USER'S GUIDE

IM-440

MAILING MACHINE

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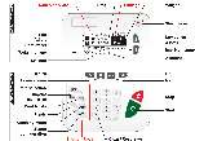
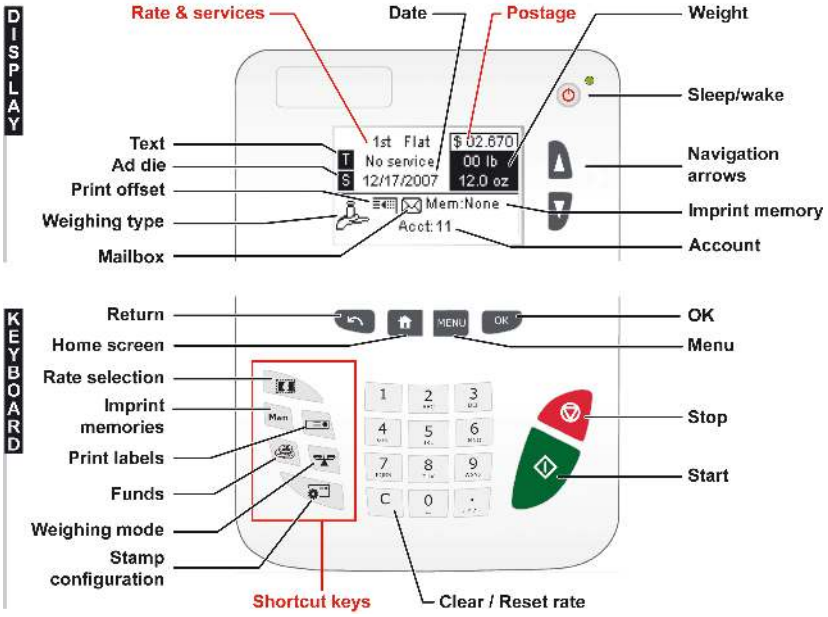


CONTROL PANEL DESCRIPTION INSIDE



CONTROL PANEL

(see manual section 2.3)

41404636/B - 07/04/2008

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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 your 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

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

Section 4: Money Operations

How you can load funds into your mailing system to enable postage printing.

Section 5: Managing Accounts and Access 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

How you can use your mailing system for online postal services and connect your machine for up-grades.

Section 8: Configuring your Mailing System

All the parameters of your mailing system you can set up as user (temporary settings) or supervisor (default settings).

Section 9: Options and Updates

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

Section 10: Maintaining your Mailing System

How to maintain or change the ink cartridge and other system components.

Section 11: Troubleshooting

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

Section 12: Specifications

Detailed capabilities of your mailing system.

Symbols

This manual uses the symbols listed below.

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

Glossary

This manual uses the acronyms listed below.

Acronym	*Description*
ALD	Automatic Label Dispenser
Ascending	Spent funds
Descending	Remaining funds
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
WP	Weighing Platform (Scale)

1.2 Safety Requirements

Power Connection

Before connection, check whether the mailing system is suitable for the local AC power voltage; refer to the type plates at the back of the pieces of equipment.

THIS EQUIPMENT MUST BE GROUNDED

- Only connect the power plug to a socket 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 wall plug and proceed to cleaning.

- Use a socket outlet located close to the equipment and easily accessible. As the power supply cord is the equipment disconnecting device, do not route the power cord between pieces of furniture or over sharp edges.
- Avoid using outlets controlled by wall switches or shared by other equipment.
- Make sure there is no strain on the power supply cord.

General Safety

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

The mailing system contains moving parts. Keep fingers, long hair, jewelry, neck ties, loose clothing away from the mail path at all times.

Follow the additional safety precautions below:

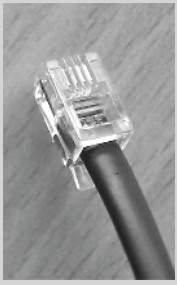
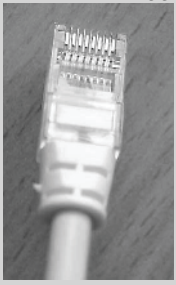
- Do not place lighted candles, cigarettes, cigars, etc. on the mailing system.
- When removing jammed material, avoid using too much force to prevent personal injury and damaging equipment.
- When lifting covers, wait for all parts to stop moving before placing hands near feeder path or printhead.
-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

Telephone and LAN Connections

Your mailing system uses a telephone line to connect to the postal services and to your customer online services.

You may also use a LAN to connect the mailing system to a mail accounting software 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:

Phone (4 pins)  LAN (8 pins) 

Follow the additional precautions below:

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

To reduce the risk of fire, only connect the modem to the telephone line using supplied cable (see *Specifications* p.189).

Disconnecting your Mailing System

How to Disconnect your Mailing System

The power supply cord is the equipment disconnecting device.

1 First switch the mailing system to ***Sleep*** mode (see *How to Turn the Mailing System to 'Sleep' Mode* p.19) if there is no emergency.

Unplugging the power cord only when the mailing system is in ***Sleep*** mode avoids 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 plug.***

3 If present, ***unplug the LAN cable and the telephone cord*** from their sockets as they may still be energized.

1.3 Environmental Conditions

Temperature and Relative Humidity

Your mailing system should only be operated in the following conditions:

Temperature range	50°F - 104°F
Relative humidity	80% max. without condensation

Weighing accuracy

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

- Far from any door
- Far from any fan.

2 Meet your Mailing System

Get to know your mailing system in this section.

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2.1 System Layout

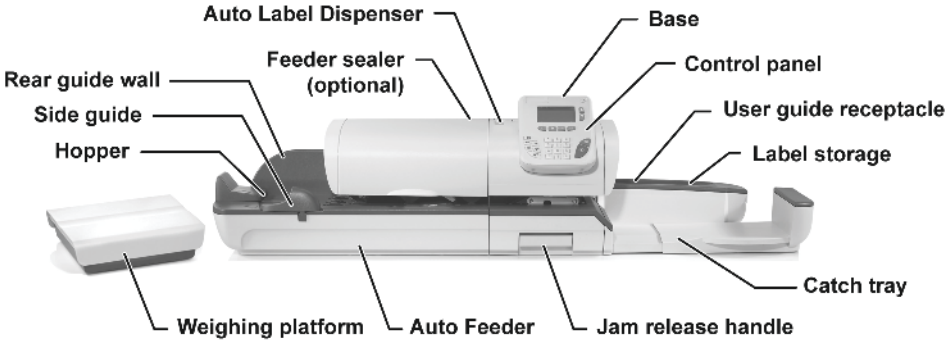


Figure 1 : Mailing system with Auto feeder

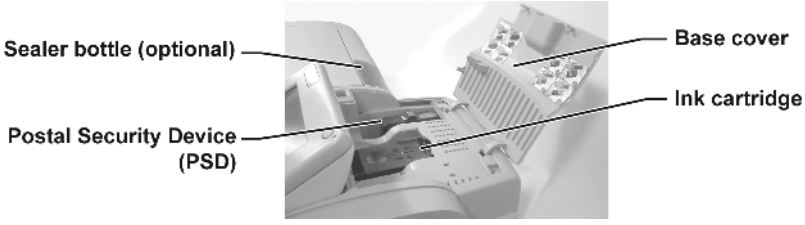


Figure 2 : Base internal details

Table 1 : Mailing system layout

Auto label dispenser	Contains labels to be printed.
Base	Prints envelopes (or labels) and controls the mailing system.
Catch tray	Receives mail pieces after processing.
Control panel	Allows you to control the mailing system.
Hopper	Beginning of mail transport path.
Ink cartridge	Prints the stamps and contains ink.
Jam release handle	Allows you to remove jammed envelopes or labels.
Label storage	Use this slot to store labels horizontally.
Postal Security Device (PSD)	Manages postage.
Rear guide-wall	Guides envelopes into the feeder.
Sealer bottle	Provides water to seal envelopes (optional).
Side guide	Holds large envelopes in place for feeding.
User guide receptacle	Stores this User Guide.
Weighing platform	Measures weight of mail pieces.

2.2 Connections

Rear Connectors

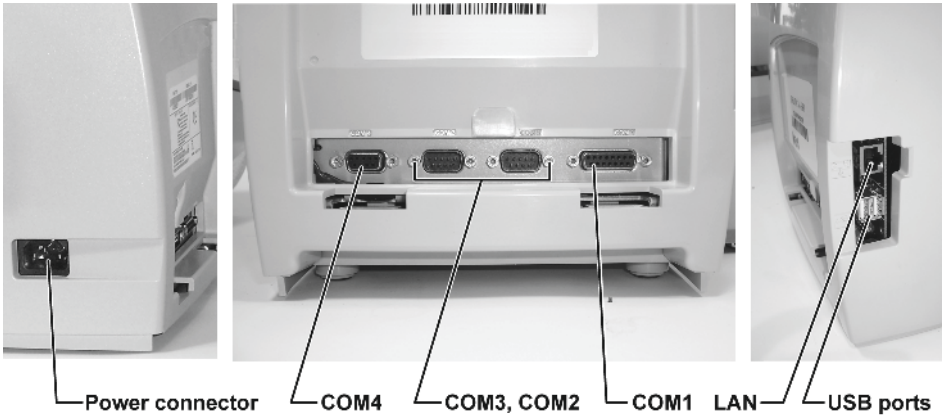
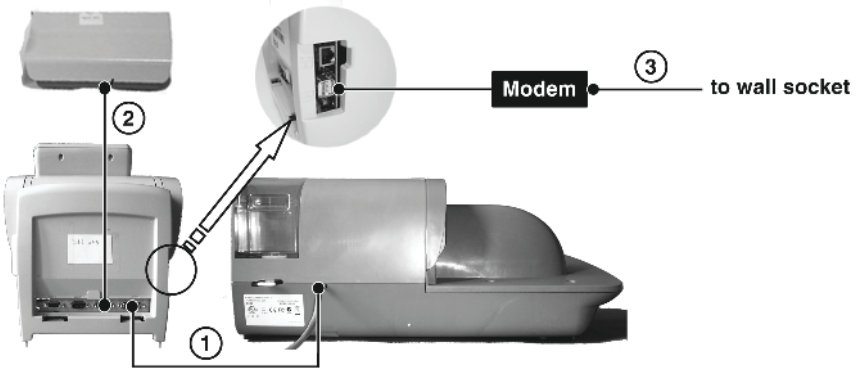


Figure 3 : Base rear connectors

COM1 To mixed feeder or dynamic scale
COM2/3 To weighing platform
COM4 (future use)
USB To modem, printer or USB memory device
LAN To accounting software on a PC

Connection Diagrams



1 Feeder to Base
2 Base to Weighing Platform
3 Telephone cable

2.3 Control Panel Layout

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

Table 2 : Screen layout

Account	Displays account currently selected.
Ad die	Indicates that an Ad die will be printed.
Date	Displays the date that will be printed.
Imprint memory	Displays selected imprint memory when applicable.
Mailbox	Indicates unread messages in user's message box.
Postage	Indicates the amount to be printed.
Print offset	Indicates the printing offset status (stamp position shifting for thick envelopes).
Rate and services	Indicates the current rate and services selected.
Text	Indicates that a text will be printed.
Weighing type	Current weighing method.
Weight	Current weight used to calculate postage.

Table 3 : Keys and shortcuts

		NAVIGATION KEYS
Return		Goes back to the previous screen.
Home screen		Displays the current type of stamp (type of task).
Menu		Accesses the settings menu.
OK		Validates an action or selection.
		SHORTCUT KEYS
Funds		Accesses funds management.
Imprint memories		Accesses preset stamp and account memories. These presets are managed by the supervisor.
Print labels		Switches to label printing (instead of envelopes).
Rate selection		Displays the rate selection screen.
Stamp configuration		Accesses the type of stamp selection and stamp set up screens.
Weighing mode		Opens the weighing type selection menu (Standard weighing, Differential weighing, Manual weight entry...)
		KEYPAD
Alphanumeric keys		Allows the entry of amounts or weights, the selection of numbered menu options or to type texts (press a key several times to display all possible characters).
Clear / Reset rate		Clears keypad entries or, from the home screen, resets rate to default.
		START / STOP KEYS
Sleep/wake		Wakes the mailing system or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber = asleep).
Start		Starts printing.
Stop		Stops printing and all mechanical activity (motors) in the mailing system.

