USER'S GUIDE

IM-280
MAILING SYSTEM

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478 Wheelers Farms Road
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Product Name: IM-240/280 Mailing System

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1-800-259-2678

TMS® Postage Account Information
1-800-248-8013
www.haslerinc.com/myaccount

Service and Supplies
Please contact your local authorized Hasler dealer

CONTROL PANEL DESCRIPTION INSIDE 📝
CONTROL PANEL
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1 Read this First

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

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1.1 What you will Find in this Manual

Section 1: Read this First

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

Section 2: Meet Your Mailing System

System features, reference descriptions of elements and controls, mail format and how to power your mailing system on or off.

Section 3: Processing Mail

Processing mail using the mailing system: selecting a rate, weighing, printing, and processing received mail.

Section 4: Money Operations

Loading postage funds.

Section 5: Managing Accounts and Access Rights

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

Section 6: Reports

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

Section 7: Online Services

Using your mailing system for online postal services and connect your system for upgrades.

Section 8: PC Meter Link Application

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

Section 9: Configuring your Mailing System

All the parameters of your mailing system you can set up as user (temporary settings) or supervisor (default settings).
Section 10: Options and Updates
How to update/upgrade your system and modify the imprint (custom text, ad slogan, rates...).

Section 11: Maintaining your Mailing System
Changing the ink cartridge and maintaining other system components.

Section 12: Troubleshooting
What to do when a problem occurs: poor printing etc.

Section 13: Specifications
Detailed capabilities of your mailing system.
Symbols

This manual uses the symbols listed below.

This symbol... Indicates...

⚠️ **WARNING**: indicates a human safety hazard.

🏫 **ATTENTION**: brings to your attention a risk for equipment or mail that could result from an action you may perform.

📝 **NOTE**: remark that explains different cases or specificities.

💡 **TIP**: advice to help save you time when processing your mail.

 ключ **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.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ascending</td>
<td>Total Postage Used</td>
</tr>
<tr>
<td>Funds</td>
<td>Postage Available</td>
</tr>
<tr>
<td>ID</td>
<td>IDENTification</td>
</tr>
<tr>
<td>LAN</td>
<td>Local Area Network: link between computers</td>
</tr>
<tr>
<td>PC</td>
<td>Personal Computer</td>
</tr>
<tr>
<td>PIN</td>
<td>Personal Identification Number</td>
</tr>
<tr>
<td>PSD</td>
<td>Postal Security Device (Meter)</td>
</tr>
<tr>
<td>USPS</td>
<td>United States Postal Services</td>
</tr>
</tbody>
</table>
1.2 Safety Requirements

Power Connection

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

- To reduce the risk of fire, use only the power cord supplied with the mailing system.
- Do not use this product on a wet floor or near water.
- Your system should be connected with a 19vdc - 2.6A limited power source.
- In case of liquid spillage, disconnect the external power supply from the wall plug and proceed to cleaning.

- Use a wall plug located near the equipment and easily accessible. Do not route the power cord between pieces of furniture or over sharp edges.
- Make sure there is no strain on the power supply cord.
- Avoid using outlets controlled by wall switches or shared by other equipment.

Compliance

Energy Star compliance

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

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

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...).

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

Environmental conditions

Your mailing system should only be operated in the following conditions:
- Temperature range: 50 °F - 104 °F (10 °C - 40 °C)
- Relative humidity: 80% max. without condensation.

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

To obtain the best weighing results, use a solid and steady table:
- Far from any door
- Far from any fan.

Disconnecting your Mailing System

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

How to Disconnect your Mailing System

The power supply cord is the equipment disconnecting device.

1. First switch the mailing system to *Sleep mode* (see *How to Switch to 'Sleep' or 'Wake' Mode* p.20) if there is no emergency.

2. Unplug the power supply from the wall plug.
Telephone and LAN Connections

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

Analog phone (4 wires)

Network/PC LAN or Scale (8 wires)

Follow the additional precautions below:

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

To reduce the risk of fire, only connect the modem to the telephone line using supplied cable (see Specifications p.183).
2 Meet Your Mailing System

Get to know your mailing system in this section.

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2.1 System Layout

Main Components

Mail Path
- Inserting location of envelopes for printing.

Scale
- Measures weight of mail pieces.

Control Panel
- Controls the mailing system.

Cover
- Allows you to access the ink cartridge.
Inside Machine

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

Ink cartridge
2. Prints the postal imprint on envelopes.
See also Changing the Ink Cartridge p.172.

Postal security device (PSD)
3. Postage meter.
2.2 Control Panel Features

Control panel

Display Areas

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>Displays account currently selected.</td>
</tr>
<tr>
<td>Ad slogan</td>
<td>Indicates that an ad slogan will be printed.</td>
</tr>
<tr>
<td>Date</td>
<td>Displays the date that will be printed.</td>
</tr>
<tr>
<td>Imprint memory</td>
<td>Displays selected imprint memory when applicable.</td>
</tr>
<tr>
<td>Mailbox</td>
<td>Indicates unread messages in message box.</td>
</tr>
<tr>
<td>Postage</td>
<td>Indicates the amount to be printed on the imprint.</td>
</tr>
<tr>
<td>Rate and services</td>
<td>Indicates the current rate and services selected.</td>
</tr>
<tr>
<td>Text</td>
<td>Indicates that a text will be printed on the imprint.</td>
</tr>
<tr>
<td>Weighing mode</td>
<td>Indicates the current weighing method.</td>
</tr>
<tr>
<td>Weight</td>
<td>Current weight used to calculate postage.</td>
</tr>
</tbody>
</table>
Meet Your Mailing System

Keys and Shortcuts

**NAVIGATION KEYS**
- **Retur**
  - Goes back to the previous screen.
- **Home screen**
  - Displays the current task home screen.
- **Menu**
  - Accesses the menu settings.
- **OK**
  - Validates a selection.
- **Navigation arrows**
  - Navigate up or down in lists or menus.

**SHORTCUT KEYS**
- **Rate selection**
  - Displays the rate selection screen.
- **Weighing mode / Reset Scale**
  - Opens the weighing mode selection menu (Standard weighing, Manual weight entry...)
  - Press and hold this button for 2 seconds to rezero the Scale (if present).
- **Imprint memories**
  - Accesses preset imprint and account memories. These presets are managed by the supervisor.
- **Funds**
  - Accesses funds management (including adding funds).

**KEYPAD**
- **Alphanumeric keys**
  - Allows the entry of alpha or numeric values: postage amounts or weights, accounts or other setup information.
  - Press a key several times to display all possible characters (see p.17).
- **Clear / Reset rate**
  - Clears keypad entries or, from the home screen, resets rate to default.

**START / STOP KEYS**
- **Sleep/On/Soft off mode**
  - Wakes the mailing system up or turns it to ‘Sleep-mode’ or ‘Soft off mode’. The light indicates the system state (green = awake, amber (continuous) = sleep-mode, amber (blinking) = Soft off mode) (see Power Management p.20).
### Keypad Use

The table below displays the output of each key for different fields. For example, key #2 will only display 2, A, B or C when pressed in Modem Settings.

<table>
<thead>
<tr>
<th>Key</th>
<th>Alpha-numeric</th>
<th>Custom text</th>
<th>Modem settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2ABCabc</td>
<td>ABC2</td>
<td>2ABC</td>
</tr>
<tr>
<td>3</td>
<td>3DEFdef</td>
<td>DEF3</td>
<td>3D</td>
</tr>
<tr>
<td>4</td>
<td>4GHlghi</td>
<td>GHI4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5JKLjkl</td>
<td>JKL5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6MNOmno</td>
<td>MNO6</td>
<td>6</td>
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<tr>
<td>7</td>
<td>7PQRpqr</td>
<td>PQR7</td>
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<td>8</td>
<td>8TUVtuv</td>
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<td>9</td>
<td>9WXYZwxyz</td>
<td>WXYZ9</td>
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</tbody>
</table>

C 'Clear' function
2.3 Connections

Rear Connectors

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

- **Power connector**
  - To AC mains adaptor.

- **USB ports**
  - Flat port to:
    - USB PC Meter Link adaptor
    - USB LAN adaptor
    - modem
    - memory device
    - printer

- **Square port**
  - to USB PC Meter Link Adaptor

- **Scale Port**
  - To Scale.

See detail below.
The Mailing System will detect the connection method on startup. Therefore, please connect the LAN cable, PC Meter Link or the analog modem before applying power to the system.
2.4 Power Management

Energy Star® Compliance

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

The mailing system automatically switches to ‘Sleep mode’ after 30 minutes of non-activity. You can change this default setting in supervisor mode. You can also switch to a low-power mode by pressing the Sleep/Wake button.

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

See also

- To change the low-power modes time-outs, see: How to Change the ‘Sleep timeout’ (User) p.127.

How to Switch to ‘Sleep’ or ‘Wake’ Mode

1. Press \( \text{\textcircled{}} \) to switch between ‘Sleep’ and ‘Wake’ modes.
   - A short press on the Sleep/On/Soft off mode button sets the system to ‘Sleep’ mode.
   - A long press on the Sleep/On/Soft off mode button sets the system to ‘Soft off’.
   - The light located next to the key indicates:
     - Green: the mailing system is in Awake mode and ready for use.
     - Amber (continuous): the mailing system is in Sleep mode (low-power mode).
     - Amber (blinking): the mailing system is in Soft off mode (very-low-power mode).

To avoid weighing errors, make sure the Scale is clear when waking up the system. If the system does not seem to display a correct weight, see Weighing Problems p.179.
2 When switching to 'Soft off' mode, the system may display the following screen:

**Warning**

An automatic call is scheduled, do you want to continue?

