



# SE-37/57/107

## DIGITAL SCALE

## USER'S GUIDE

neopost<sup>®</sup>

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## CHAPTER 1: INTRODUCTION TO THE NEOPOST MODEL SE-37/57/107 POSTAL COMPUTING SCALE

The Neopost Model SE-37/57/107 Digital Postal Computing Scale is designed for low volume mailroom applications. It is equipped with many helpful features that guide the operator through the day to day mailing activities.

The Model SE-37 has a maximum weighing capacity of 3 kilograms, the Model SE-57 has a maximum weighing capacity of 5 kilograms and the Model SE-107 has a maximum weighing capacity of 10 kilograms

Prior to using the scale, please read this user's guide carefully and completely. Store the manual in a safe and convenient place so it will be available if you have questions concerning the operation of the scale.

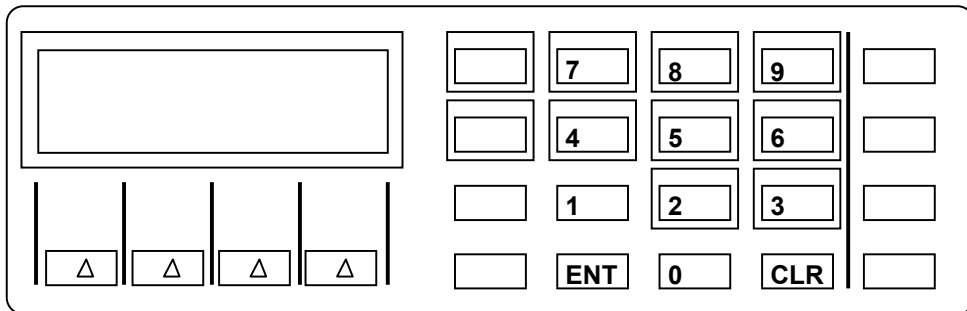
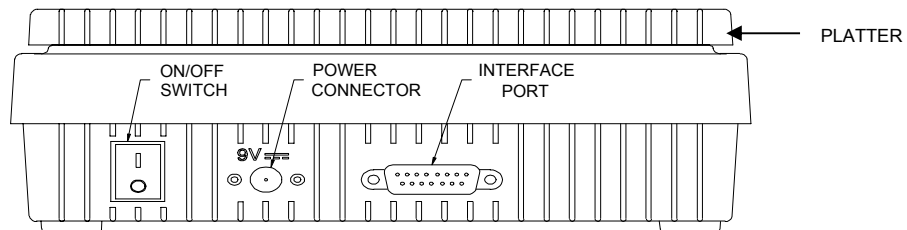


FIGURE 1-1: SE-37/57/107 Front Panel

## CHAPTER 2: GETTING STARTED

After unpacking the scale, a small amount of preparation is required before the scale can be used for mailing or shipping. Please refer to Figure 2-1 below as needed.



**Figure 2-1: SE-37/57/107 Back Panel**

Step 1. Remove the transit packaging.

1. Lift off the plastic platter. This is firmly secured to the scale base by four legs, to lift the platter hold down the scale base and raise each corner in turn by a small amount until the platter is free.
2. Take out the transit packaging (cardboard sheet) located between the platter and scale base.
3. Reposition the plastic platter over the top of the scale ensuring that the sloping edge is facing to the front of the scale. **Note:** The underside of the platter has an arrow that shows the position of the platter when it is pointed towards the front of the scale.
4. Place the platter on top of the scale and move it around until it the four legs of the platter line up with the four holes in the top of the scale.
5. When the legs of the platter are aligned with the holes in the scale, press down on the platter until it is in place.

Step 2. Install the AC Adapter.

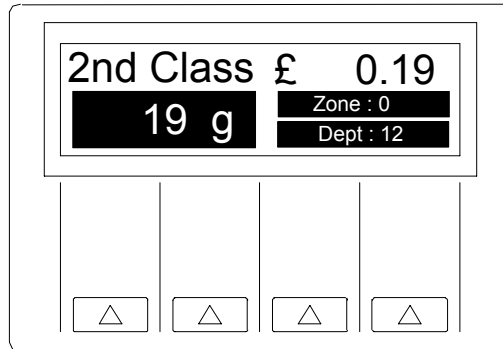
1. After placing the scale in its area of use, locate the AC Adapter.
2. Connect the female end of the AC Adapter to the connector on the rear of scale, then plug the adapter into an AC outlet.

Step 3. Turn the scale's AC power On to begin scale initialization. The scale is ready to use.

## CHAPTER 3: BASICS OF OPERATION

### 3.1 DISPLAY

The display is an LCD (Liquid Crystal Display) display capable of displaying the various sizes of characters and graphic images.



*FIGURE 3-1: SE-37/57/107 Display Detail*

As shown in Figure 3-1, the scale displays the prime rate, weight, shipping charge, destination zone and department. When additional information is needed, the scale will prompt for the information in pop-up windows or display other menu selections.

### 3.2 SLEEP MODE (DISPLAY BLANKING)

If the scale is left unattended for five minutes, no keyboard activity or keys pressed, it will automatically go to sleep (blank the display) to conserve energy. While in the "sleep" mode, the scale retains in memory the last transaction information. When weight is placed on the platter or you press a key, the scale returns to the normal operating mode.

### 3.3 KEYBOARD

The keyboard is composed of rate keys, operator keys and four soft keys. Refer to Figure 3-2 for the overall layout and key locations.

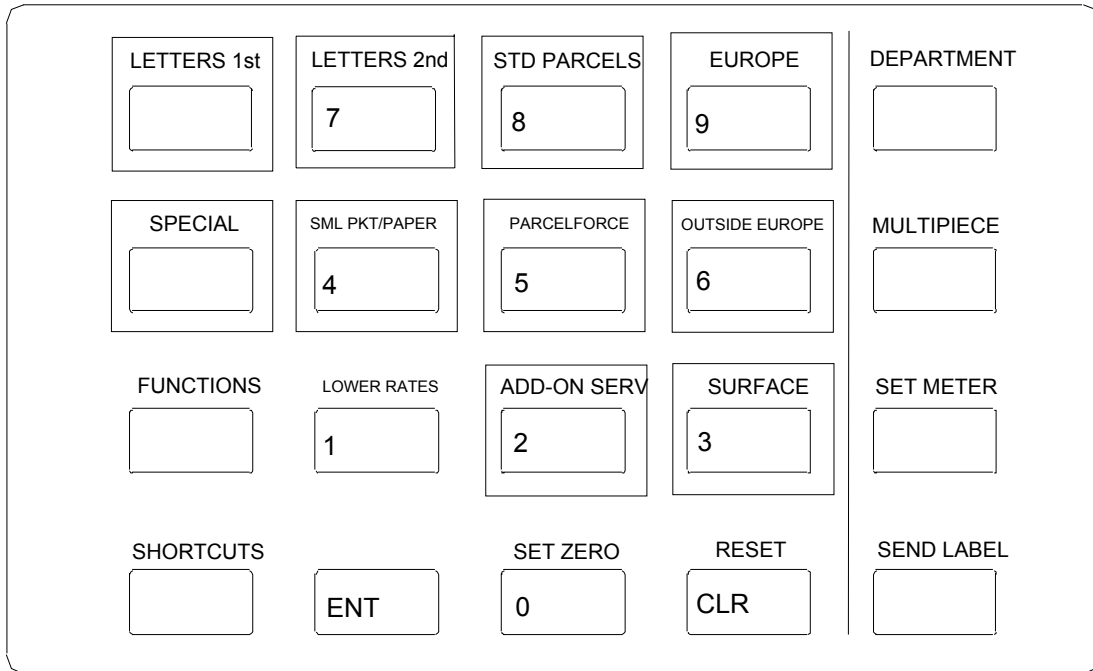


FIGURE 3-2: Rate Keys and Operator Keys Layout

#### 3.3.1 SOFT KEYS

Both the graphic display and the four keys located below the graphic display make up the soft keys. These four keys interact with the graphic display and are used to make menu selections that guide you through the rate calculation process.