2.4 Power Management

Energy Star® Compliance

Office equipment is generally powered on 24 hours a day, so power management features are important for saving energy and are an easy way to reduce air pollution.

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

The period is set to *20 minutes* by default.

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

To change the period of time after which the mailing system switches to 'Sleep' mode, see *How to Change System Time-outs* p.130.

'Sleep' Mode

You can also turn the mailing system to 'Sleep' mode manually.

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.

2.5 Mail Specifications

Base Characteristics

Envelope Dimensions

Your mailing system can handle envelope & flap sizes as illustrated below.

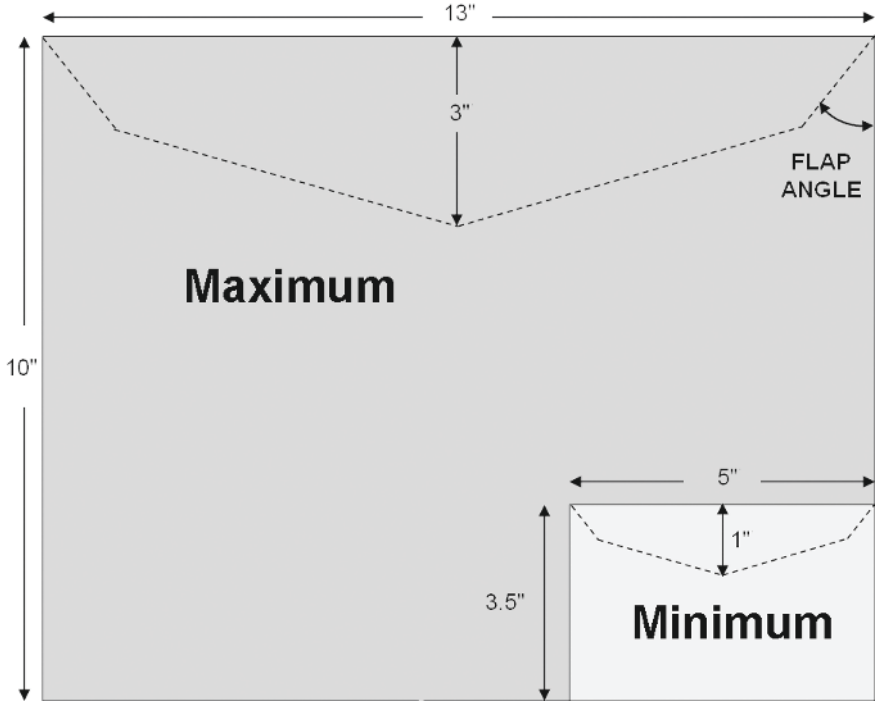


Figure 4 : Mailing specifications

Note: illustration is not on scale.

Flap angle: 19° min. / 60° max.

Envelope Weight

Min	0.1 oz	***Max***	2 lb

Envelope Thickness

Min	0.008 "	***Max***	0.63" (1 envelope at a time, no sealing)

Feeder

See also

- *How to Use the Feeder* p.32.

Envelope Stack

Min weight	0.1 oz
Max weight	2 lb 10.2 oz
Max height	4""

The feeder cannot handle nested envelopes.

Envelope Thickness

With optional sealer:

Max with sealer OFF	0.5""	***Max with sealer ON***	0.375""

3 Processing Mail

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

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3.1 Choosing a Type of Stamp

Introducing the 'Type of Stamp'

To process mail, you must first choose a 'Type of stamp' that corresponds to the type of process you want to apply to your mail: printing postage for different rates, applying amount or date corrections, printing 'Received' and the date, etc.

For each 'Type of stamp' you select, the mailing system displays all the parameters - and only those parameters - that concern the type of process you want to apply.

Home Screen and Configuration Menu

Each type of stamp is associated to:

- A specific ***Home screen*** that displays current parameters (weight, postage...)
- A specific ***Configuration menu*** that allows you to set the stamp parameters.

To directly gain access to the configuration menu of the type of stamp, press on the control panel.

Shortcut keys are available on the front panel of your machine. Using them saves you many key strikes to reach rate selection, imprint memories, weighing modes, imprint customizing, funds status...

Types of Process and Types 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 parameters you can set before running mail.

If you do not set any parameter, the mailing system uses default values.

Type of process	*Type of stamp*	*Parameters to run mail*
Apply postage to outgoing mail	[***Standard***]	• ***Rate*** • ***Weight*** • ***Date format*** • Text (optional) • Ad die (optional) • Print offset (optional)
Re-date a mail piece	[***Standard***]	• ***No weight, amount = 0*** • ***Date format*** • Print offset (optional)
Correct the amount on a mail piece	[***Standard***]	• ***Manual amount of postage*** • ***Date format*** • Print offset (optional)
Print 'Received' or the date on incoming mail	[***Received***]	• ***Print date and/or 'Received'*** • Print offset (optional)
Seal or count envelopes without printing	[***No stamp***]	• (None)

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

See also

- To set default values as supervisor: see *Configuring your Mailing System* p.121.

3.2 Preparing and Starting your Work Session

In this section

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

Mail preparation involves:

- ***Sorting mail by type and task***, to make processing faster (p.28)
- ***Logging into the system*** to start a work session (p.29)
- ***Selecting the Type of stamp*** that corresponds to each set of mail (p.30)
- ***Checking additional issues*** concerning your machine: ink level, funds... (p.31).

This section also describes how to use the mailing system ***automatic feeder*** (p.32).

Sorting Mail by Type and by 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 or dynamic scale options that allow you to process mail much quicker.

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, option that allows you to process mail much quicker.

Follow the procedure below to split your mail in different stacks.

How to Sort Mail

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

1 ***Type of process to apply***

See table p.26:

- ***Outgoing mail***
  - Standard postage with different rates or services
  - Re-dating
  - Correcting amount
- ***Incoming mail***
- ***Sealing only*** or counting.

2 Separate envelopes to seal from other mail pieces.

3 ***Account to use***

(only if you have to select an account at logging in)

4 ***Rate and/or services to apply***

5 ***Physical characteristics***

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

See *Mail Specifications* p.20.

6 ***Sort each stack by size***.

Turning Machine On and Starting a Work Session

Turning the machine on starts a work session on the mailing system.

At start-up, depending on supervisor settings:

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

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

See also

- To change accounts when a session is already opened, see *Changing Accounts* p.52.
- To choose the policy for accounting and access control as supervisor, see *Managing Accounts and Access Rights* p.75.
- *How to Turn the Mailing System to 'Sleep' Mode* p.19.

How to Log in and Start a Work Session

To log in as user:

1 Press ⏻ to wake the system up.

The system may display one of the following screens:

- ➢ *Home screen [Standard]*. In that case, you are logged in, no other step is required.
- ➢ *Login* screen
- ➢ *Account* screen

2 On the *Login* screen, enter your operator PIN code.

3 On the *Account* screen, select your account as follows.

- ➢ Use up and down arrows (use double arrows to scroll list) and press [***OK***] to validate, or:

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

The *Home screen [Standard]* screen is displayed. Your work session begins.

To type letters instead of figures using the keypad, press the corresponding key several times in a row as on a mobile phone.

Selecting the Type of Stamp

For each stack of mail you have sorted (see p.28), 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

Press MENU and type **1** or select the path:
> Build stamp/imprint

The *Build stamp/imprint* 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 or type its number and press [***OK***].

The *Build stamp/imprint* screen is updated and displays the menu items that allow you to modify the stamp parameters.

4 Press or to return to the home screen.

Checking Machine State

The list below raises questions to answer from time to time to ensure your work will not be interrupted during a run to change the ink cartridge, add funds into the machine, etc.

Table 1 : Machine check list

Question...	How to answer
Are the mailing system funds sufficient to complete your postage session?	Look at the funds counter at the bottom of the screen, or: Press and type **1** to check funds balance. To add funds, see *How to Add Funds to the PSD* p.73.
Do you 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* p.94). See *How to Reset Batch Counters* p.66.
Is the sealing/moistening device properly filled? (if installed)	For sealing while printing the envelopes.
Is the scale 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* p.134.
Are labels in place in the ALD? (if you plan to print on tape)	See *How to Fill the Auto Label-Dispenser* p.67.
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* p.164.

You can be warned when the available funds get below a preset value (see *How to Set the Low-Funds Threshold* p.131).

Using the Feeder

The procedure below describes how to place a stack of mail pieces at the mail path entrance.

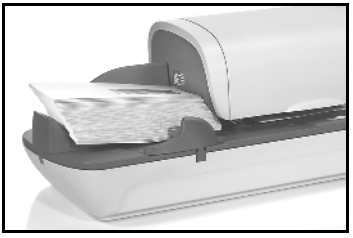
Depending on the weighing method you will choose to run mail, you may have to insert the envelopes one by one or to put a stack of envelopes on the hopper.

You may set envelopes to portrait feed.

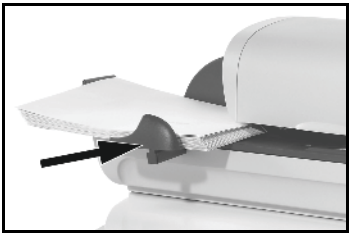
How to Use the Feeder

Taking a stack of mail pieces:

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



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



Flap envelopes: close each flap separately (nested flaps are not supported).

Do not try to seal self-adhesive envelopes.
Close them *before* feeding.

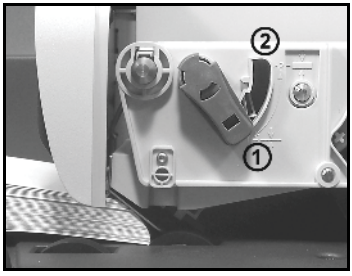
Thickness setting:

For thin or thick envelopes, you may have to adjust the thickness setting of the feeder. Use this setting if several thin envelopes pass at a time in the feeder or, on the contrary, if thick envelopes are blocked at the entrance of the mail path.

1 Open feeder cover.

2 Change lever position:
- ***1*** for thin envelopes
- ***2*** for thick envelopes.

3 Close feeder cover.



3.3 Running [Standard] Mail

In this Section

This section describes the parameter settings and mail handling sequences for the mail processes that use the [***Standard***] type of stamp:

- Applying postage using different rates
- Re-dating mail
- Correcting postage amount.

See also

- About the use of other 'types of stamp', see *Choosing a Type of Stamp* p.25.

Applying Standard Postage

Sequence of Settings

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

- As mail requirements differ from day to day, some of the settings may not be necessary, or their order may vary
- You must begin with 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* p.27.

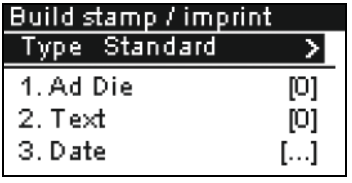
How to Apply Standard Postage (Settings)

Compulsory 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 *Build stamp/imprint* screen:



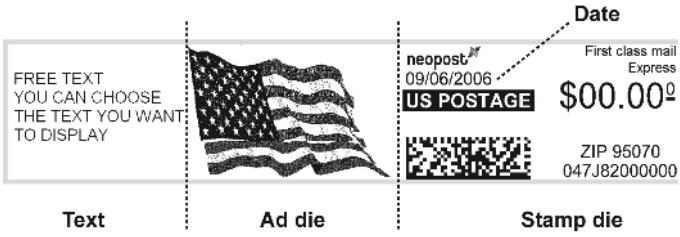
The type of stamp is indicated on line 2 of the screen.

To select an option in the screen:

- ***Highlight the option*** using the arrow keys ▲ and ▼
- ***Then always press*** OK to validate your selection.

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 *Build stamp/imprint* 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* p.62.

- ***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* p.61.

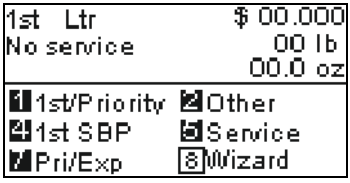
- ***Check or change the date or date format***:

Select ***Date*** and then select a date option in the *Date advance* screen. Select ***No date advance*** for printing the standard date. For more details, see *How to Change the Date on the Stamp* p.60.

Press 🏠 or ↩ to return to the home screen.

3 ***Select a rate and add services***.

Press 📮 to open the *Rate selection* screen.



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

For more details, see *Selecting a Rate* p.53.

You may also ***enter the postage amount manually***: on the home screen, type directly the first figure of the amount using the key-pad. For more details, see *How to Enter Postage Manually* p.54.

4 ***Select a weighing type*** (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* p.55.