[No]  [Yes]

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

---

Turning the system to Sleep or Soft off mode ends your working session: the system will then restart with default parameters (these parameters can be set in supervisor mode).
3 Processing Mail

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

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How to Change the Date on the Imprint ...........................................53
How to Add (or Cancel) a Text on the Imprint ...............................56
How to Add (or Cancel) a Slogan on the Imprint ............................57
How to Use an Imprint Memory .....................................................58

3.6 Complementary Operations ................................................59
How to Count Mail pieces by Weighing ..........................................59
3.1 The different Types of Imprint

Customizing Your Imprint

Your Mailing system can use the following types of imprint:
• [Standard]: to print standard postage, including Text and Ad slogans
• [Amount correction]: to apply amount corrections on previously processed mail
• [Received]: to print the date on incoming mail.

By default, the [Standard] type of imprint is selected at powering on.

Home Screen and Configuration Menu

Each Type of imprint is associated to:
• A specific Home screen that displays current parameters (weight, postage...)
• A specific Configuration menu that allows you to set the other imprint parameters (advertisements ...).

Your system has shortcut keys for direct access to save you time. You can eliminate key strokes for rate selection, imprint memories, add or check funds, weighing mode selection.
## Parameters of the Type of Imprint

The table below indicates the type of imprint to choose, depending on the type of process you want to apply to each set of mail. The column on the right indicates, for each type of imprint, the parameters you can set before printing mail. The mailing system uses default values defined as supervisor.

<table>
<thead>
<tr>
<th>Type of process</th>
<th>Type of imprint</th>
<th>Parameters</th>
</tr>
</thead>
</table>
| Apply postage to outgoing mail | [Standard] | • Rate  
• Weight  
• Date format  
• Slogan (optional)  
• Text (optional) |
| Re-date a mail piece | [Correction date] | • No weight, postage amount = 0  
• Date format |
| Correct the amount on a mail piece (print on back of envelope) | [Amount correction] | • Manual amount of postage  
• Date format |
| Print ‘Received’ and/or the date on incoming mail | [Received] | • Printing date and/or ‘Slogan Received’ |

By default, the system selects the [Standard] type of imprint at start-up.

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 run 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 imprint that corresponds to each set of mail (p. 31)
- Frequently asked questions concerning your system check list: ink level, funds... (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 imprint parameters too often and allow you to fully benefit from the automatic features of your mailing system. Follow the procedure below to split your mail into different stacks.

How to Sort Mail

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

1. Type of process to apply

2. Account to use
   (only if you have to select an account at log in)

3. Rate and/or services to apply

4. Physical characteristics
   Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path.
   See Mail Specifications p.185.

5. Sort each stack by size.
Turning Machine On and Starting a Work Session

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

At start-up, depending on specific supervisor settings:

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

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

How to Log in and Start a Work Session

To log in as a user:

1. Press \( \text{Home} \) to wake the system up.

   The system may display one of the following screens:
   1. **Home screen (Standard)**, if there is no account.
   2. **Account screen**, if there are accounts.
   3. **Login screen**, if there are a machine PIN code or accounts with PIN code.

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

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

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

See also
• To choose the policy for accounting and access control as supervisor, see Managing Accounts and Access Rights p.69.
Selecting the Type of Imprint

For each stack of mail you have sorted (see p.28), select the type of imprint you need to process your mail as follows. About the types of imprint, see Parameters of the Type of Imprint p.26

How to Change the Current ‘Type of Imprint’

Once you are logged in as user:

1. Press [MENU] and type 1 > Customize stamp.

   The Customize stamp screen is displayed.

2. Select > Type and press [OK].

   The Type of stamp screen is displayed.

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

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

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

**Machine check list:**

<table>
<thead>
<tr>
<th>Question...</th>
<th>How to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do I have enough funds?</td>
<td>Press ☢ and type 1 to check funds balance. To add funds, see <em>How to Add Funds to the Meter</em> p.65.</td>
</tr>
<tr>
<td>Is the Scale properly zeroed?</td>
<td>Before laying envelope(s) on the Scale, your home screen should display 00 lb 01.0 oz. If __lb __oz is displayed, perform a ‘rezero’ of the Scale. See <em>How to Re-Zero the Weighing Platform</em> p.133.</td>
</tr>
<tr>
<td>Is there enough ink in the cartridge?</td>
<td>To display the level of ink in the printing ink cartridge, see <em>How to Display Ink Level and Cartridge Data</em> p.168.</td>
</tr>
</tbody>
</table>

You can be warned when the available funds gets below a preset value (see *How to Set the Low-Funds Threshold* p.131).
3.3 Processing [Standard] Mail

In this Section

This section describes how to process mail when in the [Standard] type of imprint mode:
- Applying postage using different rates
- Re-dating mail
- Correcting postage amount.

About the 'Types of imprint', see also The different Types of Imprint p.25.

Applying Standard Postage

Sequence of Settings

The procedure below outlines steps to process mail.
As mail requirements differ from day to day, some of the settings may not be necessary, or their order may vary.

How to Apply Standard Postage (Settings)

Required settings:

1. Make sure you are on the home screen of the Standard type of imprint. The home screen indicates weight, postage and currently selected rate as illustrated below.
2 To change the type of imprint (if you are not in Standard mode).

Press \( \text{MENU} \) and type 1 to access the Customize stamp screen:

```
Customize stamp
Type Received
1. Date recei... [ON]
2. Ad Sloga... [OFF]
```

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

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].

To select an option in the screen:
- Highlight the option using the arrow keys \( \uparrow \) and \( \downarrow \)
- Then always press [OK] to validate your selection.

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

Imprint with Text

```
FREE TEXT
YOU CAN CHOOSE THE TEXT YOU WANT TO DISPLAY
```

Imprint with Ad Slogan

```
Ad slogan
```
To check or change the Slogan selection:
Select **Ad Slogan** and then select a **Ad Slogan (or None)** in the **Ad Slogan list** screen. For more details, see **How to Add (or Cancel) a Slogan on the Imprint** p.57.

To 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 Imprint** p.56.

To check or change the date or date format:
Select **Date** and then select a date option in the **Date advance** screen. Select **Today's date** for printing today's date.
For more details, see **How to Change the Date on the Imprint** p.53.

Press **Home** or **Menu** to return to the home screen.

3 Select a rate and services.

Press **Rate** to open the **Rate selection** screen.

<table>
<thead>
<tr>
<th>Rate Description</th>
<th>Rate Option</th>
<th>Rate Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Letter</td>
<td>$0.44</td>
<td>0.01 lb</td>
</tr>
<tr>
<td>No services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Type a rate number to select a rate or display new rate options.

Press 8 to select the **Rate wizard** and choose rate options in lists (includes rates not shown on **rate selection** screen).
For more details, see **Selecting a Rate** p.46.

You may also enter **the postage amount manually**: on the home screen, type directly the amount using the keypad. For more details, see **How to Enter Postage Amount Manually** p.48.

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

To set the imprint quickly, consider using **imprint memories**. The memories store imprint characteristics together with rates and, if activated, accounts. See **Using Imprint Memories** p.58.
Printing Mail

Standard weighing is automatically selected when you put a mail piece on the Scale.

You can still enter the weight manually by pressing \( \text{ weighing } \) and select \( \text{ >1 or > Manual entry mode } \).

If you need to change the current account before applying postage (on account-enabled configurations), see How to Change Accounts p.45.

How to Apply Postage (Running Mail)

In Manual weight entry mode
1. Press \( \text{ weighing } \), select \( \text{ > Manual Weight Entry } \) and press [OK].
   The following screen is displayed.
2. Enter the weight and press [OK].
   The weight of the mail piece is displayed in the Weight area of the home screen and the postage amount is updated.

3. Insert the mail piece (or a label tape) into the system, with the side to be printed facing upwards.
The mailing system applies the imprint on the mail piece.

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

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

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

If a mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.185), you can print on a label instead. These are supplied by your local reseller.

The mailing system applies the imprint on the mail piece.

If a mail piece is bigger than mail path maximum thickness (see *Mail Specifications* p.185), you may print on a label instead.

When you put a mail piece on the Weighing Platform, the weight value is saved when you remove it. You can then print a batch of similar mail pieces (same weight) without weighing them each. To print a batch of mixed mail pieces (different weight), you need to weigh each mail piece before printing.
Re-dating Mail

Sequence of Settings

The procedure below outlines steps to re-date mail that has already been processed. The sequence is similar to sequence Applying Standard Postage (p.33), except for the following settings:

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

How to Re-Date Mail (Settings)

Required settings:

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

2. Check or change the type of imprint.

   Press MENU and type 1 to access the Customize stamp screen:

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

To select an option in the screen:

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

   To change the type of imprint, select the Type line, press [OK] and then select [Normal] in the Type of imprint screen and press [OK].
To change the date or date format from the Customize stamp screen as follows:
Select Date and then select a date option in the Date screen. Select Today's date for printing today's date. For more details, see How to Change the Date on the Imprint p.53.

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 Amount Manually p.48.

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.38.

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 Insert the mail piece (or a label tape) with the side to be printed facing upwards.

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

If a mail piece is bigger than mail path maximum thickness (see Mail Specifications p.185), you may print on a label instead.

The mailing system applies postage.
Correcting a Postage Amount

Sequence of Settings

The procedure below outlines steps to correct the amount on mail that has already been processed.

The sequence is identical to Re-dating Mail (p.33), except for the following:

- Postage must be set to the desired additional amount, instead of 0.
- Print the new postage on the back or bottom of the front of the envelope.

How to Correct Postage Amount (Settings)

Required settings:

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

   ![Home screen illustration](image)

2. Check or change the type of imprint.
   - Press [MENU] and type 1 to access the Customize stamp screen:
     - **Customize stamp**
       - **Type Standard**
         - 1. Ad Slogan [0]
         - 2. Text [0]
         - 3. Date [+]0
   - The type of imprint is indicated on line 2 of the screen.

   ![Customize stamp screen](image)

To select an option in the screen:

- Highlight the option using the arrow keys ▲ and ▼
- Then 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 Customize stamp screen as following:
Select Date and then select a date option in the Date screen. Select Today's date for printing the current date. For more details, see How to Change the Date on the Imprint p.53.

Press \textbullet or \textleft arrow to return to the home screen.