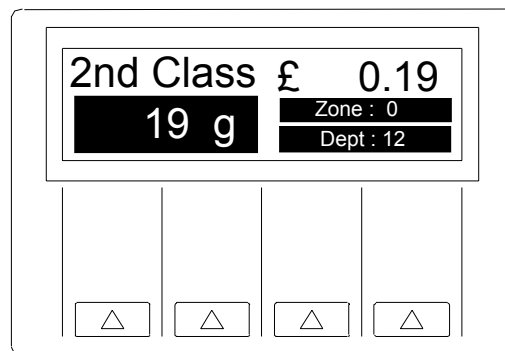


FIGURE 3-3: Soft Keys



### 3.3.2 PRIME SERVICES AND INTERNATIONAL RATE KEYS

The following keys allow the access to the Royal Mail rates on the scale keyboard. In each case, pressing the key will select the chosen rate or display the multiple selections over the soft keys.

#### 3.3.2.1 Prime Services Keys

**Letters 1st** - This key is used to select the Inland Letters 1st Class mail rate.

**Letters 2nd (7)** - This key is used to select the Inland Letters 2nd Class mail rate. The scale defaults to the 2nd Class mode whenever the scale is turned on. The key is also used as the numeric 7 key when numeric entry is required.

**Std Parcels (8)** - This key is used to select all available parcel rates, accessed via the soft keys. These include the Inland Parcel, Europe Parcels Standard, Europe Parcels Economy, International Parcels Standard Service and International Parcels Economy Service rates. The key is also used as the numeric 8 key when a numeric entry is required.

**Special** - This key is used to select the Special Delivery rates, levels of compensation are accessed via the soft keys.

**Sml Pkt/Paper (4)** - This key is used to select all available small packet and printed paper rates, accessed via the soft keys: The key is also used as the numeric 4 key when a numeric entry is required.

- **Small Packets** - Selects the Europe Air/Surface Small Packets and Outside Europe Air/Surface Small Packets rates.
- **Printed Papers** - Selects the Europe Air/Surface Printed Papers and Outside Europe Air/Surface Printed Papers rates.

**Parcelforce (5)** - This key is used to select Royal Mail Datapost service and Parcelforce services, accessed via the soft keys. The key is also used as the numeric 5 key when a numeric entry is required.

#### 3.3.2.2 International Keys

The following keys work in conjunction with a previously selected prime service rate key.

- **Europe (9)** - Selects the airmail rate for European countries for letters. The key is also used as the numeric 9 key when a numeric entry is required.
- **Outside Europe (6)** - Selects the airmail rate for Outside Europe countries for letters. The key is also used as the numeric 6 key when a numeric entry is required.
- **Surface (3)** - Selects the surface rate for letters. The key is also used as the numeric 3 key when a numeric entry is required.

### 3.3.3 OPERATOR KEYS

The remainder of the keys acts as various function keys. Some have to do with rate calculations and some have to do with actual scale operation. In each case, pressing the key will activate the chosen function or display multiple selections over the soft keys.

#### 3.3.3.1 ADD-ON SERVICES (2) KEY

This key is used to select the special services for each carrier. The key is also used as the numeric 2 key when a numeric entry is required. The valid special services for the selected class of service is indicated on the display above the corresponding the soft keys and all accessed via the soft keys.

- **Recorded Delivery** - If this service is selected, the scale displays "*Advice Delivery Required?*" with "*Yes*" and "*No*" above the soft keys. If you select "*Yes*", the scale will include the advice on delivery fee with the recorded delivery fee. If you select "*No*", the scale will not include advice on delivery. The corresponding fees are indicated on the display for two seconds.
- **Inland Parcels Compensation** - If this service is selected, the appropriate fee for the transaction is indicated on the display for two seconds.
- **International Registration** - If this service is selected, the scale displays "*International Registration*" with "*Rate1*" and "*Rate2*" above the soft keys. Select the desired rate by pressing the appropriate soft key. The scale displays the International Registration fee for two seconds.
- **International Recorded** - If this service is selected, the scale displays "*Advice Delivery Required?*" with "*Yes*" and "*No*" above the soft keys. If you select "*Yes*", the scale will include the advice on delivery fee with the recorded delivery fee. If you select "*No*", the scale will not include advice on delivery. The corresponding fees are indicated on the display for two seconds.
- **Swiftair**- If this service is selected, the appropriate fee for the transaction is indicated on the display for two seconds.

#### 3.3.3.2 SHORTCUTS KEY

When the SHORTCUTS key is selected, all key sequences that were programmed through the shortcut key setup in the Supervisor Menu are played back keystroke for keystroke. Ten shortcuts are available through the shortcut key. Refer to Section 6.2.3 for the Shortcuts Key setup procedure. Refer to Section 5.1 for the Shortcuts key operation procedure.

#### 3.3.3.3 MULTIPIECE WEIGHING KEY

The Multipiece Weighing key is an optional function that allows you to place a stack of items on the scale and weigh each piece as it is removed. When the Multipiece key is enabled, the scale will display a Multipiece icon "*M*" in the display. Refer to Section 5.1 for the Multipiece Weighing operation procedure.

#### 3.3.3.4 LOWER RATES KEY (1)

The LOWER RATES key is used to select the least expensive possible rate that has been configured into the system. Refer to Section 6.2.2 for the Lowest Rates key setup procedure. Refer to Section 5.3 for the Lowest Rates key operation procedure.

This key is also used to select the numeric 1 key when in a data entry mode.

#### 3.3.3.5 ENTER KEY

The ENTER key is used to accept data when in data entry mode or to change the current zone or country code. If a domestic class of mail has been selected, this key is used to enter a new zone. If an International class of mail has been selected, this key is used to enter a new country code.

#### **3.3.3.6 CLEAR/RESET KEY**

The CLEAR/RESET key is used to clear the current entry or reset the scale. If an incorrect data entry is made, pressing this key will only clear the current data from the display.

#### **3.3.3.7 SET ZERO KEY (0)**

The ZERO key is used to Zero the scale or Tare the scale. When the scale is in the shipping mode with nothing on the weighing platform, and this key is selected the scale zeros the weight. If a container is on the scale and the key is selected, the weight of the container is tarred. This key is also used for the numeric 0 key when in data entry mode.

#### **3.3.3.8 SET METER KEY**

The SET METER key is used to set the current charges on the meter. If the "Department Prompt" is enabled in the Supervisor Menu, and the Set Meter key is pressed, the scale will first prompt for a department before setting the meter.

#### **3.3.3.9 SEND LABEL**

The SEND LABEL key is used to print a tape or self-adhesive label. If a transaction is processed, pressing the Send Label key will send the charges to the meter to generate a postage tape. If the "Department Prompt" is enabled in the Supervisor Menu, and the Send Label key is pressed, the scale will first prompt for a department before printing a label.

#### **3.3.3.10 DEPARTMENT**

The Department key is used to enter a department for postage charge backs. When you press the key, the scale prompts for a department number (maximum four digits). If less than four digits are entered, press the Enter key to complete the entry. If four digits are entered, the scale automatically completes the entry. If the department key is pressed again before the transaction is processed, the scale will display the current department number.

There are two prompting modes available in the Department Setup. Refer to Section 6.2.1 for the Department Prompting setup procedure.

### **3.3.4 FUNCTIONS KEY (SOFT KEYS)**

The function key is used to access less frequently used scale operations. The available functions are shown on the display and accessed via the soft keys. The soft key functions are: Manual Weight, Multiple labels, Auto Franking, Piece Count and Setup. Refer to Section 6 for the Functions key procedures.

#### **3.3.4.1 MN WGT (MANUAL WEIGHT)**

The Manual Weight function allows for a weight to be manually entered into the system. The maximum weight that can be entered manually is 10 kg. Refer to Section 5.5 for the Manual Weight operation procedure.

#### **3.3.4.2 LBLs (MULTIPLE LABELS)**

The Multiple Labels function is used to generate a quantity of labels on the postage meter. Refer to Section 5.6 for the Multiple Labels operation procedures.

### 3.3.4.3 AU FRK (AUTO-FRANKING)

The Auto Franking mode enables the franking of several items which are identical in their services and destination, without having to press **Set Meter** or **Send Label** each time. The “**AM**” is displayed when the scale is in Auto franking mode.

Refer Section 5.8 for the Auto Franking operation procedure.

### 3.3.4.4 PCNT (PIECE COUNT)

The Piece Count function puts the scale into a counting mode. Refer Section 5.9 for the Piece Count operation procedure.

### 3.3.4.5 SETUP (SYSTEM SETUP)

The system setup function configures the scale for the customer's specific application. Both Supervisor and Service setup menus are accessed through this menu. Refer to the Section 6 for the System Setup procedures.

