USER'S GUIDE

IM5000 Series

MAILING SYSTEM

with iMeter™ Postage Meter

HASLER

Now you've got a better choice.™

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1 Read this First

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

1.1 What you will Find in this Manual

Read this First on page 1

Make sure you have read and fully understood the safety requirements in this section. This section also includes a list of acronyms and symbols that are used throughout this User Guide to explain the features and functions of your Mailing System.

Mailing System Overview on page 9

This section explains your system's features, functions and controls of your Mailing System. It also includes information on mail formats that can be processed and how to power down your system.

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Provides information on choosing a task, weighing your mail, selecting a Postage Rate, sealing your mail, running batches of mail, etc.

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Detailed capabilities of your mailing system.

Symbols

This manual uses the symbols listed below.

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

Glossary

This manual uses the acronyms listed below.

Acronym	Description
Ascending	Total Postage Used
Descending	Postage Available
RLD	Remote Label Dispenser
FIM	Facing Identification Mark
ILD	Internal Label Dispenser

LAN	Local Area Network
PC	Personal Computer
PIN	Personal Identification Number
PPI	Pre-Paid Imprint
PSD	Postal Security Device (Meter)
WP	Weighing Platform (Scale)

1.2 Safety Requirements

Please read this section carefully before connecting or using your equipment.

Power Connection

Before powering up your Mailing System, please check to ensure the system meets your local AC voltage requirements (110V).

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 pieces of furniture or over sharp edges.
- Avoid using outlets controlled by wall switches or shared by other equipment.
- Make sure the mailing system is close enough to the electric outlet that it leaves plenty of slack on the power supply cord.

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.

Compliance

Energy Star® Compliance

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

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

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

Environmental compliance

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

CE compliance

Products presented in this guide conform to requirements of applicable directives. For more details, refer to Declaration Of Conformity available on website or upon request to your local contact.

> This is a class A product. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to correct the interference at his own expense.

2 Mailing System Overview

Get to know your mailing system in this section.

2.1 Mailing System Components

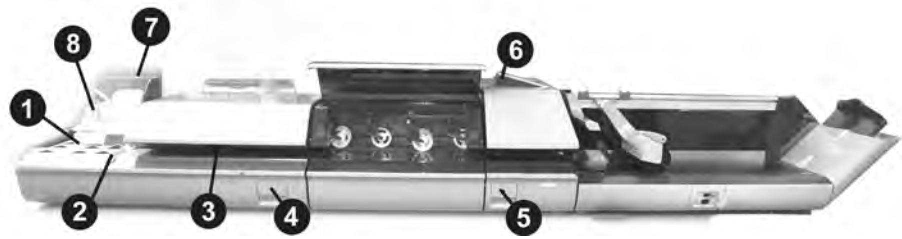
The illustrations and tables below show the basic Mailing System configuration, including optional accessories you may have added.

Equipment overview

Mixed-Mail Feeder (optional)	1	Automatically feeds envelopes of different sizes and seals them if required.
Dynamic Weighing Module (optional)	2	Automatically weighs and rates mail that can be processed through the mailing system.
Print Base	3	Prints postage on mail or labels.
Stacker (optional)	4	Collects and stacks processed mail. There are three optional stackers available. See in section Stackers (option) on page 17.
Control Panel	5	Allows the user to operate the mailing machine and configure the system settings.
Weighing Platform	6	Weighs mail to calculate postage.

You can connect Print Base only to an Inserter and use Inserter authorization feature for printing. See also Inserter Mode on page 267

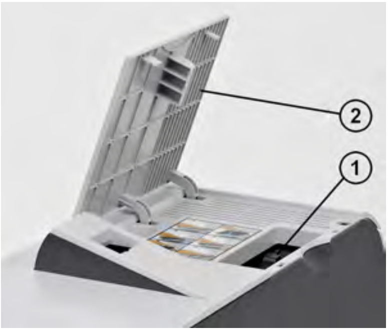
Equipment Details



Envelope Hopper	1	Envelopes are loaded here for processing.
Side guide	2	Prevents skewing and/or large stack of mail from falling over.
Feeder release handle	3	Provides access to Feeder for maintenance or to clear stoppages.
Sealer water filter access	4	Provides access to filter for cleaning. Removable filter for user self-maintenance.
Print Base release Handle	5	Provides access to print base to clear stoppages.
Internal label dispenser	6	Holds postage labels to be printed.
User guide Holder	7	Stores the User Guide.
Sealer bottle	8	Contains fluid for the sealer.

Print Base

Top View



Meter (Postal security device/PSD)	1	Postage meter that stores funds and tracks postage usage. DO NOT REMOVE.
Meter (PSD) Access Door	2	Provides access to meter (PSD). Lift from right side to open.

Front view

Print Base Release Lever	3	Release lever for ink tank.
Ink tank	4	Reservoir that supplies ink to print head. See also How to Change the Ink Tank on page 299.
Ink tank Access Door	5	Provides access to change ink tank. Flip down to open.

Control Panel

The control panel includes a touch-screen monitor and a keypad.

Monitor	1	Color, touch-screen display.
Keypad	2	Allows the input of data to your mailing system.

Dynamic Weighing Module (option)

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

Cover	1	Provides access to stalled mail pieces. Lift to open.
Over-size Sensor	2	Detects"flat" pieces dimensions.
Belt	3	Transports mail.
Pressure rollers	4	Provide pressure on mail pieces to ensure reliable transport.

Stackers (option)

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:

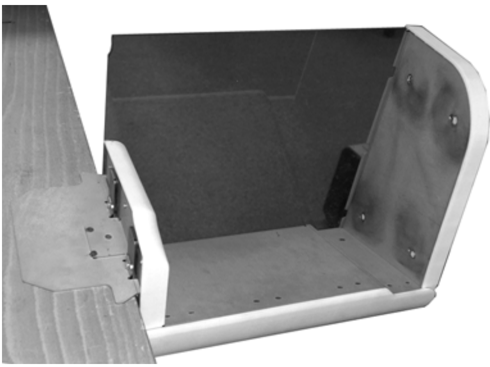
- Catch tray
- Drop tray
- Motorized Conveyor Stacker

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

Catch Tray (option)

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

Drop Stacker (option)



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

Motorized Conveyor Stacker (option)

The Motorized Conveyor Stacker, a motorized envelope stacker with a conveyor belt, offers the highest level of mail processing efficiency. It provides 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 machine.
- **Manual advance**: Pressing the button advances envelopes on the conveyor for final unloading.
- **Stop mode**: The belt is stopped.

The motorized conveyor stacker can be installed in line (0°), at a 90° angle either toward or away from the operator.

See also

- To modify the stacker position, see Changing Motorized Conveyor Stacker Positions on page 269.

Accessories

Weighing Platform

The Weighing Platform allows you to process mail that cannot pass through the Base or Dynamic Weighing Module.

Remote Label Dispenser (option)

The Remote Label Dispenser (or RLD) 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 RLD, see Printing Using the Remote Label Dispenser on page 109.
- To configure your RLD, see Configuring the Remote Label Dispenser on page 258.

Report Printer

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

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

Handheld Scanner (option)

The handheld scanner is used:

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

How to use the Handheld Scanner

To use the Handheld Scanner:

1. Place the handheld scanner above the barcode you want to scan.
2. Press the button on the handheld scanner to scan the barcode.

   A beep indicates that the scan is completed.

2.2 Operator Controls

Display Areas

For details, please see the Control Panel and screen diagram on the flap of the User Guide Cover.

The control panel has a touch screen so most zones are tactile. Tap an active area to open the corresponding screen.

The control panel also includes a touch-screen stylus, shortcut keys and an alphanumerical keypad.

Account	Displays account currently selected.
Ad slogan	Indicates that an Ad slogan will be printed when highlighted in yellow.
Date	Displays the Date that will be printed.
Imprint Memory	Displays selected Imprint Memory when applicable.
Item counter	Counts the envelopes or labels printed since the last counter reset.
Label indicator	When displayed, indicates that the Mailing System will print a label.
Mailbox	Indicates unread messages are in your Mailbox.
Postage value	Indicates the amount of postage that is to be printed on the envelope.
Print offset	Indicates the distance the position of the Stamp has been moved to compensate for the thickness of your envelope. Adjusting the Print Offset is used to print postage on thick envelopes.
Rate and services	Indicates the Rate and the Special Postage Services selected.
Remaining funds	Displays remaining funds that are available for printing postage.
Reset item counter	Resets the Item Counter to zero. This is the starting point for generating Batch Data Reports.
Sealing status	Switches the Sealer ON/OFF and indicates whether or not the Sealing function is activated.
Text	Indicates that a Text will be printed on the stamp when highlighted in yellow.
Type of stamp	Indicates the current type of stamp that is set to print.
Weighing mode	Current weighing method selected.
Weight	Current weight used to calculate the Postage Amount.

Keys and Shortcuts

		NAVIGATION KEYS
Return		Goes back to the previous screen.
Home screen		Returns to the home screen (Current task).
Menu	MENU	Accesses the menu settings.
OK	OK	Validates an action or selection.
		SHORTCUT KEYS
Funds		Accesses funds management (including adding funds).
Imprint memories	Mem	Accesses preset job memories. These presets are managed by the supervisor.
Print labels		Switches to label printing (instead of envelopes).
Rate selection		Displays the rate selection screen.
Stamp configuration		Accesses the type of stamp selection and stamp set up screens.
		KEYPAD
Alphanumeric keys	5 JKL	Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters.
Clear / Reset rate	C	Allows the clearing of alpha and numeric values and resetting rates.

Keypad Use

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

Key	Alpha-numeric	Custom Text
1	1	1
2	2ABCabc	ABC2
3	3DEFdef	DEF3
4	4GHIghi	GHI4
5	5JKLjkl	JKL5
6	6MNOmno	MNO6
7	7PQRpqr	PQR7
8	8TUVtuv	TUV8
9	9WXYZwxyz	WXYZ9
0	0␣	␣ 0
.	. , # / : @ * ? ! - + \	. , # / : @ * ? ! - + \
C	'Clear' function	'Clear' function

2.3 System Power Management

System ON/OFF

ON/OFF switch	1	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.

How to Turn the System ON/OFF

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.

System Sleep Mode

ENERGY STAR

Your Mailing System is Energy Star® qualified and automatically goes into a low-power 'Sleep' mode after a period of inactivity.

A very low-power 'Sleep' mode, called 'Soft-off' is also available.

