



FORMAX[®]

OPERATOR MANUAL

8/2021

Table of Contents

<u>1</u>	<u>Introduction</u>	<u>1</u>
1.1	Symbols Used	3
<u>2</u>	<u>Safety Information</u>	<u>5</u>
2.1	Compliance	7
2.2	General Safety	9
2.3	Power Connection	10
2.4	Disconnecting Power and LAN	11
2.5	How to Activate an Emergency Stop	12
<u>3</u>	<u>Meet Your Mailing System</u>	<u>13</u>
3.1	System Layout	15
3.2	Additional Accessories	43
3.3	System Connections	47
3.4	Power Management	54
3.5	Network Connections	56
<u>4</u>	<u>Processing Mail</u>	<u>59</u>
4.1	Quick Guide to Preparing Your Mail	61
4.2	Processing Mail	67
4.3	Recommended Steps for Processing Mail	137
4.4	How to Process Incoming 'Received' Mail	139
4.5	How to Process Mail for Sealing or Counting without Printing	141
4.6	Permit Mail	143
4.7	Mail Corrections	147
4.8	Advanced Operations	152
<u>5</u>	<u>Money-Related Operations</u>	<u>155</u>
5.1	Overview	157
5.2	How to Check Funds	158
5.3	How to Add Funds to the PSD	159
5.4	Low Funds Threshold	162
5.5	High Value Warnings	164
5.6	Funding PIN Code	166

5.7	Funds Data Reports	167
5.8	Advanced Operation	169
6	<u>Accounts and Access Control</u>	<u>171</u>
6.1	Postage Tracking and Access Control	173
6.2	Access Control	174
6.3	Account Modes	179
6.4	Creating Accounts	186
6.5	Managing Accounts	190
6.6	Managing Groups	198
6.7	Import/Export Accounts	205
6.8	Managing Operator PIN Codes	210
6.9	Account/Operator Reports	217
6.10	Changing the Current Account	222
7	<u>Rates</u>	<u>227</u>
7.1	Rates	229
7.2	Managing Postal Rates	426
8	<u>Reports</u>	<u>237</u>
8.1	Generating Reports	239
8.2	Available Reports	242
9	<u>Online Services</u>	<u>267</u>
9.1	Standard and Optional Mail Management Applications	269
9.2	OLS Call Types	270
9.3	OLS Connection Tests	275
9.4	System Online Services	279
9.5	E-Services with Electronic Return Receipt	280
10	<u>Configuring your Mailing System</u>	<u>289</u>
10.1	Settings Overview	293
10.2	Logging in/out as Supervisor	294
10.3	Imprint Memories	297
10.4	High Value, Low Funds Warnings and PIN Codes	302
10.5	Default Sealing Mode	306
10.6	Weighing Settings	309
10.7	Postage Imprint Default Settings	326
10.8	Display Setting	336

10.9	Time and Date Management	345
10.10	Timeout Settings	346
10.11	External Label Dispenser (ELD)	348
10.12	Connection Settings	355
10.13	Insert Mode	383
10.14	Changing Motorized Conveyor Stacker Positions	386
11	<u>Options and Updates</u>	395
11.1	Overview	397
11.2	Using the Mailbox	398
11.3	Managing Options	402
11.4	Managing Custom Text Messages	404
11.5	Managing Ad slogans	413
11.6	Managing Permits	421
11.7	Position Slogan/Text	424
11.8	Managing Postal Rates	426
11.9	Updating System Software	428
12	<u>Maintaining</u>	431
12.1	Maintaining the Ink System	433
12.2	Maintaining the Feeder	440
12.3	Maintaining the Sealer Water Network	443
12.4	Cleaning the Mail Path	445
12.5	Touchscreen Calibration	453
12.6	Maintenance processes	454
13	<u>Troubleshooting</u>	459
13.1	Machine Issues	461
13.2	Diagnostics	470
13.3	System Data	472
14	<u>System Specifications</u>	475
14.1	Mail Specifications	477
14.2	Package Specifications	479
14.3	General Specifications	481
14.4	System Specifications	482
14.5	Operating Conditions	483
14.6	System Changes	484





14.7	Menu Reference	486
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1 Introduction

This section describes symbols used in this manual.

1.1 Symbols Used3

This manual uses the symbols listed below.

This symbol...	Indicates...
	WARNING: indicates a human safety hazard.
	ATTENTION: brings to your attention a potential risk to equipment or mail from your actions.
	NOTE: remark explaining different cases or specificities.
	TIP: advice to help save you time when processing your mail.

2 Safety Information

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

- 2.1 Compliance7
- 2.2 General Safety9
- 2.3 Power Connection10
- 2.4 Disconnecting Power and LAN11
- 2.5 How to Activate an Emergency Stop12

2.1

Compliance



This is a class A product. Operation of this equipment in a residential area may cause interference (to be remedied at the user's own expense).

2

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.

Environmental Compliance



A program has been implemented for recycling end-of-life mailing systems. Please contribute to environmental protection by consulting your retailer's website or by contacting them directly about responsible disposal.

CE Compliance



CE marking is a certification of conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). The CE marking is also found on products sold outside the EEA that are manufactured in, or designed to be sold in, the EEA.

2

Safety Information

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



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

Follow the additional safety precautions below:

- Do not place lit candles, cigarettes, cigars, etc. on the mailing system.
- When removing jammed material, avoid using excessive force to prevent personal injury and damaging any system components.
- When lifting covers, wait for all parts to stop moving before placing your hands near the Feeder Path or Print Head.
- To prevent overheating, do not block the ventilation openings or attempt to stop the power supply fans.
- Do not remove fastened covers, as they protect users from potentially hazardous parts that should only be accessed by a service representative.

Before powering up your mailing system, please ensure that the system meets your local AC voltage requirements (110V - 60Hz).

**THIS EQUIPMENT MUST BE GROUNDED**

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

In addition to checking the power requirements, we also recommend that you:


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

2.4


Disconnecting Power and LAN

2

Safety Information

1. Press  (at the top right corner of the control panel).
 - A **short press** on the **sleep/on/soft off** mode button sets the machine to 'sleep' mode.
 - A **long press** on the **sleep/on/soft off** mode button sets the machine to 'soft off'.

The light located next to the key indicates:

- **Green:** The mailing system is in 'awake' mode and ready for use.
 - **Amber (continuous):** The mailing system is in sleep mode (low power mode).
 - **Amber (blinking):** The mailing system is in soft off mode (very low power mode).
2. Ensure that the light located next to the key  is **amber**, meaning that the mailing system is in 'sleep' mode.
 3. Turn off your mailing system. The circle (or O) indicates that the system is off.



4. Unplug the power cord from the wall outlet.
 5. Unplug the LAN cable from the socket, as it may still be energized.
-

To stop the run process immediately:

1. Press .
-

3 Meet Your Mailing System

Get to know your mailing system in this section.

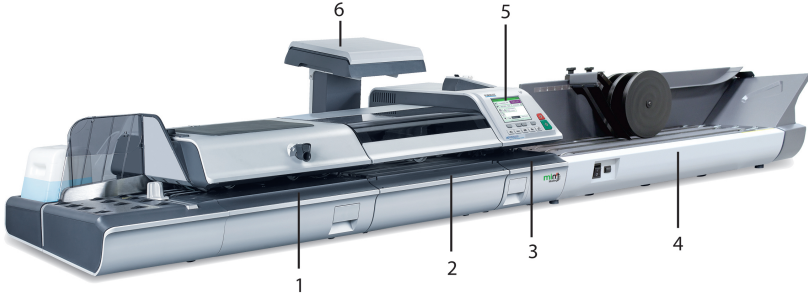
- 3.1 System Layout15**
 - How to Use the Feeder19
 - How to Adjust the Mail Thickness Settings21
 - Postcard Mail or Thin Mail Processing24
 - Puffy Mail or Thick Mail Processing29
 - How to Select the Sealing Mode33
 - How to Fill the Internal Label Dispenser39
- 3.2 Additional Accessories43**
 - How to Use the Barcode Scanner46
- 3.3 System Connections47**
- 3.4 Power Management54**
 - How to Turn the System ON/OFF54
 - How to Turn the Mailing System to Sleep/Soft Off Mode55
- 3.5 Network Connections56**

3.1

System Layout

The illustrations and tables below show the basic Mailing System configuration, including optional accessories you may have added.

System Components



- | | | |
|---|---|---|
| ① | Mixed-Mail Feeder | Automatically feeds envelopes of different sizes and seals them if required. |
| ② | Dynamic Weighing Module (optional) | Automatically weighs and rates mail that can be processed through the mailing system. |
| ③ | Base | Prints postage on mail or labels. |
| ④ | Stacker (optional) | Collects and stacks processed mail. There are three output options available. |
| ⑤ | Control Panel | Allows the user to operate the mailing system and configure the system settings. |
| ⑥ | Weighing Platform | Weighs mail to calculate postage. |

System Details



3 Meet Your Mailing System

- | | | |
|---|-----------------------------------|--|
| ① | Envelope Hopper | Envelopes are loaded here for processing. |
| ② | Side Guide | Prevents skewing and/or stacked mail from falling over. |
| ③ | Feeder Release Handle | Provides access to Feeder for maintenance or to clear stoppages. |
| ④ | Sealer Water Filter Access | Provides access to filter for cleaning.
Removable filter for user self-maintenance. |
| ⑤ | Print Base Release Handle | Provides access to print base to clear stoppages. |
| ⑥ | Internal Label Dispenser | Holds postage labels to be printed. |
| ⑦ | Sealer Bottle | Contains fluid for the sealer. |

Base

Top View



①

Meter (Postal Security Device/PSD)

Postage meter that stores funds and tracks postage usage.

DO NOT REMOVE UNLESS INSTRUCTED BY A Formax REPRESENTATIVE.

②

Meter (PSD) Access Door

Provides access to meter (PSD). Lift from right-hand side to open.

Front view



③	Base Release Lever	Release lever for ink tank.
④	Ink Tank	Reservoir that supplies ink to print head. See also How to Change the Ink Tank on page 435.
⑤	Ink Tank Access Door	Provides access to replacing the ink tank. Flip down to open.

Mixed Mail Feeder

Mixed mail feeder automatically feeds the system with envelopes. You have to place envelopes as stack on the hopper against the rear wall. Then arrange the mail as per size so that largest and heaviest are on the bottom.

To process a batch of thick mail or thin mail, you should adjust the mail thickness

Mixed mail feeder also seals envelopes if required.

How to Use the Feeder

Tacking a stack of mail:

1. Arrange the mail according to size (largest and heaviest on the bottom).



2. Fan out the envelopes to ensure separation (envelopes may be stuck together).
3. Bevel the edge of the stack.
4. Place the envelopes on the hopper against the rear wall and covering the optical (clear) sensor. Ensure that all envelopes in the stack are against the rear wall.



Ensure that all the envelopes are stacked along the rear guide, from largest to smallest.



Nested envelope flaps: insert the flaps into the slot at the rear guide of the envelope hopper.



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

5. Adjust the high stack side guide. To adjust the guide, push gently against the envelopes, but do not push it hard up against the stack.



6. Adjust the mail thickness settings of the Feeder, see [How to Adjust the Mail Thickness settings](#) on page 21.
-

How to Adjust the Mail Thickness Settings

For mail over 0.67" thick:

There is a thin/thick mail latch under the top cover of the Feeder.

For normal operation, the lever will be on the left. However, for processing a batch of thick mails over 0.67", move the lever to the right, especially if the thicker envelopes won't feed into the mail path. You will find the pictogram below on your Feeder as a reminder.



1. Open the Feeder cover.



2. Change the lever position:



- left: for standard or thin mail
- right: for thick mail over 0.67"

3. Close the Feeder cover.



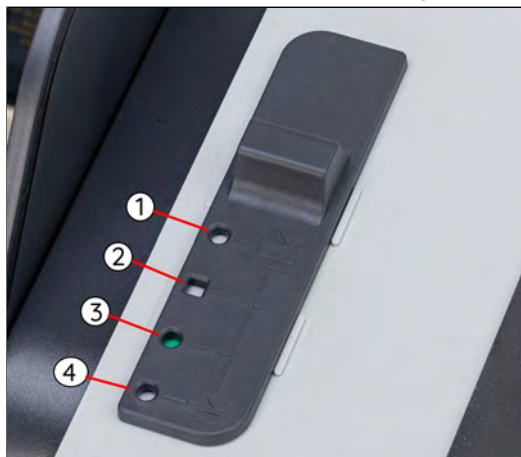
Return the lever to the normal position (left) after processing a batch of thicker mails. This will prevent normal mail from double or multi-feeding.

For mail under 0.67" thick:

1. Locate the mail thickness setting button on the Feeder top cover.



2. Refer to the table below to choose the position of the mail thickness setting button.



No pressure	① Use this setting to process thick or puffy mail. You can also use it when processing one mailpiece at a time or when using an inserter.
Standard pressure (default position)	② This is the setting recommended for most media.
Stronger pressure	③ This setting applies more pressure through the feeder fingers in case of double feeding issues with your mail.
Strongest pressure	④ This is the strongest setting available if you still experience feeding issues.



A green-colored circle or square indicates the position selected.

Postcard Mail or Thin Mail Processing

"Postcard" mail and thin mail refers to thin mail that requires a setting to be made to the feeder before processing through the system (for example, postcards).

Process postcards or thin mail like any other mail (except for the feeder setting). You will also have to apply your mailing | rate selections. Once all your selections have been made, you are ready to load the postcard mail and then process it.



Before loading and running the mail, the following settings may need to be changed:

- Stamp Date
- Mail Class
- USPS Extra Services
- Reset Item Counter
- Sealing Mode
- Moistening Level
- Weighing Mode

1. Set the Thickness Lever to thin mail.
 - Lift the cover using the latch located underneath at the center.
 - Slide the blue thickness lever to the left.





2. Set Hopper Deflector up.
 - Gently pull outward.
 - Swivel from the horizontal to the vertical position.



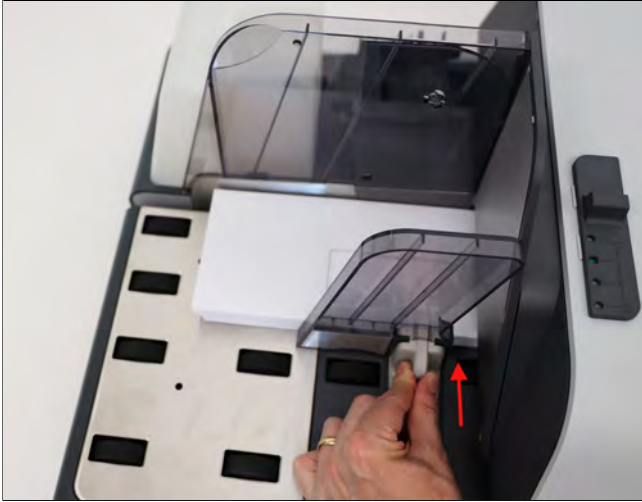
3. Set Tension setting on the top of the cover set to the square (default setting).



4. Load the feeder with mail to be run.



5. Adjust the high stack guide.



6. Set the Mixed Mail Feeder setting by turning the knob to **Post Card** Icon.





Make sure that the knob is fully engaged in the notch.

7. Press the  button.
-

Puffy Mail or Thick Mail Processing

"Puffy" mail refers to thick mail processed (for example, using padded envelopes). The padded envelope provides extra protection for the contents.

Process puffy mail like any other mail (except for the feeder setting). You will also have to apply your mailing | rate selections. Once all your selections have been made, you are ready to load the puffy mail and then process it.



Before loading and running the mail, the following settings may need to be changed:

- Stamp Date
- Mail Class
- USPS Extra Services
- Reset Item Counter
- Sealing Mode
- Moistening Level
- Weighing Mode

1. Set the Thickness Lever to thick mail.
 - Lift the cover using the latch located underneath at the center.
 - Slide the blue thickness lever to the right.





- 2. Load the feeder with mail to be run.



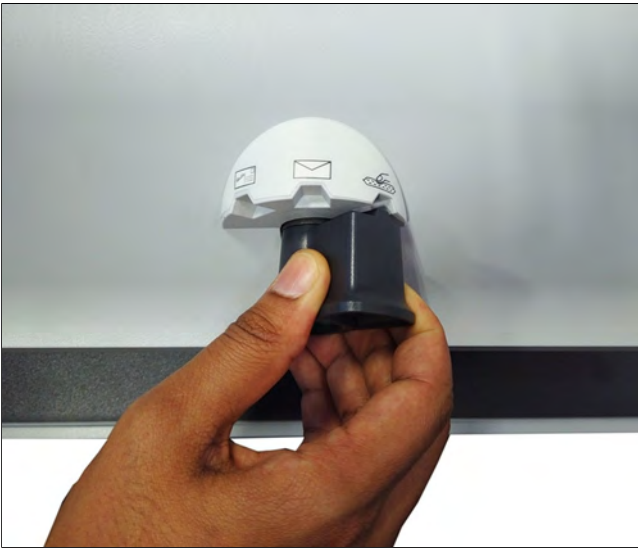
If the item is thicker than the space allowed under the feeder, you should process the item by placing it on a scale and/or enter the weight manually. Next, print and place a tape on the item.



3. Adjust the envelope side guide.



- Set the Mixed Mail Feeder setting to Puffy Mail by turning the knob to **Puffy Mail** icon.

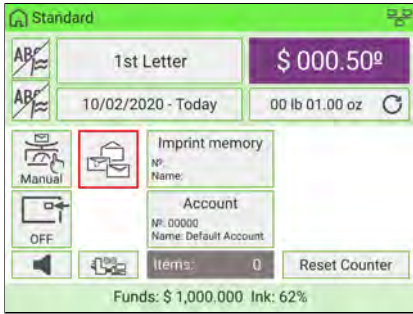


Make sure that the knob is fully engaged in the notch.

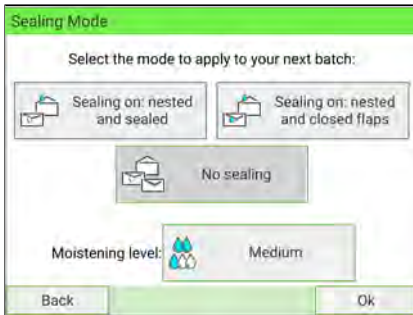
- Press the  button.
-

How to Select the Sealing Mode

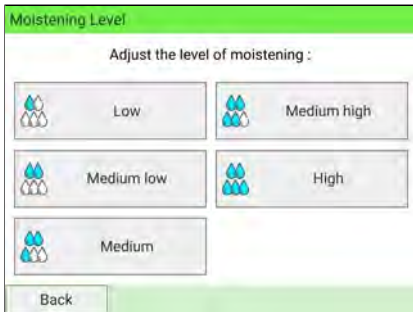
1. Press the **Sealing Mode Button** to select the mode.



The Sealing Mode screen is displayed.



2. Select a sealing mode.
3. You can also change Moistening level.



4. After selecting, press the **[OK]** button to return to the home screen.

See also

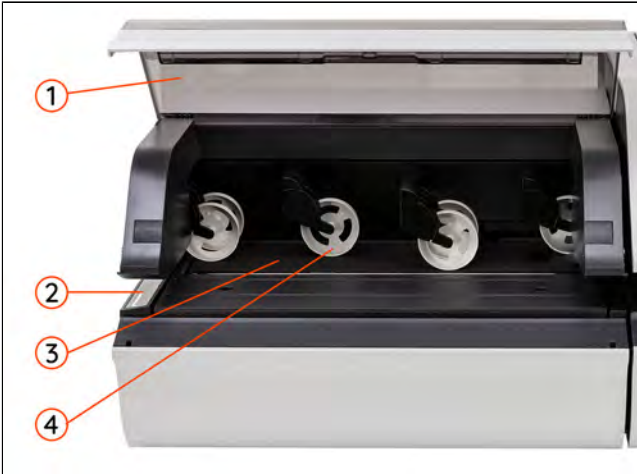
- As Supervisor, you can set the default sealing mode and moisture level: see [Sealer Default Settings](#) on page 306.

Dynamic Weighing Module (optional)

The Dynamic Weighing Module is an in-line weighing scale between the Feeder and the Print Base. It receives envelopes from the Feeder, and measures four dimensions (length, width, thickness and weight) to determine the postage value.

3

Meet Your Mailing System



- | | | |
|---|-------------------------|---|
| ① | Cover | Provides access to stalled mailpieces. Lift to open. |
| ② | Over-size Sensor | Detects "flat" pieces dimensions. |
| ③ | Belt | Transports mail. |
| ④ | Pressure Rollers | Apply gentle pressure to mailpieces to ensure reliable transport. |
-

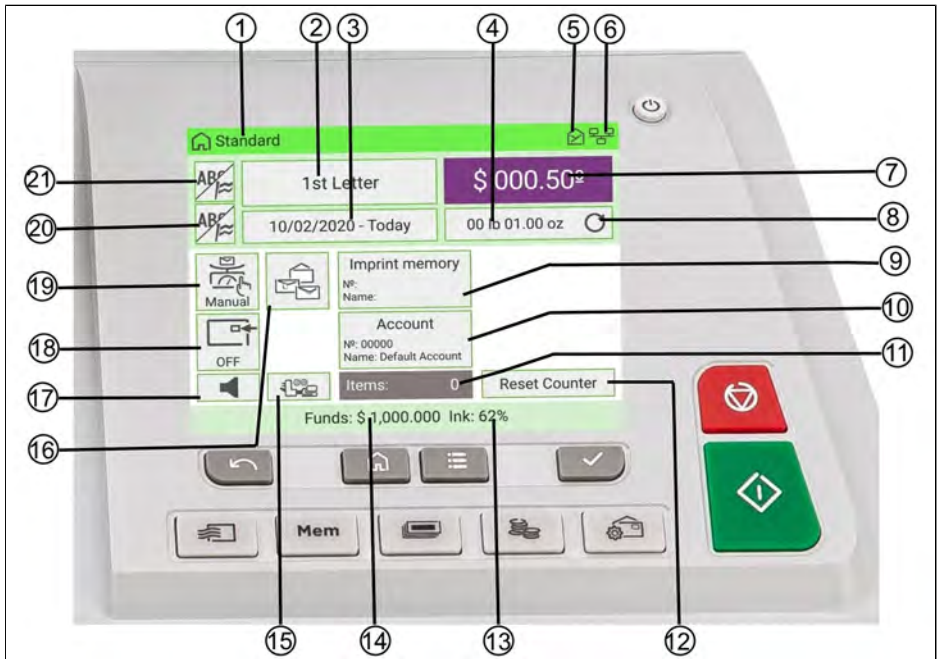
Base & Control Panel

You can operate the mailing system and configure the system settings using the control panel. It has a touch screen so most zones are responsive. Tap an active area to open the corresponding screen. Control panel also have navigation keys, shortcut keys and start/stop keys.



A virtual keyboard is displayed on screen when users need to enter text and numbers for a given function.

Display Areas



- 1 **Type of Stamp** Indicates the current type of stamp that is set to print.
- 2 **Rate and Services** Indicates the Rate and the Special Postage Services selected.
- 3 **Date** Displays the Date that will be printed.

④	Weight	Current weight used to calculate the Postage Amount.
⑤	Mailbox	Notifies unread mails.
⑥	Type of Connection	Displays type of connection. Can be a LAN or Wireless connection.
⑦	Postage Value	Indicates the amount of postage that is to be printed on the envelope.
⑧	Refresh weight	Weight of the mailpieces is refreshed or set to zero.
⑨	Imprint Memory	Displays selected Imprint Memory when applicable.
⑩	Account	Displays account currently selected.
⑪	Item Counter	Counts the envelopes or labels printed since the last counter reset.
⑫	Reset Item Counter	Resets the Item Counter to zero. This is the starting point for generating Batch Data Reports.
⑬	Ink	Displays the current ink level.
⑭	Remaining Funds	Displays funds available for postage.
⑮	Type of Inserter Connection	Displays type of inserter connection.
⑯	Sealing Status	Switches the Sealer ON/OFF and indicates whether or not the Sealing function is activated.
⑰	Quiet Mode	Switches the Quiet Mode ON/OFF and indicates whether or not the Quiet Mode is activated.
⑱	Print Position	Indicates the distance the position of the Stamp has been moved to compensate for the thickness of an envelope. Adjusting the Print Position is used to print postage on thick envelopes.
⑲	Weighing Mode	Current weighing method selected.
⑳	Imprint Right	Allows selection of a Text or a Slogan. Indicates that a Text/Slogan will be printed at the right-hand side of the optional imprint area, closest to the indicia.

21

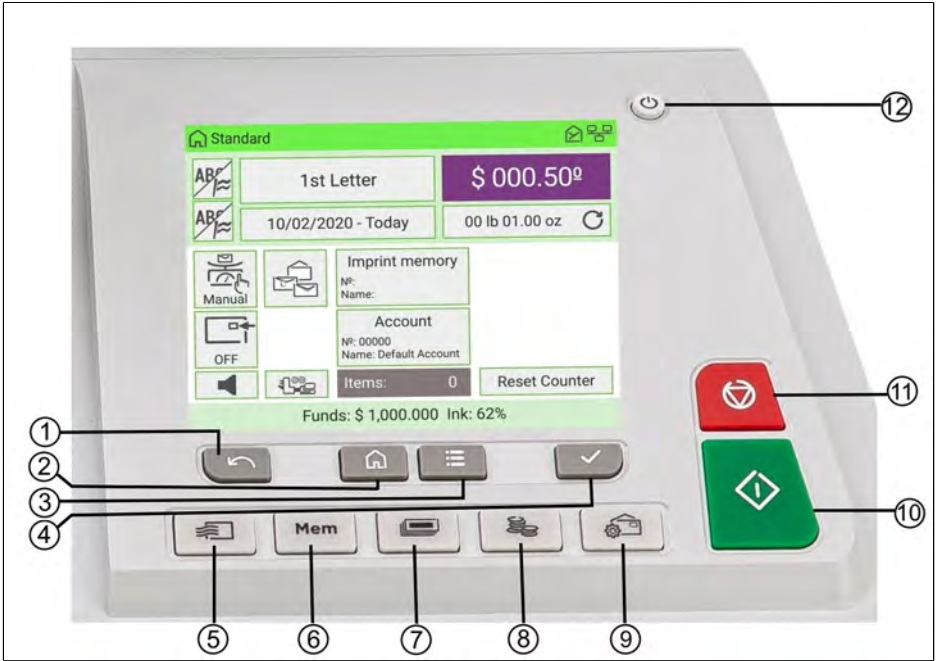
Imprint Left

Allows selection of a Text or a Slogan.
Indicates that a Text/Slogan will be printed
on the far left of the imprint.

3

Meet Your Mailing System




Keys and Shortcuts








NAVIGATION KEYS

- ① **Return**  Goes back to the previous screen.
- ② **Home screen**  Returns to the home screen.
- ③ **Menu**  Accesses the menu settings.
- ④ **OK**  Validates an action or selection.

SHORTCUT KEYS

- ⑤ **Rate selection**  Displays the rate selection screen.
- ⑥ **Imprint memories**  Accesses preset stamp and account memories. These presets are managed by Supervisor.
- ⑦ **Print labels**  Switches to label printing (instead of envelopes).

⑧	Funds		Accesses funds management (including adding funds).
⑨	Stamp configuration		Accesses the type of stamp selection and stamp set up screens.
START/STOP KEYS			
⑩	Start		Starts printing process.
⑪	Stop		Stops printing and all mechanical activity (motors) in the Mailing System.
⑫	Sleep/Wake/Soft Off		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).

How to Fill the Internal Label Dispenser

The Internal Label Dispenser allows you to print postage on precut labels. You can put up to 50 labels in the Internal Label Dispenser.



When not in use, labels should ideally be left flat in the catch tray or hopper label receptacle.

To fill the Internal Label Dispenser:

1. Stack the labels and insert them in the dispenser, **face to print on the right-hand side**.



If the labels have a peel-off tab, place the tab facing upwards.

2. Push the block of labels down firmly, until you feel the click.



Use several labels, as one label may not be stiff enough to prevent it bending when you insert it.

Stackers (optional)

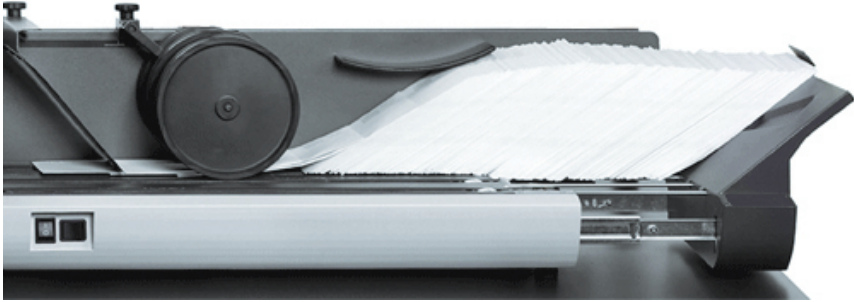
The mailing system offers trays or a motorized conveyor stacker to collect and stack processed mail.

There are three options, each offering a different level of stacking capacity:

- Motorized Conveyor Stacker
- Catch tray
- Drop tray

The greater the stacking capacity is, the more efficiently the mail is processed.

Motorized Conveyor Stacker (optional)



The Motorized Conveyor Stacker, a motorized envelope stacker with a conveyor belt, enables the highest level of mail processing efficiency. It enables the greatest envelope stacking quantity, while reducing the amount of interventions.

You can select a working mode on the stacker by using the switch button:

- **Automatic:** Optical sensor automatically starts the conveyor belt as envelopes exit the mailing system.
- **Manual advance:** Pressing the button advances envelopes on the conveyor for final unloading.
- **Stop mode:** The belt is stopped.

See also

- To modify the stacker position, see [Changing Motorized Conveyor Stacker Positions](#) on page 386.

Catch Tray (optional)

The catch tray is the most basic collector of processed mail. It physically attaches to the right-hand side of the mailing system. It offers the smallest footprint, and holds the least amount of finished mail.

3

Drop Stacker (optional)

The drop stacker is a higher capacity catch tray mounted to the end of a table and sits lower than the table top. This offers higher envelope stacking capacity, while still maintaining a small footprint. It is open on its front for unloading.

Meet Your Mailing System

Weighing Platform



The weighing platform allows you to weigh mail to determine the exact weight. It can be used if you have a mail that is too large or thick to process through the feeder.

External Label Dispenser (optional)



The External Label Dispenser (or ELD) is a remote device connected to the mailing system that prints indicia (stamps) on thermal, self-adhesive paper. It provides an ergonomic work environment, as the user can place it in the most convenient working position.

See also

- To use your ELD, see [Printing Using the External Label Dispenser](#) on page 115.
- To configure your ELD, see [Configuring the ELD](#) on page 349.

Report Printer (optional)

3



Meet Your Mailing System

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



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

Barcode Scanner (optional)



The barcode scanner is used:

- to identify accounts through barcodes
- to scan tracking numbers on mail and send them to the postal server

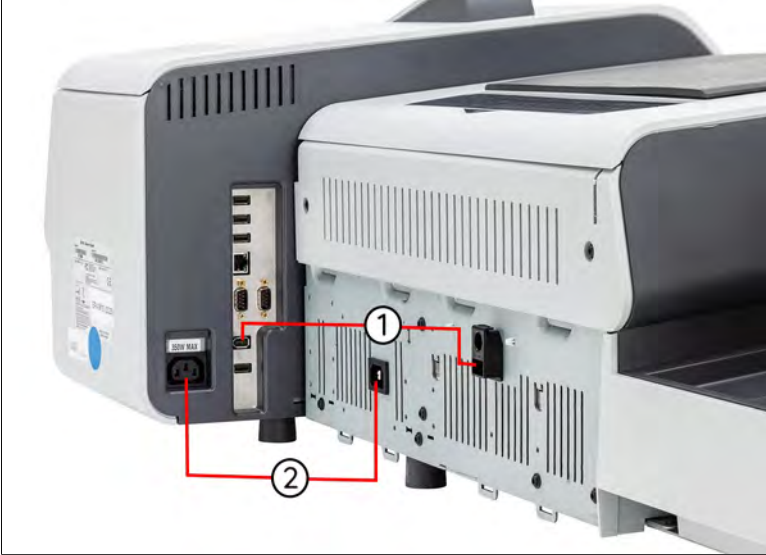
How to Use the Barcode Scanner

To use the Barcode Scanner:

1. Place the barcode scanner above the barcode you want to scan.
 2. Press the button on the barcode scanner to scan the barcode.
A beep indicates that the scan is complete.
-

3

Base + Feeder



①

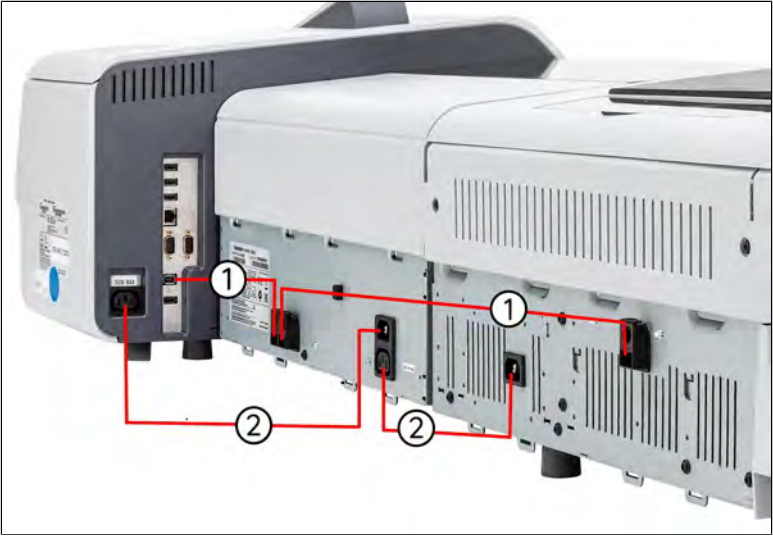
CAN - Controller Area Network used to connect devices.

②

Power

Base + Feeder + Dynamic Weighing Module

3 Meet Your Mailing System



- ①
- ②

CAN - Controller Area Network used to connect devices.
Power

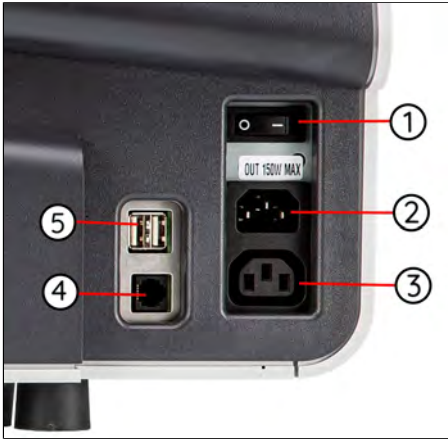
Base + Stacker



① Power

Base connectors

On the right-hand side of the mailing system base, you will find the following connectivity ports.



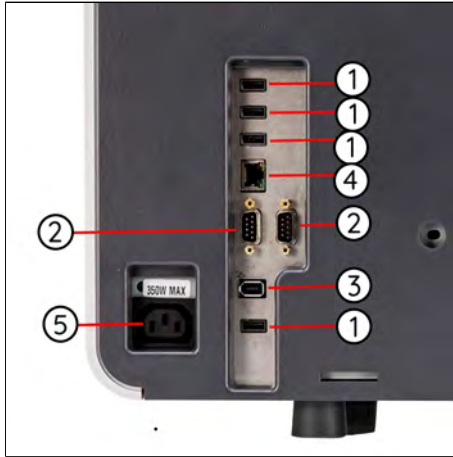
①	ON/OFF Switch	The ON/OFF switch is located at the rear of the right-hand side of the Mailing System base.
②	Power Connector	To wall socket
③	Power Connector	To Conveyor Stacker
④	RJ45	For LAN access
⑤	USB Ports	To any USB device*

* USB devices: Keyboard, External Label Dispenser, Printer, Barcode Scanner...



All USB devices must be plugged in with the system powered OFF.

On the left-hand side of the mailing system base, you will find the following connectivity ports.



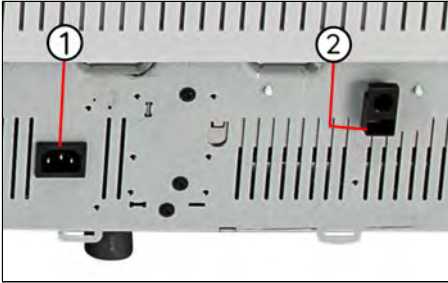
①	USB Ports	To any USB devices*
②	RS232 (COM1/2)	To Inserter
③	CAN	To Feeder or Dynamic Weighing Module
④	LAN Port	To Online Services
⑤	Power Connector	To Feeder or Dynamic Weighing Module

USB devices: Keyboard, External Label Dispenser, Printer, Barcode Scanner...



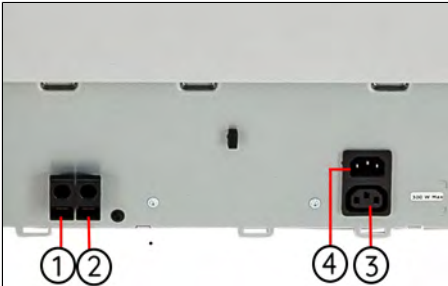
All USB devices must be plugged in with the system powered OFF.

Feeder connectors



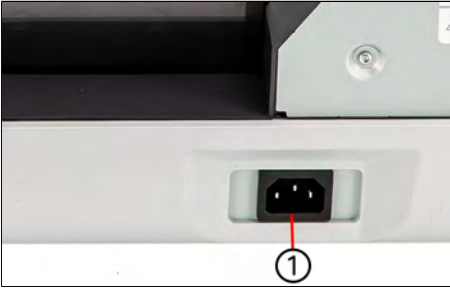
①	Power Connector	To Base or Dynamic Weighing Module
②	CAN	To Base or Dynamic Weighing Module

Dynamic Weighing Module connectors



①	CAN	To Base
②	CAN	To Feeder
③	Power Connector	To Base
④	Power Connector	To Feeder

Conveyor Stacker connectors



① Power Connector To Base

3.4 Power Management

Energy Star® Compliance

3

Meet Your Mailing System



Office equipment is generally powered on 24 hours a day, so power management features are important for saving energy.

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

Setting equipment to run for extended periods of time in low power mode not only saves energy but helps your equipment run cooler and last longer.

How to Turn the System ON/OFF



①

On/off switch

The on/off switch is located at the rear of the right-hand side of the mailing system base.

On/off



Turns the mailing system on or off.




Always use the on/off switch to switch off the system. Never unplug the power cord without switching off the system first.

1. Press either side of the switch to turn the mailing system on or off.
 - The dash (or I) indicates the on side.
 - The circle (or O) indicates the off side.



After switching the system off, there may be a delay of up to 20 seconds to park the print head and free the remaining voltage.

How to Turn the Mailing System to Sleep/Soft Off Mode

1. Press  (at the top right corner of the control panel).
 - A **short press** on the **sleep/on/soft off** mode button sets the machine to 'sleep' mode.
 - A **long press** on the **sleep/on/soft off** mode button sets the machine to 'soft off'.

The light located next to the key indicates:

- **Green:** The mailing system is in awake mode and ready for use.
- **Amber (continuous):** The mailing system is in sleep mode (low power mode).
- **Amber (blinking):** The mailing system is in soft off mode (very low power mode).



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



When the mailing system is in sleep or soft off mode, it is able to automatically wake up to perform automatic calling if the scheduled date and time are reached.

However, it cannot do this if the system is fully off. IMI requires regular connection to the postal server so sleep or soft off mode are recommended when possible.

3.5 Network Connections

In order to download postage funds, update the latest postal rates or software, the mailing system will need to communicate with a server.

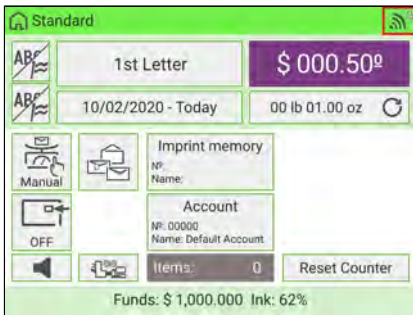
This is accomplished using:

- Wireless LAN
- LAN

3

Connecting Wireless Network

Meet Your Mailing System



Wireless LAN signal displayed on machine screen as picture above.

- A warning message will be displayed to inform you that the machine's privacy might be at risk, if the wireless network connection of the FM is not secure.
- Avoid placing the FM too far away from the wireless transmitter. If the wireless signal is lost, the FM cannot switch automatically to a LAN connection.
- Recommendation: use Wireless LAN with fast and stable speed so as not to disrupt postal calls.

Plugging LAN jack in correct socket



Network/LAN cable pictured above.

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

4 Processing Mail

This section describes how you can process mail: select a stamp type, select a rate and weighing method, activate sealing, etc.

4.1	Quick Guide to Preparing Your Mail	61
	How to Sort Mail by type	61
	How to Log in and Start a Work Session	62
4.2	Processing Mail	67
	How to Select a Rate	229
	How to Use Imprint Test	112
	How to Print Using the External Label Dispenser	115
	How to Set Postage for [Standard] Mail	116
	How to Add Insurance	121
	Dimensional Weighing (DIM)	123
	How to Print Meter Tapes	125
	How to Process Certified Mail	127
	How to Process E-Certified Mail	128
	How to Process a Large Flat Envelope	131
	How to Process International Mail	132
	How to Process a Postcard	134
	Changing A "Stamp Type"	69
	How to Change the Date on the Stamp	71
	How to Add (or Remove) a Text Message	405
	How to Add (or Remove) a Slogan	414
	How to Apply (or Remove) a Print Position	77
	How to Change Account	223
	How to Change Account using a Barcode Scanner	224
	How to Create an Imprint Memory	297
	How to Edit/Modify an Imprint Memory	300
	How to Use an Imprint Memory	111
	How to Use Standard Weighing	81
	Processing Mail in Standard Weighing Mode	82
	How to Enter the Weight Manually	84
	Processing Mail in Manual Weighing Mode	86
	How to Use Differential Weighing	89
	How to Use Differential Weighing Automatic Tape	92
	Processing Mail in Differential Weighing Mode	94

	How to Use Dynamic Weighing	96
	How to Use Dynamic Weighing Batch Mode	99
	Processing Mail in Dynamic Weighing Modes	101
4.3	Recommended Steps for Processing Mail	137
4.4	How to Process Incoming 'Received' Mail	139
4.5	How to Process Mail for Sealing or Counting without Printing	141
4.6	Permit Mail	143
	How to Select a Permit	143
	How to Set Postage for [Permit] Mail	144
	Steps to generate Operational Permit Report	146
4.7	Mail Corrections	147
	Re-Dating Mail	147
	Correcting the Postage Amount	149
4.8	Advanced Operations	152
	How to Reset the Item Counter	152
	How to Count Mailpieces Using Weighing Platform	154

Preparing Mail and Mailing System for Operation

Mail preparation involves:

- Sorting mail by type, to make processing faster ([Sorting Mail](#) on page 61)
- Logging into the system, to begin setting up your task ([Turning on the System and Starting a Work Session](#) on page 62)
- Selecting the Type of stamp that matches each mail batch ([Type of Process and Type of Stamp](#) on page 67)

Sorting Mail

To save time, sort your mail into groups with similar characteristics.

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

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

How to Sort Mail by type

Sort mail stacks by the type of application:

1. Create stacks according to the application.
The different processes are:
 - Outgoing mail
 - Standard postage
 - Date to correct
 - Amount to correct
 - Permit mail postage
 - Incoming mail for "Received" stamping.
 - Mail to count or to seal only.
2. Batch by account if you track accounts/departments.
3. Separate the batch by mail class and extra services.
4. Sort by sealing mode to be used.

- Sort stack by size (for stacking on Feeder).



You can process mixed size and weight mail when using the Dynamic Weighing Module feature. In this case, it is best to stack the largest or heaviest mail at the bottom.

4

Processing Mail

Turning on the System and Starting a Work Session


When the mailing system is powered on, a work session will begin based on the system settings that have been configured.

Depending on how the System Settings have been configured:

- Access to the mailing system may be open to all Users.
- A security **PIN code** may be required to open the mailing system, set up a work session and process mail.
- An **Account** may be required to open the mailing system, set up a work session and process mail.

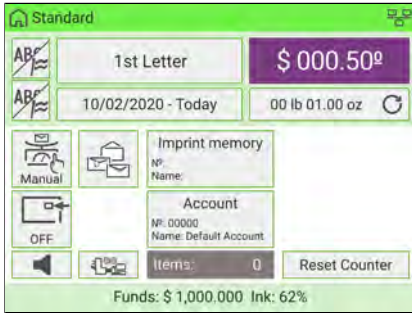
How to Log in and Start a Work Session

To log in as a user:

1. Press  to wake-up the system.

The system may display one of the following screens:

Home screen [**Standard**] - mailing system is open to all users - begin setup/process mail.

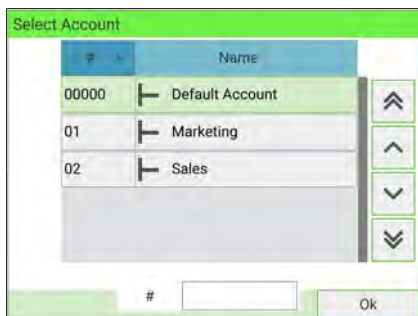


Login screen - enter a Security PIN code to access main mailing system screen.



Account selection - select an account to access main mailing system screen:

- Use up and down arrows (use double arrows to scroll list) to select your account.
- You can also use a barcode scanner (optional) to select your account.



Selecting an Account

Three ways to accurately select an account:

1. Type the account number
2. Use the Up and Down arrows
3. Use the Barcode Scanner

How to Change Account Information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 102.
- To choose security level for accounts and access control as Supervisor, see [Accounts and Access Control](#) on page 171.
- To switch your system to sleep mode, see [How to Turn the Mailing System to Sleep/Soft Off Mode](#) on page 55.

Setting Postage and Date of Mailing

A first step is mandatory:

- Select the correct Type of Stamp corresponding to the current batch of mail to be processed ([Changing A 'Stamp Type'](#) on page 69).

You can then make additional selections depending on required tasks:

- Select a weighing mode (if necessary).
- Advance the Date Setting if mail will not be deposited at the Post Office on the day of printing. USPS requires the current date of mailing to be printed in the indicia.



You can customize the default values and modes.

To set the default values as Supervisor, see [Configuring the System](#) on page 289.