3 Set postage to the desired amount:
- Type the postage 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 Amount Manually p.48.

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.40".

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

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

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

If a mail piece is bigger than mail path maximum thickness (see "Mail Specifications p.185"), you may print on a label instead.
3.4 Printing [Received] for Incoming Mail

In this Section
This section describes how to use the [Received ] type of stamp, to:
• Print the date on incoming mail, and/or
• Print 'Received' on incoming mail.

See also
• To choose the type of imprint to use for each type of mail process, see The different Types of Imprint p.25).

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

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

2 To check or change the type of imprint .

Press [MENU] and type > 1 to access the Imprint screen:

The type of imprint is indicated on line 2 of the screen.
Select the Type line, press [OK] and then select [Received ] from the Type of imprint screen and press [OK].
Additionally, you can:
- Activate or deactivate printing the date
- Activate or deactivate printing ‘Received’.
- Select the option to change and press [OK]. The screen indicates the current status of the options.

Press \ or \ to return to the home screen.

You are now ready to print.

On the [Received] home screen:
1 Insert the mail piece into the system, with the side to be printed facing upwards.
2 The mailing system applies the selected imprint on the mail piece.
3.5 Settings Details

Changing Accounts

To process mail pieces using another account, change the account as follows (if purchased)

**How to Change Accounts**

To change accounts:

1. **As a user:**
   - Press [MENU] and type 5 or select the path: > Account
   - The list of accounts you can change is displayed.

2. Select the account you want with Up and Down arrows then press [OK].

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

   The accounts are listed on the screen in the order they were set up (see *Managing the Accounts* p.79).
Selecting a Rate

Selecting a rate allows the mailing system to calculate the postage amount when the mail piece weight is available, either from a weighing device or, for a big parcel, entered manually (see How to Enter Weight Manually p.52).

The system provides you several ways to select a rate:

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

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).
Using the Rate Wizard

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

To select an option on the screen:

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

- Select Mail Class
  □ All the Rate mail classes loaded in the system are displayed in a list.

- Select Destination
  □ For domestic mail classes, you may be prompted to enter the destination zip code. Use the [C] key to delete any existing zip code and enter the new destination zip.
  □ For international mail classes, use the ▲ and ▼ key to highlight Code or Country. You can select from the alphabetically sorted Country list by entering the country letters or you can use the Code list to enter the numeric code for the country if you know it.

- Select Format
  □ Formats describe the mail piece types for the selected mail class.

- Select Services
  □ All the services available for the mail class, destination and format you selected are displayed in a list (including “No services”).
  □ After you select a service, any additional services available will be displayed.

- Wizard Summary Screen
  □ Summary screen displays all the selections you have made.
  □ If you place a weight on the platform, the postage for your selections is displayed.
  □ Press [Finish] on the Wizard summary screen to set the postage value and rate settings on the Home Screen.

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

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

How to Enter Postage Amount 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.

You can set a default postage amount to display the same postage amount on the homepage screen at each system start-up, see How to Enter a Default Postage Amount p.49.

To set the fractional postage for presort mail, see How to Activate / Deactivate Fractional Postage values p.140.
How to Enter a Default Postage Amount

To enter a default postage amount:

1. As supervisor (see How to Log in as Supervisor p.124), select a default rate (see How to Change the Default Rate p.137).

2. Select a default weight:

   Press [MENU] and type 3.2.3.2 or select the path:
   > Default user settings > System settings > Default weighing types > Manual weight entry

3. Enter a default weight value.

4. Press [OK].

   The default postage amount (including the default weight value entered as supervisor and a default rate) is displayed on the home screen when you log in as user.
Choosing a Weighing Type

Depending on the options that are installed in your mailing system, several weighing methods are available. You can also enter the weight manually if you know it: see How to Enter Weight Manually p.52.

Choosing a Weighing Type

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

• Manual Weight Entry
  In this mode, you enter the weight manually (see p.52).

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

  The standard weighing type is automatically selected when you put a mail piece on the Weighing Platform. You can still enter the weight manually by pressing.

Check with your Customer Service to see how you can add weighing features to your mailing system using Online Services.
Changing the Weighing Type

At start-up, the default weighing type is active. To change the weighing type (see Choosing a Weighing Type p.50), follow the procedure below.

How to Change the Weighing Type

To change the weighing type from the home screen:

1. Either:
   - Press \[ \text{MENU} \] and type 2.1 or select the path:
     > Job settings > Weighing modes

   The \textit{Weighing mode} screen is displayed.

   The options currently displayed in the screen depend on the weighing devices that are connected to your mailing system.

   2. Select the weighing type and press \[ \text{OK} \].
Entering Weight Manually

You may have to enter the weight manually if a mail piece exceeds the weighing capacity of your weighing platform. In this latter case, you will typically 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 \[\text{Menu}\] and type \[2.1\] or select the path:
     \[\text{Job settings > Weighing mode}\]
   - The \textit{Weighing mode} screen is displayed.

2. Select \textit{Manual weight entry} (or type \[1\]).
   - The \textit{Manual weight entry} screen is displayed.

3. Enter the weight (first \textit{lb} then \textit{oz}) and press \[\text{OK}\] to validate.
   - The home screen displays the \textit{Manual weight} icon and the weight entered.
Configuring the Imprint

Depending on the current type of imprint, you can modify the elements printed on mail pieces as follows:
• Changing printed date
• Adding a pre-loaded Ad slogan to the left of the imprint
• Adding a custom text to the left of the imprint (you must first create it in supervisor mode).

Navigating in the Imprint Settings

When you have selected the type of imprint:
• Press and type 1 to access the configuration menu of the type of imprint.
• To return to the type of imprint home screen, press .

Advancing or Omitting the Date

The Date Advance function allows you to change the date printed on the mail pieces for future sending or to print no date.

How to Change the Date on the Imprint

To change the date that will be printed:
1 As user:

Press and type 1 or select the path:
> Customize stamp

The Customize stamp screen is displayed.

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

The date can be advanced up to 30 days from today’s date.

4 Press [OK] to apply changes and return to the configuration menu.
**Adding Text or Ad Slogan to the Imprint**

You can add a Text or an Ad Slogan to the imprint, as illustrated below.

- **Imprint with Text**

- **Imprint with Ad Slogan**
How to Add (or Cancel) a Text on the Imprint

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

1. Either:
   - Press \[MENU\] and type 1 or select the path:
     > Customize stamp

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

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

4. Press \[OK\] to validate your selection.
   The Customize stamp screen is displayed with updated parameters.

See also
The supervisor manages the lists of the available:
- custom texts
  (see Managing Custom Text Messages p.156)
- custom ad slogans.
  (see Managing Slogans p.158)
How to Add (or Cancel) a Slogan on the Imprint

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

1. Either:
   - Press [MENU] and type 1 or select the path:
     > Customize stamp

2. Select > Ad slogan and press [OK] (or type 1).
   The Select ad slogan screen is displayed.

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

   The Customize stamp screen is displayed with updated parameters.
Using Imprint Memories

If your mail requires different settings such as:
• specific postal rate
• custom text
• ad slogan
• departement 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 keystrokes to select all the required elements. Highly recommended for repetitive tasks.

The Imprint Memories allow you to create a memory preset with:
• Rate
• Custom text
• Ad slogan
• Date mode.

for the type of imprint you would like to print

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

See also
• To prepare imprint memories as supervisor, see Imprint Memories p.141.

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 area (Mem) of the home screen displays the current imprint memory name.
3.6 Complementary Operations

Piece Counting

This function uses the weighing platform to count a stack of identical mail pieces.

How to Count Mail pieces by Weighing

To count mail pieces by weighing:
1. As a user:
   - Press MENU and type 10 or select the path:
     > Piece Counting

2. Read the explanations then press [OK].
3. Place 10 items, of your total stack, on the Scale and press [OK].
4. Put the complete stack of items on the Scale and press [OK].
5. The total number of items is displayed.

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

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

4.1 Overview ..............................................................................63
4.2 Managing Funds ..................................................................64
  How to Check the Meter Funds ...............................................64
  How to Add Funds to the Meter ..............................................65
4.3 Unlocking the Meter (Postal Inspection) ............................67
  How to Unlock the Meter .....................................................67
4.1 Overview

The Postage Meter

The Meter, located under the system, handles the funds (or money) in your mailing system.
The Meter performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.

Managing Funds

As a user, you can carry out the following operations dealing with funds in your mailing system:
• Check the available funds in the Meter
• Add funds to the Meter.
• Display the date of next call.

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

Tracking Funds

You can generate reports on the use of the funds as all mailing operations involving postage are recorded in the mailing system.
To generate reports, see Reports p.83.

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

To trigger manual calls when the Mailing System connection type is set to PC Meter Link, see PC Meter Link Application p.111
4.2 Managing Funds

Checking Funds

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

Use the following procedure to display remaining funds.

How to Check the Meter Funds

To check the funds in the system:

1. Either:

   - Press [ ] or [ ]
   - Press [ ] and type 7 or select the path: > My Funds

   The Funds menu is displayed.

<table>
<thead>
<tr>
<th>Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Funds Used / Funds Available</td>
</tr>
<tr>
<td>2. Add Funds</td>
</tr>
<tr>
<td>3. Postal Inspection</td>
</tr>
</tbody>
</table>

2. Select the menu path:

   > Funds used / Funds available (or type 1).

   The screen displays the current amounts.

<table>
<thead>
<tr>
<th>Funds Used / Funds Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds Used</td>
</tr>
<tr>
<td>$ 2,588</td>
</tr>
<tr>
<td>Funds Available</td>
</tr>
<tr>
<td>$ 97,412</td>
</tr>
</tbody>
</table>

   (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 Server and validates the operation.

To add funds to the Meter:

1. Either:
   - Press \( \text{Add funds} \) (or type \( \text{2} \)).
   - Press \( \text{MENU} \) and type \( \text{7} \) or select the path: \( \text{My Funds} \).