## 3.4 GENERAL SCALE OPERATION

### 3.4.1 SYSTEM PROMPTS

The SE-37 and SE-57 scale prompts for information in two ways.

- Numeric Entry - This type of prompt appears as a text box with underscores. Use the numeric keys to enter the requested data and press the ENT key to complete the entry. If you make a mistake during the entry, press the CLEAR key to start over.
- Menu - These prompts are answered by selecting the appropriate keyboard soft key.

### 3.4.2 SOFT KEYS

The soft keys are rate and function keys that are not present on the keyboard and must be accessed via a keyboard key. The following are notes on the soft keys:

- The scale displays valid soft key selections in a normal video mode surrounded by a box.
- The scale displays the selected soft key selection in a reverse video mode.
- The scale displays invalid soft key selections in a normal video mode without a box.
- If more than four menu selections are available, then the fourth soft key will always be “More”. More indicates additional selections from the next level of soft keys.
- If only two selections are available, only the first and third soft key are used.
- The soft key functions are abbreviated. Refer to the Appendix “D” for the abbreviations.

### 3.4.3 MAILING OR SHIPPING AN ITEM

There are five basic steps to shipping a letter or package. Refer to Section 4 for detailed examples.

1. Place the letter or package on the scale's platter and allow the weight indication to stabilize. For more information on weighing an item, see Section 3.4.4.
2. Press a rate key to select the mailing or shipping method. Refer to Section 3.4.5 for more information on selecting the desired class of mail.
3. If the method of shipment and/or the weight of the item requires a country code, the scale prompts (displays three underscore lines with the first underscore flashing) for a three digit code. Use the numeric keys to enter the country code. If the method of shipment and/or the weight of the item requires a zone, the scale displays the available zones above the soft keys. Refer to Section 3.4.6 for more detailed information on entering a zone or Section 3.4.6.2 for more detailed information on entering a country code.

4. If required, select an add-on service (i.e. Recorded Delivery, International Registration., etc.). Press the ADD-ON SERVICES key and use the appropriate soft key to select the desired special service. Refer to Section 3.4.7 for more detailed instructions on the ADD-ON SERVICES key.
5. If the scale is connected to a postage meter, press the SET METER or SEND LABEL key to send the current charges to the device.

#### **3.4.4 WEIGHING A LETTER OR PACKAGE**

Before weighing an item, make sure the scale shows a zero weight indication. If it does not, remove all items from the platter and press the ZERO key.

To weigh an item, place it on the center of the weighing platter. Once the weight stabilizes, the scale displays the weight. If the scale detects motion, it displays *“Unstable”*. If the item weight exceeds the scale’s weight capacity, it displays *“Scale Wt Exceeded”*.

#### **3.4.5 SELECTING A CLASS OF SERVICE**

To select a mailing or shipping rate, simply press the appropriate rate key. The available rates are listed in Section 3.3.2.

#### **3.4.6 ENTERING A ZONE OR COUNTRY CODE**

##### **3.4.6.1 ZONE ENTRY**

If the method of shipment and/or the weight of the item requires a zone, the scale will display the eligible zones above the soft keys.

- Press the soft key corresponding to the desired zone.
- If you want to change the zone, press the ENT key and select a new zone.

##### **3.4.6.2 COUNTRY CODE ENTRY**

When one of the International rate keys is selected, the scale prompts you for a three digit numeric country code and displays “List” as the fourth soft key option.

- Refer to the Country Code Chart in Appendix E and enter the three digit destination country code.
- If the country code is not known, select the “List” soft key at the country code prompt. The scale displays the country names (in alphabetical order and in groups of six) and their associated country codes. All the countries can be accessed through the soft keys.
  1. Use the first soft key to Page Up to the next selection of six countries.
  2. Use the second soft key to Page Down to the next selection of six countries.
  3. Use the third soft key to toggle between the two columns of country names.
  4. Use the fourth soft key to highlight the country.
  5. Once the desired country has been highlighted, press the ENT key to accept the country.
- If an invalid country code is entered, the scale displays "Invalid Country" and prompts you again for the country code.

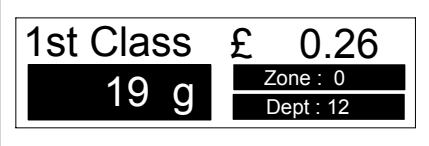
#### **3.4.7 SELECTING ADD-ON SERVICES**

After selecting a prime rate, press the Add-on Services key to select a service. The available services are displayed above the soft keys and all accessed via the soft keys. If the Add-on Services key is pressed before a rate is selected the scale prompts you to select a rate first.

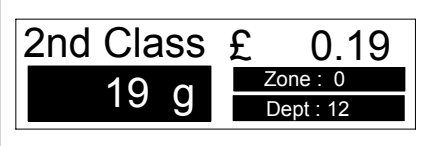
To select another special service, the ADD-ON SERVICES key must be pressed again.

## CHAPTER 4: EXAMPLES OF OPERATION

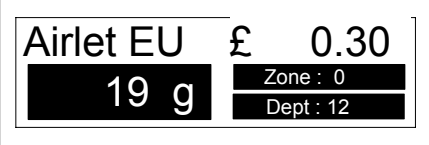
### 4.1 SENDING A LETTER BY FIRST CLASS MAIL

ACTION	DISPLAY EXAMPLE
1. Press the LETTERS 1st key. No further action is necessary.	 <p>The display shows '1st Class' followed by '£ 0.26'. Below this, '19 g' is shown on a black background. To the right, 'Zone: 0' and 'Dept: 12' are shown on separate black backgrounds.</p>

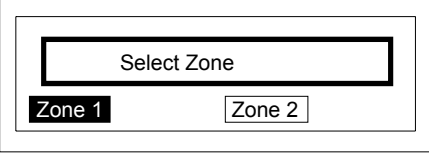
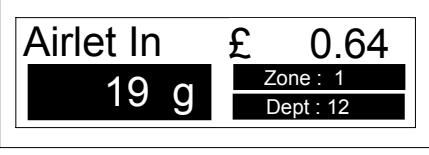
### 4.2 SENDING A LETTER BY SECOND CLASS MAIL

ACTION	DISPLAY EXAMPLE
1. Press the LETTERS 2nd (7) key. No further action is necessary.	 <p>The display shows '2nd Class' followed by '£ 0.19'. Below this, '19 g' is shown on a black background. To the right, 'Zone: 0' and 'Dept: 12' are shown on separate black backgrounds.</p>

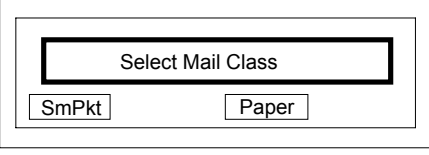
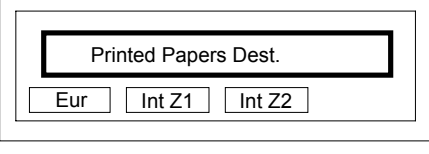
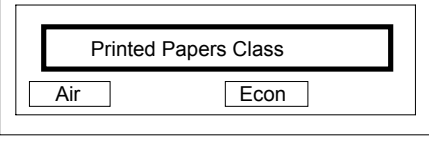

### 4.3 SENDING AN AIR LETTER TO EUROPE

ACTION	DISPLAY EXAMPLE
1. Press the EUROPE (9) key. No further action is necessary.	 <p>The display shows 'Airlet EU' followed by '£ 0.30'. Below this, '19 g' is shown on a black background. To the right, 'Zone: 0' and 'Dept: 12' are shown on separate black backgrounds.</p>

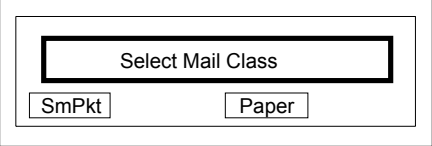
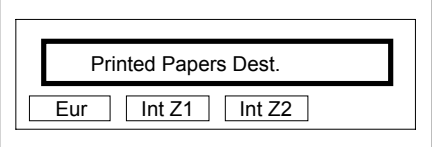
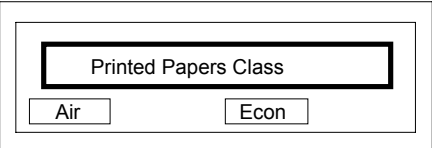
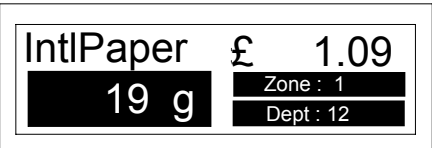
#### 4.4 SENDING AN INTERNATIONAL AIR LETTER

ACTION	DISPLAY EXAMPLE
1. Press the OUTSIDE EUROPE (6) key. In our example, we will press the "Zone 1" soft key.	
2. Screen after selecting Zone 1.	