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

For more details, see *How to Change the Weighing Type* p.57.

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)* p.63.

2 ***Close envelopes using the feeder sealer*** : see *Using the Sealing Function* p.65.

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, accounts. See *Using Imprint Memories* p.64.

Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.34.

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. For more information, see *Details on the Weighing Types* p.56.

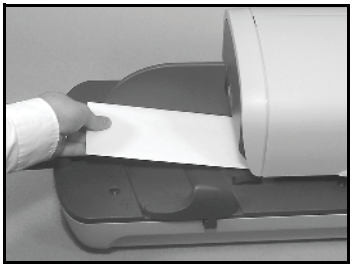
If you need to change the current account before applying postage (on account-enabled configurations), see *How to Change Accounts* p.52.

How to Apply Standard Postage (Running Mail)

In Standard weighing mode ( )

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

1. Put the mail piece on the Weighing Platform.
   The weight of the mail piece is displayed in the ***Weight*** area of the screen and the postage amount is updated.
2. Press . The system motors start running.
3. Withdraw the envelope from the WP and insert it into the mail path against the rear-guide wall, side to be printed facing upwards.



If mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.20), press to print a label. The label is printed at once.

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

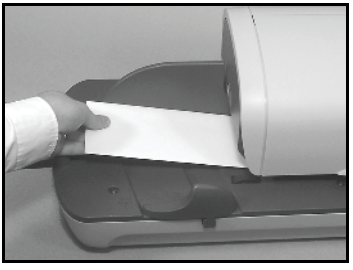
Otherwise, if you want to print ***several identical labels***:

1. Press and enter the number of labels.
   Make sure the labels are available in the label dispenser (see *Filling the Label Dispenser* p.67).
2. Press to print the labels.

In Differential weighing mode ( )

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

1. Place the pile 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, side to be printed facing upwards.



If mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.20), press to print a label. The label is printed at once.

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

4. Repeat previous step of each piece of mail.

To quit the process at any time, press .

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

In Differential weighing auto-tape mode ( )

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

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

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

3. Repeat previous step of each piece of mail.

   To quit the process at any time, press .

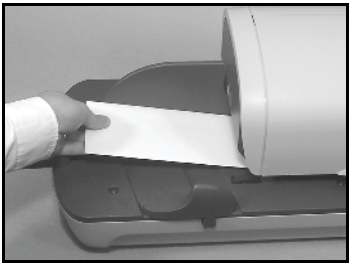
When you remove the last object from the WP, the mailing system asks if you want to print it. You can answer ***Yes*** or ***No***. This allows you to use a mail basket without having to declare a tare on the WP.

In other modes (Manual weight entry , No weight source)

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

1 Press . System motors start running.

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



If mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.20), press to print a label. The label is printed at once.

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

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

1 Press and enter the number of labels.

Make sure the labels are available in the label dispenser (see *Filling the Label Dispenser* p.67).

2 Press to print the labels.

Sequence of Settings

The procedure below outlines steps in a recommended sequence to re-date mail.

The sequence is similar to sequence *Applying Standard Postage* (p.34), except for the following settings:

- Postage must be set to zero
- You do not have to weigh the mail piece.

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 already completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

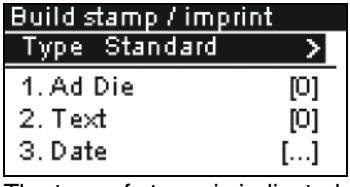
How to Re-Date Mail (Settings)

Compulsory 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 *Build stamp/imprint* screen:



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

To select an option in the screen:

- ***Highlight the option*** using the arrow keys and
- ***Then always press*** OK to validate your selection.

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***].

Change the date or date format from the *Build stamp/ imprint* screen as follows:

- Select ***Date*** and then select a date option in the *Date advance* screen. Select ***No date advance*** for printing the standard date. For more details, see *How to Change the Date on the Stamp* p.60.

Press or to return to the home screen.

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* p.54.

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)* p.63.

2 ***Close envelopes using the feeder sealer*** : see *Using the Sealing Function* p.65.

You are now ready to print.

Running Mail

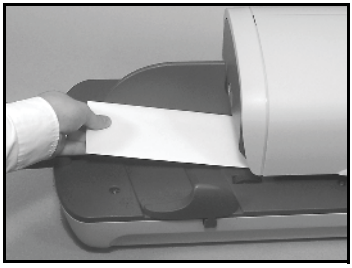
To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.41.

How to Re-Date Mail (Running Mail)

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

1 Press . System motors start running.

2 Insert the mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see *How to Use the Feeder* p.32).



If mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.20), press to print a label. The label is printed at once.

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

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

1 Press and enter the number of labels.

Make sure the labels are available in the label dispenser (see *Filling the Label Dispenser* p.67).

2 Press to print the labels.

Sequence of Settings

The procedure below outlines steps in a recommended sequence to correct the amount on mail.

The sequence is identical to *Re-dating Mail* (p.34), except for the following:

- Postage must be set to the desired amount, instead of **0**.

Make sure you have already completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

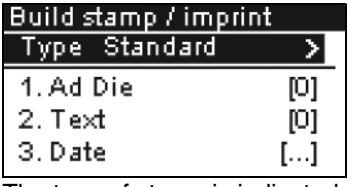
How to Correct Postage Amount (Settings)

Compulsory 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 *Build stamp/imprint* screen:



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

To select an option in the screen:

- ***Highlight the option*** using the arrow keys ▲ and ▼
- ***Then always press*** OK to validate your selection.

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***].

You can change the date or date format from the *Build stamp/imprint* screen as follows:

- Select ***Date*** and then select a date option in the *Date advance* screen. Select ***No date advance*** for printing the standard date. For more details, see *How to Change the Date on the Stamp* p.60.

Press or to return to the home screen.

3 ***Set postage to the desired amount***:

- Type the first figure of the amount on the home screen: this opens the *Manual amount* screen
- Complete the amount and then press [***OK***] to validate. For more details, see *How to Enter Postage Manually* p.54.

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)* p.63.

2 ***Close envelopes using the feeder sealer*** : see *Using the Sealing Function* p.65.

You are now ready to print.

Running Mail

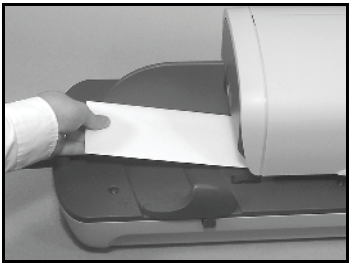
To run mail, follow the procedure below after you have completed the sequence in *Sequence of Settings* p.44.

How to Correct Postage Amount (Running Mail)

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

1 Press ◇. System motors start running.

2 Insert the mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see *How to Use the Feeder* p.32).



If mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.20), press ☰● to print a label. The label is printed at once.

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

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

1 Press ☰● and enter the number of labels.

Make sure the labels are available in the label dispenser (see *Filling the Label Dispenser* p.67).

2 Press ◇ to print the labels.

3.4 Running [Received] Mail

In this Section

This section describes the parameter settings and mail handling sequences for mail processes that use the [***Received***] type of stamp, to:

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

See also

- To choose the type of stamp to use for each type of mail process, see *Choosing a Type of Stamp* p.25).

Sequence of Settings

The procedure below outlines steps in a recommended sequence 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.

Make sure you have completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

How to Process Received Mail (Settings)

Compulsory 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 to access the *Build stamp/imprint* screen:

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

To select an option in the screen:

- ***Highlight the option*** using the arrow keys ▲ and ▼
- ***Then always press*** OK to validate your selection.

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

Additionally, you can configure the printed elements from the *Build stamp/imprint* screen as follows:

- 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.

Press or 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)* p.63.

You are now ready to print.

Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.47.

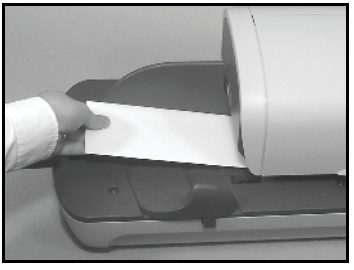
How to Process Received Mail (Running Mail)

On the [***Received***] home screen:

1 Press . System motors start running.

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

The mailing system applies the imprint and the mail piece is sent to the catch tray.



3.5 Running [No Stamp] Mail

This section describes the parameter settings and mail handling sequence for mail processes that use the [***No Stamp***] type of stamp, to:

- Seal envelopes, using the auto-feeder (if installed)
- Only convey mail, for counting or testing purposes.

See also

- To choose the type of stamp to use for each type of mail process, see *Choosing a Type of Stamp* p.25).

Sequence of Settings

The procedure below outlines steps in a recommended sequence 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.

Make sure you have completed the preparation steps mentioned in *Preparing and Starting your Work Session* p.27.

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.

2 ***Check or change the type of stamp***:
Press to access the *Build stamp/imprint* screen:

To select an option in the screen:

- ***Highlight the option*** using the arrow keys ▲ and ▼
- ***Then always press*** OK to validate your selection.

To change the type of stamp, select the ***Type*** line, press [***OK***] and then select [***No stamp***] in the *Type of stamp* screen and press [***OK***].

No other parameter is required to run mail in this mode.

Press or to return to the home screen.

You can also apply this optional setting:

1 ***Close envelopes using the feeder sealer***: see *Using the Sealing Function* p.65.

You are now ready to process mail.

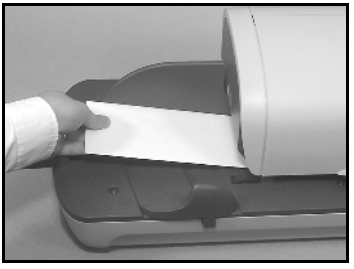
Running Mail

To run mail, follow the procedure below after you have completed the steps in *Sequence of Settings* p.49).

How to Process Mail without Printing (Running Mail)

1 Press . System motors start running.

2 Insert the mail piece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see *How to Use the Feeder* p.32).



3.6 Settings Details

Changing Accounts

To process a set of mail pieces using another account, change the account as follows.

How to Change Accounts

To change accounts:

1 As user:

Press MENU and type **5** or select the path:
> Account

The list of accounts you can charge 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.

Selecting a Rate to Calculate Postage

Selecting a rate allows the mailing system to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for a big parcel, entered manually (see *How to Enter Weight Manually* p.58).

The system provides you several ways to select a rate:

- Using a shortcut list in the form of a scale dashboard
- Using a wizard that asks you to choose class, destination, format and 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

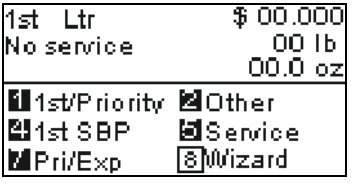
To select a rate:

1 Either:

Press or

Press MENU and type **4** or select the path: ***> Rate selection***

The *Rate selection* screen is displayed.



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).

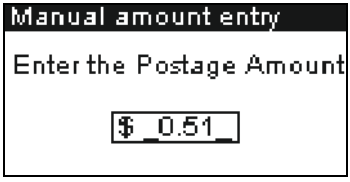
Entering Postage Manually

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.



2 Complete the amount.

3 Press [***OK***].
The amount is displayed in the *Postage* area of the home screen.
The amount is displayed in the *Postage* area of the home screen and the ***Weighing type*** zone (see cover flap for screen description) shows the ***No weight source*** icon ( ).

To set the fractional, see *How to Activate / Deactivate Fractional Postage* p.144.

Choosing a Weighing Type

Depending on the accessories and features your mailing system is equipped with, several weighing methods are available.

You can also enter the weight manually if you know it: see *How to Enter Weight Manually* p.58.

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.

For weighing...	*Select the method...*
Items one by one	• ***Standard weighing***
Items stacked on the Weighing Platform	• ***Differential weighing***
Items exceeding WP capacity (see *Specifications* p.189)	• ***Manual weight***

The recommendations in the table apply to items processed with the same rate. If the 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 selected method 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 your customer service 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 p.58).

- ***Standard Weighing*** ( )

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

- ***Differential Weighing*** ( )

  This mode speeds up the weighing process and increases your efficiency: you put all the mail pieces together on the Weighing Platform, then remove the pieces one by one and put them into the mail path. The mailing system calculates postage and prints the mail piece automatically.

  This mode speeds up the weighing process and increases your efficiency: you put all the mail pieces together on the Weighing Platform, then remove the pieces one by one and put them into the mail path. The mailing system calculates 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 (the tray).