- The Mailing System will automatically switch to 'Sleep' mode after 5 minutes of non-activity. The Supervisor can change this 5-minute default setting.
- The Mailing System can be set to 'Sleep' mode manually by a short press on the Sleep/Wake button.
- The Mailing System can be set to 'Soft-off' mode manually by a long press on the Sleep/Wake button.

The light located on the display indicates:

- 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).

- Green: the Mailing System is in Wake up mode and ready for use.

	SLEEP / WAKE KEY
Sleep/wake	The Sleep/Wake key is located at the top right corner of the control panel. Wakes the Mailing System up or turns it to 'Sleep' or 'Soft-off' mode.

How to Switch Between 'Sleep' And 'Wake' Modes

1. Press the Sleep/Wake key to switch between “Sleep” and “Wake” modes.

Mail processing Start/Stop

To process mail, use the following keys.

	START / STOP KEYS	
Stop		**Red button** – Stops mail processing.
Start		**Green button** – Starts mail processing.

How to Start / Stop the mail processing

1. Press the corresponding button on the control panel to start/stop the Mailing System.

3 Processing Mail

This section describes how to set up a work session. Depending on the Type of Task you wish to run, you can: Choose a Meter Impression, Select a Postage Rate, Select a Weighing Method, Activate the Sealing Function, and so on.

3.1 Processing Mail Guidelines

In this Chapter

This chapter provides procedures to process mail.

Procedures are organized in the following successive parts:

- **Sequences of general steps** involved in mail standard processing (Standard Setup on page 34)
- Additional sequences for **special mail processing**: re-dating, presort works, permit mail... (Running Mail on page 31)
- **Detailed procedures** for each step in the sequences above (Detailed Steps to Run Mail on page 74).

3.2 Standard Setup

Recommended Mail Processing Steps

This section recommends a **standard list of steps** to help you process your mail efficiently. As mail requirements differ from day to day, some of the settings may not be necessary, or the order may vary. The order given below is recommended.

Preparing Mail and Mailing System for Operation

Mail preparation involves:

- **Sorting mail by type**, to make processing faster (Sorting Mail on page 37)
- **Logging into the system**, to begin setting up your Task (Turning on the System and Starting a Work Session on page 38)
- **Checking other system settings**: such as active Accounts, Ink level, available Postage Funds, etc. (Frequently Asked Questions on page 39).

Setting Postage and Date of Mailing

A first step is mandatory:

- It is required that you **select the correct Print Mode** that corresponds to the current batch of mail to be processed (Selecting the Print Mode on page 74)

You can then make additional selections depending on required tasks:

- **Select a rate** or directly key in a postage value
- **Select a weighing mode** (if necessary) or manually enter the postage value
- **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 215.

Enhancing the Printed Stamp

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

- **Add a custom Text message** to the stamp
- **Add a graphical imprint** to the stamp (for example, Ad slogan)
- **Move the imprint to the left** by using the offset Print Mode.

Final Mailing Preparation

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.

Introducing Tasks

To be able to run mail, the Mailing System requires you to select a **'Task** '. Each 'Task' corresponds to different types of processes you can carry out.

Examples of types of processes:

- Applying postage on outgoing mail, using different rates or services
- Applying date or amount corrections to mail already processed
- Printing 'Received' and the date on incoming mail
- Seal or count mail without printing.

Task Home Screen

Each 'Task' has a **home screen** that displays the parameters - and only those parameters - that are necessary to process the mail pieces in the coresponding mode.

The home screen buttons and some control panel keys (, ) provide you a direct access to the settings that concern postage and stamp printing.

By default, the machine selects the task [**Apply postage**] at start up. This task allows you to process most types of mail.

Mail Types and Associated Tasks

This table below provides details on the different process you can carry out and the related task and parameters.

If you want to...	...then select Print Mode...	...and apply settings:
Apply Standard postage to outgoing mail	[**Standard**]	• **Rate** • **Weighing mode** • **Sealing mode** • Custom Text • Ad slogan (graphic) • Print offset
Print a **Permit**	[**Permit Mail**]	• **Permit** • **Set Weight** • Custom Text • Ad slogan (graphic) • Print offset
Re-date mail	[**Standard**]	• **Manually key in postage value** • Select new date **[Date Settings]** • Print offset (print position)
Correct the amount on a mail piece	[**Standard**]	• **Manual key in new postage value** • Validate date **[Date Settings]** • Print offset (print position)
Print 'Received' or the date on incoming mail:	[**Received**]	• **Print Date and/or 'Received'** • Print position
Seal Only	[**No printing**]	Sealing mode
Count mail by feeding	[**No Printing**]	Sealing mode (off)

* Required parameters are in bold type (default values apply if not set).

Sorting Mail

To maximize efficiency in mail processing, sort your mail into groups that have similar characteristics. By doing this, it may reduce the amount of work steps by minimizing the number of times you change Print Modes, weighing modes, sealing modes and rate selection.

The procedure below helps you to sort your mail into different batches.

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

   - Letters and flats

   - Parcels or packages

   - Presort mail or permit printing

   - Incoming mail for “Received” stamping

   - Seal only envelopes

   - Mail to be counted

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.
5. 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 on the bottom.

Turning on the System and Starting a Work Session

Turning on your system automatically starts a work session set up using your Default System Settings.

Depending on the Default System Settings you choose:

- Access to your system may be open to all Users
- You may have to enter a security **PIN code** before you can set up a work session and/ or process your mail
- You may have to select an **Account** before you can set up a work session and/or process your mail

When completed or to change a user, return to "Sleep" mode (see How to Switch Between 'Sleep' And 'Wake' Modes on page 28).

How to Log in and Start a Work Session

To log in as a user:

1. Ensure the system is powered up, otherwise see Operator Controls on page 22.
2. Press ⏻ to "wake up" the system.

   The system may display one of the following screens:

   - Home screen [Standard]

   - Login screen

   - Account screen

   Home screen [Standard]: If this screen appears, no other actions are required to start processing mail. Be sure to check that the Default System Settings meet the set up requirements of your work session.

   Login screen: If the Login Screen appears, entry of an Operator PIN Code is required.

   Account screen: If the Account Screen appears, select the Account you wish to allocate your postage costs to by completing the following steps.

   - Select an account. You may select by number, name or scroll. Touch the screen or press enter on the keyboard to validate.

   - You can also use a Handheld Scanner to choose your Account.

Turning on the System and Starting a Work Session

	To locate an Account quickly, type the Account Number or Name (tap column headers to switch between number and name).

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

See also

- To manage, as supervisor, accounts and PIN codes, see Account Management and Access Control on page 119.
- To just change accounts in a session that is already opened, see Changing Accounts on page 48.

Frequently Asked Questions

System check list:

Question...	How to answer
Do I have enough postage?	Look at the funds selection on the screen. To add funds, see How to Load Funds on page 114.
Is the sealer bottle properly filled?	For sealing while printing the envelopes, see How to Fill the Sealer Bottle on page 306.
Is the Weighing Platform properly zeroed or tared?	Before placing an item on the Weighing Platform, your home screen should display 0000g. If __ lb _._oz is displayed, rezero the Weighing Platform (see How to Zero the Weighing Platform on page 240).
Are there postage labels in the Internal Label Dispenser ? (if you plan to print on precut postage labels)	See How to Fill the Internal Label Dispenser on page 108.

Is there tape in the Remote Label Dispenser ? (if you have an RLD and plan to use it to print)	See How to Change the Label Roll on page 262.
Do you have enough ink for the work session?	To display the level of ink in the printing headset, see How to Display Ink Tank Data (User) on page 298.

Choosing a Task and Enhancing the Stamp

Follow the procedure below to select a Task.

When on the Customize stamp screen, you can also set stamp enhancements (Text, Ad slogan) and change the postage date.

Enhancing and Modifying the stamp

Follow the sequence to check the Print Mode and enhance the stamp.

Once your mail stack is ready:

1. **Make sure** you are on the home screen of the Print Mode [**Standard**]. The name of the Print Mode is indicated on the title bar of the home screen as illustrated below.

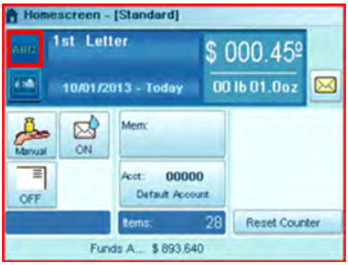
If necessary, see How to Change the Print Mode on page 74.

2. **You may customize and enhance the stamp as follows:**

The configurable stamp elements include: add an Ad slogan, adjust the day/date of mailing, offset the print position to move the stamp up to 0.4" further away from the right edge of the envelope.

Changing an Ad slogan requires an update.

To change the Text, press the **Text** area on the screen and select a custom Text message to be printed.



For detailed instructions, see How to Add (or Cancel) a Text to the Stamp on page 85.

To change the Ad slogan, press the **Ad slogan** area on the screen and select a slogan.

For detailed instructions, see How to Add or Cancel an Ad slogan on the Stamp on page 86.

To change the date or its format, press the **Date Selection** area on the screen and select the date of mailing (or no day/no date).

For detailed instructions, see How to Change the Date on the Stamp on page 91.

To offset the print position, press the **Print** Position area on the screen and select the print position.

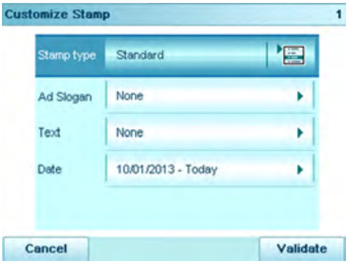
For detailed instructions, see How to Apply (or Cancel) a Print Offset on page 89.

For frequently used tasks, set an **Imprint memories** for fast selection.

See Using Imprint Memories on page 92.

3. You can check (or change) the printing options by using the Imprint settings screen:

Press **Menu** and select the path: **> Customize stamp**



Press the corresponding button to change a selection:

- **Text**
- **Slogan**
- **Date**

Choosing Rates and Weighing Modes

Make sure you have completed the preparation steps outlined in Frequently Asked Questions on page 39.

Settings Sequence for Postage

From the [Standard] home screen:

1. You may directly key in the postage value.

   While on the home screen, use the keypad to **type the amount**.

   Please note that when the value is manually entered, the class is not tracked and the mail class will not automatically print in the indicia (stamp).

   For more details, see How to Enter Postage Manually on page 77.

2. **Select a rate (and extra services if necessary)**.

   Press the rate key  to open the Rate selection screen.

