each piece (see How to Activate / Deactivate Smart Start on page 137).

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

Changing the Weighing Type

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

**See also**

• To change the default weighing mode as supervisor, see How to Change the Default Weighing Type on page 140.

• To change the weighing type according to the type of process you want to run (see Choosing a Weighing Type on page 54), follow the steps outlined below.
# How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:
   - Press \( \text{\textasciitilde} \) and type 2.2 or select the path:
     - Press MENU and type 2.2 or select the path:
     - Job settings > Weighing type

   The Weighing mode screen is displayed.

<table>
<thead>
<tr>
<th>Weighing mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Manual Weight Entry</td>
</tr>
<tr>
<td>2. Standard Weighing</td>
</tr>
<tr>
<td>3. Differential Weighing</td>
</tr>
</tbody>
</table>

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

2. Select the weighing type.

## Entering Weight Manually

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

If this situation occurs, you will need to print the postage amount on a label to stick onto the mail piece.
How to Enter the Weight Manually

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

1. Either:
   - Press \ and type 2.2 or select the path:
     > Job settings > Weighing type
   - The Weighing mode screen is displayed.

2. Select Manual weight entry (or type 1).
   - The Manual weight entry screen is displayed.
   - Enter the weight (first lb then oz) and press [OK] to validate.
   - The home screen displays the Manual weight icon ( ) and the weight entered.

3. Press \ to return to the home screen.
   - The home screen displays the Manual weight icon ( ) and the weight entered.
Configuring the Stamp

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

- Change printed date
- Add a pre-loaded Ad die to the left of the stamp
- Adding a custom text to the left of the stamp (you must first create it in supervisor mode)
- Moving the stamp away from the right edge of the envelope.

See also

- How to Change the Current ‘Type of Stamp’ on page 33
- Type of Process and Type of Stamp on page 27.

Navigating in the Stamp Settings

When you have selected the Type of stamp:

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

Advancing or Omitting the Date

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

You can set the date advance feature (from supervisor mode) to change at a fixed time. This is useful if you process mail after the last mail pickup for the day. This ensures that the proper date of mailing is printed for the next day's mail pickup. See How to Set the Automatic Date Advance Time on page 150.
How to Change the Date

To change the date that will be printed:

1. Either:
   - Tap the Date zone on the screen
   - Press and type 1 or select the path: Customize stamp

   The Customize stamp screen is displayed.

2. Select Date and press [OK] (or type 3 ).
   The Date Advance screen is displayed.

3. On the Date Advance screen, you can configure the printed date as follows:
   - To cancel the date, select >No date .
   - To cancel the day in the date, select >No day .
   - To choose another day, select the corresponding item in the list.

   The ✔ icon indicates the current selection.

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

   The date can be advanced up to 30 days from today's date.
Adding Text and/or Ad Die to the Stamp

You can add a text and/or an ad die to the stamp, as illustrated below.

Processing Mail

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

To add a text to the stamp, or to cancel the text:

1. Either:
   - Tap the Text zone on the home screen
   - Press \[\text{Text} \rightarrow \text{Press } [\text{OK}] \text{ or select the path:} \] Customize stamp

2. Select Text and press [OK] (or type 2 ).
   The Select text screen is displayed.

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

   The Customize stamp screen is displayed with updated parameters (home screen: \[\text{Home} \).
How to Add (or Cancel) an Ad Die on the Stamp

To add an ad die to the stamp or cancel the ad die:

1. Either:
   - Select the Ad die zone on the screen
     - Press MENU and type 1 or select the path:
       - Built stamp/imprint

2. Select Ad die and press [OK] (or type 1).
   - The Select Ad die screen is displayed.

3. Select the ad die in the list or select None for printing no ad die.
   - The ✓ icon indicates the current selection.

   - The Customize stamp screen is displayed with updated parameters (home screen: 🏡).
Moving the Stamp (Print Offset)

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

1 - Imprint printing offset

How to Move the Stamp (Print Offset)

To add an offset to the stamp position:

1. As a user:

   Tap the Offset zone on the screen

   Press MENU and type 2.1 or select the path:

   > Job settings > Print offset

   The Print offset screen is displayed.

<table>
<thead>
<tr>
<th>Print position setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select the print position...</td>
</tr>
<tr>
<td>1 Normal</td>
</tr>
<tr>
<td>2 Shift left 1</td>
</tr>
<tr>
<td>3 Shift left 2</td>
</tr>
</tbody>
</table>

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

Imprint Memories allow you to create a preset memory that can include the rate, custom text, ad die and date mode for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts. If your mail requires different settings, then the imprint memories are the solution: all your settings are stored in a single memory. Just press the imprint memory key instead of multiple keystrokes to select all the required elements.

See also
- To prepare imprint memories as supervisor, see Imprint Memories on page 152.

How to Use an Imprint Memory

To use an imprint memory:

1. Either:

   Tap the Imprint memory zone on the screen

   , or

   Press and type 3 or select the path: Imprint Memories

   The imprint memories list is displayed.

2. Select an imprint memory in the list.


   The imprint memory zone (Mem) of the home screen displays the current imprint memory name.
Using the Sealing Function

Hand-Feed Table Moistener

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

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

Auto-Feeder Sealer (Optional)

Your Auto-Feeder can seal envelopes while printing postage or for “seal only” usage. Move the selector at the front of the feeder right or left to change the sealing mode:

Sealer ON

Sealer OFF

Additional information

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

Emergency Stop

How to Enable an Emergency Stop

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

To stop the run process immediately:

1. Press \[\text{Emergency Stop}\].

Using Batch Counters

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

To produce reports associated to counters, see Reports on page 89.

How to Reset Batch Counters

To reset a Counter:

1. As a user:

   Press \[\text{Menu}\] and type 2.3 or select the path:
   \[\text{Job settings} > \text{Start batch counters}\]

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

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

**How to Count Mail pieces by Weighing**

To count mail pieces by weighing:

1. As a user:
   
   Press `MENU` and type `10` or select the path:
   
   > Piece Counting

4. The total number of items is displayed.

   You must first weigh 10 (ten) items in order to get the count of the total number of items.
4 Money Operations

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

4.1 Overview ...............................................................................69

4.2 Managing Funds ......................................................................70
How to Check the PSD (Meter) Funds ........................................70
How to Add Funds to the PSD (Meter) ........................................72

4.3 Unlocking the PSD (Postal Inspection) ..................................74
How to Unlock the PSD ..............................................................74
4.1 Overview

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

Check that your Mailing System is connected to a telephone line
or network (see Connections on page 20 ) and that the connection
is properly configured (see Connection Settings on page 155 ).

Managing Funds

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

- Check the available funds in the PSD
- Add funds to the PSD.

The funding operations trigger a connection of the Mailing System to Postal Services through
the telephone line or internet connection.

Tracking Funds

You can generate reports on the use of your postage funds as all Mailing operations involving
your postage are recorded by the Mailing System.
To generate reports, see Reports on page 89 .
### 4.2 Managing Funds

#### Checking Funds

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

Use the following steps to display your available postage funds.

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

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

To check available funds:

1. Either:

   - Press $\text{Menu}$ and type 7 or select the path: $\text{My Funds}$

   The Funds Menu is displayed.

   **Funds**
   1. Funds Used / Funds Av
   2. Add Funds
   3. Postal Inspection

2. Select the menu path:

   **Funds Used / Funds Available** (or type 1).

   The screen displays your postage funds as shown below.

   (Ascending = funds used. Descending = funds available.)

   **Funds Used / Funds Available**
   - Funds Used
     - $0.00
   - Funds Available
     - $1,000.00
Adding Funds

You can add funds to your Mailing System at any time by complete the steps listed below. The Mailing System then connects to the Postal Services and validates the operation.
How to Add Funds to the PSD (Meter)

To add funds to the PSD:

1. Either:
   - Press \[ \text{MENU} \] and type 7 or select the path: \text{My Funds}
   - 

2. Select \text{Add Funds} (or type 2).

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

   \begin{array}{|c|c|}
   \hline
   \text{Add Funds} & \text{Postage Available} \\
   \text{} & $1,000,000 \\
   \text{Basic unit for...} & $1,000 \\
   \text{Amount of Postage to Add} & $1,000,000 \\
   \hline
   \end{array}

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

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

5. Press [OK] to start the connection to the Postal Server.
   
   If the funding process is successful, the system displays a successful message.

   \begin{array}{|c|c|}
   \hline
   \text{Installation Process} & \text{Meter Re-Setting} \\
   \text{Transaction completed.} & \text{Ok} \\
   \hline
   \end{array}

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

   \begin{array}{|c|c|}
   \hline
   \text{In the case of a communication error, the amount previously entered cannot be changed. Check connection settings (see Connection Settings on page 155 ).} \\
   \hline
   \end{array}
6. You can open the Funds Used / Funds Available screen to check your account balance once the transaction is complete (see How to Check the PSD (Meter) Funds on page 70).

**Additional information**

**See also**

- As supervisor, you can set the Mailing System to ask for a PIN code for crediting: see How to Set/Cancel a Funding PIN Code on page 139.
4.3 Unlocking the PSD (Postal Inspection)

**Manual Call**

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

You have to do a connection within 90 days.