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

3. If the system asks for a PIN code, enter the code using the keypad and press \( \text{OK} \).
   - The Add funds screen is displayed.

   ![Add Funds Screen]

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

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

5. Press \( \text{OK} \) to start the connection to the Postal Server.
   - If the funding process is successful, the system displays a successful message.
   - If funding process 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.
You can open the *Funds used / Funds available* screen to check the new values.

**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*. 
4.3 Unlocking the Meter (Postal Inspection)

Manual Call
The postal service requires your postage Meter to periodically connect for postal security regulation. If you have not connected your system after a period your system will automatically be deactivated.
You have to do a connection within 109 days.
If your system is deactivated, you have to perform a connection to the Postal Services to unlock the Meter.

How to Unlock the Meter

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

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

2. Select > Postal inspection (or type 3 ).
The system asks for confirmation.
3. Press [OK] to connect to the Postal Services.
   If the Postal Services connection is successful, the system displays a successful message.
   If the Postal Services connection fails, the system displays a failure message explaining the cause of the error. Try to correct the cause and retry.

You can also use the Postal inspection function to set the mailing system time after Daylight Savings Time transitions, as connecting to the Postal Services sets the mailing system time and date. If you use PC Meter Link connection, see instructions from the software.
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.

5.1 Accounting and Access Rights Overview ..........................71
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  How to activate 'Access control' and set the 'Machine PIN code' .............................................72
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  How to Create an Account .................................................................................... 80
  How to View / Edit Account Parameters .................................................................. 81
  How to Activate / Deactivate an Account .................................................................. 82
  How to Delete an Account ..................................................................................... 82
5.1 Accounting and Access Rights Overview

Postage Tracking and Access Control

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

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

The Accounts Function

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

When the Accounts function is activated, the currently selected account is charged each time the user applies postage to mail. Then you can issue reports on each account usage (for information about reports, see Reports p.83).

Accounts from the User’s Perspective

If the Accounts function is activated, users of the mailing system must select an account when starting their work session. Afterwards, users can change accounts to allocate postal expenditures. The supervisor can associate PIN codes to accounts to restrict the usage of the accounts.

The Access Control Function

As supervisor, you can set the mailing system to ask for a PIN code when a user wakes the system up to start a session. This allows you to protect the system and restrict the usage of its funds. The different access control policies you can implement as supervisor are:

- **No PIN code**: free access
- **Unique system or Machine PIN code**: the user enter the PIN code to access the system.
- **Account PIN code**: the user enter a PIN code to access the account associated with this PIN code.
**5.2 Setting up 'Machine PIN Code'**

This functionality is only applicable to systems where Accounting is not allowed (Account Number = 0). To check your number of accounts or upgrade your system, see Account Level (Optional) p.104.

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

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press MENU and type 3.2.2 or select the path:
     > Default user settings > System settings > Access control
   - The Access control screen is displayed.

   - **Access control**
     1. **ON**
     2. **OFF**
   - **Back**    **OK**

2. Select **ON** with up and down arrows
   - A screen to set the 'Machine PIN code' appears

   - **Access control**
     Enter login PIN code:
     
     (Use 'C' to erase) **OK**

3. Enter the PIN code and press [OK].
5.3 Selecting an 'Account Mode'

Introducing the 'Account Modes'

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

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

<table>
<thead>
<tr>
<th>Accounting Function</th>
<th>Access Control Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- No: 'No account'
- Yes: 'Account'

- No: 'No account with access control'
- Yes: 'Account with PIN code'

If your system does not allow accounting, see Setting up 'Machine PIN Code' p.72.
5.4 Guidelines to Setup Account Modes

See also
• Selecting an 'Account Mode' p.73.

Setting up 'No account'

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

Implementing "No account"

• Follow the procedure How to Display and Change the 'Account Mode' p.78 and select the 'No account' mode.

'No Account' Management Menu

In No account mode:

No other setting is necessary for the 'No account' mode.
Setting up 'No account with access control'

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

Implementing "No account with access control"

1. Follow the procedure How to Display and Change the 'Account Mode' p.78 and select the 'No account with access control' mode.

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

'No account with access control' Management Menu

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

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 Change machine PIN code screen is displayed.

   Enter the new PIN code and press [OK].
Managing Accounts and Access Rights

Setting up 'Account'

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

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

Implementing 'Account'

1. Follow the procedure How to Display and Change the 'Account Mode' p.78 and select the 'Account' mode.
2. Create accounts as indicated in How to Create an Account p.80.

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

‘Account’ Mode Management Menu

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

- Account Mode Management
  - Account
    - 1. Account Mode Select
    - 2. Manage Account

See also
- To add, modify or delete accounts, see Managing the Accounts p.79.
Setting up ‘Account with PIN Code’

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

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

Implementing ‘Account with PIN Code’

1. Follow the procedure How to Display and Change the ‘Account Mode’ p.78 and select the ‘Account with PIN Code’ mode.
2. Create accounts with PIN codes as indicated in How to Create an Account p.80.

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

‘Account with PIN Code’ Mode Management Menu

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

See also
- To add, edit/modify or delete accounts, see Managing the Accounts p.79.
5.5 Selecting an '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.
     - 1. Account
     - 2. Account with PIN...
     - 3. No account
     - 4. No account with...
   - In the screen, the current 'Account mode' is selected.

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


4. In selection 4, enter a unique PIN and press [OK].
   - The mailing system confirms that the 'Account mode' has been changed.
5.6 Managing the Accounts

Selecting an Account Mode

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

Before creating accounts, see Setting up 'Account' p.76.

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

Account names must be unique within the system.

Account Parameters

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

<table>
<thead>
<tr>
<th>Param.</th>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>11 alphanumeric characters</td>
<td>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.</td>
</tr>
<tr>
<td>Name</td>
<td>32 alphanumeric characters</td>
<td>Name of the account. Two accounts cannot have the same name.</td>
</tr>
<tr>
<td>PIN code</td>
<td>4 numeric characters</td>
<td>Users have to enter the PIN code to access the account. Only available in mode 'Account with PIN code'.</td>
</tr>
<tr>
<td>Status</td>
<td>Active / Inactive</td>
<td>Only active accounts are visible to users.</td>
</tr>
</tbody>
</table>

See also
- Printing the current account list: Account List Report p.91.
- Changing the maximum number of accounts: Account Level (Optional) p.104.
Account Management

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

See also
• Account Parameters p.79.
• Creating an account requires the ‘Accounts’ or ‘Accounts with PIN code’ mode to be active. See How to Display and Change the ‘Account Mode’ p.78.

How to Create an Account

To create an account:
1 As supervisor (see How to Log in as Supervisor p.124):
   Press \( \text{MENU} \) and type 5.2.1 or select the path:
   \( > \text{Account management} > \text{Manage accounts} > \text{Account list} \)
   The Account list screen is displayed.

   \[
   \begin{array}{|c|c|}
   \hline
   \text{Add Account} & 00000 - \text{Default Acc...} \\
   & 00001 - \text{MailService} \\
   \hline
   \end{array}
   \]

2 Select \( > \text{Add Account} \).

3 Using the keypad:
   - Enter account \textit{Number} and press [OK]
   - Enter \textit{Name} and press [OK]
   - Select the account status (active or inactive) and press [OK].
   - Only in mode ‘Account with PIN code’ : type the account PIN code and press [OK].
   - The Account creation summary screen is displayed.

4 Press [OK] to create the account.
Editing Accounts

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

How to View / Edit Account Parameters

To view or edit an account:

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 (or type 1).
   - The Edit / Modify screen is displayed.

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

5. Press [OK] to validate the changes.
Managing Accounts and Access Rights

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.81.
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.81.
2. On the Account management screen, select > Delete (or type 2) instead of Edit/Modify.
   A confirmation of account deletion is displayed.
6 Reports

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

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  How to Generate the Account List Report ....................................... 91
6.6 System Data ......................................................................... 94
### 6.1 Report Overview

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

Your mailing system also uploads basic data that can be viewed online. Enhanced online postal expense management reporting can be added as an option (please contact your Customer Service).

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

Your mailing system allows you to get reports on the activity over the past two years. The table below lists the available reports.

#### List of Reports

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

<table>
<thead>
<tr>
<th>Report name</th>
<th>Short description</th>
<th>Output</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POSTAGE DATA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily usage</td>
<td>Consumption information (total items and total postage value) for each day of a selected period.</td>
<td>SPF</td>
<td>p.88</td>
</tr>
<tr>
<td><strong>CREDIT DATA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funds summary</td>
<td>Information on the funds usage in the system (since the installation of the system). Contents is limited to the history available in the Meter.</td>
<td>LSP</td>
<td>p.89</td>
</tr>
<tr>
<td>Funds history</td>
<td>Last refill operations performed on the system in a selected period (supervisor only).</td>
<td>SPF</td>
<td>p.90</td>
</tr>
<tr>
<td><strong>ACCOUNT DATA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account list</td>
<td>List of accounts in the system (if installed) (supervisor only).</td>
<td>PF</td>
<td>p.91</td>
</tr>
<tr>
<td>Single account</td>
<td>Usage on the account for a selected period of time.</td>
<td>S</td>
<td>p.92</td>
</tr>
<tr>
<td>Multi-accounts</td>
<td>Usage on all accounts for a selected period of time.</td>
<td>PF</td>
<td>p.93</td>
</tr>
<tr>
<td><strong>SYSTEM DATA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Machine configuration</td>
<td>Supervisor settings (imprint default data, date advance, postal services, connections, MMI, ink cartridge, weighing, etc.)</td>
<td>PF</td>
<td>p.94</td>
</tr>
</tbody>
</table>
6.2 Generating Reports

Generating a report requires to select the desired report and how you want to display or record the report:
- On screen
- On an envelope (or label tape)
- On an external printer (if installed)
- On a USB memory device.

Follow the procedures below as user or as supervisor.

How to Generate Reports (User)

To generate a report:

1. As a user:
   - Press [MENU] and type 6 or select the path: > Reports

2. A list of available report types is displayed.

3. Select the report type and press [OK].

4. Depending on the report type, the system may ask for 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].
The system sends the report details to the selected output.