#### 4.5 SENDING PRINTED PAPERS TO EUROPE

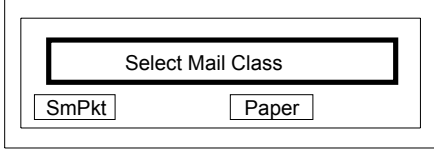
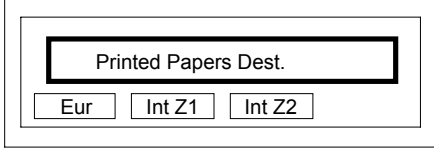
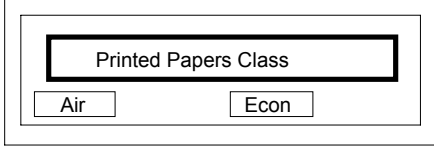
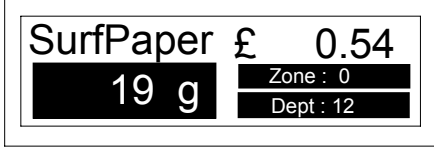
ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	
2. Press the "Paper" soft key to select Printed Papers.	
3. Press the "Eur" soft key to select Europe.	
4. Press the "Air" soft key.	

#### 4.6 SENDING PRINTED PAPERS OUTSIDE EUROPE

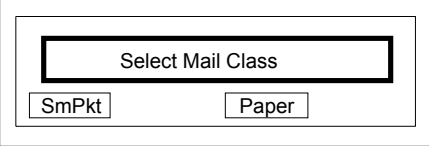
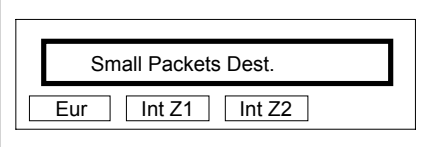
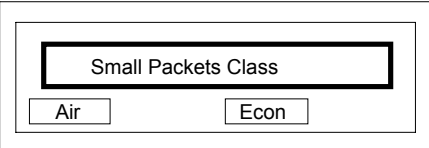
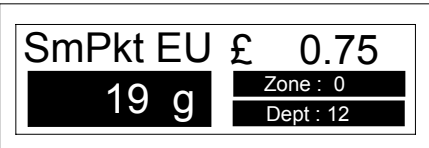
ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	 <p>The screenshot shows a screen titled "Select Mail Class" with two soft keys: "SmPkt" and "Paper".</p>
2. Press the "Paper" soft key to select Printed Papers.	 <p>The screenshot shows a screen titled "Printed Papers Dest." with three soft keys: "Eur", "Int Z1", and "Int Z2".</p>
3. Press the appropriate soft key to select Outside Europe. In our example, we will press the "Int Z1" soft key.	 <p>The screenshot shows a screen titled "Printed Papers Class" with two soft keys: "Air" and "Econ".</p>
4. Press the "Air" soft key	 <p>The screenshot shows the final display with the following information: "IntlPaper £ 1.09", "19 g", "Zone : 1", and "Dept : 12".</p>



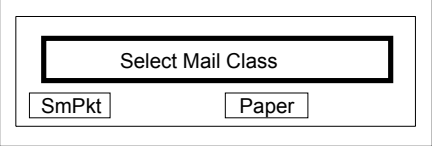
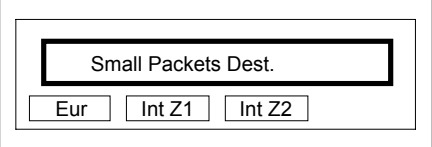
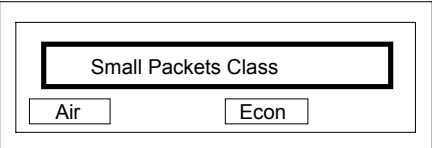
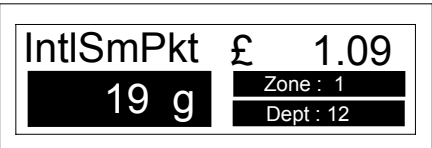
#### 4.7 SENDING ECONOMY (SURFACE) PRINTED PAPERS

ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	
2. Press the "Paper" soft key to select Printed Papers.	
3. Press the "Eur" soft key to select Europe.	
4. Press the "Econ" soft key.	

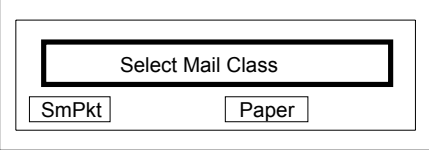
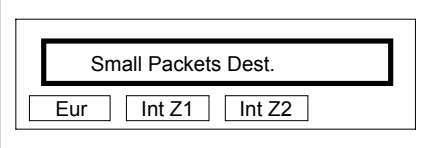
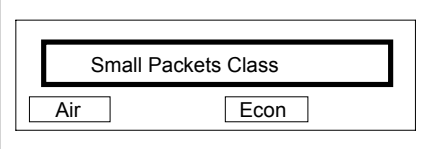
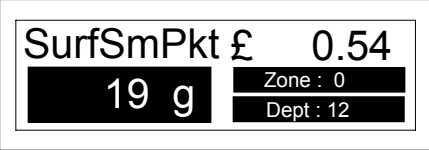
#### 4.8 SENDING SMALL PACKETS TO EUROPE

ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	
2. Press the "SmPkt" soft key to select Small Packets.	
3. Press the "Eur" soft key to select Europe.	
4. Press the "Air" soft key.	

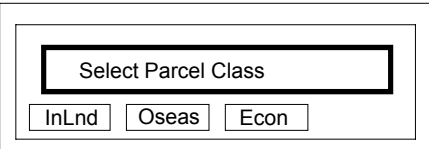
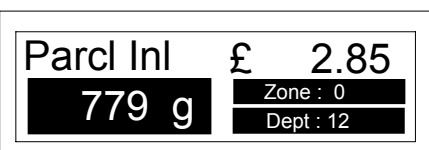
#### 4.9 SENDING SMALL PACKETS OUTSIDE EUROPE

ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	
2. Press the "SmPkt" soft key to select Small Packets.	
3. Press the appropriate soft key to select Outside Europe. In our example, we will press the "Int Z1" soft key.	
4. Press the "Air" soft key.	

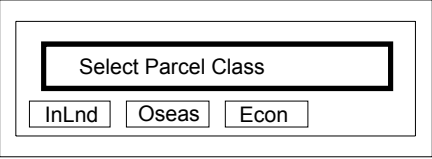
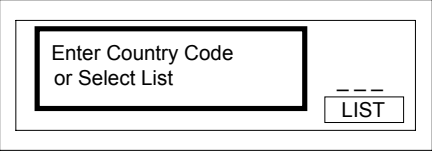
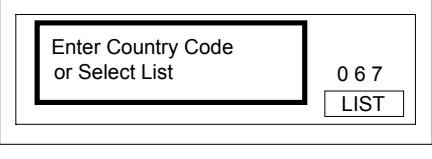
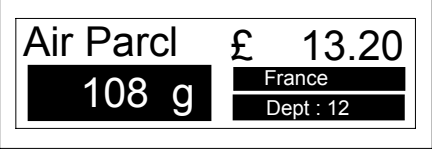
#### 4.10 SENDING ECONOMY (SURFACE) SMALL PACKETS

ACTION	DISPLAY EXAMPLE
1. Press the SML PKT/PAPER (4) key.	
2. Press the "SmPkt" soft key to select Printed Papers.	
3. Press the "Eur" soft key to select Europe.	
4. Press the "Econ" soft key.	