Final Mailing Preparations

Before beginning processing, these last steps may be necessary for each stack of mail:

- Choose the Sealing Mode to seal envelopes or to run sealed envelopes.
- Change accounts if you track accounts or departments.
- Clear the batch counter if you need to generate a report for the mail you are about to process.

Enhancing the Printed Stamp

You can enhance the appearance and impact of your envelope with messages and graphics:

- Add a custom Text message to the stamp



- Add a graphical Slogan to the stamp



- You can offset the print position away from the right edge of the envelope to prevent misprints on thick or bulky items (especially when the edges are rounded or very uneven).
1 - Imprint printing position



4

Processing Mail

Selecting a Stamp Type

Type of Process and Type of Stamp

The mailing system offers a variety of stamping options. Refer to the table below for a definition of common mail processes that your office may support along with an associated stamp type.

Type of process	Type of stamp	Available Stamp options
Apply Standard postage to outgoing mail	[Standard] (Printing Standard Mail on page 116)	<ul style="list-style-type: none"> • Rate • Weighing • Amount • Date (optional) • Text (optional) • Ad slogan (optional) • Print position (optional) • Sealing (optional)
Sending Prepaid mail:	[Permit Mail] (Printing [Permit] Mail on page 144)	<ul style="list-style-type: none"> • Permit • Weight • Text (optional) • Ad slogan (optional) • Print position (optional) • Sealing (optional)
Re-dating a mailpiece:	[Date Correction] (Printing [Redate] Mode on page 147)	<ul style="list-style-type: none"> • No weight, zero postage amount • Date • Print position (optional)
Correct the amount on a mailpiece	[Amount correction] (Printing [Amount Correction] Mode on page 149)	<ul style="list-style-type: none"> • Amount • Date (optional) • Sealing (optional) • Print position (optional)


Print 'Received' or the date on incoming mail:	[Received] (Printing Incoming Mail with [Received] Mode on page 139)	<ul style="list-style-type: none"> • Date received (ON or OFF) • Slogan 'Received' (ON or OFF) • Text (optional) • Ad slogan (optional) • Print Counter (optional) • Print position (optional)
Seal Only	[No printing] (No printing on page 141)	Sealing (optional)
Count mail by feeding	[No printing] (No Printing on page 141)	Sealing (off)

Home Screen and Configuration Menu

Each type of stamp is associated with:

- A specific **home screen** that displays current stamp configuration (weight, postage...).
- A specific **imprint configuration menu** that allows you to set stamp parameters.



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



Your system has five shortcut keys for direct access to save time. You can eliminate key strokes for rate selection, imprint memories, label printing, add or check funds and to customize the stamp.



If you have the optional S.M.A.R.T. solution you will have more features. Please refer to the S.M.A.R.T. user guide for details.

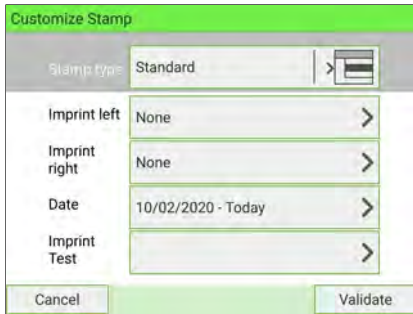
Changing A "Stamp Type"

Once you have logged in as a user, you are at the home screen:

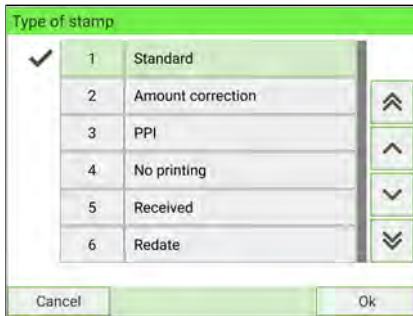
1. Either:




The Customize Stamp screen is displayed.



2. Select Stamp Type using the up and down arrows located on the right-hand side of the screen.



3. The Customize Stamp screen is updated and displays the menu items that allow you to modify the stamp options.
4. Press  on the control panel to return to the home screen.

Adding a Slogan or Text to A MailPiece

You have the option to add additional messaging to each mailpiece. Whether an image or text, adding additional communications to a mailpiece can help increase open rates.

You can add a text and a slogan to a mailpiece, as illustrated below.

- Imprint with a slogan and a text



- Imprint with 2 slogans



- Imprint with 2 texts



See also:

- [Managing Custom Text Messages](#) on page 404.
- [Managing Slogans](#) on page 413.

How to Change the Date on the Stamp


The postal service has three different requirements for printing the date on mailpieces:

- For the following mail, you must print the date of deposit for not only All First-Class Mail, Priority Mail, and Express Mail, but also all mailpieces with Insured Mail, COD or Special Handling service.
- You can print a date with the month and year only (no day) for Standard Mail and Package Services pieces.
- No print date is required for Metered reply mail as a method of prepaid postage, and print date is optional for Standard Mail and Package Services pieces.



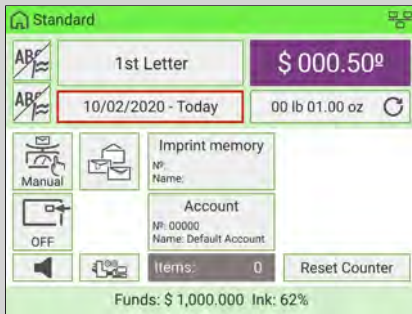
The Mailing System can automatically change the date at fixed hours every day or skip non-working days. See [How to Set the Automatic Date Advance Feature](#) on page 332.

To change the date that will be printed:


1. There are three ways to select the Date:
 - On the home screen, press the **Date** zone.
 - On the control panel, select  and then **Date**.
 - From the main menu, select **Customize stamp** and then **Date**.

Either:

Press the **Date** button on the home screen



or press 

or press  and select the path: **Customize Stamp** and then select **Date**.

The Date Selection screen is displayed.

99	No date	
98	No day	⏶
✓ 0	Today's date	⏵
1	Today + 1 day	⏷
2	Today + 2 days	⏸
3	Today + 3 days	⏹

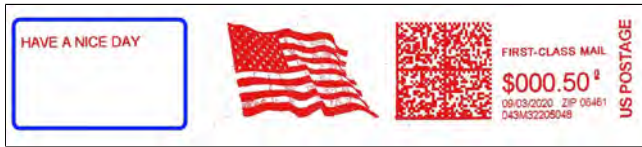
Cancel Ok

2. Use the up and down arrows to select your desired option. Once selected, click [OK].
 - To cancel or omit the date, select **No date**.
 - To cancel or omit the day in the date, select **No day**.
 - To select another day, choose an option from the list.




A date can be advanced up to 30 days from the day you are processing an item. However, the postal regulations do not permit back-dating.

How to Add (or Remove) a Text Message



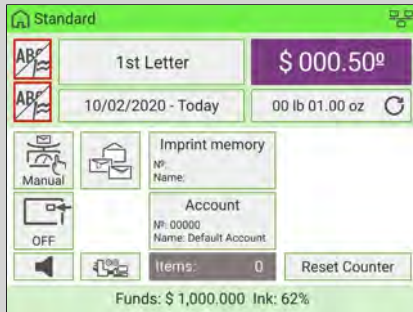
To add or remove a text:

1. There are three ways:
 - On the home screen, press the **Imprint left** or **Imprint right** zone.
 - On the control panel, select  then press **Imprint left** or **Imprint right**.
 - From the main menu, select **Customize stamp** then **Imprint left** or **Imprint right**.


Either:

Tap the **Imprint left** or **Imprint right** zone on the home screen.

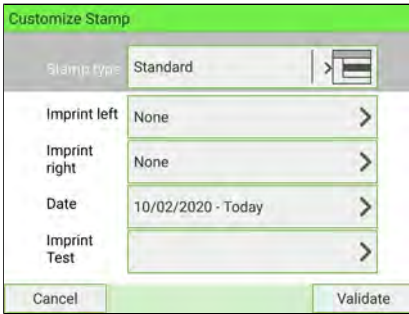
You can see the Imprint left and Imprint right zone in [Base and Control Panel](#) on page 35.



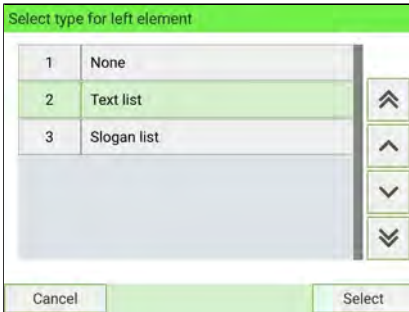
or press 

or press  and select the path: **Customize Stamp**

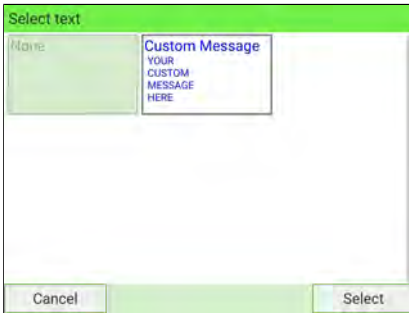
2. Select **Imprint left** or **Imprint right** on the Customize Stamp screen.



3. Select **Text list**.



The Select text screen is displayed.




4. Select the desired text in the list or select None for printing no text.
On the Select type for left element screen, press **[Cancel]**. The Customize Stamp screen is displayed with updated parameters (home screen: press ✓).

How to Add (or Remove) a Slogan



To add or remove a slogan:

1. There are three ways:

- On the home screen, press the **Imprint left** or **Imprint right** zone.
- On the control panel, select  then press **Imprint left** or **Imprint right**.
- From the main menu, press **Customize stamp** then press **Imprint left** or **Imprint right**.


Either:

Tap the **Imprint left** or **Imprint right** zone on the home screen

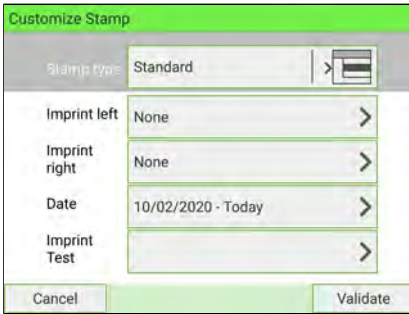
You can see the Imprint left and Imprint right zone in [Base and Control Panel](#) on page 35.



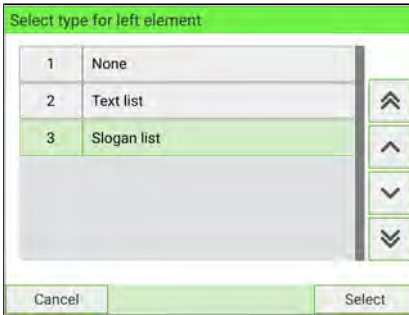
or press 

or press  and select the path: **Customize Stamp**

2. Select **Imprint left** or **Imprint right** on the Customize Stamp screen.



3. Select **Slogan list**.



The Select Ad Slogan screen is displayed.



4. Select the slogan in the list or select None for printing no slogan.
On the Select type for left element screen, press **[Cancel]**. The Customize Stamp screen is displayed with updated parameters (home screen: press).

How to Apply (or Remove) a Print Position

You can offset the print position away from the right-hand edge of the envelope to prevent misprints on thick or bulky items (especially when the edges are rounded or very uneven).

1 - Imprint printing position

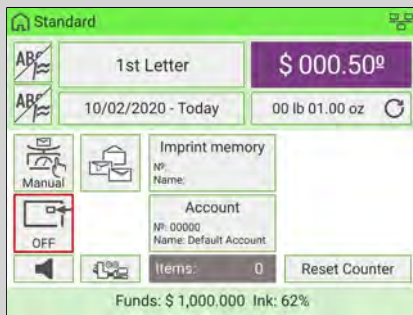



To select the print position of the stamp:

1. There are two ways:
 - On the home screen, press the **Print position** zone.
 - From the main menu, select **Job Settings** and then **Print Position**.

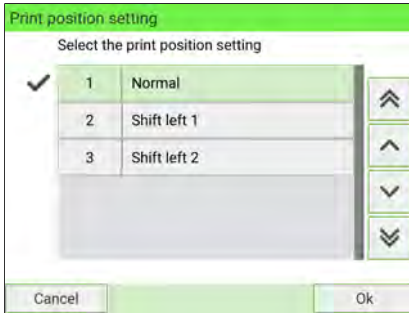
Either:

Press the **Print position** button on the screen



or press  and select the path: > Job Settings > Print Position

The Print position setting screen is displayed.




2. **Select the following Print Positions:**

- Normal
- Shift left 1 (5mm/0.19" to the left)
- Shift left 2 (10mm/0.39" to the left)

How to Select a Rate

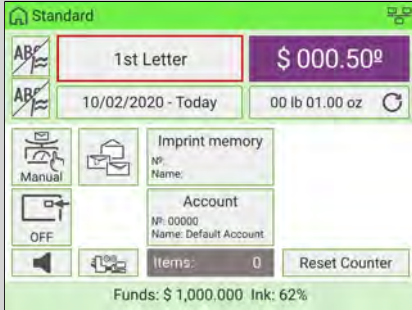
Selecting a postage rate allows the Mailing System to calculate the amount when the mailpiece weight is available.

To select a rate:


1. There are three ways to access Rate Selection.
 - On the home screen, press the **Rate** zone.
 - On the control panel, press .
 - From the main menu, select **Rate Selection**.

Either:

Press the **Rate** area on the home screen



or press 

or press  and select the path: **Rate Selection**

The Rate Selection screen is displayed.



4

Processing Mail

- From the Rate Selection screen:
 - Select a rate using the touch screen or by typing in the associated rate number
 - Select Rate History
 - Use the Rate Wizard to view all available rates and extra services
- Press [OK] to validate your selection.

Selecting a Weighing Mode

Several weighing modes are available and will vary based upon the accessories and options you have selected for your Mailing System.

Processing Mail Using the External Weighing Platform

The external Weighing Platform is used for large, heavy or bulky mail that cannot be run through the Mailing System with a Dynamic Weighing Module. On the other hand, if you do not have the optional Dynamic Weighing Module, you will need to use the platform to weigh and rate all your mail. You can weigh and rate mail to print directly on the mailpiece, or print a label that will be applied to the mailpiece.

Once you have performed the recommended procedures ([Recommended Mail Processing Steps](#) on page 67 and [Recommended Steps for Processing Mail](#) on page 137), you are ready to process mail.

Follow the procedure below to use the Weighing Platform in standard mode.

How to Use Standard Weighing

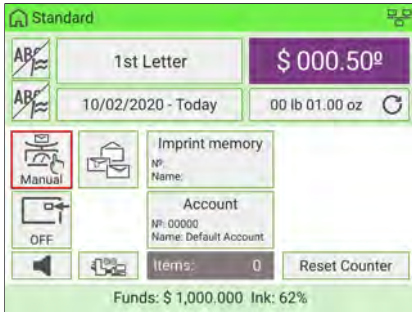


Standard Weighing

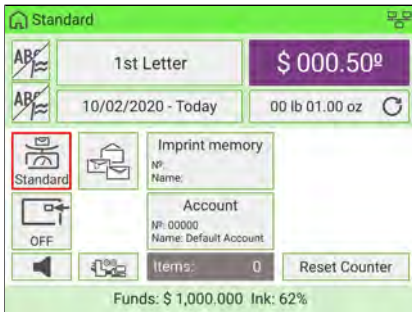
In this mode, each mailpiece is manually placed on the Weighing Platform, and then put into the mail path.

To use Standard Weighing:

1. From the Manual Weighing Home Screen:

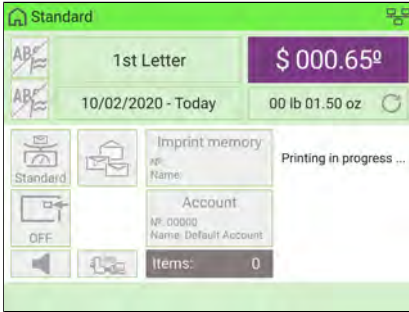


Place an item on the scale. The mailing system switches to Standard Weighing.



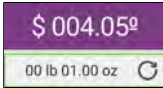
- The default mail class is displayed. You remove the mailpiece from the scale and run the mailpiece through the mailing system.

The display shows "Printing in progress".



Processing Mail in Standard Weighing Mode


- Place the mailpiece on the external Weighing Platform (WP).




The weight of the mailpiece is updated in the Weight area of the screen and the postage amount displayed.

You can print directly on the mailpiece or on a label if the mailpiece is too thick or too large to process through the machine (see [Mail Specifications](#) on page 477).

To print on one or several identical envelopes

- Press . The system motors start running.



At any time, to stop the motors and printing, press . The machine will process mailpiece(s) already in system and then stop.


- Remove the envelope from the WP.

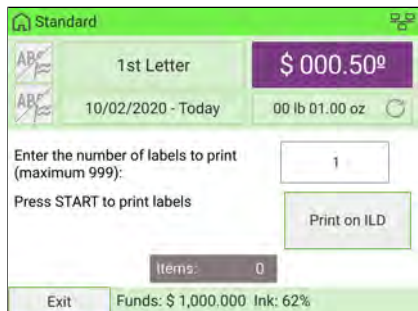
- Place the envelope (or identical set) on the hopper. Mail should be placed against the rear wall and covering the optical (clear) sensor.




The Mailing System applies postage and the envelopes are sent to the mail tray or stacker.

To print on one or several identical labels

- Press  on the control panel. A label selection screen is displayed.



- Use the keypad to enter the number of labels to print.
- If required, change the label dispenser to be used (if external label dispenser is connected) by pressing **Print on ...**
- Press  to start printing.

Processing Mail in Manual Weighing Mode



Manual weight entry (Manual), where you enter a known weight to calculate the postage value. This should be used if the weight exceeds the limit of your Weighing Platform but another scale has been used to determine the weight.

4

Processing Mail

How to Enter the Weight Manually

You can print a label and affix to the mailpiece:



- If your mailpiece cannot follow the paper path (too thick...).
- When a mailpiece exceeds the weighing capacity of your weighing platform and cannot follow the paper path.

To enter the weight manually from the home screen:

1. Select the postal rate.

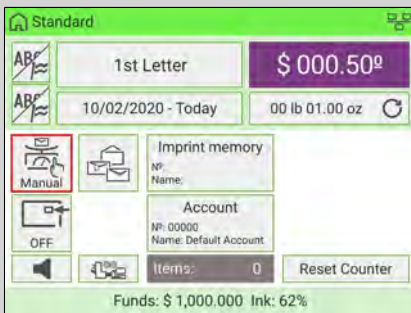


To select a rate, see [How to Select a Rate](#) on page 229.

2. There are two ways to go to Manual Weight Entry screen:
 - On the home screen, press the **Weighing Modes** zone.
 - From the main menu, select **Job Settings** then **Weighing Modes**.

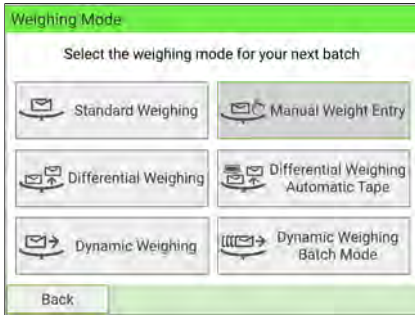
Either:

Tap the **Weighing Modes** zone on the screen



or press and select the path: > Job Settings > Weighing Modes

The Weighing Mode screen is displayed.



3. Select **Manual Weight Entry**.




The Manual Weight Entry screen is displayed.

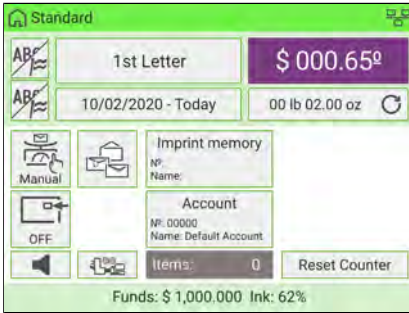


4. Enter the weight (first **lb** then **oz**) and press **[OK]** to validate.




If the weight exceeds a threshold, the rate will be chained to another rate. For details, see [Rate Chaining](#) on page 233.

5. Press  on the control panel to return to the home screen.



4

Processing Mail

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

Processing Mail in Manual Weighing Mode

1. Select Manual weight entry and then enter the weight and press **[OK]** to validate.

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

A) To print on envelopes


1. Press . System motors start running.

2. To print the stamp on the envelope, insert it into the mail path against the rear-guide wall, with the side to be printed facing upwards, and covering the optical sensor.




The Mailing System prints postage and the mailpieces are sent to the mail tray or stacker.

B) To print on one or several identical labels

1. Press  on the control panel. A label selection screen is displayed.



2. Type the number of labels to print.
3. If necessary, to change the label dispenser you want to use (if a second label dispenser is installed), press **Print on ...**

4. Press  to start printing.

Processing Mail in Differential Weighing Modes

4

Processing Mail

Differential weighing offers faster, more efficient mail processing when using an external Weighing Platform (WP). In this mode, you can place a stack or container of mail on the Weighing Platform. The weight is then calculated as each mailpiece is removed from the Weighing Platform (by calculating the differential from the amount on the Weighing Platform less the weight removed).

Two differential weighing modes are available:

- **Differential Weighing:** when a mailpiece is removed from the WP, the weight is determined, the rate is automatically set and the envelope hopper's motors start to run. If a tape is required in this mode, simply press the **Label** button.
- **Differential Weighing Automatic Tape:** when a mailpiece is removed from the WP, the weight is determined, the rate is automatically set and a label is immediately printed.



To quit the Differential Weighing Mode and revert to the Standard Weighing mode, press **Exit** on the home screen.

When you remove the last object from the WP, the Mailing System asks for a confirmation before printing. This allows you to use a mail basket without having to first tare the WP.



Follow the steps below for each of the two differential weighing modes.

How to Use Differential Weighing



Differential Weighing (optional)

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



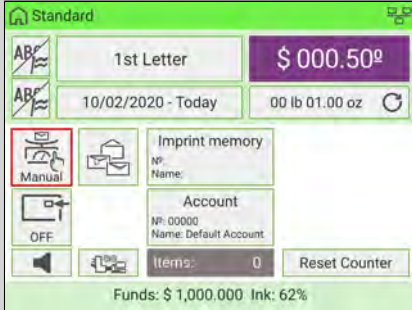
The mailpieces will be processed according to the displayed mail class.


To use Differential Weighing:

1. There are two ways to use Differential Weighing:
 - On the home screen, press the **Weighing Modes** zone.
 - From the main menu, press **Job Settings** then **Weighing Modes**.

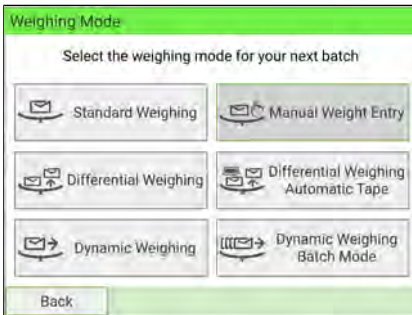
Either:

Tap the **Weighing mode** zone on the screen



or press  and select the path: **> Job Settings > Weighing Modes**

The Weighing Mode screen is displayed.



2. Select Differential Weighing mode.



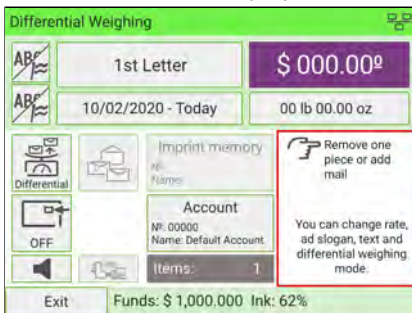
The Weighing mode is changed to Differential Weighing.



3. Place mailpieces or stack of mailpieces on the Weighing Platform.



4. Remove a piece of mail. As each piece is removed, the weight and selected rate and service will be displayed.



5. Press  button to start printing.

How to Use Differential Weighing Automatic Tape



Differential Weighing Automatic Tape (optional)

This mode is identical to Differential Weighing except that the system automatically prints the postage on labels.

4

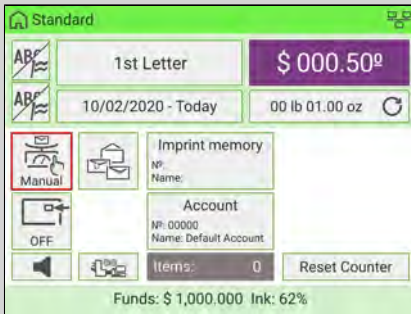
Processing Mail


To use Differential Weighing Automatic Tape:

1. There are two ways to use Differential Weighing Automatic Tape:
 - On the home screen, press the **Weighing Modes** zone.
 - From the main menu, press **Job Settings** then **Weighing Modes**.

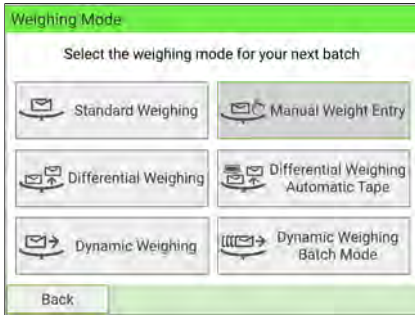
Either:

Tap the **Weighing mode** zone on the screen

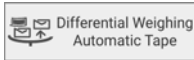


or press  and select the path: > **Job Settings** > **Weighing Modes**

The Weighing Mode screen is displayed.



2. Select Differential Weighing Automatic Tape mode.



The Weighing mode is changed to Differential Weighing Automatic Tape.



3. Place the mailpieces or stack of mailpieces on the Weighing Platform.



- Remove a piece of mail. As each piece is removed, the weight and selected rate and service will be displayed.



- Press  to print the label.

Processing Mail in Differential Weighing Mode




Differential Weighing Mode (Differential)

From the home screen:

- Select the Differential weighing mode icon, place the stack of mail (or container) on the Weighing Platform, then follow the on-screen instructions or the steps below.
- Remove the first piece of mail from the top of the stack. The Mailing System displays the weight and postage, then automatically starts the Feeder and machine motors.
- To print directly on the envelope, place the envelope on the hopper. Mail should be placed against the rear wall and covering the optical (clear) sensor.



- If the mailpiece is too thick or too large to process through the machine, press
4.  to print a label. See [Mail Specifications](#) on page 477.
 5. Repeat the previous steps for each piece of mail.
Press **Exit** to quit at any time.



Differential Weighing Auto-Tape Mode (Differential)

You can change the label dispenser (if you have the option external label dispenser installed) from the

Differential weighing auto-tape screen. Then:

1. Select the weighing mode, place the stack of mail (or container) on the Weighing Platform, then follow the on-screen instructions or the steps below.
2. Remove the first piece of mail from the top of the stack. The Mailing System displays the weight and postage and then prints the label automatically.



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

3. Repeat the previous step for each piece of mail.
Press **Exit** to quit at any time.

Processing Mail Using the Dynamic Weighing Module

The Dynamic Weighing Module uses a four-point detection system to weigh and rate mail. It measures the length, width, thickness and weight to properly determine the mailing format within the mail class and rate the mailpieces. Two modes are available when using the Dynamic Weighing Module:

- **Dynamic weighing - Weigh All:** the Dynamic Weighing Module measures and weighs each piece. Use this for mixed mail rating.
- **Weigh First Piece:** the Dynamic Weighing Module only measures and weighs the first piece for an identical batch of mail. Use this to validate the correct rate for the first piece. By using this mode, you will set the mail class for reporting and print the mail class inscription on the envelope.

How to Use Dynamic Weighing



You must have purchased the Dynamic Scales hardware option.

4

Dynamic Weighing



In this mode, you place all the items at the Feeder Entrance whatever their size (within the system limits). The system automatically assesses the weight and size of each item and applies postage as each piece goes along the mail path at high speed.



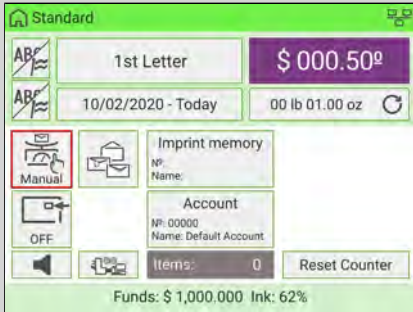
The mailpieces will be processed according to the displayed mail class.

To use Dynamic Weighing:

1. There are two ways to use Dynamic Weighing:
 - On the home screen, press the **Weighing Modes** zone.
 - From the main menu, select **Job Settings** then **Weighing Modes**.

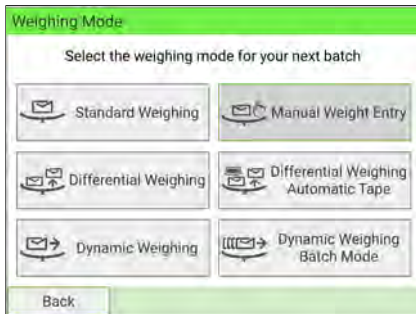
Either:

Tap the **Weighing mode** zone on the screen



or from the main menu and select the path: **> Job Settings > Weighing Modes**

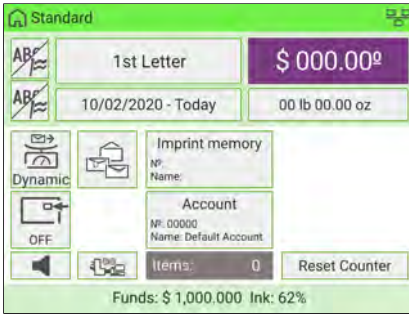
The Weighing Mode screen is displayed.



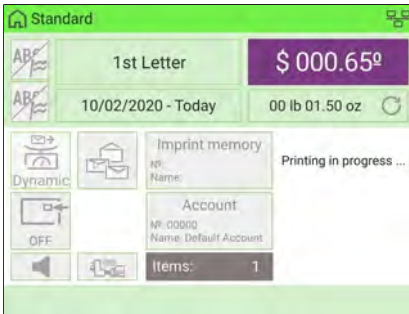
2. Select Dynamic Weighing mode.



The Weighing mode is changed to Dynamic Weighing.



3. Place all the items at the Feeder Entrance.
4. The system automatically assesses the weight and size of each item and applies postage as each piece travel along the mail path at high speed.



5. Press the  to start printing.

How to Use Dynamic Weighing Batch Mode



Dynamic Weighing Batch Mode

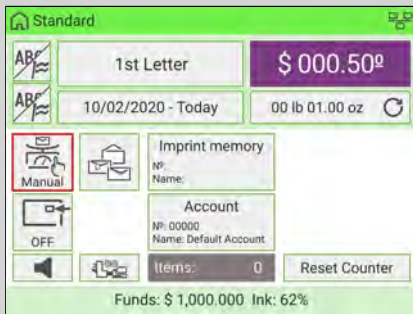
In this mode, you place a stack of identical items at the Feeder Entrance. The system assesses the weight and size of the first item and applies the same postage to all items at very high speed.


To use Dynamic Weighing Batch Mode:

1. There are two ways to use Dynamic Weighing Batch:
 - On the home screen, press the **Weighing Modes** zone.
 - From the main menu, press **Job Settings** then **Weighing Modes**.

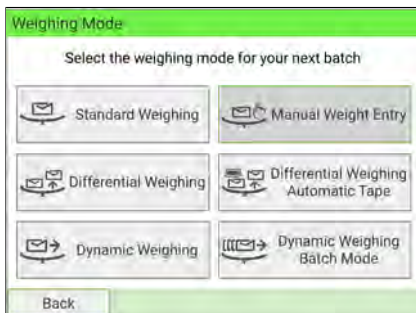
Either:

Tap the **Weighing mode** zone on the screen



or press  and select the path: > Job Settings > Weighing Modes

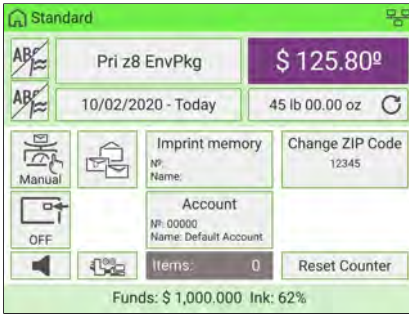
The Weighing Mode screen is displayed.



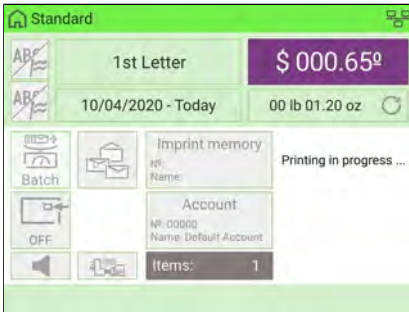
2. Select Dynamic Weighing Batch Mode.



The Weighing mode is changed to Dynamic Weighing Batch Mode.



3. Place a stack of identical items at the Feeder Entrance.
4. The system automatically assesses the weight and size of the first item and applies the same postage to all items at very high speed.



5. Press the  button start printing.

Processing Mail in Dynamic Weighing Modes


Dynamic Weighing - Weigh All Mode (Dynamic)

From the home screen:

1. Place your stack of mail in the hopper.




For details, see [Mixed Mail Feeder](#) on page 18.

2. Press  to start processing the stack.

The system will now feed (seal), weigh, rate, stamp and stack the mail.



At any time, to stop the motors and printing, press . The machine will process mailpiece(s) already in system and then stop.

Weigh First Piece Mode (Batch)

1. Place your stack of same size/weight mail in the hopper.

For details, see [Mixed Mail Feeder](#) on page 18.

2. Press  to start.

The system weighs the first mailpiece and asks you to confirm the postage amount before applying it to all the mailpieces.

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

The system will now feed (seal), stamp and stack the mail without weighing the remainder of the batch.

Changing the Current Account

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

4

Reports can be generated for each account, or groups and subgroups of accounts, depending on how Supervisor has set up their structure. For more information, see [Reports](#) on page 237.

With the mailing system, you can charge back postage costs to a specific account/department.

How to Change Account

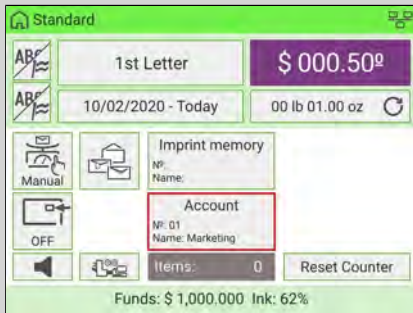
You can change the account to charge to any account created.


In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".

1. There are two ways to change account:
 - On the home screen, press the **Account** zone.
 - From the main menu, select **Change account**.

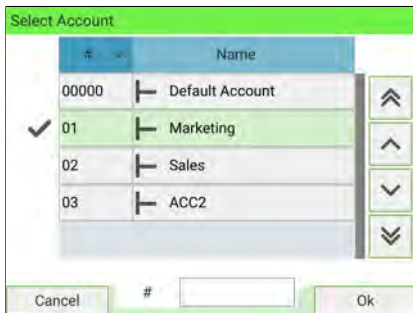
Either:

Press the **Account** area on the homepage screen



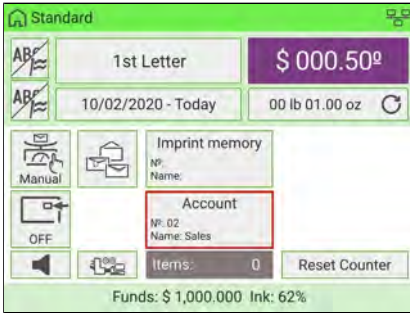
or press  and select the path: **Change account**

The list of accounts you can choose from is displayed.



2. Select the account you want to use and the selected account is automatically accepted.

The newly selected account is now activated.



How to Change Account using a Barcode Scanner



- Before using a barcode scanner with the system, it must be set up and configured by a service technician. Refer to the Troubleshooting section in the Service Manual for details.
- The barcode sheet of accounts that you create should use the Code 3 of 9 barcode font.

A barcode scanner can be used for “One Click” entry of accounts into your Mailing System. You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".

Ensure you are on the homepage.

To change accounts using a barcode scanner:

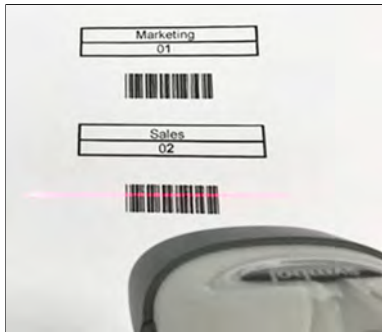
1. If not already done, connect the barcode scanner to the mailing system via a USB port.



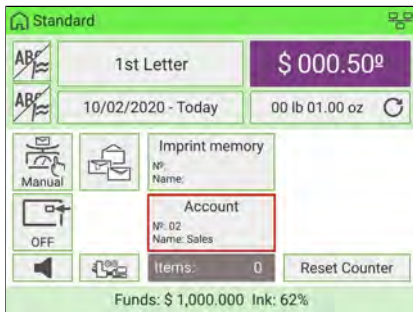
The list of accounts barcodes that are available is typically placed near the mailing system.



2. Select the account you want to use and scan.



3. The number and the name of selected account is displayed.



Imprint Memories

Imprint Memories are presets for your stamp types. A standard imprint memory has text, slogan, weight (optional), date, rate and account number (if any). User can quickly recall a saved imprint to simplify operation and save time.



Since all of your settings are stored in a single memory, the Imprint Memory function is particularly useful for setting specific postal rate combinations. Simply select the Imprint Memory instead of multiple keystrokes to make all the selections.

How to Create an Imprint Memory



The content of a Standard Imprint Memory and a Permit mail Imprint Memory is:

- Standard Imprint Memory: Text, Slogan, Weight (optional), Date Mode, Rate, Account Number (if any).
- Permit mail Imprint Memory: Text, Slogan, Permit, Account Number (if any).

To create an Imprint Memory:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Predefined Imprint Management**

A current list of imprint memories is displayed in the Manage Imprint Memories screen.

Manage Imprint Memories	
1	MEM1
2	None
3	None
4	None
5	None
6	None

Navigation buttons: Up, Down, Home, End

Buttons: Quit, Edit/Del.

2. Select the first available line displaying "None" and then press "Create".

Manage Imprint Memories	
1	MEM1
2	None
3	None
4	None
5	None
6	None

Quit Create

3. Select the type of mail by pressing **Standard** or **Permit Mail Imprint**.

Create imprint memory: select stamp type

1	Standard	>
2	Permit Mail Imprint	>

Back

4. Select the type of mail by pressing **Standard** or **PPI**.
5. Enter the name of the new Imprint Memory, then press **[Next]**.

Create imprint memory: select name

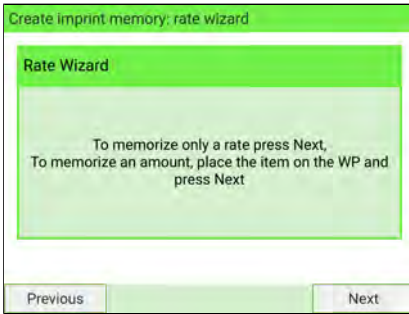
Enter the imprint memory's name

Imprint Memory type: * Standard *

To cancel, press Home or Menu button

Previous Next

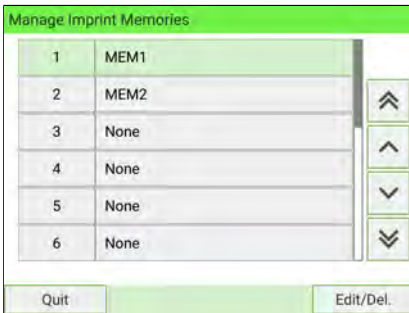
- To include weight, place a mailpiece on the Weighing Platform, then press **[Next]**.





- Enter the parameters, press **[Next]** to validate and display the next list of parameters, if any.



- Repeat previous step until the system displays the name of the new Imprint Memory in the list.



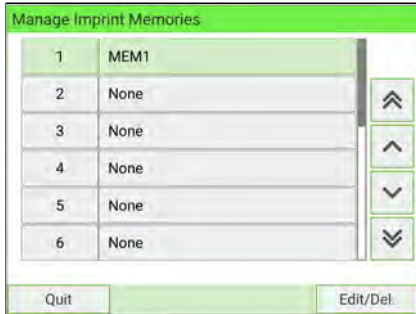
To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Edit/Modify an Imprint Memory

To edit or modify an Imprint Memory:

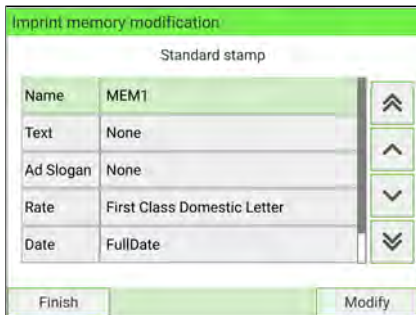
1. As Supervisor (see [Log in as Supervisor](#) on page 295):


From the main menu, select the path: **Predefined Imprint Management**





2. Select the Imprint Memory that you want to edit/modify.
3. Select **Edit/Del.**
4. Select **Edit.**

The Imprint memory modification screen is displayed.



5. Use the arrows to select the parameters, then press **Modify** to modify the parameters.
6. Change the parameter, then press **[OK]**.
7. Press **[OK]** to validate or  to quit.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

4

Processing Mail

How to Use an Imprint Memory

Imprint Memories allow you to create a preset/shortcut Imprint Memory key with **the rate, custom Text, Ad slogan and the date selection mode** for the type of stamp you want to print.

If you track department or account usage, you can use the Imprint Memory to include the account to be charged.

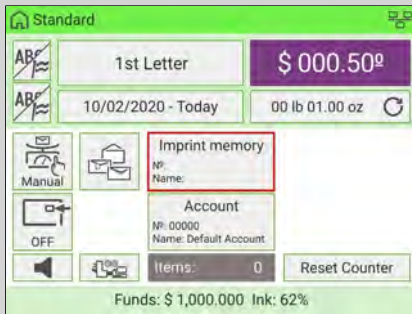



Since all of your settings are stored in a single memory, the Imprint Memory function is particularly useful for setting specific postal rate combinations. Simply select the Imprint Memory instead of using multiple keystrokes to make all the selections.

1. There are three ways to use an Imprint Memory:
 - On the home screen, press the **Imprint Memory** zone.
 - On the control panel, select **Mem**.
 - From the main menu, select **Imprint Memories**.

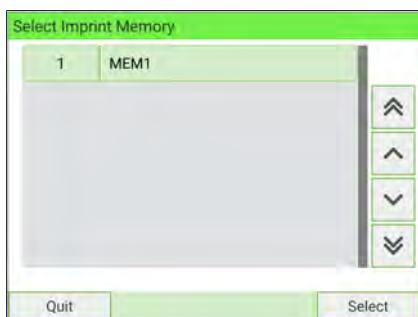
Either:

Press the **Imprint Memory** button on the home screen

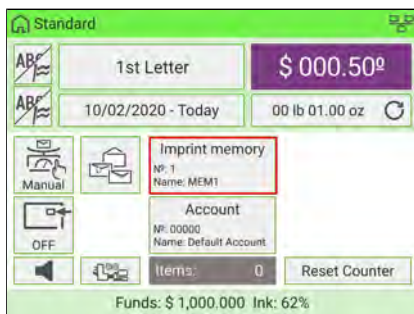


or press **Mem** or press  and select the path: > **Imprint Memories**

The Imprint Memories list is displayed.



2. Select an Imprint Memory from the list.
3. Press **Select** button to validate.



The number and the name of the current selected memory are displayed in the Mem zone of the home screen.

How to Use Imprint Test

This function allows you to print an imprint which is not intended for delivery but for monitoring printout and optimizing printer adjustment.

This function is only for the standard stamp.

To use imprint test:

1. From the [Standard] home screen:

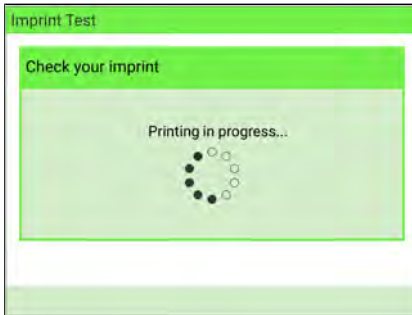
Press  and select the path: **Customize Stamp**

The Customize Stamp screen is displayed.

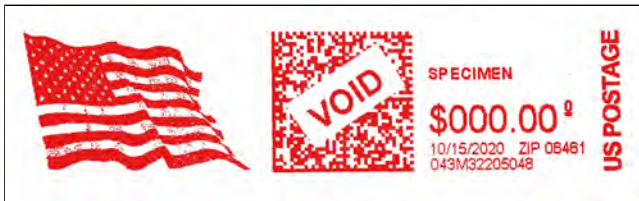
2. Select **Imprint Test** in the Customize Stamp screen.

The Imprint Test screen is displayed.

3. Press [OK] to test the imprint.



Imprint Test as below:



4. A message is displayed: "Check your imprint."
 - If your settings are correct, press "OK" to close the screen.
 - If your imprint quality is poor, press "Cleaning" to clean the cartridge.
-

How to Print Using the External Label Dispenser

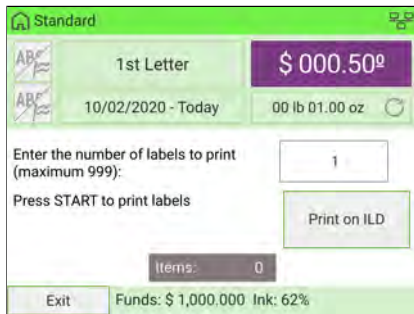


Ensure that the External Label Dispenser is powered on before processing. If the External Label Dispenser was accidentally switched off during the process, restart the base.

From the home screen:

1. Press  on the control panel.


The following screen is displayed:



2. Enter the number of labels you want to print.
3. Press **Print on ELD** or **Print on ILD** to display the following screen:



4. Select **Roll labels**.
5. Press **[OK]** to validate.

6. Press .

The first label is printed on the ELD.

7. To print other labels on the ELD, either press , or the ELD feed button.

4 How to Set Postage for [Standard] Mail

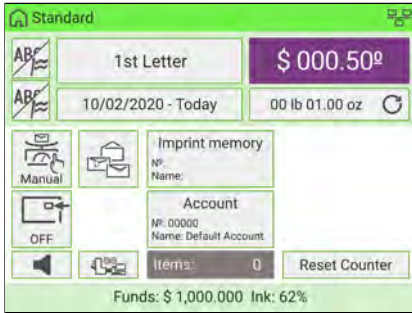
The procedure below outlines steps in a recommended sequence to process your mail.




To set the stamp quickly, consider using imprint memories. The memories store stamp characteristics together with rates and, if activated, charged account. See [Imprint Memories](#) on page 297.