On this screen:

- Press a rate button (or type its number) to select the rate or display the options, and then press **[OK]**.

- Select **Rate Wizard** to be guided through **all rate options** and to access all available rates.

- For more details, see Selecting a Rate on page 75.

3. **Select a weighing method**, or manually enter the weight if you have not manually entered the postage value.

   To change the weighing method, touch the **Weighing modes** area...

   ...and select a mode in the Weighing mode screen.

   (Options on screen may vary depending on installed weighing devices and options purchased.)

   For details, see How to Change the Weighing Mode on page 80.

You are now ready to select the sealing mode and start printing envelopes or labels.

If you use **Presort rates**, you can generate a Presort Report.

See Operational Presort Report on page 169.

Changing Accounts

To process mail using a different account, follow the procedure below.

This only applies if you track account/department usage and the Account mode is activated (see Account Management and Access Control on page 119).

Changing Accounts

To change accounts:

1. As a user:

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

   Press **Menu** 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 press **[OK]**.

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

Resetting the Item Counter

The **Item counter** allows you to generate a 'batch report' on those mail pieces processed since the last reset of the counter.

- For more information about Batch Reports, see Counter Data Reports on page 170.

How to Reset the Item Counter

If you require a 'batch report' for the mail you are about to process:

1. Press **Reset counter** button on the touch-screen.

2. Press **OK** to validate.

   For details and in Print Mode: Permit mail, see Using the Item Counters on page 81.

Checking the Sealing Mode

The Feeder includes a sealer that can automatically seal envelopes of mixed sizes while processing mail.

If activated, the sealer can work in two modes:

- **Sealing nested (open) flaps only**. It will not seal flaps that are closed flat. In this mode you can mix sealed envelopes along with nested envelopes that require sealing.
- **Sealing mixed flaps where the envelope flaps are nested and closed.** All the envelopes will be sealed in this mode. You can mix nested flaps with closed flaps, but you cannot process sealed mail in this mode.

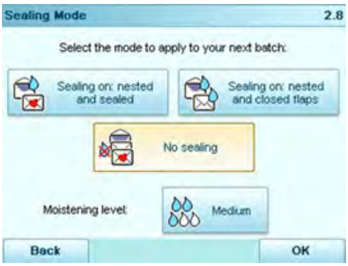
An icon on the **Sealing Mode** button in the user selections area of the home screen indicates the current sealer mode:

-  : sealer is OFF
-  : sealer is ON. Nested envelopes and sealed envelopes.
-  : sealer is ON. Nested envelopes and closed envelopes.

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.

See also

- As supervisor, you can set the default sealing mode and moisture level: see Sealer Default Settings on page 236.

3.3 Running Mail

Recommended Steps for Processing Mail

To run mail, complete the preparation steps in section Standard Setup on page 34, before following the steps below.

Running mail varies significantly depending on the **Weighing mode** you choose.

The current weighing mode is indicated by the icon on the **Weighing modes** button.

- About weighing modes, see Selecting a Weighing Mode on page 77.

Running Mail by Weighing Mode

- **Dynamic weighing** uses the inline Dynamic Weighing Module (Running Mail Using the Dynamic Weighing Module on page 52)
- **Standard weighing** uses the external Weighing Platform (Running Mail Using the External Weighing Platform on page 54)
- **Differential weighing** uses the external Weighing Platform, but allows the user to place a stack or container of mail on the platform (Running Mail in Differential Weighing Modes on page 56).
- **Manual weight entry** allows the user to enter in a manual weight (Running Mail in Manual Weighing Mode on page 58).

Using Labels

You may 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 on the Mailing System. See Filling the Internal Label Dispenser on page 108.
- Remote label dispenser (optional RLD), that uses a thermal roll tape. This is an optional accessory. See Printing Using the Remote Label Dispenser on page 109.

Running 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 mail pieces. 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.

Steps to Run Mail in Dynamic Weighing Modes

In Weigh all mode ( )

From the home screen:

1. Place your stack of mail in the hopper.

For more details, see Using the Feeder on page 95.

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 mail piece(s) already in system and then stop.

In Weigh First Piece Mode ( )

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

For more details, see Using the Feeder on page 95.

2. Press to start.

The system weighs the first mail piece and asks you to confirm the postage amount before applying it to all the mail pieces.

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

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

Running 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 may weigh and rate mail to print directly on the mail piece, or print a label that will be applied to the mail piece.

Once you have performed the recommended procedures (Recommended Mail Processing Steps on page 34 and Recommended Steps for Processing Mail on page 51), you are ready to run mail.

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

Running Mail in Standard Weighing Mode

1. Put the mail piece on the external Weighing Platform (WP).

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

You can print directly on the mail piece or on a label if the mail piece is too thick or too large to process through the machine (see Mail Specifications on page 341).

To print on one or several identical envelopes

1. Press . The system motors start running.

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

2. Remove the envelope from the WP.
3. 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

1. Press  .

   A label selection screen is displayed.

2. Type the number of labels to print.
3. You may change the label dispenser you want to use (if the remote label dispenser is connected), by pressing **Print on ...**.
4. Press  to start printing.

Running Mail in Differential Weighing Modes

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 mail piece 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 mail piece is removed from the WP, the weight is determined, the rate is automatically set and the envelope hoppers' motors start to run. If a tape is required in this mode, simply press the **Label** button.
- **Differential Weighing Auto-Tape**: when a mail piece 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 go back 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.

Steps to Run Mail in Differential Weighing Modes

In Differential Weighing Mode ()

From the home screen:

1. Select the weighing mode, place the stack of mail (or container) on the Weighing Platform, then follow the instructions on the screen 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, then automatically starts the Feeder and machine motors.
3. To print directly on the envelope, place the envelope on the hooper. Mail should be placed against the rear wall and covering the optical (clear) sensor.

4. If the mail piece is too thick or too large to process through the machine, press  to print a label. See Mail Specifications on page 341.
5. Repeat the previous steps for each piece of mail.

To quit at any time, press **Back**.

In Differential Weighing Auto-Tape Mode ()

You may change the label dispenser (if you have the option remote 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 instructions on the screen 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 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 previous step for each piece of mail.

   To quit at any time, press **Back**.

Running Mail in Manual Weighing Mode

The Mailing System offers two modes for manual weighing:

- Manual weight entry (), where you enter a known weight to calculate the postage value. This may be used if the weight exceeds the limit of your Weighing Platform but another scale has been used to determine the weight.
- Manual postage entry or No weight source (), when you directly key in the known postage value. Please note that if you manually enter in the postage amount, it will not track the mail class for reporting and will not automatically print the mail class inscription (that is to say “Presort First Class” for example) on the envelope.

See Entering Postage Manually on page 77, then follow the procedure below to print in the following manual modes:

Running Mail in Manual Weighing Mode

A) To print on envelopes

From the home screen:

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 mail pieces are sent to the mail tray or stacker.

B) To print on one or several identical labels

1. Press .

   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.

Steps to Re-date Mail

The postal service requires the date of mailing to be printed on the mail. If you need to **re-date** “stale” mail bearing an older date, you must print a $000.00 value with the correct date of mailing on the back side of the envelope. If you cannot print on the back, you may print on the lower right hand front corner by turning the mail around so the address is now upside down.

Print the new date on the back of the envelope or upside down on the front.

See also

- To automatically change the date on certain days, see Automatic Date Advance on page 225.

Re-Dating Mail

1. **Set postage to $000.00 manually.**

   Key in **0** on the home screen to open the Manual amount screen, then press **[OK]**.

   The postage amount **$000.00** is now displayed on the home screen and the weighing type switches to No weight source (icon).

   For details, see How to Enter Postage Manually on page 77.

2. **Change the stamp date**.

   Press the **Date** area on the screen and select the date to print.

   For details, see How to Change the Date on the Stamp on page 91.

3. To print postage on mail pieces or on labels/tape, resume with Running Mail in Manual Weighing Mode on page 58.

After printing, you may need to change the Weighing mode, unless you have the WP Auto Detect activated.

Correcting Postage Amount

You can correct a postage amount that is too low.

The steps are identical to Steps to Re-date Mail on page 60, except you will set the postage value for the additional amount required.

> Print the additional amount on the back of the envelope or upside down on the front.

Correcting the Postage Amount

1. From the home screen, **Type the additional amount of postage** required and press **[OK]** to validate.

   For more details, see How to Enter Postage Manually on page 77.

2. To offset the print position for thick envelopes, touch the [Print Position] area on the screen and select the **Print Position: Offset**. Complete the amount and then press **[OK]** to validate.

   For details, see How to Apply or Cancel a Print Offset on page 89.

3. To print postage on mail pieces or on labels, resume with Running Mail in Manual Weighing Mode on page 58.

After printing, you may need to change the **Weighing mode** button (unless you have the WP Auto Detect activated).

Running Permit Mail

You can print **prepaid or permit mail** indicia with this Mailing System. This provides the added benefit of printing permits on-demand without having to stock various pre-printed envelopes. The system has the ability to store up to five custom permits. You also have the option to seal and count the mail pieces processed.

To use a permit, you need it to be pre-loaded in the Mailing System. See:

- Managing Permits on page 291.

With metered mail, running permit mail involves the following steps to prepare the mail and the machine:

- Sorting mail by type (see Sorting Mail on page 37)
- Logging into the system (see Turning on the System and Starting a Work Session on page 38)
- Checking the operating readiness such as ink level, sealing fluid level, etc. (see Frequently Asked Questions on page 39)

Then, the specific steps for permit print set-up are:

- **Selecting the Print Mode Permit Mail**
- **Selecting a Permit**, if the default one does not fit your needs
- **Selecting a Weighing mode**, in order to run mail and check the weight

See below: Steps to Set Up Permit Mail Printing on page 64.

You can also set the standard optional settings:

- Add custom Text and/or Ad slogan to the prepaid imprint, or moving the stamp to the left hand side (useful for thick envelopes).

  See Choosing a Task and Enhancing the Stamp on page 40
- Set the Print Position offset
- Activate the sealer (Checking the Sealing Mode on page 49).
- According to the Mailing System configuration, a weight different from zero may be necessary.

Before running mail, the final steps below may be necessary:

- **Set permit counters**
- **Start a new Operational Permit Report** and reset the item counter, if you require reporting.
- **Change or omit the printed date**

These final steps are included in the procedure below Steps to Run Permit Mail on page 67.