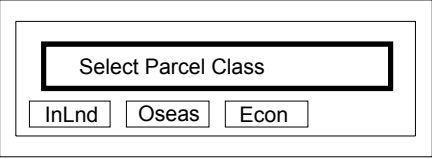
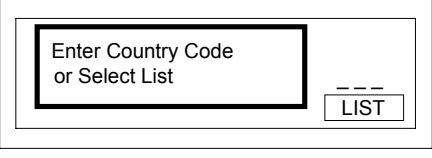
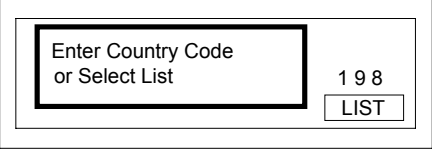
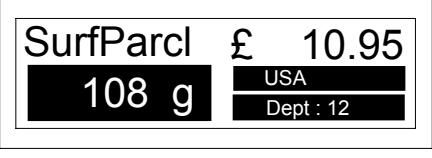
#### 4.11 SENDING AN INLAND PARCEL

ACTION	DISPLAY EXAMPLE
1. Press the STD PARCELS (8) key.	
2. Press the "InLnd" soft key.	

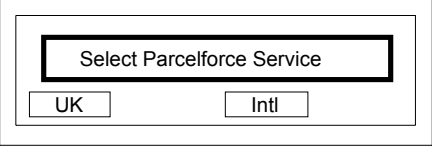
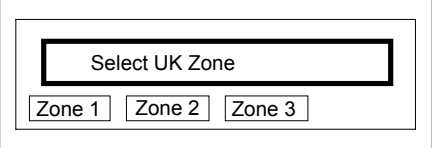
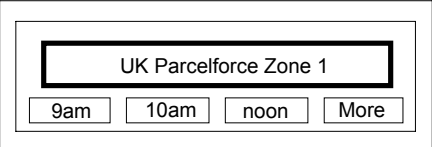
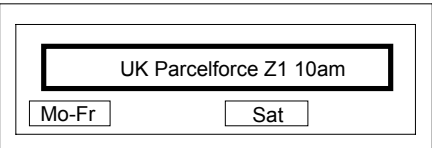
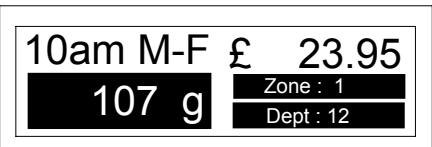
#### 4.12 SENDING AN OVERSEAS PARCEL

ACTION	DISPLAY EXAMPLE
1. Press the STD PARCELS (8) key.	
2. Press the "Oseas" soft key.	
3. Enter the country code from the Neopost Royal Mail International Country Code Chart. In our example, we will choose France, which has a country code of 067. You can also press 67 then press the ENTER key.	
4. No further action necessary.	

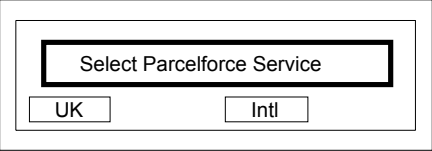
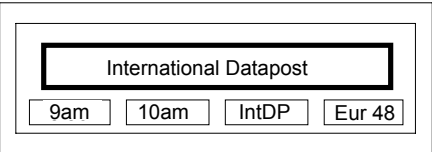
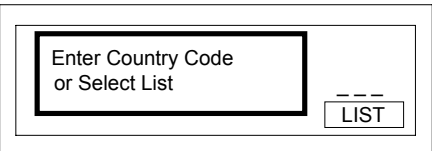
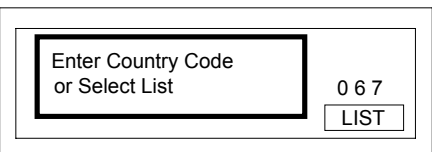
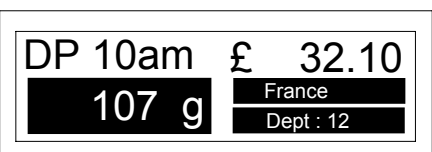
#### 4.13 SENDING AN OVERSEAS ECONOMY PARCEL

ACTION	DISPLAY EXAMPLE
<p>1. Press the “<i>Parcl</i>” soft key to select Parcels.</p>	
<p>2. Press the “<i>Econ</i>” soft key.</p>	
<p>3. Enter the country code from the Neopost Royal Mail International Country Code Chart. In our example, we will choose the USA, which has a country code of 198.</p>	
<p>4. No further action necessary.</p>	

#### 4.14 SENDING PARCELS VIA UK PARCELFORCE

ACTION	DISPLAY EXAMPLE
1. Press the PARCELFORCE (5) key.	
2. Press the "UK" soft key.	
3. In our example, we will press the "Zone 1" soft key.	
4. In our example, we will press the "10am" soft key.	
5. In our example, we will press the "Mo-Fr" soft key.	

#### 4.15 SENDING PARCELS VIA INTERNATIONAL DATAPOST

ACTION	DISPLAY EXAMPLE
1. Press the PARCELFORCE (5) key.	
2. Press the "Intl" soft key.	
3. In our example, we will press the "10am" soft key.	
4. Enter the country code from the Neopost Royal Mail International Country Code Chart. In our example, we will choose France, which has a country code of 067. You can also press 67 then press the ENTER key.	
5. No further action necessary.	



## CHAPTER 5: ADVANCED FEATURES AND OPERATION

### 5.1 SHORTCUT KEY

The shortcut function automatically performs a series of predefined keystrokes programmed during the shortcut key setup. Ten shortcuts are available through the shortcut keys "Sc1" through "Sc10". If only one shortcut was setup, the scale will default to that shortcut sequence when selected. Once the shortcut key is saved, powering off the scale will not lose the key sequences. Refer to Section 6, Paragraph 6.2.3 for the Shortcut key setup procedure.

1. Place the item to be shipped on the scale.
2. Press the "SHORTCUTS" key.
3. Press the soft key associated with the desired shortcut (Sc1, Sc2, etc.). **Note:** If only one shortcut is programmed, the scale defaults to that shortcut.
4. Enter any additional information needed to complete the transaction (i.e. ZIP Code, COD amount, insurance value...etc.).

### 5.2 MULTIPIECE WEIGHING (MAILING MACHINE REQUIRED)

The Multipiece Weighing key is meter function that allows you to place a stack of items on the scale and weigh each piece as it is removed. When the key is selected, the scale is placed into the Multipiece mode. **Note:** When Multipiece is enabled, the scale will display the Multipiece icon "M" in the display.

1. Press a rate key. **Note:** If you press the Multipiece key before selecting a rate, the scale displays the error message "Select a Rate First".
2. Press the MULTIPIECE key.
3. Place the items to be mailed on the scale and press the ENT key. The scale and prompts: "Remove Item From Scale".
4. Remove the first item from the scale. The scale displays the weight and mailing cost of the item removed and prompts: "Select Meter or Tape".
5. Press the SET METER or SEND LABEL key. **Note:** If department prompting is enabled, the scale prompts for a department when you press the SET METER or SEND LABEL key.
6. Repeat steps 1 through 5 for the remaining items. When the last item is removed from the scale, press the RESET key to return the scale to normal operation.

### 5.3 LOWER RATE KEY

The LOWER RATE key is used to select the least expensive possible rate that has been configured into the system. When an item is placed on the scale and the appropriate Prime Services, Destination and Add-On Services keys selected, the scale will inform the user that a lower rate is available by displaying in a message box "Lower Rate Available" to flash 3 times. Refer to Section 6, Paragraph 6.2.2 for the Lowest Rate key setup procedure.

1. Once the scale flashes the "Lower Rates Available" message, press the LOWER RATE key.
2. The scale displays the next lowest rate.
3. Each subsequent press of the LOWER RATE key cycles the scale through lower rates until the lowest rate is displayed. When the LOWER RATE key is pressed once more, the scale displays the original rate.
4. If required, press the PRINT/TAPE or SET METER key to complete the transaction.
5. Press the RESET key to return the scale to normal operation.

## 5.4 DEPARTMENT PROMPTING

Department prompting is used to automatically prompt for a department when you press the SET METER or PRINT TAPE key. There are three prompting options (Department, Clear Department After Recording and Multipiece Batch) available. Refer to Section 6, Paragraph 6.2.1 for the Department Prompting setup procedure.

- Department Prompting - If enabled, the scale automatically prompts for a department when you press the SET METER or PRINT TAPE key. If disabled, the scale processes the transaction without prompting for a department.
- Clear Department After Recording - If enabled, the scale clears the department number after each transaction. If disabled and Department Prompting is enabled, the scale keeps the last department number used until a new number is entered.
- Multipiece Batch - If enabled the scale will only **prompt** for a department when the Multipiece key is selected. All removed items in this mode are charged to one department. If disabled, the scale will prompt for a department each time an item is removed from the scale. The Multipiece Batch Prompting will only work if Enable Department Prompting is enabled.