Required settings:

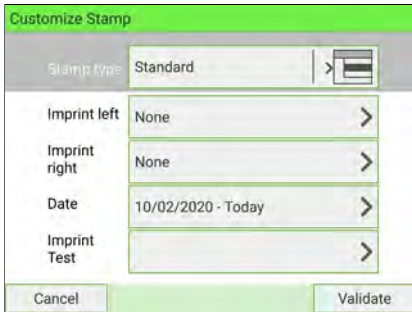
1. Check that you are on **[Standard]** home screen. The name of the type of stamp is indicated on the top line of the home screen as illustrated below.



If you are not on the **[Standard]** home screen, change the type of stamp:

- Press  on the control panel to access the Customize Stamp screen.
- Select Stamp type and then select **[Standard]** in the Type of stamp screen.

For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.



2. You can configure stamp elements from the Customize Stamp screen as follows:
- a. Move imprint to the left or right:

Select the Imprint left or Imprint right on the Customize stamp screen:

- To select a Slogan, see [How to Add \(or Remove\) a Slogan](#) on page 414.
- To select a Text, see [How to Add \(or Remove\) a Text Message](#) on page 405.

The machine supports Imprint left and Imprint right. These flexible areas allow you to select Slogan or Text and print a stamp as follows:

- One slogan and one text:



- Two texts:



- Two slogans:




- b. Check or change the Date or Date Format:

Select Date and then select a date option in the Date Selection screen. Select Today's date for printing the current date. For details, see [How to Change the Date on the Stamp](#) on page 71.

Press on the control panel to return to the home screen.

3. Select a rate and add services.

Press  on the control panel to open the Rate Selection screen.



Press one of the rate buttons to select a rate or display new rate options.

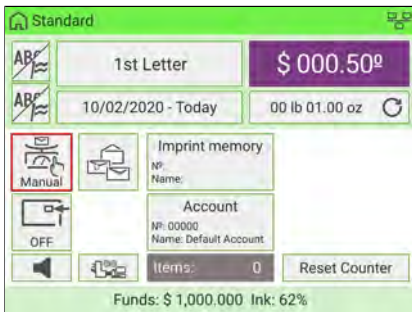
- Select Rate history to choose a recently selected rate.
- Select Rate Wizard to choose rate options in lists (includes rates not shown on Rate Selection screen).

For details, see [How to Select a Rate](#) on page 229.

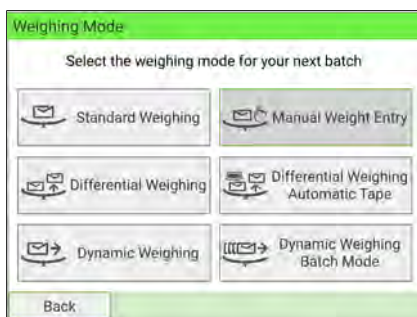
4. Select a Weighing Mode.

Depending on the quantity and type of mail to be processed, you can choose an efficient weighing method that uses a weighing platform or the dynamic scale (optional equipment) to save time: see [Selecting a Weighing Mode](#) on page 80.

To change the current weighing mode, tap the **Weighing mode** zone on the screen.



Select a weighing mode in the Weighing Mode screen.



If the WP automatic selection is activated (see [How to Activate/De-activate Automatic Weight Detection on the WP](#) on page 311), you can change the weighing mode to Standard Weighing (WP) by placing a mailpiece on the Weighing Platform from the home screen.

You can also apply the following optional setting(s):

1. Move the stamp away from the envelope edge for thick envelopes: see [How to Apply \(or Remove\) a Print Position](#) on page 77.
2. Close envelopes using the feeder sealer: see [How to Select the Sealing Mode](#) on page 33.

You are now ready to print.

How to Add Insurance

You can add insurance coverage for your mailpieces to protect against loss or damage. Insurance fees are based on the item's declared value. There are limitations for insuring some products and certain items. Some types of mail classes may include insurance in the price of service.



- Not all mail classes may offer insurance.
- Take care to use the correct label for the desired service.

4

1. Place the item on the weighing platform and press  on the control panel.

Rate Selection		
1st Letter No services		\$ 000.500 00 lb 01.00 oz
First Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3
1st Letter 4	International 5	1st Presorted Large Env 6
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9
Cancel		Ok

2. Select Extra Services [9].

Rate Selection		
1st Letter No services		\$ 000.500 00 lb 01.00 oz
First Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3
1st Letter 4	International 5	1st Presorted Large Env 6
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9
Cancel		Ok

Processing Mail

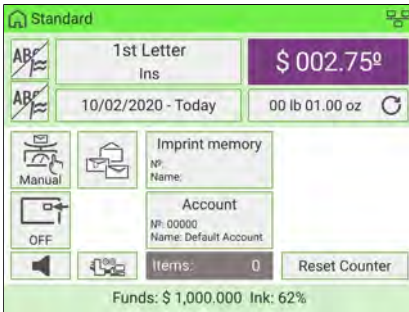
3. Select Insurance [8].



4. Enter the dollar amount to insure your shipment for.



5. Press the [OK] button twice to save and exit to the home screen. The total cost is now displayed on the screen. And the designator "Ins" is added to the rate display.



Dimensional Weighing (DIM)

When processing items using:

- Priority Mail
- Priority Mail Express
- Parcel Select
- Retail Ground

USPS has adopted DIM weight pricing. With Dimensional Weighing, USPS uses the volume of the package, rather than the weight, to determine the shipping cost. If the dimensional weight exceeds the actual weight, the shipping rate will be based on the dimensional weight instead.

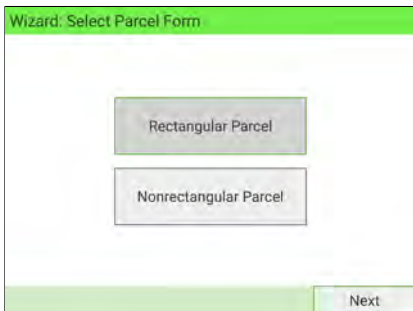
- This change will affect all shipments of packages or parcels in the specified Rate Classes.
- Please see below for the step-by-step instructions.

The following example explains how to use dimensional weighing:

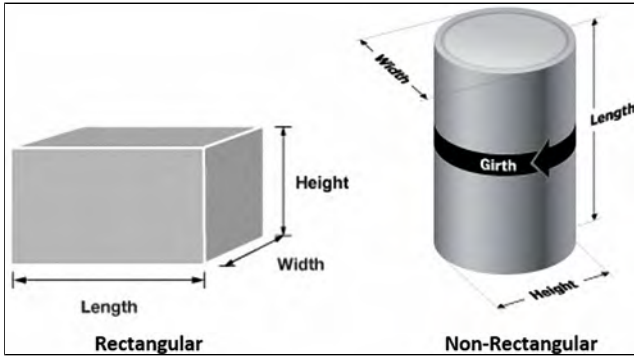
1. From the home screen (using the Priority Mail class), place an item on the scale.
The system will prompt you for the destination ZIP Code.
Using the numeric keys, enter the zip code.



2. The display will prompt you to select the basic shape of the item. Press [Next].



Select **Rectangular** for a rectangular-shaped parcel and **Non-rectangular** for all other items.



For details, see [Parcel Specifications](#) on page 479.

- The display will prompt you to enter the dimensions of the item. Use the numeric keys to enter the dimensions.



The prompts may vary depending upon what shape was selected.

The screenshot shows a software interface titled 'Wizard: Enter Package Dimensions'. It has three input fields: 'Length' with 'in' to its right, 'Width' with 'in' to its right, and 'Height' with 'in' to its right. Below these fields is a numeric keypad with buttons for digits 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and a decimal point. There are also buttons for a backspace function and a checkmark.

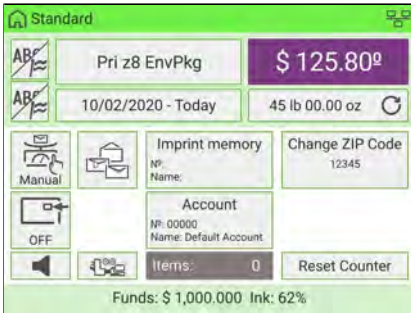
- The display will show the entered dimensions. Select **[Next]**.

The screenshot shows the same software interface as before, but now the input fields contain numerical values: 'Length' is '06.00 in', 'Width' is '04.00 in', and 'Height' is '03.00 in'. At the bottom of the screen, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted with a green border, indicating it is the next step.

- The display will show the Rate Selection screen. Select [OK].



- The modified postage value will be displayed. Process the item.




How to Print Meter Tapes

The mailing system allows you to print adhesive meter tapes for mailpieces that are a too large to pass through the machine. The system accepts single meter tapes and double meter tapes.

- Place your mailpiece on the weighing platform and select rate.



2. Press the  button.
3. Slide your double meter tape though the mailing system.



4. Peel the meter tape off its backing and apply it to your mailpiece.



How to Process Certified Mail

USPS offers several Confirmation Services to assure postal customers of the delivery of their parcels. To track parcels, USPS must be able to uniquely identify each one with a label.



- Not all mail classes may offer Certified.
- Take care to use the correct label for the desired service.

4

1. Place your item on the weighing platform and press  on the control panel.
2. Select Extra Services [9].

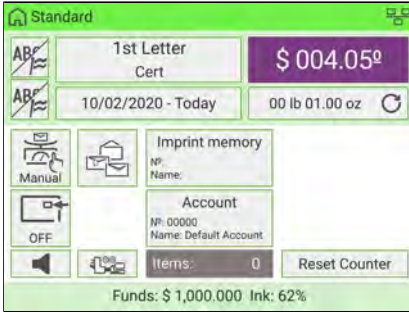
Rate Selection		
1st Letter No services		\$ 000.500 00 lb 01.00 oz
1st Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3
1st Letter 4	International 5	1st Presorted Large Env 6
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9
Cancel		Ok

3. Select Certified [1].

Rate Selection		
1st Letter Cert		\$ 004.050 00 lb 01.00 oz
Certified 1	Return Receipt 2	E-Services 3
USPS Tracking (DC) 4	Ret Rcpt-PM Exp 5	NonMach Surcharge 6
Signature Confirmation 7	Insurance 8	Other 9
Back	Ok	

Processing Mail

- Press the [OK] button to save and exit to the home screen. The cost of 1st Letter Cert is now displayed on the screen and the postage value is updated accordingly.



4

Processing Mail

How to Process E-Certified Mail

USPS offers several Confirmation Services to assure postal customers of the delivery of their parcels. To track parcels, USPS must be able to uniquely identify each one with a label. When tracking a parcel using electronic confirmation services, an eConfirmation label is used.

Our company provides you with special eConfirmation labels once you sign up for the eConfirmation contract. The three types of eConfirmation labels correspond to the three types of eConfirmation Services supported by USPS: USPS Tracking labels, eSignature Confirmation labels, and eCertified Mail labels.



- Not all mail classes may offer eCertified.
- Take care to use the correct label for the desired service.

- Place the item on the weighing platform and press  on the control panel.

2. Select Extra Services [9].

Rate Selection

1st Letter \$ 000.500
No services 00 lb 01.00 oz

First Class Dym. Weigh 1	Priority Mail 2	1st Presorted Letters 3
1st Letter 4	International 5	1st Presorted Large Env 6
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9

Rate history

Rate Wizard

Cancel Ok

3. Select E-Services [3].

Rate Selection

1st Letter \$ 000.500
No services 00 lb 01.00 oz

Certified 1	Return Receipt 2	E-Services 3
USPS Tracking (DC) 4	Ret Rcpt-PM Exp 5	NonMach Surcharge 6
Signature Confirmation 7	Insurance 8	Other 9

Back Ok

4. Select e-Certified [3].

Rate Selection

1st Letter \$ 000.500
No services 00 lb 01.00 oz

e-USPS Tracking (DC) 1	e-Signature Confirmation 2	e-Certified 3
e-Return Receipt 4	Return Receipt 5	

Back Ok

5. Enter the destination ZIP Code. Select [OK].



Destination

Enter ZIP code:

Ok

6. Enter an e-Confirmation Sender ID. Select [OK]. (Optional)



E-Services Reference ID

Please enter eConf sender ID.

Cancel Ok

7. Select [4] for e-Return Receipt, [5] for Return Receipt. (Optional)
Press the [OK] button to save and exit to the home screen.



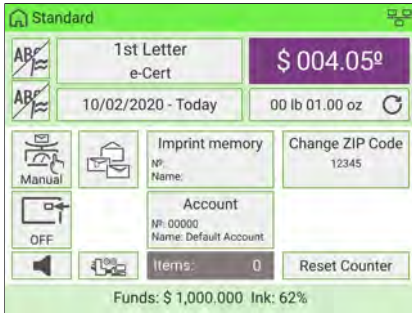
Rate Selection

1st Letter \$ 004.050
e-Cert 00 lb 01.00 oz

e-USPS Tracking (DC) 1	e-Signature Confirmation 2	e-Certified 3
e-Return Receipt 4	Return Receipt 5	

Back Ok

The postage value is updated accordingly.



How to Process a Large Flat Envelope

The process of mailing any item depending on a variety of factors such as weight, length, width and thickness. This example is for a 10" x 13" envelope, weighing approximately two ounces and less than a half inch thick.


Rates are accessed from the Rate Selection screen.



In this example:

- The envelope is 10 inches by 13 inches and is less than a 1/2 inch thick.
- The envelope weighs between 0 and 13 ounces.

These are the basic steps:

1. Place the item on the weighing platform and press  on the control panel.

The Rate Selection screen is displayed.



2. Select 1st Large Envelope [7].


Rate Selection			
1st Large Env		\$ 001.000	
No services		00 lb 01.00 oz	
First Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3	Rate history
1st Letter 4	International 5	1st Presorted Large Env 6	
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9	
Cancel		Rate Wizard 	
		Ok	

3. Follow the on-screen instructions. Once you have chosen the rate and services, press [OK] to validate your selection.

How to Process International Mail

The mailing system allows you to process items for international mailing by selecting the appropriate country when processing.

For this example, we will be processing an International First Class Letter to Great Britain.

1. Place the item on the weighing platform and press  on the control panel.
2. Select International [5].

Rate Selection			
1st Letter		\$ 000.500	
No services		00 lb 01.00 oz	
First Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3	Rate history
1st Letter 4	International 5	1st Presorted Large Env 6	
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9	
Cancel		Rate Wizard 	
		Ok	

3. Once on the International screen, you can:

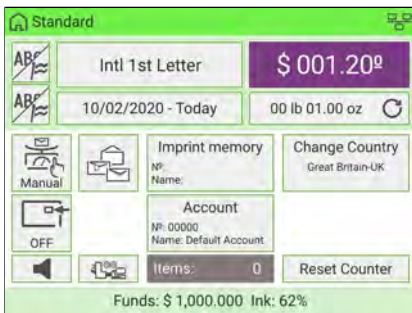
Press one of the rate buttons (or type the number) to select the rate or display rate options.



4. Select the destination country by selecting the country from the list.



5. Press the [OK] button to save and exit to the home screen. The cost of International is now displayed on the screen. And the postage value is changed accordingly. You will also notice that the country name is displayed in the "Change Country" box.



How to Process a Postcard

The mailing system allows you to process postcards by selecting the appropriate mail class when processing.

1. Place the postcard on the weighing platform and press  on the control panel.
2. Select **Rate Wizard**.

4 Processing Mail



3. Select First Class [1].



4. Select Domestic [1].



5. Select Postcard [3] and press the [Next] button to select Service.

Wizard: Select Format

1st \$ 000.000

1	Letter		⬆
2	Large Envelope		⬆
3	Postcard		⬇
			⬇

Back Next

6. Choose the service. If you do not want a special service, then select "No service".

Wizard: Select Services

1st Card \$ 000.350

0	No service		⬆
1	e-Certified	\$ 003.500	⬆
2	Certified	\$ 003.500	⬇
3	COD	\$ 007.750	⬇
4	Registered	\$ 012.400	⬇

Back Next

7. Press the [OK] button to exit to the home screen. The cost of mailing your postcard is now displayed and you are ready to print.

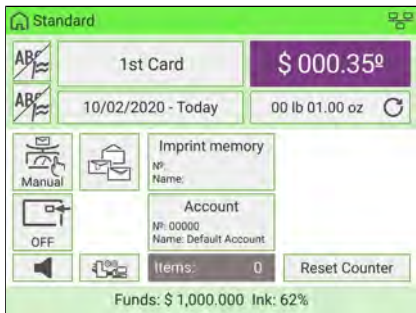
Wizard: Summary

1st Card \$ 000.350

Total: \$ 000.350

Cancel Ok

4



Processing Mail

4.3

Recommended Steps for Processing Mail

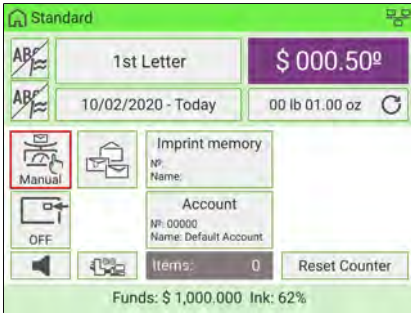


To process mail, complete the preparation steps in [Standard Setup](#) on page 116, before following the steps below.

Processing mail varies significantly depending on the **Weighing mode** you choose. The current weighing mode is indicated by the icon on the **Weighing modes** button.

4

Processing Mail



- For weighing modes, see [Selecting a Weighing Mode](#) on page 80.

Processing Mail by Weighing Mode

- **Dynamic weighing** uses the inline Dynamic Weighing Module ([Processing Mail Using the Dynamic Weighing Module](#) on page 95)
- **Standard weighing** uses the external Weighing Platform ([Processing Mail Using the External Weighing Platform](#) on page 80)
- **Differential weighing** uses the external Weighing Platform, but allows the user to place a stack or container of mail on the platform ([Processing Mail in Differential Weighing Modes](#) on page 88).
- **Manual weight entry** allows the user to enter in a manual weight ([Processing Mail in Manual Weighing Mode](#) on page 84).

Using Labels

You can print postage on precut, self-adhesive labels or thermal, pressure sensitive roll tape.

Two label dispensers are available:

- Internal label dispenser (ILD) for precut labels. This is a standard feature of the Mailing System. See [Filling the Internal Label Dispenser](#) on page 39.
- External label dispenser (optional ELD), that uses a thermal roll tape. This is an optional accessory. See [Printing Using the External Label Dispenser](#) on page 115.

4

4.4

How to Process Incoming 'Received' Mail

You can print the date on incoming mail for internal tracking purposes. The Text "Received" can be added before the date. This feature is useful for companies that receive mail requiring a deadline (payment due dates, for example). It allows them to validate the date of receipt, since the date of processing may not be the same.


RECEIVED 07/16/2020

To process Incoming 'Received' Mail:

1. Check that you are on **[Received]** home screen. The name of the type of stamp is indicated on the top line of the home screen as illustrated below.



2. If you are not on the **[Received]** home screen, change the type of stamp:

- Press  on the control panel to access the Customize Stamp screen.
- Select Stamp type and then select **[Received]** in the Type of stamp screen.


For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.



Additionally, you can:

- Activate or de-activate printing the date received.
- Activate or de-activate printing 'Received'.
- Add slogan, custom text to the stamp.
- Activate the Print Counter.
- Select the option to change. The buttons indicate the current status of the options. The screen indicates the current status of the options.

Press  on the control panel to return to the home screen.

3. Once you are on the **[Received]** home screen, then you press .
4. Insert the mailpiece into the mail path against the rear-guide wall, side to be printed facing upwards.



The Mailing System applies the imprint and the mailpiece is sent to the catch tray.



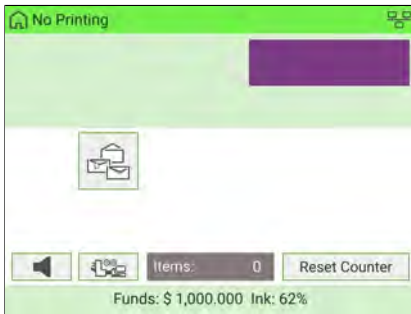
4.5 How to Process Mail for Sealing or Counting without Printing


The type of stamp **[No Printing]** allows you to:

- Process mail for “sealing only” without printing
- Only convey mail – without printing or sealing – for counting or testing purposes.

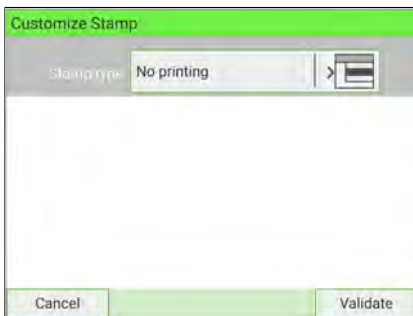
To process **No Printing Mail**:

1. Check that you are on the type of stamp **[No Printing]**. The name of the type of stamp is indicated on the first line of the home screen as illustrated below.



2. If you are not on the **[No Printing]** home screen, change the type of stamp:
 - Press  on the control panel to access the Customize Stamp screen.
 - Select Stamp type and then select **[No Printing]** in the Type of stamp screen.

For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.



Press  on the control panel to return to the home screen.

3. Once you are on the **[No Printing]** home screen, press .

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



4.6

Permit Mail

To use Permit Mail, you have to load PPI into your system. See [How to Add Permits](#) on page 422.

How to Select a Permit

Select the permit you want to use from the list.



When selecting the type of stamp [Permit mail], the **default permit** is automatically selected. As Supervisor, you can change the default permit (see [Default Permit](#) on page 327).

See also

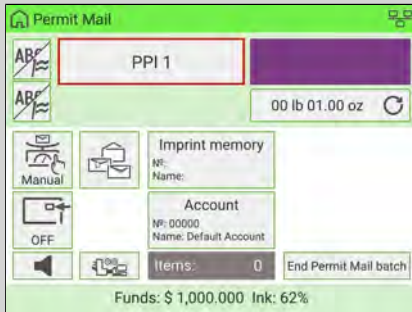
- [Managing Permits](#) on page 421.


To select a permit:

1. There are two ways:
 - On the home screen, press the **Permit** zone.
 - From the main menu, select **Customize Stamp** and then **PPI name**.

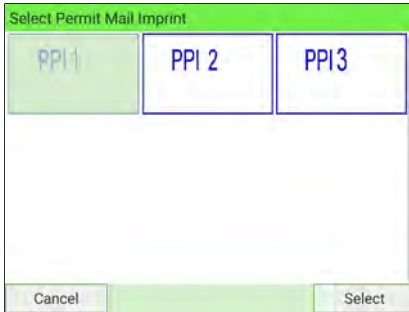
Either:

Press the **Permit Zone** on the home screen



or press  and select the path: **Customize Stamp**

The Select Permit Mail Imprint screen is displayed.

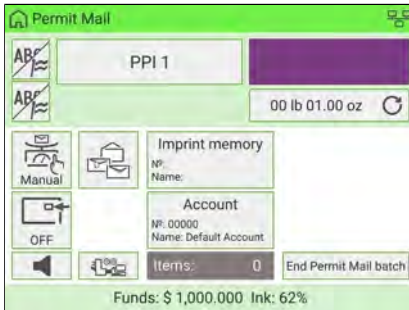


2. Select the permit from the list.


How to Set Postage for [Permit] Mail

Required settings:


1. Check that you are on the type of stamp **[PPI]**. The name of the type of stamp is indicated on the first line of the home screen as illustrated below.

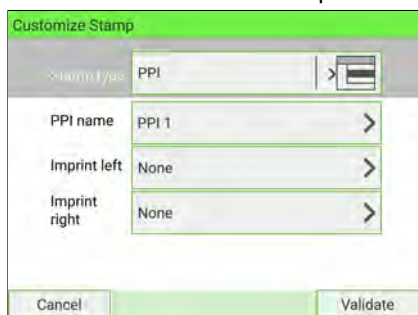



2. If you are not on the **[Permit Mail]** home screen, change the type of stamp:

- Press  on the control panel to access the Customize Stamp screen:
- Select Stamp type and then select **[PPI]** in the Type of stamp screen.

For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.

3. Press  on the control panel to return to the home screen.



4. Once you are on the **[Permit Mail]** home screen, press .
5. Insert the mailpiece(s) into the mail path against the rear-guide wall, side to be printed facing upwards (see [How to Use the Feeder](#) on page 19).



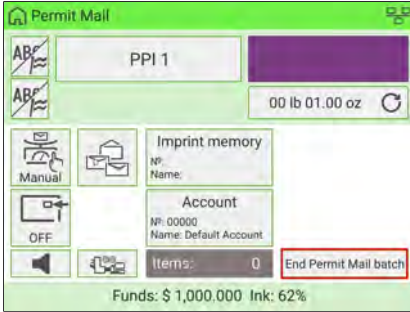
The Mailing System applies the imprint and the mailpiece is sent to the catch tray.

Steps to generate Operational Permit Report

From the [Permit Mail] home screen:

1. **Start a new Operational Permit Report** if necessary.

Press **End Permit Mail batch** to open the Permit Report screen.



4 Processing Mail

You can also print the current report before starting the new one.



Re-Dating Mail



If you have a mailpiece that has been stamped with a date that is not the actual date you are mailing the piece, you must “Redate” the mailpiece before mailing. Re-dating is done by applying a “0” value date correction indicia (stamp) to the envelope/item.




- USPS postal regulations state that the indicia (stamp) must show the actual date the mail is deposited with the post office. The post office may return mail if the correct date is not on the indicia.
- Only one date correction indicia (stamp) is permitted.
- On letter size mail, place the date correction indicia (stamp) on the non-address side of the envelope in the upper right corner.
- If the date stamp is printed on a label, it may be placed on the address side of the envelope in the lower left corner.

Required settings:

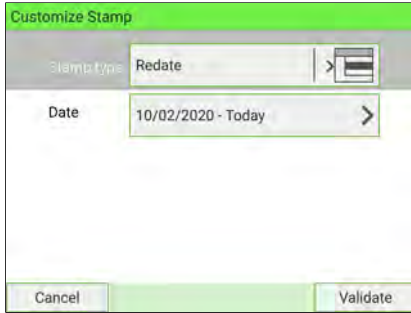
1. Check that you are on the type of stamp [**Redate**]. The name of the type of stamp is indicated on the first line of the home screen as illustrated below.



If you have not set up the machine for **[Redate]**, change the type of stamp:

- Press  on the control panel to access the Customize Stamp screen.
- Select Stamp type and then select **[Redate]** in the Type of stamp screen.

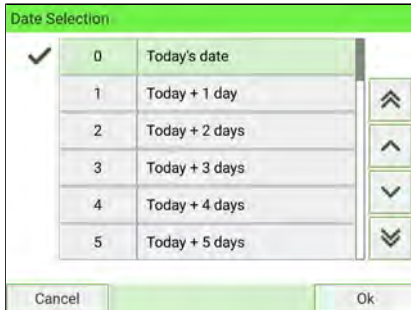
For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.



Select the new Date.

Select a date option in the Date Selection screen. Select Today's date for printing today's date. For details, see [How to Change the Date](#) on page 71.

Press  on the control panel to return to the home screen.



2. Once you are on the [Redate] home screen, press .

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

The Mailing System applies the imprint and the mailpiece is sent to the catch tray.



Correcting the Postage Amount



A postage amount that is too low can be corrected. The sequence is similar to Re-Dating Mail, except that the postage must be set to the desired additional amount.

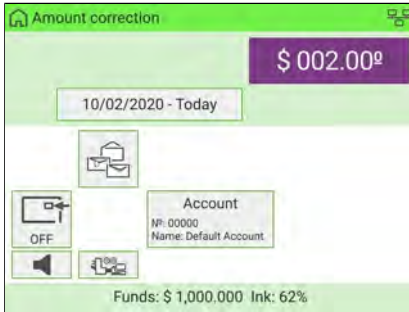
If you have a mailpiece that has been stamped with a postage amount that is not correct, you must correct the postage amount before mailing. This is done by applying a second stamp on the back of the envelope with the additional postage amount. The total postage will be the front and back stamps.




- Only one postage correction indicia (stamp) is permitted.
- On letter size mail, place the postage correction indicia (stamp) on the non-address side of the envelope in the upper right corner.
- If the postage correction indicia (stamp), is printed on a label it may be placed on the address side of the envelope in the lower left corner.

To process Amount correction Mail:

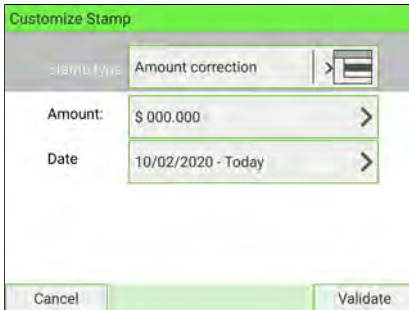
1. Check that you are on the **[Amount Correction]** home screen. The name of the type of stamp is indicated on the top line of the home screen as illustrated below.



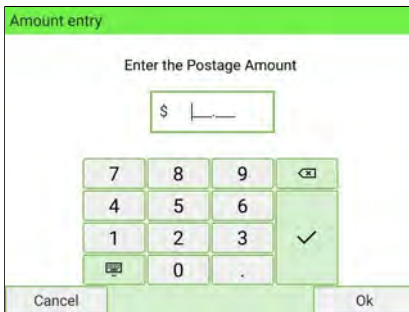
If you are not on the **[Amount Correction]** home screen, change the type of stamp:

- Press  on the control panel to access the Customize Stamp screen.
- Select Stamp type and then select **[Amount Correction]** in the Type of stamp screen.

For details, see [How to Change the Current 'Type of Stamp'](#) on page 69.



Select Amount and enter the desired amount.



Press **[OK]** to validate.

Select Date and then select a date option in the Date Selection screen (if necessary).

Date Selection

99	No date	
98	No day	⏪
✓ 0	Today's date	⏩
1	Today + 1 day	⏴
2	Today + 2 days	⏵
3	Today + 3 days	⏶

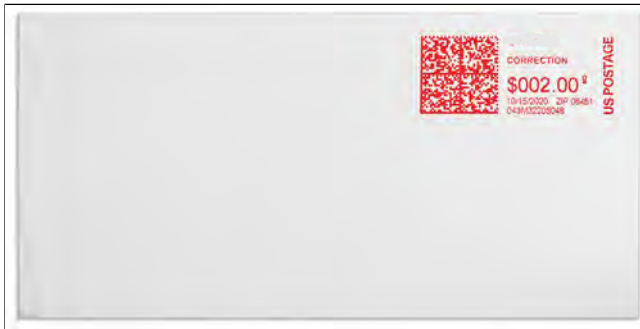
Cancel Ok

Press **[OK]** to validate.

2. Once you are on the **[Amount Correction]** home screen, press .

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

The Mailing System applies the imprint and the mailpiece is sent to the catch tray.



How to Reset the Item Counter

The home screen displays an **item counter** you can use to count processed mailpieces in a batch and to generate reports using Batch Counter reports.

The following modes have their own counter:

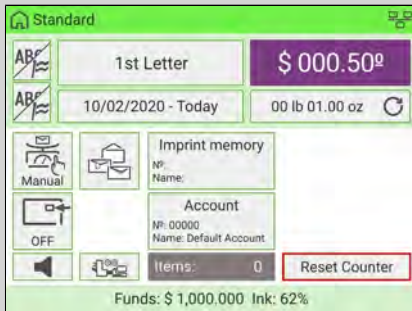
- Standard
- Permit mail
- Received
- No Printing

You can reset the current item counter directly from the home screen.

To reset the current item counter:

1. On the home screen:

Touch the **Reset Counter** area



A confirmation screen is displayed.




When in Permit Mail mode, a preliminary screen allows you to view or print a report before resetting (historic reports for two previous batches are available). See [Operational Permit Report and Historic Reports](#) on page 259.

2. Press **Yes** to confirm, otherwise press **No**.


The item counter of the current type of stamp is reset.

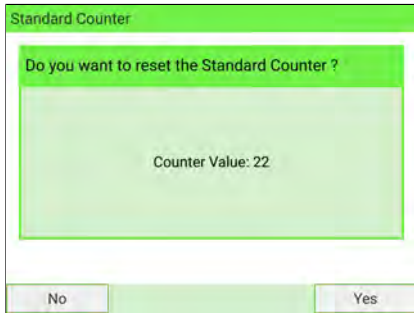
Or, to reset any item counter:

1. As a user:

Press  and select the path: > Job Settings > Start Batch Counters



2. Select the counter you want to reset and press  on the control panel. A confirmation screen is displayed.




3. Press **Yes** to confirm, otherwise press **No**.

How to Count Mailpieces Using Weighing Platform

This feature allows you to count an unknown quantity of identical items using the Weighing Platform.

1. As user:

Press  and select: **Piece Counting**

2. Place 10 mailpieces of the same weight on the Weighing Platform and press **[OK]**. You must first weigh 10 items in order to get the total count.
 3. Place all items on the Weighing Platform and press **[OK]**.
 4. The total number of items is displayed.
-

5 Money-Related Operations

This section describes how to load and manage funds (money) in your Mailing System.

- 5.1 Overview157**
- 5.2 How to Check Funds158**
- 5.3 How to Add Funds to the PSD159**
- 5.4 Low Funds Threshold162**
 - How to Set the Low-Funds Threshold303
- 5.5 High Value Warnings164**
 - How to Set the High-Value Warning Amount302
- 5.6 Funding PIN Code166**
 - How to Set/Cancel a Funding Code305
- 5.7 Funds Data Reports167**
- 5.8 Advanced Operation169**
 - How to Unlock the PSD169

5.1 Overview

As a user, you can perform the following money-related operations in order to manage and monitor postal funds.

The Postal Security Device (Meter) - Postage Meter

The Meter, located in your Mailing System Base, handles the postage funds (or money) in your system.

The Meter performs all necessary operations to comply with the postal standards. To perform these operations, regular connections of your system to Postage Servers is required.



Check to ensure that your Mailing System is connected to a network (see [System Connections](#) on page 355).



The PSD (Postal Security Device) can also be referred to as a "Meter".





The machine prints an Intelligent Mail Indicia (IMI).

5.2 How to Check Funds

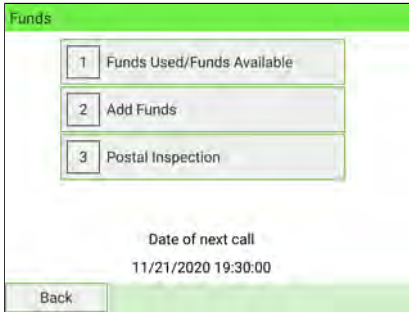
You can check the total postage used and the remaining funds in the PSD at any time. This is particularly important before processing mail to ensure that there are sufficient funds available.

Remaining funds are displayed continuously at the bottom of the home screen. See [Base and Control Panel](#) on page 35. You can also use the procedure below.

1. Either:

Press  or press  and select the path: **My Funds**

The Funds screen is displayed.



2. Select **Funds Used/Funds Available**.

The screen displays the current amounts.



5.3



How to Add Funds to the PSD

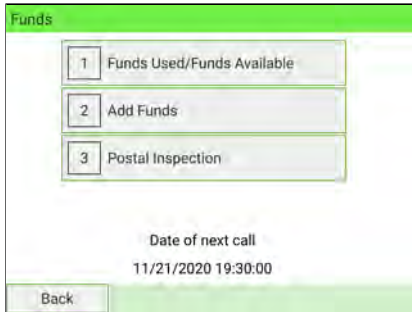
In order to print postage, funds need to be purchased and loaded onto the mailing system using the funds server.

- Funds must be available in your Customer Account on the server for download.
- For a credit account, a bill for all funds loaded on the mailing system will be sent. As Supervisor, you can configure the mailing system to prompt for a PIN code for adding funds.
- The mailing system may prompt for a PIN code depending on user settings. Enter the PIN code using the numeric keypad and press **[OK]**.
- The mailing system has to connect to a LAN to perform this process.

To add funds to the PSD:

1. Either:

Press  or press  and select the path: **My Funds**



2. Select > **Add Funds**

- If the system asks for a PIN code, enter the code and press [OK].
The Add Funds screen is displayed.

Add Funds


Postage Available \$ 993,500

Basic unit \$ 001,000

Amount to add \$ 100,000

Keypad: 7 8 9 [X] 4 5 6 [✓] 1 2 3 0

By default, the system displays the value of the previous funding amount.

- Enter the amount to add using the keypad (Use  on the keypad to clear digits).
- Press [OK] to start the connection to the postal server.

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

Add Funds

Loading Funds

Transaction successful.
PSD State : INSTALLED

Account balance: \$100,000

Ok

If funding fails, the system displays a failure message together with the value you are allowed to add, depending on your postal account balance.



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

6. You can open the Funds used/Funds available screen to check the new values (see [How to Check Funds](#) on page 158).



As Supervisor, you can set the Mailing System to ask for a PIN code for crediting: see [How to Set/Cancel a Funding PIN Code](#) on page 305.

5.4 Low Funds Threshold

How to Set the Low-Funds Threshold



The Low Funds Threshold warning alerts a user that the funds remaining in the PSD (Meter) are running low and that more funds should be loaded. It can be set to any dollar amount.

5

To set a low-funds threshold:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **Funds Settings**



Money-Related Operations

2. Enter the low-funds warning amount.





If you enter 0, this message is displayed: "Zero amount not allowed".

The screenshot shows a 'Funds Settings' screen with a green header. Below the header, there is a text prompt 'Please enter low funds threshold:' followed by a text input field containing '\$__500.000'. Below this is a 'Funds PIN code' dropdown menu currently set to 'Disable' with a refresh icon to its right. At the bottom is a numeric keypad with buttons for digits 0-9, a decimal point, and a checkmark. The keypad is highlighted with a green border.

3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

5.5 High Value Warnings

How to Set the High-Value Warning Amount

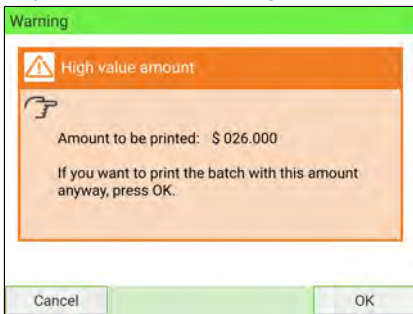


A High Value Warning message alerts the user that the postage amount being entered is higher than a preset value. This high-amount warning prevents the user from accidentally printing high postage amounts. Example: \$4.80 instead of \$0.48.

5

Supervisor can set the mailing system to display a warning message when the High Value Warning amount is exceeded. If you do not have Supervisor access, contact your Supervisor to set the High Value Warning.

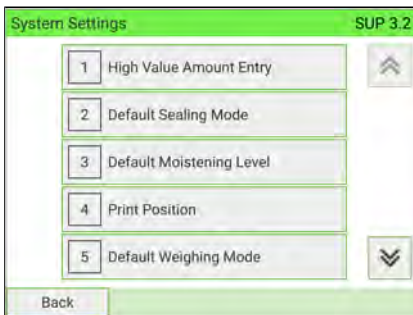
Money-Related Operations




To set a high-value warning amount:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **High Value Amount Entry**





2. Enter the high-value warning amount or press  on the keypad and enter 0 to disable the warning function.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

5.6 Funding PIN Code

How to Set/Cancel a Funding Code

You can create a funding PIN code to limit access to only those who are authorized to add postage (see [Postage and Funds Management](#) on page 155).

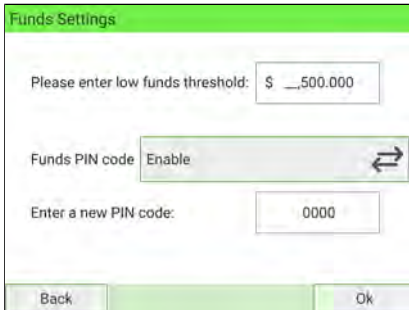
To set a funding PIN code:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **Funds Settings**





2. Press the **Enable** or **Disable** button to activate or de-activate the PIN code.



3. Enter the funding PIN code if active.
4. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

5.7 Funds Data Reports

Adding Postage Report

The Adding Postage Report displays the last refill operation performed on the machine for a selected period.



Requirements

For this report, you have to be logged in as Supervisor.

Output

The Postage Report outputs are:

- Screen
- USB printer
- USB memory device.

Content

Date	Amount	New funds avail...
07/06/2020 03:31	\$ 100.000	\$ 100.000
07/07/2020 08:01	\$ 0.000	\$ 99.350
07/08/2020 01:43	\$ 100.000	\$ 199.350
07/09/2020 00:24	\$ 1,000.000	\$ 1,199.350
07/09/2020 03:16	\$ 0.000	\$ 1,193.850
07/09/2020 05:28	\$ 0.000	\$ 1,124.450
07/09/2020 05:43	\$ 0.000	\$ 1,123.950
07/09/2020 05:53	\$ 0.000	\$ 1,123.950

Funds Summary Report

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

Select Report

1	Permit Report	
2	Funds Summary	⬆
3	Adding Postage	⬆
4	Daily Usage	⬇
5	Monthly Usage	⬇
6	Machine Configuration	⬇

Cancel Select

Requirements

This report is available to a user or supervisor.

Output

The Funds Summary Report outputs are:

- Label
- Screen
- USB printer



- PSD Die Number.
- Current Date and Time on printed report only.

Content

Funds Summary	
07/16/2020 08:24:44	
PSD status: Installed	
PSD #043M32205021 (USPS)	
Funds Used	\$ 491,150
Funds Available	\$ 1,626,850
Control Total	\$ 2,118,000
Non zero items	120
Zero items	0
Total items	120

How to Unlock the PSD



- USPS requires your postage meter (PSD) to connect daily if postage is metered.
- We recommend leaving the mailing system connected to the network permanently.
- The mailing system will automatically connect to the postal server at night.
- If the mailing system does not connect within 72 hours it will be de-activated.
- If your system is de-activated, you will need to perform a Postal Inspection call to unlock the system.

To unlock the PSD and manually connect to the postal server:

1. Either:

Press



or press



and select the path: My Funds

Funds

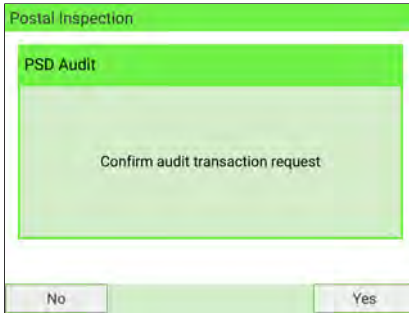
1	Funds Used/Funds Available
2	Add Funds
3	Postal Inspection

Date of next call
11/21/2020 19:30:00

[Back](#)

2. Select **Postal Inspection**.

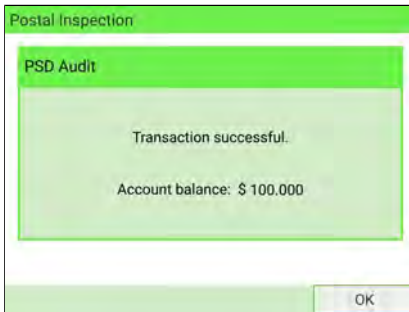
The system asks for confirmation.



3. Press **Yes** to connect to the postal server.

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

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



6 Accounts and Access Control

This section describes how you can manage your Department Accounts to track Postage Funds usage and/or assign access rights to various functions in your Mailing System.

- 6.1 Postage Tracking and Access Control173**
- 6.2 Access Control174**
 - How to Display and Change to 'No Account with Access Control' Mode181
 - How to Display and Change to 'Account with Access Control' Mode183
 - How to Change a Shared PIN Code177
- 6.3 Account Modes179**
 - How to Display and Change to 'No Account' Mode179
 - How to Display and Change to 'No Account with Access Control' Mode181
 - How to Display and Change to 'Account with Access Control' Mode183
 - How to Display and Change the 'Account Mode'190
- 6.4 Creating Accounts186**
 - How to Create an Account191
- 6.5 Managing Accounts190**
 - How to Display and Change the 'Account Mode'190
 - How to Create an Account191
 - How to View/Edit Account Parameters193
 - How to Activate/De-activate an Account195
 - How to Delete an Account196
- 6.6 Managing Groups198**
 - How to Create a Group199
 - How to View/Edit a Group or a Subgroup201
 - How to Activate/De-activate a Group203
 - How to Delete a Group or Subgroup204
- 6.7 Import/Export Accounts205**

	How to Export the Account List	205
	How to Import Accounts	208
6.8	Managing Operator PIN Codes	210
	How to Create an Operator	211
	How to Modify an Operator	213
	How to Assign Accounts to an Operator	214
	How to Unassign Accounts to an Operator	215
	How to Activate/De-activate an Operator	215
	How to Delete an Operator	216
6.9	Account/Operator Reports	217
	How to Generate the Account Report	244
	How to Generate the Operator Report	253
6.10	Changing the Current Account	222
	How to Change Account	223
	How to Change Account using a Barcode Scanner	224

6.1 Postage Tracking and Access Control

Postage Tracking and Access Control Your Mailing System allows you to track postage by account/department and to add security to prevent unauthorized use of various functions.

- Track postage expenditures: the **Accounts** function.
- Control user machine access by means of a PIN code: the **Access Control** function.

These five Account Modes correspond to the on/off status of two functions:

Account

- Postage usage is tracked by account.
- The user must select an account when processing mail.
- No PIN number is required to access functions or process mail.

Account with Access Control

- Postage usage is tracked by account.
- User must select an account when processing mail.
- A PIN number is required to access functions and process mail.

No Account

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- No PIN number is required to access functions and process mail.

No Account with Access Control

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

Remote Account Management

- Postage tracking and access control managed from a PC.
- The application should be set up by an authorized technician.
- Users can allow the Mailing System to be used even when not connected to the PC.

The screenshot shows a dialog box titled "Account Mode Selection" with a green header. It contains five radio button options, each with a number in a small box and a text label:

- 1 Account
- 2 Account with access control
- 3 No account
- 4 No account with access control
- 5 Remote account management

At the bottom of the dialog box, there are two buttons: "Back" on the left and "Ok" on the right.

Access Control Function

To protect and restrict the usage of funds and/or accounts, you can program the machine system security to request a PIN code whenever a user starts a session.

The access control function has three PIN code functions you can implement:

- **No PIN code:** access to the machine is free, and no accounts can be set.
- **System PIN code:** this is shared. Users enter the same PIN code to gain access to the machine. In this mode, no account can be activated.
- **Operator PIN codes:** there are one or several levels of PIN codes for 50 users to access the machine. In this mode:
 - Accounts are activated and can be assigned to the different operator PIN codes.
 - Users have to select an account when starting their work session (except if only one account is active).
 - Operators only use the accounts that you (as Supervisor) allow them to access.