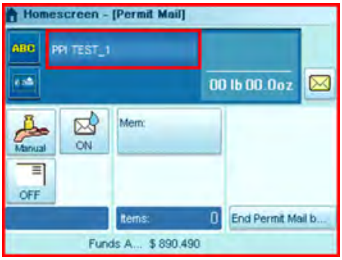
Steps to Set Up Permit Mail Printing

Once your mail stack is ready:

1. **Make sure** you are on the home screen of the Print Mode [**Permit Mail**]. The name of the Print Models indicated on the first line of the home screen as illustrated below.

2. Select the permit to use.

   To change the permit, press the **Permit area** on the screen and select a permit in the list.



   For details, see Selecting a Permit on page 87.

3. **Select a weighing type**

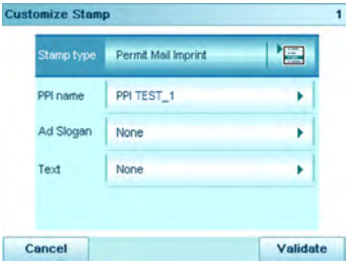
   The weighing type determines which weighing device will be used and the weight is used for reporting purposes. If the batch is all the same size and weight, use Weigh First Piece (if you have a Dynamic Weighing Module) or standard weighing to weigh and record the first piece. See Selecting a Weighing Mode on page 77.

   To change the current weighing mode, press the **Weighing mode** button and select a weighing mode from the options screen.

   For more details, see How to Change the Weighing Mode on page 80.

4. You can review your print setup by using the Imprint settings screen:

Press MENU and select the path: **Customize stamp**



- Text
- Slogan
- **Permit ***

* These options have postal implications.

To set the stamp quickly, consider using **imprint memories**. The imprint memories store the stamp with all the desired print options and settings. See Using Imprint Memories on page 92.

Running Permit Mail

After completing the initial set up in Steps to Set Up Permit Mail Printing on page 64, follow the steps below to run mail.

Steps to Run Permit Mail

From the Print Mode: [Permit mail] home screen:

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

   Press **Reset/Report** to open the Operational Permit Report screen and start a new report.

2. **Select the sealing mode** that corresponds to your mail stack: see Checking the Sealing Mode on page 49.
3. Depending on the weighing mode selected, **run mail** according to one of the sections below:

   Steps to Run Mail in Dynamic Weighing Modes on page 53

   Running Mail in Standard Weighing Mode on page 54

   Running Mail in Manual Weighing Mode on page 58

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

Running mail for “Received”

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.

When indicated, steps are detailed in section Detailed Steps to Run Mail on page 74.

See also

- For counting mail without printing: Running 'No Printing Mail' (Sealing or Counting only) on page 71.

Recommended Steps

For printing and receiving mail for incoming dating:

- **Selecting the Print Mode** [Received]
- **Add “Received Text”** to be printed with date (optional) by selecting **[Marking On/Off]**
- **Validate the date** printed

How to Process Incoming 'Received' Mail

Once your mail is ready:

1. **Confirm** you are in Print Mode: [**Received**] home screen. The name of the Print Mode is indicated on the top line of the home screen as illustrated below.

Customizing Incoming Mail Printing

The home screen indicates whether the Text "Received" will be printed to the left of the date:

1. **To turn on/off the Text**, press the Received Marking area that states "Marking On/off".

2. **To print or omit the date**, press the **Date** area on the screen to make your selection.

3. You can also check (or change) all the print settings by using the Imprint settings screen:

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

The Imprint settings screen is displayed.

You are now ready to print.

4. 

Place the envelope (or identical set) on the hopper. Mail should be placed against the rear wall and covering the optical (clear) sensor. The recommended print area on the envelope is either on the back or upside down on the front. Press to start.

The Mailing System prints the mail and sends it to the catch tray.

Running 'No Printing Mail' (Sealing or Counting only)

The Print Mode [**No Printing**] allows you to:

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

Recommended Steps for Processing No Printing Mail

Recommended Steps for Processing No Printing Mail Processing mail without printing requires the following steps:

- **Select the Print Mode** [No printing]
- **Select the sealing mode** if necessary
- **Reset the counter** if necessary
- **Run the mail**.

How to Process Mail without Printing

Once your mail is ready:

1. **Confirm** you are on the Print Mode [**No Printing**]. The name of the Print Mode is indicated on the first line of the home screen as illustrated below.

If necessary, see How to Change the Print Mode on page 74.

2. **Reset the item counter**: see Resetting the Item Counter on page 49.
3. Then, run mail. Place the envelope (or identical set) on the hopper. Mail should be placed against the rear wall and covering the optical (clear) sensor. Press  to start.

The Mailing System prints the mail pieces and sends them to the catch tray.

Counting Piece on the Weighing Platform

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

How to Count Mail Pieces Using Weighing Platform

1. As user:

   Press **Menu** and select: **Counting by weighing**

2. Place 10 items 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.

3.5 Detailed Steps to Run Mail

Selecting the Print Mode

For each stack of mail you have sorted (see Sorting Mail on page 37), select the appropriate Print Mode for processing. Once you have selected your Print Mode, you can make changes to other operating modes.

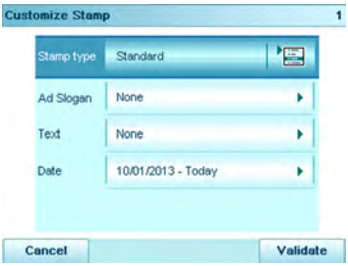
How to Change the Print Mode

Once you are logged in as a user, either:

1. Either:

Press [icon] or	Press **Menu** and select the path: **Customize stamp**

The Customize Stamp screen is displayed.



2. Select **Imprint type**.

The Type of stamp screen is displayed.

3. Select Print Mode on the list.

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

Once selected the screen will automatically change to the home screen

4. Press OK to return to the home screen.

Selecting a Rate

Selecting a Postage Rate

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

The system provides several ways to select a rate:

- Rate **wizard** that provides access to all available rates, and extra services.

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

How to Select a Rate

To select a rate:

1. Either:

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

Press  or | Press **Menu** and select the path: **> Rate selection**

The Rate selection screen is displayed.

2. Use the **Rate Wizard** to view all rate options and associated extra services.

Press **[OK]** to validate your selection.

Postage displayed on the screen is zero as long as the weight is not known (= zero).

Entering Postage Manually

How to Enter Postage Manually

On the home screen:

1. Type directly the first figure of the amount using the keypad.

   The Manual amount screen appears.

2. Complete the amount.
3. Press **[OK]** to validate.

   The amount is displayed in the Postage area on the home screen as well as in the **Weighing mode** area shows the No weight source icon ().

To print a fraction of one cent, set the system to fractional mode. See How to Activate / Deactivate Fractional Postage on page 227.

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.

Depending on the mailing application, select the weighing mode according to the recommendations in the table below.

	Using Weighing Platform	Dynamic Weighing Module
To weight:	**Select mode**	**Select mode**
Items one by one	Standard weighing	Weigh all
Mixed mail stacked on the Weighing Platform	Differential weighing	
Items exceeding the mail-path size specifications	Standard weighing or Differential weighing auto-tape	
Mixed mail stacked on the feed hopper		Weigh all
Identical items stacked on the feed hopper		Weigh First Piece

Please note that the recommendations in the table assume that each batch of mail processed by the Dynamic Weighing Module is the same mail class.

Descriptions of Weighing Modes

This section describes the various weighing modes, which are available depending on the accessories and options added to your Mailing System. The Weighing Platform and Dynamic Weighing Module are hardware accessories, whereas differential weighing is an option that can be downloaded through a software upgrade. Contact your sales representative for more information.

Each weighing mode has a corresponding icon for quick identification.

- **Dynamic Weighing Weigh all (Dynamic Weighing Module)** 

  Using the Dynamic Weighing Module is the fastest and most efficient method of weighing and rating mixed mail processed through the Mailing System. It uses a patented, 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 (that is to say letter vs. flat) and rate the mail pieces.

- **Dynamic Weighing, Weigh First Piece (Dynamic Weighing Module)** 

In this mode, you place a set of identical mail on the feed hopper. The Dynamic Weighing Module will only measure and weigh the first piece and then apply that postage to entire batch. In this mode, the system will also set the mail class for reporting and print the mail class inscription that is to say “Presort First Class”, on the envelope. This is the recommended mode for non-mixed mail processing. As it only validates and rates the first piece, processing speeds are significantly faster that in the Dynamic Weighing Batch Mode.

- **Standard Weighing (Weighing Platform)** ( )

  In this mode, you manually weigh each item by placing it on the Weighing Platform. When the item is removed from the platform, it is either processed through the Mailing System or a postage label is printed and affixed to it.

- **Differential Weighing (Weighing Platform)** ( )

  This mode is a semi-automated method of weighing mail that speeds up the weighing process. In this mode, you can place a stack or container of mail on the Weighing Platform. The weight is then calculated as each mail piece is removed from the Weighing Platform (by calculating the differential from the amount on the Weighing Platform less the weight removed). The Mailing System automatically starts and stops as each piece is processed through the system. A label can be dispensed at any time in this mode.

  You can use a tray on the Weighing Platform: the Mailing System will ask you to confirm printing for the last item removed (the tray). To always use the tray, tare the WP (How to Tare the Weighing Platform on page 239).

- **Differential Weighing Auto-Label (Weighing Platform)** ( )

  This mode is identical to Differential weighing except that it automatically prints a postage label.

- **Manual Weight (No Weighing)** ( )

  In this mode, you enter the weight manually to calculate the postage value (see How to Enter Weight Manually on page 81).

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

Changing the Weighing Mode

At start-up, the system will select the default weighing mode set by the supervisor.

See also

- To change the default weighing mode as supervisor, see How to Change the Default Weighing Mode on page 225.

To change the weighing mode for a different type of batch of mail, see Selecting a Weighing Mode on page 77, follow the procedure below.

> If the WP automatic selection is activated (see Weighing Platform Automatic Selection on page 241), you can change, from the home screen, the weighing mode to Standard Weighing (WP) by putting a mail piece on the Weighing Platform.

How to Change the Weighing Mode

To change the weighing mode from the home screen:

1. Either:

   Press the **Weighing mode** button on the screen, or

   Press **Menu** and select the path: **> Batch settings > Weighing Mode**

   The Weighing modes screen is displayed.

2. Select the weighing mode.

> If you select the option Differential Weighing Auto-Tape option, make sure the Internal Label Dispenser is properly filled with labels. See How to Fill the Internal Label Dispenser on page 108.

Entering Weight Manually

You may have to manually enter the weight of the item.