Output selection varies according to the report selected.

When displaying a report on screen, use the arrow keys ▲ and ▼ to display the different pages of the report.
To generate 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 Generate Reports (User)*.
6.3 Postage Data

Daily Usage Report

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

Requirements

• You have to specify the period for the report (Begin date and End date).
  
  Default period:
  □ Begin = 1st day of the current month
  □ End = current day.
  
  When you specify the Begin date, the End date field is filled with a proposed value: Begin date + 31 days.
  
  You can specify any other End date.

Outputs

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

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

For each day in the period:

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

See also

• Generating Reports p.86
6.4 Funds Data

Funds Summary Report

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

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

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

See also
- Generating Reports p.86.
**Funds History Report**

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

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

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

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

**See also**
- *Generating Reports* p.86
6.5 Account Data

Account List Report

This report displays the list of accounts in the system.

Requirements
• The current access control mode has to be Account or Account with PIN code (see Managing Accounts and Access Rights p.69)
• You have to be logged in as supervisor.

Outputs
• External printer (if installed)
• USB memory device.

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

To generate the 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].
Single Account Report

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

The default period of time is:
- Begin = 1st day of the current month
- End = Current date.

Requirements
- The current account mode has to be 'Accounts' or 'Accounts with PIN code' (see Managing Accounts and Access Rights p.69).

Outputs
- Screen.
  (For other outputs, see Multi Account Report p.93.)

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

See also
- Generating Reports p.86.
Multi Account Report

This report displays postal expenditures for all the accounts over a selected time period, sorted by ascending account number. The report displays all the accounts in ‘active’ status, and accounts ‘inactive’ or ‘deleted’ with a postage value.

Requirements

- The current account mode has to be ‘Accounts’ or ‘Accounts with PIN code’ (see Managing Accounts and Access Rights p.69).
- You have to specify the period for the report (Begin and End dates).
  - Default period:
    - Begin = 1st day of current month
    - End = current date

Outputs

- USB printer
- USB memory device.

Fields | Comments
---|---
Period

<table>
<thead>
<tr>
<th>Field</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td>On printed report only.</td>
</tr>
</tbody>
</table>

For each account:

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

See also

- Generating Reports p.86.
6.6 System Data

Machine Configuration Report

This report displays all supervisor settings.

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

Outputs:
• External printer
• USB memory device.

Fields
Imprint default settings (Default Text, Default Ad slogan, Default Rate)
Date advance parameters
Funds settings (High value, Low Funds)
Connections settings (phone numbers)
System settings including, for example:
• MMI settings (language, default home screen, sleep mode time-out, backlight)
• Weighing settings (geodesic code, weight threshold, rounding mode)
• Connection settings.

See also
• Generating Reports p.86.
Online Services for your mailing system allows you to update postal rates, download optional features and use discounted USPS postal services such as e-Services.

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Online Services Overview

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

Online Services features and capabilities include:

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

- **eConfirmation Services (optional)**: 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 (optional)**: never run out of ink again! The online server monitors your mailing system ink supply and e-mails an alert notification when it is time to reorder.

- **Slogan download**: order a new slogan and get it downloaded via Online Services server directly to your mailing system.

Your mailing system connects to Online Services server via the same network connection / telephone you use to add postage to your meter.

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

---

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

Automatic calls

To fully benefit from the convenience and power of Online Services, your mailing system should permanently be connected to a network connection or PC Meter link or a live analog telephone line so that it can link to the Online Server automatically whenever required.

For the use of some services, some automatic calls are made 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 during afterwork hours 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 network or a live analog telephone line during the night, to allow the connection to the Online Server to occur automatically.
Manual Calls

Manual calls allow you to connect to the Online Server in order to retrieve new information (update postal rates, ad slogan or messages) or to enable features and options (Scale capacity, number of accounts...).

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

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

To trigger manual calls when the Mailing System connection type is set to PC Meter Link, see PC Meter Link Application p.111. When the connection type is set to PC Meter Link, manual calls are no longer available in My Funds menu and Online Services menu of your Mailing System screen.

How to Call Online Services Manually

To trigger a generic call:

1 As a 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, slogans, etc.).

2 Check your mailbox for messages: see Using the Mailbox p.152.

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, slogans, etc.).

2 Check your mailbox for messages: see Using the Mailbox p.152.
Synchronizing Call

This type of call is only for executing a request from Customer Service. This call updates the automatic call schedule of the system 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 (see Connection Settings p.144)
  - Indicates that the LAN is functional
  - Indicates that the modem is functional
  - Indicates that the server can be contacted

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

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

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

To ping the server

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

2. Or, as supervisor (see How to Log in as Supervisor p.124):
   - Press and type 10.1 or select the path: > Online Services > Ping server
To test the server

1 As a user:

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

2 Or, as supervisor (see *How to Log in as Supervisor* 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 (Optional)

Automatic calls upload report data to the Online Services server at the end of each month.
You can also trigger a manual call to display reports that integrate the latest figures
on your Online Services web page.

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

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

To upload report data:

1. As a user

Press [MENU] and type 9.5 or select the path:
> Online Services > Upload Statistics

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

Press [MENU] and type 10.7 or select the path:
> Online Services > Upload Statistics

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

Ink Management Service

The Ink Management service sends an electronic message to the Online Services server when the mailing system’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.

To sign up for low ink e-mail alerts, visit your myNeopost account online.

Rate Protection

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

For more information, please contact Customer Service.
Account Level (Optional)

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

To upgrade your system, please contact your Customer Service.

See also
- Managing Accounts and Access Rights p.69

How to check your number of accounts

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

Press MENU and type 8.1 or select the path:
> Options and updates > Options list

The Options list screen is displayed.

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

In case your system have been upgraded and Account Number have not changed, choose Check for updates then press OK to refresh.
### 7.5 eConfirmation Services (Optional)

#### Service Overview

With e-Services, your mailing system 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.

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To be eligible for Postal Service discounts on Delivery Confirmation and Signature Confirmation services, you must use e-identified tracking labels that are only available from Customer Service. Any other label will cause an input error message. Your mailing system cannot process confirmation service tracking labels obtained from a Post Office retail counter. The ‘e’ in the upper left corner of the label expedites processing and indicates the discount to the letter carrier.

---

**eDelivery Confirmation**

You receive an email with the date and time of the delivery. The dates and times of any unsuccessful deliveries are also noted. eDelivery Confirmation is for Parcels only and available with First Class, Priority or Package Services (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 for Parcels only and available with First Class, Priority or Package Services (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 Scale connected to your mailing system.
**e-Services Customer Profile**

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

The possible notifications are:

- **Email Daily Report** to the email address of the person who is to receive a daily summary status for the eConfirmation tracking records uploaded the previous day

- **Email Notifications** to the email address of the person who is to receive email notifications about the following events:
  - When sent
  - When delivered
  - When not received (within N days).

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

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

The Process in your Mailroom

1. **Apply a tracking label** (supplied by your Customer Service) to your mail. For information about ordering new labels, please contact your Customer Service.

2. **Select the appropriate rate** and e-Confirmation service on your system 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 after hours. We recommend to make a connection at the end of day.

6. **Receive USPS updates** about your mail's delivery status via emails from the Online Services server. You can also check the status of your mail on the web by logging on to the Online Services Web page.

**Getting e-Confirmation Status Data**. Mailing status information is available in two ways:

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

You can log on to your Online Services web page with a password 24 hours a day, 7 days a week. Email notifications arrive when a change in your mail status occurs at USPS.
Processing e-Confirmation Items Using your Scale

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

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

How to Process eConfirmation Items using the Scale

The Scale must be connected to your mailing system. Using your Scale to send a package and request eConfirmation service is simple:

1. Place the eConfirmation label on the package.
2. Place your package on the Scale.
   (If needed, first remove all items from the Scale and re-zero your Scale: see How to Zero the Weighing Platform p.133).
3. Select the rate corresponding to the package to send (see How to Select a Rate p.46).
   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 system automatically suggests the next PIC number.
   If the displayed PIC number does not match your label, use the [C] key to clear numbers (right to left), then enter the correct PIC number.

   Use the labels in order to avoid typing the full PIC number each time. If you have a scanner, scan the PIC number - this is fast, easy, and reliable.

5. Enter or modify the Sender ID information on the SenderID screen. This sender ID will enable you to easily identify the package record in an email notification or on the tracking web site. The Sender ID can be up to 31 characters. This is an optional step.
6. Validate the rate and return to the home screen.
7. Insert item or tape in the system.
   When printing is done, an eConfirmation record is created (see How to Display eConf Record List and Details p.109) below.
Checking e-Confirmation Records

List of E-Confirmation records is accessible in the system. The eConf Record List screen displays the eConfirmation records that have not yet been uploaded to the Online Services server. When eConfirmation records are uploaded, the eConfirmation record list is empty.

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

How to Display eConf Record List and Details

To display the list and check a record:

1. As a user:

   Press [OK] to start.

   You can also upload records manually (see How to Upload Report Data to the Online Services Server p.102).

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

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

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

   The record list is displayed.
Modifying an e-Confirmation Record

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

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

You will not receive any tracking information on records with status PIC Deleted.

How to Modify an eConf Record Status

To modify the status of an eConf record:

1. **As a user:**
   - Press and type 9.7 or select the path:
     > Online Services > eConfirmation record list
   - The record list is displayed.

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

3. **Change record status.**
This section describes the PC Meter Link application functionalities.

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8.1 PC Meter Link Application Overview

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

This application allows you to trigger manual calls to servers from your PC for:
- Funds management
- Online services
- Maintenance
- Support
- Settings

To use the PC Meter Link application, the Mailing System connection type must be set to PC Meter Link, see Connection Settings p.144.