How to Display and Change to 'No Account with Access Control' Mode



No Account with Access Control

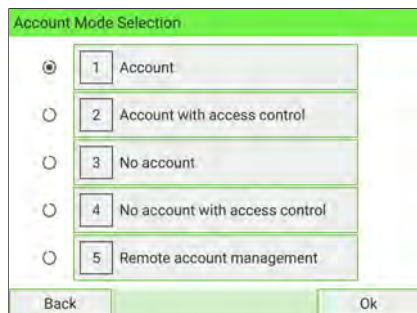
- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

To display and change the 'Account mode' to 'No Account with Access Control':

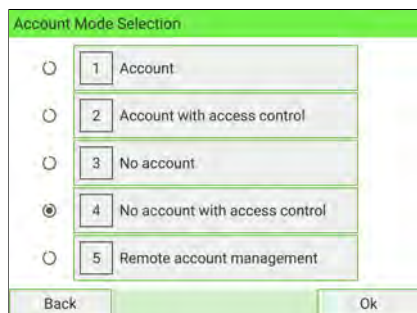
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Account Mode Selection**

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.





2. Select 'No account with access control'.



3. Press **[OK]** to confirm.
4. If required, enter the PIN code and press **[OK]**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Display and Change to 'Account with Access Control Mode

9

Accounts and Access Control

Account with access control



- Postage usage is tracked by account.
- Users must select an account when processing mail.
- A PIN number is required to access functions and process mail.
- To use this mode, the system must have at least one account created.
- If only one account is available, the Mailing System automatically selects it at start up.

To display and change the 'Account mode' to 'Account with access control':

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Account Mode Selection**

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.

Account Mode Selection	
<input checked="" type="radio"/>	1 Account
<input type="radio"/>	2 Account with access control
<input type="radio"/>	3 No account
<input type="radio"/>	4 No account with access control
<input type="radio"/>	5 Remote account management
Back Ok	

2. Select 'Account with access control'.

Account Mode Selection

1 Account

2 Account with access control

3 No account

4 No account with access control



5 Remote account management

Back Ok

3. Press [OK] to confirm.
4. If required, enter the PIN code and press [OK].

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Change a Shared PIN Code

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Change System PIN Code**

The Change System PIN Code screen is displayed.

Change System PIN Code

The logon PIN code is:

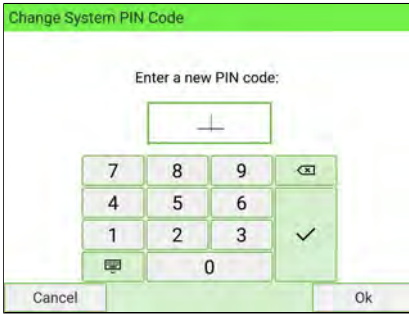
0000

Enter a new PIN code:

—

Cancel Ok



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



6

Accounts and Access Control



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Accounting Function

The accounting function lets you to track postage expenses associated with, for example:

- different **departments** in your organization (marketing, sales...)
- different **companies** on the premises, if the Mailing System is shared, etc.

Use one of the 'Account modes' to switch the accounting function on or off:

- **Accounts (On):** you can use accounts and create usage reports.
- **No accounts (Off):** postage usage will not be applied to accounts.

When the accounting function is on, the Mailing System charges the current account when printing postage. Users can change accounts according to the provider of the mail.

When the accounting function is off, all postage is recorded in the same general account.

As Supervisor, you can define accounts and groups of accounts, and then generate reports on the usage of each account or groups of accounts.

You can also assign the accounts to different users, as described in [Access Control Function](#) on page 174.

See also

- In order to control funds usage, each account can be allocated a budget that cannot be exceeded, and surcharges can be applied for external accounts. These optional features are included in the Advanced Reporting option (see [Options and Updates](#) on page 395).

How to Display and Change to 'No Account' Mode



No Account

- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- No PIN number is required to access functions and process mail.

To display and change the 'Account mode' to 'No Account':

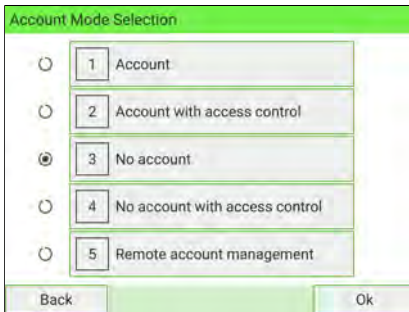
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Account Mode Selection**

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.





2. Select 'No account'.



3. Press **[OK]** to confirm.
4. If required, enter the PIN code and press **[OK]**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Display and Change to 'No Account with Access Control' Mode

No Account with Access Control



- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

To display and change the 'Account mode' to 'No Account with Access Control':

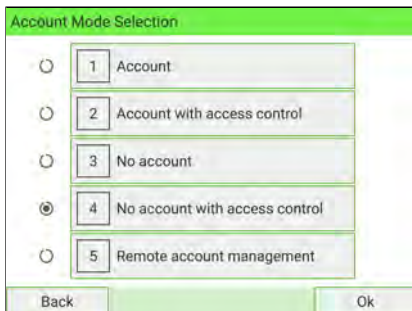
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Account Mode Selection**

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.





2. Select 'No account with access control'.



3. Press [OK] to confirm.
4. If required, enter the PIN code and press [OK].

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Setting Up to 'Account' Mode

9

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



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

Accounts and Access Control

Process for Implementation

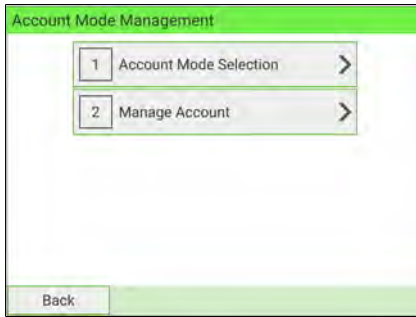
To implement the Account Mode:

1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 190 and select the 'Account' Mode.
2. **Create accounts** as indicated in [How to Create an Account](#) on page 191.



When you activate the Account mode, the system creates (or re-activates) a '00000' account by default.

ManagementMenu in 'Accounts' Mode



The Account Mode Management menu allows you to manage the accounts.

See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 190.

How to Display and Change to 'Account with Access Control Mode



Account with access control

- Postage usage is tracked by account.
- Users must select an account when processing mail.
- A PIN number is required to access functions and process mail.
- To use this mode, the system must have at least one account created.
- If only one account is available, the Mailing System automatically selects it at start up.

To display and change the 'Account mode' to 'Account with access control':

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Account Mode Selection**

The Account Mode Selection screen is displayed with the current 'Account Mode' shown.





2. Select 'Account with access control'.



3. Press **[OK]** to confirm.
4. If required, enter the PIN code and press **[OK]**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Display and Change the 'Account Mode'

Follow the steps below to display the 'Account Mode' management menu to gain access to the 'Account mode' selection screen and the 'Account mode' parameters.

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, and select the path: > **Account Management** > **Account Mode Selection**



The Account Mode Selection screen is displayed.



2. Select another 'Account Mode'.
3. Press **[OK]** to confirm.
4. If required, enter the PIN code and press **[OK]**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

6.4 Creating Accounts

Account summary



You can create up to 3000 accounts (depending on system options).

To change the maximum number of accounts, see [Account Number](#) on page 279.

An account has the following parameters:

Parameters	Format	Description
Number	30 alphanumeric characters	Number of the account. Must be unique . It cannot be modified after the account has been created. However, the account can be deleted.
Name	32 alphanumeric characters	Name of the account. Must be unique .
Status	Active/Inactive	Only active accounts are visible to users.
Folder	Name of a group	The group that contains the account. The group can be: <ul style="list-style-type: none">• The Main folder, or• Any level 1 or level 2 group. For groups, see Group Settings on page 198.

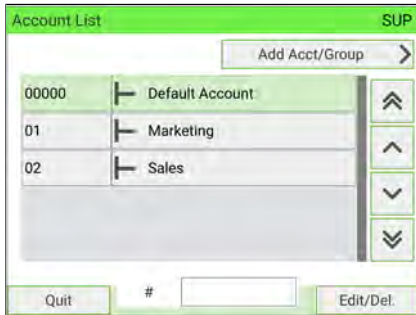
How to Create an Account

To create an account, activate 'Account Mode'. See [How to Display and Change the 'Account Mode'](#) on page 190.

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

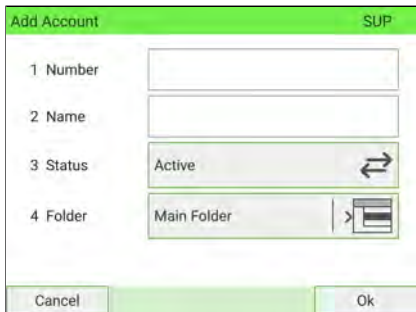
From the main menu and select the path: > **Account Management** > **Manage Account** > **Account List**

The Account List screen is displayed.



2. Select **Add Acct/Group** and then select **Add Account**.

The Add Account screen is displayed.



3. Enter the account Number and Name using the keyboard, then select the account status (the button displays the current status: Active or Inactive).

To place the account in a group other than Main folder, select the **Main Folder** button, then select a group or subgroup in the list.



Press **[OK]** to complete your selection and return to Add Account screen.
Press **[OK]**.

4. The Account creation summary screen is displayed.
Press **Finish** to confirm the creation of the account.



Users can only use active accounts. If necessary, as long as your accounting structure is not complete, you can create accounts without activating them.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

6.5 Managing Accounts

In order to manage accounts, the Mailing System must be in one of the following 'Account modes' ([Postage Tracking and Access Control](#) on page 173):

- Accounts
- Accounts with access control



Users can only use activated accounts or operator PIN codes. If necessary, as long as your accounting structure is not complete, you can create Accounts without activating them.

6 How to Display and Change the 'Account Mode'

Follow the steps below to display the 'Account Mode' management menu to gain access to the 'Account mode' selection screen and the 'Account mode' parameters.

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, and select the path: > **Account Management** > **Account Mode Selection**



The Account Mode Selection screen is displayed.



2. Select another 'Account Mode'.
3. Press [OK] to confirm.
4. If required, enter the PIN code and press [OK].

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

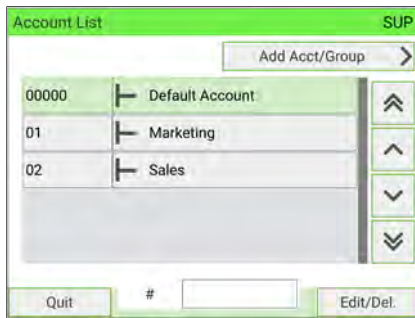
How to Create an Account

To create an account, activate 'Account Mode'. See [How to Display and Change the 'Account Mode'](#) on page 190.

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

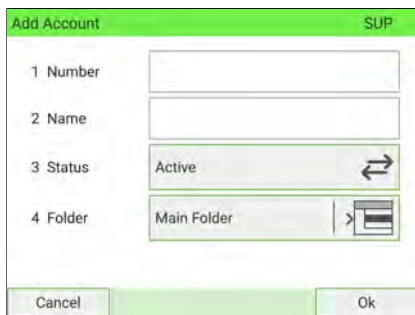
From the main menu and select the path: > **Account Management** > **Manage Account** > **Account List**

The Account List screen is displayed.



2. Select **Add Acct/Group** and then select **Add Account**.

The Add Account screen is displayed.



6

3. Enter the account Number and Name using the keyboard, then select the account status (the button displays the current status: Active or Inactive).

Add Account SUP

1 Number 001

2 Name Acc 1

3 Status Active

4 Folder Main Folder

Cancel Ok

To place the account in a group other than Main folder, select the **Main Folder** button, then select a group or subgroup in the list.

Select folder SUP

Main Folder

Group 1

Back Ok

Press **[OK]** to complete your selection and return to Add Account screen.

Press **[OK]**.

4. The Account creation summary screen is displayed.
Press **Finish** to confirm the creation of the account.

Account creation summary SUP

The account 00001

Name ACC 1



Will be saved

Previous Finish



Users can only use active accounts. If necessary, as long as your accounting structure is not complete, you can create accounts without activating them.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

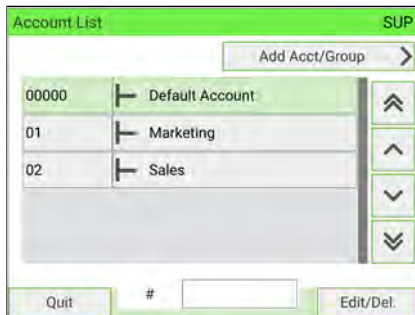
How to View/Edit Account Parameters

To view or edit the parameters of an account:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: **> Account Management > Manage Account > Account List**

The Account List screen is displayed.



2. Select the account and press **Edit/Del.**


If the account is not in the list, select the group or the subgroup that contains the account, press **Edit/Del.** or **[OK]** and then press **View content** until you can select the account by pressing **[OK]**.

3. Select **Edit/Modify.**

The Edit/Modify screen is displayed.

The screenshot shows the 'Edit / Modify' screen for account 'SUP'. It has three main fields: '1 Number' with the value '00000', '2 Name' with the value 'Default Account', and '3 Status' with the value 'Active'. A virtual keyboard is displayed over the bottom half of the screen, with keys for letters, numbers, and symbols.



Press  to hide the virtual keyboard.



4. Select each parameter and change it using the keyboard, and then press **[OK]**.

The screenshot shows the 'Edit / Modify' screen for account 'SUP' with the '4 Folder' field selected. The '4 Folder' field contains the text 'Main Folder'. At the bottom of the screen, there are two buttons: 'Back' and 'Ok'.

The Account modification summary screen is displayed.

5. Press **Finish** to accept the changes.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Activate/De-activate an Account

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

To activate or de-activate an account:

1. Perform procedure [How to View/Edit Account Information](#) on page 193.
2. Change the account status (the button displays the current status: active or inactive) and press **[OK]**.

The screenshot shows a dialog box titled "Edit / Modify" for account "SUP". It contains the following fields and controls:

- 1 Number: 00000
- 2 Name: Default Account
- 3 Status: Active (with a button containing a double-headed arrow)
- 4 Folder: Main Folder (with a button containing a right arrow and a folder icon)

At the bottom of the dialog are "Back" and "Ok" buttons.

3. On the Account modification summary, accept the changes by pressing **[Finish]**.
If an account is de-activated it is no longer visible to the operator.

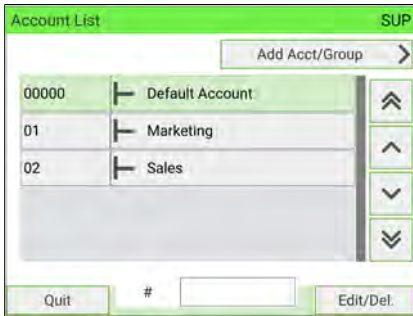
How to Delete an Account

To delete an account:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Manage Account** > **Account List**

The Account List screen is displayed.

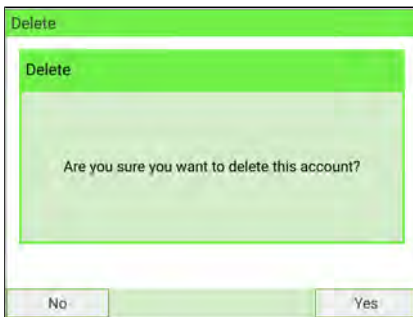


2. Select the account and press **Edit/Del.**

If the account is not in the list, select the group or the subgroup that contains the account, press **Edit/Del.** or **[OK]** and then press **View content** until you can select the account by pressing **[OK]**.



3. Select **Delete.**

A confirmation of account deletion is displayed.



An account number cannot be modified. If you want to modify the account number, first delete the account and then create a new account with a new account number.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Group Parameters

A group has the following parameters:

Parameters	Format	Description
Name	32 alphanumeric characters	Name of the group. Must be unique .
Status	Active/Inactive	If a group is not active, the corresponding accounts are not visible and users cannot select them.
Folder	Name of a group	Parent group of the group. The name of group is at the next higher level above.

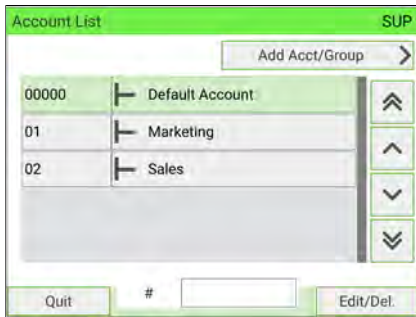
How to Create a Group

To create a group:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

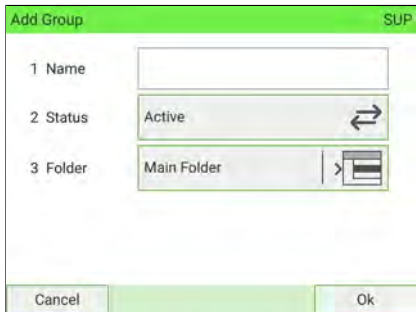
From the main menu and select the path: > **Account Management** > **Manage Account** > **Account List**

The Account List screen is displayed.



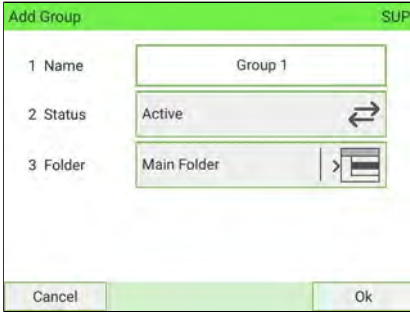
2. Select **Add Acct/Group**.
3. Select **Add Group**.

The Add Group screen is displayed.

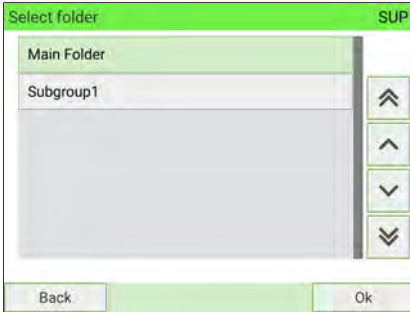


4. Type the group Name using the keyboard.

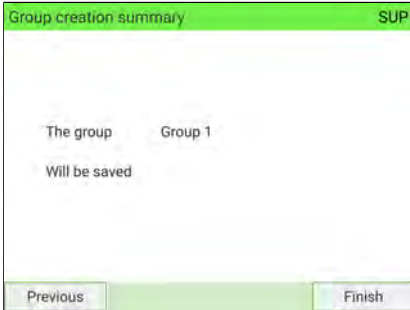
5. Select the group status (Active or Inactive). The button displays the current status.



6. To include it in another group other than Main folder (= to create a subgroup), select the **Main Folder** button, select a group in the list that opens and press **[OK]**.





7. On the Add Group screen, press **[Next]**.
The Group creation summary screen is displayed.



8. Press **Finish** to create the group.



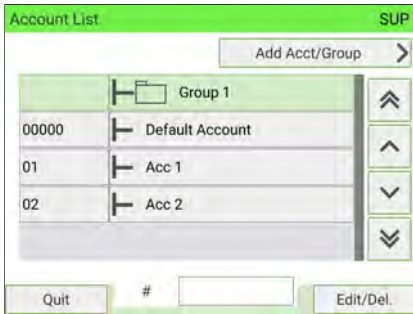
To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to View/Edit a Group or a Subgroup

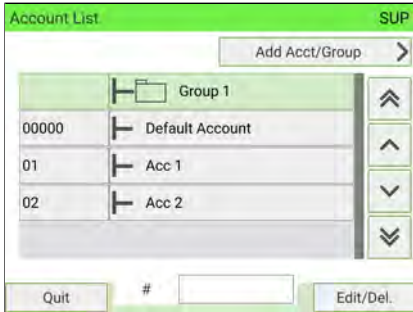
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: **> Account Management > Manage Account > Account List**

The Account List screen is displayed.



2. Select the group (use the double arrows to scroll the list).

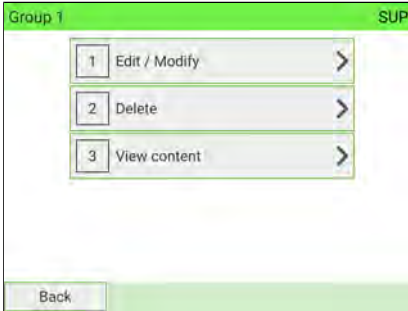


- A group that is not in the list is probably a subgroup:

Select its parent group, press **Edit/Del.** and then select **View content** to display the content of the group. Select the subgroup in the list.

- Press **Edit/Del.**

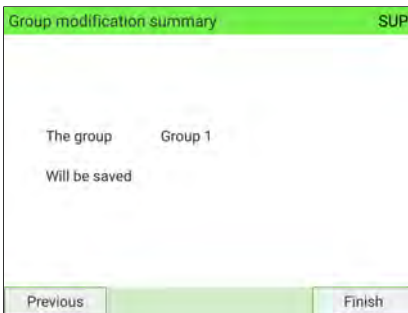
The Group management screen is displayed.



- Select Edit/Modify.





- Change the parameters as necessary and press **[Next]**.



The Group modification summary screen is displayed.

- Press **[Finish]** to validate the changes.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Activate/De-activate a Group

Follow the steps outlined below to de-activate a Group so that the Accounts, included in the Group, are not visible to users.

To activate or de-activate a Group

1. Follow the procedure [How to View/Edit a Group or a Subgroup](#) on page 201 to edit the Group.
2. Change the status parameter (the button displays the current status: active or inactive) and press **[Next]**.



3. On the Group modification summary screen, press **[Finish]**.

How to Delete a Group or Subgroup

To delete a group or a subgroup:

1. Follow the procedure [How to View/Edit a Group or a Subgroup](#) on page 201.
2. On the Group management screen, select **Delete** instead of **Edit**.

A confirmation message is displayed.



3. Press **Yes** to delete the group or press **No** as many times as necessary.
-

6.7 Import/Export Accounts

Using a USB memory device, you can import or export the account list from your Mailing System as a CSV file.

Imported accounts are created with no hierarchy and added to the existing account list.



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

How to Export the Account List

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

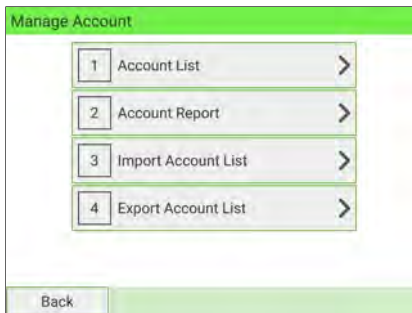


The account list is exported with no group hierarchy.

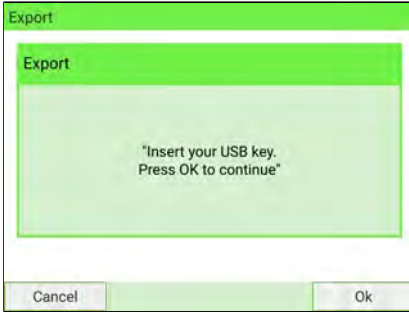
To export the account list on a USB memory device:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Account Management > Manage Account > Export Account List**



2. Insert the USB memory device into the USB port of the base (at rear left) and press **[OK]**.





9

3. Follow the on-screen instructions.

At the end of the process, a message informs you that you may safely remove the USB memory device.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Account summary



You can create up to 3000 accounts (depending on system options).

To change the maximum number of accounts, see [Account Number](#) on page 279.

An account has the following parameters:

Parameters	Format	Description
Number	30 alphanumeric characters	Number of the account. Must be unique . It cannot be modified after the account has been created. However, the account can be deleted.
Name	32 alphanumeric characters	Name of the account. Must be unique .
Status	Active/Inactive	Only active accounts are visible to users.
Folder	Name of a group	The group that contains the account. The group can be: <ul style="list-style-type: none"> • The Main folder, or • Any level 1 or level 2 group. For groups, see Group Settings on page 198.

How to Import Accounts

The CSV file should have the following characteristics:

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

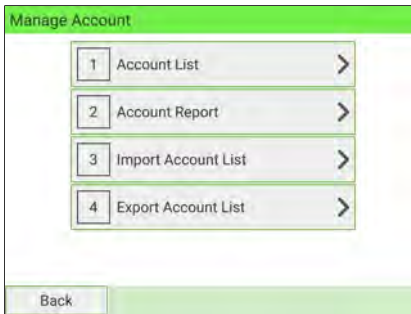


- You can import an account list to or export an account list from your Mailing System as a CSV file using OLS or a USB memory key.
- Imported accounts are created and added to the existing account list as unformatted accounts.
- Using a spreadsheet program or a simple text editor, modify an exported CSV file to add new accounts to your Mailing System by re-importing the file.
- You can only import CSV files located in the root directory of the USB memory key.
- To add accounts to your Mailing System, export the current account list and modify it before re-importing it into the Mailing System.

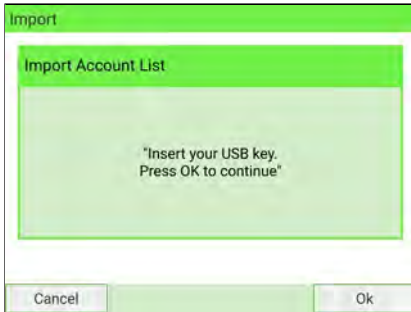
To import accounts from a CSV file:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

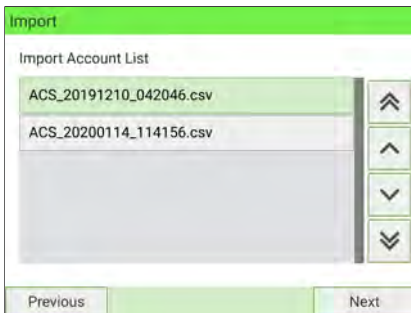
From the main menu, select the path: > **Account Management** > **Manage Account** > **Import Account List**



2. Insert your USB memory device into the USB port of the base (at rear left) and press **[OK]**.

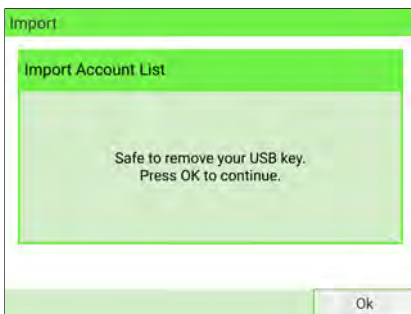




3. Select the CSV file to import and press **[OK]**.



4. Follow the on-screen instructions.

At the end of the process, a message informs you that you may safely remove the USB memory device.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

6.8

Managing Operator PIN Codes

As Supervisor, you can create operator PIN codes for controlling access to the Mailing System.

You can then assign each PIN code a list of specific accounts that can be charged only to that PIN code.

You can only manage operator PIN codes if the Mailing System is in Accounts with access control.



Users can use only activated accounts or operator PIN codes. If necessary, as long as your accounting structure is not complete, you can create Accounts or Operators without activating them.

9

Accounts and Access Control

Operator/PIN Code Parameters

In the Mailing System, each PIN code is associated with a name, a list of accounts and a status (active or not).

You have to set these parameters when creating an operator PIN code.

Parameters	Format	Description
PIN code	4 digits	Operator PIN code. Two operators cannot have the same PIN code.
Name	50 alphanumeric characters	Operator name. Two operators cannot have the same name.
Status	Active/Inactive	Users can only log in using an active operator PIN code.
List of accounts or groups *		All the accounts the operator is permitted to use. At least 1 account must be assigned to the operator.

* User screens do not display groups or subgroups names. Only corresponding (active) accounts are displayed.

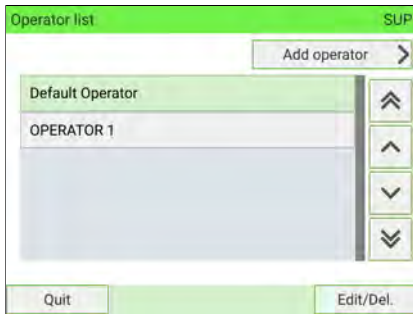
How to Create an Operator

To create an Operator:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Manage Operator** > **Operator list**

The Operator list screen is displayed.



2. Select **Add operator**.

The Add operator screen is displayed.



3. Enter the parameters of the Operator.

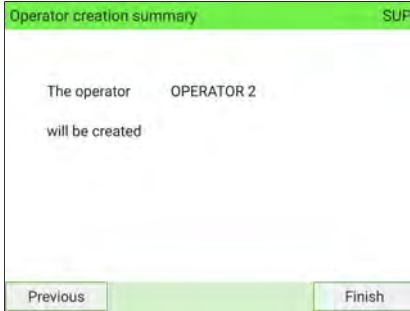


Each operator PIN code must be **unique**.

4. Press **Account List** to assign accounts to the operator.



- In the Account List screens, select the Accounts (or groups/subgroups) that the operator will be allowed to use. You can complete this step later: see [How to Assign Accounts to an Operator](#) on page 214.
- Press [OK].

The Operator creation summary screen is displayed.



- Press **Finish** to create the Operator.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

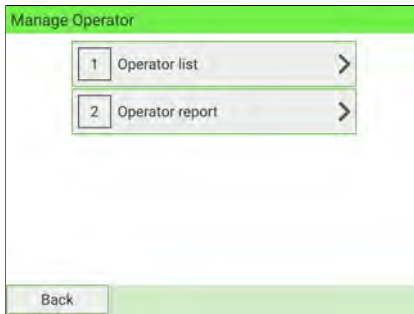
How to Modify an Operator

To modify an Operator:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu and select the path: > **Account Management** > **Manage Operator**

The Manage Operator window opens.





2. Select **Operator list**.
3. Select the operator and select **Edit/Del..**
4. Select **Edit/Modify**.

The Edit/Modify screen is displayed.



5. Change the operator parameters and press **Validate** to display the Operator modification summary screen.
6. Press **Finish** to validate the changes.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Assign Accounts to an Operator

You can define account access to operators by assigning them accounts, groups or subgroups of accounts.

Assigning a group (or subgroup) automatically assigns all the accounts under that group.



If you assign a group (or subgroup) to an operator, all accounts added afterwards to the group will be automatically assigned to that operator.



On user screens, only accounts are displayed. Groups and subgroups are only visible to Supervisor.

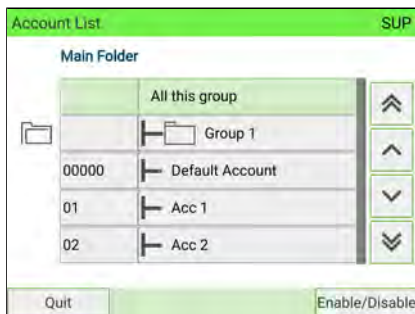
6


Accounts and Access Control

To change the list of Accounts an Operator is allowed to use:

1. Follow the procedure [How to Modify an Operator](#) on page 213 until the **Edit/Modify** screen is displayed.
2. Press **Account List**.

The Account List screen is displayed.



3. Select an account and press **Enable/Disable**.
4. You can assign entire groups or subgroups to the operator. Select a group and press **[OK]**. Repeat until all accounts to be assigned are checked.
5. Press  to return to the Edit/Modify screen.


6. Press **[OK]** to validate the assignments, then press **[Finish]**.



To see the Account list of the selected Group, press **View group content**.

How to Unassign Accounts to an Operator

To delete Accounts an Operator is allowed to use:

1. Follow the procedure [How to Assign Accounts to an Operator](#) on page 214, steps 1 and 2.
2. Select the Account or Group and press **Enable/Disable**. Alternatively, to unassign all the Accounts or Groups previously assigned to the selected Operator, select **All this group** and press **Enable/Disable**.
3. Press  to return to the Edit/Modify screen.
4. Press **[OK]** to validate the unassignments.



To see the Account list of the selected Group, press **View group content**.

How to Activate/De-activate an Operator

The ability to select the status of an operator allows you to create as many operators as you need in advance. Users cannot use de-activated operator PIN codes for new operators.

To activate or de-activate an Operator:

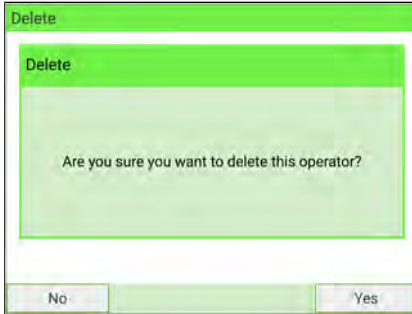
1. Perform the procedure [How to Modify an Operator](#) on page 213, steps 1 and 2.
 2. In the operator parameters, select the Status line to activate or de-activate the operator (the button displays the current status), and then press **Validate**.
 3. On the Operator modification summary screen, press **Finish**.
 4. A feedback of the status is displayed in the operator list.
-

How to Delete an Operator

To delete an Operator:

1. Perform the procedure [How to Modify an Operator](#) on page 213.
2. Select **Delete** instead of **Edit/Modify**.

The Delete confirmation screen is displayed.



3. Press **Yes** to delete the operator, otherwise press **No**.
-

How to Generate the Account Report

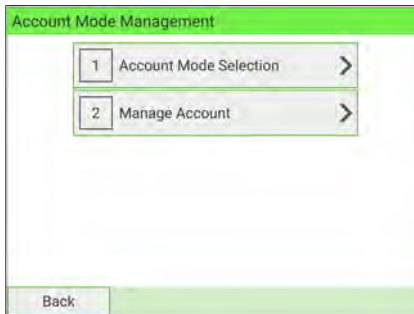


- This report displays the list of accounts in the mailing system.
- To generate this report: you have to be logged in as Supervisor and the current "Account Mode" must be "Account" or "Account with access control".
- Report output is printer or USB memory key.

To generate the Account List Report :

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Account Management**



2. Select **Manage Account**.
3. Select **Account Report**.



4. Select an Output and then press [Get report].

Account List Configuration						
Main Folder	Account Name	Status	Surcharge Budget	Warning	Locking	
	0 Default Account	Active				
	1 Marketing	Active	\$0.00	\$0	70%	100%
	2 Sales	Active				
	2 ACC2	Active				

How to Generate the Operator Report

6

Accounts and Access Control



- This report displays the list of operators in the mailing system.
- To generate this report: you have to be logged in as Supervisor and the current Account Mode must be "Account with access control".
- Report output is printer or USB memory key.

To generate the Operator Report:

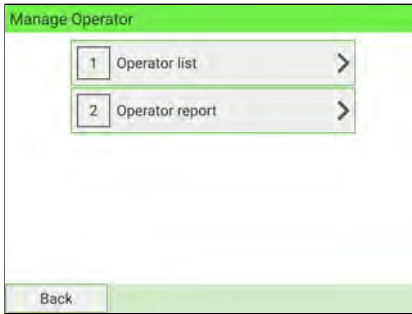
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Account Management**



2. Select **Manage Operator**.

3. Select Operator report.



4. Select the Output and then press [Get report].

Operator list configuration			
Name	PIN code	Status	Active accounts assigned
Default Operator	0000	Active	No
Sale	1234	Active	No
Marketing	4444	Active	No
Operator 1	5555	Active	No
Engineering	6666	Active	No
Operator 2	7777	Active	No

Single Account Report

The Single Account Report displays postal expenditures for one account over a selected time period. You can select any account from the list.



Requirements

This report is available to a user or supervisor.

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

You must select an account in the list of accounts, and a specific time period for the report (Begin date and an End date).

Default period:

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

Output

The Single account report outputs are:

- Screen

Content

Single Account	
07/01/2020 - 07/13/2020	
Account	00000
Name	Default Account
Items	7
Funds Used	\$ 3.866
Surcharge	\$ 0.000
Total	\$ 3.866

Multi Account Report

The Multi Account Report displays postal expenditures for all accounts over a selected time period, sorted by ascending account number.

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

Select Report	
2	Batch Data
3	Funds Summary
4	Daily Usage
5	Monthly Usage
6	Single Account
7	Multi Account

Requirements

This report is available to a user or supervisor.

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

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

Default period:

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

Output

The Multi Account report outputs are:

- USB printer
- USB key

Content

Multi Account					
Begin date	6/24/2020				
End date	7/1/2020				
Main Folder	0 Item(s) 0				
Number	Name	Items	Value	Surcharge	Total
0	Default Account	0	0	0	0
1	a1	0	0	0	0
1	Marketing	1	\$0.50	0	0
2	Sales	0	0	0	0
2	ACC2	0	0	0	0

6.10 Changing the Current Account

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

Reports can be generated for each account, or groups and subgroups of accounts, depending on how Supervisor has set up their structure. For more information, see [Reports](#) on page 237.

With the mailing system, you can charge back postage costs to a specific account/department.

6

Accounts and Access Control

How to Change Account

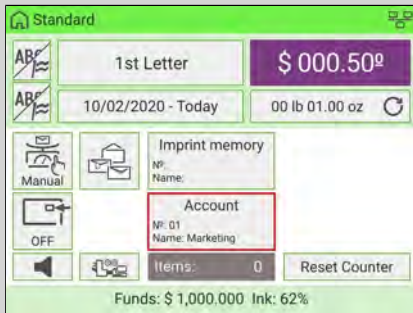
You can change the account to charge to any account created.


In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".

1. There are two ways to change account:
 - On the home screen, press the **Account** zone.
 - From the main menu, select **Change account**.

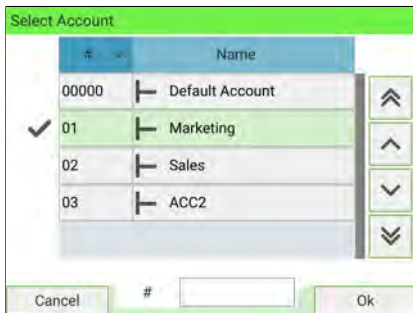
Either:

Press the **Account** area on the homepage screen



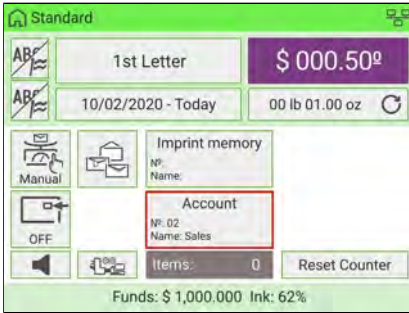
or press  and select the path: **Change account**

The list of accounts you can choose from is displayed.



2. Select the account you want to use and the selected account is automatically accepted.

The newly selected account is now activated.



How to Change Account using a Barcode Scanner



- Before using a barcode scanner with the system, it must be set up and configured by a service technician. Refer to the Troubleshooting section in the Service Manual for details.
- The barcode sheet of accounts that you create should use the Code 3 of 9 barcode font.

A barcode scanner can be used for “One Click” entry of accounts into your Mailing System. You can change the account to charge to any account created.

In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".

Ensure you are on the homepage.

To change accounts using a barcode scanner:

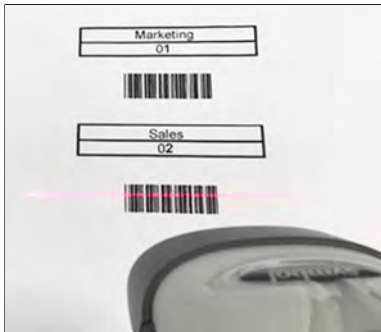
1. If not already done, connect the barcode scanner to the mailing system via a USB port.



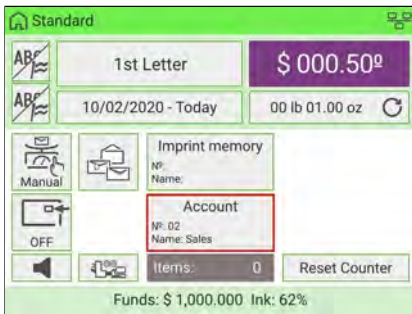
The list of accounts barcodes that are available is typically placed near the mailing system.



- 2. Select the account you want to use and scan.



- 3. The number and the name of selected account is displayed.



7 Rates

This section describes how you can select a Rate to calculate postage amount, download new rate table to your Mailing System.


7.1	Rates	229
	How to Select a Rate	229
7.2	Managing Postal Rates	426
	How to Check your Rate Updates	426
	How to Download New Postal Rates	427
	Rate Chaining	233

7.1 Rates

How to Select a Rate

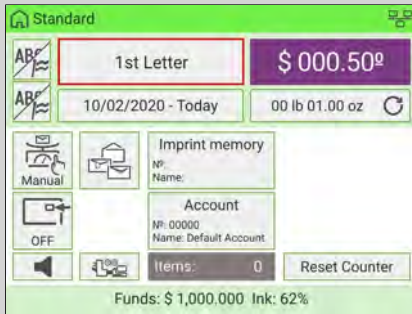
Selecting a postage rate allows the Mailing System to calculate the amount when the mailpiece weight is available.

To select a rate:


1. There are three ways to access Rate Selection.
 - On the home screen, press the **Rate** zone.
 - On the control panel, press .
 - From the main menu, select **Rate Selection**.

Either:

Press the **Rate** area on the home screen



or press 

or press  and select the path: **Rate Selection**

The Rate Selection screen is displayed.



2. From the Rate Selection screen:
 - Select a rate using the touch screen or by typing in the associated rate number
 - Select Rate History
 - Use the Rate Wizard to view all available rates and extra services
3. Press **[OK]** to validate your selection.

7

Rates

7.2 Managing Postal Rates

Your Mailing System uses **rate tables** to calculate postage.

As Supervisor, you can:

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



The newly available **postal rates are automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user (see [How to Load New Options](#) on page 403).

How to Check your Rate Updates

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



Rate tables will automatically become active on their effective date. For each rate table, rate details (part number, expiration date, rate option) can be displayed.

7

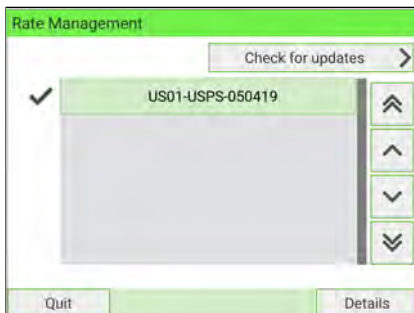
Rates

To display the list of rates:



1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Options and Updates > Rate management**

The list of rate tables is displayed in the Rate Management screen.





To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Download New Postal Rates

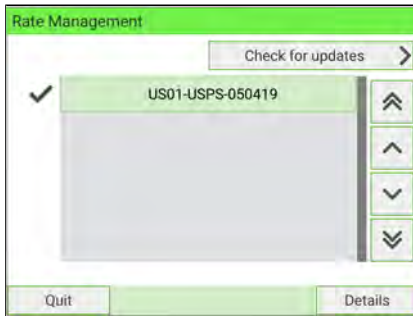
To download new rates:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Options and Updates** > **Rate management**

7

The list of rate tables is displayed in the Rate Management screen.





Rates

2. Select **Check for updates**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Rate Protection

Rate Protection ensures that the latest postal rates have been installed in your Mailing System.

When the Postal Service announces changes in its rate and fee schedule, the Online Services server automatically 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.

Rate Chaining

7

The rate table can implement the rate chaining function. For a selected rate, if the weight exceeds a threshold, the rate will be chained to another rate.

When the printing with the rate chaining is done, the machine will return to the selected rate.

A rate chaining can require additional rate data such as a Zip Code.

Rates

The following example explains the rate chaining functionality:

1. From the home screen (a rate has been selected).



Select Manual Weight Entry (see [How to Enter the Weight Manually](#) on page 84).
Enter a weight manually.



The screen is titled "Manual Weight Entry" in a green header. Below the header, it says "Enter the weight:". A text input field contains "45 lb 00.00 oz". Below the input field is a numeric keypad with buttons for digits 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and a backspace key. At the bottom of the screen are "Cancel" and "Ok" buttons.

2. The ZIP Code screen is displayed.



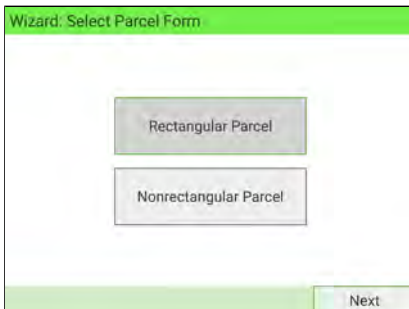
The screen is titled "Destination" in a green header. Below the header, it says "Enter ZIP code:". A text input field contains a hyphen "-". Below the input field is a numeric keypad with buttons for digits 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, a backspace key, and a checkmark key. At the bottom of the screen are "Cancel" and "Ok" buttons.

Using the numeric keys, enter the zip code and press **[OK]** to validate.



The ZIP Code is retained until a new ZIP Code is entered. When the machine is restarted, the ZIP Code is erased.

3. Select parcel form and press **[Next]** to validate.



The screen is titled "Wizard: Select Parcel Form" in a green header. Below the header, there are two buttons: "Rectangular Parcel" and "Nonrectangular Parcel". At the bottom right of the screen is a "Next" button.

- The display will prompt you to enter the dimensions of the item. Use the numeric keys to enter the dimensions.



The prompts may vary depending upon what shape was selected.

Wizard: Enter Package Dimensions

Length

Width

Height

7	8	9	<X>
4	5	6	✓
1	2	3	
⌨	0	.	

- The entered dimensions are displayed. Select **Next** to validate.

Wizard: Enter Package Dimensions

Length

Width

Height

Back Next

- The Rate Selection screen is displayed. Select **[OK]**.

Rate Selection

Pri z8 EnvPkg \$ 125.800

No services 45 lb 00.00 oz

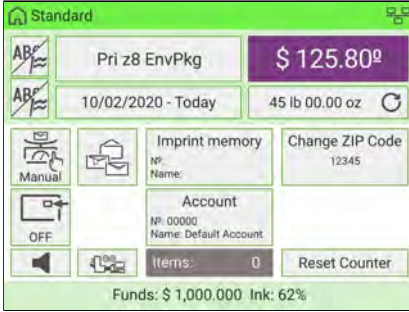
First Class Dyn. Weigh 1	Priority Mail 2	1st Presorted Letters 3	Rate history
1st Letter 4	International 5	1st Presorted Large Env 6	
1st Large Envelope 7	FC PkgS Retail 8	Extra Services 9	

Rate Wizard

Change ZIP Code

Cancel Ok

7. The machine displays the rate chaining on the home screen, the procedure is as standard.



7

Rates

8 Reports

This section explains how to generate, print and store a range of reports regarding Mailing System usage, funds usage, account expenditures, etc.

- 8.1 Generating Reports239**
 - How to Generate a Report239

- 8.2 Available Reports242**
 - How to Generate the Account Report244
 - How to Generate the Operator Report253
 - How to Activate/De-activate the Operational Presort Report260

8.1 Generating Reports

To generate a report, select the desired report, enter the corresponding parameters, and choose one of the following to display or record the report:

- On screen viewing
- Print to external USB printer (if connected)
- Print on a postage label
- Export to a USB memory device.