Using this feature, you can still determine the correct postage value.

How to Enter Weight Manually

To enter the weight manually from the home screen:

1. Either:

   Press the **Weighing mode** button on the home screen, or

   Press **Menu** and select the path: **> Batch settings > Weighing mode**

   The Weighing modes screen is displayed.

2. Select **Manual weight entry**.

   The Manual weight entry screen is displayed.

3. Enter the weight and press **[OK]** to validate.

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

4. Press  to return to the home screen.

Using the Item Counters

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

The following modes have their own counter:

- Print Postage
- Permit mail
- Incoming Dating

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

See also

- Counter Data Reports on page 170

How to Reset the Item Counter

To reset the current item counter:

1. On the Print Mode home screen:

Touch the **Reset counter** area

A confirmation screen is displayed.

When in Permit Mail Print Mode, a preliminary screen allows you to view or print a report before resetting (historic reports for the previous two batches are available). See Operational Permit Report and Historic Reports on page 176.

2. Press **[OK]** to confirm, otherwise press **Cancel**.

The item counter of the current Print Mode is reset.

Or, to reset any item counter:

1. As a user:

Press **Menu** and select the path: **> Batch settings > Batch counters**

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

A confirmation screen is displayed.

3. Press **[OK]** to confirm, otherwise press **Cancel**.

Customizing the Stamp

Depending on the Print Mode, you can modify the stamp that is printed on mail pieces and postage labels as follows:

- Add a pre-loaded **Ad slogan** to the left of the stamp
- Add Custom **Text** to the left of the Ad slogan.

You can directly access these settings from the home screen by pressing the corresponding buttons, or you can use an intermediate screen that summarizes all the imprint settings.

See also

- Offsetting the print position away from the right edge of the envelope. See Offsetting the Print Position on page 89).
- Changing the printed **date**: Changing the Date in the Stamp on page 90.
- The supervisor manages the list of the available Text and Ad slogans. See Managing Custom Text Messages on page 284 and Managing Ad slogans on page 286.

Displaying the Imprint Settings Screen

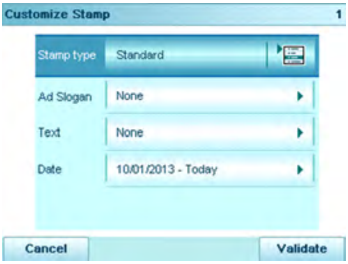
The Imprint Settings screen summarizes the current imprint selections and allows you modify them directly.

How to Display the Imprint Settings Screen

1. As a user, from the home screen:

Press  or	Press **Menu** and select the path: **> Customize Stamp**

2. The Customize stamp screen is displayed.



Adding Custom Text

Follow the steps below to add a custom Text to the stamp to enhance response rates for your mail.

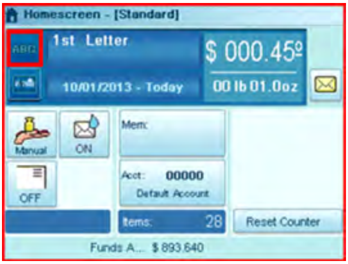
How to Add (or Cancel) a Text on the Stamp

To add, change or cancel custom Text selection:

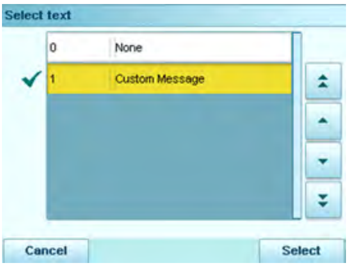
1. Either:

Press the **Text** button on the home screen

Press  or Press **Menu** and select the path: **Customize stamp** and then press **Text**.



The Select Text screen is displayed.



The  icon indicates the current selection.

The currently selected Text (or none) is highlighted.

2. Select the desired Text from the list or select None if you do not want to print any custom Text.

Adding an Ad slogan

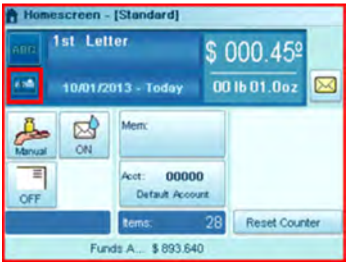
Follow the steps below to add a slogan to the stamp to help enhance response rates for your mail. Your system contains pre-loaded slogans, and you may order your own custom slogans. Contact your sales representative for further information.

How to Add (or Cancel) an Ad slogan on the Stamp

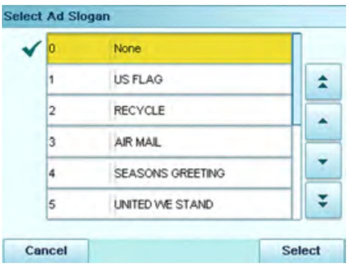
To add, change or cancel slogan selection:

1. Either:

Press the **Ad slogan** button on the home screen	
Press or	Press MENU and select the path: **> Customize Stamp** and then press **Ad slogan**.



The Select Ad slogan screen is displayed.



The ✓ icon indicates the current selection.

2. Select the Ad slogan in the list or select None if you do not want to print any slogan.

Selecting a Permit

Select the permit you want to use from the list.

When selecting the Print Mode [Permit mail] home screen, the **default permit** is automatically selected. As supervisor, you can change the default permit (see Default Permit on page 222).

See also

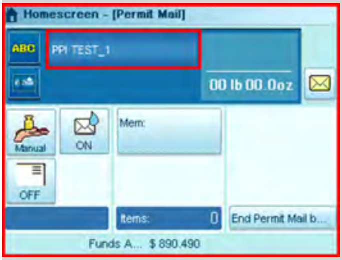
- Managing Permits on page 291.

How to Select a Permit

To select a permit:

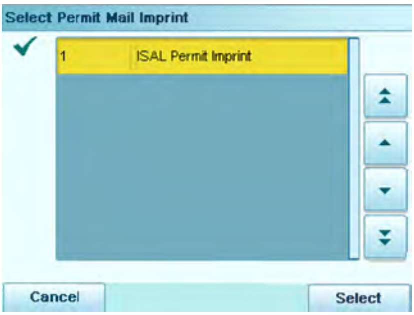
1. As a user:

Press the **Permit selection** button on the home screen, or



Press MENU and select the path: **Customize stamp** and then press **Permit selection**.

The Select Permit Mail Imprint screen is displayed.



2. Select the permit from the list.

Offsetting the Print Position

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

Two offset values are available.

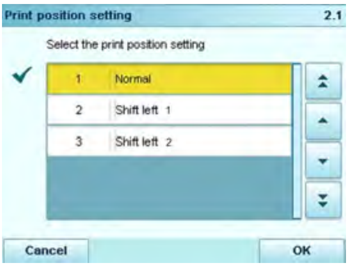
How to Apply (or Cancel) a Print Offset

To offset the print position of the stamp:

1. As a user:

   Press the **Print position** button on the screen, or
   Press **Menu** and select the path: **> Batch settings > Print Offset**

   The Print position setting screen is displayed.



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

   - Normal
   - Shift left 1 (02" to the left)
   - Shift left 2 (04" to the left).

Changing the Date in the Stamp

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

- For the following mail, you must print the date of deposit for not only All First-Class Mail, Priority Mail, and Express Mail pieces, but also all mail pieces with Insured Mail, COD or Special Handling service.
- You may print a date with the month and year only (no day) for Standard Mail and Package Services pieces.
- No print date required for Metered reply mail as a method of prepaid postage, and 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 225.

How to Change the Date on the Stamp

To change the date that will be printed:

1. Either:

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

Press  or

Press **Menu** and select the path: **> Customize stamp** and then select **Date**.

The Date advance screen is displayed.

The icon ✔ indicates the current selection.

2. Select the date print option desired.

- 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.

The date can be advanced up to 30 days from today's date. However, per postal regulations, you cannot back date.

Using Imprint Memories

Imprint Memories allow you to create an Imprint Memory preset with **the rate, custom Text, Ad slogan and the date selection mode** for the type of stamp you would like to print.

If you track department or account usage, you may 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 multiple keystrokes to make all the selections.

See also

- **Setting imprint memories** as supervisor, see Imprint Memories on page 231.
- **To work with a folder-inserter**, remember that the inserter uses Imprint Memories, see Inserter Mode on page 267.

How to Use an Imprint Memory

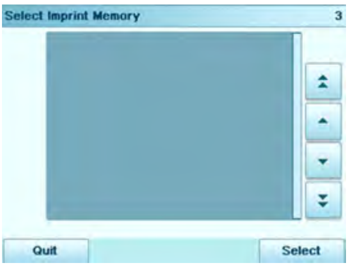
1. Either:

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

Press Mem or

Press **Menu** and select the path: **> Imprint Memories**

The Imprint Memories list is displayed.



2. Select an Imprint Memory from the list.

3. Press **OK** button to validate.

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

Using the Feeder

The steps below describe how to place a stack of mail on the feed hopper.

In each stack, you may mix envelopes of different size, thickness and flap formats (nested or closed).

You may process certain types of envelopes in both landscape and portrait mode.

How to Use the Feeder

Taking a stack of mail:

1. Arrange the mail according to their size (largest and heaviest on the bottom).
2. Fan the envelopes to ensure separation (sometimes 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. Be sure 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 tightly against the stack.

6. Adjust the mail thickness settings of the Feeder, see How to Adjust the Mail Thickness settings on page 97.

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 to the left. However, for processing a batch of thick mail 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"

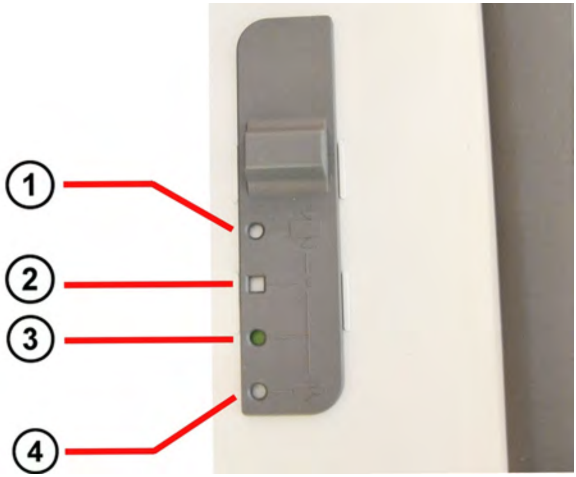
3. Close the Feeder cover.