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

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

**How to Unlock the PSD**

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

1. Either:
   - Press and type 7 or select the path: My Funds
   - Press and type 7 or select the path: > My Funds

2. Select >Postal Inspection (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.
   - If the audit fails, the system displays a failure message explaining the cause of the error. Try to correct the cause and retry.
5 Managing Accounts and Assigning Rights

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

5.1 Accounting and Assigning Rights Overview ........................................77
5.2 Selecting an 'Account Mode' .................................................................79
5.3 Guidelines to Setup an Account .............................................................80
5.4 Selecting an 'Account Mode' .................................................................82
   How to Display and Change the 'Account Mode' ........................................82
5.5 Managing Accounts ..............................................................................83
   How to Create an Account .........................................................................84
   How to View / Edit Account Information ....................................................85
   How to Activate / Deactivate an Account ....................................................86
   How to Delete an Account .........................................................................86
   How to Export an Account List ..................................................................87
   How to Import Accounts ..........................................................................88
5.1 Accounting and Assigning Rights Overview

Postage Tracking and Access Control

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

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

You can activate one or the other of these functions.

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

The Accounts Function

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

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

You can then issue reports on each account (for information about reports, see Reports on page 89).

Accounts from the User's Perspective

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

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

To control the use of funds, each account can be allocated a budget that cannot be overrun. This optional feature is described in the Advanced Reporting User Guide.
The Access Control Function

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

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

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

- **No PIN code**: unlimited access
- **Unique System PIN Code**: users enter a PIN code to access the system.
- **Operator PIN codes**: users enter their own PIN code to access the machine.

In this last mode, the operators use only the accounts you allow them to access to.
5.2 Selecting an 'Account Mode'

Introducing the 'Account Modes'

The 'Account mode' allows you to set up both the Accounts and the Access Control functions (see Accounting and Assigning Rights Overview on page 77).

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

<table>
<thead>
<tr>
<th>Access Control Function</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>'No account with access control'</td>
<td>No</td>
<td>'No account with access control'</td>
</tr>
<tr>
<td>'Accounts'</td>
<td>Yes</td>
<td>'Accounts with access control'</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>'No Account'</th>
<th>No postage tracking</th>
<th>Unlimited access to the system</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No access control</td>
<td></td>
</tr>
<tr>
<td>'No Account with Access Control'</td>
<td>No postage tracking</td>
<td>Type a PIN code (shared by all users) to log in</td>
</tr>
<tr>
<td></td>
<td>Protects access to the system</td>
<td></td>
</tr>
<tr>
<td>'Accounts'</td>
<td>Tracks postage by Account/Department</td>
<td>Select the account to charge postage</td>
</tr>
<tr>
<td>'Accounts with Access Control'</td>
<td>Tracks postage by Account/Department</td>
<td>Type a PIN code to log in</td>
</tr>
<tr>
<td></td>
<td>Controls access to system and to accounts</td>
<td>Select the account to charge postage</td>
</tr>
</tbody>
</table>
5.3 Guidelines to Setup an Account

See also
- Selecting an 'Account Mode' on page 79.

Setting up 'No Account'

The 'No Account' mode provides users with unlimited access to the system (self-service type).
This is the default mode in your Mailing System.

Implementing “No account”

- Follow the procedure How to Display and Change the 'Account Mode' on page 82 and select the 'No Account' mode.

'No Account' Management Menu

In No account mode:

```
Account Mode Management
No account
1. Account Mode Select
```

No other setting is necessary for the 'No Account' mode.
Setting up 'Accounts'

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

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

Implementing the “Accounts Mode”

1. Follow the steps outlined in How to Display and Change the 'Account Mode' on page 82 and select the 'Accounts' Mode.

2. Create accounts as indicated in How to Create an Account on page 84.

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

'Accounts' Mode Management Menu

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

<table>
<thead>
<tr>
<th>Account Mode Management</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Account Mode Select</td>
<td></td>
</tr>
<tr>
<td>2. Manage Account</td>
<td></td>
</tr>
</tbody>
</table>

See also

- To add, modify or delete accounts, see Managing Accounts on page 83.
5.4 Selecting an 'Account Mode'

How to Display and Change the 'Account Mode'

See also

- Guidelines to Setup an Account on page 80.

To display and change the 'Account mode':

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press MENU and type 5.1 or select the path:
   > Account Management > Account Mode Selection

   The Account Mode Selection screen is displayed with the current 'Account Mode' shown.
   
   1. Account
   ✔ 2. Account with pin c
   3. No account
   4. No account with ...

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

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

Selecting an Account Mode

You can only manage accounts in the Accounts Mode.
Before creating accounts, see Setting up 'Accounts' on page 81.

Account Information

The number of accounts you can create is set to 30 by default and can be increased to 300 if required.

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

<table>
<thead>
<tr>
<th>Account creation summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Status</td>
</tr>
</tbody>
</table>

- **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.**

- **Status**: Active / Inactive  
  Only active accounts are visible to users.

See also
- About changing the maximum number of accounts, see Account level on page 115.
Account Management

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

You can also import a list of accounts. See Importing/Exporting Account Lists on page 87.

See also
- Account Information on page 83.

Creating Accounts

How to Create an Account

To create an account activate the mode "accounts". See How to Display and Change the 'Account Mode' on page 82.

1. As supervisor (see How to Log in as Supervisor on page 126):

Press [MENU] and type 5.2.1 or select the path:
> Account management > Manage accounts > Account list

The account list screen is displayed.

2. Using the keypad:
Enter the Account Number and press [OK].
Enter the Account Name and press [OK].
Select the Account Status (active or inactive) and press [OK].
The account creation summary screen will appear.

3. Press [OK] to confirm the creation of the account.
Editing Accounts

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

How to View / Edit Account Information

To view or edit an account:
1. As supervisor (see How to Log in as Supervisor on page 126):

Press \textbf{MENU} and type 5.2.1 or select the path:

\begin{itemize}
  \item Account management
  \item Manage accounts
  \item Account list
\end{itemize}

The Account list screen is displayed.

\begin{verbatim}
Account List

Add Account
00000 - Default Acc...
00001 - ACC1
\#
\end{verbatim}

2. Select the account (or type the account number) and press \textbf{[OK]}.  
3. Select \textbf{Edit / Modify}.  
   The Edit / Modify screen appears.

\begin{verbatim}
Edit/Modify

Name

User
\end{verbatim}

4. Change each parameter using the keypad (use key [C] to clear characters). Press \textbf{[OK]} to display the next parameter.  
   The Account modification summary screen is displayed.

5. Press \textbf{[OK]} to accept the changes.
Activating Accounts

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

How to Activate / Deactivate an Account

To activate or deactivate an account:
1. Perform procedure How to View / Edit Account Information on page 85.
2. Change the account status (the button displays the current status: active or inactive) and press [OK].
3. Accept the changes by pressing [OK] on the Account modification summary.
   If an account is deactivated it is no longer visible to the operator.

Deleting Accounts

You may need to delete an account.

How to Delete an Account

To delete an Account:
1. Perform procedure How to View / Edit Account Information on page 85.
2. On the Account management screen, select Delete (or type 2) instead of Edit/Modify.
   A confirmation of account deletion is displayed.
Importing/Exporting Account Lists

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

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

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

Exporting an Account List

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

The account list is exported with no group hierarchy.

How to Export an Account List

To export an account list on a USB memory key:

1. As supervisor (see How to Log in as Supervisor on page 126):
   
   Press [MENU] and type 5.2.4 or select the path:
   
   > Account management > Manage accounts > Export Account list
   
   2. Insert the USB memory key into the USB port of the base (at rear left) and press [OK].
   3. Follow the instructions displayed on the screen.

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

To import accounts into your Mailing System, place the CSV file on a USB memory key. You can only import CSV files located in the root directory of the USB memory key.

The CSV file should have the following characteristics:

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

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

See also
- Maximum number of accounts: Account Information on page 83.

How to Import Accounts

To import accounts from a CSV file:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press and type 5.2.3 or select the path:
   > Account management > Manage accounts > Import Account list

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

At the end of the process, a message will inform you when you may remove the USB memory key.
This section explains how you can access and print reports for your Mailing System.

6.1 Reports Overview .........................................................91
6.2 Generating a Report .....................................................93
   How to Generate a Report (as a User) ..............................93
   How to Generate a Report (as Supervisor) .........................94
6.3 Counter Data ...............................................................95
6.4 Postage Data ...............................................................97
6.5 Funds Data .................................................................99
6.6 Account Data .............................................................101
   How to Generate the Account List Report .......................102
6.7 System Data ..............................................................105
6.1 Reports Overview

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

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

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

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

The table below lists the available reports.

List of Reports

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

<table>
<thead>
<tr>
<th>COUNTER DATA</th>
<th>POSTAGE DATA</th>
<th>FUNDS DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Batch Data</strong></td>
<td><strong>Daily Usage</strong></td>
<td><strong>Monthly Usage</strong></td>
</tr>
<tr>
<td>Batch Counter and corre-</td>
<td>SP</td>
<td>Total items and total</td>
</tr>
<tr>
<td>sponding postage for outgoing mail since the last reset.</td>
<td>SP</td>
<td>postage value per month</td>
</tr>
<tr>
<td>Received Batch Data</td>
<td>Received Batch Data</td>
<td>for a selected period.</td>
</tr>
<tr>
<td>Batch Counter for incoming mail (&quot;Received on&quot;) since the last reset.</td>
<td>SP</td>
<td>Total items and total</td>
</tr>
<tr>
<td></td>
<td></td>
<td>postage value per month</td>
</tr>
<tr>
<td><strong>SPF</strong></td>
<td></td>
<td>for a selected period.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPF</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Usage Report</td>
<td>Monthly Usage Report</td>
<td></td>
</tr>
<tr>
<td>on page 97</td>
<td>on page 98</td>
<td></td>
</tr>
</tbody>
</table>
### Funds Usage Information
Information on the funds usage in the machine (since the installation of the machine). Contents is limited to the history available in the PSD.