## 5.5 MANUAL WEIGHT ENTRY (FUNCTIONS KEY)

The Manual Weight Entry function is used when an item is not present but you know the weight of the item. The maximum amount of weight that may be entered via Weight Entry is 10 kilograms.

1. Remove all items from the scale.
2. Press the ZERO key.
3. Press the FUNCTIONS key.
4. Press the soft key directly below "MnWgt". The scale displays "*Enter Weight of Item/ \_ \_ \_ \_ \_*  
*g<Enter>*".
  - a. Enter the item weight.
  - b. Press the ENT key.
  - c. Select the prime rate and if required, the special services.
  - d. Complete the transaction.

## 5.6 MULTIPLE LABELS (FUNCTIONS KEY)

The Multiple Labels function is used to print a quantity of labels. The maximum number of labels that may be printed is 99.

**Note:** If this function is selected and the meter is not enabled, the scale displays "*No Meter Enabled*".

1. Press ZERO key.
2. Place an item on the scale or enter the weight via the Weight Entry key.
3. Select a prime rate.
4. Press the FUNCTIONS key.
5. Press the Lbls soft key. The scale prompts for the number of labels to be printed.
6. Enter the number of labels you want to print.
7. Press the ENT key to print the labels.

## 5.7 AUTO FRANKING MODE (FUNCTIONS KEY)

This is a function that will automatically set the meter or frank a label whenever a new item is placed on the scale. Pressing any key will deactivate the Auto Franking Mode. After two minutes of no activity, the scale will automatically exit from this mode.

1. Press ZERO key.
2. Place an item on the scale or enter the weight via the Weight Entry key.
3. Select a prime rate.
4. If desired, select one or more add-on services.
5. To automatically set the meter, press the SET METER key. To automatically frank a label, press the SEND LABELK key.
6. Press the FUNCTIONS key.
7. Press the AuFrk soft key. The scale prompts: "Enable Auto Frank Mode?".
8. Press the Yes soft key to enable auto set. The scale displays an "AM" icon for auto franking with set meter or "AL" for auto franking with send label.
9. Place the next item on the scale. Once the meter is set or the label is franked, the scale beeps twice.
10. Remove the item from the scale. The scale beeps once.
11. Repeat steps 9 and 10 until all items are completed.

## 5.8 PIECE COUNTING (FUNCTIONS KEY)

This function is used to count items of identical weight. To maintain the count accuracy, the following guidelines should be followed.

- All items placed on the scale must be of the same weight.
  - The minimum sample count is 10.
  - The minimum weight per piece must be 1 gram for a sample count of 10.
  - The total weight of the items sampled must be 10 grams or greater.
1. Remove all items from the scale.
  2. Press the ZERO key.
  3. Press the FUNCTIONS key.
  4. Press the More soft key.
  5. Press the Pcnt soft key. The scale prompts you to place a 10 piece sample count on the scale.
  6. Place the 10 piece sample count on the scale and press the ENT key. The scale displays the item count.
  7. Remove the sample count from the scale.
  8. Place the items to be counted on the scale. As items are added to or removed from the scale the display reflects count.
  9. Press the RESET key to return to normal scale operation.

## CHAPTER 6: SETUP OPERATION (FUNCTIONS KEY)

### 6.1 SYSTEM SETUP

The system setup function configures the scale for the customer's specific application. Both the Supervisor Menu and Service Menu are accessed through this menu.

1. Press the FUNCTIONS key.
2. Press the More soft key.
3. Press the Setup soft key. The scale displays: "Select Area to Setup".
4. Refer to the Supervisor's Menu section or the Service Menu section for the setup procedures.

### 6.2 SUPERVISOR MENU

The Supervisor Menu is used to configure the Lower Rates setup, the Shortcuts key setup, the Department Prompting setup and the Audible Tone setup.

1. Perform steps 1 through 3 in section 6.1.
2. From the "Select Area to Setup" display, press the Super soft key.
3. Perform the following procedures, as required.

#### 6.2.1 DEPARTMENT PROMPTING

This function is used to setup the three Department prompting options "Enable Department Prompting, Enable Clear Department After Transaction and Multipiece Batch Prompting".

1. From the Select Supervisor option display, press the Dept soft key. The scale prompts: "Enable Dept Prompting".
2. Press the Yes soft key to enable the Department prompting feature or press the No soft key to disable the Department prompting feature. The scale prompts: "Enable Clear Dept?".

**Note:** If "Yes" is selected the scale will prompt for a department on each transaction when you press the SET METER key or SEND LABEL key. If "No" is selected the scale will not prompt for a department automatically. If a department must be entered, the operator must manually press the department key before pressing the SET METER or SEND LABEL key.

3. Press the Yes soft key to enable the Clear Department feature or press the No soft key to disable the Clear Department feature. The scale prompts: "MultiPc Batch Prompting".

**Note:** If "Yes" is selected, the scale clears the last department number used after each transaction. If "No" is selected, the scale retains the last department number used. If the department key is selected, the scale will display the current department and allow the operator to manually change or clear the department.

4. Press the Yes soft key to enable the Multipiece Batch prompting feature or press the No soft key to disable the Multipiece Batch prompting feature. The scale displays: "Select Function". The Multipiece Batch Prompting only works if Enable Department Prompting is enabled.

**Note:** If yes is selected, the scale only prompts for a department when the Multipiece key is selected. All items removed in this mode are charged to one department. If "No" is selected, the scale prompts for a department each time an item is removed from the scale.

5. Press the RESET key to return to normal scale operation or select another soft key to setup.

## **6.2.2 LOWER RATES KEY SETUP**

The Lower Rates Key setup is used to enable or disable the lower rates message display.

1. Press the FUNCTIONS key.
2. Press the More soft key.
3. Press the Setup soft key.
4. Press the Super soft key.
5. Press the LwRat soft key. The scale asks if you would like the lower rates message.
6. Select the Yes or No option.

## **6.2.3 SHORTCUTS KEY SETUP**

The SHORTCUTS key is used to reduce the number of keystrokes required to process a transaction.

1. Press the FUNCTIONS key.
2. Press the More soft key.
3. Press the Setup soft key.
4. Press the Super soft key.
5. Press the ShtCt soft key. The scale displays "Shortcuts Key Setup".
6. Select the Add or Delete option.

### **6.2.3.1 ADD SHORTCUT**

The Add key is used to program the Shortcuts key sequence.

1. Place the item to be shipped on the scale.
2. Perform steps 1 through 5 of section 6.2.3.
3. Press the Add soft key. The scale prompts you to select the shortcut to add.
4. Press the soft key (Sc1, Sc2, etc.) associated with the shortcut you want to add. The scale prompts you to enter the shortcut sequence.
5. Press the desired keys in the sequence required for playback. If you select a function key that requires additional data entry (i.e. department or COD value), press the ENT key without entering any data. If the same data is to be used for all transaction, enter the data at the required field prompt and press the ENT key. The following is an example of how to program a shortcut key sequence.
  - a. Press the LETTERS 1ST prime rate key.
  - b. Press the ADD-ON SERV key.
  - c. Press the REC soft key.
  - d. Press the YES key.
  - e. Press the SHORTCUTS key.
  - f. Press the ENT key to confirm the addition of the shortcut.
6. Repeat steps 1, 2, 3, 4 and 5 for any additional shortcuts you want to program.
7. Refer to section 5.1 for the operation procedure.

### **6.2.3.2 DELETE SHORTCUT**

The Delete function is used to remove the programmed shortcut(s) from the scale's memory.

1. Perform steps 1 through 5 of section 6.2.3.

2. Press the Del soft key. The scale prompts you to select the shortcut to delete.
3. Press the soft key (Sc1, Sc2, etc.) associated with the shortcut you want to delete. The scale prompts you to press the enter key to confirm the deletion.
4. Press the ENT key to delete the shortcut.
5. Repeat steps 2, 3 and 4 for any additional shortcuts you want to delete.
6. Press the RESET key until you return to the normal operation mode.

#### **6.2.4 AUDIBLE TONE SETUP**

This function is used to enable or disable the audible tone heard when pressing a key.

1. From the Select Supervisor option display, press the Tone soft key. The scale prompts "Enable Audible Tone?".
2. Press the Yes soft key to enable the audible tone or press the No soft key to disable the audible tone. The scale acknowledges your selection with a message, then returns to normal operation mode.