Return the lever to the normal position (left) after processing a batch of thicker mail. 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 you process one mail piece at a time or when you use an inserter.
Standard pressure (default position)	2	This is the setting recommanded for most media.
Stronger pressure	3	This setting applies more pressure through the 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).
You process postcard or thin mail like all other mail (with the exception of the feeder setting) ... you have to make 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 below settings may need to be changed:
- Stamp Date
- Mail Class
- USPS Extra Services
- Reset Item Counter
- Sealing Mode
- Moistening Level
- Weighing Mode

	**Start** button		**Postcard** icon

To process standard mail: you should turn the knob to the envelope icon (middle)

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.

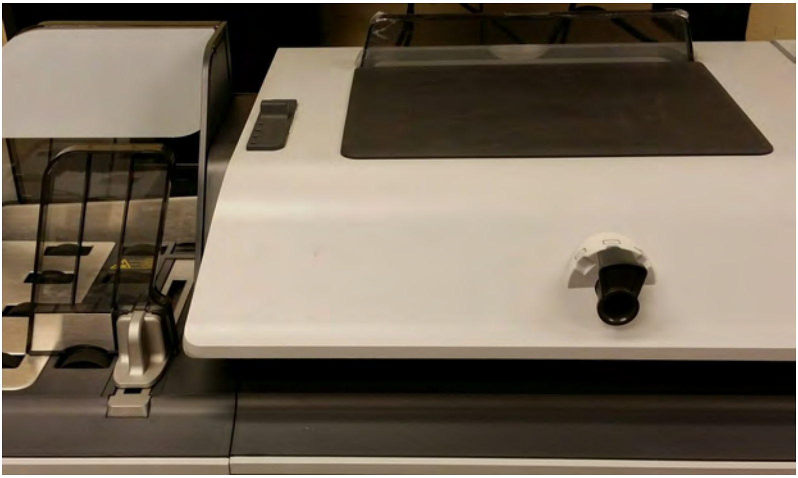
2. Set Hopper Deflector up.
   - Gently pull outward.
   - Swivel from the horizontal to the vertical position.

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 to Puffy Mail by turning the Knob to **Post Card** Icon.



Make sure that the button is good in the notch and not between both

7. Press the Start 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 to the contents.
You process puffy mail like all other mail (with the exception of the feeder setting) ... you have to make your mailing | rate selections. Once all your selections have been made you are ready to load the puffy mail and then process it.

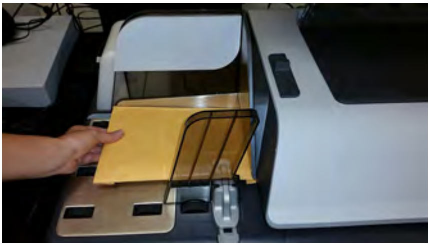
Before loading and running the mail, the below settings may need to be changed:
- Stamp Date
- Mail Class
- USPS Extra Services
- Reset Item Counter
- Sealing Mode
- Moistening Level
- Weighing Mode

	**Start** button		**Puffy** icon

To process standard mail: you should turn the guide to the envelope icon (middle)

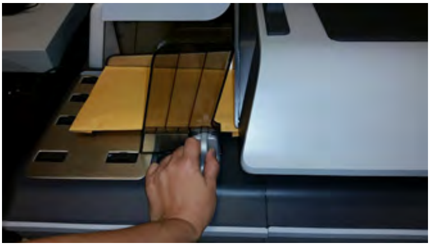
1. Set the Thickness Lever to thick mail.
- Lift the cover using the latch located underneath at the center.
- Slide the blue thickness lever to the right.

2. Load the feeder with mail to be run.

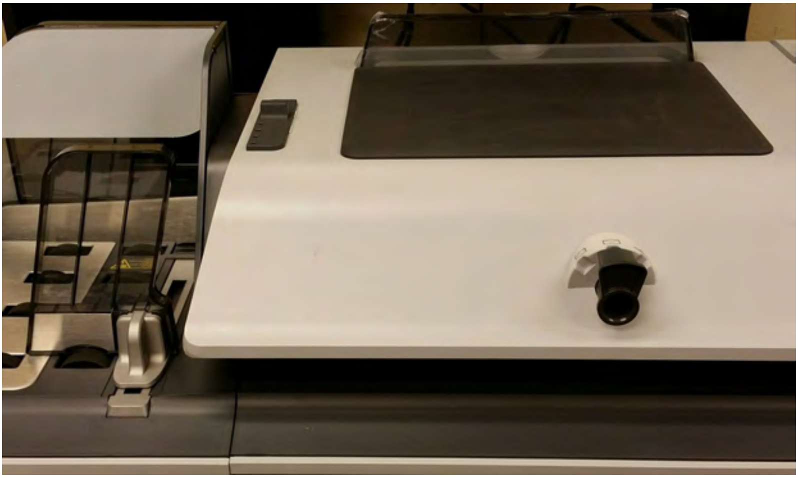


If the item is thicker than space allowed under the feeder, you should process the item by placing it on a scale and / or enter the weight manually. Then printing and placing a tape on the item.

3. Adjust the envelope side guide.



4. Set the mixed mail feeder to puffy mail by turning the knob to **Puffy Mail** Icon.



Make sure that the knob is fully engaged in the notch

5. Press the Start button.

Using the Sealer

- For details about the sealing function, see Checking the Sealing Mode on page 49.

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.

See also

- As supervisor, you can set the default sealing mode and moisture level: see Sealer Default Settings on page 236.

How to Adjust the Moisture Level for Sealing

To adjust the moistening level for sealing:

1. On the control panel:

Touch the **Moistening level** area on the screen, or

Press **Menu** and select the path:

> Batch Settings > Sealing Mode

The Sealing mode screen is displayed.

2. Press **Moistening level**.

   The Moistening Level screen is displayed.

3. Select the level.

Filling 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 labels are not in use, preferably leave them flat in the catch tray or hopper label receptacle.

How to Fill the Internal Label Dispenser

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 on the top.

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

> Use several labels, as using only one label could be not stiff enough to be put in place without folding.

Printing Using the Remote Label Dispenser

> Make sure to power on the Remote Label Dispenser before processing. If the Remote Label Dispenser is accidentally shut-off during the process, restart the base.

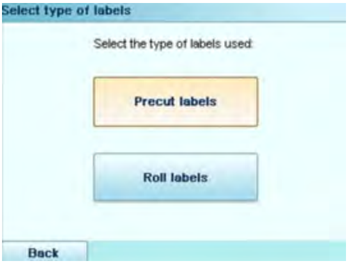
How to Print Using the Remote Label Dispenser

From the home screen:

1. Press .

The following screen is displayed:

2. Enter the number of labels you want to print.
3. Press **Print on RLD** 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 RLD.

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

4 Postage and Funds Management

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

4.1 Overview

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

Managing Funds

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

- Add funds (postage) (How to Load Funds on page 114)
- Check available funds in the PSD (meter) (How to Check the Funds on page 116)
- Unlock the Postal Security Device (meter) (How to Unlock the PSD (Postal inspection) on page 117)

To perform funds operations, check that your Mailing System is connected (see System Connections on page 334) and that the connection is properly configured (see Connection Settings on page 264).

Tracking Funds

Reports

- All mailing operations involving postage are recorded in the Mailing System. To generate reports on the use of funds, see Reports on page 161.

See also

- How to use accounts to track funds (Account Management and Access Control on page 119).

4.2 Managing Funds

Adding Funds (Postage)

You can add funds to the Mailing System by selecting a specific whole dollar amount. The Mailing System connects to the Postal Server in order to add postage.

Note

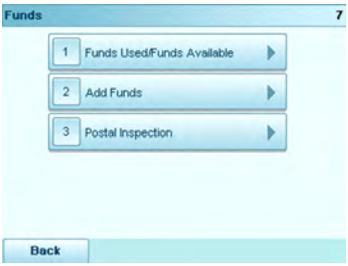
- As supervisor, you can set up a PIN code in the Mailing System to ask for a code before postage funding: see How to Set/Cancel a Funding Code on page 235.

How to Load Funds

To load funds into the PSD:

1. Either:

Press  or	Press **Menu** and select the path: **Funds**



2. Select **> Add Funds**

3. If the system asks for a PIN code, enter the code and press **[OK]**.

The Add funds screen is displayed.

4. Enter the amount to add using the keypad (use C to clear digits, twice to clear the field).

5. Press **[OK]** to start the connection to the postal server.

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

   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 case 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 the Funds on page 116).

Checking 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 there are sufficient funds available.

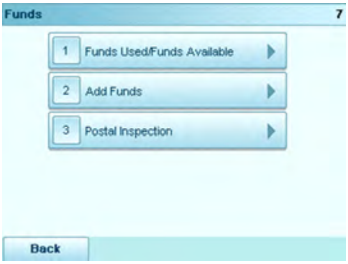
How to Check the Funds

Remaining funds are continuously displayed at the bottom of the home screen. See Operator Controls on page 22. You can also use the procedure below.

1. Either:

Press  or	Press **Menu** and select the path: **> Funds**

The Funds menu is displayed.



2. Select the menu path:

Funds used / Funds available

The screen displays the current amounts.

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

4.3 Unlocking the PSD

The Postal Service requires your postage meter (PSD) to periodically connect for postal security regulation. This must be done at least every 90 days otherwise your system will automatically be deactivated.

Once this occurs, you must perform a connection to the Postal Service to unlock the PSD.

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

How to Unlock the PSD (Postal inspection)

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

1. Either:

Press or	Press **Menu** and select the path: Funds

2. Select **Postal Inspection**.

The system asks for confirmation.

3. Press **Audit** 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.

5 Account Management and Access Control

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

5.1 Introducing the 'Account Modes'

Four different '**Account modes**' allow you to carry out the security and account management requirements of your mailing operations.

The four '**Account modes**' correspond to the on/off status of two functions:

- The **Accounting** function, which tracks the usage of postage by charging **accounts** at each meter operation
- The **Access Control** function, which controls the access of users to the machine via **PIN codes**.

Accounting Function

The accounting function allows 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 the section Access Control Function on page 122.

See also

• In order to control the use of funds, 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 275).

Access Control Function

To ensure 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 accounts can be activated, but they cannot be protected individually.
- **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 one account only is active).
  - Operators only use the accounts you, as supervisor, allow them to access.

Selecting an 'Account Mode'

The table below summarizes which Account mode corresponds to the activation of the Access Control and Accounting functions.