### Adding Postage
Last refill operations performed on the machine in a selected period (supervisor only).

### SYSTEM DATA

#### Machine Configuration
Supervisor settings (imprint default data, date advance, postal services, connections, ink cartridge, weighing options, modem, etc.)

#### Events
- **Base Events**: Events listed for diagnostics with customer service assistance only (supervisor only).
- **PSD Events**: IP configuration settings
- **IP Configuration Report**: IP configuration settings
- **Proxy Configuration Report**: Proxy configuration settings

---

<table>
<thead>
<tr>
<th>Page</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>99</td>
<td>Funds Summary Report</td>
</tr>
<tr>
<td>100</td>
<td>Adding Postage Report</td>
</tr>
<tr>
<td>105</td>
<td>Machine Configuration Report</td>
</tr>
</tbody>
</table>
6.2 Generating a Report

To generate a report, select the desired report, and choose how you want to display or record the report:
- On screen
- On an external printer (if any)
- On a USB memory key

How to Generate a Report (as a User)

To generate a Report:
1. As a user:
   - Press MENU 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 preferences such as:
   - Period of time targeted (begin date, end date)
   - Desired account, etc.
   - Select or type the required parameters and press [OK].
   - The Output selection screen is displayed.
     Use the [C] key to clear displayed parameter data (from right to left) and then enter the new parameter data you want.

5. Select an available output device and press [OK].
   The system will send the report details to the selected output.
How to Generate a Report (as Supervisor)

To generate a Report:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 2 or select the path:
   > Reports

2. Resume with the steps outlined in How to Generate a Report (as a User) on page 93.
### 6.3 Counter Data

#### Batch Data Report

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

#### Requirements

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

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

#### Output

Screen
USB printer

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td>Begin = Date of last reset</td>
</tr>
<tr>
<td></td>
<td>End = Current date</td>
</tr>
<tr>
<td>Die number</td>
<td>On printed report only</td>
</tr>
<tr>
<td>Number of items (without 0.00 items)</td>
<td></td>
</tr>
<tr>
<td>Total value of items</td>
<td></td>
</tr>
</tbody>
</table>

After issuing reports like Metering Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next set of reports restart from zero at the current date.

See How to Reset Batch Counters on page 65.
Received Batch Data

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

Requirements

To generate this report, you must be logged in as a user.
You must be in [Received] stamp type to view incoming mail batch counter.

Output

Screen.
USB printer.

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td>Begin = Date of the last reset</td>
</tr>
<tr>
<td></td>
<td>End = Current date</td>
</tr>
<tr>
<td>Incoming Mail</td>
<td>Number of items</td>
</tr>
</tbody>
</table>

After issuing reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero at the current date.
See How to Reset Batch Counters on page 65.
6.4 Postage Data

Daily Usage Report

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

Requirements

This report is available as a user or supervisor.
You have to specify the Begin date and the End date of the report.
When you specify the Begin date, the End date field is filled with a proposed value: Begin date + 31 days.
You can specify another End date.
Default period:
- Begin = 1st day of the current month
- End = current day.

Output

Screen
USB printer
USB memory key

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die number</td>
<td>On printed report only</td>
</tr>
</tbody>
</table>

For each day in the period:
- Day number
- Number of items processed (zero and non-zero)
- Total postage value for this day
Monthly Usage Report

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

Requirements

This report is available as user or supervisor. You have to specify the Begin date and an the End date of the report. Use the selection of month and year.

Default period:
- Begin = Current month of the previous year
- End = Current month

Output

Screen
USB printer
USB memory key

Fields | Comments
--- | ---
Die number | On printed report only

For the period, for each month presented in data collected:
- Month name and year
- Total number of items processed
- Total postage value for the month
### 6.5 Funds Data

#### Funds Summary Report

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

#### Requirements

This report is available as user or supervisor.

#### Output

- Screen
- USB printer

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current date and time</td>
<td>Printed report only.</td>
</tr>
<tr>
<td>PSD status</td>
<td>Printed report only.</td>
</tr>
<tr>
<td>Die number</td>
<td>Printed report only.</td>
</tr>
<tr>
<td>Funds used (ascending)</td>
<td>Total postage printed by the system.</td>
</tr>
<tr>
<td>Funds available (descending)</td>
<td>Postage available for printing by the system.</td>
</tr>
<tr>
<td>Control total</td>
<td>Total funds downloaded into the system.</td>
</tr>
<tr>
<td></td>
<td>Must be equal to ascending + descending.</td>
</tr>
<tr>
<td>Non zero items</td>
<td>Total number of normal items.</td>
</tr>
<tr>
<td>Zero Items</td>
<td>Total number of zero items.</td>
</tr>
<tr>
<td>Total items</td>
<td>Total number of zero + non-zero items.</td>
</tr>
</tbody>
</table>
Adding Postage 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.

Output

Screen
USB printer
USB memory key

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td></td>
</tr>
<tr>
<td>Default period:</td>
<td></td>
</tr>
<tr>
<td>• Begin = Current date - 6 months</td>
<td></td>
</tr>
<tr>
<td>• End= Current date</td>
<td></td>
</tr>
<tr>
<td>Die number</td>
<td></td>
</tr>
<tr>
<td>For each postage download performed:</td>
<td>On printed report only</td>
</tr>
<tr>
<td>• Download date &amp; time</td>
<td>Represents the new total amount available in the machine.</td>
</tr>
<tr>
<td>• Funding amount</td>
<td></td>
</tr>
<tr>
<td>• New descending</td>
<td></td>
</tr>
</tbody>
</table>
6.6 Account Data

Account List Report

This report displays the list of accounts in the system.

Requirements

To generate this report:
- You have to be logged in as a supervisor
- The current 'Account mode' has to be Account.

Output

- Printer
- USB memory key

Data

The report displays the account structure (tree view with groups/subgroups).

For each group/subgroup:
- Group/subgroup name
- Status.

For each account:
- Account number
- Account name
- Pin Code (if 'Account with access control' is activated)
- Status

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

To generate the Account List Report:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press the MENU button and type 5.2.2 or select the path:
   > Account management > Manage accounts > Account list report

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

Single Account Report

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

Requirements

This report is available as a user or a supervisor.

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

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

Default period:
- Begin = 1st day of the current month
- End = Current date
Output

Screen

<table>
<thead>
<tr>
<th>Fields</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td></td>
</tr>
<tr>
<td>Die number</td>
<td></td>
</tr>
<tr>
<td>Account number</td>
<td></td>
</tr>
<tr>
<td>Account name</td>
<td></td>
</tr>
<tr>
<td>Number of items processed (zero + non-zero items)</td>
<td></td>
</tr>
<tr>
<td>Total postage value</td>
<td></td>
</tr>
</tbody>
</table>

Multi Account Report

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

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

Requirements

This report is available as a user or a supervisor.

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

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

Default period:
- Begin = 1st day of current month
- End = current date
Output

USB printer
USB memory key

Period
Die number

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’.

For each group/sub-group:
For each account:
• Account Number
• Account name
• Number of items processed (zero + non-zero items)
• Total postage value.
# 6.7 System Data

## Machine Configuration Report

This report displays all supervisor settings.

### Requirements

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

### Outputs

- Screen
- USB printer
- USB memory key

### Fields

- Imprint default settings (Default Text, Default Address, Default Rate)
- Date advance parameters
- Funds settings (High value, Low Funds)
- Connections settings (phone numbers)

System settings including, for example:

- MMI settings (Language, Default home screen, time-outs, backlight)
- Weighing settings (geodesic code, weight threshold, rounding mode, auto label threshold)
- Modem settings
7 Online Services

Online Services for your Mailing System allow you to update postal rates, download optional features and use discounted USPS postal services such as e-delivery confirmation.

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   How to Call Online Services Manually (as a User) .....................111
   How to Call Online Services Manually (as Supervisor) ..............111
   How to Test the Connection to Online Services .......................113
7.3 Uploading Statistics ..........................................................114
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7.5 eConfirmation Services ....................................................116
   The Process in your Mailroom ..............................................118
   How to Process eConfirmation Items using the WP ...................119
   How to Display eConf Record List and Details ........................121
   How to Modify an eConf Record Status .................................122
7.1 Online Services Overview

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

Online Services features and capabilities include:

- **Online reporting**: the usage of your machine is available from your personal, secure web account, simplifying tracking and reporting of your postage expenses.

- **eConfirmation Services**: save money with USPS discounts on Delivery and Signature Confirmation services, and simplify the process of sending Certified Mail. Monitor delivery of all of your tracked mail from your web account.

- **Rate Updates**: maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see Options and Updates on page 161)

- **Ink alerts**: never run out of ink again! The online server monitors your mailing machine ink supply and e-mails an alert notification when it is time to re-order.