- ***Differential Weighing Auto-Tape*** ( )

  This mode is identical to ***Differential weighing*** except that the system automatically prints on labels.

Changing the Weighing Type

At start up, the default weighing type is active.

See also

- To change the default weighing type as supervisor, see *How to Change the Default Weighing Type* p.133.

To change the weighing type according to the type of process you want to run (see *Choosing a Weighing Type* p.55), follow the procedure below.

How to Change the Weighing Type

To change the weighing type from the home screen:

1 Either:

Press or	Press MENU and type **2 . 2** or select the path: ***> Batch settings > Weighing type***

The *Weighing type* screen is displayed.

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

2 Select the weighing type.

If you select the option ***Automatic tape***, make sure the Auto-Label Dispenser is properly filled with labels. See *How to Fill the Auto Label-Dispenser* p.67.

Entering Weight Manually

You may have to enter the weight manually, if a mail piece overruns the weighing capabilities of all your weighing devices.

In that case, you will typically also choose to print the postage on a label to stick onto the mail piece.

How to Enter Weight Manually

To enter the weight manually from the home screen:

1 Either:

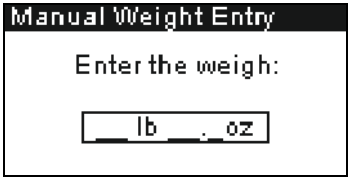
Press or

Press MENU and type **2 . 2** or select the path:
> Batch settings > Weighing type

The *Weighing type* screen is displayed.

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

The *Manual weight entry* screen is displayed.



3 Enter the weight (first ***lb*** then ***oz***) and press [***OK***] to validate.

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:

- Changing printed date
- Adding a pre-recorded Ad die at the left of the stamp
- Adding a pre-recorded text at the left of the stamp
- Moving the stamp away from the right edge of the envelope.

See also

- *How to Change the Current 'Type of Stamp'* p.30
- *Types of Process and Types of Stamp* p.26.

Changing Stamp Date

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

The mailing system can automatically change the date at fixed hours every day or skip non-working days. See *How to Set the Automatic Date Advance Time* p.143.

How to Change the Date on the Stamp

To change the date that will be printed:

1 Either:

Press or

Press MENU and type **1** or select the path: ***> Build stamp/imprint***

The *Build stamp/imprint* 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.

Adding Text and Ad Die to the Stamp

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

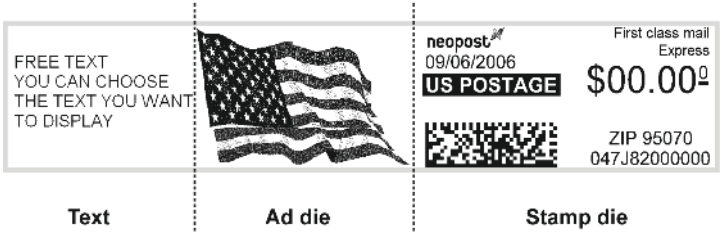


Figure 1 : Elements of a stamp imprint

See also

- The supervisor manages the lists of the available texts and ad dies. See *Managing Texts* p.154 and *Managing Ad Dies* p.156.

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

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

1 Either:

Press
or

Press MENU and type **1** or select the path:
> Build stamp/imprint

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.

4 Press [***OK***] to validate your selection.
The *Build stamp/imprint* screen is displayed with updated parameters (home screen:).

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:

Press
or

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.

4 Press [***OK***] to validate your selection.
The *Build stamp/imprint* screen is displayed with updated parameters (home screen: ⌂).

Moving the Stamp (Print Offset)

On thick envelopes with pitched sides, apply a print offset to move the stamp away from the edge of the envelope.

How to Move the Stamp (Print Offset)

To add an offset to the stamp position:

1 As user:

Press MENU and type **2 . 1** or select the path:
> Batch settings > Print offset

The *Print offset* screen is displayed.

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

Using Imprint Memories

The imprint memories allow you to ***set the rate, text, ad die and date mode in one shot***, using memorized imprint configurations.

In account-activated configurations, imprint memories include ***accounts***, allowing you to associate rates to accounts.

If your mail requires different settings such as specific postal rate (1st class - registered...) + text and/or ad die + department to charge, then the imprint memories are the solution: all your settings are stored in a single memory. Just press imprint memory key instead of multiple navigation to select all the required elements. Highly recommended for repetitive tasks.

See also

- ***To prepare imprint memories*** as supervisor, see *Imprint Memories* p.145.

How to Use an Imprint Memory

To use an imprint memory:

1 Either:

Press **Mem** or

Press MENU and type 3 or select the path: ***> Imprint Memories***

The *Imprint memories* list is displayed.

2 Select an imprint memory in the list.

3 Press [***OK***] to validate and apply memory parameters.

The ***Imprint memory*** zone of the home screen displays the current imprint memory.

Auto Feeder Sealer

If equipped with a sealer, your Auto Feeder can seal envelopes while printing postage.

Move the cursor at the front of the feeder right or left to change the moistener state:

Moistener ON

Moistener OFF

Do not insert envelopes already sealed in the feeder when sealing is ON: the envelopes might jam.

3.7 Complementary Operations

Stopping Runs

If you want to ***stop motors*** of the machine in emergency:

How to Stop the Run Process

To stop the run process immediately:

1 Press .

Using Batch Counters

The counters allow you to issue reports on the activity since the last counter reset.

To produce reports associated to counters, see *Reports* p.89.

How to Reset Batch Counters

To reset a counter:

1 As user:

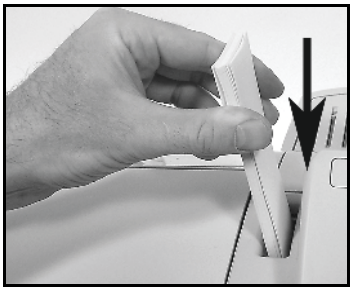
Press MENU and type **2 . 3** or select the path:
> Batch settings > Start batch counters

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

How to Fill the Auto Label-Dispenser

To fill the Auto Label-Dispenser:

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



4 Money Operations

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

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4.2 Managing Funds 72

How to Check the PSD Funds 72

How to Add Funds to the PSD 73

4.3 Unlocking the PSD (Audit) 74

How to Unlock the PSD (Audit) 74

4.1 Overview

The Postal Security Device (PSD)

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 (see *Connections* p.15) and that the connection is properly configured (see *Connection Settings* p.147).

Managing Funds

As 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.

Tracking Funds

You can issue reports on the use of the funds as all mailing operations involving postage are recorded in the mailing system.

To issue reports, see *Reports* p.89.

4.2 Managing Funds

Checking Funds

You can check the total money used for postage and the remaining funds in the PSD at any time, and particularly before mailing sessions, to check that the funds are sufficient to complete your current task.

Use the procedure below to display remaining funds.

How to Check the PSD Funds

To check the funds in the machine:

1 Either:

Press or

Press MENU and type **7** or select the path:
> My Funds

The *Funds* menu is displayed.

2 Select the menu path:
> Funds used / ***Funds available*** (or type **1**).
The screen displays the current amounts.
(Ascending = funds used. Descending = funds available.)

Adding Funds

You can add funds to the mailing system by indicating an amount to add. The mailing system then connects to the Postal Services and validates the operation.

See also

- As supervisor, you can set the mailing system to ask for a PIN code for funding: see *How to Set / Cancel a Funding PIN Code* p.132.

How to Add Funds to the PSD

To add funds to the PSD:

1 Either:

Press or

Press MENU and type **7** or select the path: ***> My Funds***

2 Select ***> 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.

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

4 Enter the amount to add using the keypad and press [***OK***] to start the connection to the Postal Server.

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

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

In the case of a communication error, the amount previously entered cannot be changed.

5 You can open the *Funds used / Funds available* screen to check the new values (see *How to Check the PSD Funds* p.72).

4.3 Unlocking the PSD (Audit)

After a long period of inactivity, the postage functions may be automatically deactivated to protect your funds.

In this case, you have to perform a connection to the Postal Services to unlock the PSD.

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

How to Unlock the PSD (Audit)

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

1 Either:

Press
or

Press MENU and type **7** or select the path:
> My Funds

2 Select ***> Audit*** (or type **3**).

The system asks for confirmation.

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

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

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 Access Rights

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

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5.5 Managing the Accounts 83
How to Create an Account 85
How to View / Edit Account Parameters 86
How to Activate / Deactivate an Account 86
How to Delete an Account 87
How to Issue the Account List Report 88

5.1 Accounting and Access Rights Overview

Postage Tracking and Access Control

Your mailing system includes functions that allow you to implement the following security and accounting requirements:

- Track the usage that is made of postage: the ***Accounts*** function
- Control the access of the users to the machine: the ***Access Control*** function.

You can activate these two functions independently. If both are activated, you can, to better compartmentalize the expenses, allocate each user certain accounts only.

The Accounts Function

Activating the Accounts function in the mailing system is a convenient way to track postage expenses by, for example, associating accounts to departments in your organization (Marketing, Sales, etc.) or to different companies, if the mailing system is shared.

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

Then you can issue reports on each account usage (for information about reports, see *Reports* p.89).

Accounts from the User's Perspective

If the Accounts function is activated, users of the mailing system have to select an account when starting their work session.

Afterwards, the user can change the account to charge according to the mail that has to be processed.

The Access Control Function

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

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

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

- ***No PIN code***: access to the machine is free
- ***Unique system PIN code***: users enter the PIN code to access the machine.

5.2 Choosing an 'Account Mode'

Introducing the 'Account Modes'

In your mailing system, a single 'Account mode' allows you to set up both the Accounts and the Access control functions (see *Accounting and Access Rights Overview* p.77).

The table below indicates which 'Account mode' corresponds to the Access control and Accounts functions activation.

		Access Control function	
		no	yes
Accounts function	no	No account	No account with access control
	yes	Accounts	

Figure 1 : Account modes

5.3 Guidelines to Implementing an 'Account Mode'

See also

- *Choosing an 'Account Mode'* p.78.

Implementing the 'No account' Mode

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

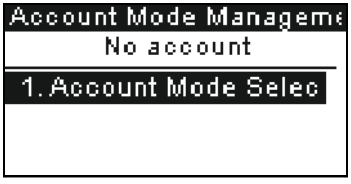
Process for Implementation

To implement the 'No account' mode:

- Follow the procedure *How to Display and Change the 'Account Mode'* p.82 and select the 'No account' mode.

'No Account' Mode Management Menu

In *No account* mode:



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

Implementing the 'No account with access control' Mode

In 'No account with access control' mode, users have to type a shared PIN code to gain access to the machine.

Process for Implementation

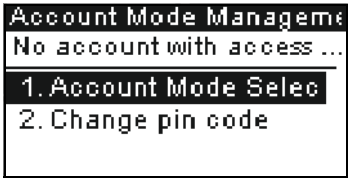
To implement the 'No account with access control' mode:

1 Follow the procedure *How to Display and Change the 'Account Mode'* p.82 and select the 'No account with access control' mode.

2 In the procedure, enter the 4 digits shared PIN code the users will have to enter at log in.

'No account with access control' Mode Management Menu

In *No Account with access control* mode:



The menu allows you to change the shared PIN code.

Changing the Shared PIN Code

Afterwards, you may need to change the shared user PIN code.

How to Change the Shared PIN Code

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **5 . 2** or select the path:
> Account Management > Change PIN code

The *PIN code* screen is displayed.

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

Implementing the 'Accounts' mode

In 'Accounts' mode, users have to select an account when starting a work session. They can change accounts at any time, depending on the mail they have to process.

If only one account is available, the mailing system automatically selects it at start up.

Process for Implementation

To implement the 'Accounts' mode:

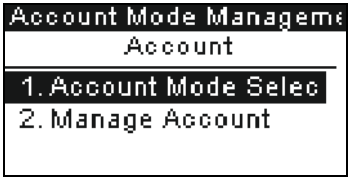
1 Follow the procedure *How to Display and Change the 'Account Mode'* p.82 and select the 'Accounts' mode.

2 Create accounts as indicated in *How to Create an Account* p.85.

When you activate the 'Accounts' mode, the system create an account by default.

'Accounts' Mode Management Menu

In *Accounts* mode:



The menu allows you to manage the accounts.

See also

- To add, modify or delete accounts, see *Managing the Accounts* p.83.

5.4 Selecting an 'Account Mode'

See also

- *Guidelines to Implementing an 'Account Mode'* p.79.