#### **6.3 SERVICE MENU (REQUIRES A PASSWORD)**

This area is reserved for Neopost technical personnel and requires a password to gain entry.

## APPENDIX A: SPECIFICATIONS

### SE-37 CAPACITY:

3 kg x 1 g

### SE-57 CAPACITY:

0 to 3 kg x 1 g

3 to 5 kg x 2 g

### SE-107 CAPACITY:

0 to 3 kg x 2 g

3 to 10 kg x 5 g

### CONSTRUCTION:

**Housings:** Gray ABS

**Sub-Platform:** Metal

**Platter:** Gray ABS

**Feet:** Non-skid Hard Rubber

### DISPLAY:

160 x 32 Dots, Graphic LCD

### KEYPAD:

24-key Silicone Rubber Type

### OVER CAPACITY ANNUNCIATION:

103% of Full Scale Capacity

### OPERATING TEMPERATURE RANGE:

32°F to 104°F

(0°C to 40°C)

### POWER SOURCE:

AC Adapter, 9VDC, 600 mA,  
included

### SERIAL PORT:

Full Duplex Current Loop & TTL ,  
Male DSUB15

### WEIGHT:

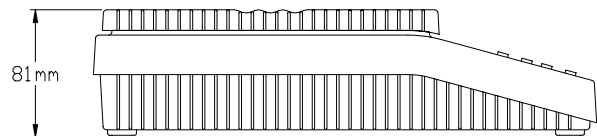
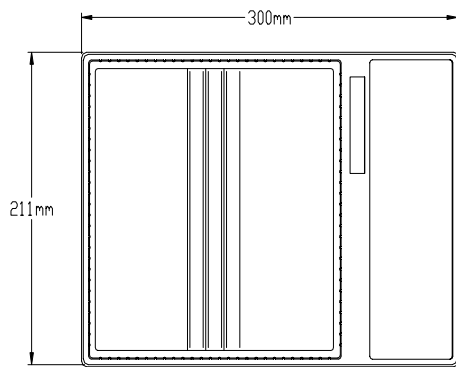
**Net Weight:** 8.8 lb (4 kg)

**Shipping Weight:** 11.5 lb (5.3 kg)

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## PHYSICAL DIMENSIONS:

]



## APPENDIX B: STANDARD/OPTIONAL RATES, ADD-ON SERVICES AND FUNCTIONS

### B.1 STANDARD RATES, ADD-ON SERVICES AND FUNCTIONS

#### B.1.1 Inland (Domestic)

- 1<sup>st</sup> Class Letters
  - Special Delivery £250
  - Special Delivery £1000
  - Special Delivery £2500
  - 2nd Class Letters (Power On Default)
  - National Parcels
- UK Parcelforce (9am Mon-Fri)
  - UK Parcelforce (9am Sat)
  - UK Parcelforce (10am Mon-Fri)
  - UK Parcelforce (10am Sat)
  - UK Parcelforce (Noon Mon-Fri)
  - UK Parcelforce (Noon Sat)
  - UK Parcelforce (24 Hour Mon-Fri)
  - UK Parcelforce (24 Hour Sat)
  - UK Parcelforce (48 Hour Mon-Fri)
  - UK Parcelforce (48 Hour Sat)

#### B.1.2 Europe

- Air Letters
- Air Small Packets
- Air Printed Papers
- Surface Small Packets
- Surface Printed Papers

#### B.1.3 Outside Europe

- Air Letters
- Air Small Packets
- Air Printed Papers
- Surface Letters
- Surface Small Packets
- Surface Printed Papers

#### B.1.4 International

- International Parcels Standard
- International Parcels Economy
- International Datapost

#### B.1.5 ADD-ON SERVICES

- Recorded Delivery
  - Parcels Compensation
  - International Registration
  - Advice of Delivery
- Swiftair
  - Airsure
  - International Signed For
  - Compensation



### **B.1.6 FUNCTIONS**

- Send Label
  - Department
  - Clear/Reset
  - Auto Franking
  - Enter
  - Multiple Labels
  - Shortcut Key
  - Meter Interface
  - Lower Rates
- 
- Set Meter
  - Manual Weight
  - Piece Count
  - Add-on Services
  - Zero Tare
  - Soft Keys (S1, S2, S3, S4)
  - Functions

## APPENDIX C: PRIME RATE AND ADD-ON SERVICE ABBREVIATIONS

### C.1 PRIME RATE ABBREVIATIONS

Rate	Display Abbreviation.	Soft Key Abbreviation.
Letters 1st Class	1st Class	1stCl
Letters 2 <sup>nd</sup> Class	2 <sup>nd</sup> Class	2ndCl
Inland Parcel	Parcl Inl	Parcl
Small Packet	Small Pkt	SmPkt
Printed Papers	Papers	Paper
Special Delivery £250	SpD £250	£250
Special Delivery £1000	SpD £1000	£1000
Special Delivery £2500	SpD £2500	£2500
Air Letters Europe	Airlet EU	EU
Small Packets Europe EU	SmPkt EU	Eur
Printed Papers/Newspapers Europe EU	Papers EU	Eur
Air Letters Outside Europe Zone 1	Airlet In	Zone1
Air Letters Outside Europe Zone 2	Airlet In	Zone2
Small Packets Outside Europe Zone 1	IntlSmPkt	Int Z1
Small Packets Outside Europe Zone 2	IntlSmPkt	Int Z2
Printed Papers/Newspapers Outside Europe Zone 1	IntlPaper	Int Z1
Printed Papers/Newspapers Outside Europe Zone 2	IntlPaper	Int Z2
Surface letter	Surflet	Let
Surface small packet	SurfSmPkt	Econ
Surface Printed Papers	SurfPaper	Econ
Surface parcel	SurfParcl	Parcl
Inland Parcelforce 9am Monday to Friday	9am M-F	9am / Mo-Fr
Inland Parcelforce 9am Saturday	9am Sat	9am / Sat
Inland Parcelforce 10am Monday to Friday	10am M-F	10am / Mo-Fr
Inland Parcelforce 10am Saturday	10am Sat	10am / Sat
Inland Parcelforce 12noon Monday to Friday	Noon M-F	noon / Mo-Fr
Inland Parcelforce 12noon Saturday	Noon Sat	noon / Sat
Inland Parcelforce 24Hour Monday to Friday	24hr M-F	24hr / Mo-Fr
Inland Parcelforce 24Hour Saturday	24hr Sat	24hr / Sat
Inland Parcelforce 48hr Monday to Friday	48hr M-F	48hr/ Mo-Fr
Inland Parcelforce 48hr Saturday	48hr Sat	48hr/ Sat
International Datapost Standard	DP Intl	IntDP
International Datapost 48hr	DP EU48	Eur 48
International Datapost 9am	DP 9am	9am
International Datapost 10am	DP 10am	10am

### C.2 ADD-ON SERVICES ABBREVIATIONS

Add-on Services Description	Soft Key Abbreviation
Swiftair	Swift
Airsure	ASure
International Signed For	ISign
Recorded Delivery	Rec
Advice of Delivery	Advc
Parcel Compensation	Pcomp/ £100/ £250/ £500/ £1000/ £1500/ £2000/ £2500