- **Ad-die download**: order a new ad-die and get it downloaded via Online Services server directly to your Mailing System.

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

All connections are secure, and data is maintained under strict privacy policies.
7.2 Connecting to Online Services

Automatic calls

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

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

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

For the eConfirmation service, your Mailing System automatically connects at night if you have processed transactions with an eConfirmation service that day.

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 live analog telephone line or network during the night, to allow the connection to the Online Server to occur automatically.

Manual Calls

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

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

You can trigger a call to the Online Services server from the user menu as well as from the supervisor menu.
How to Call Online Services Manually (as a User)

To trigger a generic call

1. As a user:

   Press \( \text{MENU} \) 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, ad dies, etc.).

2. Check your mailbox for messages: see Using the Mailbox on page 164.

How to Call Online Services Manually (as Supervisor)

To trigger a generic call:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press \( \text{MENU} \) 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, ad dies, etc.).

2. Check your mailbox for messages: see Using the Mailbox on page 164.
**Synchronize Call**

This type of call is only for executing on request from your Customer Service. This call updates the automatic call schedule of the machine and the features/options (see Options and Updates on page 161).

**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 modem 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.
How to Test the Connection to Online Services

To ping the server

1. As a user:
   
   Press **MENU** and type 9.1 or select the path:
   > Online Services > Ping server

2. Or, as supervisor (see How to Log in as Supervisor on page 126):
   
   Press **MENU** and type 10.1 or select the path:
   > Online Services > Ping server

To test the server

1. As a user:
   
   Press **MENU** and type 9.2 or select the path:
   > Online Services > Test server

2. Or, as supervisor (see How to Log in as Supervisor on page 126):
   
   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

This manual call uploads report data to the Online Services server, so that you can display reports that integrate the latest figures on your Online Services web page. Otherwise, automatic calls upload report data to the Online Services server at the end of each month.

Your system uploads basic statistic data for basic postal expense management reporting. Enhanced reporting is optional. See Activating New Options on page 166.

How to Upload Report Data to the Online Services Server

To upload report data:
1. As a user
   
   Press MENU and type 9.5 or select the path:
   > Online Services > Upload Statistics

2. As supervisor (see How to Log in as Supervisor on page 126):
   
   Press MENU and type 10.7 or select the path:
   > Online Services > Upload Statistics

   The call to the server is triggered.
7.4 System Online Services

Ink Management Service

The Ink Management service sends an electronic message to the Online Services server when the mailing machine’s ink supply is running low. An e-mail message then informs you of that condition so that the ink cartridge can be replaced in time.

For more information, please contact Customer Service.

Rate Protection

Rate Protection ensures that the latest postal rates are installed on your Mailing System. When the Postal Service announce changes in their rate and fee schedule, the Online Services server downloads the new rates into your Mailing System. Your Mailing System automatically switches to the approved rates on the effective date of rate change.

For more information, please contact Customer Service.

Account level

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

To upgrade your system, please contact your Customer Service.
Service Overview

With E-Confirmation Services, your mailing machine can capture and process USPS Delivery Confirmation, Signature Confirmation, and Certified Mail tracking label numbers.

After upload to the Online Server, simply log on your Online Services Web account to monitor all of your USPS Confirmation Service delivery tracking records at a glance, or in detail, in one convenient location.

In addition to online tracking, you can activate and receive e-mail status updates for your tracked parcels.

You will realize postage savings on your tracked parcels because the Postal Service provides a discount on its retail Delivery and Signature Confirmation fees when parcel tracking data is uploaded electronically to the Postal Server. The special rate is identified as eConfirmation on your Mailing System and in these instructions.

To be eligible for Postal Service discounts on Delivery Confirmation and Signature Confirmation services, you must use e-identified tracking labels that are only available from Customer Service. Any other label will cause an input error message. Your Mailing System cannot process confirmation service tracking labels obtained from a Post Office retail counter.

The ‘e’ in the upper left corner of the label expedites processing and indicates the discount to the letter carrier.

eDelivery Confirmation

You receive an email with the date and time of the delivery. The dates and times of any unsuccessful deliveries are also noted. eDelivery Confirmation is available with First Class, Priority, or Package Service (including Parcel Post, Media Mail, etc.).
eSignature Confirmation

You receive an email with the date and time of the delivery and the name of the person who signed for the parcel. You can obtain a copy of the proof-of-delivery signature via FAX or email from the USPS. The dates and times of any unsuccessful deliveries are also noted. eSignature Confirmation is available with First Class, Priority, or Package Service (including Parcel Post, Media Mail, etc.).

eCertified Mail

You receive an email with the date and time of the delivery. The recipient’s signature is obtained upon delivery and a record is maintained by the USPS. This service is typically used for letters rather than parcels.

In order to use the eConfirmation services, you must have a Weighing Platform connected to your Mailing System.

e-Confirmation Service Customer Profile

If you have purchased the E-Confirmation Edition with USPS tracking, on the Online Services web page, you can activate and define your e-mail notifications, as well as enter and maintain e-mail addresses for the notifications.

The possible notifications are:

- **Email Daily Report** to the email address of the person who is to receive a daily summary status for the eConfirmation tracking records uploaded the previous day
- **Email Notifications** to the email address of the person who is to receive email notifications about the following events:
  - When sent
  - When delivered
  - When not received (within N days).

The notification settings are initially set to OFF. They will need to be set up in order to activate the e-mail notification services.
How e-Confirmation Service Works

You can track mail delivery through the Online Services server because the server is in constant communication with the USPS. The diagram below shows how tracking information flows from your mailroom, through the Online Services server and on to the USPS, and then back to you.

The Process in your Mailroom

1. **Apply a tracking label** (supplied by your Customer Service) to your mail. For information about ordering new labels, please contact your Customer Service.
2. **Select the appropriate rate** and e-Confirmation service on your machine display.
3. **Apply the metered postage** to your mail.
4. **Deposit your mail with the USPS** (e-Confirmation does not require additional special paper work, as do retail mail confirmations).
5. **Upload your daily mailing information** to the Online Services Server. This function is performed everyday via an automatic call during the night.
6. **Receive USPS updates** about your mail’s delivery status via emails from the Online Services server. You can also check the status of your mail on the web by logging on to the Online Services Web page.
Getting e-Confirmation Status Data

Mailing status information is available in two ways:

- Via your Online Services web page
- Via emails sent by the Online Services server.

You can log on to your Online Services web page with a password 24 hours a day, 7 days a week.

Email notifications arrive when a change in your mail status occurs at USPS.

Processing e-Confirmation Items Using your Weighing Platform

How to Process eConfirmation Items using the WP

If you plan to use the eConfirmation service frequently, the use of a handheld scanner to scan the tracking labels is recommended. The handheld scanner option is compatible with the use of a weighing platform.

For information about the optional scanner, please contact your Customer Service representative.

The weighing platform must be connected to your mailing machine. Using your weighing platform to send a package and request eConfirmation service is simple:

1. Place the eConfirmation label on the package.
2. Place your package on the WP.
   (If needed, first remove all items from the WP and rezero your weighing platform: see How to Zero the Weighing Platform on page 142.)
3. Select the rate corresponding to the package to send (see How to Select a Rate on page 51).
   If the rate requires a zip code to be entered, a specific screen is displayed to capture the Zip code.
4. Add an eConfirmation service.
   In the eConfirmation screen, check the PIC number (tracking number) or scan it. The machine automatically suggests the next PIC number.
   If the displayed PIC number does not match your label, use the [C] key to clear numbers (right to left), then enter the correct PIC number.

   Use the labels in order to avoid typing the full PIC number each time. If you have a scanner, scan the PIC number - this is fast, easy, and reliable.
5. Enter or modify the Sender ID information on the SenderID screen. This sender ID will enable you to easily identify the package record in an email notification or on the tracking web site. The Sender ID can be up to 31 characters. This is an optional step.
6. Validate the rate and return to the home screen.
7. Insert item or tape in the machine.

When printing is done, an eConfirmation record is created (see How to Display eConf Record List and Details on page 121) below.

If printing is cancelled at this stage, the current PIC number cannot be re-used for another mail piece.

8. Press \( \text{start} \) to start.

Leave the machine ON and connected at night to automatically upload the record to the USPS.

You can also upload records manually (see How to Upload Report Data to the Online Services Server on page 114).

### Checking e-Confirmation Records

List of E-Confirmation records is accessible in the machine.

The eConf Record List screen displays the eConfirmation records that have not yet been uploaded to the Online Services server. When eConfirmation records are uploaded, the eConfirmation record list is empty.

You can display and check information regarding an eConfirmation record:
- Record status (PIC Valid or PIC Deleted)
- Type of eConfirmation Service
- Tracking number (PIC)
- Destination ZIP code
- Sender ID information (optional)
- Date and time of the record.
How to Display eConf Record List and Details

To display the list and check a record:

1. As a user:

Press and type 9.7 or select the path:
> Online Services > eConf Record List

The record list is displayed.

2. Select a record in the list and press Details for more details about that item.

The record details are displayed.

Modifying an e-Confirmation Record

You can modify an e-Confirmation in case you decide not to send an item processed with an eConfirmation Service. In this case you have to edit the corresponding record and change its status.

Record status:
- **PIC Valid**: corresponds to a valid mail with eConfirmation Service to track through USPS.
- **PIC Deleted**: corresponds to a mail you don’t want to track anymore.