How to Display and Change the 'Account Mode'

To display and change the 'Account mode':

1. As supervisor (see *How to Log in as Supervisor* p.124):

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

   The *Account Mode Selection* screen is displayed.

   In the screen, the current 'Account mode' is selected.

2. Select another 'Account mode'.
   The system asks for a confirmation.

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

4. If required, enter the PIN code and press [***OK***].
   The mailing system confirms that the 'Account mode' has been changed.

5.5 Managing the Accounts

You can manage accounts in the following account modes:

- 'Accounts'
- 'Accounts with access control'.

You can only manage accounts in the mode *Accounts*.

Before creating accounts, see *Implementing the 'Accounts' mode* p.81.

Account Parameters

The number of accounts you can create is set to ***25*** by default and can be raised optionally to 100.

An account has the following parameters, displayed on the *Add account* screen:

Table 1 : Account parameters

Param.	*Format*	*Description*
Number	11 alphanumeric characters	Number of the account. Two accounts cannot have the same number. An account number cannot be modified after the account is created. However, the account can be deleted.
Name	32 alphanumeric characters	Name of the account. Two accounts cannot have the same name.
Status	Active / Inactive	Only active accounts are visible to users.

See also

- About changing the maximum number of accounts, see *Account level* p.111.

Account Management

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

See also

- *Account Parameters* p.84.

Creating Accounts

How to Create an Account

To create an Account:

1. As supervisor (see *How to Log in as Supervisor* p.124):

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

   The *Account list* screen is displayed.

2. Select ***> Add Account*** and press [***OK***].

3. Using the keypad:
   - Enter account ***Number*** and press [***OK***]
   - Enter ***Name*** and press [***OK***]
   - Select the account status (active or inactive) and press [***OK***].

   The *Account creation summary* screen is displayed.

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

5. Press [***OK***] to create the account.

Editing Accounts

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

How to View / Edit Account Parameters

To view or edit the parameters of an account:

1. As supervisor (see *How to Log in as Supervisor* p.124):

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

   The *Account list* screen is displayed.

2. Select the account (or type its number) and press [***OK***].

3. Select ***Edit*** / ***Modify***.
   The *Edit / Modify* screen is displayed.

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

5. Press [***OK***] to validate the changes.

Activating Accounts

Deactivated accounts are not visible to users.
This function allows you to create accounts in advance and prevent them being used before your account structure is complete.

How to Activate / Deactivate an Account

To activate or deactivate an account:

1. Perform procedure *How to View / Edit Account Parameters* p.86.

2. Change the status parameter (the button displays the current status: active or inactive) and press [***OK***].

3. On the *Account modification summary* screen, press [***OK***] to validate the changes.

Deleting Accounts

You may need to delete an account.

How to Delete an Account

To delete an Account:

1. Perform procedure *How to View / Edit Account Parameters* p.86.
2. On the *Account management* screen, select **> *Delete*** (or type **2**) instead of *Edit/Modify*.
   A confirmation of account deletion is displayed.

Account List Report

This report displays the list of accounts in the machine.

To issue this report

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

Outputs

- Printer
- USB memory device.

Table 2 : Account List Report Data

Data	Comments
For each account: • Account number • Account name • Status.	

How to Issue the Account List Report

To issue the *Account List Report*:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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

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

6 Reports

This section explains how you can get and print out for the mailing system usage, funds usage, account usage, and so on.

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How to Issue a Report as Supervisor 93
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6.6 Account Data 101

6.1 Report Overview

As user or supervisor, you can get a range of reports to regularly view, print or store information on the mailing system usage, funds usage, account consumption, etc.

Reports generally require a beginning date and an end date. Your mailing system allows you to get reports on the activity over the past two years.

Typically, the reports are available on screen and can be printed out on an external USB printer or saved on a USB memory device.

The following table gives the reports you can get.

List of Reports

Table 1 : Reports

Report name	*Short description*	*Page*
COUNTER DATA		
Batch data	Batch counter and corresponding postage for outgoing mail since the last reset.	p.94
Received batch data	Batch counter for incoming mail ('Received on') since the last reset.	p.95
SYSTEM DATA		
Daily usage	For each day of a selected period, the consumption information (total items and total postage value).	p.96
Monthly usage	For a selected period and per month, the total items and total postage value.	p.97
Machine configuration	Supervisor settings (imprint default data, date advance, postal services, connections, MMI, Printhead, weighing, modem, etc.)	p.98
FUNDS DATA		
Funds summary	Information on the funds usage in the machine (since the installation of the machine). The content is limited to the history available in the PSD.	p.99
Refill operation	This report displays the last refill operations performed on the machine in a selected period.	p.100
ACCOUNT DATA		
Account report	List of accounts in the machine. Tree view of the accounts / groups / sub-groups.	p.101
Single account	Usage on the account selected in an account list, in a selected period.	p.101
Multi-accounts	Usage on all accounts in a selected period.	p.102

6.2 Issuing a Report

For issuing a report, select the desired report, enter the corresponding parameters and choose how you want to display or record the report:

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

How to Issue a Report as User

To issue a Report:

1 As 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 (see *TableReports* p.92 above).

4 Depending on the report type, the system may ask for parameters such as:

- Period of time targeted (begin date, end date)
- Desired account, etc.

Select or type the required parameters and press [***OK***].
The *Output selection* screen is displayed.

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

How to Issue a Report as Supervisor

To issue a Report:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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

2 Resume with the steps in *How to Issue a Report as User*.

6.3 Counter Data

Batch Data Report

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

Requirements

To issue this report, you have to be logged as user.

Outputs

Screen.

USB printer.

Table 2 : Batch Data Report

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

After issuing reports like *Metering Batch Data* or *Received Batch Data*, you may wish to reset the batch counters so that your next reports restart from zero at the current date.
See *How to Reset Batch Counters* p.66.

Received Batch Data

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

Requirements

To issue this report, you have to be logged as user.

This batch counter is specific to the [***Received***] type of stamp.

Outputs

Screen.

USB printer.

Table 3 : Received Batch Data

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

After issuing reports like *Metering Batch Data* or *Received Batch Data*, you may wish to reset the batch counters so that your next reports restart from zero at the current date.
See *How to Reset Batch Counters* p.66.

6.4 System Data

Daily Usage Report

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

Requirements

This report is available as user or supervisor.

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

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, but maximum is Begin date + 31 days.

Default period:

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

Outputs

Screen.

USB printer.

USB memory device.

Table 4 : Daily Usage Report

Fields	Comments
Die number	On printed report only
For each day in the period: • Day number • Number of items processed (zero and non-zero) • Total postage value for this day	

Monthly Usage Report

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

Requirements

This report is available for as user and as supervisor.

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

Default period:

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

Outputs

Screen.

USB printer.

USB memory device.

Table 5 : Monthly Usage Report

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 this month	

Machine Configuration Report

This report displays all supervisor settings.

Requirements

To issue this report, you have to be logged as supervisor.

Outputs

Screen.

USB printer.

USB memory device.

Table 6 : Machine Configuration Report

Fields	Comments
Imprint default settings (Default Text, Default Ad die, Default Rate)	
Date advance parameters	
Funds settings (High value, Low Funds)	
Connections settings (phone numbers)	
Machine settings including, for example: • MMI settings (Language, Default home screen, time-outs, backlight) • Weighing settings (geodesic code, weight threshold, rounding mode, auto label threshold) • Modems settings	

6.5 Funds/Refill Data

Funds Summary Report

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

Requirements

This report is available as user or supervisor.

Outputs

On label.

Screen.

USB printer.

Table 7 : Funds Summary Report

Fields	Comments
Current date and time	On printed report only.
PSD status	On printed report only.
Die number	On printed report only.
Funds used (ascending)	Total postage printed by the machine.
Funds available (descending)	
Control total	Total funds downloaded into the machine. Must be equal to ascending + descending.
Non zero items	Total number of normal items.
Zero Items	Total number of zero items.
Total items	Total number of zero + non-zero items.

Refill Operations Report

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

Requirements

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

Outputs

Screen.

USB printer.

USB memory device.

Table 8 : Refill Operations Report

Fields	Comments
Period Default period: • Begin = Current date - 6 months • End= Current date	
Die number	On printed report only
For each refill operation performed: • Refill date & time • Funding amount • New descending	Represents the new total amount available in the machine.

6.6 Account Data

See also

- Current accounts in the machine: see *Account List Report* p.88.

Single Account Report

This report displays the consumption of an account, selected in the account list, for a selected period.

Requirements

This report is available as user or supervisor.

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

Default period:

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

Outputs

Screen.

Table 9 : Single Account Report

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

Multi Account Report

This report displays the consumption for all the accounts in a selected period, sorted by increasing 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 user or supervisor.

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

Default period:

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

Outputs

USB printer.

USB memory device.

Table 10 : Multi Account Report

Fields	Comments
Period	
Die number	On printed report only.
For each account: • Account Number • Account name • Number of items processed (zero + non-zero items) • Total postage value.	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'.

7 Online Services

Online Services for your mailing system allow you to very easily achieve tasks such as updating postal rates, system software or optional features, and using services such as e-confirmation.

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7.1 Online Services Overview

The Online Services simplify the use and the update of your mailing system.

Online Services features and capabilities include:

- ***Online reporting***: the usage of your machine is available from your personal, secure web account, simplifying tracking and reporting on 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* p.149)
- ***Ink alerts***: never run out of ink again! The online server monitors your mailing machine ink supply and mails an alert notification when it is time to re-order.
- ***Remote diagnostics and technical support***: experienced technical professionals analyze your mailing machine's error logs, diagnose your mailing machine before an on-site service visit and your system software can be updated remotely, reducing service delays.
- ***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 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

Automatic calls

To fully benefit from the convenience and power of Online Services, your mailing system should permanently be connected to a live analog telephone line 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 during the night, to let the connection to the Online Server occur automatically.

Manual Calls

Manual calls allow you to connect to the Online Server in order to retrieve new information (rate tables, ad-dies or messages) or to set new ordered options (scale capacity, number of departments...).

You will be instructed to use this function when rate change.

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

How to Call Online Services Manually

To trigger a generic call

1 As user:

Press 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,...).

2 Check your mailbox for messages: see *Using the Mailbox* p.159.

How to Call Online Services Manually

To trigger a generic call:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **10.3** or select the path:
> Online services > Generic call

The mailing system connects to the server and downloads the available elements (rates, ad dies,...).

2 Check your mailbox for messages: see *Using the Mailbox* p.159.

'Synchronize' Call

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

This call updates all the automatic call schedule of the machine and the options (see *Options and Updates* p.149).

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 to Online Services (see *Connection Settings* p.147)
  - 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 request from your Customer Service.

How to Test the Connection to Online Services

To test the connection to Online Services:

Ping server

1 As user:

Press MENU and type **9.1** or select the path:
> Online Services > Ping server

Test server

1 As user:

Press MENU and type **9.2** or select the path:
> Online Services > Test server

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

How to Test the Connection to Online Services

To test the connection to Online Services:

Ping server

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **10.1** or select the path:
> Online Services > Ping server

Test server

1 As supervisor (see *How to Log in as Supervisor* p.124):

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.

This function is only available if Statistics option is activated. See *Activating New Options* p.153.

How to Upload Report Data to the Online Services Server

To upload report data:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **10.8** or select the path:
> Online Services > Statistic upload

The call to the server is triggered.

7.4 System Online Services

Ink Management Service

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

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

For more information, please contact your Customer Service.

Rate Protection

Rate Protection ensures that the latest postal rates are installed on your mailing system.

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

Your mailing system automatically switches to the approved rates on the effective date of rate change.

For more information, please contact your Customer Service.

Account level

It is possible to increase the number of accounts managed by your machine to match you company requirements.

For more information, please contact your Customer Service.

7.5 eConfirmation Services

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 your 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.

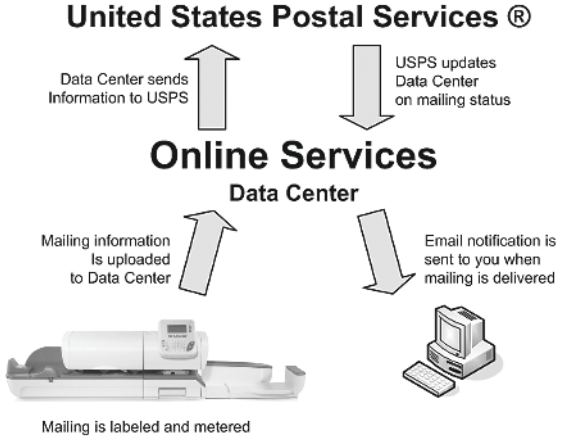

Figure 1 : eConfirmation Service data flow

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 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

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

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

How to Process eConfirmation Items using the WP

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 Set to Zero the Weighing Platform* p.134).
3. Select the rate corresponding to the package to send (see *How to Select a Rate* p.53).