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

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

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

If the connection to the Mailing System is not available, only the Support menu is accessible. Click on the [Check connectivity] button for diagnostic.
The PC Meter Link application status of connection appears in the System Tray with the following pictograms:

- to notify an alert, a warning, an error.
- to notify that all connections are available.
- to notify that at least one connection is not available.
- to notify that a call is in progress.
This section describes functions related to calls for adding and managing funds in the Mailing System.

The Funds Management screen allows you to:
- **Display remaining funds** in your Mailing System
- **Add funds** to your Mailing System
- **Display account balance**
- **Get account balance**
- **Perform an Audit** to unlock your Mailing system
This section describes functions related to calls for Online Services.

The Online Services screen allows you to:

- Generic call
- Upload statistics
- Upload eConfirmation records
This section describes functions related to calls for the Mailing System maintenance (diagnostics, software download, etc).

The Maintenance screen allows you to:

- **Resynchronize** your Mailing System
- **Backup settings** to save your Mailing System settings
- **Download** Mailing System software
- **Perform Diagnostics** (Ping OLS, Test OLS, Upload diagnostics)
8.5 Support

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

The Support screen allows you to:

- Access the customer knowledge base
- Display the current PC Meter Link software version
- Check for PC Meter Link software updates manually
This section describes the settings of the PC Meter Link application that you can manually modify.

The Settings screen allows you to:

• Modify Call Reminder Alerts before a scheduled call
• Modify Call Reminder Alerts after a missed call
9 Configuring your Mailing System

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

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9.1 Settings Overview

This section describes two types of settings:
• **User settings**, that only last as long as the user who applies them is logged in
• **Supervisor settings**, sets the default or permanent characteristics of your mailing system.

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

**User Settings**

The user settings described in the sections below are:
• Setting the display language
• Adjusting the screen contrast.

**Supervisor Settings**

The mailing system has one supervisor PIN code that allows you to configure the mailing functions and perform other functions such as managing accounts and access rights, generating certain reports, etc.

The supervisor settings allow you to:
• Change the default user settings
• Modify system sleep modes time-outs
• Set fund warnings (high amount, low funds) and activate a funding PIN code
• Reset the weighing platform
• Design a default imprint (rate, text, slogan) and activate the Automatic Date Advance function
• Enter connection parameters.

The Supervisor PIN code of the system has been provided to your organization in a separate distribution.
9.2 Logging in / out as the Supervisor

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

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

How to Log in as Supervisor

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

1. As a user:
   - Press MENU and type 13 or select the path: > Supervisor
   - The Login screen is displayed.

2. Type the supervisor PIN code and press [OK].
   - The supervisor Main menu is displayed.

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

Exiting the Supervisor Mode

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

To exit the supervisor mode:

1. As supervisor:
   - Press the sleep key twice.
   - The system goes to ‘Sleep mode’ and supervisor is logged out.
9.3 Changing the Display Language

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

How to Change the Display Language

To change the current display language:

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

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

Setting Default Display Language

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

How to Change the Display Language by Default

To change the user language by default:

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.
9.4 Adjusting the Display Contrast

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

**How to Adjust the Display Contrast**

To adjust the display contrast:

1. As a user:
   - Press \texttt{MENU} and type \texttt{11.2} or select the path:
     > Preferences > Contrast
   - Use the \texttt{A} or \texttt{V} to increase or decrease the contrast. The screen updates immediately.
   - Press \texttt{E} to exit.

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

**Setting the Default Display Contrast**

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

**How to Change the Display Contrast by Default**

To change the display contrast by default:

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press \texttt{MENU} and type \texttt{3.1.2} or select the path:
     > Default user settings > Default user preferences > Contrast
   - Use the \texttt{A} or \texttt{V} button to increase or decrease the contrast. The screen updates to the new setting.
   - Press \texttt{E} to exit.
9.5 System Time-outs

As user or as supervisor, you can change the following system time-outs:
• 'Sleep time-out': period of inactivity after which the system automatically turns to 'Sleep mode'.
• 'Soft off time-out': period of inactivity after which the system automatically turns to 'Soft off mode'.

These modes are described in section Power Management p.20.

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

To change the 'sleep time-out':

1. As a user:

   Press [MENU] and type 2.3.1 or select the path:
   > Job settings > Time-out settings > Sleep time-out

   The Sleep time-out screen is displayed.

   Enter value [1-120]

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

2. Enter the new value of the 'sleep time-out'.


   The Timeout settings screen is displayed.
How to Change the 'Soft off time-out' (User)

To change the 'Soft off time-out':

1. As a user:
   - Press [MENU] and type 2.3.2 or select the path:
     > Job settings > Time-out settings > Soft off time-out
   - The Soft off time-out screen is displayed.
   - Enter the new value of the 'Soft off time-out'.
   - Press [OK] to validate.

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

To change the 'Sleep time-out':

1. As supervisor (see How to Log in as Supervisor p.124)
   - Press [MENU] and type 3.5.1 or select the path:
     > Default user settings > Time-out settings > Sleep time-out
   - The Sleep time-out screen is displayed.
   - Enter the new value of the 'sleep time-out'.
   - Use the key [C] to clear the old setting and then enter a new value.
How to Change the ‘Soft off time-out’ (Supervisor)

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

   Press [MENU] and type 3.5.2 or select the path:
   > Default user settings > Time-out settings > Soft off time-out

   The Soft off time-out screen is displayed.

2. Enter the new value of the ‘soft off time-out’.

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


   The Timeout settings screen is displayed.
9.6 Funds Warnings

Possible type of funds warning:

- High value
  
The mailing system warns you that the postage amount that you have typed is higher than a preset value. This high-amount warning prevents you from accidentally printing high postage amounts.

- Low funds threshold
  
The mailing system warns you that funds remaining in the Meter are getting low (low-funds threshold).

High value

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 > Funds settings > High value amount entry

2. — Enter the high-value warning amount
   — Or if you want to disable the warning function, press [C] and enter 0 as amount

Low funds threshold

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):
   - Enter the low-funds warning amount
   - Or if you want to disable the warning function, press [C] and enter 0 as amount

2. Press [OK] to validate.

Press [MENU] and type 3.4.1 or select the path:
> Default user settings > Funds settings > Low funds threshold
You can create a funding PIN code to control access to only those who are authorized to add postage. (see Money Operations p.61).

### 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 > Funding PIN code

2. Enable or disable the PIN code.

3. Enter the funding PIN code if enabled.

9.8 Weighing Settings

The weighing settings include:
• Zeroing the weighing platform
• Setting the GEO code that corresponds to the geographical location of the mailing system.

Zeroing the Weighing Platform

You can reset the weighing platform in the following ways:
• Set to zero : resets the weight to zero
• Rezero : physically adjusts the weighing platform to zero.

How to Zero the Weighing Platform

To zero the Scale as user from the standard home screen:
1. Press and hold \( \text{[OK]} \) for 2 seconds.
2. Remove all items from the weighing platform.
3. Press \[OK\] to set to zero the weighing platform.

How to Re-Zero the Weighing Platform

To re-zero the weighing platform:
1. As supervisor (see How to Log in as Supervisor p.124):
   - Press \[MENU\] and type \( 6.1 \) or select the path:
     > System settings > Zero Weigh Platform
2. Remove all items from the weighing platform.
3. Press \[OK\] to rezero the platform.

How to Zero the Weighing Platform

To zero the weighing platform as user:
1. As a user:
   - Press \[MENU\] and type \( 2.2 \) or select the path:
     > Job settings > Zero Weigh Platform
2. Remove all items from the weighing platform.
3. Press \[OK\] to set to zero the weighing platform.
GEO Code

The Weighing Platform (option) provide mail piece weights that have to be corrected according to the geographical location of the mailing system, as weights can change with altitude and latitude. The correcting 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 system 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 or select the path:
     - > System settings > GEO code

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

Figure 1: Latitudes
Figure 2: GEO codes from latitude and altitude
9.9 Imprint Default Settings

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

- **Imprint default settings**: default rate, text and ad slogan
- **Fractional mode**: enables fractional values for manually entered postage
- **Automatic Date Advance**: enables early date change to allow mail processing with a new printed date after post office closing hours.

### Imprint Default Settings

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

- **Rate**
- **Text**
- **Ad slogan**

You can create up to nine custom text messages.

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

#### 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. The following message is displayed: *To default a rate, press [OK]*.
   
   Press [OK] to accept.

   3. Select the default rate using the rate wizard.


See also *Managing Postal Rates* p.160
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.

See also
• Managing Custom Text Messages p.156

How to Change the Default Slogan

To change the default slogan:
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 > Default slogan selection
2. Select the default slogan from the list, or None for no slogan.

See also
• Managing Slogans p.158

You can order a custom Ad slogan. Contact customer service
Automatic Date Advance

The Auto Date-Advance function automatically proposes, at a preset time, to change the date printed on mail pieces to the next 'working day' date.

**Example**: you can set the system to change dates at 17:00 hours, and set Saturdays and Sundays to be non-working days. From Friday 17:00 hours to Sunday 23:59, the system will automatically print Monday's date on the envelopes (after a confirmation message to the user; if the change is not confirmed and printing maintained, current date is printed).

### How to Set the Automatic Date Advance Function

1. **As supervisor (see How to Log in as Supervisor p.124):**
   
   Press **[MENU]** and type **3.3.4** or select the path:
   ```plaintext
   > Default user settings > Default imprint parameters > Automatic date advance
   ```
   
   The *Automatic date advance setting* screen is displayed.

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

2. **To change the function state, press [OK] or type 1 to access the Activate/Inactivate screen and change the function state. Select **ON** and press [OK] to enable the Auto Date-Advance function.**

3. **To set the changing time, select **Set hours** and press [OK] (or type 2).**

4. **Enter the Automatic Date-Advance time (00:00 hours is not allowed) and press [OK].**

5. **To set working days, select **Set working days** and press [OK] (or type 3).**

6. **Select or deselect each day by pressing [OK] and using the up/down arrows.**

7. **Press **to validate and exit.**
Fractional Setting

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

To activate / deactivate fractional postage:

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press \text{MENU} and type 3.3.5 or select the path:
     
     \text{> Default user settings > Default imprint parameters > Fractional Postage Mode}

2. Select \textit{Enable / Disable fractional} and press [OK] to activate or deactivate the fractional.
The Imprint Memories are presets for imprint types that the users of the system can quickly recall to save time and benefit from a simpler system operation (see Using Imprint Memories p.58).