You will not receive any tracking information on records with status PIC Deleted.
How to Modify an eConf Record Status

To modify the status of an eConf record:

1. As a user:

   Press [MENU] and type 9.7 or select the path:
   > Online Services   > eConfirmation record list

   The record list is displayed.

2. Select a record in the list and press Details for more details about that item.

3. Change record status.
8 Configuring your Mailing System

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

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8.1  Settings Overview

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

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

Other user settings are described in the corresponding sections: Processing Mail on page 25, Maintaining your Mailing System on page 177, etc.

### User Settings

The user settings described in the sections below are:

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

### Supervisor Settings

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

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

The supervisor settings allow you to:

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

1. As a user:

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.

Main Menu
1. Mailbox
2. Reports
3. Default User Settings
4. Predefined Imprint ...

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

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

How to Exit the Supervisor Mode

To exit the supervisor mode:
1. As supervisor:

   Press \( \text{\texttt{O}} \).

   The system will go into ‘Sleep’ mode and supervisor is logged out.
### 8.3 Changing the Display Language

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

**How to Change the Display Language**

To change the current display language:

1. As a user:
   - Press and type 11.1 or select the path:
     - Preferences > Language
   -  
2. Select the language you want to use.

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**

You can set the default display language for user sessions by completing the steps listed below.
How to Change the Display Language by Default

To change the user language by default:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press MENU and type 3.1.1 or select the path:
   > Default User Settings > Default User Preferences > Language

2. Select the default language.


   This setting will not be affected by the standby mode.
8.4 Enabling/Disabling Sounds

You can enable or disable the system beeps separately:
- Beeps on keys
- Beeps on warnings and errors.

How to Enable / Disable the Beeps

To enable or disable the beeps:
1. As a user:
   - Press [MENU] and type 11.2 or select the path:
     > Preferences > Sounds

2. Select Beep on key and/or beep on error check boxes.

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

Setting Default System Beeps

You can set the default beep state for user sessions.
How to Change the Beeps by Default

To change the sounds by default:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.1.2 or select the path:
   > Default user settings  >  Default user preferences  >  Sounds

2. Check Beep on key and/or Beep on error to enable the sounds.
8.5 Display Settings

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

How to Adjust the Display Contrast

To adjust the display contrast:

1. As a user:

   Press [MENU] and type 11.3 or select the path:
   > Preferences > Contrast

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


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

Setting Default Display Contrast

To set a display contrast which will be applied to all user sessions, you can set the default display contrast.
How to Change the Display Contrast by Default

To set the default contrast:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press \( \text{MENU} \) and type 3.1.3 or select the path:
   - \( \text{Default user settings} \) > \( \text{Default user preferences} \) > \( \text{Contrast} \)

2. Use the 1 or 2 button to increase or decrease the contrast. The screen updates to the new setting.
8.6 System Time-outs and Settings

System settings include:

- System motor time-outs
- Sleep mode time-out
- Smart Start: function that automatically starts the system motors when you withdraw the mail piece from the weighing platform (see Choosing a Weighing Type on page 54).

System Time-outs

The system time-outs are defined as follows:

<table>
<thead>
<tr>
<th>Start</th>
<th>The period of time the system waits for an envelope after pressing . Once this time-out is reached the system stops.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop</td>
<td>The period of time the system waits for the next envelope after printing. Once this time-out is reached, the system will stop.</td>
</tr>
<tr>
<td>Sleep</td>
<td>Period of inactivity after which the system automatically switches to 'Sleep' mode (see Power Management on page 22).</td>
</tr>
</tbody>
</table>

You can set a long Stop time-out to have time to feed the hopper before the machine stops.
How to Adjust the Time-outs

To adjust the time-outs:

1. As a user:

   Press \textit{\textbf{MENU}} and type 2.6 or select the path:
   \texttt{Job settings > Time-out settings}

   The Time-out setting screen is displayed.

   \begin{center}
   \textbf{Timeout Setting}
   \end{center}
   \begin{center}
   \texttt{Start timeout (sec) [5-3600]:}
   \end{center}
   \begin{center}
   \begin{tabular}{c}
   \texttt{5 s}
   \end{tabular}
   \end{center}

2. Specify the length of each time-out using the keypad and press \texttt{[OK]} to display the next screen, until the Summary screen is displayed.

   \begin{center}
   Use the \texttt{[C]} key to clear old settings then enter a new value.
   \end{center}

3. Press \texttt{[OK]} to exit.

   \begin{center}
   This is a user setting that only lasts as long as you are logged in.
   \end{center}
Setting Default Time-Outs

How to Change System Time-Outs

To change the system time-Outs:

1. As Supervisor (see How to Log in as Supervisor on page 126) Press [MENU] and type 3.5 or select the path:

   > Default user settings > System settings > Time-out settings

   The Timeout setting screen is displayed.

   Timeout Setting
   Start timeout (sec) [5-3600]:

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

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

3. Specify the length of each time-out using the keypad and press [OK] to display the next screen, until the Summary screen is displayed.

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

Smart Start

The Smart Start function detects when you are removing a mail piece from the weighing platform and automatically starts the system motors without you having to press the key.

How to Activate / Deactivate Smart Start

To activate / deactivate the Smart Start function:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press \textbf{MENU} and type 3.2.4 or select the path:
   - > Default user settings
   - > Base settings
   - > Smart start

2. Activate or deactivate Smart Start.
8.7 High Value, Low Funds Warnings and PIN Codes

Warnings

Your Mailing System can warn 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.

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

How to Set the High-Value Warning Amount

To set a high-value warning amount:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press **[MENU]** and type 3.2.1 or select the path:
   > Default user settings > System settings > High value amount entry

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

How to Set the Low-Funds Threshold

To set a low-funds threshold:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.4.1 or select the path:
   > Default user settings > Funds settings > Low funds threshold

2. Select the Low funds threshold field.
   Enter the low-funds warning amount or press [C] and enter 0 to disable the warning function.


Funding PIN Code

You can create a funding PIN code to control access to only those who are authorized to add postage. (see Money Operations on page 67).

How to Set/Cancel a Funding PIN Code

To set a funding PIN code:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.4.2 or select the path:
   > Default user settings > Funds settings > Funds PIN code

2. Enable or disable the PIN code.
3. Enter the funding PIN code if enabled.
8.8 Weighing Settings

The weighing settings include:
- Setting a default weighing type used for mailing
- Zeroing the weighing platform
- Setting the differential weighing threshold
- Setting the GEO code that corresponds to the geographical location of the Mailing System.

Default Weighing Type

How to Change the Default Weighing Type

This setting defines both the weighing device and the weighing type that are selected by default when a user starts the mailing process (see Choosing a Weighing Type on page 54).

To change the default weighing type:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.2.3
   or select the path:
   > Default user settings > Base settings > Default weighing type

2. Select a default weighing type in the list.

   If Manual Weight is selected as default weighing type, the system will ask you to set a default weight.

Weighing Platform Automatic Selection

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

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

How to Activate the Automatic Weight Detection on the WP

To activate the automatic weight detection on the WP:
1. Log in as the Supervisor (see How to Log in as Supervisor), then:

   - Press MENU and type 3.2.5 or select the path:
     > Default user settings > Base settings > Auto Weight Detection

2. Select Auto Weight Detection to activate the function.

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

To de-activate the automatic weight detection on the WP:
1. Log in as the Supervisor (see How to Log in as Supervisor), then:

   - Press MENU and type 3.2.5 or select the path:
     > Default user settings > Base settings > Auto Weight Detection

2. Select No Auto Weight Detection to de-activate the function.
Zeroing the Weighing Platform

You can reset the Weighing Platform in the following ways:
- Set to zero: resets the weight to zero
- Tare: sets the weight to zero with an additional tray on the Weighing Platform
- Rezero: physically adjusts the Weighing Platform to zero.

How to Zero the Weighing Platform

To zero the Weighing Platform as a user:
1. As a user:

   Press **MENU** and type 2.4 or select the path:
   > Job settings > Zero Weigh Platform

2. Remove all items from the Weighing Platform.

How to Tare the Weighing Platform

To tare the Weighing Platform as a user:
1. As a user:

   Press **MENU** and type 2.3 or select the path:
   > Job settings > Tare Weigh Platform

2. Place the item you want to use on the Weighing Platform.
3. Press [OK] to set weight to zero.
How to Rezero the Weighing Platform

To re-zero the Weighing Platform:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 6.1.2 or select the path:
   > System settings > Weighing functions > Zero Weigh Platform

2. Remove all items from the Weighing Platform.

How to Tare the Weighing Platform

To tare the Weighing Platform:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 6.1.1 or select the path:
   > System settings > Weighing functions > Weigh Platform Tare


GEO Code

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

- Automatically with Online Services
- Manually
Changing GEO Code

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

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

How to Change the GEO Code

To change the GEO code:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 6.2.1 or select the path:
   > System settings > Accessories and module settings > GEO code

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

8.9 Postage Imprint Default Settings

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

- **Stamp default settings**: sets the default rate, text and ad die for mailing operations
- **Automatic Date Advance**: enables early date change to continue printing postage with the new date after post office closing hours
- **Fractional mode**: enables entering fractional postage values manually
- **Printing offset**: sets the default offset print position from the right side of the envelope.

**Stamp Default Settings**

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

- Rate
- Text
- Ad Die

You can create up to nine custom text messages.