   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.

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 easily to 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. Press to start.

8 Press [≡●] to print a tape, or insert item in the machine.

When printing is done, an eConfirmation record is created (see *How to Display eConf Record List and Details* p.116).

9 Apply the tape to the package.

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* p.110).

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 user:

Press MENU 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*** or [***OK***] 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 franked 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 user:

Press MENU and type **9 . 8** or select the path:
> Online Services > eConf Status Change

The record list is displayed.

2 Select a record in the list and press ***Details*** or [***OK***] for more details about that item.

3 Change record status.

7.6 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 corrections. 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 your 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

For checking whether an update is available:

- Perform a call to the Online Services server (see *How to Call Online Services Manually* p.107).
- After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see p.159).

Apply 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* p.124):

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 downloading at the proposed date and time. When 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 (see *How to Disconnect your Mailing System* p.8).

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.

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 as supervisor access.

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8.1 Settings Overview

This section describes two types of settings:

- ***User interface settings***, that only last as long as the user who applies them is logged in
- ***Supervisor settings***, that set default or permanent characteristics of the user interface, the system behavior or the mailing process.

Other user settings are described in the corresponding sections: *Processing Mail* p.23, *Maintaining your Mailing System* p.161, etc.

User Interface Settings

The user interface settings described in the sections below are:

- Setting the display language
- Adjusting the screen contrast
- Enabling/disabling keys beep and warning/error beep.

Supervisor Settings

The mailing system has one supervisor PIN code that allows you to configure the mailing functions and perform other functions such as managing accounts and access rights, issuing 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 interface settings
- Modify system time-outs
- Set funds warnings (high amount, low funds) and activate a funding PIN code
- Define a default weighing method for mailing, and calibrate the weighing devices
- Design a default imprint (rate, text, ad die), activate the Automatic Date Advance function and set a default printing offset
- Activate sealing mode by default
- 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, issuing certain reports, etc.

When you are logged in as the supervisor, only the supervisor menu is available. Applying 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:

1 As 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.

You can log in as the 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.

Quitting Supervisor Mode

Follow the procedure below to quit the supervisor mode. This is necessary to return to a regular user session.

How to Quit the Supervisor Mode

To quit the supervisor mode:

1 As supervisor:

Press ⏻.

The machine goes to '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 user:

Press MENU and type `11.1` or select the path:
> Preferences > Language

2 Select the language you want to use.

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

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

Setting Default Display Language

You can set the default display language for user sessions as follows.

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* p.124):

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

2 Select the default language.

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

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 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.

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

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

Setting Default System Beeps

You can set the default beep state for user sessions.

How to Change the Beeps by Default

To change the sounds by default:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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.

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

8.5 Adjusting Display Contrast

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

How to Adjust the Display Contrast

To adjust the display contrast:

1 As 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.

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

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

Setting Default Display Contrast

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

How to Change the Display Contrast by Default

To change the display contrast by default:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **3.1.3** or select the path:
> Default user settings > Default user preferences > Contrast

2 Use the "**1**" or "**2**" keys or touch the ***Increase*** / ***Decrease*** button to increase or decrease the contrast. The display updates to the new setting.

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

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* p.55).

System Time-outs

The system time-outs are defined as follows:

Table 1 : System time-outs

Start	The period of time the system waits for an envelope or label after pressing . Once this time-out reached machine stops.
Stop	The period of time the system waits for the next envelope or label after printing. Once this time-out reached machine stops.
Sleep	Period of inactivity after which the system automatically switches to 'Sleep' mode (see *Power Management* p.19).

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 screen contrast:

1 As user:

Press MENU and type **2 . 6** or select the path:
> Batch settings > Time-out settings

2 Type each time-out using the keypad and press [***OK***] to display the next screen, until the *Summary* screen is displayed.

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

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

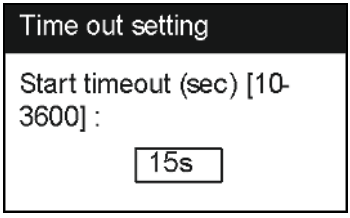
How to Change System Time-outs

To change the system time-outs:

1 As Supervisor (see *How to Log in as Supervisor* p.124)

Press MENU and type **3.5** or select the path:
> Default user settings > Base settings > Time-out settings

The *Timeout setting* screen is displayed.



2 Type each time-out using the keypad and press [***OK***] to display the next screen, until the *Summary* screen is displayed.

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

8.7 Funding Warnings and PIN Code

Warnings

The 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.

The 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* p.124):

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

2 Enter the high-value warning amount or enter **0** to disable the warning function.

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

How to Set the Low-Funds Threshold

To set a low-funds threshold:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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

2 Enter the low-funds warning amount or press **C** and enter **0** to disable the warning function.

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

Funding PIN Code

You can set a funding PIN code to control the access of the users to the funding function (see *Money Operations* p.69).

How to Set / Cancel a Funding PIN Code

To set a funding PIN code:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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.

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

8.8 Weighing Settings

The weighing settings include:

- Setting a default weighing type used for mailing
- Zeroing a weighing device
- Setting the differential weighing threshold
- Setting the GEO code that corresponds to the geographical location of the mailing system.

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* p.55).

How to Change the Default Weighing Type

To change the default weighing type:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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.

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

Zeroing the Weighing Platform

You can reset the weighing platform in the following ways:

- Set to zero: resets the weight to zero
- Tare: sets the weight to zero with an additional tray on the weighing platform
- Rezero: physically adjusts the weighing platform zero.

How to Set to Zero the Weighing Platform

To set to zero the Weighing Platform as user:

1 As user:

Press MENU and type **2.5** or select the path:
> Batch settings > Reset WP

2 Remove all items from the Weighing Platform.

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

How to Tare the Weighing Platform

To tare the Weighing Platform as user:

1 As user:

Press MENU and type **2.4** or select the path:
> Batch settings > Tare WP

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 rezero Weighing Platform:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **6.1.2** or select the path:
> Machine settings > Weighing functions > Reset WP

2 Remove all items from the Weighing Platform.

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

How to Tare the Weighing Platform

To tare Weighing Platform:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **6.1.1** or select the path:
> Machine settings > Weighing functions > Tare WP

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

Differential Weighing Threshold

The differential weighing threshold is the difference of weigh on the weighing platform that the mailing system should consider as a mail piece being removed and thus, trigger next printing.

Differential weighing is an optional feature you can add to your mailing system. See *Options and Updates* p.149.

How to Set the Differential Weighing Threshold

To set the differential weighing threshold:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **6.1.4** or select the path:
> Machine settings > Weighing settings > Weighing threshold

2 Enter the threshold.

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

GEO Code

The Weighing Platform and Dynamic Scale provide 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.

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

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

How to Change the GEO Code

To change the GEO code:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **6.2.1** or select the path:
> Machine settings > Accessories and module settings > GEO code

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

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

Figure 1 : Latitudes

Latitude	Altitude											
	0 m / 0 ft	200 m / 650 ft	400 m / 1300 ft	600 m / 1950 ft	800 m / 2600 ft	1000 m / 3300 ft	1200 m / 3950 ft	1400 m / 4600 ft	1600 m / 5250 ft	1800 m / 5900 ft	2000 m / 6550 ft	2200 m / 7200 ft
20 °	10764	10771	10788	10795	10801	10818	10825	10832	10849	10856	10863	10870
21 °	10757	10764	10771	10788	10795	10801	10818	10825	10832	10849	10856	10863
22 °	10740	10757	10764	10771	10788	10795	10801	10818	10825	10832	10849	10856
23 °	10733	10740	10757	10764	10771	10788	10795	10801	10818	10825	10832	10849
24 °	10726	10733	10740	10757	10764	10771	10788	10795	10801	10818	10825	10832
25 °	10719	10726	10733	10740	10757	10764	10771	10788	10795	10801	10818	10825
26 °	10702	10719	10726	10733	10740	10757	10764	10771	10788	10795	10795	10801
27 °	10696	10702	10719	10726	10726	10733	10740	10757	10764	10771	10788	10795
28 °	10672	10689	10696	10702	10719	10726	10733	10740	10757	10764	10771	10788
29 °	10665	10672	10689	10696	10702	10719	10726	10733	10740	10757	10764	10771
30 °	10658	10665	10672	10689	10696	10702	10719	10726	10726	10733	10740	10757
31 °	10634	10641	10658	10665	10672	10689	10696	10702	10719	10726	10733	10740
32 °	10627	10634	10641	10658	10665	10672	10689	10696	10702	10719	10726	10733
33 °	10610	10627	10634	10641	10658	10665	10665	10672	10689	10696	10702	10719
34 °	10597	10603	10610	10627	10634	10641	10658	10665	10672	10689	10696	10702
35 °	10580	10597	10603	10610	10627	10634	10641	10658	10665	10672	10672	10689
36 °	10566	10573	10580	10597	10603	10610	10627	10634	10641	10658	10665	10672
37 °	10559	10566	10573	10580	10597	10603	10610	10627	10634	10641	10658	10665
38 °	10542	10542	10559	10566	10573	10580	10597	10603	10610	10627	10634	10641
39 °	10528	10535	10542	10559	10566	10573	10580	10597	10603	10610	10627	10634
40 °	10511	10528	10528	10535	10542	10559	10566	10573	10580	10597	10603	10610
41 °	10498	10504	10511	10528	10535	10542	10559	10566	10573	10580	10597	10603
42 °	10481	10498	10498	10504	10511	10528	10535	10542	10559	10566	10573	10580
43 °	10467	10474	10481	10498	10504	10511	10528	10535	10542	10559	10566	10573
44 °	10450	10450	10467	10474	10481	10498	10504	10511	10528	10535	10542	10559
45 °	10436	10443	10450	10467	10474	10481	10498	10504	10511	10528	10535	10542
46 °	10429	10429	10436	10443	10450	10467	10474	10481	10498	10504	10511	10528
47 °	10405	10412	10429	10436	10443	10450	10467	10474	10481	10498	10504	10511
48 °	10399	10399	10405	10412	10429	10436	10443	10450	10467	10474	10481	10498
49 °	10375	10382	10399	10405	10412	10429	10436	10443	10450	10467	10474	10481
50 °	10368	10368	10375	10382	10399	10405	10412	10429	10436	10443	10450	10467
51 °	10344	10351	10368	10375	10382	10399	10405	10412	10429	10436	10443	10450
52 °	10337	10344	10344	10351	10368	10375	10382	10399	10405	10412	10429	10436
53 °	10313	10320	10337	10344	10351	10368	10375	10382	10399	10405	10412	10429
54 °	10306	10313	10320	10337	10344	10344	10351	10368	10375	10382	10399	10405
55 °	10283	10290	10306	10313	10320	10337	10344	10351	10368	10375	10382	10399
56 °	10276	10283	10290	10306	10313	10320	10337	10344	10351	10351	10368	10375
57 °	10252	10269	10276	10283	10290	10306	10313	10320	10337	10344	10351	10368
58 °	10245	10252	10269	10276	10283	10290	10306	10313	10320	10337	10344	10351
59 °	10238	10245	10252	10269	10276	10283	10290	10290	10306	10313	10320	10337
60 °	10214	10221	10238	10245	10252	10269	10276	10283	10290	10306	10313	10320
61 °	10207	10214	10221	10238	10245	10252	10269	10276	10283	10290	10306	10313
62 °	10191	10207	10214	10221	10238	10245	10252	10269	10276	10283	10283	10290
63 °	10184	10191	10207	10214	10221	10221	10238	10245	10252	10269	10276	10283
64 °	10177	10177	10184	10191	10207	10214	10221	10238	10245	10252	10269	10276
65 °	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245	10252	10269
66 °	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245	10252
67 °	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245
68 °	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238
69 °	10115	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221
70 °	10108	10115	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214

Figure 2 : GEO codes from latitude and altitude

8.9 Imprint Default Settings

The settings of the 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 applying postage with the new date after post office closing hours
- ***Printing offset***: sets the default offset the operator can apply between the printed zone and the envelope side
- ***Fractional setting***: enables the fractional mode to enter amount postage manually.