## APPENDIX D: COUNTRY NAME ABBREVIATIONS

<u>Country Name</u>	<u>Abbrev</u>	<u>Country Name</u>	<u>Abbrev</u>
Afghanistan	Afghan.	Cuba - direct	Cuba Dir
Albania	Albania	Cuba - via USA	Cuba US
Algeria	Algeria	Curacao	Curacao
Andorra	Andorra	Cyprus	Cyprus
Angola	Angola	Czech Republic	CzechRp
Anguilla	Anguilla	Denmark	Denmark
Antigua & Barbuda	Anti&Ba	Djibouti	Djibouti
Argentina	Argentin	Dominican Republic	Dom.Rep.
Armenia	Armenia	East Timor	E Timor
Aruba	Aruba	Dominica	Dominica
Ascension	Ascensin	Ecuador	Ecuador
Australia	Austral	Egypt	Egypt
Austria	Austria	El Salvador	ElSalva
Azerbaijan	Azerbaijn	Equatorial Guinea	EquGuin
Azores	Azores	Eritrea	Eritrea
British Virgin Isles	B.Virgin	Estonia	Estonia
Bahamas	Bahamas	Ethiopia	Ethiopia
Bahrain	Bahrain	Falkland Islands	Falkland
Balearic Islands	Balearic	Faroe Islands	Faroels
Bangladesh	Banglad.	Fiji Islands	Fijils.
Barbados	Barbados	Finland	Finland
Belarus	Belarus	France, Monaco	France
Belgium	Belgium	French Guiana	FrGuian
Belize	Belize	French Polynesia	FrPolyn
Benin	Benin	Fr South & Antarctic Terr	FrSthAnt
Bermuda	Bermuda	Gabon	Gabon
Bhutan	Bhutan	Gambia	Gambia
Bolivia	Bolivia	Gaza & Khan Yunis	Gaza
Bosnia-Herzegovina	Bosn-Her	Republic of Georgia	Georgia
Botswana	Botswana	Germany	Germany
Brazil	Brazil	Ghana	Ghana
British Indian Ocean Terr.	BrlnOcTr	Gibraltar	Gibralta
Brunei Darussalam	Brunei	Greece	Greece
Bulgaria	Bulgaria	Greenland	Greenlnd
Burkina Faso	Burkina	Grenada	Grenada
Burundi	Burundi	Guadeloupe	Guadelop
Central African Republic	CAfrica	Guatemala	Guatem.
Cambodia	Cambodia	Guernsey	Guernsey
Cameroon	Cameroon	Guinea-Bissau	Guin-Bis
Canada	Canada	Guinea	Guinea
Canary Islands	Canaries	Guyana	Guyana
Cape Verde Islands	CapeVer	Haiti	Haiti
Cayman Islands	CaymanIs	Honduras	Honduras
Chad	Chad	Hong Kong	HongKong
Chile	Chile	Hungary	Hungary
China	China	Iceland	Iceland
Christmas Island	ChrisIsl	India	India
Cocos Islands	CocosIsl	Indonesia	Indonesi
Colombia	Colombia	Iran	Iran
Comoros	Comoros	Iraq	Iraq
Congo	Congo	Ireland (Erie)	Ireland
Corsica	Corsica	Israel	Israel
Costa Rica	CostaRi	Italy	Italy
Croatia	Croatia	Ivory Coast	IvoryCo

Jamaica	Jamaica	Papua New Guinea	NewGuinea
Japan	Japan	Paraguay	Paraguay
Jersey	Jersey	Peru	Peru
Jordan	Jordan	Philippines	Philippin
Kazakhstan	Kazakstn	Pitcairn Islands	Pitcaill
Kenya	Kenya	Poland	Poland
Kiribati	Kiribati	Portugal	Portugal
Korea (Dem Peoples Rep)	KoreaDPR	Puerto Rico	Puerto R
Korea (Repubic of)	KoreaRep	Qatar	Qatar
Kuwait	Kuwait	Reunion	Reunion
Kirgizstan	Kirgiztn	Romania	Romania
Laos	Laos	Russia	Russia
Latvia	Latvia	Rwanda	Rwanda
Lebanon	Lebanon	Samoa	Samoa
Lesotho	Lesotho	South Africa	S.Africa
Liberia	Liberia	Sierra Leone	S.Leone
Libya	Libya	San Marino	SanMarin
Liechenstein	Liechstn	Sao Tomes & Principe	SaoTome
Lithuania	Lithuani	Sardinia	Sardinia
Luxembourg	Luxem.	Saudi Arabia	SaudiAr
Macao	Macao	Senegal	Senegal
Macedonia	Macedon.	Seychelles	Seychell
Madagascar	Madagasc	Sicily	Sicily
Madeira Isand	Madeira	Singapore	Singapor
Malawi	Malawi	Slovakia Republic	SlovakR
Malaysia	Malaysia	Slovenia	Slovenia
Maldives	Maldives	Solomon Islands	Solom.Is
Mali	Mali	Somalia	Somalia
Malta	Malta	Spain	Spain
Northern Mariana Isles	Mariana	Spanish North Africa	Span NA
Marshall Islands	Marshall	Spitzbergen	Spitzber
Martinique	Matiniqu	Sri Lanka	SriLank
Mauritania	Mauritan	St Lucia	St.Lucia
Mauritius	Maurtius	St Pierre & Miquelon	St.Pierr
Mexico	Mexico	St Helena	StHelen
Micronesia	Micron	St Vincent & Grenadines	StVincnt
Moldova	Moldova	Sudan	Sudan
Monaco	Monaco	Suriname	Suriname
Mongolia	Mongolia	Swaziland	Swazilnd
Montserrat	Montsert	Sweden	Sweden
Morocco	Morocco	Switzerland	Switzer
Mozambique	Mozamb.	Syrian Arab Republic	Syria
Namibia	Namibia	Taiwan	Taiwan
Nauru Islands	Nauru	Tajikstan	Tajikstn
Nepal	Nepal	Tanzania	Tanzania
Netherlands Antillies	NetherA	Thailand	Thailand
Netherlands	Netherld	Tibet	Tibet
New Caledonia	NewCale	Togo	Togo
New Zealand Isle Terr	NZ IsTer	Tonga	Tonga
New Zealand	NZealand	Trinidad & Tobago	Trin.Tob
Nicararagua	Nicara.	Tristan Da Cunha	TristCun
Niger Republic	Niger	Turkmenistan	Trkmnstn
Nigeria	Nigeria	Tunisia	Tunisia
Norfolk Island	NflkIsle	Turkey	Turkey
Norway	Norway	Turks & Caicos	TurksCai
Oman	Oman	Tuvalu	Tuvalu
Pakistan	Pakistan	U.S.A.	USA
Panama	Panama	Uganda	Uganda

Ukraine  
United Arab Emirate  
Uruguay  
Uzbekstan  
Vanuatu  
Vatican City  
Venezuela  
Vietnam

Ukraine  
UnitArab  
Uruguay  
Uzbekstn  
Vanuatu  
Vatican  
Venezuela  
Vietnam

Virgin Islands  
Wake Island  
Wallis & Futuna Islands  
Western Samoa  
Yemen  
Zaire  
Zambia  
Zimbabwe

Virgin  
Wakelsle  
Wals&Ful  
WSamoa  
Yemen  
Zaire  
Zambia  
Zimbawe

## **APPENDIX E: RATE CHANGE INFORMATION**

### **E.1 RATE UPDATES**

Carrier rate and structure changes are updated by Neopost. The rates and operating system reside on one "Rate-PAK" which is removable from the scale for reprogramming purposes.

1. Turn the scale's AC power switch to the Off position.
2. Remove the weighing platter from the scale.
3. Remove the Rate Module cover from the scale.
4. Install the Rate Module in the scale with the component side of the module facing the rear of the scale.

## APPENDIX F: ERROR MESSAGES

### F.1 ERROR MESSAGES

If the scale encounters an error condition caused either by the operator or the meter, the scale will beep you and display a message alerting the operator. A description of each display follows:

#### F.1.1 OPERATOR ERRORS

<i>Invalid Destination</i>	Indicates that service selected is not available for the destination.
<i>Invalid Country</i>	Indicates that an invalid country code was entered
<i>Invalid Service</i>	Indicates that an invalid add-on service was selected
<i>Overweight</i>	Indicates that the weight for the class of service or international destination selected has been exceeded
<i>Scale Wt Exceeded</i>	Indicates that the weighing capacity of the scale has been exceeded
<i>No Rate Selected</i>	Indicates that a rate must be selected before the given operation
<i>Invalid Entry</i>	Indicates that the selected function, service or rate is invalid.
<i>Lowest Rate Not Setup</i>	Indicates that the lowest rate key has not been enabled.
<i>Memory Full</i>	All of the available memory for the Memory keys has been used.

#### F.1.2 METER ERRORS

Error	Solution
<i>No send Response</i>	Franking machine not in remote mode or disconnected.
<i>Low Credit</i>	Indicates that the meter requires recrediting.
<i>Meter Busy</i>	Franking machine was being used for another activity.
<i>No Label</i>	Franking machine connected does not have label facility
<i>Out of Labels</i>	Franking machine has run out of labels
<i>Base not on</i>	Franking machine base not on
<i>Failed to set</i>	Franking machine not set
<i>Checksum Error</i>	Correct value not set on franking machine
<i>Send Failure</i>	Transaction not completed by franking machine



Products presented in this guide are conform to requirements of directives nbr 73/23/CEE and 89/336/CEE.



Neopost has implemented a program for the recycling of worn franking 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.



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neopost

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