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

**Changing the Default Rate**

Use the procedure below to change the rate the machine activates at start-up.
How to Change the Default Rate

To change the default rate:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.3.3 or select the path:
   > Default user settings > Default imprint parameters > Default rate

2. Select the default rate using the rate wizard.

See also
• Managing Postal Rates on page 172

Changing the Default Text

How to Change the Default Text

To change the default text:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 3.3.1 or select the path:
   > Default user settings > Default imprint parameters > Text

2. Select the Default text from the list.

See also
• Managing Custom Text Messages on page 167
Changing the Default Ad Die

See also
- Managing Ad Die on page 169

How to Change the Default Ad Die

To change the default Ad die:
1. As supervisor (see How to Log in as Supervisor on page 126):
   - Press [MENU] and type 3.3.2 or select the path:
     > Default User Settings > Default Imprint Parameters > Ad die

2. Select the default ad die from the list, or None for no ad die.

   You can order custom Ad Dies. Please contact your Customer Service.

Automatic Date Advance

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

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

To set the auto date advance time and days:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press \textbf{MENU} and type 3.3.5 or select the path:
   \begin{itemize}
   \item Default user settings
   \item Default imprint parameters
   \item Automatic date advance
   \end{itemize}

   The Automatic date advance screen is displayed.

   \begin{table}
   \centering
   \begin{tabular}{|l|}
   \hline
   \textbf{Auto date advance setting} \\
   \hline
   \textbf{Active} \\
   \hline
   \end{tabular}
   \end{table}

   1. Activate/Inactivate
   2. Set Hours
   3. Set working days

   2. Select ON and press [OK] to enable the Auto Date Advance function.

   3. On the first screen, type 2, enter the Automatic Date Advance time (00:00 hours is not allowed) and press [OK].

   4. On the next screen type 3 following by the day number on the keypad to select/deselect each day, and then press [OK].

   5. Press \textbf{\(\rightarrow\)} to exit.
Printing Offset

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

How to Set the Default Printing Offset

To change the default printing offset:
1. As supervisor (see How to Log in as Supervisor on page 126):
   - Press [MENU] and type 3.2.2 or select the path:
     > Default user settings > System settings > Print

2. Set the > Default from a position list.

Fractional Setting

The fractional setting enables users to type fractional values when entering postage manually. Otherwise, the fractional value is always zero.

How to Activate / Deactivate Fractional Postage Values

To activate / deactivate fractional postage:
1. As supervisor (see How to Log in as Supervisor on page 126):
   - Press [MENU] and type 3.3.4 or select the path:
     > Default user settings > Default imprint parameters > Fractional Postage Mode

2. Select Enable / Disable fractional and press [OK] to activate or deactivate the fractional.
8.10 Imprint Memories

The Imprint Memories are presets for your stamp types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see Using Imprint Memories on page 63).

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

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

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

Standard Stamp Imprint Memory

The table below gives the content of a [Standard] stamp imprint memory.

<table>
<thead>
<tr>
<th>Imprint settings</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ad die</td>
</tr>
<tr>
<td></td>
<td>Date mode</td>
</tr>
<tr>
<td></td>
<td>Rate</td>
</tr>
</tbody>
</table>

| Account setting         | Account number if any |

Managing Imprint Memories
How to Create an Imprint Memory

To create an imprint memory:
1. As supervisor (see How to Log in as Supervisor on page 126):
   
   Press \textbf{MENU} and type 4 or select the path:
   > Predefined imprint management

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

2. Select a line named None in the list.
3. Press \textbf{[OK]} to create a new imprint memory.
4. Enter the name of the new imprint memory, then press \textbf{[OK]}.
5. Enter the preferences, press \textbf{[OK]} to validate and display the next list of parameters, if any.
6. Repeat the previous step until the system displays the name of the new imprint memory in the list.
7. You can modify any preference by using the \textbf{Edit/Del} function (see How to Edit / Modify an Imprint Memory on page 153).

How to Edit / Modify an Imprint Memory

To edit or modify an imprint memory:
1. As supervisor (see How to Log in as Supervisor on page 126):
   
   Press \textbf{MENU} and type 4 or select the path:
   > Predefined imprint management

2. Select an imprint memory from the list displayed on the screen.
3. Press \textbf{[OK]} to validate.
4. Select the menu path > \textbf{Edit} (or type 1)
   
   The Imprint memory modification screen is displayed.
5. Use the arrows to select the preferences, then press \textbf{[OK]} to modify the parameters.
6. Press \textbf{Exit} to exit.
How to Delete an Imprint Memory

To delete an imprint memory:
1. As supervisor (see How to Log in as Supervisor on page 126):
   Press MENU and type 4 or select the path:
   > Predefined imprint management

2. Select an imprint memory from the list of saved imprint memories.
4. Select the menu path >Delete (or type 2).
5. Press [OK] to confirm to delete the imprint memory.
8.11 Connection Settings

Connection to the Postal Services or Online Services

To add funds or access Online Services, the Mailing System can use the following networks:
- An analog / fax telephone line through an analog modem
- An Internet access through a high speed LAN (Local Area Network).

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

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

See also
- To physically connect a modem or the LAN to the base, see Connection Diagram on page 21.

How to Set the Postal/Online Services Connection

To set the postal/Online Services connection:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press MENU and type 9.1 or select the path:
   > Communication settings > Type of connection

   The Server Access screen is displayed.

2. To use the analog telephone line modem, select Modem and press [OK] (or type 1).
   To use the LAN, select LAN and press [OK] (or type 2).
3. Select Analog modem or LAN.
4. For further modem settings, see How to Set the Analog Modem Parameters on page 157.
   For LAN settings, see How to Set LAN (High-speed Internet) Parameters on page 156.
LAN Settings

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

How to Set LAN (High-speed Internet) Parameters

To set the parameters of the LAN:
1. As supervisor (see How to Log in as Supervisor on page 126):
   - Press [MENU] and type 9.2 or select the path:
     > Communication settings  >  LAN settings
   - The LAN configuration menu is displayed.
2. Select:
   - DHCP ON
   - DNS AUTO ON
   - HALF DUPLEX
   - and press [OK] four times for a standard LAN configuration.

Analog Telephone Line and Modem Settings

These settings include the modem parameters, telephone number and prefix that the Mailing System calls to fund the meter or connect to Online Services (see Money Operations on page 67).

Make sure the telephone line is selected; see How to Set the Postal/Online Services Connection on page 155.
How to Set the Analog Modem Parameters

To set the parameters of the modem:

1. As supervisor (see How to Log in as Supervisor on page 126):

   - Press 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.
8.12 Time and Date Management

Daylight Savings Time Transitions

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

- As a user: How to Unlock the PSD on page 74
- As supervisor: How to Check/Adjust the Machine Time and Date on page 158

Time and Date Setup

Time and date are required for postage and are provided by the postal authorities. As a result, you cannot manually adjust the system time and date. However, you can ask the system to check the current time and date and display them.

To check the time and date, make sure the connection to the Postal Services is available. See How to Set the Postal/Online Services Connection on page 155.

See also
- Re-dating Mail on page 41
- Automatic Date Advance on page 149

How to Check/Adjust the Machine Time and Date

To check/adjust the current time and date:

1. As supervisor (see How to Log in as Supervisor on page 126):

Press **MENU** and type **6.4** or select the path:

> **System settings** > **Date and time**

If you are processing postage at the time when the system clock adjusts for daylight savings time, the Mailing System will wait until you are finished before displaying the new time.
2. Select **Audit call** to adjust the time.
   The system adjusts its time if necessary and displays time and date values.
9 Options and Updates

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

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   How to Access the Options and Updates Menu .........................163

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   How to Update the System Software .....................................174
9.1 Options and Updates Process

You can update your Mailing System by:

- Adding new options, such as Differential Weighing or increasing the maximum number of accounts
- Adding enhanced online postal expense management or USPS E-services.
- Update postal Rates
- Creating additional Texts for the stamp
- Downloading custom Ad dies / Slogans

To update your Mailing System's operating system, see Online Services on page 107.

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

How to Access the Options and Updates Menu

1. As supervisor (see How to Log in as Supervisor on page 126):

Press **MENU** and type 8 or select the path:

> Options and Updates

The Options and Updates menu is displayed.

<table>
<thead>
<tr>
<th>Options and Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Options list</td>
</tr>
<tr>
<td>2. Text settings</td>
</tr>
<tr>
<td>3. Update Ad Slogans</td>
</tr>
<tr>
<td>4. Rate Management</td>
</tr>
</tbody>
</table>


9.2 Using the Mailbox

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

On the home screen, an icon indicates that the mailbox contains unread messages. The Mailbox list screen indicates **unread messages** and allows you to delete read messages.

**How to Read Messages**

1. As supervisor (see *How to Log in as Supervisor* on page 126):
   - Press **MENU** and type **1** or select the path:
     - > Mailbox
   - The Mailbox screen is displayed.

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

**How to Delete Messages**

1. As supervisor (see *How to Log in as Supervisor* on page 126):
   - Press **MENU** and type **1** or select the path:
     - > Mailbox
   - The Mailbox screen is displayed.

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

Consulting the Option List

How to Display the Options

The option list includes the options actually loaded into your Mailing System and indicates the options that are activated. You can also display details for each option.