As supervisor, you can create, edit/modify and delete the Imprint Memories. Each Imprint Memory is identified by a name and a number. The system displays the name of the currently used Imprint Memory on the home screen.

**Imprint Memory Content**

The table below gives the content of an Imprint memory.

<table>
<thead>
<tr>
<th>Imprint settings</th>
<th>Free text OR Slogan. Date mode. Rate (and weight if different from zero at rate setup).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account setting</td>
<td>Account number (if any).</td>
</tr>
</tbody>
</table>

Your system can store up to 5 Imprint memories.
Managing Imprint Memories

Follow the procedure below to create an Imprint memory.

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 memory management
   - The current list of Imprint memories is displayed in the Imprint Memories screen.

2. Select a line named None in the list.

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

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

5. Select parameters and press [OK] to validate and display the next list of parameters (you can also modify the parameters later).

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

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 memory management

2. Select an imprint memory in the list.


4. Select the menu path > Edit (or type 1)
   - The Imprint Memory screen is displayed.

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

6. Press \[\] to quit.
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.


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

5. Press [OK] to confirm to delete the Imprint memory.
9.11 Connection Settings

Connection to the Postal Services or Online Services

To add funds or access Online Services, the mailing system can use the following connections:

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

All these connections use a USB adaptor device connected to the flat USB port of the mailing system.

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

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

To trigger manual calls when the Mailing System connection type is set to PC Meter Link, see PC Meter Link Application p.111

See also

- To physically connect the USB adaptor to the system, see Connections p.18.
To select the postal/Online Services connection:

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

   Press [MENU] and type 9.1 or select the path:
   > Communication Settings > Type of connection

   The Type of connection screen is displayed.

2. To use the PC Meter Link, select PC Meter Link and press [Ok].
   To use the LAN, select LAN and press [Ok] (or type 2).
   To use an analog telephone line modem, select Modem and press [Ok] (or type 1).

3. For further settings, see:
   - For PC Meter Link: How to Set PC Meter Link Parameters p.146
   - For LAN: How to Set LAN (High-speed Internet) Parameters p.146
   - Modem: How to Set the Analog Modem Parameters p.147

See also
- To physically connect the PC Meter Link, the LAN, or a USB modem to the system, see Connections p.18.
LAN Settings

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

To set the parameters of the LAN:

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

   Press \text{MENU} and type 9.2 or select the path:
   > Communication settings > LAN settings

   The LAN configuration menu is displayed.

2. Select:
   - DHCP ON
   - DNS AUTO ON
   - HALF DUPLEX

   and press [OK] four times for a standard LAN configuration.

PC Meter Link Settings

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

The PC Meter Link does not work on docking stations.

How to Set PC Meter Link Parameters

To set the parameters of the PC Meter Link:

1. See PC Meter Link Application p.111
Configuring your Mailing System

Analog Telephone Line and Modem Settings

These settings include the modem parameters, telephone number and prefix that the mailing system calls to fund the meter or connect to Online Services (see Money Operations p.61).

How to Set the Analog Modem Parameters

To set the parameters of the modem:

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press \texttt{MENU} and type \texttt{9.3} or select the path:
     \texttt{> Communication settings > Modern settings}
   - Make sure the telephone line is selected: see How to Select a Postal/Online Services Connection p.145.

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

Daylight Savings Time Transitions

The mailing system normally auto-adjusts to Daylight Savings Time. However, if a manual adjustment is necessary, you can use either of the following procedures to correct the mailing system time:
- As user: How to Unlock the Meter p.67
- As supervisor: How to Check/Adjust the Machine Time and Date p.148 below.

Time and Date Setting

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

See also
- Re-dating Mail p.38.
- Automatic Date Advance p.139.

How to Check/Adjust the Machine Time and Date

To check/adjust the current time and date:

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press `MENU` and type 6.3 or select the path:
     > Machine settings > Date and time
   - Select Audit call to adjust the time.
     The system adjusts its time if necessary and displays time and date values.

If the clock adjusts backwards for 'Daylight savings time', the mailing system will wait until last postage printing time before allowing you to process new mail.
This section describes how you can upgrade your system by adding optional functions and elements of imprint such as latest postal rates, additional texts or ad slogans.

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10.1 Options and Updates Process

You can update your mailing system by:
- Adding new options, such as increasing the maximum number of accounts
- Adding enhanced online postal expense management or USPS E-services
- Update postal Rates
- Creating additional Texts for the imprint
- Downloading custom Ad slogans

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

10.1.1 How to Access the Options and Updates Menu

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.

Options and Updates:
1. Options list
2. Text settings
3. Update Ad Slogans
4. Rate Management

To update your mailing system's operating system, see Online Services p.95.
10.2 Using the Mailbox

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

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

How to Read your Messages

1. As a user:
   - Press \( \text{MENU} \) and type \( 8 \) or select the path:
     - > Mailbox
   - The Mailbox screen is displayed.
2. Select the message to read and press \([\text{OK}]\).
3. Select \( \text{Open} \) to read the message.

How to Read your Messages (as supervisor)

1. As supervisor (see How to Log in as Supervisor p.124):
   - Press \( \text{MENU} \) and type \( 1 \) or select the path:
     - > Mailbox
   - The Mailbox screen is displayed.
2. Select a message and press \([\text{OK}]\).
3. Select \( \text{Open} \) to read the message.

How to Delete your Messages

1. As a user:
   - Press \( \text{MENU} \) and type \( 8 \) or select the path:
     - > Mailbox
   - The Mailbox screen is displayed.
2. Select the message to be deleted and press \([\text{OK}]\).
3. Select \( \text{Delete message} \) to erase the message.
How to Delete your 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 screen is displayed.

2  Select a message and press [OK].

3  Select Delete to erase the message.
10.3 Managing Options

Consulting the Option List

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

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

How to Display the Options

To display the option list:

1. As supervisor (see How to Log in as Supervisor p.124) either:
   - Press \texttt{MENU} and type \texttt{8.1} or select the path:
     > Options and Updates > Option list
   - The \textit{Options list} screen is displayed.

2. To display the details of an option, select the option and press \texttt{[OK]}.

   Options list
   \begin{tabular}{|l|}
   \hline
   1 \textit{Account Number} ...  \\
   2 Weighing capacity...  \\
   3 LAN server connec...  \\
   \hline
   \end{tabular}
Activating New Options

Process for Activating Options
You can activate new options by connecting the mailing system to Online Services server. New available options are automatically downloaded into your mailing system and activated.

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

How to Load New Options
To activate an option that is ready for downloading on the Online Services server:

1. Check that your mailing system is connected to a network or a telephone line (see Connections p.18) and that the connection is properly configured (see Connection Settings p.144).

2. Select Check for updates. It will trigger a generic call to the Online Services server. See Manual Calls p.99.

3. After the call, you can display installed options. See How to Display the Options p.154.
10.4 Managing Custom Text Messages

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

As supervisor, you can:
• Add custom text messages (and create a name for menu selection)
• Edit / modify messages
• Delete existing text messages
• Activate a default text message (this setting is described in How to Change the Default Text p.138).

The List of Custom Text Messages

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

How to Display the List of Text Messages

To display the list of text:

1. As supervisor (see How to Log in as Supervisor p.124):
   Press MENU and type 8.2 or select the path:
   > Option and Updates > Text settings

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

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

**How to Add a New Text Message**

To add a new message:

1. Display the list of text. See How to Display the List of Text Messages p.156.
2. Select > Create a text.
3. Enter your text (max. 4 lines, 18 characters per line).
5. Enter the name to be displayed on the menu for users, then press [OK].

**How to Modify or Delete a Text Message**

To modify or delete text:

1. Display the list of text. See How to Display the List of Text Messages p.156.
2. Select a message and press [OK].
   - The Text setting screen is displayed.
   - To edit the content of the message or its name:
     1. Select Edit.
     2. You can change the text message and press [OK] to display the next screen (Use [C] key to clear characters).
     3. You can change the text name and press [OK] to validate. The system updates the message.
   - To delete a message:
     1. Select Delete.
        - Selected text is displayed.
     2. Press [OK] to confirm deletion.
        - The system updates the message list.
10.5 Managing Slogans

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

As supervisor, you can:
- Display the slogan list
- Rename or delete slogans
- Download new slogans.

The available slogans are automatically downloaded into your mailing system by connecting the mailing system to the Online Services server as a user. See How to Load New Options p.155.

See also
- Selecting a slogan to print: p.57

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

See also
- How to Change the Default Slogan p.138

How to Display the List of Slogans
To display the list of slogans:
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 Slogans

   The list of ad slogans is displayed in the Ad Slogan Management screen.
Modifying the List of Slogans

The procedure below allows you to change the menu name of a slogan or to delete a slogan from the list.

**How to Modify or Delete a Slogan**

1. Display the list of slogans (see *How to Display the List of Slogans* p.158).
2. Select the slogan and press [OK].
   - The *Ad Slogan Setting* menu is displayed.

**To change the name of the slogan:**

1. Select *Edit*.
2. Change the slogan name using the keypad and press [OK].
   - The system updates the slogan list.

**To delete the slogan:**

1. Select *Delete*.
   - The system asks for a confirmation.
2. Press [OK] to confirm deletion.
   - The system updates the slogan list.

Downloading New Slogans

The procedure below allows you to download new slogans.

**How to Download New Slogans**

1. Display the list of slogans (see *How to Display the List of Slogans* p.158).
2. Select > *Check for updates* and press [OK].
   - The mailing system connects to the Online Services server and downloads available slogans.
10.6 Managing Postal Rates

Your mailing system uses rate tables to calculate postage amounts.