Stamp Default Settings

You can set default parameters for the stamp elements that follow:
- Rate
- Text
- Ad Die.

You can create up to nine texts.
On list screens, a tick ✓ indicates the default parameter.

Changing the Default Rate

See also
- *Managing Rates* p.158

How to Change the Default Rate

To change the default rate:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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

2 Select the default rate.

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

Changing the Default Text

See also
- *Managing Texts* p.154

How to Change the Default Text

To change the default text:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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.

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

Changing the Default Ad Die

See also

- *Managing Ad Dies* p.156

How to Change the Default Ad Die

To change the default Ad die:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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, or **None** for no ad die.

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

Automatic Date Advance

The Auto Date Advance function automatically proposes to change 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* p.124):

Press MENU and type **3.3.4** or select the path:
> Default user settings > Default imprint parameters > Automatic date advance

The *Automatic data advance* screen is displayed.

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

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

4 Type the day number on the keypad to select/deselect each day, and then press [***OK***].

5 Press [***Return***] to exit.

Printing Offset

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

How to Set the Default Printing Offset

To change the default printing offset:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **3.2.2** or select the path:
or select the path:
> Default user settings > Base settings > Print offset

2 Set the ***> Default offset*** from a position list.

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

Fractional Setting

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

How to Activate / Deactivate Fractional Postage

To activate / deactivate fractional postage:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **3.3.5** or select the path:
> Default user settings > Default imprint parameters > Fractional

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

8.10 Imprint Memories

The Imprint Memories allow to memorize imprint parameters for a standard stamp.

As user, you can use an Imprint Memory to restore all the parameters saved in this Imprint Memory.

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:

Imprint settings	Text
	Date mode
	Rate
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* p.124):

Press MENU and type **4** or select the path:
> Predefined Imprint Management

2 Select a line named ***None*** in the list.

3 Press [***OK***] to create a new imprint memory.

4 Enter the name of the new imprint memory, then press [***OK***].

5 Enter the parameters, press [***OK***] to validate and display the next list of parameters.

6 Repeat previous step until the system displays the name of the new imprint memory in the list.

7 You can modify any parameter by using the ***> Edit/modify*** function (see *How to Edit / Modify an Imprint Memory* p.146)

How to Edit / Modify an Imprint Memory

To edit or modify an imprint memory:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **4** or select the path:
> Predefined Imprint Management

2 Select an imprint memory in the list.

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

4 Select the menu path ***> Edit*** (or type **1**)

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

How to Delete an Imprint Memory

To delete an imprint memory:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **4** or select the path:
> Predefined Imprint Management

2 Select an imprint memory in the list of the memorized imprint memories.

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

4 Select the menu path ***> Delete*** (or type **2**)

5 Press [***OK***] to confirm to cancel the operation.

8.11 Connection Settings

Connection to the Postal Services

To add funds, the mailing system connects to the Postal Services by using a modem and a telephone line.

Use the procedure below to configure the connection.

To connect the modem to the base, see *Meet your Mailing System* p.11.

Only modify these parameters under the guidance of telecommunication-qualified personnel.

How to Set the Postal Services Connection

To select how the mailing system connects to Postal Services:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **9.1** or select the path:
> Communication settings > Postal server access

2 Select ***Modem*** and press [***Ok***].

3 For modem settings, see *How to Set the Telephone Line Parameters* p.148.

Telephone Line and Modem

These settings include the modem parameters and the telephone number that the mailing system calls to fund the meter (see *Money Operations* p.69).

Make sure the telephone line is selected: see *How to Set the Postal Services Connection* p.147.

How to Set the Telephone Line Parameters

To set the parameters of the telephone line:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **9 . 3** or select the path:
> Communication settings > Modem settings

2 Enter each parameter and press [***OK***] when screen is completed until you return to the *Communications settings* screen.

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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9.1 Options and Updates Process

You can update your mailing system by:

- Adding functional options such as differential weighing or advanced reporting
- Updating the postal rates
- Creating additional texts for the stamp
- Downloading ad dies via the Online Services server.

To update your mailing system operating system, see *Online Services* p.103.

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* p.124):

Press MENU and type **8** or select the path:
> Options and Updates

The *Options and Updates* menu is displayed.

9.2 Managing Options

Consulting the Option List

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

You can display details for each option.

For more information about the optional functions you can add to your mailing system, please contact your customer service.

How to Display the Options

To display the option list:

1 As supervisor (see *How to Log in as Supervisor* p.124) either:

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

The *Options list* screen is displayed.

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

Activating New Options

Process for Activating Options

You can activate options by connecting the mailing system to your Online Services server. New available options are automatically loaded into your mailing system and activated.

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

How to Load New Options

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

1. Trigger a generic call to the Online Services server. See *Manual Calls* p.107.
2. After the call, you can display installed options. See *How to Display the Options* p.152.

9.3 Managing Texts

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

As supervisor, you can:

- Add texts (and give them a name)
- Edit text name or content
- Delete texts
- Activate a text printed by default (this setting is described in *How to Change the Default Text* p.141).

The List of Texts

The list of texts displays the texts you have created and indicates with a tick ✓ the activated default text, if any.

How to Display the List of Texts

To display the list of texts:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **8 . 2** or select the path:
> Option and Updates > Text settings

The list of texts is displayed in the *Text management* screen.

Editing Texts

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

How to Add a New Text

To add a new text:

1. Display the list of texts. See *How to Display the List of Texts* p.154.
2. Select ***> Create a text***.
3. Enter your text (max. 4 lines).
4. Press [***OK***] to validate.
5. Enter the name of the text for users, and then press [***OK***].
   The system adds the text to the list.

Use the procedure below to change the name of a text, to change the content of a text or to delete the text.

How to Modify or Delete a Text

To modify or delete a text:

1. Display the list of texts. See *How to Display the List of Texts* p.154.
2. Select a text and press [***OK***].
   The *Text setting* screen is displayed.

To edit the content of the text or its name:

1. Select ***Edit***.
2. You can change the text content and press [***OK***] to display the next screen.
3. You can change the text name and press [***OK***] to validate.
   The system updates the text.

To delete the text:

1. Select ***Delete***.
   Selected text is displayed.
2. Press [***OK***] to confirm deletion.
   The system updates the text list.

9.4 Managing Ad Dies

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

As supervisor, you can:

- Display the ad die 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* p.153.

See also

- Selecting an die to print: p.62

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 tick ✓ the activated default ad die.

See also

- *How to Change the Default Ad Die* p.142

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* p.124):

Press MENU and type **8 . 3**, or select the path:
> Option and Updates > Update ad dies

The list of ad dies is displayed.

Modifying the List of Ad Dies

The procedure below allows you to change the 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* p.156).
2. Select the ad die and select ***> 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 [***OK***].
   The system updates the ad die list.

To delete the ad die:

1. Select ***Delete***.
   The system asks for a confirmation.
2. Press [***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* p.156).
2. Select ***> Check for updates*** and press [***OK***].
   The mailing system connects to the Online Services server and downloads available ad dies.

9.5 Managing 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 rate tables.

The newly available ***rate tables are automatically downloaded*** into your mailing system by connecting the mailing system to the Online Services server as user. See *How to Load New Options* p.153.

See also

- *Options and Updates* p.149

Displaying the List of Rate Tables

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

How to Display the List of Rate Tables

To display the list of rate tables:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **8 . 4** or select the path:
> Options and Updates > Rate management

The list of rate tables is displayed.

Downloading New Rate Tables

The procedure below allows you to download new rate tables.

How to Download New Rate Tables

To download new rate tables:

1 Display the list of rate tables (see *How to Display the List of Rate Tables* p.158).

2 Select ***> Check for updates*** and press [***OK***].

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

9.6 Using the Mailbox

The mailbox allows you to receive messages from the mailing system or from your customer service via the server.
On the home screen, an icon indicates that the mailbox contains unread messages:

Unread messages icon on home screen:

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

How to Read my Messages

1 As user:

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

The *Mailbox message list* screen is displayed.

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

How to Read my Messages

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **1** or select the path:
> Mailbox

The *Mailbox message list* screen is displayed.

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

10 Maintaining your Mailing System

This section contains important information about the maintenance of your mailing system to keep it in good condition.

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10.1 Maintaining the Ink Cartridge

About the Ink Cartridge

The ink cartridge used for printing is located in the mailing system base and contains an ink that is compulsory for postal transactions.

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

Moreover, the ink cartridge contains two heads that have to be aligned.

When there is no more ink in the cartridge, the cartridge has to be changed.

If you observe poor quality printing (streaked, too light, blurred, etc.), see *Maintaining the Ink Cartridge* p.163.

In this Section

This section explains how to:

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

To obtain the cartridge reference and order spares, see the customer service number on the cover of the manual.

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 use date.

Also check the ***Best before*** date on the cartridge. After this date, the cartridge warranty is void. [TBC]

How to Display Ink Level and Cartridge Data

To display the ink cartridge data:

1 As user:

Press MENU and type **12.1** or select the path:
> Cartridge>Ink information

The *Ink information* screen is displayed.

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* p.124):

Press MENU and type **7.2.1** or select the path:
> Maintenance > Cartridge > Ink information

Setting the Headset Alignment

Align the printing heads if there is an offset between the top and the bottom of the imprints.

The mailing system requires you to align the heads after each cartridge change.

How to Align the Printing Heads

To align the printing heads:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **7 . 2 . 4** or select the path:
> Maintenance > Cartridge > Headset alignment

The *Set headset alignment* screen is displayed.

2 Press [***OK***] and put a piece of paper in the mail transport.
The system prints a test pattern.

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

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

Cleaning the Printing Heads

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

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

How to Clean the Printing Heads Automatically

To clean the printing heads automatically:

1 As user:

Press MENU and type **12.2** or select the path:
> Cartridge> Cleaning process

The cleaning starts automatically.

How to Clean the Printing Heads Automatically

To clean the printing heads automatically:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **7.2.2** or select the path:
> Maintenance > 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 Printing Heads Manually

To clean the printing heads manually:

1 Open base cover.

2 Remove the ink cartridge (see *How to Change the Ink Cartridge* p.168).

3 Clean the heads with a soft damp cloth.

4 Put the cartridge back in place.
Close base cover.

Changing the Ink Cartridge

Power supply is necessary to move the cartridge to the 'replacement' position.

How to Change the Ink Cartridge

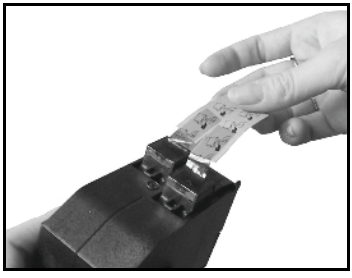
1 Open the cover: the ink cartridge moves to the replacement position.

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

2 Press down on the back of the ink cartridge to disengage it.

3 Lift out the ink cartridge.

4 Remove the protecting strips from the ink cartridge.



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

6 Close the cover.

The alignment process of the printing heads starts automatically.

10.2 Filling and Adjusting the Feeder Sealer

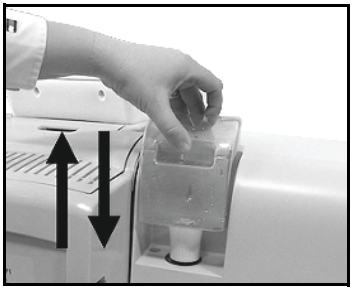
Filling the Sealer Bottle

The automatic feeder uses water for sealing envelopes.
If the system is out of water, the mailing process continues but the envelopes are not sealed properly.

How to Fill the Sealer Bottle

To add water to the bottle:

1. Remove the bottle from its base and turn it over.
2. Unscrew the cap and fill the bottle with water up to the limit marks.
3. Screw the cap back and put the bottle back into place.



Adjusting the Sealing Water Flow

Before you adjust the sealing water flow, make sure that the brushes and sponge are clean (see *How to Clean the Brushes and Sponge (Sealer)* p.172).

How to Adjust the Sealing Water Flow

To adjust the sealing water flow:

1. Set the water flow using the back lever.

   When standing in front of the Feeder:

   - Push the lever towards the left-hand side to increase the water level.
   - Push the lever towards the right-hand side to decrease the water level.

10.3 Cleaning the Mail Path

Cleaning the mail path includes:

- Cleaning sealer/moistener brushes and sponge (if installed)
- Cleaning the feeder belts and rollers
- Cleaning the mailing system sensors on the mail path.