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

To display the option list:
1. As supervisor (see How to Log in as Supervisor on page 126) either:

   Press [MENU] and type 8.1 or select the path:
   > Options and Updates > Option list

   The Options list screen is displayed.

<table>
<thead>
<tr>
<th>Check for updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Account Number...</td>
</tr>
<tr>
<td>2. Weighing capacity...</td>
</tr>
<tr>
<td>3. DWV capacity: 10 Lb</td>
</tr>
</tbody>
</table>

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 telephone line or network (see Connections on page 20) and that the connection is properly configured (see Connection Settings on page 155).
2. Select Check for updates. It will trigger a call to the Online Services server.
3. After the call, you can display installed options. See How to Display the Options on page 165.
9.4 Managing Custom Text Messages

You can enhance your mail and increase the “openability” of your mail by adding custom text messages to the left of the stamp.

As supervisor, you can:

- Add custom text messages (and create a name for menu selection)
- Edit / modify messages
- Delete existing text messages
- Activate a default text message (this setting is described in How to Change the Default Text on page 148).

The List of Custom Text Messages

The list of text displays the messages you have created and indicates with a check mark the default text, if any.

How to Display the List of Text Messages

To display the list of text:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press \texttt{MENU} and type 8.2 or select the path:
   \begin{verbatim}
   > Option and Updates > Text settings
   \end{verbatim}

   The list of text is displayed in the Text management screen.

2. \hfill
Editing Text

Use the procedures below to create, modify or delete texts.

How to Add a New Text Message

To add a new message:
1. Display the list of text. See How to Display the List of Text Messages on page 167.
2. Select > Create a text.
3. Enter your text (max. 4 lines, 18 characters per line).
5. Enter the name to be displayed on the menu for users, then press [OK].

How to Modify or Delete a Text Message

To modify or delete text:
1. Display the list of text. See How to Display the List of Text Messages on page 167.
2. Select a message and press [OK].
   The Text settings screen is displayed.

To edit the content of the message or its name:
1. Select Edit.
2. You can change the text message and press [OK] to display the next screen (Use [C] key to clear characters).
3. You can change the text name and press [OK] to validate.
   The system updates the message.

To delete a message:
1. Select Delete.
   Selected text is displayed.
2. Press [OK] to confirm deletion.
   The system updates the message list.
9.5 Managing Ad Die

The Ad dies are graphical slogans you can add on the left hand side of the stamp printed on mail pieces.

As supervisor, you can:
- Display the list of ad dies
  - In the list, rename or delete ad dies
- Download new ad dies.

The available ad dies are automatically downloaded into your Mailing System by connecting the Mailing System to the Online Services server (as user). See How to Load New Options on page 166.

See also
- Selecting an die to print: How to Add (or Cancel) an Ad Die on the Stamp on page 61

Displaying the List of Ad Dies

The list of ad dies includes the ad dies that are installed in the Mailing System and indicates with a check mark the activated default ad die.

See also
- How to Change the Default Ad Die on page 149

How to Display the List of Ad Dies

To display the list of ad dies:
1. As supervisor (see How to Log in as Supervisor on page 126):

Press \[ \text{MENU} \] and type \[ 8.3 \], or select the path:

\[ > \text{Option and Updates} \] \[ > \text{Update ad dies} \]

The list of ad dies is displayed in the Ad die management screen.
Modifying the List of Ad Dies

The procedure below allows you to change the menu name of an ad die or to remove an ad die from the list.

How to Modify or Delete an Ad Die

To modify or delete an ad die:
1. Display the list of ad dies (see How to Display the List of Ad Dies on page 169).
2. Select the ad die and select \texttt{Edit / Del}.
   The Ad die setting menu is displayed.

To change the name of the ad die:
1. Select Edit.
2. Change the ad die name using the keypad and press \texttt{[OK]}.
   The system updates the ad die list.

To delete the ad die:
1. Select Delete.
   The system asks for a confirmation.
2. Press \texttt{[OK]} to confirm deletion.
   The system updates the ad die list.

Downloading New Ad Dies

The procedure below allows you to download new ad dies.
How to Download New Ad Dies

To download new ad dies:

1. Display the list of ad dies (see How to Display the List of Ad Dies on page 169).
2. Select > Check for updates and press [OK].
   
   The Mailing System connects to the Online Services server and downloads available ad dies.
9.6 Managing Postal Rates

Your Mailing System uses rate tables to calculate postage amounts.

As supervisor, you can:

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

New rate tables are automatically downloaded into your Mailing System by connecting the Mailing System to the Online Services server as a user. See How to Load New Options on page 166.

See also
- Options and Updates on page 161

Displaying Rate Tables

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

Rate tables will automatically become active on their effective date.

For each rate table, rate details (part number, expiration date, rate option) can be displayed.
How to Check your Rate Updates

To display the list of rate tables:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press 📌 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 effective date of the rate.

Downloading New Postal Rates

The procedure below allows you to download new rate tables.

How to Download New Postal Rates

To download new rates:
1. Display the list of rate tables (see How to Check your Rate Updates on page 173 above).
2. Select Check for updates and press [OK].

   The Mailing System connects to the Online Services server and downloads available rates.
9.7 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 (as Supervisor) on page 111).
- After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see How to Read Messages.

Follow the procedure below to update your Mailing System.

How to Update the System Software

To update the system software:

1. As Supervisor (see How to Log in as Supervisor on page 126):

   Press MENU and type 10.5 or select the path:
   > Online Services > Server loading list

2. Select the element to download.
3. Select Detail of download.
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 Connection Diagram on page 21).

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.
10 Maintaining your Mailing System

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

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   How to Display Ink Level and Cartridge Data ............................................... 181
   How to Align the Print Heads ....................................................................... 182
   How to Clean the Print Heads Automatically ............................................... 183
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10.1 Maintaining the Ink Cartridge

About the Ink Cartridge

The ink cartridge for printing is located in the Mailing System and contains fluorescent red ink that has been tested and approved by the postal service.

The ink cartridge uses ink jet technology. It requires the print head nozzles to be cleaned regularly to provide a good printing quality. The system performs cleaning automatically or on your request. You can also clean the heads manually if the automatic cleaning is not sufficient.

The ink cartridge also contains two print heads that have to be aligned.

If you observe poor print quality (streaked, too light, blurred, etc.), see Maintaining the Ink Cartridge on page 179.

Ink Cartridge Maintenance

This section explains how to:

- Check the ink level in the cartridge to make sure you will not be run out 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 color
- 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:

1. As a user:

Press MENU and type 12.1 or select the path:

> Ink Cartridge > Ink Cartridge information

The Ink information screen is displayed.

<table>
<thead>
<tr>
<th>Ink information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption</td>
<td>2 %</td>
</tr>
<tr>
<td>Colour</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Installed</td>
</tr>
<tr>
<td>First used date</td>
<td>01/01/00</td>
</tr>
</tbody>
</table>
How to Display Ink Level and Cartridge Data

To display the Ink Level and the Cartridge Data:
1. As supervisor (see How to Log in as Supervisor on page 126):

Press **MENU** and type 7.2.1 or select the path:

> Maintenance > Cartridge > Ink information

The Ink information screen is displayed.
Setting the Headset Alignment

Aligning the print heads is required if there is an between the top and the bottom of the imprints.

Your Mailing System requires the heads to be aligned after each cartridge change.

How to Align the Print Heads

To align the print heads:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 7.2.4 or select the path:
   > Maintenance > Ink Cartridge > Headset alignment

2. Press [OK] and put a piece of paper in the mail transport.
   The system prints a test pattern.
3. The Set headset alignment screen is displayed.

Observe the pattern and use the up/down keys to select the letter that corresponds to the straightest and complete vertical line.

5. Repeat the previous step until lines F are aligned.
6. Press \( \rightarrow \) to exit.

### Cleaning the Print Heads

If the printing on envelopes or labels looks unclear or dirty in some way, clean the headset to restore the print quality.

**How to Clean the Print Heads Automatically**

To clean the print heads automatically:

1. As a user:

   Press \( \text{MENU} \) and type 12.2 or select the path:

   > Ink Cartridge > Cleaning process

   The cleaning starts automatically.
How to Clean the Print Heads Automatically

To clean the print heads automatically:
1. As supervisor (see How to Log in as Supervisor on page 126):

   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 heads manually.

How to Clean the Print Heads Manually

To clean the print heads manually:
1. Open the base cover.
2. Remove the ink cartridge (see How to Change the Ink Cartridge on page 185).
3. Clean the heads with a soft damp cloth.
4. Put the cartridge back in place.
   Close the base cover.
Changing the Ink Cartridge

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

How to Change the Ink Cartridge

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

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

2. Press down on the back of the ink cartridge to disengage it.
3. Lift out the old ink cartridge.

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

5. Insert the new ink cartridge, and then push it forward until you hear the click.

6. Close the cover.

   The alignment process of the printing heads starts automatically.
10.2 Filling the Moistener (Option)

The hand-feed table uses water for sealing envelopes if a moistener is installed. When the system is out of water, the mailing process can continue but the envelopes are not sealed properly.

How to Fill the Moistener

To add water to the moistener.

1. Remove the moistener from the table.

2. Fill the moistener with water up to the limit marks.

3. Put the moistener back into place.
10.3 Cleaning the Mail Path

Cleaning the mail path includes:
- Cleaning moistener brushes and sponge
- Cleaning the Mailing System sensors on the mail path.