		Access Control	
		Off	**On**
		ACCOUNT MODE TO SELECT	
Accounting	**Off**	No account	No account with access control
	On	Accounts	Accounts with access control, or Remote account management *

Choose the **' Account mode '** you want to activate, depending on your requirements as user and as supervisor. Also, see the details Accounting function on page 121 and Access Control Function on page 122.

Account mode	**Supervisor's**	**User's**
No account	Postage not tracked by account No PIN number required.	Free access to the machine (self-service type).
No account with access control	Postage not tracked by account. PIN number required.	Type a PIN code to log in.

Account	Postage tracking by account/department.	At log-in and when necessary, select an account to charge postage.
Account with access control	Postage tracking by account/department. PIN number required	Type a PIN code to log in. At log-in and when necessary, select an account to charge postage.
Remote account management	Postage tracking and access control managed from the PC.	(same as modes with accounts listed above)

5.2 Implementing an 'Account Mode'

This section explains how to implement one of the four 'Account modes' described in Introducing the 'Account Modes' on page 121.

'Account mode' implementation involves two screens:

- The Account mode management menu, which provides access to:
  - the Account mode selection screen
  - the parameters of the current 'Account mode'.
- The Account mode selection screen, on which you can select the current 'Account mode'.

Displaying 'Account Mode' Management Menu

How to Display the 'Account Mode' Management Menu

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

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:

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

The Account Mode Management screen is displayed.

The available options in the Account mode management menu depend on the current 'Account mode'.

The option **Account Mode Selection** is always present and allows you to change the 'Account mode'.

Setting Up to 'No account' Mode

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

Process for Implementation

To implement the No account mode.

How to Change Mode to 'No account'

From the Account Mode Management menu (see Displaying 'Account Mode' Management Menu on page 124):

1. Select the path: **> Account Mode Selection**.

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

2. Select the No account option, and press **[OK]**.

   A confirmation screen is displayed.

3. Press **[OK]** to continue and return to the Account Mode Management menu.

No other setting is necessary to use the No account mode.

- Switch to sleep mode (see System Sleep Mode on page 27) to restart a session as user.

Setting Up to 'No account with access control' Mode

The No account with access control mode requires users to type a shared PIN code to gain access to the machine. You can activate different accounts to track postage.

Process for Implementation

To implement the No account with access control mode.

How to Change Mode to 'No account with access control'

From the Account Mode Management menu (see Displaying 'Account Mode' Management Menu on page 124):

1. Select the path: **Account Mode Selection**.

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

2. Select No account with access control and press **[OK]**.
3. Depending on the previous 'Account mode', a warning screen may be displayed. Press **[OK]**.

   The System PIN code screen is displayed.

4. Type the new shared system PIN code and press **[OK]**.

   The system displays a confirmation screen.

5. Press **[OK]** to continue and return to the Account Mode Management menu.

Management Menu of 'No account with access control' Mode

The Account Mode Management menu allows you to change the shared system PIN code.

Changing the System PIN Code

When in No account with access control mode, you can change the shared system PIN code as follows.

How to Change the Shared System PIN Code

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

   From the main menu, select the path: **> Account Management > Change system pin code**

   The System PIN code screen is displayed.
2. Type the new PIN code and press **[OK]**.

Setting Up to 'Accounts' Mode

In Accounts 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.

Process for Implementation

To implement the mode Accounts:

1. First **set up from the 'Account mode'** to Accounts by following the procedure, How to Set up to Accounts 'Mode' on page 129 set out below.

   Then you will be able to:

2. **Create a structure of account groups** that correspond to your reporting needs (see Creating an Account Structure Using Groups on page 135)
3. **Create accounts** as indicated in Managing Accounts on page 135.

> When you activate the Accounts mode, the system creates (or re-activates) an account 00000 by default.

How to Set up to 'Accounts' Mode

From the Account Mode Management menu (see Displaying 'Account Mode' Management Menu on page 124):

1. Select the path: **> Account Mode Selection**.

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

2. Select Accounts and press **[OK]**.
3. Depending on the previous 'Account mode', a warning screen may be displayed. Press **[OK]**.

   The system displays a confirmation screen.

4. Press **[OK]** to continue and return to the Account Mode Management menu.

Management Menu in 'Accounts' Mode

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

See next

- Creating the account structure: Creating an Account Structure Using Groups on page 135.
- Creating accounts: Managing Accounts on page 135.

Setting up to 'Accounts with access control' Mode

When in Accounts with access control mode, users must first enter a PIN code to select an account. Users can change accounts once they have logged in. The supervisor may restrict accounts for each user.

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

Process for Implementation

To set up Accounts with access control mode, follow the steps below:

1. First **change the 'Account mode'** to Accounts with access control by following the procedure How to Set up to 'Accounts with access control' mode on page 132 (see below).
2. **Create a structure of account groups** that correspond to your reporting and operating needs (see Creating an Account Structure Using Groups on page 135).
3. **Create accounts** as required (see Managing Accounts on page 135).

   Then:
4. **Create PIN codes for operators** and assign them the accounts (or groups of accounts) they will be allowed to use and charge (see Managing Operator PIN Codes on page 151).

Creating 'Operators' is the way to create user PIN codes. Each 'Operator' has one PIN code.

How to Set up to 'Accounts with access control' mode

From the Account Mode Management menu (see Displaying 'Account Mode' Management Menu on page 124):

1. Select the path: **> Account Mode Selection**.

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

2. Select Accounts with access control and press **[OK]**.
3. Depending on the previous 'Account mode', a warning screen may be displayed. Press **[OK]**.

   The system displays a confirmation screen.

4. Press **[OK]** to continue and display the Account Mode Management menu.

Management Menu in 'Accounts with access control' mode

The Account Mode Management menu allows you to manage the accounts (and account structure) and the management of operators (= PIN codes).

See next

- How to create the account structure: Creating an Account Structure Using Groups on page 135.
- How to create accounts: Managing Accounts on page 135.

And only then, end with:

- How to create operator PIN codes: Managing Operator PIN Codes on page 149.

Setting up to 'Remote account management' mode

In Remote account management mode, you manage accounts and operators from the PC software application.

The PC application provides advanced postal and/or shipping expense management in order to monitor, track and control mailing and shipping costs.

You can program the Mailing System to be used even when not connected to the PC. In the 'disconnected mode', only one account and operator are available (defined in the PC application). This type of application should be set up by an authorized technician.

To implement the Remote account Management mode:

1. Connect the PC to the Mailing System (see System Connections on page 334) and start the accounting software on the PC.
2. **Change the 'Account mode'** to Remote account management by following the procedure How to Activate 'Remote account management' mode on page 133.
3. From the PC application, configure required accounts and operators.

> If operators or accounts were already created on the Mailing System, then they are deleted when switching to mode Remote account management.

How to Activate 'Remote account management' mode

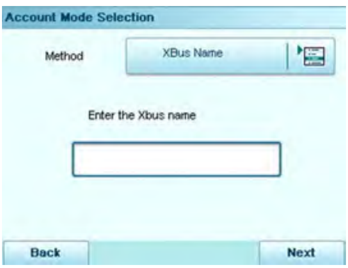
From the Account Mode Management menu (see Displaying 'Account Mode' Management Menu on page 124):

1. Select the path: **> Account Mode Selection**.

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

2. Select Remote account management and press **[OK]**.

   The following screen is displayed.



3. Enter the Xbus name, and then press **Next**.

   The connection is running.

See next

- Refer to the PC application user guide to create the account structure, accounts and operators.
- Switch to sleep mode (see System Sleep Mode on page 27) to restart a session as user.

5.3 Managing Accounts

In order to manage accounts, the Mailing System must be in one of the following **'Account modes'** (Introducing the 'Account Modes' on page 121):

- Accounts
- Accounts with access control
- Remote account management.

Note:

- In Remote account management, you can only manage the accounts from the PC.

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.

Creating an Account Structure Using Groups

As supervisor, you can create an **account structure** that includes:

- Accounts
- Groups of accounts.

Using groups of accounts:

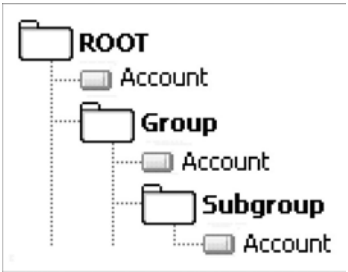
- Simplifies management of the accounts: you can allocate a group of accounts to an operator in a single operation
- Allows sub-accounts to be grouped with a main account for consolidated sub-account reporting.

Group Outline

You can organize the groups in 3 levels:

- Main folder
- Groups at level 1
- Groups at level 2 (= subgroups).

You can then attach the accounts to any of the 3 levels.



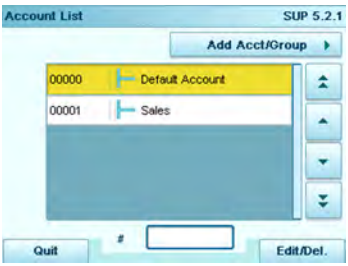
By default, the machine proposes to create accounts and groups in the Main folder .

> The screens of users never mention group names. Groups are a supervisor-eyes-only feature intended for increasing management and reporting efficiency.

Three level accounting can be accomplished by linking two groups and assigning an account to the lowest level group.

Displaying the List of Groups and Accounts

The screen Account list displays the list of groups and accounts that belong to one level of the structure.



Status

In the Status area, the supervisor can change the account status:

- Active: this group/account has been created, is activated and will be accessible by the user.
- Inactive: this group/account has been created, but it is not activated, and will not be accessible by the user.

How to Display the List of Accounts and Groups

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

Use the procedure below to display the Account list screen for each group.

To display the content of the Main folder:

1. As supervisor:

   From the main menu, select the path: **> Account management > Manage account > Account list**

   The Account list screen is displayed.

To display the content of groups at levels 1 or 2:

1. Select the group to open (press the group line in the list).
2. Press **[OK]**.
3. Press **View content**.
4. To return to the upper level, press **Back**.

- To print or export the list of accounts, see Account List Report on page 182.

Managing Groups

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.

Creating Groups

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

How to Create a Group

To create a group:

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
2. Select **Add Acct/Group**.
3. Select **New Group**.

   The New group screen is displayed.

4. Type the group Name by using the keypad.
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 Folder button, select a group in the list that opens and press **[OK]**.
7. On the New group screen, press **[OK]**.

   The Group creation summary screen is displayed.

8. Press **[OK]** to create the group.

Modifying a Group

Use the procedure below to change the name, the status or the parent group of a group.

Note:

- To move groups or accounts, change their parent (see the procedure below or, for accounts, How to View/Edit Account Parameters on page 144).