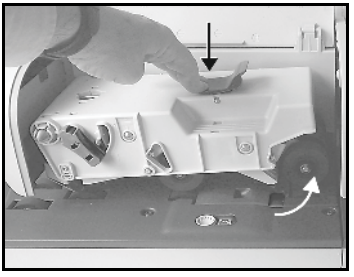
Cleaning Brushes and Sponge of the Sealer

MAKE SURE YOUR SYSTEM IS DISCONNECTED FROM POWER BEFORE CLEANING!

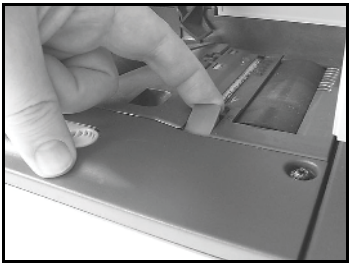
How to Clean the Brushes and Sponge (Sealer)

To clean the brushes and sponge of the feeder:

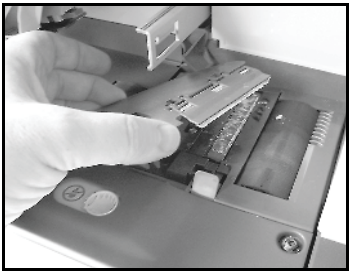
1 Open the cover of the feeder.



2 Lift up the brush release lever.

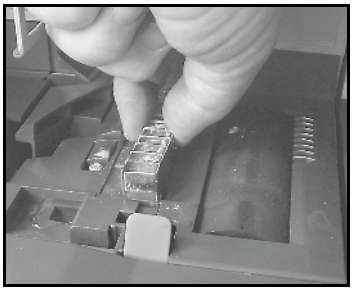


3 Raise the brush and lift the complete brush holder assembly.



4 Take off the metal sponge retainer and keep its direction.

Remove the sponge.

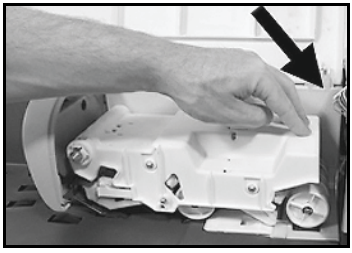


5 Clean sponge and brush.

6 Put the sponge back and reinstall the retainer in the same direction.

7 Put the brush back and push the release lever back down until it snaps into place.

8 Push down the upper drive assembly until it locks in position.



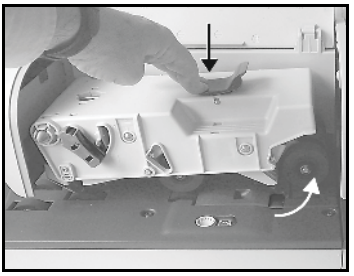
Cleaning Accessory Belts and Rollers

Follow the steps below to clean the belts and rollers of the feeder.

How to Clean the Accessory Belts and Rollers

To clean the accessory belts and rollers:

1. Open equipment covers; in the Auto Feeder, press the upper blue handles to lift up the drive assembly.
2. Clean the belts and/or rollers with a damp cloth or 70° alcohol on a cotton applicator.
3. Close the assemblies and covers.



Cleaning Mail Path Sensors

How to Clean the Mail Path Sensors

To clean the mail path sensors:

1. Use a damp cloth or 70° alcohol on a cotton applicator.
2. Allow the system parts to dry and close all covers and assemblies.

10.4 Running the Installation Wizard

You may wish to run the installation wizard after a system update.

How to Run the Installation Wizard

To run the installation wizard:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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 parameters on each screen and press [***OK***] .

5 Press [***OK***] to complete the installation process and return to the supervisor main menu.

11 Troubleshooting

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

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11.1 Paper Jamming

Base Jamming

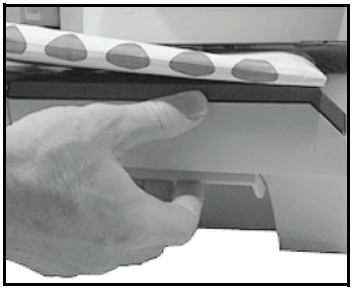
Some envelopes are blocked in the transport mechanism of the Base.

Possible causes	*Actions*
• Mailpiece is too thick. • Mail size is incorrect. • Envelopes are not properly stacked on the feed platform.	1 Unblock the Base as indicated below. 2 Correct the cause indicated in the left column: □ Mail sizes: see *Mail Specifications* p.20. □ Envelope stacking: see *Using the Feeder* p.32.

How to Unblock Mail Jammed in the Base

To unblock mail jammed in the Base:

1 Pull the release handle located underneath the base to lower the transport belts and wheels. Hold the handle.



2 Using your other hand, remove the jammed envelopes.

3 Release the jam release handle to put the transport belt and wheels back in position.

Auto Feeder Jamming

Some envelopes are blocked in the Auto Feeder.

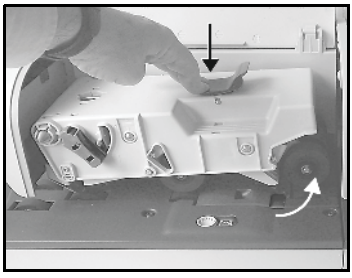
Possible causes	***Actions***
• Mailpiece is too thick. • Mail size is incorrect. • Too many envelopes are on the feed deck. • Envelopes are not properly inserted on the feed platform.	1 Unblock the Automatic Feeder as indicated below. 2 Correct the cause: □ Mail sizes: see *Mail Specifications* p.20. □ Envelope stack height: 4" max. □ Envelope stacking: see *Using the Feeder* p.32
• Sealing is ON while feeding closed envelopes. •	1 Feed closed envelopes only with sealing OFF. 2 Check that already closed envelopes are properly sealed at the leading edge. Incompletely closed envelopes will jam.

The mail transport path should be regularly cleaned. See *Cleaning the Mail Path* p.171.

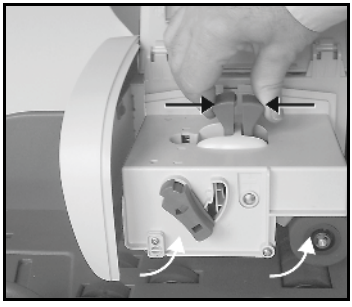
How to Unblock Mail Jammed in the Auto Feeder

To unblock mail jammed in the Auto Feeder:

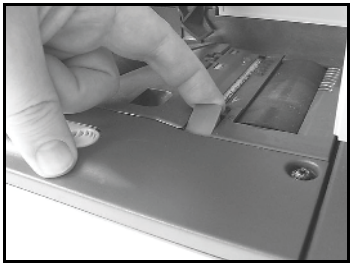
1. Open the cover.
2. If you have an Auto Feeder with sealer, pull up the upper blue handle to lift up the drive assembly.



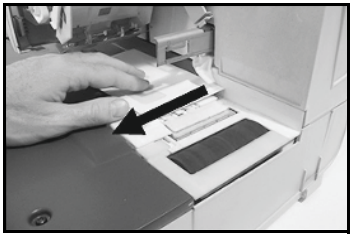
On model without sealer, hold the two blue levers to raise the mail path guides and rollers.



3. If necessary, pull up the brush release lever and remove the brush assembly.

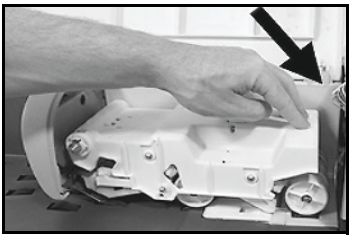


4. Remove jammed envelopes.
5. If applicable, position the brush assembly and push the lever until it snaps into place.



6 On model with sealer, push down the upper drive assembly to lock it.

7 Close the cover.



11.2 Label Jamming

A Label is Blocked in the Base

Possible causes	*Actions*
A label is blocked in the Auto Label Dispenser or in the transport mechanism of the Base.	Unblock the label as indicated in *How to Unblock Label Jammed in the Base* p.183.

How to Unblock Label Jammed in the Base

To unblock label jammed in the Base:

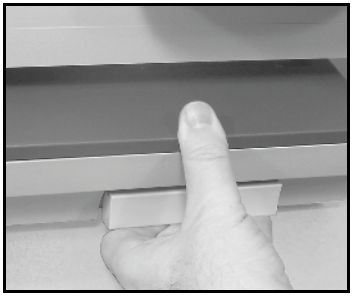
1 Remove all labels from the dispenser.

Check that no label is stuck at dispenser bottom.

2 Pull the release handle located underneath the base to lower the transport belts and wheels. Hold the handle.

3 Using your other hand, remove jammed labels.

4 Release the jam release handle to put the transport belt and wheels back in position.



11.3 Weighing Problems

The Weighing Device does not Weigh Properly

The Base does not seem to display a correct weigh.
You have to check the weighing device as follows.

Possible causes	*Actions*
The weighing device is not selected.	See the weighing type selection procedures in *Choosing a Weighing Type* p.55.
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: • Far from any door • Far from any fan.
Something is touching or laying on the weighing device.	Clear the weighing zone and rezero the weighing device (see *Weighing Settings* p.133).
The weighing device zero is not correct.	See the weighing device zeroing procedures in *Weighing Settings* p.133

11.4 Diagnostics and System Data

The diagnostics allow you to find the main cause of a trouble or a breakdown of the machine.

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

The System Data give data about the status of the machine and the events or errors occurred in the machine.

Diagnostics

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

Nb	Diagnostic	Comments
1	Ping server	Sends a message to a server (if connected) to check the line.
2	Base sensors	Reports the status ([0] or [1]) of the sensors bellow: • Top doc • Start print • Cover • Carriage • Top Seal
3	Advanced feeder	[TBD]
3	Display	The screen displays, successively, a black bare 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).
	Serial connectors	Checks the COM ports.

How to Access the Diagnostics

To gain access to a diagnostic:

1 As supervisor (see *How to Log in as Supervisor* p.124):

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 in the list.

System Data

As Supervisor, you have access to:

- The Software Data (PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant).
- The Hardware (machine) Data (P/N of the base and the PSD).
- The list of the events and errors occurred in the machine (Base errors and PSD errors).
- The data of the machine counters.

How to Display the Software Data

To display the Software Data:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **7.1.1** or select the path:
> Maintenance > System info > Software information

2 The system displays the data about the software.

How to Display the Hardware Data

To display the Hardware Data:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **7.1.2** or select the path:
> Maintenance > System info > Hardware information

2 The system displays the data about the hardware.

How to Display the Error Lists

To display the error lists:

1 As supervisor (see *How to Log in as Supervisor* p.124):

Press MENU and type **7.1.3** or select the path:
> Maintenance > System info > Error list

2 Select the ***> Base errors*** list (or type **1**) or the ***> PSD errors*** list (or type **2**)

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

4 The system displays the selected list in a table with, for each error:
- The *Code* of the error.
- The *Date* where appends the error.
- The *Cycles*.

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* p.124):

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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12.1 General Specifications

Dimensions (Width x Length x Height)

- Base: 11.14" x 14.88" x 11.81"
- Auto Feeder: 9.45" x 11.3" x 17.05"
- Auto Feeder with sealer: 10.24" x 13.78" x 21.46"

Weights

- Base: 22 lb 0.7 oz
- Auto Feeder: 14 lb 5.3 oz
- Auto Feeder with sealer: 18 lb 4.7 oz
- 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)

Operating conditions

- Ambient temperature: 50 - 104°F
- Relative humidity: 80% max. without consensation.

12.2 Operating Specifications

Envelope dimensions and weights

- Max. length: 13"
- Max. width: 10"
- Flap max. height: 3"
  - Min. thickness: 0.008"
  - Max. thickness (Mixed size feeder): 0.5"
  - Max. thickness (with sealing): 0.375"
  - Max. thickness (manual feed): 0.63"

Stack of envelopes

- Mixed size feeder: max 4" high
- Min. weight: 0.1 oz
- Max. weight: 2 lb.10.23 oz
-

Label dimensions (pre-cut and self-adhesive)

- Max. width: 1.57"
- Min. length: 5.9"
- Max. length: 8.4"

Label storage: recommended room temperature 77°F and relative humidity 50%. Mind the Best before date.

Dynamic Scale Range

- Min. weight:
- Max. weight:
- Resolution in dynamic weighing mode: .

Accounts

The number of accounts you can create is set to 25 by default and can be raised optionally to 100.

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