Cleaning Brushes and Sponge of the Moistener

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

How to Clean the Brushes and Sponge (Moistener)

To clean the brushes and sponge of the feed table moistener:
1. Remove the moistener assembly from the table.
2. Raise the brush.
3. Lift the metal sponge retainer to remove the sponge.
4. Clean the sponge and the brush.
5. Reinstall the sponge and retainer.
6. Put the brush back.
7. Put the moistener back into place.
10.4 Maintenance Processes

Maintenance Processes

The maintenance processes listed below are only to be completed on request from customer service.

Check that your Mailing System is connected to a telephone line or the LAN before starting.

As supervisor (see How to Log in as Supervisor on page 126):

Press MENU and type 7.4 or select the path:
> Maintenance > Processes

Processes list

1. Installation Process
   - First time installation of your system.

2. Remove the Base
   - Remove the base from service.
   - Prepares the base for removal by saving data on USB key.

3. Swap base
   - Install a replacement base.

4. Withdraw the PSD
   - Remove PSD from service.
   - Requires a password from Customer Services to perform.

5. Swap the PSD
   - Allows installation of a new PSD in mail system. Old PSD must have already been withdrawn.

6. Update Registration
   - This procedure is used if you have changed your address.
   - Contact your Customer Service to change your information then you will be instructed to perform the update registration procedure.
Running the Installation Wizard

This type of call should only be completed upon request from Customer Service. Check that your Mailing System is connected to a telephone network or to the LAN before starting.

How to Run the Installation Wizard

To run the installation wizard:
1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 7.4 or select the path:
   > Maintenance > Processes

   A confirmation message is displayed.

2. Press [OK].
3. Select installation process (or type 1)
4. Enter or select the required preferences on each screen and press [OK].
5. Press [OK] to complete the installation process and return to the supervisor main menu.

Running the Installation Wizard

After installing your Mailing System, you will want to add funds to the PSD so you can begin to process mail. See Adding Funds on page 71
Performing the Update Registration Procedure to Change your Address

This procedure is to be used if you have changed address. First contact your Customer Service to update your details, then you will be instructed to perform the update registration procedure.

Updating Registration

Check that your Mailing System is connected to the network before starting.

How to Run the Registration Update

To run the registration update:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press the MENU button and type 7.4 or select the path:

   > Maintenance > Processes

   A confirmation message is displayed.

2. Press [OK].

3. Select Update registration (or type 6)

4. Press [OK] to start the connection to postal services.

5. Press [ after the call is completed.

6. Press [OK] to select the displayed GEOCode.

   The update registration processes is finished and your new postal code will print in the postal imprint.
11 Troubleshooting

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

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    How to Clear Mail Jammed in the Base .................................195

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    How to Access Diagnostic Data ............................................198
    How to Display Software Data ............................................198
    How to Display Hardware Data ...........................................199
    How to Display the Event Lists ..........................................199
    How to Display the Machine Counters ...............................200
11.1 Paper Jamming

Base Jamming

Envelopes are stopped in the transport mechanism of the Base.

- Mailpiece is too thick.
- Mail size is incorrect.

1. Clear the Base as indicated below.

2. Correct the cause indicated in the left column:
   - Mail sizes; see Mail Specifications on page 203.

How to Clear Mail Jammed in the Base

To clear mail jammed in the Base:
1. Pull the release handle located underneath the base to lower the transport belts and wheels. Hold the handle.

2. Using your other hand, remove the jammed envelopes.

3. Release the jam release handle to put the transport belt and wheels back in position.
11.2 Weighing Problems

The Weighing Device does not Weigh Properly

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

You have to check the weighing device as follows.

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are vibrations or air drafts in the weighing area.</td>
<td>Use a solid and steady table:</td>
</tr>
<tr>
<td></td>
<td>- Away from any door</td>
</tr>
<tr>
<td></td>
<td>- Away from any fan</td>
</tr>
<tr>
<td>Something is touching or laying on the Weighing Platform.</td>
<td>Clear the weighing zone and re-zero the Weighing Platform (see Weighing Settings on page 140).</td>
</tr>
<tr>
<td>The Weighing Platform zero is not correct.</td>
<td>See the weighing platform zeroing procedures in Weighing Settings on page 140</td>
</tr>
</tbody>
</table>

You have placed a package on the platform that is too heavy for the rate selected.

1. Press [OK] to clear the error message.
2. Press the [Rate] key and select a rate class that can accommodate the weight of the package. (Example: select Priority if the rate you had been using was First Class).
3. Press lightly on the Weigh Platform to establish the weight and postage with the new rate.

Weight of the items on WP exceeds the max capacity defined in Weighing Platform (you have placed a package on the platform that is too heavy for your Weigh platform).

1. Remove the package and if possible, weigh it on another scale.
2. Use Manual Weight Entry mode to enter the weight and determine the postage.

To avoid weighing errors, make sure the weighing platform is clear when starting the system.
## 11.3 Diagnostics and System Data

Diagnostics allow you to find the root cause of an issue or a breakdown that may occur during the life of your Mailing System.

The system performs tests automatically to diagnose the problem and generate corresponding reports.

The System Data gives data about the status of the system and the events or errors that have occurred.

This type of call should only be performed upon request by Customer Service.

### Diagnostics

As Supervisor, you can gain access to all the diagnostic data listed below:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ping Server</td>
<td>Sends a message to a server (if connected) to check the line.</td>
</tr>
</tbody>
</table>
| 2 | Sensors Status | Reports the status ([0] or [1]) of the sensors below:  
  - Top doc  
  - Start print  
  - Cover  
  - Carriage |
| 3 | Display | The screen displays, successively, a black bar without text, then a text. |
| 4 | Keypad | Displays “Key ok” if the test is correct |
| 5 | USB ports | Checks the two USB ports (need USB keys). |
| 6 | Serial Connection | Checks the serial port. |
| 7 | Modem Self Test | Checks the Modem. |
| 8 | Ping Tool | Checks Lan address. |
| 9 | IP Configuration Checker | Checks Lan connection. |
How to Access Diagnostic Data

To gain access to a diagnostic data:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 7.3 or select the path:
   > Maintenance > Diagnostics

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

3. Select a test from the list displayed on the screen.

System Data

As Supervisor, you have access to:

- The Software Data (PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant).
- The Hardware (system) Data (P/N of the base and the PSD).
- The list of the events occurred in the machine (Base errors, PSD events and Server connection history).
- The data of the machine counters.

How to Display Software Data

To display Software Data:

1. As supervisor (see How to Log in as Supervisor on page 126):

   Press [MENU] and type 7.1.1 or select the path:
   > Maintenance > System info > Software information

2. The system software data appears on the screen.
How to Display Hardware Data

To display hardware data:
1. As supervisor (see How to Login as Supervisor on page 126):

   Press \[\text{MENU}\] and type 7.1.2 or select the path:
   \>
   \>
   \>
   Hardware information

2. The system hardware data appears on the screen.

How to Display the Event Lists

To display the event lists:
1. As supervisor (see How to Login as Supervisor on page 126):

   Press \[\text{MENU}\] and type 7.1.3 or select the path:
   \>
   \>
   Event list

2. Select the \>
   Base events list (or type 1) or the \>
   PSD events list (or type 2) or
   Server connection history (or type 3)
3. Press \[\text{OK}\] to validate.
4. The system displays the selected list in a table with, for each error:
   The Code of the event
   The Date where appendes the event
   The Cycles count when the event occurred.
   The Description
   The Category
5. Note the Code and refer to your customer service.
How to Display the Machine Counters

To display the data of the machine counters:

1. As supervisor (see How to Log in as Supervisor on page 126):

   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.
12 Specifications

This sections contains the main specifications of your Mailing System.

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12.2 Recommended Operating Conditions ...........................205
12.3 General Specifications ..................................................206
12.4 Operating Specifications .............................................207
12.1 Mail Specifications

Envelope Specifications

Envelope Dimensions

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

![Envelope Dimensions Diagram]
### Envelope Weight

| Min | 0.1 oz | Max | 2 lb 10.2 oz |

### Envelope Thickness

| Min | 0.008" | Max | 0.63" (1 envelope at a time, no sealing) |
12.2 Recommended Operating Conditions

Temperature and Relative Humidity

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

Temperature range  
Ambient temperature: 50°F - 104°F.

Relative humidity  
80% max. without condensation.

Weighing accuracy

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

- Away from any doors
- Away from any fan
12.3 General Specifications

Dimensions

(Width x Length x Height)
- Base: 9.84” x 14.76” x 10.23”
- Feed Table with moistener: 7.4” x 8.6” x 3.9”

Weight

- Base: 23 lb 6 oz
- Feed table with moistener: 2 lb
- Catch tray: 2 lb 10.3 oz

Power

- Frequency: 60 Hz
- Max. current rating (full configuration): 2.5 A
- Power supply: 120 V (+6% -10%) 3 wire grounded circuit
  (up to standard NFC15-100)
12.4 Operating Specifications

Envelope dimensions and weights

- Max. length: 13"
- Max. width: 10"
- Sealing max. thickness: 3/8 inch.
- Flap max. height: 3"
  - Min. thickness: 0.008"
  - Max. thickness (manual feed): 0.63"

Accounts

The number of accounts is set to 30 by default and can be raised optionally to 300.