To generate a report as a user or supervisor, follow the procedures below.

How to Generate a Report

To generate a Report (as a User):

1. As user:

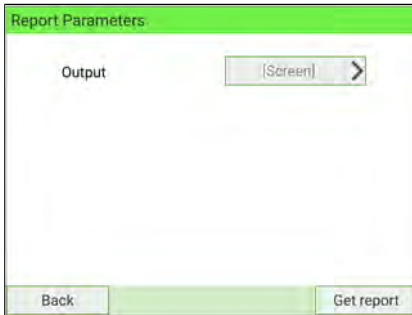
Press  and select the path: **Reports**

The list of available reports is displayed.



2. Select the report.

The Report parameters and output screen is displayed.



The information displayed in this screen depending on the type of report you have selected.

3. Select or type required parameters and press [OK].



You can use  on the keypad to clear data in a field and then type new data.

The Output selection screen is displayed.

4. Select an available output device.

The system sends the report to the selected output.

To generate a Report (as Supervisor):

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Reports**



2. Now follow the steps for generating a Report as a User.

8.2 Available Reports

List of Reports

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

Report name	Report description	Output	Page
	COUNTER DATA		
Batch Data	Batch Counter and corresponding postage for outgoing mail since the last reset.	SP	Batch Data Report on page 245
Received Batch Data	Batch Counter for incoming mail ('Received on') since the last reset.	SP	Received Batch Data on page 246
	POSTAGE DATA		
Daily Usage	Consumption information (total items and total postage value) for each day of a selected period.	SPF	Daily Usage Report on page 247
Monthly Usage	Total items and total postage value per month for a selected period.	SPF	Monthly Usage Report on page 248
Operational Permit	Number of pieces for each type of permit mail in a selected period.	SP	Operational Permit on page 259
	FUNDS DATA		
Funds Summary	Information on the funds usage in the machine (since the installation of the machine). Content is limited to the history available in the PSD.	LSPF	Funds Summary Report on page 249
Adding Postage	Last refill operations performed on the machine in a selected period (Supervisor only).	SPF	Adding Postage Report on page 250
	ACCOUNT DATA		

∞

Reports

Account Report	List of accounts in the system (Supervisor only). Tree view of the accounts in groups/subgroups.	PF	Account Report on page 244
Single Account	Usage for a specific account selected in an account list, for a selected period.	S	Single Account Report on page 251
Multi Account	Usage per group/subgroup on all accounts, in a selected period.	PF	Multi Account Report on page 252
Operator list	Operator list with PIN codes (Supervisor only).	PF	Operator List Report on page 253
	SYSTEM DATA		
Machine Configuration	Supervisor settings (imprint default data, date advance, postal services, connections, ink cartridge, weighing options, etc.)	PF	Machine Configuration Report on page 255
Operator Activity	Activity (number of items, postage value) of all operators in the machine in a selected period.	SPF	Operator Activity Report on page 264
Machine Activity	Activity of the system, presented in hour bands, for a specified period of time.	SPF	Machine Activity Report on page 265
IP Configuration Report	IP configuration settings.	L	IP Configuration Report on page 258
Proxy Configuration Report	Proxy configuration settings.	L	Proxy Configuration Report on page 258

Wireless Configuration Report	Wireless LAN configuration settings.	L	WLAN Configuration Report on page 257
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How to Generate the Account Report



- This report displays the list of accounts in the mailing system.
- To generate this report: you have to be logged in as Supervisor and the current "Account Mode" must be "Account" or "Account with access control".
- Report output is printer or USB memory key.

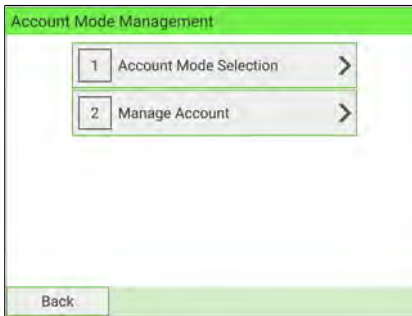
8

To generate the Account List Report :

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Account Management**

Reports



2. Select **Manage Account**.

3. Select **Account Report**.



4. Select an Output and then press **[Get report]**.

Account List Configuration						
Main Folder	Account Name	Status	Surcharge	Budget	Warning	Locking
0	Default Account	Active				
1	Marketing	Active	\$0.00	\$0	70%	100%
2	Sales	Active				
2	ACC2	Active				

Batch Data Report

The Batch Data Report displays the batch counter and corresponding postage for outgoing mail since the last reset.



Requirements

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

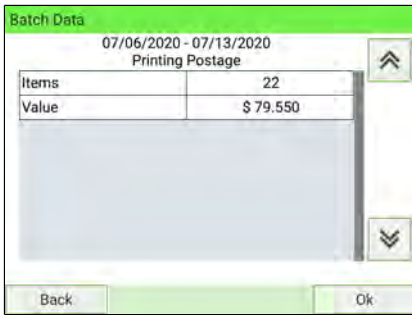
You must be in Applying postage task to view the outgoing mail batch counter.

Output

The Batch Data report outputs are:

- Screen
- USB printer

Content



Batch Data	
07/06/2020 - 07/13/2020 Printing Postage	
Items	22
Value	\$ 79.550



After generating reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero on the current date (see [How to Reset the Item Counter](#) on page 152).

8 Received Batch Data Report

The Received Batch Data Report displays the batch counter for incoming mail ('Received on') since the last reset.

Reports



Select Report	
1	Received Batch Data
2	Funds Summary
3	Daily Usage
4	Monthly Usage
5	Single Account
6	Multi Account

Requirements

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

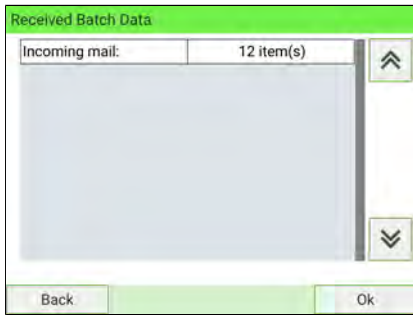
You must be in **[Received]** stamp type to view the incoming mail batch counter.

Output

The Received Batch Data Report outputs are:

- Screen
- USB printer

Content



After generating reports like Batch Data or Received Batch Data, you may wish to reset the batch counters so that your next reports restart from zero on the current date (see [How to Reset the Item Counter](#) on page 152).

Daily Usage Report

The Daily Usage Report displays usage data (total items and total postage value) for each day of the selected period.



Requirements

This report is available to a user or supervisor.

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

When you specify the Begin date, the End date field is pre-completed with a proposed value: Begin date + 31 days.

You can specify another End date.

Default period:

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

Output

The Postage Data Report outputs are:

- Screen
- USB printer.
- USB key.

Content

Date	Items	Value
07/07/2020	1	\$ 0.650
07/09/2020	17	\$ 76.900
07/10/2020	4	\$ 2.000

Monthly Usage Report

The Monthly Usage Report displays the total number of items and total postage value for a selected period and per month.

1	Permit Report
2	Batch Data
3	Funds Summary
4	Daily Usage
5	Monthly Usage
6	Single Account

Requirements

This report is available to a user or supervisor.

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

Default period:

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

Output

The Monthly Usage report outputs are:

- Screen
- USB printer
- USB key

Content

Month	Items	Value
July 2020	22	\$ 79.550

Funds Summary Report

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

Select Report
1 Permit Report
2 Funds Summary
3 Adding Postage
4 Daily Usage
5 Monthly Usage
6 Machine Configuration

Requirements

This report is available to a user or supervisor.

Output

The Funds Summary Report outputs are:

- Label
- Screen
- USB printer



- PSD Die Number.
- Current Date and Time on printed report only.

Content

Funds Summary	
07/16/2020 08:24:44	
PSD status: Installed	
PSD #043M32205021 (USPS)	
Funds Used	\$ 491.150
Funds Available	\$ 1,626.850
Control Total	\$ 2,118.000
Non zero items	120
Zero items	0
Total items	120

∞

Reports

Adding Postage Report

The Adding Postage Report displays the last refill operation performed on the machine for a selected period.

Select Report	
1	Permit Report
2	Funds Summary
3	Adding Postage
4	Daily Usage
5	Monthly Usage
6	Machine Configuration

Cancel Select

Requirements

For this report, you have to be logged in as Supervisor.

Output

The Postage Report outputs are:

- Screen
- USB printer
- USB memory device.

Content



06/24/2020 - 07/13/2020

Date	Amount	New funds avail...
07/06/2020 03:31	\$ 100.000	\$ 100.000
07/07/2020 08:01	\$ 0.000	\$ 99.350
07/08/2020 01:43	\$ 100.000	\$ 199.350
07/09/2020 00:24	\$ 1,000.000	\$ 1,199.350
07/09/2020 03:16	\$ 0.000	\$ 1,193.850
07/09/2020 05:28	\$ 0.000	\$ 1,124.450
07/09/2020 05:43	\$ 0.000	\$ 1,123.950
07/09/2020 05:53	\$ 0.000	\$ 1,123.950

Back Ok

00

Single Account Report

The Single Account Report displays postal expenditures for one account over a selected time period. You can select any account from the list.



Select Report

1	Permit Report	
2	Batch Data	⬆
3	Funds Summary	⬆
4	Daily Usage	⬆
5	Monthly Usage	⬆
6	Single Account	⬆

Cancel Select

Reports

Requirements

This report is available to a user or supervisor.

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

You must select an account in the list of accounts, and a specific time period for the report (Begin date and an End date).

Default period:

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

Output

The Single account report outputs are:

- Screen

Content

Single Account	
07/01/2020 - 07/13/2020	
Account	00000
Name	Default Account
Items	7
Funds Used	\$ 3.866
Surcharge	\$ 0.000
Total	\$ 3.866

Multi Account Report

The Multi Account Report displays postal expenditures for all accounts over a selected time period, sorted by ascending account number.

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

Select Report	
2	Batch Data
3	Funds Summary
4	Daily Usage
5	Monthly Usage
6	Single Account
7	Multi Account

Requirements

This report is available to a user or supervisor.

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

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

Default period:

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

Output

The Multi Account report outputs are:

- USB printer
- USB key

Content



Multi Account						
Begin date	6/24/2020					
End date	7/1/2020					
Main Folder	0 Item(s)		0			
Number	Name	Items	Value	Surcharge	Total	
0	Default Account	0	0	0	0	0
1	a1	0	0	0	0	0
1	Marketing	1	\$0.50	0	0	0
2	Sales	0	0	0	0	0
2	ACC2	0	0	0	0	0

How to Generate the Operator Report

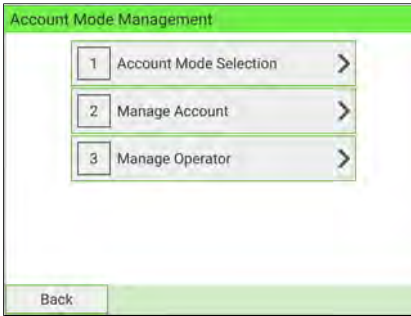


- This report displays the list of operators in the mailing system.
- To generate this report: you have to be logged in as Supervisor and the current Account Mode must be "Account with access control".
- Report output is printer or USB memory key.

To generate the Operator Report:

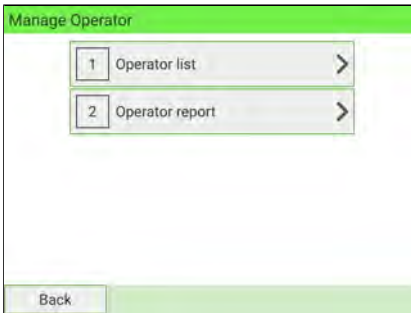
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Account Management**



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2. Select **Manage Operator**.
3. Select **Operator report**.



Reports

4. Select the Output and then press **[Get report]**.

Operator list configuration			
Name	PIN code	Status	Active accounts assigned
Default Operator	0000	Active	No
Sale	1234	Active	No
Marketing	4444	Active	No
Operator 1	5555	Active	No
Engineering	6666	Active	No
Operator 2	7777	Active	No

Machine Configuration Report

The Machine Configuration Report displays all Supervisor settings.



Requirements

To generate this report, you must be logged in as Supervisor.

Output

The Machine Configuration Report outputs are:

- USB printer
- USB key

Content

Machine Configuration

10/28/2020 06:41:33

Default User Settings / Preferences

Language	English
Beep on key	Inactive
Beep on error	Active
Brightness	24

Default User Settings / Preferences

Language	English
Beep on key	Inactive
Beep on error	Active
Brightness	24

Default User Settings / Imprint Parameters

Imprint left	
Imprint right	FIRST-CLASS PRSRT
Default Rate	First Class Domestic Letter
Fractional Postage Mode	Active
Automatic Date Advance	Active
Date advance time	04:00
Date advance working days	Mon Tues Wed Thurs Fri Sat
Permit Mail Imprint	PPI 5

Default User Settings / Base Settings

High Value Amount Entry	\$ 0.050
Default Sealing Mode	No sealing
Print Position	0 inch
Default Weighing Mode	Manual Weight Entry

Default User Settings / Funds Settings

Low Funds Alert	\$ 500.000
Funds PIN code	Inactive

Timeout Setting

Start timeout	15000 ms
Stop timeout	10000 ms
Sleep mode timeout	1800000 ms

Machine Settings / Weighing

Geocode	20589
DS Accuracy	OFF

Machine Settings / Communication

Communication type	WLAN
--------------------	------

Machine Settings / Communication / LAN configuration

IP allocation method	DHCP setting
IPv4 Address	0.0.0.0
IPv4 Subnet mask	0.0.0.0
IPv4 Default gateway	0.0.0.0
DNS setting method	DNS AUTO ON
Preferred DNS IPv4	0.0.0.0
Alternate DNS IPv4	0.0.0.0
MAC address	00-1B-00-3A-35-22
IPv6 Address	::
IPv6 Prefix length	0
Preferred DNS IPv6	::
Alternate DNS IPv6	::

Machine Settings / Communication / WLAN configuration

IP allocation method	DHCP setting
IPv4 Address	10.16.41.127
IPv4 Subnet mask	255.255.254.0
IPv4 Default gateway	10.16.40.1
DNS setting method	DNS AUTO ON
Preferred DNS IPv4	10.16.34.14
Alternate DNS IPv4	10.16.34.13
MAC address	F8-F0-05-A2-F2-90
IPv6 Address	fe80::fa10:5ff:fea2:f290
IPv6 Prefix length	64
Preferred DNS IPv6	::
Alternate DNS IPv6	::
SSID	SOFT
Encryption	802.11i - PSK

Wireless LAN Configuration Report

The Wireless LAN Configuration Report displays the parameters used for Wireless LAN connection.



Requirements

To generate this report, you must be logged in as Supervisor.

Output

The Wireless LAN Configuration Report output is:

- Label

Content

IP Config	DHCP setting
Wireless MAC Address	F8-F0-05-A2-F2-90
IP address	10.16.41.89
Subnet mask	255.255.254.0
Default gateway	10.16.40.1
SSID	DE
Encryption	WPA2_PSK
Connection status	Connected
Signal quality	Good
Link Speed	72
Primary DNS address	10.16.34.14
Secondary DNS address	10.16.34.13

IP Configuration Report

The IP Configuration Report displays IP address information.



Requirements

To generate this report, you must be logged in as Supervisor.

Output

The IP Configuration Report output is:

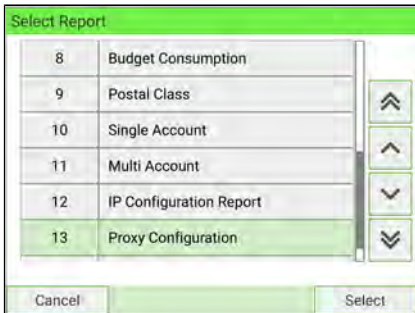
- Label

Content

IP Config	DHCP setting
MAC Address	00-1b-00-3e-ab-a5
IP Address	10.77.12.82
IP Mask	255.255.255.0
Gateway IP Address	10.77.12.1
DNS IP Address 1	10.77.112.39
DNS IP Address 2	10.77.113.93
Host Name	Nd-zc1739200381

Proxy Configuration Report

The Proxy Configuration Report displays Proxy address information.



∞

Reports

Requirements

To generate this report, you must be logged in as Supervisor.

Output

The Proxy Configuration report output is:

- Label

Content

Proxy Settings	Proxy OFF
MAC Address	00-1b-00-3e-ab-a5
Proxy URL	
Proxy Domain Name	
Proxy Login	
Proxy Port	8080
Kerberos realm	
KDC server name	

Operational Permit Report and Historic Reports

The above permit reports are available:

- The Operational Permit Report option displays the currently running permit report (use of permit rate for a selected period of time).
- The 'Historic' options display the two previously recorded reports.



Requirements

To generate these reports, you can be logged in as a user or supervisor.

Output

The Operational Permit Report and Historic Report outputs are:

- Screen
- USB printer

Content

Permit Name	Items	Weight
PPI 1	1	0.03 Lb
Total	1	

How to Activate/De-activate the Operational Presort Report

The 'Operational Presort Report' function continuously updates information about the mailpieces you have processed at presort rates.

8

You can print or export the report to summarize your presort work and use it for reporting with the presort house.

You can reset the function at any time to start a new blank operational presort report.

In addition to the current report, you can gain access to the two previous reports retained by the system for reference.

Reports



Only activate the operational presort report function if you intend to use it.

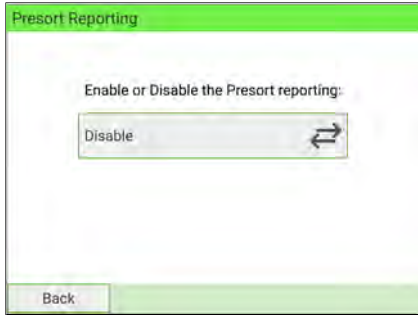
When the function is activated, you may have to start a new report each time the postal services update the rate table in the machine. Before a new report is started, no mail can be processed using the new rates.

To activate or de-activate the operational presort report function:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

Press  and select the path: > Default User Settings > System Settings > Presort Reporting

The Presort Reporting screen is displayed.

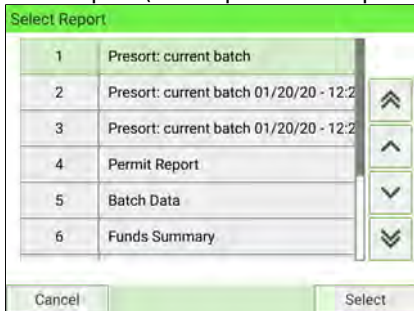


2. Press the button to toggle **Enable** or **Disable**.

Presort Report

Three presort reports are available:

- The Operational Presort Report option displays the currently running presort report (use of presort rate per category/weight).



- The 'Historic' options display the two previously recorded reports.

Select Report

1	Presort: current batch	
2	Presort: current batch 01/20/20 - 12:2	⬆
3	Presort: current batch 01/20/20 - 12:2	⬆
4	Permit Report	⬇
5	Batch Data	⬇
6	Funds Summary	⬇

Cancel Select

Requirements

Presort reports are available to a user or supervisor.

Output

The Operational Presort Report and Historic Report outputs are:

- Screen
- USB printer
- USB key

Content

Presort: current batch

Print report

Begin date: 07/13/2020 02:24:59
End date: 07/13/2020 02:27:32

Format	Weight	Pieces	Postage
Flats	1.0 Oz	1	\$ 0.716
Sub Total		1	\$ 0.716
Total		1	\$ 0.716

Back New report

88

Reports

Product code report (Portal class)

The Product Code Report displays the consumption per Customer Product Code for a selected time period.



Requirements

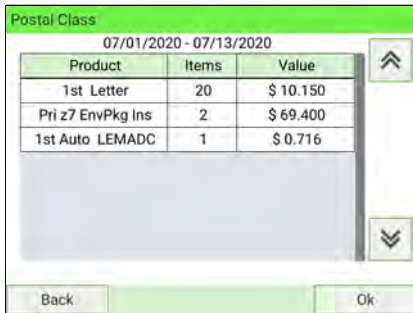
To generate this report, you must log in as Supervisor.

Output

The Product Code Report output is:

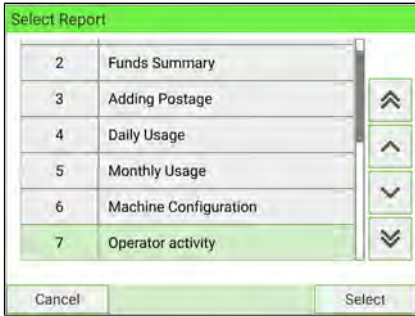
- Screen
- USB printer
- USB key

Content



Operator Activity Report

The Operator Activity Report displays the activities (number of items, postage value, etc.) of all operators for a selected period.



Requirements

8

To generate this report, you must be logged in as Supervisor.

The account mode has to be 'Accounts with Access control'.

You must specify the period for the report (Begin date and an End date).

Default period:

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

Reports

Output

- Screen
- USB printer
- USB memory device

Content



Machine Activity Report

The Machine Activity Report displays the activity of the system, presented in hour bands, for a selected time period.



Requirements

To generate this report, you must be logged in as Supervisor.

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

Default period:

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

Output

- Screen
- USB printer
- USB memory device

Content

Band	Items	Value
Before 7h00	28	\$ 90.096
7h00 to 7h59	0	\$ 0.000
8h00 to 8h59	0	\$ 0.000
9h00 to 9h59	0	\$ 0.000
10h00 to 10h59	0	\$ 0.000
11h00 to 11h59	0	\$ 0.000
12h00 to 12h59	0	\$ 0.000
13h00 to 13h59	0	\$ 0.000

9 Online Services

Online Services is the infrastructure that a meter connects to for updating: postal rates, postage usage data, USPS extra services records, etc. A wide range of optional applications are available to purchase to enhance the functionality of the Mailing System.

- 9.1 Standard and Optional Mail Management Applications269**
- 9.2 OLS Call Types270**
 - How to Call Online Services Manually270
 - How to Upload Report Data to the Online Services Server272
 - Synchronize Call273
- 9.3 OLS Connection Tests275**
 - Ping Server Diagnostic Test275
 - Test Server Diagnostic Test277
- 9.4 System Online Services279**
- 9.5 E-Services with Electronic Return Receipt280**
 - The Process in your Mailroom283
 - How to Process eConfirmation Items using the WP284
 - How to Display eConf Record List and Details285
 - How to Modify an eConf Record Status286

9.1 Standard and Optional Mail Management Applications

Online Services simplify both the use and updating of your Mailing System.

Features and capabilities include:

- **Online reporting:** Access your machine from your personal, secure web account, simplifying tracking and reporting of your postage expenses.
- **eConfirmation Services:** Save money with USPS discounts on Delivery and Signature Confirmation services, and simplify the process of sending Certified Mail. Monitor delivery of all of your tracked mail from your web account.
- **Rate Updates:** Maintain current postal rates with automatic, electronic, convenient downloads into your Mailing System (see [Options and Updates](#) on page 395)
- **Remote diagnostics and technical support:** Experienced technical professionals can remotely analyze your Mailing System's error logs, diagnose your Mailing System before an on-site service visit, and update your system software remotely, reducing service delays.
- **Ad Slogan download:** Order a new ad slogan and get it downloaded via Online Services server directly to your Mailing System.

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

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

Automatic Calls



To fully benefit from the convenience and power of Online Services, your Mailing System should be permanently connected to a LAN connection in order to link to the Online Server automatically when required.

For some services, automatic calls are pre-scheduled to upload corresponding data. For the Reports service, the Mailing System automatically connects at the end of each month to upload accounting and postal category statistics.

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

For Ink Management, 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 during the night to allow the connection to the Online Server to occur automatically.

How to Call Online Services Manually

Manual calls allow you to connect to the Online Server in order to retrieve new information (update software, postal rates, ad slogans or messages) or to utilize features and options (Weighing Platform capacity, number of departments, differential weighing, etc.).

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

The Mailing System connects to the server and downloads the available elements (rates, ad slogans, etc.).

To trigger a generic call:

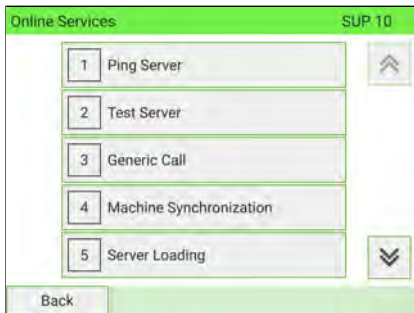
1. As a user:

Press  and select the path: **Online Services**



As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Online Services**



2. Select **Generic Call** from the list displayed on the screen.
3. Check your mailbox for messages: see [Using the Mailbox](#) on page 398.

How to Upload Report Data to the Online Services Server

Calling manually allows you to upload report data to the Online Services server in order to display reports that integrate the latest figures on your Online Services web page.

Without a manual call, the system will automatically call to upload report data to the Online Services server at the end of each month.



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

To upload report data:

1. As a user:

Press and select the path: **Online Services**

6

Online Services



As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Online Services**




2. Select **Upload Statistics** from the list displayed on screen.
The call to the server is triggered.

Synchronize Call

This type of call should only be made on request from your Customer Service.
This call updates the automatic call schedule of the machine and the features/options.
To trigger a Synchronize call:

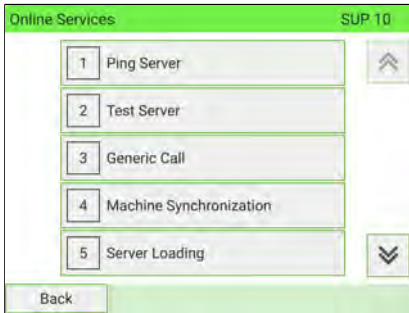
1. As a User:

Press  and select the path: **Online Services**



As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Online Services**



2. Select **Machine Synchronization** from the list displayed on screen.
3. The Mailing System connects to the server and updates.

9

Online Services

9.3 OLS Connection Tests

The connection to the Online Services server can be tested via the commands in the Online Services menu:

- Ping server

Establishes a connection and checks whether the server answers a 'ping' command. This test:

- Validates connection parameters (see [Connection Settings](#) on page 355).
- 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 performed normally.




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

Ping Server Diagnostic Test

Sends a message to a server to ping the line.

To ping the server:

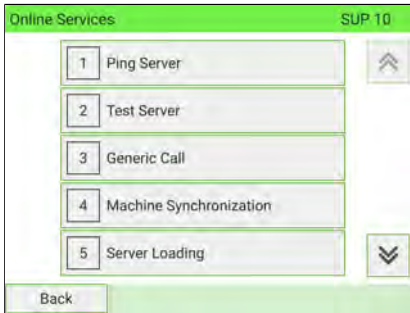
1. As a User:

Press  and select the path: **Online Services**



As Supervisor (see [Log in as Supervisor](#) on page 295):

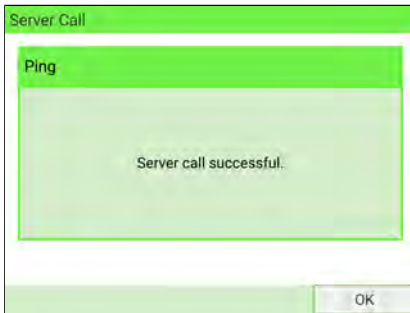
From the main menu, select the path: **Online Services**



2. Select **Ping Server** from the list displayed on screen.
3. After a successful connection the display shows:

9

Online Services



Press [OK].

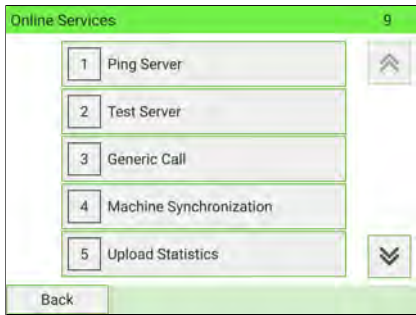
Test Server Diagnostic Test

Sends a message to a server to test the line.

To test the server:

1. As a User:

Press  and select the path: **Online Services**



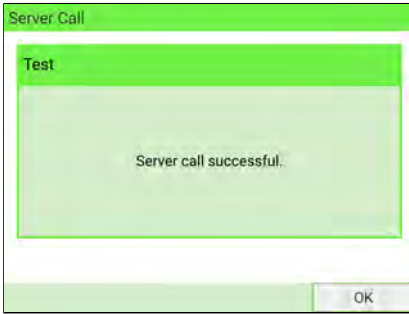
As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Online Services**



2. Select **Test Server** from the list displayed on screen.

3. After a successful connection the display shows:



Press [OK].

9.4 System Online Services

Ink Management Service

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

An email message then informs you of that condition so the ink tank can be replaced in time.



For more information, please contact Customer Service.

Rate Protection

Rate Protection ensures that the latest postal rates have been installed in your Mailing System.

When the Postal Service announces changes in its rate and fee schedule, the Online Services server automatically 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 Number

The number of accounts in your system can be increased.



To upgrade your system, please contact Customer Service.

Service Overview

E-Services with Electronic Return Receipt is an optional add-on application for your machine. Cost saving opportunities are available using electronic rates instead of Retail Rates. Your online account is the hub for collecting and reporting the delivery status of e-Services data. Signature files are also stored.

In addition to online tracking, you can activate and receive **email status updates** for your tracked parcels.

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

USPS Tracking (formerly known as eDelivery Confirmation)

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

eSignature Confirmation

You receive an email stating 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 USPS. The dates and times of any unsuccessful deliveries are also noted. eSignature Confirmation is available for First Class, Priority, or Package Service (including Parcel Post, Media Mail, etc.).

eCertifiedMail

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

eCertifiedMail with Electronic Return Receipt

You receive an email stating the date and time of the delivery. The actual signature and address of the recipient will be displayed on your **account** webpage under the online services tab.

e-Confirmation Service Customer Profile

If you have purchased the E-Services with Electronic Return Receipt application, tracking information can be found in your account.

You also have the ability to set up Email Notifications.

The notification options are:

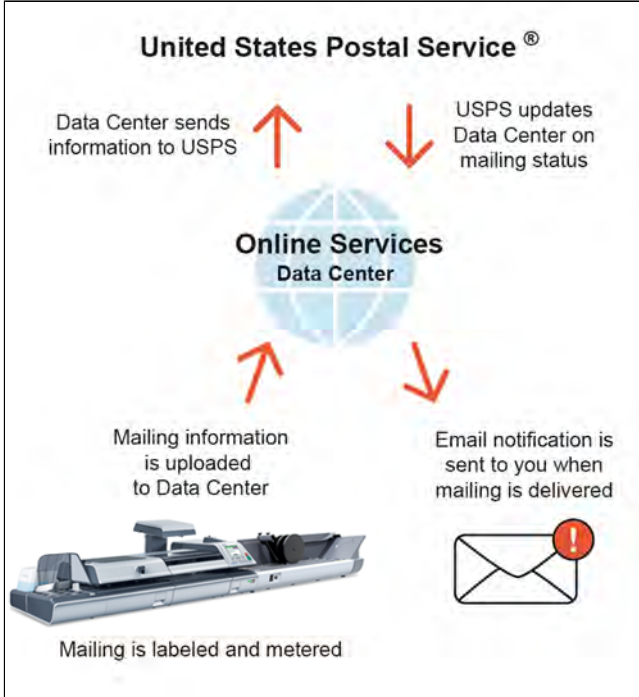
- **Email Daily Report** to the email address of the person who is to receive a daily summary status for the eConfirmation tracking records uploaded the previous day
- **Email Notifications** to the email address of the person who is to receive email notifications about the following events:
 - When 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 email 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 USPS. The diagram below shows how tracking information flows from your mailroom, through the Online Services server, onwards to USPS, and then back to you.



6

Online Services

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 Customer Service.
 2. **Select the appropriate rate** and e-Confirmation service on your machine display.
 3. **Apply the metered postage** to your mail.
 4. **Deposit your mail with USPS** (e-Confirmation, unlike retail mail confirmations, does not require additional special paper work).
 5. **Upload your daily mailing information** to the Online Services Server. This function is performed daily via an automatic call during the night.
 6. **Receive USPS updates** about your mail's delivery status via emails from the Online Services server. You can also check the status of your mail on the web by logging into your account.
-

Getting e-Confirmation Status Data

Mailing status information is available:

- Via emails sent by the Online Services server.

Processing e-Confirmation Items Using your Weighing Platform

If you plan to use the e-Confirmation service frequently, it is recommended you use a barcode scanner to scan the tracking labels. The barcode scanner option is compatible with the use of a Weighing Platform.

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

How to Process eConfirmation Items using the WP

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

1. Place the eConfirmation label on the package.
2. Place your package on the WP.
(If needed, first remove all items from the WP and rezero your Weighing Platform – see [How to Set Weighing Platform to Zero](#) on page 317).
3. Select the rate corresponding to the package to send (see [How to Select a Rate](#) on page 229).

If the rate requires a ZIP code, a specific screen is displayed to capture the ZIP code.

4. Add an eConfirmation service.

In the eConfirmation screen, check the PIC number (tracking number) or scan it. The machine automatically suggests the next PIC number.


If the displayed PIC number does not match your label, use the **Delete** key on the keypad 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. Press  to start.

8. Press  on the control panel to print a tape, or insert an item in the machine.

When printing is done, an eConfirmation record is created (See [How to Display eConf Record List and Details](#) on page 285).



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

9. Apply the tape to the package.



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

You can also upload records manually (see [How to Upload Report Data to the Online Services Server](#) on page 272).

How to Display eConf Record List and Details

A list of e-Confirmation records is accessible in the machine.

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

You can display and check information regarding an eConfirmation record:

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

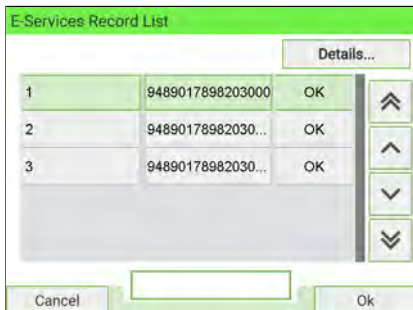
To display the list and check a record:

1. As user:

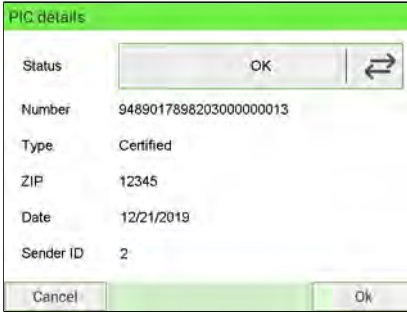


Press  and select the path: > Online Services > E-Services Record List


The record list is displayed.



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



PIC details

Status	<input type="text" value="OK"/> 
Number	9489017898203000000013
Type	Certified
ZIP	12345
Date	12/21/2019
Sender ID	2

How to Modify an eConf Record Status

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 mail you no longer want to track anymore.

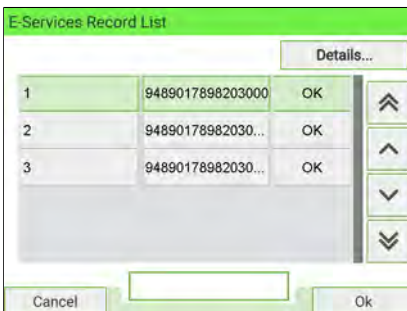
You will not receive any tracking information for records with status PIC Deleted.

To modify the status of an eConf record:





1. As user:

Press  and select the path: **> Online Services > E-Services Record List**

The record list is displayed.



E-Services Record List

			Details...
1	9489017898203000	OK	
2	94890178982030...	OK	
3	94890178982030...	OK	
			

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

PIC details

Status: OK

Number: 9489017898203000000013

Type: Certified

ZIP: 12345

Date: 12/21/2019

Sender ID: 2

Cancel Ok

3. Change record status.

The status has been changed to "Deleted".

PIC details

Status: Deleted

Number: 9489017898203000000013

Type: Certified

ZIP: 12345

Date: 12/21/2019

Sender ID: 2

Cancel Ok

4. Press **[OK]**.

E-Services Record List

Details...

1	9489017898203000	Deleted
2	94890178982030...	OK
3	94890178982030...	OK

Cancel Ok

10 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 Supervisor access.

- 10.1 Settings Overview293**
- 10.2 Logging in/out as Supervisor294**
 - How to Exit Supervisor Mode296
- 10.3 Imprint Memories297**
 - How to Create an Imprint Memory297
 - How to Edit/Modify an Imprint Memory300
 - How to Delete an Imprint Memory301
- 10.4 High Value, Low Funds Warnings and PIN Codes302**
 - How to Set the High-Value Warning Amount302
 - How to Set the Low-Funds Threshold303
 - How to Set/Cancel a Funding Code305
- 10.5 Default Sealing Mode306**
 - How to Set up a Default Sealing Mode306
 - How to Set A Default Moistening Level307
- 10.6 Weighing Settings309**
 - How to Change the Default Weighing Mode309
 - How to Activate/De-activate Automatic Weight Detection on the WP311
 - How to Activate/De-activate Checking On Zero Weight313
 - How to Activate the High Accuracy Mode321
 - How to Tare the Weighing Platform315
 - How to Set the Weighing Platform to Zero317
 - How to Activate/De-activate ePostage Mode319
 - How to Set the ePostage Connection320
 - How to Change the Geocode322
- 10.7 Postage Imprint Default Settings326**
 - How to Set the Automatic Date Advance Feature332

	How to Set the Default Printing Offset	333
	How to Select the Default Label Printer	334
	How to Change the Default Permit	327
	How to Change the Default Rate	328
	How to Change the Default Text	329
	How to Change the Default Ad slogan	330
10.8	Display Setting	336
	How to Change the Display Language	336
	How to Enable/Disable the Beeps	338
	How to Adjust the Display Brightness	340
	How to Activate the Quiet Mode	342
10.9	Time and Date Management	345
	How to Check/Adjust the Machine Time and Date	345
10.10	Timeout Settings	346
	How to Adjust the Timeouts	346
10.11	External Label Dispenser (ELD)	348
	How to Set the ELD Status	350
	How to Print using ELD by Default	351
	How to Test the ELD	352
	How to Change the Label Roll	353
10.12	Connection Settings	355
	How to Set the Postal/Online Services Connection	355
	How to Set LAN Parameters - Ethernet Connection	358
	How to Set LAN Parameters - Ethernet Connection with IPv6	361
	How to Set LAN Parameters - Wireless Connection	364
	How to Set LAN Parameters - Wireless Connection with IPv6	366
	How to Connect a Wireless Network (Wireless LAN)	369
	How to Install Authentication Certificates for Wireless Connection automatically	373
	How to Install Authentication Certificates for Wireless Connection manually	377
	How to Set Proxy Parameters	380
	How to Set DHCP options	382
10.13	Inserter Mode	383
	How to Print Standard Mail with Inserter Electronic Connection	384
	How to Activate the Inserter Mechanical Connection	385
	How to Set the Inserter Mechanical Connection as Default	385
10.14	Changing Motorized Conveyer Stacker Positions	386

How to Install the Motorized Conveyor Stacker in Line (0°)	386
How to Install the Motorized Conveyor Stacker at +90°	390

10.1 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** that define the default or permanent characteristics of your mailing system.



Other user settings are described in the corresponding sections: [Processing Mail](#) on page 67, [Maintenance](#) on page 431.

10.2 Logging in/out as Supervisor

User Settings

The user settings described in the sections below are:

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

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.



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

Supervisor settings allow you to:

- Change the default user settings
- Modify system time-outs
- Set funds warnings (high amount, low funds) and activate a funding PIN code
- Define a default weighing method for mailing, and calibrate the weighing devices
- Design a default imprint (rate, text, ad slogan), activate the Automatic Date Advance function and set a default printing offset
- Activate sealing mode by default
- Enter connection parameters

10

Configuring your Mailing System

Log in as 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 Supervisor menu is available. Printing postage is not possible while logged-in as Supervisor.

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



Press and select the path: **Supervisor**

Type Supervisor PIN code and press [OK].



Supervisor Main Menu is displayed.



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

How to Exit Supervisor Mode

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

To exit Supervisor mode:

1. As Supervisor:

Press .

The machine switches to 'Sleep' mode and Supervisor is logged out.

10.3 Imprint Memories

Imprint Memories are presets for your stamp types.

- As a user, you can quickly retrieve a saved setting to simplify operation and save time (see [Using Imprint Memories](#) on page 111).
- As Supervisor, you can create, edit/modify or delete an Imprint Memory.

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

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

How to Create an Imprint Memory



The content of a Standard Imprint Memory and a Permit mail Imprint Memory is:

- Standard Imprint Memory: Text, Slogan, Weight (optional), Date Mode, Rate, Account Number (if any).
- Permit mail Imprint Memory: Text, Slogan, Permit, Account Number (if any).

To create an Imprint Memory:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Predefined Imprint Management**

A current list of imprint memories is displayed in the Manage Imprint Memories screen.

Manage Imprint Memories	
1	MEM1
2	None
3	None
4	None
5	None
6	None

Buttons: Quit, Edit/Del.

10

Configuring your Mailing System

2. Select the first available line displaying "None" and then press "Create".

Manage Imprint Memories	
1	MEM1
2	None
3	None
4	None
5	None
6	None

Quit Create

3. Select the type of mail by pressing **Standard** or **Permit Mail Imprint**.

Create imprint memory: select stamp type

1	Standard	>
2	Permit Mail Imprint	>

Back

4. Select the type of mail by pressing **Standard** or **PPI**.
5. Enter the name of the new Imprint Memory, then press **[Next]**.

Create imprint memory: select name

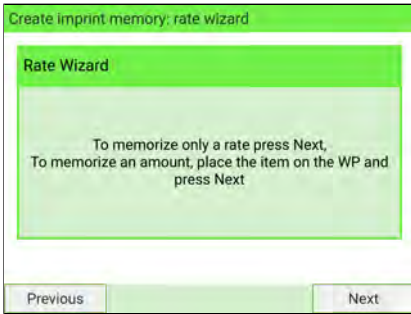
Enter the imprint memory's name

Imprint Memory type: * Standard *

To cancel, press Home or Menu button

Previous Next

- To include weight, place a mailpiece on the Weighing Platform, then press **[Next]**.

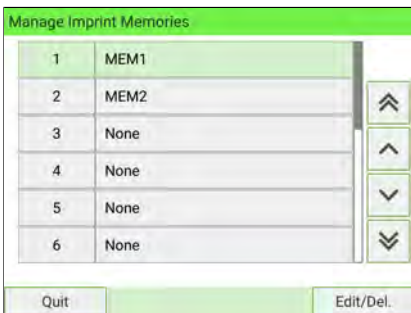




- Enter the parameters, press **[Next]** to validate and display the next list of parameters, if any.



10

- Repeat previous step until the system displays the name of the new Imprint Memory in the list.



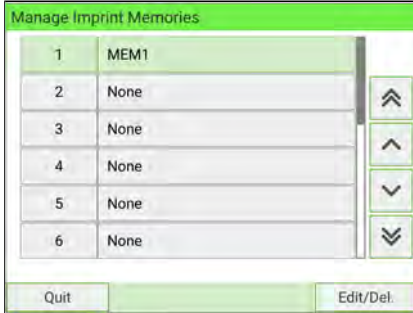
To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Edit/Modify an Imprint Memory

To edit or modify an Imprint Memory:

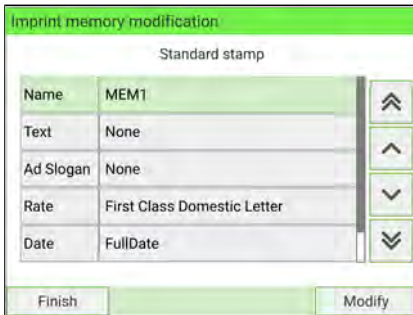
1. As Supervisor (see [Log in as Supervisor](#) on page 295):


From the main menu, select the path: **Predefined Imprint Management**





2. Select the Imprint Memory that you want to edit/modify.
3. Select **Edit/Del.**
4. Select **Edit.**

The Imprint memory modification screen is displayed.



5. Use the arrows to select the parameters, then press **Modify** to modify the parameters.
6. Change the parameter, then press **[OK]**.
7. Press **[OK]** to validate or  to quit.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Delete an Imprint Memory

To delete an Imprint Memory:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Predefined imprint management**



2. Select the Imprint Memory that you want to delete.
3. Press **[OK]** to validate.
4. Select the menu path **Delete**.

A confirmation message is displayed.



5. Press **[Yes]** to confirm to deletion of Imprint Memory.

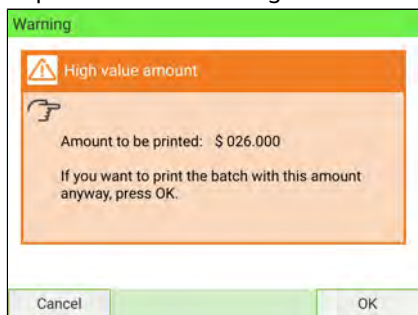
10.4 High Value, Low Funds Warnings and PIN Codes

How to Set the High-Value Warning Amount



A High Value Warning message alerts the user that the postage amount being entered is higher than a preset value. This high-amount warning prevents the user from accidentally printing high postage amounts. Example: \$4.80 instead of \$0.48.

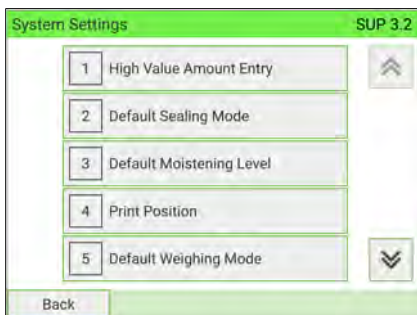
Supervisor can set the mailing system to display a warning message when the High Value Warning amount is exceeded. If you do not have Supervisor access, contact your Supervisor to set the High Value Warning.




To set a high-value warning amount:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **High Value Amount Entry**





2. Enter the high-value warning amount or press  on the keypad and enter 0 to disable the warning function.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Set the Low-Funds Threshold

10

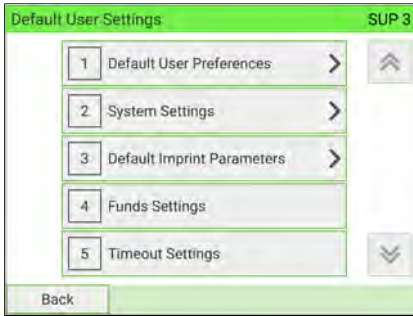


The Low Funds Threshold warning alerts a user that the funds remaining in the PSD (Meter) are running low and that more funds should be loaded. It can be set to any dollar amount.