As supervisor, you can:
- Display the list of rate tables and see which table the system is currently using
- Download new postal rate tables.

The newly available rate tables are automatically downloaded into your mailing system by connecting the mailing system to the Online Services server as a user. See How to Load New Options p.155.

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 check mark the active rate table.

Rate tables automatically become active on their effective date.

How to Check the Rate Updates

To display the list of rate tables:

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 in the Rate management screen. The tables are identified by the rate effective date.
Downloading New Postal Rates
The procedure below allows you to download new rate tables.

How to Download New Postal Rates

To download new rates:

1. Display the list of rate tables (see How to Check the Rate Updates p.160 above).

2. Select > Check for updates and press [OK].
   The mailing system connects to the Online Services server and downloads available rates.
10.7 Updating System Software

Occasionally it will be requested that you download new software for your mailing system.

The software package may include feature enhancements or updates. Also, if you purchase an additional service, you may be required to download the software to support this new service.

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

Updating Procedure

To check for available updates:
• Perform a call to the Online Services server (see How to Call Online Services Manually p.99).
• After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see p.152).

Follow the procedure below to update your mailing system.

To update the system software:
1. As Supervisor (see How to Log in as Supervisor p.124):

   Press \texttt{MENU} and type \texttt{10.5} or select the path:
   \begin{verbatim}
   > Online Services > Server loading list
   \end{verbatim}

2. Select the element to download.

3. Select \texttt{Detail of download}.

4. Choose \texttt{Now} or \texttt{Later}:
   \begin{itemize}
   \item \texttt{Now} connects immediately to the Online Services server and downloads the software package.
   \item \texttt{Later} starts the download at a proposed date and time. When the date and time are reached, the system automatically calls the Online Services server for downloading.
   \end{itemize}
After downloading

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

1. Disconnect and reconnect the mailing system power cord (see Connections p.18).
   After restarting, the mailing system calls the server to confirm installation.

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

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

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

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11.1 Maintaining the Ink Cartridge

About the Ink Cartridge

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

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

The ink cartridge printing head has to be mechanically ‘aligned’. An alignment process is provided p.169.

When there is no more ink in the cartridge, you have to change the cartridge as indicated p.172.

If you observe poor printing quality (streaked, too light, blurred, etc.), see Cleaning the Printing Head p.171.

Ink Cartridge Maintenance

This section explains how to:

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

Note: the term ‘Print Headset’ is also used to refer to the ink cartridge.
Displaying Ink Level and Cartridge Data

You can display the ink level and other cartridge data, such as:

- Ink consumed in percent
- Ink color
- Cartridge status (present or not present)
- First used date

Also check the Best before date on the cartridge box. After this date, the cartridge warranty is void.

How to Display Ink Level and Cartridge Data

To display the ink cartridge data:

1. As a user:

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

   The Ink information screen is displayed.

   **Ink Cartridge Information**
   - Consumption: 3 %
   - Color: Red fluore...
   - Cartridge: Installed
   - First used date: 01/18/2011

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

   The Ink information screen is displayed.
Aligning the Printing Head

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

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

How to Align the Print Heads

To align the print heads:

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

   Press MENU and type 7.2.3 or select the path:
   ▶ Maintenance ▶ Ink Cartridge ▶ Headset alignment

   The following screen is displayed:
   
   Set cartridge alignment
   Insert an item to print a test imprint or press EXIT to quit
   
   Exit

2. Insert a piece of paper in the mail path. The system prints a test pattern.

   The headset alignment screen is displayed.
3 Observe the pattern and use the **up/down** keys to select the letter that corresponds to the straightest and complete vertical line (here \( G \) or \( H \)).

4 Press [OK] to validate.

5 Press \( \text{ } \) to go back to the ink cartridge menu after alignment is completed.
Cleaning the Printing Head

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

How to Clean the Printing Head Automatically

To clean the printing head automatically:
1 As a user:

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

The cleaning starts automatically.

How to Clean the Printing Head Manually

To clean the printing head manually:
1 Open the cover.
2 Remove the ink cartridge (see *How to Change the Ink Cartridge* p.172).
3 Clean the head with a soft damp cloth.
4 Put the cartridge back in place.
Close the cover.
Changing the Ink Cartridge

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

How to Change the Ink Cartridge

1 As a user:

Press \textbf{MENU} and type \texttt{12.3} or select the path:

\texttt{> Ink Cartridge > Cartridge Replacement}

As supervisor (see \textit{How to Log in as Supervisor} p.124):

Press \textbf{MENU} and type \texttt{7.2.4} or select the path:

\texttt{> Maintenance > Ink Cartridge > Cartridge Replacement}

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

\begin{figure}[h]
\centering
\includegraphics[width=0.5\textwidth]{cartridge replacement}
\end{figure}

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

Pull on the left side of the blue lever, to unlock the cartridge.

3 Pull the cartridge towards you to disengage it.
4 Remove the protective strips from the new ink cartridge.

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

6 Put the blue lever back into place.

7 Close the cover.

8 Press [OK] to validate.
11.2 Maintenance Processes

These processes are only to be completed on request from by Customer Service. Check that your mailing system is connected to the LAN or to a telephone line before starting.

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

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

1. **Installation Process**
   - Installing a mail system for the first time.

2. **Disable base**
   - Disable base from service.
   - Prepare base for removal by saving data on USB key.

3. **Swap base**
   - Install a replacement base.

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

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

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

Running the Installation Wizard

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

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.
Maintaining your Mailing System

After installing your mailing system, you will want to add funds to the PSD so you can begin to process mail. See Adding Funds p.65

Changing Address: Update your Registration

The procedure below allows you to update your postal registration after an address change. First contact your Customer Service to update your details and enable the update registration procedure described below.

Completing this procedure requires your system to be connected to the Internet or the telephone network (see Connections p.18).

How to Update your Registration

To update your postal registration:

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 Update registration (or type 6).

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

5. Press after the call is completed.

6. Press [OK] to validate the displayed Geocode.
12 Troubleshooting

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

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12.1 Weighing Problems

The Weighing Platform does not Weigh Properly

The system does not seem to display a correct weight.

Display \(\text{-- -- lb _._oz}\) indicates a weighing error.

Check the weighing device as follows.

Possible causes | Actions
--- | ---
There are vibrations or air drafts in the weighing area. | Use a solid and steady table:
• Far from any door
• Far from any fan.
Something is touching or laying on the weighing platform. | Clear the weighing zone and re-zero the weighing platform (see Weighing Settings p.133).
The weighing platform zero is not correct. | See the weighing platform zeroing procedures in Weighing Settings p.133.
Weight too heavy for current rate (you have placed a package on the platform that is too heavy for the rate selected). | 1 Press \([\text{OK}]\) to clear the error message.
2 Press the \([\text{Rate}]\) key and select a rate class that can accommodate the weight of the package.
(Example: select Priority if the rate you had been using was First Class).
3 Press lightly on the Scale to establish the weight and postage with the new rate.
Weight on the Weighing Platform (option) is over max capacity (you have placed a package on the platform that is too heavy for the capacity). | 1 Remove the package and if possible, weigh it on another Scale.
2 Use Manual Weight Entry mode to enter the weight and determine the postage.

To avoid weighing errors, make sure the system is clear when starting the system (if Scale is installed).
12.2 Diagnostics and System Data

Diagnostics

This section allows you to find the cause of an issue or breakdown of the system, under the supervision of your customer service. The system performs self-tests to diagnose the system and generates corresponding reports. As Supervisor, you can gain access to the diagnostics that follow:

<table>
<thead>
<tr>
<th>No.</th>
<th>Diagnostic</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ping server</td>
<td>Sends a message to a server (if connected) to check the line.</td>
</tr>
<tr>
<td>2</td>
<td>Base sensors</td>
<td>Reports the status ([0] or [1]) of the sensor below:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mail inserted sensor</td>
</tr>
<tr>
<td>3</td>
<td>Display</td>
<td>The screen displays, successively, a black bar without text, then a text.</td>
</tr>
<tr>
<td>4</td>
<td>Keypad</td>
<td>Displays “Key ok” if the test is correct</td>
</tr>
<tr>
<td>5</td>
<td>USB Port</td>
<td>Checks USB ports.</td>
</tr>
<tr>
<td>6</td>
<td>Serial connectors</td>
<td>Checks COM port(s).</td>
</tr>
<tr>
<td>7</td>
<td>Ping tool</td>
<td>Checks Lan address.</td>
</tr>
<tr>
<td>8</td>
<td>Modem self test</td>
<td>Checks the Modem.</td>
</tr>
<tr>
<td>9</td>
<td>IP configuration Checker</td>
<td>Checks Lan connection.</td>
</tr>
</tbody>
</table>

To gain access to the diagnostic function:

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

   Press [MENU] and type 7.3 or select the path:
   > Maintenance > Diagnostics

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

2. Select a test from the list.
System Data

As supervisor, you can display data about:

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

To display 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 \[ 2 \]) or Server connection history (or type \[ 3 \]).

3. Press \[ OK \] to validate.

4. Select an output: Screen, USB printer, USB key, then press \[ OK \].

5. 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 \[ Cycles \] count when the error occurred.
   - The \[ Description \]
   - The \[ Category \]

6. Note the \[ Code \] and refer to your customer service.

How to Display the Machine Counters

To display the data of the system 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 system counters.
13 Specifications

This section contains the main specifications of your mailing system.

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13.2 General Specifications ..................................................... 186
13.3 Weighing platform ......................................................... 187
13.1 Mail Specifications

Envelope Basic Characteristics

Envelope Dimensions
Your mailing system can handle envelope & flap sizes as illustrated below (note: the illustration is not drawn to Scale).

Envelope Thickness

| Min | 0.008” | Max | 0.63” |
13.2 General Specifications

Dimensions (Width x Length x Height)
- 8.58” x 12.44” x 7.64”

Weight
- 8 lb 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)
13.3 Weighing platform

Max capacity: 2lb (standard), 5lb (optional)
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