To set a low-funds threshold:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

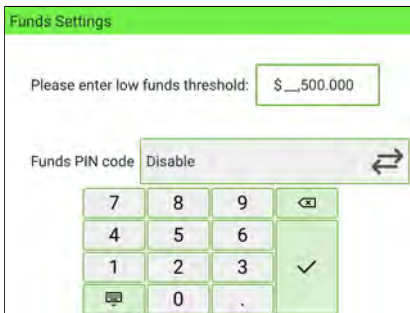
From the main menu, select the path: > **Default User Settings** > **Funds Settings**



2. Enter the low-funds warning amount.





If you enter 0, this message is displayed: "Zero amount not allowed".



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Set/Cancel a Funding Code

You can create a funding PIN code to limit access to only those who are authorized to add postage (see [Postage and Funds Management](#) on page 155).

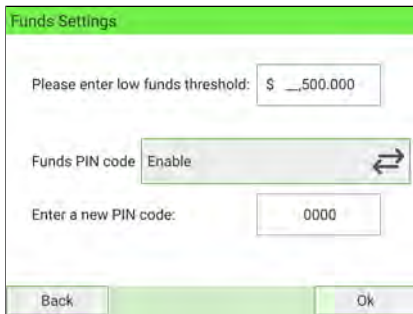
To set a funding PIN code:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: >Default User Settings > Funds Settings





2. Press the **Enable** or **Disable** button to activate or de-activate the PIN code.



3. Enter the funding PIN code if active.
4. Press **[OK]** to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10.5 Default Sealing Mode

How to Set up a Default Sealing Mode

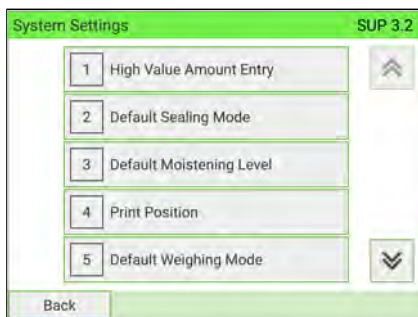
As Supervisor, you can set a default sealing mode. There are three options to choose:

- Sealing on: nested and sealed
- Sealing on: nested and closed flaps
- No sealing.

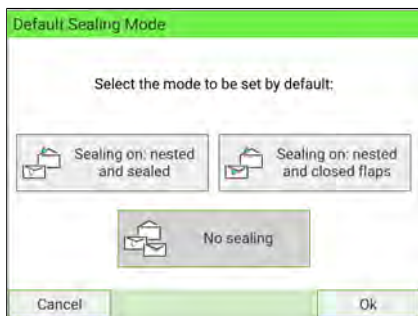
To modify the default mixed sealing:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **Default Sealing Mode**



2. Choose one of the three states.





3. Press [OK] to validate.

See also

- [Checking the Sealing Mode](#) on page 33



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Set A Default Moistening Level

As Supervisor, you can set a default moistening level for the Mailing System.

Five moistening levels are available:

- Low
- Medium low
- Medium
- Medium high
- High

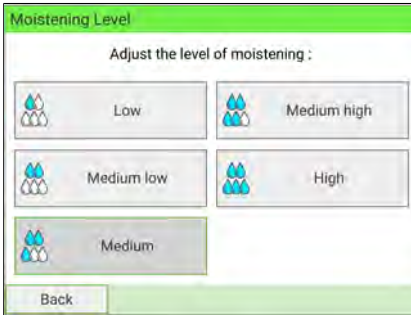
To modify the default moistening level:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **Default Moistening Level**





2. Select desired moistening level.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10.6 Weighing Settings

The weighing devices settings include:

- Activating/De-activating the ePostage
- Activating/De-activating the WP Automatic Selection functionality
- Selecting a higher accuracy of the Dynamic Weighing Module (slows down weighing)
- Setting the Geocode that corresponds to the geographical location of the Mailing System (maintenance)
- Setting the WP to Zero

See also

- Setting the default weighing method: [How to Change the Default Weighing Mode](#) on page 309.

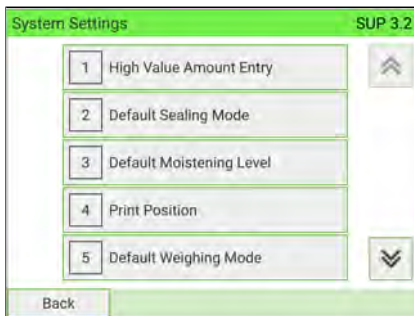
How to Change the Default Weighing Mode

This setting allows you to set a desired weighing type as a default. Every time the Mailing System is powered up, this weighing type will be activated (see [Selecting a Weighing Mode](#) on page 80).

To change the default weighing mode:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

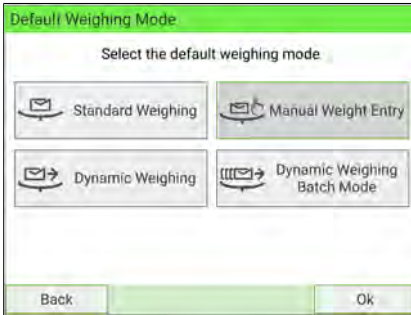
From the main menu, select the path: > **Default User Settings** > **System Settings** > **Default Weighing Mode**



10



Configuring your Mailing System

2. Select a default weighing mode in the list.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

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

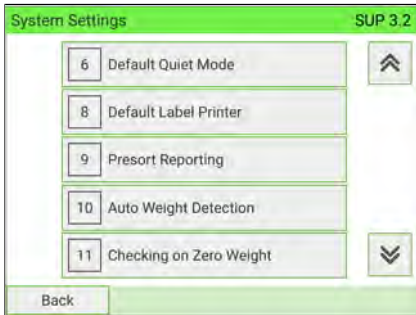
Automatic weight detection is activated as soon as a mailpiece is placed on the scale and the weight changes. The user is able to change the weighing type to the WP standard weighing by placing a mailpiece on the WP. The WP standard weighing is automatically selected when a weight increase is detected on the WP. A weight removal from the WP does not trigger the Weighing Platform Automatic Selection.

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

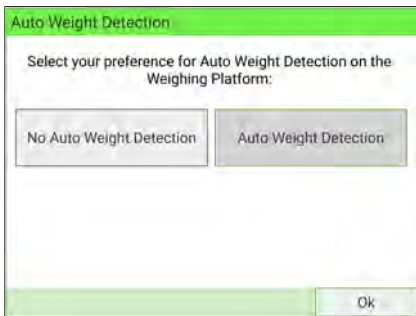
To activate the automatic weight detection on the WP:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **Auto Weight Detection**



2. Select **Auto Weight Detection** to activate the function.

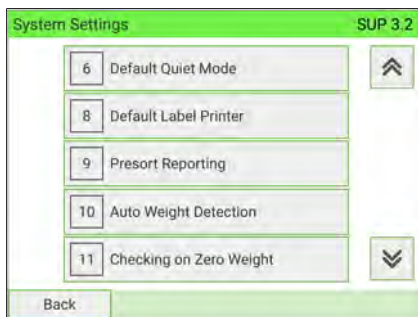


3. Press **[OK]** to validate.

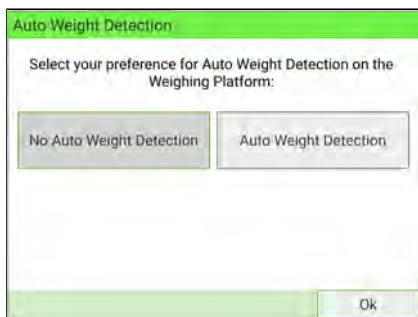
To de-activate the automatic weight detection on the WP:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings** > **Auto Weight Detection**





2. Select **No Auto Weight Detection** to de-activate the function.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Activate/De-activate Checking On Zero Weight

You can reset the Weighing Platform using the Zero weight function, which physically resets the Weighing Platform to zero.

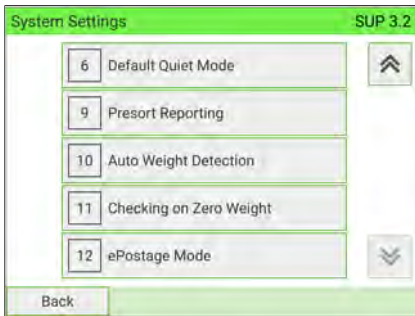
The function Zero Weight can be Activated/De-activated by Supervisor.

When the function is De-activated, the [Permit Mail] type of stamp may not be captured. The weight values in the Permit Report may then be inaccurate (for instance, inaccurate averages).

To Activate/De-activate 'Checking on Zero Weight' function:

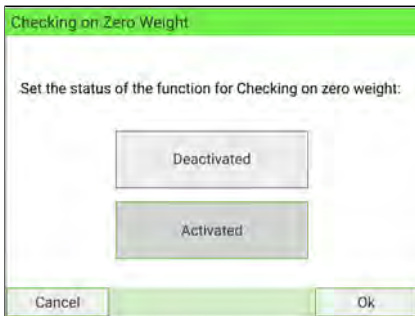
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Default User Settings > System Settings > Checking on Zero Weight



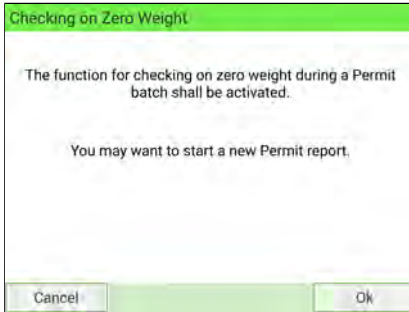
10

2. The Checking on Zero Weight screen is displayed.





3. Select **Activated** to start checking on Zero Weight or **De-activated** to end checking on Zero Weight.
4. Click **[OK]** to validate your selection.

5. A warning window appears explaining when you should use 'Checking on Zero Weight'.



Click **[OK]** to confirm or **[Cancel]** to retain the previous activation state.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10 Zeroing the Weighing Platform

This function is used to set the Weighing Platform back to zero. It must be used when a positive weight is displayed on the MMI and nothing is on the weighing platform or when an indication of negative weight is displayed.

You can reset the Weighing Platform in the following ways:

- **Tare the Weighing Platform:** Tare the WP
- **Zero the Weighing Platform:** physically resets the Weighing Platform to zero (Supervisor only).

How to Tare the Weighing Platform


To tare the Weighing Platform:

1. As a user:

Press  and select the path: > Job Settings > Tare Weigh Platform



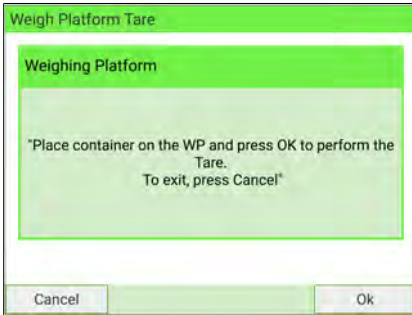
As Supervisor (see [Log in as Supervisor](#) on page 295):

Press  and select the path: > System settings > Weighing Functions > Tare Weigh Platform



10

2. Place the item you want to use on the Weighing Platform.



3. Press [OK] to set weight to zero.



How to Set the Weighing Platform to Zero

To zero the Weighing Platform:

1. As a user:

Press  and select the path: > Job Settings > Zero Weigh Platform



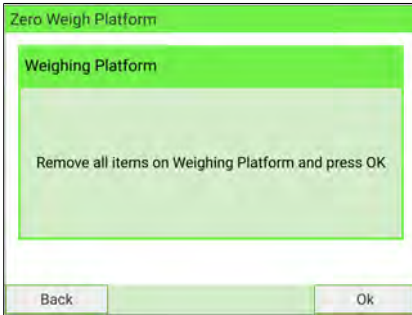
As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > System Settings > Weighing Functions > Zero Weigh Platform

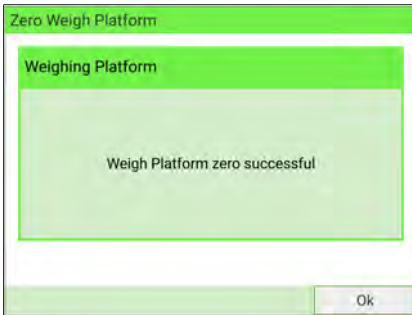


10

2. Remove all items from the Weighing Platform.



3. Press [OK] to set Weighing Platform to Zero.



How to Activate/De-activate ePostage Mode

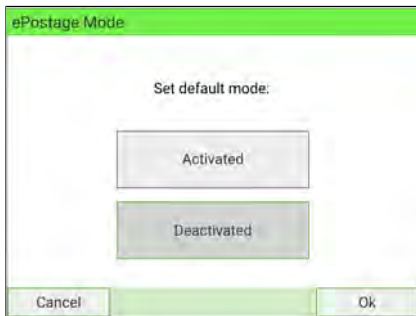
To activate/de-activate the ePostage Mode:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Default User Settings > System Settings > ePostage Mode





2. Select **Activated** or **Deactivated** to activate or de-activate the ePostage Mode.



3. Press [OK] to validate your selection.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

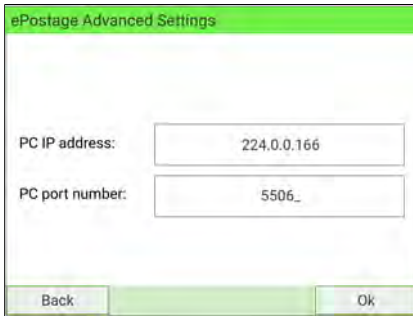
How to Set the ePostage Connection

To set the ePostage connection:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > Maintenance > Network Advanced Settings > ePostage Link

The ePostage Advanced Settings screen is displayed.



2. Enter PC IP address.
3. Enter PC Port number.
4. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Activate the High Accuracy Mode

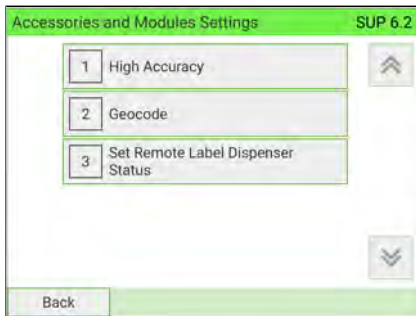
You can use the high accuracy mode when the Mailing System table is not perfectly stable.

Note that the high accuracy mode slows the weighing process down.

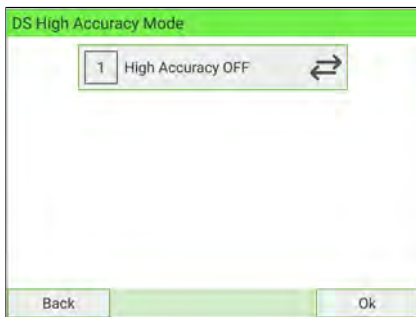
To activate the high accuracy setting:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > System Settings > Accessories and Modules Settings > High Accuracy





2. Press the button to activate (or de-activate) the function.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Geocode

The Weighing Platform and Dynamic Weighing Module provide mailpiece weights that have to be corrected according to the geographical location of the Mailing System, as weights can change depending on altitude and latitude. The correcting geodesic code can be entered:

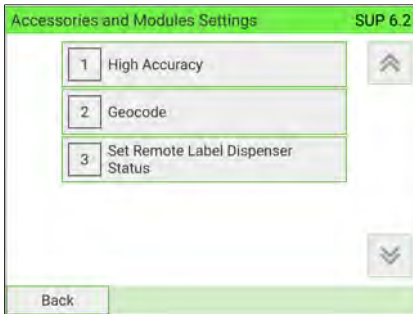
- Automatically with Online Services
- Manually

How to Change the Geocode

To change the Geocode:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

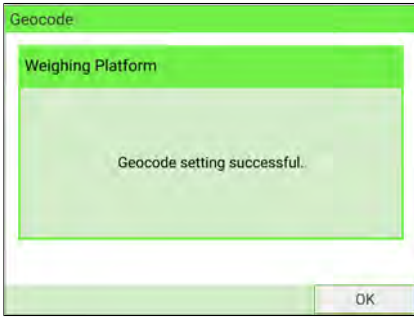
From the main menu, select the path: > **System Settings** > **Accessories and Module Settings** > **Geocode**





2. Consult the map and table on the next pages to get the 5 digits Geocode for your location altitude and latitude, and enter the 5 digits using the keypad.



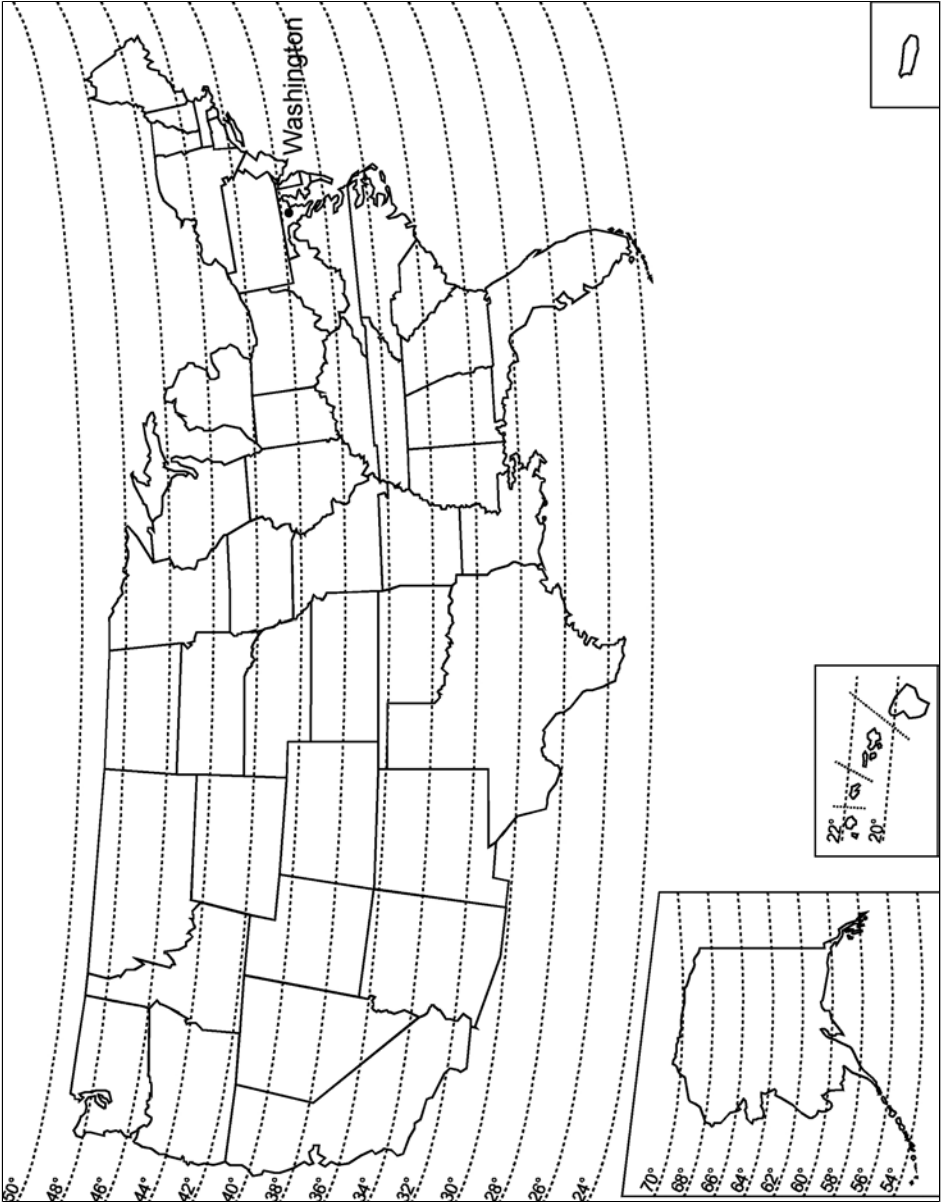
3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Geodesic map

10 Configuring your Mailing System



Geodesic codes

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

10

Configuring your Mailing System

10.7 Postage Imprint Default Settings

The default settings of the postage imprint include:


- **Stamp default settings:** sets the default rate, text and slogan for mailing operations.
- **Automatic Date Advance:** enables early date change to continue printing postage with the new date after post office closing hours.
- **Printing offset:** sets the default offset print position from the right-hand side of the envelope.
- **Default Label Printer:** set how you want to print on labels.
 - Using the Internal Label Dispenser that prints on precut labels.
 - Using the External Label Dispenser (Option) that prints on label rolls.

Stamp Default Settings

You can set default parameters for these stamp elements:

- Rate
- Text
- Slogan

You can create up to 9 custom text messages.

On list screens, a  mark indicates the default parameter.

10

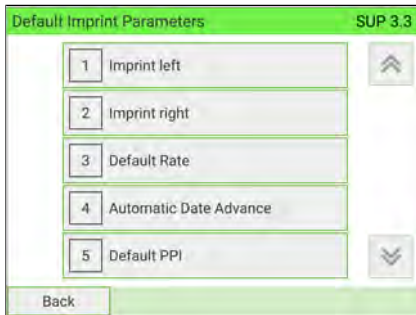
How to Change the Default Permit

The default permit is automatically selected when the [Permit Mail] type of stamp is activated.

To change the default permit:

1. As Supervisor:

From the main menu, select the path: > Default User Settings > Default Imprint Parameters > Default PPI



2. Select the default permit in the list.





3. Press [OK] to validate.

See also

- To manage the permits, see [Managing Permits](#) on page 421.
- To change the current [Permit Mail], see [How to Select a Permit](#) on page 327.



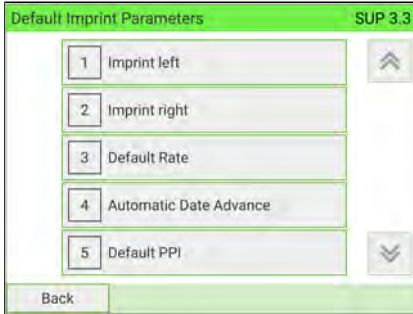
To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Change the Default Rate

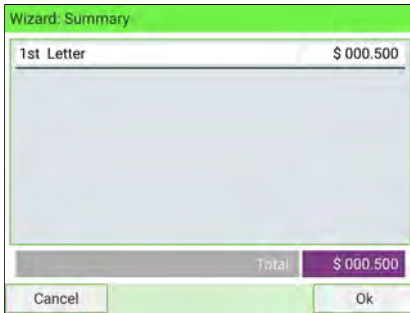
To change the default rate:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **Default Imprint Parameters** > **Default Rate**





2. Select the default rate using the rate wizard.
3. Press [OK] to validate.



See also

- [Managing Postal Rates](#) on page 328



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

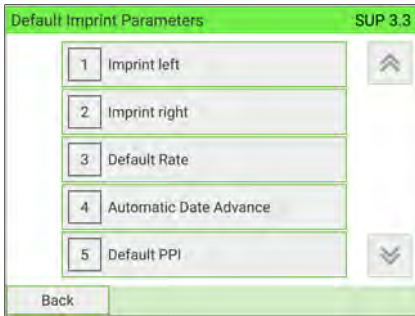
How to Change the Default Text

You can create up to ten Texts.

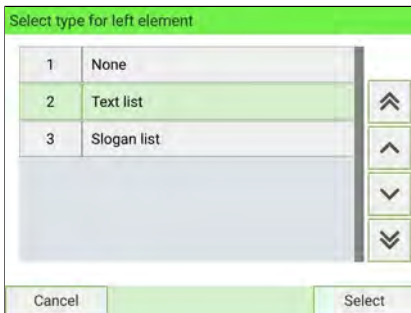
To change the default Text:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **Default Imprint Parameters**



2. Select **Imprint left** or **Imprint right**.
3. Select **Text list**.



4. Select the Default text from the list





5. Press [OK] to validate.

See also

- [Managing Custom Text Messages](#) on page 404.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

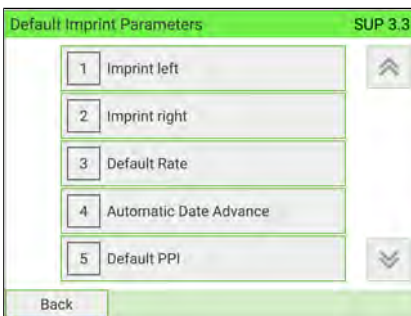
10

How to Change the Default Ad slogan

To change the default Ad slogan:

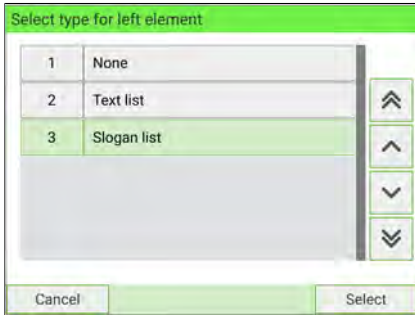
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Default User Settings > Default Imprint Parameters



2. Select **Imprint left** or **Imprint right**.

3. Select **Slogan list**.



4. Select the default slogan from the list, or **None** for no slogan.





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

See also

- [Managing Ad slogans](#) on page 413



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Set the Automatic Date Advance Feature

The Automatic Date Advance function automatically proposes changing the date printed on mailpieces at a preset time to the next 'working day' date.

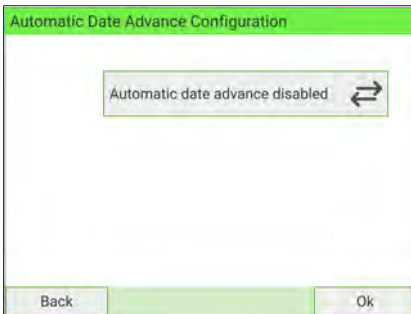
Example: You can set the system to change dates at 17:00 hours and set Saturdays and Sundays to be non-working days. From Friday 17:00 hours to Sunday 23:59, the system will print Monday's date on the envelopes, after a confirmation message to the user.

To set the Automatic Date Advance time and days:

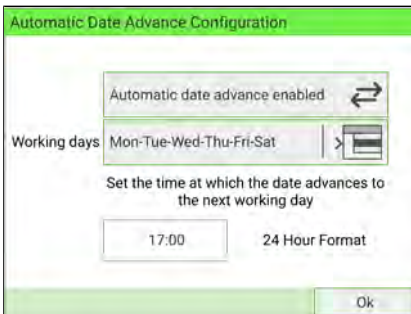
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **Default Imprint Parameters** > **Automatic Date Advance**

The Automatic Date Advance Configuration window appears:



2. Press the Automatic date advance disabled button to switch to **Enabled** status.





3. Enter the Automatic Date Advance time (00:00 hours is not allowed).

4. Select **Working Day** to gain access to the Working days selection screen.



5. Select the day by pressing the corresponding button.
6. Press **[OK]** to exit.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Set the Default Printing Offset

10

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

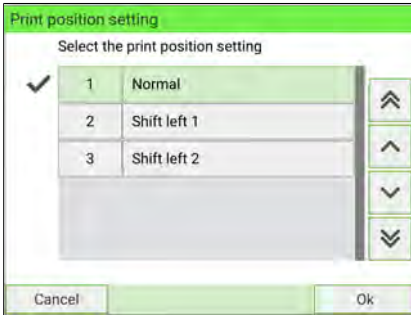
To change the default printing offset:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Default User Settings > System Settings > Print Position**





2. Select **Normal**, **Shift left 1** or **Shift left 2**.



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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

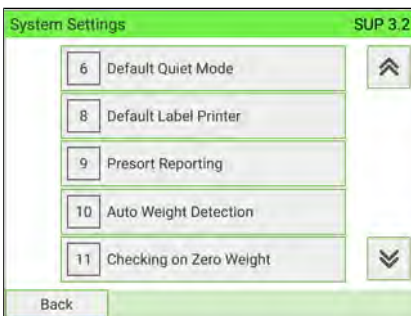
10 How to Select the Default Label Printer

You can select the default label dispenser as follows.

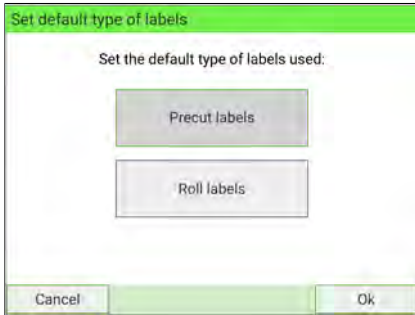
To select the default label printer:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Default User Settings > System Settings > Default Label Printer**





2. Select the label printer.



3. Press [OK] to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.


10.8 Display Setting

This section describes different parameters you can change to improve your working conditions.

How to Change the Display Language

To change the current display language:

1. As a user:

Press  and select the path: >User Preferences >Language



2. Select the language you want to use.



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

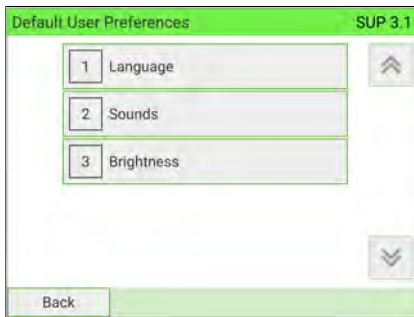


This is a user setting that only lasts as long as you are logged in.

To change the user language by default:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Default User Settings > Default User Preferences > Language**





2. Select the default language.



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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Enable/Disable the Beeps

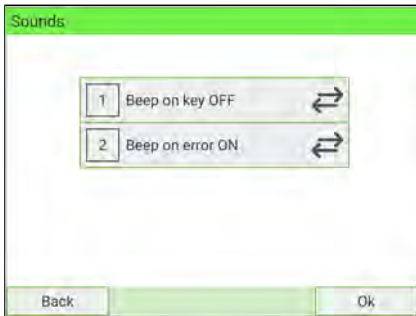
To enable or disable the beeps:

1. As a user:

Press  and select the path: > User Preferences > Sounds



2. Select **Beep on key** and/or **Beep on error**.



3. Press [OK] to validate.



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

To change the sounds by default:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Default User Settings > Default User Preferences > Sounds**





2. Press **Beep on key** and/or **Beep on error** to enable or disable the sounds.



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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Adjust the Display Brightness

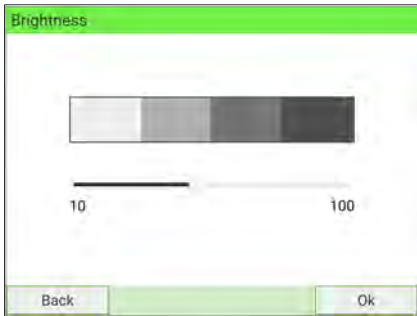
To adjust the display brightness:

1. As a user:

Press  and select the path: > User Preferences > Brightness



2. Touch the brightness slider to increase or decrease the brightness. The screen updates immediately.



3. Press [OK] to exit.



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

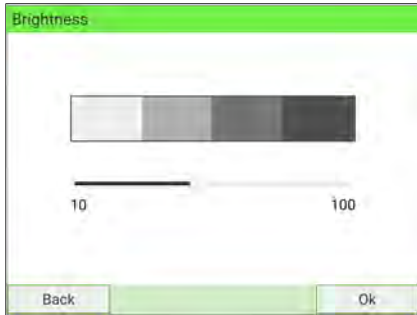
To change the display brightness by default:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Default User Settings > Default User Preferences > Brightness**





2. Touch the brightness slider to increase or decrease the brightness. The display updates to the new setting.



3. Press [OK] to validate.

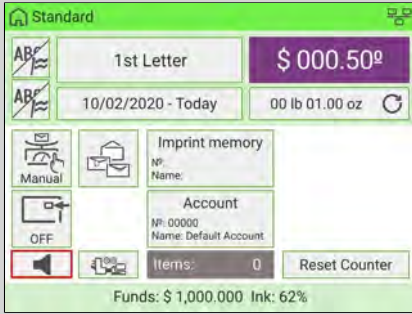



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

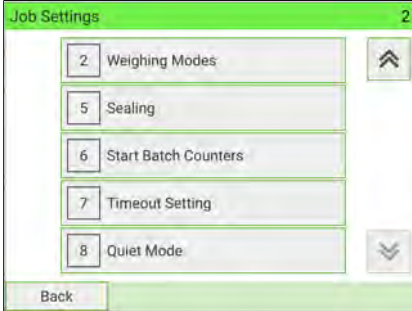
How to Activate the Quiet Mode

1. As a user:

Press the **Quiet** button on the home screen



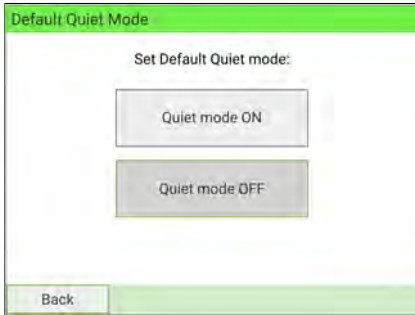
or press  and select the path: > Job Settings > Quiet Mode



10

Configuring your Mailing System

2. Select **Quiet mode ON** or **Quiet mode OFF**.

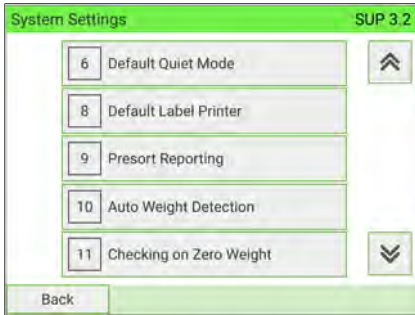


The screen closes and the previous screen is displayed.

To set the mode by default:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Default User Settings** > **System Settings**
> **Default Quiet Mode**





2. Select Quiet mode ON or Quiet mode OFF.



The screen closes and the previous screen is displayed.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10.9 Time and Date Management

Time and Date Management

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

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

See also

- [Automatic Date Advance](#) on page 332.

How to Check/Adjust the Machine Time and Date

To check/adjust the current time and date:

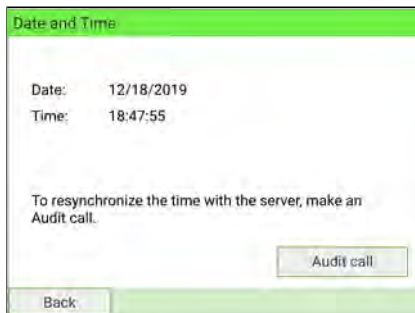
1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: >System Settings> Date and Time

The machine adjusts its time if necessary and displays time and date values.



If you are processing postage at the time when the clock adjusts for daylight savings time, the Mailing System will wait until you have finished before displaying the new time.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10.10 Timeout Settings

System Timeouts


System settings include:

- Start timeout
- Stop timeout
- Sleep mode timeout
- Soft off timeout

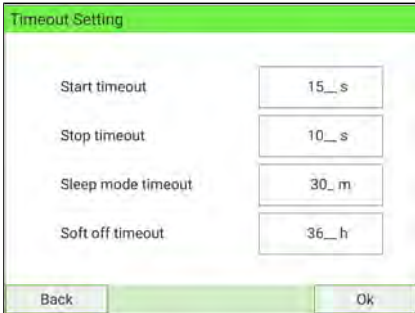
How to Adjust the Timeouts

To adjust the timeouts:

1. As a user:

Press  and select the path: > Job Settings > Timeout Setting

The Timeout Setting screen is displayed.



Setting	Value
Start timeout	15_s
Stop timeout	10_s
Sleep mode timeout	30_m
Soft off timeout	36_h

2. Select each field and type the timeouts.
3. Press [OK] to exit.



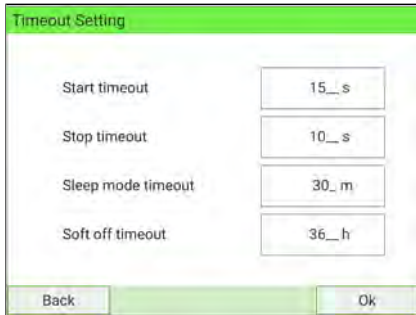
This is a user setting that only lasts as long as you are logged in.

To change the system timeouts:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > **Default User Settings** > **Timeout Setting**

The Timeout Setting screen is displayed.



2. Select each field and type the timeouts.
3. Press **[OK]** to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

10.11 External Label Dispenser (ELD)

Introducing the ELD

The External Label Dispenser (or ELD) is an external printing element dedicated to print indicia on thermal self-adhesive paper with various widths.



- | | | |
|---|--------------------|------------------------------|
| ① | Feed Button | 'Wakes' or 'Sleeps' the ELD. |
| ② | Led | Indicates ELD Status. |

10

The 2 LEDs (green and yellow) are combined to indicate the status of the ELD as follows:

Configuring your Mailing System

Led	Meaning
Off	ELD Power OFF.
Solid Green	ELD is on and in an idle state
Solid Amber	Error, power off/on and retry
Flashing Green	ELD is receiving data
Flashing Red	Media is out or print head is open
Double Flashing Green	ELD is paused
Flashing Amber	ELD print head is over temperature
Alternately Flashing Green and Red	Error, call support
Flashing Red, Red and Green	Error, call support
Flashing Red, Amber Green	Memory Defragmentation, Do Not reset or turn off power!

Configuring the ELD



- ① ELD/External Label Dispenser
- ② Feeder
- ③ Base
- ④ ODS - Dynamic Scale

Use a USB cable to connect the ELD to the base (rear left-hand side).
See [System Connections](#) on page 47.

Declaring/Undeclaring the ELD



To use the ELD, you have to declare the ELD on the Mailing System.

How to Set the ELD Status

1. As Supervisor (see [Log in as Supervisor](#) on page 295):


From the main menu, select the path: > **System Settings** > **Accessories and Modules Settings** > **Set External Label Dispenser Status**

The Set ELD Status screen is displayed.





2. To declare the ELD, press **ELD connected**. **OR** To undeclare the ELD, press **ELD not connected**.

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

4. Press  to power ON the Mailing System.
 - If ELD status is set to **ELD connected**, the Mailing System detects the ELD automatically.
 - If ELD status is set to **ELD not connected**, the Mailing System does not detect the ELD. The Mailing System sets the ILD as the default Label Printer.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Print using ELD by Default

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > **Default User Settings** > **System Settings**
> **Default Label Printer**

The Set default type of labels screen is displayed.



2. Press **Roll labels**, to use the ELD as default label printer.
3. Press **[OK]** to validate.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

Maintaining the ELD

How to Test the ELD

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > **Maintenance** > **External Label Dispenser Management**

The following screen is displayed:



2. Press **ELD Management**.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Change the Label Roll

1. Pull the green buttons located on the ELD sides towards you.



2. Open the ELD.



3. Move the two maintainers apart to disengage the label roll.

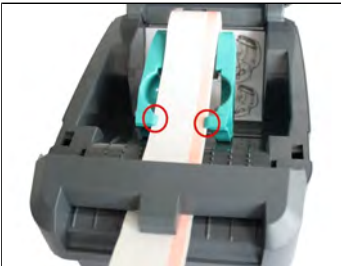


4. Fit the new label roll.

5. Feed label into the cutting system.



6. Push the label under both media guides.



7. Close the ELD.
Press down until the cover snaps closed.

10

Configuring your Mailing System

10.12 Connection Settings

How to Set the Postal/Online Services Connection



To add funds or access Online Services, the Mailing System can use the following networks:

- Internet access through a high speed LAN (Local Area Network).
- Internet access through Wireless LAN (Wireless Local Area Network).

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



To set the Postal/Online Services connection (use LAN):

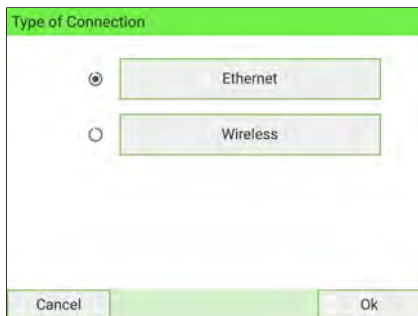
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Communication Settings** > **Type of Connection**



If you did not have the LAN plugged into the system, you will get a warning message. Please follow the message instruction: check your communication cable or device and press OK.

2. To use the LAN, select Ethernet and press [OK].



3. For LAN settings, see [How to Set LAN \(High-speed Internet\) Parameters](#) on page 358.

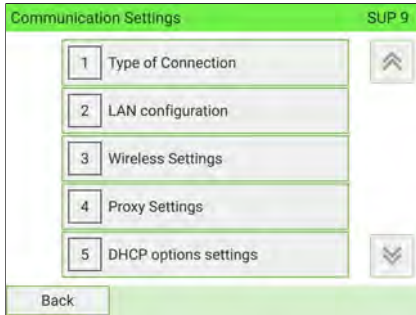
See also

- To physically connect the LAN to the base, see [System Connections](#) on page 47.

To set the Postal/Online Services connection (use Wireless LAN):

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Communication Settings** > **Type of Connection**



2. To use the Wireless LAN, select Wireless and press [OK].



3. For Wireless LAN settings, see [How to Connect a Wireless Network \(Wireless LAN\)](#) on page 369.

How to Set LAN Parameters - Ethernet Connection

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



You have to connect as Supervisor (see [Log in as Supervisor](#) on page 295).

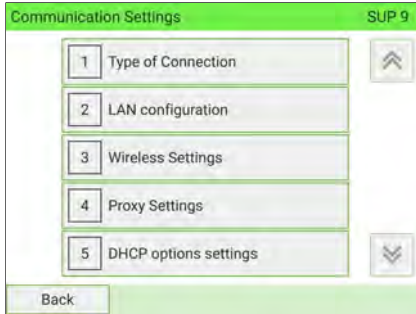
To set the parameters of the LAN - Ethernet:

1. Select **Ethernet** connection type (see [How to Set the Postal/Online Services Connection](#) on page 355).

10

2. As Supervisor:

From the main menu, select the path: > **Communication Settings** > **LAN configuration**



The LAN configuration menu is displayed.

3. Select: **DHCP OFF**.

Press **[OK]** to validate.



4. The screen manual IP configuration will show:
- **Machine IP address:** Empty by default. Value chosen by Supervisor.
 - **Subnet mask:** Empty by default. Value chosen by Supervisor.
 - **Default Gateway IP Address:** Empty by default. Value chosen by Supervisor.

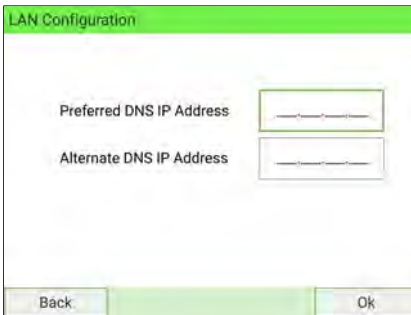
Press [OK].



The screenshot shows a window titled "LAN Configuration" with a green header. It contains three input fields: "Machine IP address", "Subnet mask", and "Default Gateway IP Address". Each field has a small icon of a network card to its right. At the bottom, there are two buttons: "Back" on the left and "Ok" on the right.

5. Set parameters in the manual DNS configuration screen:
- **Preferred DNS IP Address:** Empty by default. Value chosen by Supervisor.
 - **Alternate DNS IP Address:** Empty by default. Value chosen by Supervisor.

Press [OK], the system reverts to the start screen so that you can apply any changes.



The screenshot shows a window titled "LAN Configuration" with a green header. It contains two input fields: "Preferred DNS IP Address" and "Alternate DNS IP Address". Each field has a small icon of a network card to its right. At the bottom, there are two buttons: "Back" on the left and "Ok" on the right.

How to Set LAN Parameters - Ethernet Connection with IPv6

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



IPv6 must be set up and configured by a service technician.

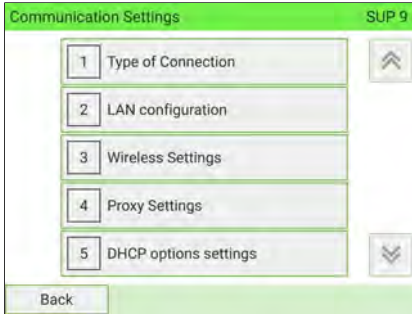
You have to connect as Supervisor (see [Log in as Supervisor](#) on page 295).

To set the parameters of the LAN - Ethernet:

1. Select **Ethernet** connection type (see [How to Set the Postal/Online Services Connection](#) on page 355).

2. As Supervisor:

From the main menu, select the path: > **Communication Settings** > **LAN configuration**



The LAN configuration menu is displayed.

3. Select: **DHCP OFF**.

Press **[OK]** to validate.



4. The screen manual IP configuration will show:
- **IPv4 Address:** Empty by default. Value chosen by Supervisor.
 - **IPv4 Subnet mask:** Empty by default. Value chosen by Supervisor.
 - **IPv4 Default Gateway IP Address:** Empty by default. Value chosen by Supervisor.
 - **IPv6 Address:** Blank on first use and otherwise displays last-entered address.
 - **IPv6 Prefix length:** Blank on first use and otherwise displays last-entered address.

Press [OK].

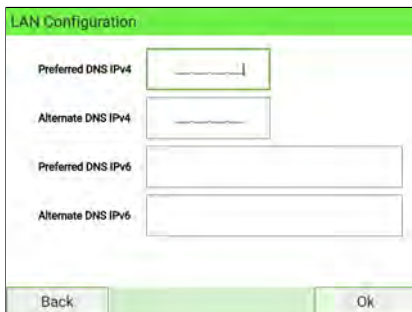


The screenshot shows a 'LAN Configuration' window with a green header. It contains five input fields: 'IPv4 Address' (169.254.1.2), 'IPv4 Subnet mask' (255.255.255.0), 'IPv4 Default gateway' (169.254.1.1), 'IPv6 Address' (empty), and 'IPv6 Prefix length' (0). At the bottom are 'Back' and 'Ok' buttons.

5. Set parameters in the manual DNS configuration screen:

- **Preferred DNS IPv4:** Empty by default. Value chosen by Supervisor.
- **Alternate DNS IPv4:** Empty by default. Value chosen by Supervisor.
- **Preferred DNS IPv6:** Empty by default. Value chosen by Supervisor.
- **Alternate DNS IPv6:** Empty by default. Value chosen by Supervisor.

Press [OK], the system will revert to the start screen so that you can apply any changes.



The screenshot shows a 'LAN Configuration' window with a green header. It contains four input fields: 'Preferred DNS IPv4', 'Alternate DNS IPv4', 'Preferred DNS IPv6', and 'Alternate DNS IPv6'. At the bottom are 'Back' and 'Ok' buttons.

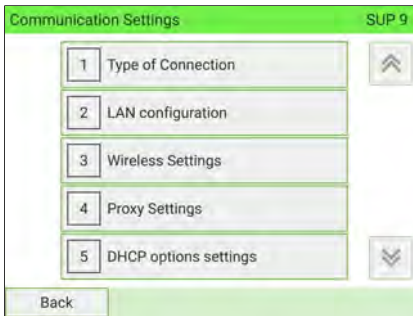
How to Set LAN Parameters - Wireless Connection

You have to connect as Supervisor (see [Log in as Supervisor](#) on page 295).

To set the parameters of the LAN - Wireless:

1. Select **Wireless** connection type (see [How to Set the Postal/Online Services Connection](#) on page 355).
2. As Supervisor:

From the main menu, select the path: > **Communication Settings** > **LAN configuration**



The LAN configuration menu is displayed.

3. Select: **DHCP OFF**.
Press **[OK]** to validate.



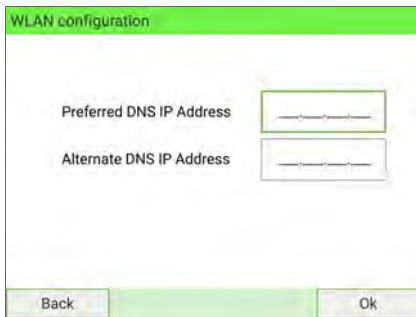
4. The screen manual IP configuration will show:
- **Machine IP address:** Empty by default. Value chosen by Supervisor.
 - **Subnet mask:** Empty by default. Value chosen by Supervisor.
 - **Default Gateway IP Address:** Empty by default. Value chosen by Supervisor.

Press [OK].



5. Set parameters in the manual DNS configuration screen:
- **Preferred DNS IP Address:** Empty by default. Value chosen by Supervisor.
 - **Alternate DNS IP Address:** Empty by default. Value chosen by Supervisor.

Press [OK], the system will revert to the start screen so that you can apply any changes.



How to Set LAN Parameters - Wireless Connection with IPv6



IPv6 must be set up and configured by a service technician.

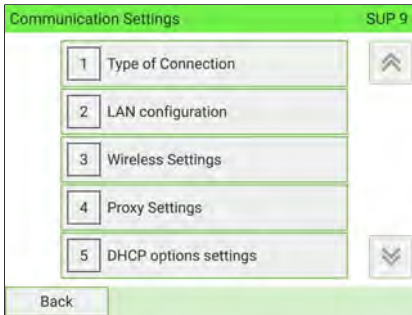
You have to connect as Supervisor (see [Log in as Supervisor](#) on page 295).

To set the parameters of the LAN - Wireless:

1. Select **Wireless** connection type (see [How to Set the Postal/Online Services Connection](#) on page 355).
2. As Supervisor:

From the main menu, select the path: > **Communication Settings** > **LAN configuration**

The LAN configuration menu is displayed.



10

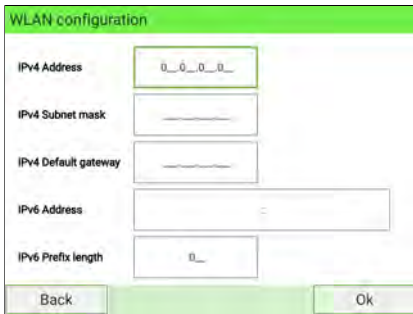
Configuring your Mailing System

3. Select: **DHCP OFF**.
Press **[OK]** to validate.



4. The screen manual IP configuration will show:
- **IPv4 Address:** Empty by default. Value chosen by Supervisor.
 - **IPv4 Subnet mask:** Empty by default. Value chosen by Supervisor.
 - **IPv4 Default Gateway IP Address:** Empty by default. Value chosen by Supervisor.
 - **IPv6 Address:** Blank on first use and otherwise displays last-entered address.
 - **IPv6 Prefix length:** Blank on first use and otherwise displays last-entered address.

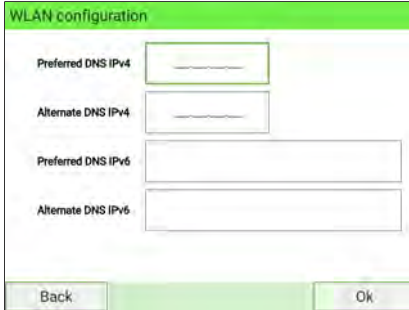
Press **[OK]**.



10

5. Set parameters in the manual DNS configuration screen:
- **Preferred DNS IPv4:** Empty by default. Value chosen by Supervisor.
 - **Alternate DNS IPv4:** Empty by default. Value chosen by Supervisor.
 - **Preferred DNS IPv6:** Empty by default. Value chosen by Supervisor.
 - **Alternate DNS IPv6:** Empty by default. Value chosen by Supervisor.

Press **[OK]**, the system will revert to the start screen so that you can apply any changes.



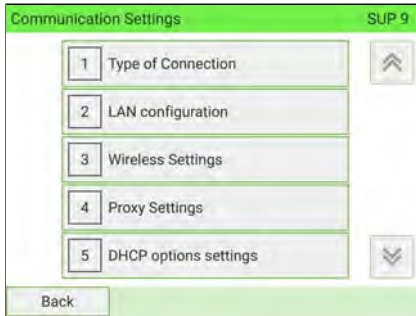
The screenshot shows a 'WLAN configuration' screen with a green header. It contains four input fields for DNS settings: Preferred DNS IPv4, Alternate DNS IPv4, Preferred DNS IPv6, and Alternate DNS IPv6. At the bottom, there are 'Back' and 'Ok' buttons.

How to Connect a Wireless Network (Wireless LAN)

Automatic search:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Communication Settings** > **Wireless Settings**



The Wireless Network Detection screen is displayed.

2. To search Wireless LAN automatically, select **Automatic**.



- The system will display the list of wireless network in the order found.
Select any network from the list.



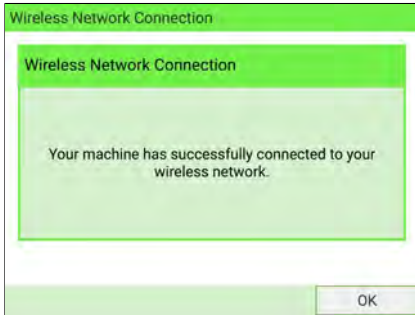
The last-used wireless network is indicated by a check mark.

- Enter the password for the selected wireless network, then press **Connect**.



If the Encryption type is 802.11i - EAP, see [How to Install Authentication Certificates for Wireless Connection](#) on page 373.

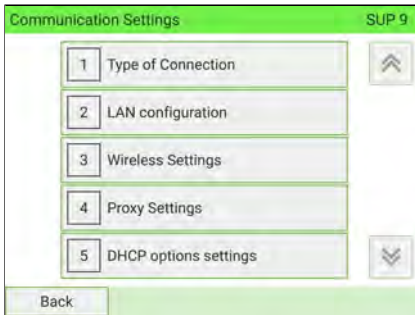
5. Press **[OK]** to confirm wireless network connection.



Manually define:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Communication Settings > Wireless Settings**



The Wireless Network Detection screen is displayed.

2. To define Wireless LAN manually, select **Manual**.

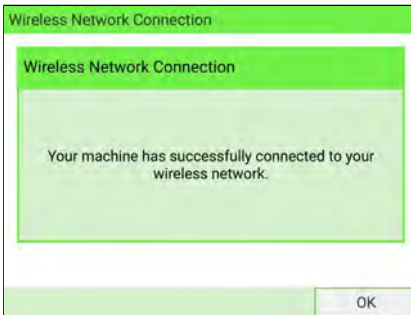


- The Wireless Network Connection screen is displayed. Enter name and password for the wireless network, then press **Connect**.



If the Encryption type is 802.11i - EAP, see [How to Install Authentication Certificates for Wireless Connection](#) on page 373.

- Press **[OK]** to confirm wireless network connection.



If the network's encryption type is **NOT** supported by the Base, this warning message is displayed:

"You have selected an unsecured wireless network and your machine's privacy might be at risk.
We recommend connection to a secured network."



If the network connection fails, this error message is displayed:

"Unable to connect to the wireless network. Please check your details and try again."

How to Install Authentication Certificates for Wireless Connection automatically

To communicate in 802.11i – EAP mode, the following authentication certificates (in PEM/DER format) must be installed in the mailing system:

- a Certification Authority (CA) certificate
- a Client certificate (only for mutual authentication purposes)
- a Private key (only for mutual authentication purposes)

During installation, the following may also be required:

- a Private key password (only for mutual authentication purposes)

The following user credentials are also defined:

- an Identity
- a Password



If the Wireless Connection is hidden from Automatic search, use Manually define to install the Authentication Certificates (see [How to Install Authentication Certificates for Wireless Connection manually](#) on page 377)

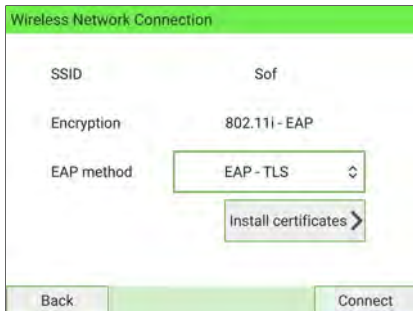


The EAP method is selectable. User can choose between TLS, TTLS and PEAP depending on the EAP method supported by the client's infrastructure.

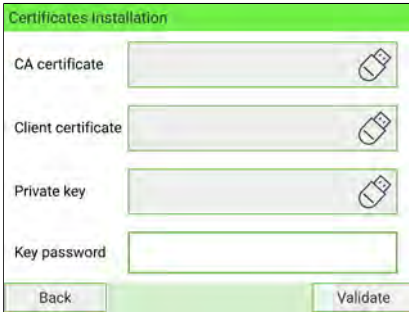
10

The EAP method is EAP – TLS or EAP – TTLS:

1. In Wireless Network Connection screen, the Encryption type is 802.11i – EAP and the EAP method is EAP – TLS or EAP – TTLS (see [How to Connect a Wireless Network \(Wireless LAN\)](#) on page 369).



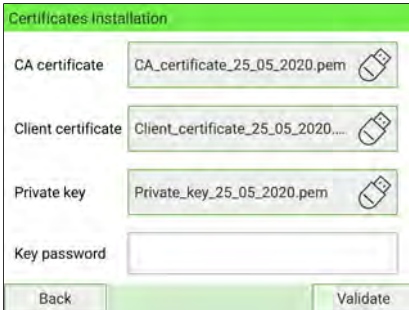
2. Press **Install certificates**. The Certificates Installation screen is displayed.



3. Plug the USB key into the base and select the USB key button.
If the USB key is not plugged in, warning screen is displayed.



Press **OK**, the content is displayed.



4. Press **Validate**. All data are saved and the previous screen is displayed.



Wireless Network Connection

SSID Sof

Encryption 802.11i - EAP

EAP method EAP - TLS

Install certificates >

Back Connect



If the Authentication Certificate files produce errors following an upload, this error message is displayed:

"Cannot parse the certificate files."

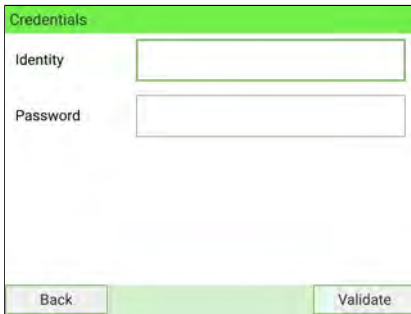
5. Press **Connect** to connect to the network.

The EAP method is EAP – PEAP:

1. In Wireless Network Connection screen, the Encryption type is 802.11i – EAP and the EAP method is EAP – PEAP (see [How to Connect a Wireless Network \(Wireless LAN\)](#) on page 369).



2. Press **Install certificates**.



3. Press **Validate**. All data are saved and previous screen is displayed.



4. Press **Connect** to connect to the network.



If the Authentication certificates are not available or have expired, this error message is displayed:

“Certificates could not be found or have expired. Please check your details or contact your administrator.”

How to Install Authentication Certificates for Wireless Connection manually



The EAP method is selectable. User can choose between TLS, TTLS and PEAP depending on the EAP method supported by the client's infrastructure.

The EAP method is EAP – TLS or EAP – TTLS:

1. In Wireless Network Connection screen, type the SSID. Select the 802.11i – EAP Encryption type and EAP – TLS or EAP – TTLS method (see [How to Connect a Wireless Network \(Wireless LAN\)](#) on page 369).

Wireless Network Connection

SSID: So

Encryption: 802.11i - EAP

EAP method: EAP - TLS

Install certificates >

Back Connect

2. Press **Install certificates**, Certificates Installation screen is displayed.

Certificates Installation

CA certificate [USB icon]

Client certificate [USB icon]

Private key [USB icon]

Key password

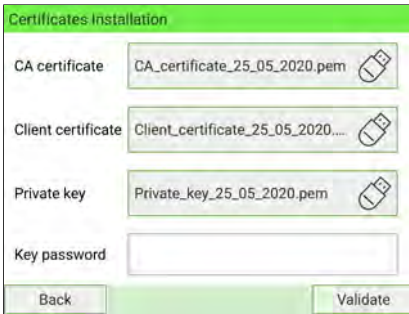
Back Validate

10

3. Plug the USB key into the base and select the USB key button.
If the USB key is not plugged in, warning screen is displayed.



Press **OK**, the content is displayed.



4. Press **Validate**. All data are saved and the previous screen is displayed.



If the Authentication Certificate files produce errors following an upload, this error message is displayed:

"Cannot parse the certificate files."

5. Press **Connect** to connect to the network.

The EAP method is EAP – PEAP:

1. In Wireless Network Connection screen, type the SSID. Select the 802.11i – EAP Encryption type and EAP – PEAP method (see [How to Connect a Wireless Network \(Wireless LAN\)](#) on page 369).

Wireless Network Connection

SSID: So

Encryption: 802.11i - EAP

EAP method: EAP - PEAP

Install certificates >

Back Connect

2. Press **Install certificates**.

Credentials

Identity: []

Password: []

Back Validate

3. Press **Validate**. All data are saved and the previous screen is displayed.

Wireless Network Connection

SSID: So

Encryption: 802.11i - EAP

EAP method: EAP - PEAP

Install certificates >

Back Connect

4. Press **Connect** to connect to the network.



If the Authentication certificates are not available or have expired, this error message is displayed:

“Certificates could not be found or have expired. Please check your details or contact your administrator.”

How to Set Proxy Parameters

To set the parameters of the Proxy:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Communication Settings** > **Proxy Settings**



The Proxy Settings menu is displayed.



10

2. **Proxy** is OFF by default. If select **Proxy** is ON and press **[OK]**.

The next Proxy settings screen will display:

- **Proxy URL:** Empty by default. Value chosen by Supervisor.
- **Proxy Port:** 8080 by default. Value chosen by Supervisor.
- **Proxy Domain Name:** Empty by default. Value chosen by Supervisor.
- **Proxy Username:** Empty by default. Value chosen by Supervisor.
- **Proxy Password:** Empty by default. Value chosen by Supervisor.



3. Press **[OK]**.

The **Proxy-Kerberos settings** screen will display:

- **Kerberos realm:** Empty by default. Value chosen by Supervisor.
- **KDC server name:** Empty by default. Value chosen by Supervisor.



4. Press **[OK]**, the system will revert to the start screen so that you can apply any changes.

10

How to Set DHCP options

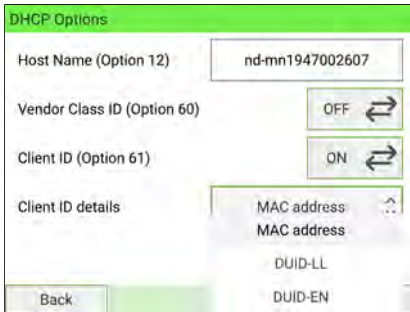
To set the parameters of the DHCP options:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Communication Settings** > **DHCP options settings**

The screen **DHCP Options** displays:

- **Host Name (Option 12):** uneditable.
- **Vendor Class ID (Option 60):** OFF by default but can be activated and edited.
- **Client ID (Option 61):** ON by default but can be manually activated or deactivated by the supervisor.
- **Client ID details:** You can choose between three types of client identifier below.
 - **MAC address:** MAC of a device is a unique identifier assigned to a network interface controller (NIC).
 - **DUID-LL:** Vendor-assigned unique ID based on Link-layer address.
 - **DUID-EN:** Vendor-assigned unique ID based on enterprise number.



2. Press **[OK]**. The system reverts to the **Communication settings** screen.

10.13 Inserter Mode

You can connect an inserter to your Mailing System. If you have the electronic connection option, the inserter drives the Mailing System automatically. This electronic connection uses an RS232 cable between the inserter and the base of the Mailing System.

If the Mailing System and the inserter are not electronically connected, you need to activate the “Inserter Mode ON” to use the Mailing System with the inserter.

As Supervisor, you can set the “Inserter Mode ON” as the default mode.



You can connect Base only to an Inserter and use Inserter authorization feature for printing. See also [Inserter Mode](#) on page 383.

Using Electronic Connection

This electronic connection uses an RS232 cable between the inserter and the base of the Mailing System.

In this type of connection, the inserter drives automatically the Mailing System so that mail processing can be initiated by the Inserter and can be run on both the Inserter and the Mailing System as a system.



When your system is only Base electronically connected to an Inserter. You need to have a feature called Inserter Authorization to enable printing.


For more information about the feature, please contact Customer Service.


How to Print Standard Mail with Inserter Electronic Connection

Make sure that your Mailing System is on the Standard homepage:

1. From the Inserter main menu screen, select **Job menu**
If the system prompts you for a PIN code, enter **2546**.

2. Select **Edit Job**, then press **[OK]**.
The **Job settings** screen displayed.

3. Select Mailing settings button (similar to this icon ).

Use the  to choose "Mailing system" option.

This enables the mailing system to print the envelopes according to the local mailing system settings. When you press the **[OK]** button, you can choose a franking job from the franking machine.

You can also use 2 remaining franking modes:


- Pass through: franking off

- Inserter: the mailing system will print the envelopes according to the size data communicated by the inserter. When you press the **[OK]** button, you can enter the weight of single documents and envelopes and the envelope width.

4. Use the arrow buttons to select a mailing system job.
Press **[OK]**.

5. **Job settings** screen is displayed.
Press **[OK]**.

6. Press **Escape** to return Main menu screen.

7. Press  to start the printing process.

10

Configuring your Mailing System

Using Mechanical Connection

If the Mailing System and the inserter are not electronically connected, you need to enable “Inserter Mode ON” to use the Mailing System with the inserter.

As Supervisor, you can set the “Inserter Mode ON” as the default mode.

How to Activate the Inserter Mechanical Connection

1. As user:

Press  and select the path: > Job Settings > Inserter Mode

2. Select **ON** or **OFF** and press **[OK]**.

The inserter mode is activated or de-activated.

How to Set the Inserter Mechanical Connection as Default

10

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Default User Settings > System Settings > Default Inserter Mode

2. Choose **ON** or **OFF** and press **[OK]**.

The Inserter Mode is activated or de-activated by default.

10.14 Changing Motorized Conveyor Stacker Positions

The stacker can be installed in three positions:

- In line (0°)
- At +90°
- At -90°



The installation at -90° will be done by the technician who will have to set the corresponding conveying speed and direction.

How to Install the Motorized Conveyor Stacker in Line (0°)

Assembly of the metallic attachment base

1. Position the flange of the two fixation holes as shown by the arrow.



10

Configuring your Mailing System

2. Insert the two feet on the Base into the two holes of the metallic attachment base B.



3. Make sure that the metallic attachment base is correctly installed.



10

Stacker Assembly

1. Position the two feet of the Stacker in the two holes shown by the white circles.



2. On the rear side of the Stacker set the switch to 0°.



3. Make sure that the Stacker is correctly installed.



How to Install the Motorized Conveyor Stacker at +90°

Assembly of the metallic attachment

1. Position the flange of the two fixation holes as shown by the arrow.



10

Configuring your Mailing System

2. Insert the two feet A of the Base into the two holes of the metallic attachment base B.



3. Make sure that the metallic attachment base is correctly installed.



10

Stacker Assembly

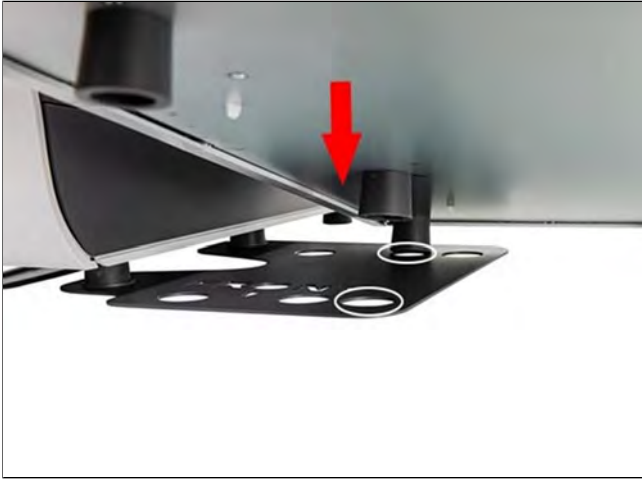
1. Remove the white plastic screw indicated by the arrow to remove the flap from the Stacker.



2. Insert the two feet of the Stacker into the two holes shown by the white circles.



10



3. On the rear side of the Stacker, set the switch to 90°.



4. Make sure that the Stacker is correctly installed.



11 Options and Updates

This section describes how you can upgrade your system by adding optional functions such as the latest postal rates, new system software and additional Text Messages or custom Ad slogans.

- 11.1 Overview397**
 - How to Access the Options and Updates Menu397
- 11.2 Using the Mailbox398**
 - How to Read Messages398
 - How to Delete Messages400
- 11.3 Managing Options402**
 - How to Display Options402
 - How to Load/Activate New Options403
- 11.4 Managing Custom Text Messages404**
 - How to Add (or Remove) a Text Message405
 - How to Display the List of Text Messages407
 - How to Add a New Text Message408
 - How to Modify Text Message409
 - How to Delete a Text Message411
- 11.5 Managing Ad slogans413**
 - How to Add (or Remove) a Slogan414
 - How to Display the List of Ad slogans416
 - How to Modify an Ad slogan417
 - How to Delete an Ad slogan418
 - How to Download New Ad slogans420
- 11.6 Managing Permits421**
 - How to Display the List of Permits421
 - How to Add Permits422
 - How to Delete Permits423
- 11.7 Position Slogan/Text424**
- 11.8 Managing Postal Rates426**
 - How to Check your Rate Updates426
 - How to Download New Postal Rates427

11.9	Updating System Software	428
	How to Update the System Software	429

11.1 Overview

You can update your Mailing System by:

- Updating the postal rates
- Adding new options and applications, such as Differential Weighing or increasing the number of accounts
- Creating additional Texts for the stamp
- Downloading custom Ad slogans (standard or customer images) by using our NeoSlogan application
- Updating Prepaid Postal Imprints (PPI)
- Updating your Mailing System via the Online Services server



To update your Mailing System's operating system, see [Online Services](#) on page 267.

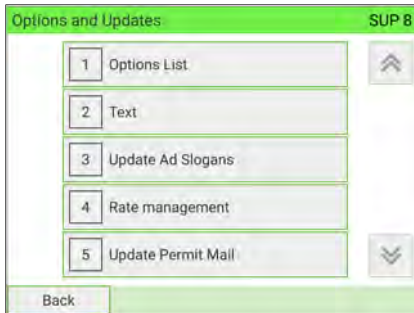
The operations above are available through the Options and Updates menu.



How to Access the Options and Updates Menu

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Options and Updates**

The Options and Updates menu is displayed.





To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

11.2 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.


Unread messages icon on home screen: 

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

How to Read Messages

To read Messages:

1. As a user:

Press  and select the path: **Mailbox**

The Mailbox screen is displayed.



11

Options and Updates

How to Delete Messages

To delete Messages:

1. As a user:

Press  and select the path: **Mailbox**

The Mailbox screen is displayed.



As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **Mailbox**

The Mailbox screen is displayed.



11

Options and Updates

11.3 Managing Options

How to Display Options

The options list includes the options actually loaded into your Mailing System and indicates the options are activated.

You can also display details for each option.



For more information about add-on options for your Mailing System, please contact Customer Service.

To display the options list:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > **Options and Updates** > **Options List**

The Options List screen is displayed.



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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Load/Activate New Options

You can activate new options by connecting the Mailing System to Online Services server. New available options will be automatically downloaded into your Mailing System and activated.



Contact your Sales representative for available options.

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

1. Trigger a generic call to the Online Services server (see [How to Call Online Services Manually](#) on page 270).
 2. After the call, you can see installed options (see [How to Display Options](#) on page 402).
-

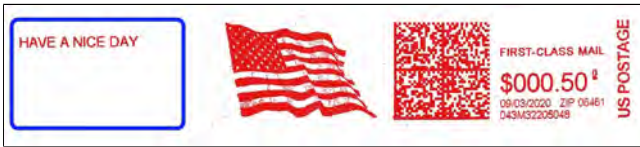
11.4 Managing Custom Text Messages

You can increase the appeal of your mail by adding custom Text messages to the left of the stamp.


As Supervisor, you can:

- Add custom marketing Text messages
- Edit/modify messages
- Delete existing Text messages
- Activate a default Text message (this setting is described in [How to Change the Default Text](#) on page 329).

How to Add (or Remove) a Text Message



To add or remove a text:

1. There are three ways:
 - On the home screen, press the **Imprint left** or **Imprint right** zone.
 - On the control panel, select  then press **Imprint left** or **Imprint right**.
 - From the main menu, select **Customize stamp** then **Imprint left** or **Imprint right**.


Either:

Tap the **Imprint left** or **Imprint right** zone on the home screen.

You can see the Imprint left and Imprint right zone in [Base and Control Panel](#) on page 35.



or press 

or press  and select the path: **Customize Stamp**

2. Select **Imprint left** or **Imprint right** on the Customize Stamp screen.

Customize Stamp

Stamp type: Standard

Imprint left: None

Imprint right: None

Date: 10/02/2020 - Today

Imprint Test

Cancel Validate

3. Select **Text list**.

Select type for left element

1	None
2	Text list
3	Slogan list

Cancel Select

The Select text screen is displayed.

Select text

None Custom Message

YOUR CUSTOM MESSAGE HERE


Cancel Select

4. Select the desired text in the list or select **None** for printing no text. On the Select type for left element screen, press **[Cancel]**. The Customize Stamp screen is displayed with updated parameters (home screen: press ✓).

11

How to Display the List of Text Messages

All of your current text messages can be displayed on one screen.

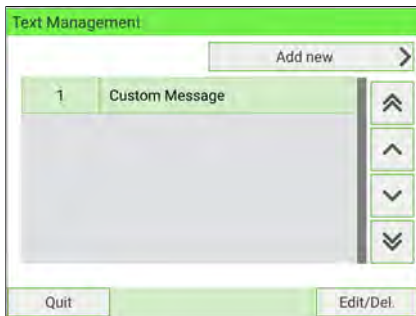
The list displays the messages you have created and indicates the default Text, if any, by a check mark  .



To display the list of Text messages:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: >Options and Updates >Text

The list of Text messages is displayed in the Text Management screen.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

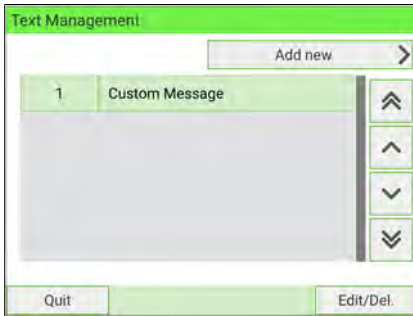
How to Add a New Text Message

To add a new Text message:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Options and Updates** > **Text**

The list of Text messages is displayed in the Text Management screen.



2. Select **Add new**.
3. Enter your Text (max. 4 lines, 18 characters per line).





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

11

Options and Updates

5. Enter the name to be displayed on the menu for users, and then press [Create]. The system will add the Text message to the list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

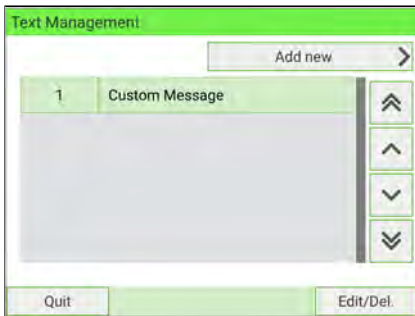
How to Modify Text Message

To edit the content of the message or its name:

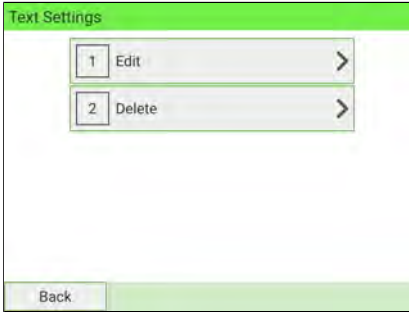
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Options and Updates > Text

The list of Text messages is displayed on the Text Management screen. Select a Text message and press **Edit/Del.**



- The Text Settings screen is displayed.
Select **[Edit]**.





- You can change the text message and press **[Next]** to display the next screen (Use **Delete** key on keyboard to clear characters).



- You can change the text name and press **[OK]** to validate.
The system updates the message.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

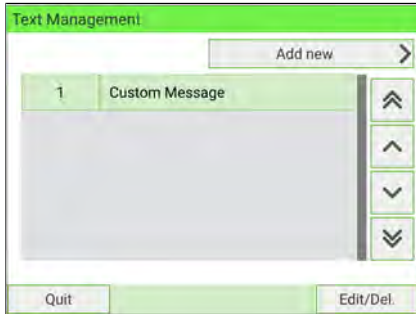
How to Delete a Text Message

To delete a message:

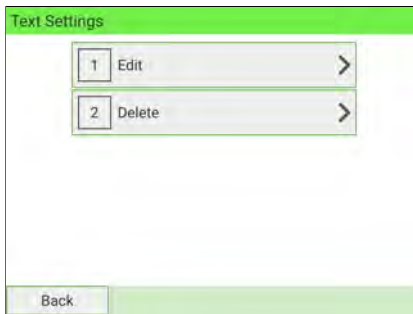
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: >Options and Updates >Text

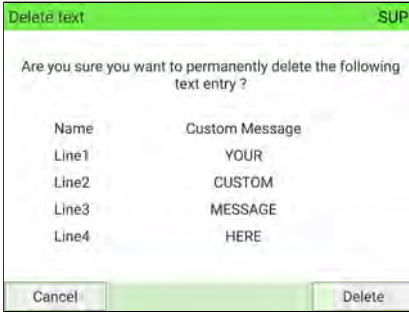
The list of Text messages is displayed in the Text Management screen. Select a Text message and press **Edit/Del.**



2. The Text Settings screen is displayed. Select **[Delete]**.





3. Press **[Delete]** to confirm deletion.



The system updates the message list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

11.5 Managing Ad slogans

The Ad slogans are graphics you can add to the left-hand side of the stamp that is printed on mailpieces.

As Supervisor, you can:

- Display the list of slogans
- Rename or delete slogans from the list
- Download new slogans.



The available **Ad slogans** are automatically downloaded into your Mailing System by connecting the Mailing System to the Online Services server as a user (see [How to Load New Options](#) on page 402).


See also

- Selecting a slogan to print: [How to Change the Default Ad slogan](#) on page 330.

How to Add (or Remove) a Slogan



To add or remove a slogan:

1. There are three ways:
 - On the home screen, press the **Imprint left** or **Imprint right** zone.
 - On the control panel, select  then press **Imprint left** or **Imprint right**.
 - From the main menu, press **Customize stamp** then press **Imprint left** or **Imprint right**.


Either:

Tap the **Imprint left** or **Imprint right** zone on the home screen

You can see the Imprint left and Imprint right zone in [Base and Control Panel](#) on page 35.



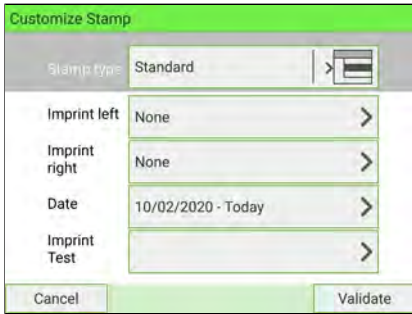
or press 

or press  and select the path: **Customize Stamp**

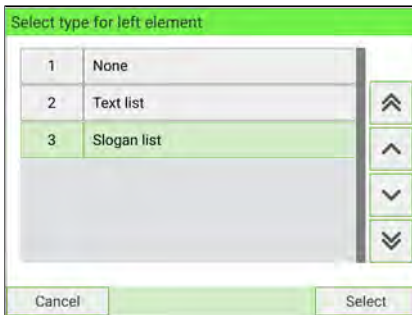
11

Options and Updates

2. Select **Imprint left** or **Imprint right** on the Customize Stamp screen.



3. Select **Slogan list**.



The Select Ad Slogan screen is displayed.



4. Select the slogan in the list or select None for printing no slogan.
On the Select type for left element screen, press **[Cancel]**. The Customize Stamp screen is displayed with updated parameters (home screen: press ✓).

How to Display the List of Ad slogans

To display the list of Slogans:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > **Options and Updates** > **Update Ad Slogans**

The list of Ad slogans is displayed in the Ad Slogan Management screen.



11



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

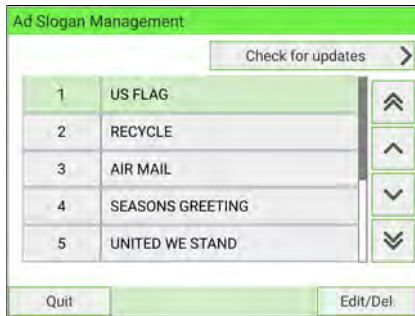
How to Modify an Ad slogan

To change the name of the slogan:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

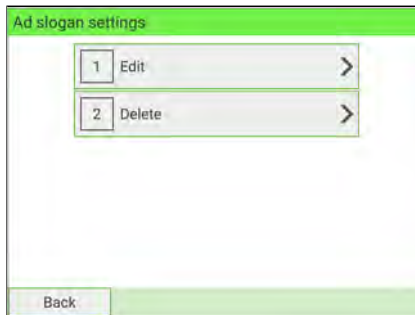
From the main menu, select the path: > **Options and Updates** > **Update Ad Slogans**

The list of Ad slogans is displayed in the Ad Slogan Management screen.



2. Select the Ad slogan and press **Edit/Del.**

The Ad slogan settings menu is displayed.



11



Options and Updates

3. Select **[Edit]**.



4. Change the slogan name using the keyboard and press **[OK]**.
The system updates the slogan list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

11

How to Delete an Ad slogan

To delete the slogan:

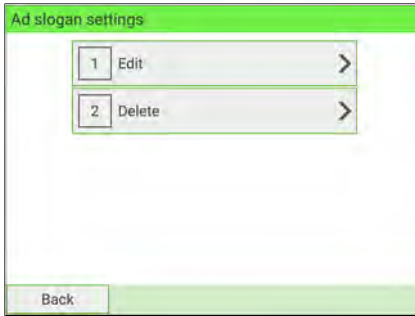
1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Options and Updates > Update Ad Slogans**

The list of Ad slogans is displayed in the Ad Slogan Management screen.



2. Select the Ad slogan and press **Edit/Del.**
The Ad slogan settings menu is displayed.





3. Select **[Delete]**.



4. Press **[OK]** to confirm deletion.
The system updates the slogan list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Download New Ad slogans

To download new Ad slogans:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Options and Updates** > **Update Ad Slogans**

The list of Ad slogans is displayed in the Ad Slogan Management screen.





11

2. Select **Check for updates**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

11.6 Managing Permits

As Supervisor, you can:

- Display the list of permit mail in the machine
- Add new permits using an USB memory device
- Delete permits
- Set a default permit (see [How to Change the Default Permit](#) on page 327).
- Activate/De-activate the function “Checking on zero weight” (see [How to activate/de-activate Checking On Zero Weight](#) on page 313).

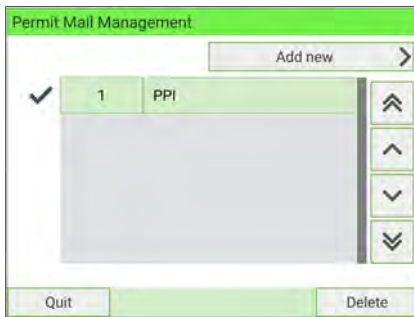
How to Display the List of Permits



To display the list of permits:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Options and Updates > Update Permit Mail

The list of permits is displayed in the Permit Mail Management screen.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

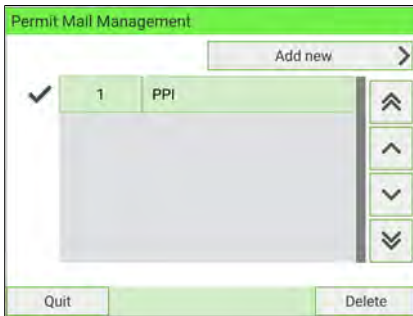
How to Add Permits

To add a permit:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

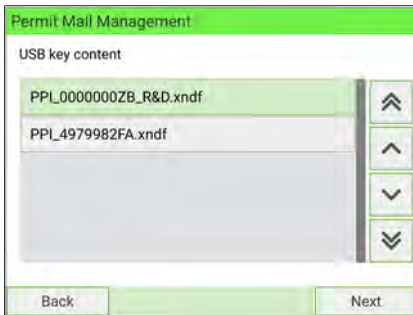
From the main menu, select the path: > **Options and Updates** > **Update Permit Mail**

The list of permits is displayed in the Permit Mail Management screen.



11



2. Select **Add new** and connect the memory device to an USB port of the machine (on your left-hand side at the rear of the base. (See [Base connectors](#) on page 50).
3. Press **[OK]**. The USB memory device content is displayed.



Options and Updates

4. Select a permit to load into the machine and press **[OK]**.
The permit list is updated with the new permit.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

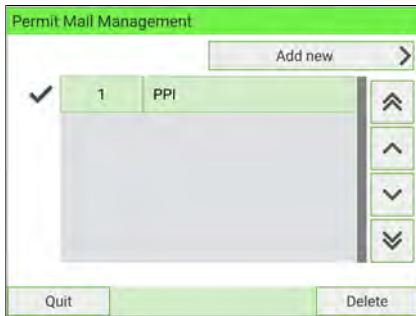
How to Delete Permits

To delete a permit:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

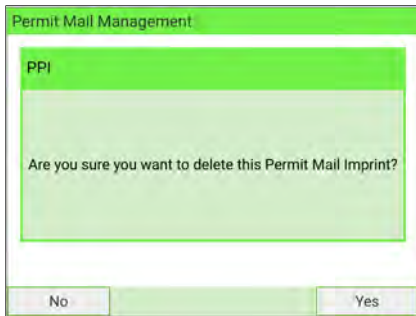
From the main menu, select the path: > **Options and Updates** > **Update Permit Mail**

The list of permits is displayed in the Permit Mail Management screen.



2. Select the permit to delete and press **[Delete]**.



11



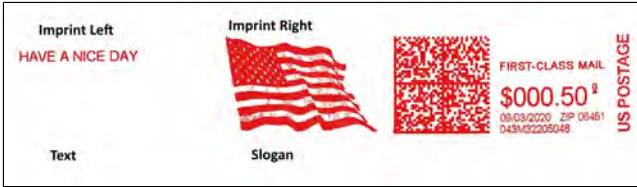
3. Press **Yes** to confirm, otherwise press **No**.

The system updates the permit list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.


11.7 Position Slogan/Text



The position of the **Slogan** and the **Text Message** can be toggled (swapped) using the Imprint Left and Imprint Right setting.

To swap the positions:

1. As a user:

Press  and select the path: > **Imprint left** or > **Imprint right**

Select **Text list** or **Slogan list**.

2. The list of available text messages or list of available slogans is displayed. Select the item you want to position and press **[OK]**.

3. Press [OK] to accept the position.

Customize Stamp	
Stamp type	Standard >
Imprint left	None >
Imprint right	None >
Date	10/02/2020 - Today >
Imprint Test	>
Cancel	Validate

11.8 Managing Postal Rates

Your Mailing System uses **rate tables** to calculate postage.

As Supervisor, you can:

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



The newly available **postal rates** are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user (see [How to Load New Options](#) on page 403).

How to Check your Rate Updates

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



Rate tables will automatically become active on their effective date. For each rate table, rate details (part number, expiration date, rate option) can be displayed.

11

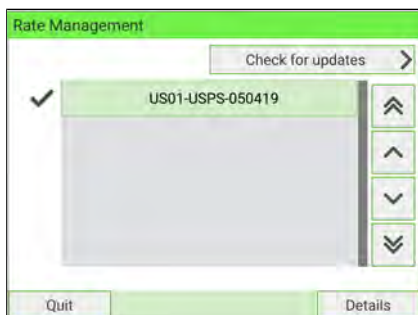
Options and Updates

To display the list of rates:



1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: **> Options and Updates > Rate management**

The list of rate tables is displayed in the Rate Management screen.





To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

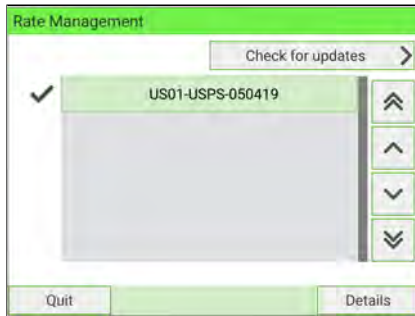
How to Download New Postal Rates

To download new rates:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Options and Updates** > **Rate management**

The list of rate tables is displayed in the Rate Management screen.





11

2. Select **Check for updates**.

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



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

11.9 Updating System Software

You may, from time to time, need to download new software for your Mailing System. The software package may include feature enhancements or updates. Also, if you purchase an add-on service, you may be required to download the software to support this new service.

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

Updating Procedure

To check for available updates:

- Perform a call to the Online Services server (See [How to Call Online Services Manually](#) on page 270).
- After the call, your mailbox will contain a message indicating that a software download is available. To open your mailbox, see [How to Read Messages](#) on page 398.

Follow the procedure below to update your Mailing System.

How to Update the System Software

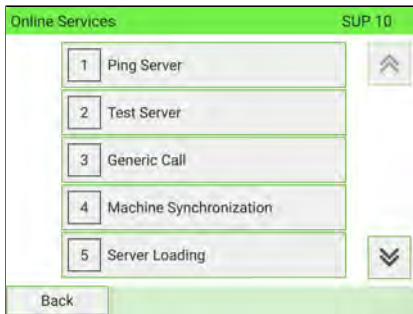


A LAN connection is necessary to update the System Software.

To update the system software:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Online Services > Server Loading



2. Select the element to download.
3. Select **Detail of download**.
4. Choose **Now** or **Later**:

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

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

After downloading

The Mailing System indicates it has to be re-started.

1. Switch off the Mailing System (See [System ON/OFF](#) on page 54).



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.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

12 Maintaining

This section contains important information about proper maintenance of your Mailing System in order to ensure efficient operation.

12.1	Maintaining the Ink System	433
	How to Display Ink Tank Data	433
	How to Change the Ink Tank	435
	How to Display Print Head Information	437
	How to Clean the Printing Heads Automatically	438
	How to Test the Printing Quality	439
12.2	Maintaining the Feeder	440
	How to Replace the Feeder Fingers	440
12.3	Maintaining the Sealer Water Network	443
	How to Fill the Sealer Tank	443
	How to Clean the Water Filter	444
12.4	Cleaning the Mail Path	445
	How to Clean the Moistening Ramp (Sealer)	445
	How to Clean the Accessory Belts and Rollers	449
	How to Clean the Mail Path Sensors	450
12.5	Touchscreen Calibration	453
	How to Calibrate the Touchscreen	453
12.6	Maintenance processes	454
	How to Run Update Registration	454
	How to Withdraw the PSD (Meter)	457

12.1 Maintaining the Ink System

The Mailing System uses ink jet technology to print stamps. The ink tank used for printing is located in the Mailing System base and contains an ink that is mandatory for postal transactions.

The Ink tank is specific to the system base in which it has been installed. Never try to install it in another Mailing System.

When the tank is empty, it must be replaced.

The ink jet technology requires clean print-head nozzles for excellent printing quality. The system performs that cleaning automatically.

In this Section

This section explains how to:

- Check the ink level in the tank
- Change the ink tank
- Check the print head
- Clean the print head

How to Display Ink Tank Data

You can display the ink level and other ink tank data, including:

- Ink consumed in percent
- Ink color
- Tank status (present or not present)
- Date first used

To display the ink level and the tank data:

1. As a user:

Press  and select the path: > Ink and Accessories Information > Ink Tank Information

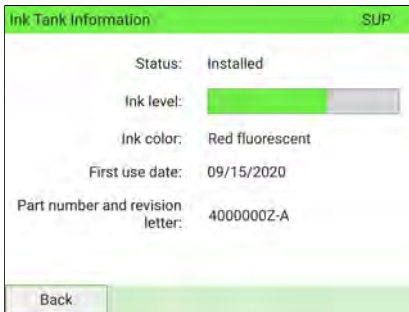
The Ink Tank Information screen is displayed.





2. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > Ink Management > Ink Tank Information

The Ink Tank Information screen is displayed.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Change the Ink Tank



Ink cartridges and similar printing consumables must be replaced regularly to ensure good print quality.

1. Open the ink tank drawer by pulling it towards you.



2. Press the blue release lever to disengage the ink tank.



3. Pull out the old ink tank.



4. Insert the new ink tank, then push it until you hear the click.



5. Close the drawer.
The print head alignment process starts automatically.
-

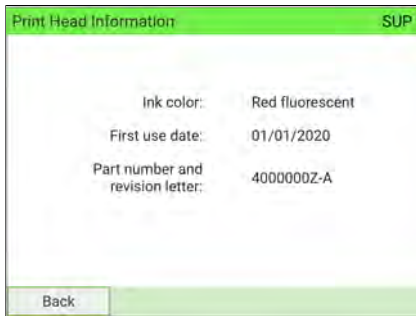
How to Display Print Head Information



To display the print head information:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > Ink Management > Print Head Information

The Print Head Information screen is displayed.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

12

Maintaining

How to Clean the Printing Heads Automatically

If imprints look unclear or dirty in some way, test the printing quality and clean the headset to restore the printing head condition.

To clean the printing heads automatically:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > Ink Management > Printing Quality Management

The following screen is displayed:





12

2. Press **Print Head Cleaning**.

The cleaning starts automatically.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Test the Printing Quality

To test the printing quality:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Maintenance** > **Ink Management**
> **Printing Quality Management**



The following screen is displayed:



2. Press **Printing Quality Test**.

The test starts automatically.

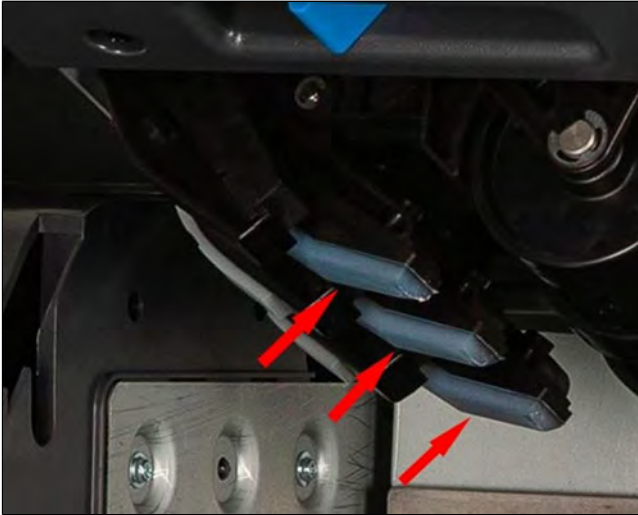


To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

12.2 Maintaining the Feeder

How to Replace the Feeder Fingers

Feeder fingers are located under the Feeder top cover. They press the mail against Feeder belts, then catch the mail and carry it into the Feeder.



12

These Feeder fingers have rubber pads in contact with the mail. After a large number of cycles, they are subject to wear, so that the Feeder cannot catch the mail well. In this case, you need to replace the rubber pads.

Maintaining

To remove a Feeder Finger rubber pad:

1. Open the Feeder top cover

2. Hold the finger pads firmly at both ends.

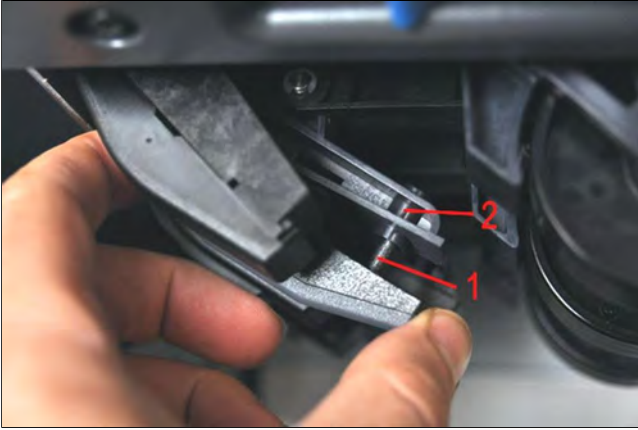


3. Pull the finger pad down till it unclips.



To replace a Feeder Finger rubber pad:

1. Insert the locating pins (1) of the pad into the locating hole (2) at both ends of the feeder finger.



2. Press the rubber pad against the feeder finger until it clips on.



12.3 Maintaining the Sealer Water Network

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

How to Fill the Sealer Tank

To add water:

1. Remove the bottle from its base and turn it over.



2. Unscrew the cap and fill the tank with water up to the limit marks.
 3. Replace the cap and put the bottle back in place.
-

How to Clean the Water Filter

The system's water filter must be cleaned on a regular basis.

To clean the water filter:

1. Open the water filter drawer and pull the water filter vertically to disengage it.



2. Clean the water filter with water.
3. Put the water filter back in place.
4. Close the drawer.

12

Maintaining

12.4 Cleaning the Mail Path

Cleaning the mail path includes:

- Doing an automatic cleaning of the heads.
- Cleaning the Feeder sealer ramp.
- Cleaning the Feeder belts and rollers.
- Cleaning the Mailing System sensors on the mail path.

How to Clean the Moistening Ramp (Sealer)



Make sure your system is switched off before cleaning.

To clean the Moistening Ramp:

1. Open the Feeder by pulling the handle towards you.



2. Pull the right-hand side of the blue release lever the moistening ramp.



3. Push the moistening ramp backwards to disengage it.



12

Maintaining

4. Remove the moistening ramp.



5. Clean the moistening ramp with hot water.



6. Re-install the moistening ramp.



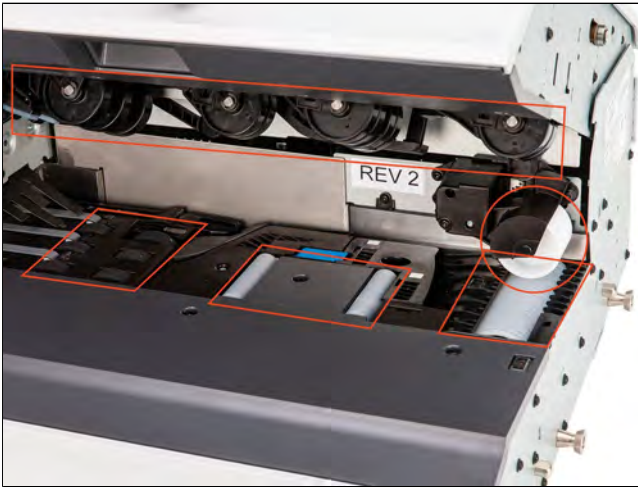
7. Pull the moistening ramp towards you to reengage it.
8. Push down on the blue release lever.



How to Clean the Accessory Belts and Rollers

The following belts and rollers need cleaning as per the procedure indicated below.

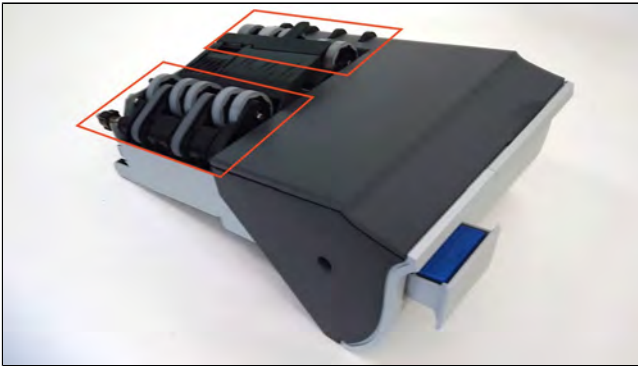
- Belts and rollers of feeder.



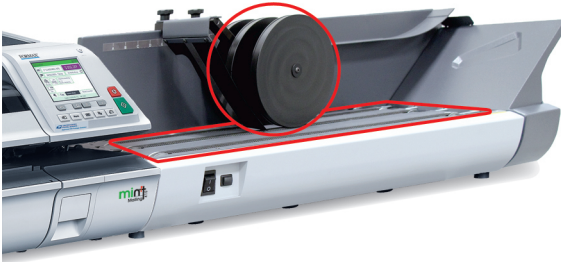
- Belts and rollers of dynamic scale.



- Belts and rollers of base lower transport.



- Belts and rollers of stacker.



12

Maintaining

To clean the accessory belts and rollers:

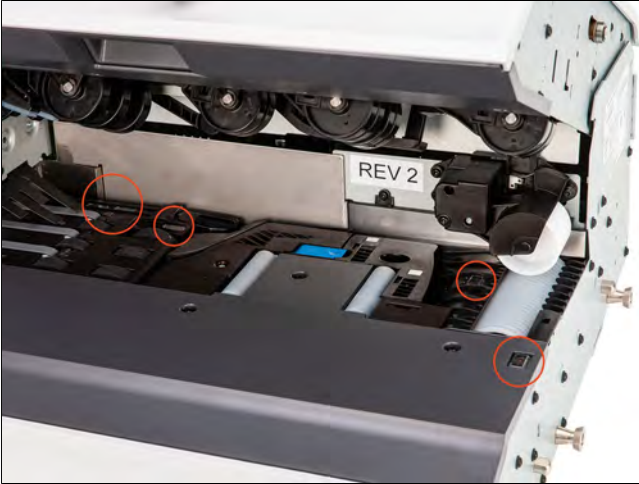
1. Open equipment covers.
2. Clean the belts and/or rollers with a cloth and hot water.
3. Close the covers.

How to Clean the Mail Path Sensors

The sensors are light sensitive devices successively covered by the envelopes during their travel along the mail path.

Clean the following mail path sensors on the system base and feeder as indicated in the following:

- Sensors of feeder.



- Sensors of dynamic scale.





- Sensor of base.



12

Maintaining

To clean the mail path sensors:

1. Use a cloth and hot water.
 2. Allow the system parts to dry and close all covers and assemblies.
-

12.5 Touchscreen Calibration

Depending on the pointing device you use on the touchscreen (finger, stylus or other non-sharp accessory), the touchscreen may need to be calibrated for better precision.

How to Calibrate the Touchscreen

To calibrate the touchscreen:



1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > System Settings > Touch Screen Calibration



2. Follow the on-screen instructions using your preferred pointing device.
The touchscreen is calibrated at the end of the process.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

12.6 Maintenance processes

How to Run Update Registration



The Update Registration process is only to be completed at the request of Customer Service:

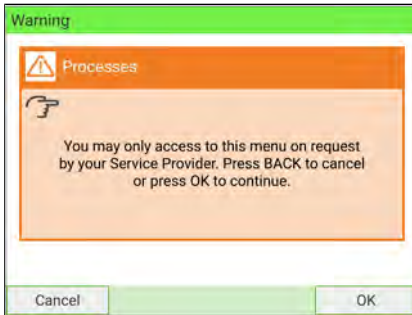
- This procedure is used if you have changed your address.
- Contact your Customer Service to change your information. You will then be instructed to perform the update registration procedure.

To run the update registration:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > **Maintenance** > **Processes**

A confirmation message is displayed.



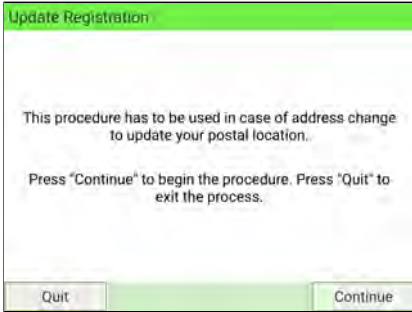
2. Press [OK].
3. Select **Update Registration**.



12

Maintaining

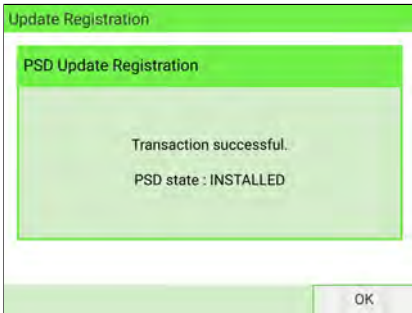
- 4. Press [OK] to start the connection to postal services.



- 5. Press [OK] to start the update registration transaction.



The "Transaction successful" message is displayed.

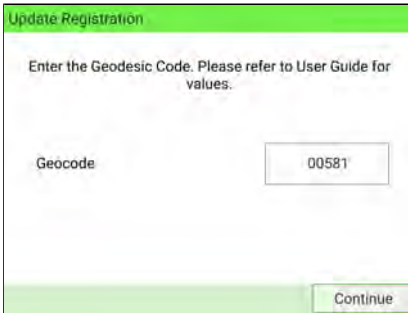


6. Press [OK].



This is a prompt to enter the geodesic code. Please refer to the User Guide for allowed values.

7. Press [OK].
8. Enter the Geocode.





9. Press [OK].



The update registration procedure is finished.

10. Press [Finish] to return to menu.
11. Press the Sleep/Wake/Soft Off button to exit.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Withdraw the PSD (Meter)



The Withdraw PSD process is only to be completed at the request of Customer Service.

- Removes the PSD from service.
- Requires a password from Customer Services to perform.

To withdraw the meter:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

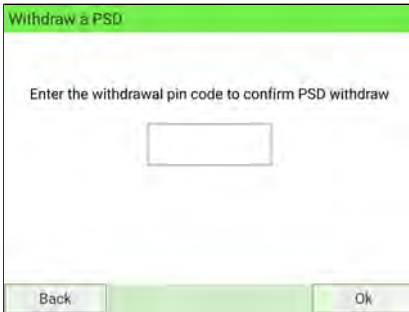
From the main menu, select the path: > Maintenance > Processes > Withdraw a PSD




2. Press [Withdraw].



3. Type the withdrawal PIN code using the keyboard and press [OK].





4. Press [OK] or the [Sleep/Wake] button () to turn the system to Sleep or Soft-off mode.
5. **ONLY at that stage**, disconnect the system power cord from the power socket.
6. Open base cover, then the meter cover. Pull the meter towards the front of the base to disengage it from the base connector.



7. Remove the meter from the Mailing System base.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

13 Troubleshooting

This section helps you solve problems that may be encountered while using your Mailing System.

13.1	Machine Issues	461
	How to Clear Jammed Mail in the Print Base	461
	How to Clear Mail Jammed in the Feeder	464
	How to Clear a Label Jammed in the Base	464
	How to Clear Mail Stalled in the Dynamic Weighing Module	467
13.2	Diagnostics	470
	How to Access the Diagnostics	471
13.3	System Data	472
	How to Display the Software Data	472
	How to Display the Hardware Data	473
	How to Display the Event Lists	473
	How to Display the Machine Counters	474

13.1 Machine Issues

How to Clear Jammed Mail in the Print Base

Envelopes are jammed (stopped) in the transport mechanism of the Base.

- Mailpiece is too thick.
- Mail size is incorrect.

To clear stalled mail in the Base:

1. Pull the release handle on the lower assembly of the print Base.



- Using your other hand, remove the jammed envelopes.
If the jammed envelopes cannot be removed, do as follows:
- Hold the handle in the open position and push on the inside lever to unlock the base drawer.



- Pull the Base drawer towards you.
- Gently tilt the Base drawer on the left-hand side and remove it.



6. Remove jammed envelopes.



7. Reinsert the Base drawer.



8. Release the jam release handle.

How to Clear Mail Jammed in the Feeder

To clear mail jammed in the Feeder:

1. Open the cover.



2. Gently remove jammed envelopes.
 3. Close the cover.
-

How to Clear a Label Jammed in the Base

13

Troubleshooting

Possible cause	Action
A label is blocked in the Internal Label Dispenser or in the Base transport mechanism.	Clear the label. See How to Clear a Label Jammed in the Base on page 464.

To clear a label jammed in the Base:

1. Try to disengage the blocked label from the top of the dispenser. If this is not possible, do as follows.

2. Remove all labels from the dispenser.



Check that no label is stuck in the bottom of the dispenser.

3. Pull the release handle located underneath the Base.
4. Hold the handle in the open position and push on the inside lever to unlock the base drawer.



5. Pull the base drawer towards you.
6. Gently tilt the base drawer on the left-hand side and remove it.



7. Remove jammed labels.



8. Reinsert the Base drawer.



9. Release the jam release handle.

How to Clear Mail Stalled in the Dynamic Weighing Module

Envelopes are jammed (stopped) in the transport mechanism of the Dynamic Weighing Module deck.

- Mail size is incorrect.
- Envelopes are not properly stacked on the feed platform.

To clear mail jammed in the Dynamic Weighing Module:

1. Open the cover.



2. Gently remove jammed envelopes.
3. Close the cover.



Do not lean on or leave any object on the Dynamic Weighing Module platform, as this may alter its weighing accuracy.
To restore the Dynamic Weighing Module zero, see [Weighing Settings](#) on page 309.

Problem: The Weighing Platform or Dynamic Weighing Module does not Weigh Properly

If the Base is displaying a doubtful weight, check the weighing device (Weighing Platform or Dynamic Weighing Module) as follows.



Display indicates a weighing error. When this weighing error occurs on the home screen, the Standard Weighing mode is automatically selected.

Possible cause	Action
The weighing device has not been selected.	See the weighing type selection procedures in Selecting a Weighing Mode on page 80.
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: <ul style="list-style-type: none"> • Away from any door • Away from any fan.
Something is touching or lying on the Weighing Platform.	Clear the weighing area and re-zero the Weighing Platform (see Weighing Settings on page 309).
The Weighing Platform zero is not correct.	See the Weighing Platform zeroing procedures in Weighing Settings on page 309.
Weight is too heavy for current rate (you have placed a package on the platform that is too heavy for the rate selected).	<ol style="list-style-type: none"> 1. Press [OK] to clear the error message. 2. Press the [Rate] key and select a rate class that can accommodate the weight of the package. Example: select Priority if the rate you were using was first class. 3. Press lightly on the Weighing Platform to establish the weight and postage with the new rate.

Weight on platform exceeds capacity defined in Weighing Platform.	<ol style="list-style-type: none"> 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, check that the Weighing Platform is clear when starting the machine.

PSD Locked Mailing Systems

Event-ID	PSD Locked. The date limit to call server has been reached.
Short description	72 Hour Time limit reached
Long description	72 Hour Time limit for server communication reached
Recovery	Re-connect your mailing system to your network and perform a postal inspection to clear the PSD Locked message.
Condition R_D	
Condition IPSS	

- USPS requires your postage meter (PSD) to connect daily if postage is metered.
- We recommend leaving the mailing system connected to the network permanently.
- The mailing system will automatically connect to the postal server at night.
- If the mailing system does not connect in 72 hours it will be de-activated.
- If your system is de-activated, please perform a Postal Inspection call to unlock the system. See also [Postal Inspection Instructions](#) on page 169.

13.2 Diagnostics

The Diagnostics feature allows you to find the root cause of an issue or a machine breakdown.

The machine performs a self-diagnosis, then generates data on the status and the events or errors that have occurred.

This type of call should only be performed by Customer Service upon request.

Diagnostics

As Supervisor, you can gain access to all the diagnostic data listed below:

No.	Diagnostic	Comments
1	Ping Server	Sends a message to a server (if connected) to check the line.
2	System Status	Reports the status ([0] or [1]) of the sensors below: <ul style="list-style-type: none">• Top doc• Start print• Cover• Carriage• Top Seals
3	Advanced Feeder	
4	Dynamic Scale Sensors	Provides access to the tests below: <ul style="list-style-type: none">• 1 Dynamic Scale main motor test• 2 Dynamic test
5	Display	The screen displays, successively and without text, a red page, a green page, and a blue page.
6	Keypad	Displays "Key ok" if the test is correct
7	USB Ports	Checks the two USB ports (need USB keys).
8	Serial Connectors	Checks the serial port.
9	Ping Tool	Checks LAN address.
10	Network Configuration Checker	Checks Network Connection.
11	LAN Configuration Status	Displays current parameters related to Network Configuration.

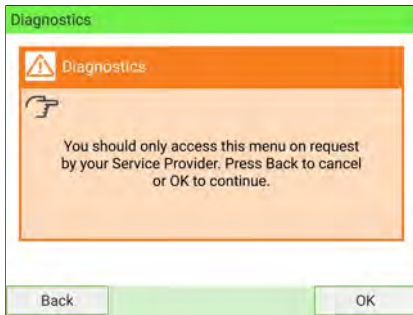
12	Wireless Setting Status	Displays current parameters related to Wireless Setting.
----	-------------------------	--

How to Access the Diagnostics

To gain access to the diagnostics:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > Diagnostics





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



3. Select a test from the list.



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

13.3 System Data

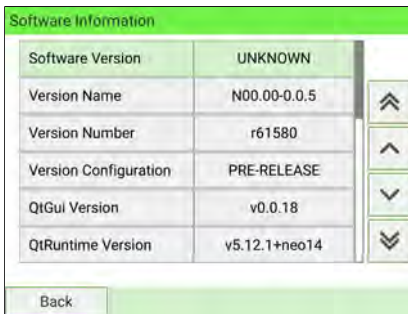
How to Display the Software Data

To display the Software Data:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > System Info > Software Information



2. The system displays the software data.



Software Information	
Software Version	UNKNOWN
Version Name	N00.00-0.0.5
Version Number	r61580
Version Configuration	PRE-RELEASE
QtGui Version	v0.0.18
QtRuntime Version	v5.12.1+neo14

Back



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

How to Display the Hardware Data

To display the Hardware Data:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):



From the main menu, select the path: > Maintenance > System Info > Hardware Information

2. The system displays the hardware data.

Hardware information	
Base	4129964VB07150000
Weighing Platform	470710000308
PSD #	PSD_BOARD_SN
Die number	099217646375
PANEL	01021234

Back



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

13

How to Display the Event Lists

To display the event lists:

1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > System Info > Event list

2. Select the Base events list or the PSD events or Server Connection History.
3. Press [OK] to validate.

Troubleshooting

4. The system displays the selected list in a table with, for each error:
 - The Code of the event
 - The Date on which the event occurred
 - The Cycles count when the event occurred
 - The Description
 - The Category
5. Note the Code and refer to your customer service.

How to Display the Machine Counters

To display machine counters data:



1. As Supervisor (see [Log in as Supervisor](#) on page 295):

From the main menu, select the path: > Maintenance > System Info > Counters

2. The system displays the machine counters data.

Counters	
BaseMechanical	0
AldMechanical	0
DynScaleMechanical	42
FeederMechanical	42
SealerMechanical	69
PrintHeadWipes	2
Back	



To return to the home screen, you have to press  to put the machine into sleep mode. Then continue to press  to turn on the machine.

14 System Specifications

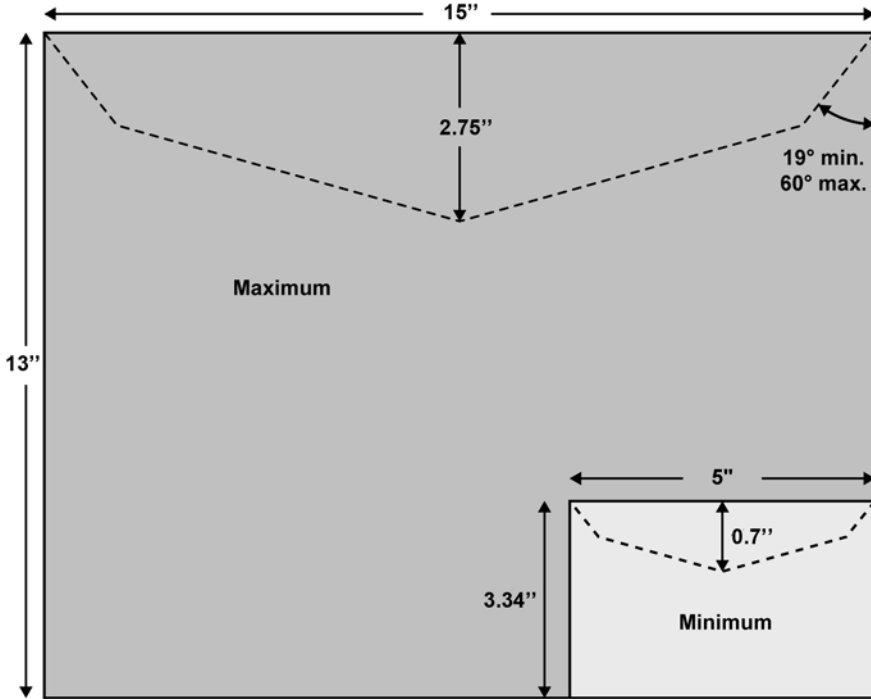
This section contains important specifications for your Mailing System.

14.1	Mail Specifications	477
14.2	Package Specifications	479
14.3	General Specifications	481
14.4	System Specifications	482
14.5	Operating Conditions	483
14.6	System Changes	484
14.7	Menu Reference	486

14.1 Mail Specifications

Envelope Dimensions

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



Envelope dimensions and weights

- Max. length: 13" (10" on system with dynamic scale)
- Max. width: 15" (13" on system with dynamic scale)
- Min. length: 3.5"
- Min. width: 5"
- Flap max. height: 3"
 - Min. thickness: 0.008" (with minimum thickness, grammage mini 200g/m²)
 - Max. thickness: < 0.79"
 - Min. weight (with Dynamic Weighing Module): 0.005 lbs
 - Max. weight (with Dynamic Weighing Module): 2.2 lbs

14

System Specifications

Stack of envelopes

- Mixed size Feeder: max 7 3/4" high
- Min. weight: 0.1 oz
- Max. weight: 2 lb.10.23 oz

See also

- [How to Use the Feeder](#) on page 19.

Label Dimensions

Two types of label are available for your Mailing System:

- ILD Labels, for the internal label dispenser
- ELD Labels, for the External Label Dispenser



Label storage: recommended room temperature 77°F and relative humidity 50%. Check the Best before date. Contact your Sale representative for more information concerning labels.

ILD labels

These labels are pre-cut and self-adhesive.

ELD labels

These labels are stored in rolls.

14.2 Package Specifications

The mailing systems must upload the package dimensions to USPS:

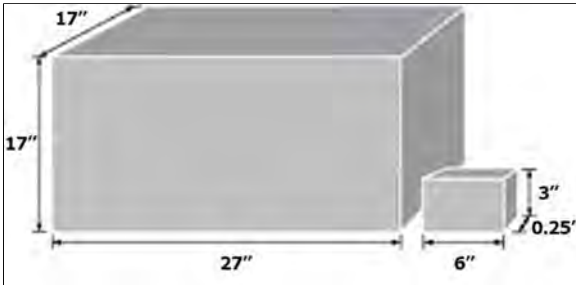
- Length: the value of the longest side of the package
- Width: the value of the shortest side of the package
- Height: the value of the thickness of the package

The measurements must be provided in inches to an accuracy of 3 decimal places (i.e. NN,NNN).

A package must meet the following dimensional criteria:

Minimum and maximum size

Label Dimensions	MIN	MAX
Length (inch)	6	27
Height (inch)	3	17
Width (inch)	0.25	17



A 0.25 inch (or less) parcel must be a minimum of 5 inches in length, 3.5 inches in height.

Width \leq 0.25 inch	MIN
Length (inch)	5
Height (inch)	3,5

14

System Specifications

No mailpiece may measure more than 108 inches in length and girth combined, except USPS Retail Ground, which may not measure more than 130 inches in length and girth combined.

	All Parcels except "USPS Retail Ground"	"USPS Retail Ground"
max Length + Girth (inch)	108	130



For parcels, the **length** is the distance of the longest dimension; the **girth** is the distance around the thickest part.

14.3 General Specifications

Base

- **Dimensions (Width x Length x Height):** 25.19" x 10.74" x 13.42"
- **Weight:** 45.20 lb
- **Power supply:** 120 V (+/- 10 %) 3 prong
- **Frequency:** 60 Hz
- **Maximum Input Power:** 294W
- **Ambient Temperature:** + 50 °F to 104 °F
- **Relative Humidity:** 20 % to 80 % relative humidity (without condensation).

Feeder

- **Dimensions (Width x Length x Height):** 18.11" x 31.49" x 13.77"
- **Weight:** 63.93 lb
- **Power supply:** 120 V (+/- 10 %) 3 prong
- **Frequency:** 60 Hz
- **Maximum Current Rating:** 5A
- **Ambient Temperature:** 50 °F to 104 °F
- **Relative Humidity:** 20 % to 80 % relative humidity (without condensation).

Dynamic Weighing Module

- **Dimensions (Width x Length x Height):** 25.27" x 19.09" x 11.02"
- **Weight:** 37.47 lb
- **Power supply:** 120 V (+/- 10 %) 3 prong
- **Frequency:** 60 Hz
- **Maximum Input Power:** 71 W
- **Ambient Temperature:** + 50 °F to 104 °F
- **Relative Humidity:** 20 % to 80 % relative humidity (without condensation).

14.4 System Specifications

Dynamic Weighing Module Range

- Resolution in dynamic weighing mode: lb.oz.

Dynamic Weighing Speed

- Level 0 – Base A: 200 lpm (210 lpm postcard)
- Level 1 – Base B: 230 lpm (260 lpm postcard)
- Level 2 – Base C: 270 lpm (300 lpm postcard)

Accounts

The number of accounts you can create can be raised optionally to 3000 ([Account Number](#) on page 279).

Operators

- Number of operators: 200

Operating conditions

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

14.5 Operating Conditions

Weighing Accuracy



To obtain the best weighing results, use a solid and steady table and away from air movement:

- Away from doors
- Away from any fan

Dynamic Weighing Module Environment



The Dynamic Weighing Module uses optical sensors: do not install it in an area exposed to excessive light or heat sources.

14.6 System Changes

Major Changes

Function	Description	Link
Imprint memory management	This function is used to memorize a specific task used regularly.	<ul style="list-style-type: none">• Managing Imprint Memories on page 297
Kerberos	Proxy settings in LAN configuration.	<ul style="list-style-type: none">• How to Set LAN (High-speed Internet) Parameters on page 358
Option 12/60	Option is available when DHCP in LAN Configuration is on screen.	<ul style="list-style-type: none">• How to Set LAN (High-speed Internet) Parameters on page 358
Wireless LAN	This functions allows to connect internet through Wireless LAN (Wireless Local Area Network).	<ul style="list-style-type: none">• How to Set the Postal/Online Services Connection on page 355
Manual amount entry	This function allows manual input of the indicium amount. The use of this function is strictly delimited.	<ul style="list-style-type: none">• Printing [Amount Correction] Mode on page 149
Correction mode	The Amount and Date Correction functions allow the postage and date to be set by the user.	<ul style="list-style-type: none">• Printing [Redate] Mode on page 147• Printing [Amount Correction] Mode on page 149
Test indicium	This layout is dedicated to providing an overview of the indicia appearance for the customer.	<ul style="list-style-type: none">• Using Imprint Test on page 112

Post calls functions	To fulfill IMI specifications when customer prints an item a “tea timer” must be started. The tea timer is a dedicated timer that is used to force a call to the postal server in the next 24h or/and lock the franking machine in the 72h.	<ul style="list-style-type: none"> • Manual Call on page 169
Pas activation fractional	To be added later, no info so far.	

14.7 Menu Reference

The tables below list the options in the user and supervisor menus.

To gain access to the menu, press **Menu** on the control panel.

User Menu

Level 1	Level 2	See...
1. Customize Stamp		Type of Process and Type of Stamp on page 67
2. Job Settings		
	2.1. Print Position	How to Apply or Cancel a Print Position on page 77
	2.2. Weighing Modes	Selecting a Weighing Mode on page 80
	2.3. Tare Weighing Platform	Resetting the Weighing Platform on page 314
	2.4. Zero Weighing Platform	
	2.5. Sealing	Using the Sealer on page 33
	2.6. Start Batch Counters	How to Reset the Item Counter on page 152
	2.7. Timeout Setting	System Time-outs on page 346
	2.8. Quiet Mode	Quiet Mode on page 342
	2.9. Inserter Mode	Inserter Mode on page 383
3. Imprint Memories		Using Imprint Memories on page 111
4. Rate Selection		Choosing Rates on page 229
5. Change Account		Changing Accounts on page 190
6. Reports		Reports on page 237

	Presort current batch	Operational Presort Report on page 260
	Presort historical <latest date>	
	Presort historical <latest date-1>	
	Permit current	Operational PPI Report and Historic Reports on page 259
	Permit <latest date>	
	Permit <latest date-1>	
	Batch Data	Batch Data Report on page 245
	Funds Summary	Funds Summary Report on page 249
	Daily Usage	Daily Usage Report on page 247
	Monthly Usage	Monthly Usage Report on page 248
	Single Account	Single Account Report on page 251
	Multi Account	Multi Account Report on page 252
7. My Funds		
	7.1. Funds Used/Funds Available	Managing Funds on page 158
	7.2. Add Funds	Adding Funds (Postage) on page 159
	7.3. Postal Inspection	Unlocking the PSD on page 169
8. Mailbox		
		Using the Mailbox on page 398
9. Online Services		
	9.1. Ping Server	OLS Connection Tests on page 275
	9.2. Test Server	
	9.3. Generic call	Call Online Services on page 270
	9.4. Machine Synchronization	Synchronize Call on page 273

	9.5. Upload Statistics	Upload Statistics on page 272
	9.6. Upload E-Services Records	Modify an eConf Record Status on page 286
	9.7. E-Services Record List	Display eConf Record List and Details on page 285
10. Piece Counting		Counting Piece on the Weighing Platform on page 152
11. User Preferences		
	11.1. Language	Changing the Display Language on page 336
	11.2. Sounds	Enabling/Disabling Sounds on page 338
	11.2. Brightness	Adjust the Display Brightness on page 340
12. Ink and Accessories Information		
	12.1. Ink Tank information	Displaying Ink Tank Data on page 433
	12.2. External Label Dispenser	Maintaining the ELD on page 352
	12.3. Print Quality Management	Test the Printing Quality on page 439
13. Supervisor		Logging in/out as Supervisor on page 295

Supervisor Menu

Level 1	Level 2	Level 3	See...
1. Mailbox			Using the Mailbox on page 398
2. Reports			Reports on page 237
	Presort current batch		Operational Presort Report on page 260
	Presort historical <latest batch>		
	Presort historical <latest batch-1>		
	Permit current		Operational PPI Report and Historic Reports on page 259
	Permit historical <latest date>		
	Permit historical <latest date-1>		
	Funds Summary		Funds Summary Report on page 249
	Adding Postage		Adding Funds (Postage) on page 250
	Daily Usage		Daily Usage Report on page 247
	Monthly Usage		Monthly Usage Report on page 248
	Machine Configuration		Machine Configuration Report on page 255
	Operator Activity		Operator Activity Report on page 264
	Machine Activity		Machine Activity Report on page 265
	Product Code Report (Portal class)		Product Code Report on page 263
	Single Account		Single Account Report on page 251
	Multi Account		Multi Account Report on page 252
	IP Configuration Report		IP Configuration Report on page 258
	Proxy Configuration		Proxy Configuration Report on page 258

	Wireless Configuration Report	Wireless Configuration Report on page 257
3. Default User Settings		
	3.1. Default User Preferences	
	3.1.1. Language	Changing the Display Language on page 336
	3.1.2. Sounds	Enabling/Disabling Sounds on page 338
	3.1.3. Brightness	Adjust the Display Brightness on page 340
	3.2. System Settings	
	3.2.1. High value amount entry	High-Value Warning Amount on page 302
	3.2.2. Default Sealing Mode	Default Sealing Mode on page 306
	3.2.3. Default moistening level	Moistening Default Level on page 307
	3.2.4. Print Position	Set the Default Print Position on page 333
	3.2.5. Default weighing mode	Weighing Devices Settings on page 309
	3.2.6. Default Quiet Mode	Quiet Mode on page 342
	3.2.7. Default Inserter Connection	Inserter Mode on page 383
	3.2.8. Default Label Printer	Selecting a Default Label Printer on page 334
	3.2.9. Presort Reporting	Operational Presort Report on page 260
	3.2.10. Auto Weight Detection	Automatic Weight Detection on page 311
	3.2.11. Checking on Zero Weight	Checking on Zero Weight on page 313
	3.2.12. ePostage Mode	ePostage Mode on page 318
	3.3. Default Imprint Parameters	

	3.3.1. Imprint left	Changing the Default Text on page 329
	3.3.2. Imprint right	Changing the Default Ad Slogan on page 330
	3.3.3. Default Rate	Changing the Default Rate on page 328
	3.3.4. Automatic Date Advance	Automatic Date Advance on page 332
	3.3.5. Default Permit (PPI)	Default Permit on page 327
	3.4. Funds Settings	Funding PIN Code on page 305
	3.5. Timeout Settings	System Time-outs on page 346
4. Predefined Imprint Management		Imprint Memories on page 297
5. Account Management		
	5.1. Account Mode Selection	Account Mode on page 179
	5.2. Manage Account	Managing Accounts on page 190
	5.2.1. Account List	Managing Accounts on page 190
	5.2.2. Account Report	Account Data Reports on page 244
	5.2.3. Import Account list	How to Import Accounts on page 208
	5.2.4. Export Account list	How to Export the Account on page 205
	5.2. Change System Pin Code (only in 'No account with access control' accounting mode)	Shared System PIN Code on page 177
	5.3. Manage operator	
	5.3.1. Operator list	Managing Operator PIN Codes on page 210
	5.3.2. Operator report	How to Generate the Operator Report on page 253
6. System Settings		
	6.1. Weighing Functions	

		6.1.1. Tare Weighing Platform	Resetting the Weighing Platform on page 314
		6.1.2. Zero Weighing Platform	
	6.2. Accessories and Modules Settings		
		6.2.1. High Accuracy	Activate the High Accuracy Mode on page 321
		6.2.2. Geocode	Geocode on page 322
		6.2.3. Set External Label Dispenser Status	How to Set the ELD Status on page 350
	6.3. Touch Screen Calibration		Touchscreen Calibration on page 453
	6.4. Date and Time		Time and Date Management on page 345
7. Maintenance			
	7.1. System info		
		7.1.1. Software Information	Software Data on page 472
		7.1.2. Hardware Information	Hardware Data on page 473
		7.1.3. Counters	Machine Counters on page 474
		7.1.4. Event List	Event Lists on page 473
	7.2. Ink management		
		7.2.1. Print Head Information	Display Print Head Information on page 437
		7.2.2. Printing Quality Management	Test the Printing Quality on page 439
		7.2.3. Ink Tank Information	Display Ink Tank Data on page 433
	7.3. Diagnostics		Diagnostics on page 470
		7.3.1. Ping Server	
		7.3.2. Sensors Status	
		7.3.3. Advanced Feeder	

	7.3.4. Dynamic Scale Sensors	
	7.3.5. Display	
	7.3.6. Keypad	
	7.3.7. USB Ports	
	7.3.8. Serial Connectors	
	7.3.9. Ping Tool	
	7.3.10. Network Configuration Checker	
	7.3.11. LAN Configuration Status	
	7.3.12. Wireless Setting Status	
	7.4. Processes	
	7.4.1. Withdraw a PSD	Withdraw the PSD on page 457
	7.4.2. Update Registration	Update Registration on page 454
	7.5. Network Advanced Settings	Connection Settings on page 355
	7.6. External Label Dispenser Management	Maintaining the ELD on page 352
8. Options and updates		
	8.1. Options list	How to Display Options on page 402
	8.2. Text	Managing Custom Text Messages on page 404
	8.3. Update Ad Slogans	Managing Ad slogans on page 413
	8.4. Rate Management	Managing Postal Rates on page 426
	8.5. Update Permit Mail	Managing Permits on page 421
9. Communication settings		
	9.1. Type of Connection	Type of Connection on page 355
	9.2. LAN Configuration	LAN Settings on page 358
	9.3. Wireless Settings	Wireless Settings on page 369

	9.4. Proxy Settings	Proxy Settings on page 380
	9.5. DHCP Options Settings	DHCP Options Settings on page 382
10. Online services		
	10.1. Ping Server	OLS Connection Tests on page 275
	10.2 Test Server	
	10.3. Generic call	Call Online Services on page 270
	10.4. Machine Synchronization	Synchronize Call on page 273
	10.5. Server Loading	How to Update the System Software on page 429
	10.6. Save Customer Data	
	10.7. Upload Data	
	10.8. Upload Statistics	Upload Statistics on page 272
	10.9. Upload E-Services Records	e-Confirmation Services on page 280
	10.10. E-Services Record List	

Index

A

Access Control 173, 174, 179, 190
Account 35, 62, 64, 103, 104, 111,
159, 173, 174, 176, 179, 181, 182,
183, 185, 186, 187, 190, 191, 193,
195, 196, 205, 207, 210, 217, 219,
220, 223, 224, 242, 244, 251, 252,
264, 269, 280, 283, 482, 486, 489
accounts 45, 64, 65, 102, 104, 173,
174, 179, 182, 183, 186, 187, 190,
191, 195, 198, 203, 205, 207, 208,
210, 214, 217, 220, 222, 224, 242,
244, 252, 279, 482, 489
Ad slogan 67, 269, 330, 413, 489
Automatic calls 270
Automatic Weight Detection 311, 489

B

Base 15, 17, 52, 53, 158, 349, 369,
383, 450, 461, 468, 482
Beeps 294, 338
Belt 34, 41
Belts 449

C

CAN 15, 35, 39, 41, 44, 45, 47, 48, 50,
52, 59, 65, 70, 71, 77, 84, 102, 103,
104, 116, 121, 138, 139, 152, 157,
158, 166, 171, 173, 179, 186, 187,
190, 191, 205, 207, 208, 210, 214,
222, 223, 224, 227, 233, 247, 260,
269, 270, 275, 280, 281, 282, 285,
286, 289, 295, 297, 305, 311, 313,
314, 318, 321, 326, 329, 332, 334,
336, 345, 373, 377, 383, 395, 397,
402, 403, 404, 413, 424, 433, 468, 477
Catch Tray 39, 40, 42
Changing Accounts 486
Checking On Zero Weight 313, 421,
489
companies 179
Control Panel 15, 68, 486
Counter 35, 65, 67, 152, 242, 245

Cover 34, 470
credit 159

D

Date 35, 65, 67, 71, 147, 168, 219,
220, 233, 247, 248, 249, 251, 252,
264, 265, 279, 280, 281, 285, 326,
433, 486, 489
Date Advance 71, 326, 332, 345, 489
Date Correction 67, 147, 484
departments 179
Diagnostics 269, 470, 471, 489
Differential Weighing 88, 89, 92, 137,
397
Differential Weighing Mode 88
Dynamic Scale 349, 470, 477, 489
Dynamic weighing 15, 34, 95, 96, 137,
309, 467, 477, 482, 483
Dynamic weighing batch mode 99

E

eCertified 128
eConfirmation 128, 269, 270, 280,
281, 285, 286
e-Confirmation 283, 285, 489
Energy Star 7, 54
Envelope Dimensions 477
Envelope Hopper 16
External Label Dispenser 44, 115,
138, 326, 348, 349, 478, 486, 489

F

Feeder 9, 16, 18, 24, 29, 50, 52, 96,
99, 349, 440, 443, 445, 470, 477, 489
Folder 186, 198, 207

G

Generate 217, 218, 237, 239, 244,
245, 246, 253, 255, 257, 258, 259,
263, 264, 265, 489

H

High Accuracy 321, 489

I

Imprint 35, 38, 65, 68, 70, 77, 106, 109, 111, 112, 116, 144, 294, 297, 300, 326, 333, 484, 486, 489
Ink 9, 17, 35, 270, 279, 433, 435, 486, 489
ink level 35, 433
Ink tank 17, 279, 433, 486, 489
installation 168, 242, 249, 373, 386
Internal label dispenser 16, 39, 138, 326, 478
Item 24, 29, 35, 131, 152, 245, 246, 484, 486

K

Keyboard 35, 43, 44, 50
Keypad 470, 489

L

Label 88, 121, 127, 128, 138, 168, 239, 242, 249, 257, 258, 326, 334, 464, 478, 479, 489
Label Printing 38
Label Storage 478
LAN 50, 56, 159, 242, 257, 355, 358, 361, 364, 366, 429, 470, 484, 489
language 294, 336, 486, 489
log in 295, 358, 361, 364, 366

M

Mail Path 9, 445, 450
Mailbox 35, 398, 428, 486, 489
Manual Amount Entry 484
Manual Weight 137
Manual weight entry 84, 137
Manual weight entry mode 468
Memory 106, 111, 167, 205, 217, 218, 239, 244, 250, 253, 264, 265, 348, 421
Menu 38, 68, 183, 185, 190, 275, 397, 486
messages 270, 398, 404, 407, 428
METER 17, 125, 157, 169, 457, 469
Mixed-Mail Feeder 15
Monitor 269

N

No Printing 67, 141, 152
Normal 9

O

OFF 35, 50, 54, 67, 179, 281, 346, 348, 445
Online Services 50, 231, 233, 267, 269, 272, 275, 279, 283, 322, 355, 397, 403, 413, 426, 428, 484, 486, 489
Operator 174, 210, 211, 213, 214, 215, 242, 264, 489
Options List 402, 489
Over-size Sensor 34

P

Permit Mail 67, 106, 143, 152, 242, 297, 313, 327, 421, 489
Piece Counting 486
PIN code 62, 159, 166, 173, 174, 181, 210, 294, 305, 489
Platform 467, 468
postage amount 35, 149, 164, 302
Power 9, 10, 47, 48, 49, 50, 52, 53, 54, 270, 348, 481
PPI 397, 486, 489
Pressure rollers 34
Print Base 16
Processing Mail 80, 137, 293
PSD 157, 159, 162, 168, 169, 249, 303, 457, 486, 489

R

Rate Selection 38, 131, 486
rate tables 231, 426
Rate Updates 269
Received 67, 139, 152, 242, 246, 281
Remaining funds 35, 158
reports 102, 222, 245, 246, 259, 261, 270, 470, 486, 489
Re-zero 468

S

Scale 318, 468, 477
Sealer Bottle 16
Sealer water filter access 16
Sensors 445, 450, 489
session 61, 62
Side guide 16
Sleep 38, 64, 106, 109, 162, 164, 166, 174, 176, 177, 179, 181, 183, 185, 187, 190, 191, 193, 196, 199, 201, 205, 208, 211, 213, 231, 232, 270,

297, 300, 302, 303, 305, 306, 307,
309, 311, 313, 319, 320, 321, 322,
327, 328, 329, 330, 332, 333, 334,
336, 338, 340, 342, 345, 346, 350,
351, 352, 397, 402, 407, 408, 409,
411, 416, 417, 418, 420, 421, 422,
423, 426, 427, 429, 433, 437, 438,
439, 453, 454, 457, 471, 472, 473, 474
Slogan 65, 67, 326, 413, 417, 418, 424
Stacker 15, 40, 41, 42, 50, 386
Stamp 24, 29, 35, 38, 61, 65, 67, 68,
77, 116, 147, 149, 246, 326, 397, 486
Standard 67, 81, 106, 112, 137, 152,
297, 397, 468
subgroups 210
Supervisor 33, 65, 143, 164, 167, 168,
179, 210, 219, 220, 231, 242, 247,
248, 249, 250, 251, 252, 255, 293,
294, 295, 296, 297, 302, 306, 307,
358, 361, 364, 366, 383, 385, 404,
413, 421, 426, 428, 470, 486
System Base 50

T

Tare 88, 314, 486, 489
Tare the Weighing Platform 314
Task 61, 245, 484
Text 35, 65, 67, 70, 111, 205, 208,
326, 329, 404, 407, 408, 424, 470, 489
Thickness 18, 477, 479
Time 3, 54, 61, 68, 242, 259, 260, 263,
265, 294, 345, 428, 486, 489
Type of stamp 35, 38, 61, 65, 67, 68,
111, 141, 143, 313, 327, 486

W

Weighing Mode 24, 29, 35, 65, 137,
309, 468, 486, 489
Weighing platform 15, 42, 80, 81, 84,
89, 137, 154, 314, 322, 468, 486, 489
Weighing type 309, 468

Z

zero 35, 67, 309, 313, 314, 486, 489