How to View/Edit a Group or a Subgroup

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
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.
3. Press **[OK]** (**Edit/Del**).

   The Group management screen is displayed.
4. Select Edit / Modify.
5. Change the parameters as necessary and press **[OK]**.

   The Group modification summary screen is displayed.
6. Press **[OK]** to validate the changes.

Activating a Group of Accounts

For example, use the procedure below to temporarily deactivate a group so the included accounts are not visible to the Mailing System users.

How to Activate / Deactivate a Group

To activate or deactivate a Group

1. Follow the procedure How to View/Edit a Group or a Subgroup on page 140.
2. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
3. Select a group.
4. Press **[OK]** (**Edit/Del.**).

   The Group management screen is displayed.
5. Change the status parameter (the button displays the current status: active or inactive) and press **[OK]** .
6. Select the group status (Active or Inactive) and press **[OK]**.
7. On the Group modification summary screen, press **[OK]**.
8. A feedback of the status is displayed on the Account list screen.

Deleting a Group

You can delete a group to delete all its content: **subgroups and accounts**.

> Use with caution, as the content is permanently deleted.

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 140.
2. Press **Select**.
3. On the Group management screen, select **Delete** instead of Edit.

   A confirmation message is displayed.
4. Press **[OK]** to delete the group, otherwise press **[No]** as many times as necessary.

Managing Accounts

Account Parameters

An account has the following parameters:

Paramet-ers	Format	Description
Number	30 alphanumeric characters	Number of the account. Must be **unique**. It cannot be modified after the account is 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: • The Main folder, or • Any level 1 or level 2 group. About groups see Creating an Account Structure Using Groups on page 135.

You can create up to 500 accounts (depending on system options).

To change the maximum number of accounts, see Account Number on page 207

Creating Accounts

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

How to Create an Account

To create an Account:

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
2. Select **Add Acct/Group** and then select **Add account**.

   The New account screen is displayed.

3. Enter the account Number and Name using the keypad, then select the account status (the button displays the current status: active or inactive).

   Press fields on the screen to change fields.
4. To put the account in a group other than Main folder, select the **Folder** button, then select a group or subgroup in the list. Press **[OK]**.

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

   If Budget and Surcharge are available, the Budget screen is displayed.

   Note:

   The **Budget and Surcharge** screen is only available if the Budget and Surcharge function is activated (See Advanced Reporting Functions on page 156).

6. **To activate the budget** for the current account:

   - Press **Budget OFF**.

   - Budget switches ON and parameters become available.

   - Enter corresponding parameters, and then press **Next**.

   To deactivate the budget for the current account:

   - Press **Budget ON**.

   - Budget switches OFF and the parameters are hidden.

   - Press **Next**.

   - The Surcharge screen is displayed.

   - Activate surcharge and edit selected surcharge parameter (fixed or percentage).

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

7. The Account creation summary screen is displayed.

8. Press **[OK]** to return to the Account list screen.

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

Editing Accounts

Use the steps below to modify an account name or status.You can also change the account folder (= group) it is included in.

The account number cannot be modified.

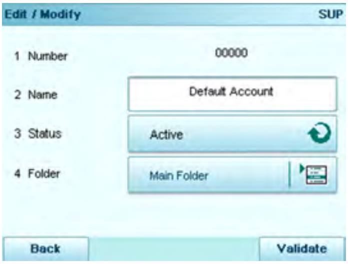
How to View / Edit Account Parameters

To view or edit the parameters of an account:

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
2. Select the account (or type its number) and press **[OK]**.

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

   The Edit / Modify screen is displayed.

4. Select each parameter and change it using the keypad (use key **[C]** to clear characters), and then press **[OK]**.

   The Account modification summary screen is displayed.

> The **Budget and Surcharge** parameters are only available when the Advanced Reporting option is activated (See Budget and Surcharge Parameters on page 157).

5. Press **[OK]** to return the Account list screen.

Activating Accounts

Deactivated accounts are not visible to users.

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

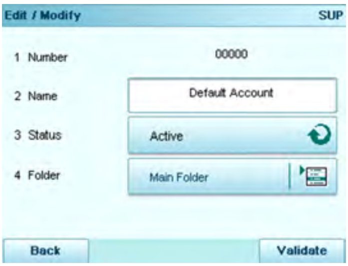
How to Activate / Deactivate an Account

To activate or deactivate an account:

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
2. Select the account (or type its number) and press **[OK]** .

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

   The Edit / Modify screen is displayed.

4. Change the status parameter (the button displays the current status: active or inactive) and press **[OK]**.
5. On the Account modification summary screen, press **[OK]** to validate the changes.

How to Delete an Account

To delete an account:

1. Display the Account list screen (see How to Display the List of Accounts and Groups on page 137).
2. Select the account (or type its number) and press **[OK]**.

   If the account is not contained in the list, select the group or the subgroup that contains the account, press **Edit / Del.** or **[OK]** and then press **View/Edit content** until you can select the account by pressing **[OK]**.
3. On the Account management screen, select **Delete** instead of Edit/Modify.

   A confirmation of account deletion is displayed.

Account List Import/Export

Using a USB memory device, you can import or export the account list from your mailing machine 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.

Exporting the Account List

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

The account list is exported with no group hierarchy.

How to Export the Account List

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To export the account list on a USB memory device:

1. As supervisor:

   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]**.
3. Follow the instructions displayed on the screen.

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

Importing Accounts

To import accounts into the Mailing System, place the CSV file on a USB memory device.

You can only import CSV files located in the root directory of the USB memory device.

The CSV file should have the following characteristics:

Name	[TBC]
Field delimiter	“
Record delimiter	New line

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

How to Import Accounts

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To import accounts from a CSV file:

1. As supervisor:

   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 instructions displayed on the screen.

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

5.4 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 the following 'Account modes' (see Introducing the 'Account Modes' on page 121):

- Accounts with access control.
- Remote account management.

Note:

- In Remote account management, you can only manage the PIN codes from the PC.

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.

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 may 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.

Displaying the Operator List

How to Display the Operator List

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

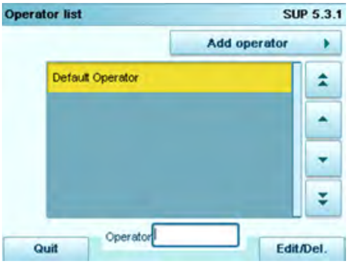
1. As supervisor:

From the main menu, select the path: **> Account management > Manage operator**

The Manage Operator screen is displayed.

2. Select **Operator List**.

The Operator list screen is displayed.



Status

In the Status area, the supervisor can change the operator status:

- Active: this operator has been declared, is activated and can be connected as a user.
- Inactive: this operator has been declared, but it is not activated, and can not be connected as a user.

Managing the Operator PIN Codes

Follow the steps below to create, modify, activate/deactivate or delete Operator PIN codes.

To only print/export the current list of operators, see Operator List Report on page 186.

Creating Operators

How to Create an Operator

To create an Operator:

1. Display the Operator list screen (see How to Display the Operator List on page 150).
2. Select **Add operator**.

   The New 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.
5. In the Account List screens (about the list, see How to Display the List of Accounts and Groups on page 137), select the groups or accounts the operator will be allowed to use.
6. Press **[OK]**.

   The Operator creation summary screen is displayed.

7. Press **[OK]** to create the Operator.

Modifying Operators

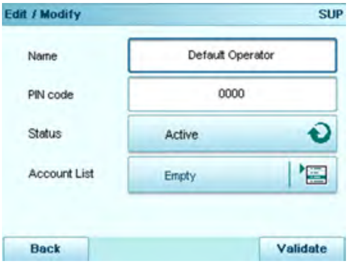
Follow the steps below to modify the operator name, PIN code, status or assigned accounts.

How to Modify an Operator

To modify an Operator:

1. Display the Operator list screen (see How to Display the Operator List on page 150).
2. Select the operator and select **Edit / Del.** .
3. Select **Edit / Modify**.

   The Edit / Modify screen is displayed.



4. Change the operator parameters and press **[OK]** to display the Operator modification summary screen.
5. Press **[OK]** to validate the changes.

Assigning Accounts to the Operators

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 of the group.

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

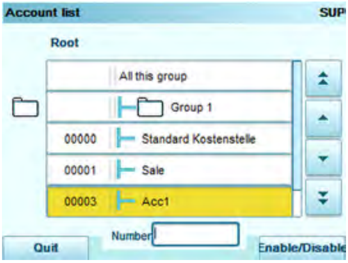
On user screens, only accounts are displayed. Groups and subgroups are only visible to the supervisor.

How to Assign Accounts to an Operator

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

1. Follow the procedure How to Modify an Operator on page 152 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 153, steps 1 and 2.
2. Select the Account or Group and press **Unassign** or if you want to assign all the Accounts or Groups to the selected Operator press **Unassign all**.
3. Press **Back** 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**.

Activating Operators

The activated/deactivated status of the operators allow you to create them in advance. Users cannot use deactivated operator PIN codes.

How to Activate / Deactivate an Operator

To activate or deactivate an Operator:

1. Perform the procedure How to Modify an Operator on page 152, steps 1 and 2.
2. In the operator parameters, select the line Status to activate or deactivate the operator (the button displays the current status), and then press **[OK]**.
3. On the Operator modification summary screen, press **[OK]**.
4. A feedback of the status is displayed in the operator list.

Deleting Operators

Use the procedure below to delete operators.

How to Delete an Operator

To delete an Operator:

1. Perform the procedure How to Modify an Operator on page 152 .
2. Select Delete instead of Edit / Modify.

   The Delete confirmation screen is displayed.
3. Press **[OK]** to delete the operator, otherwise press .

5.5 Advanced Reporting Functions

The **Advanced Reporting** feature enhances account management and provides associated reports.

To get the **Advanced Reporting** option, see Options and Updates on page 275

Account Management Enhancements

Associate Budgets to Accounts

Each account is allowed an additional set of characteristics:

- **Budget** the amount the account is allowed to use in a period of time
- **Amount used** since the beginning of the period
- **Threshold** is the point at which the machine warns the user that the budget for the period will soon be reached.

Additionally, the Mailing System will:

- **Block postage** for accounts that have used their budget
- **Send a message** to the supervisor when the budget of an account is reached
- **Reset** account used amount at the next beginning of the period.

Automatically Apply Account Surcharges

You can charge accounts an additional amount each time postage is applied for these accounts.

For each account, you can set the additional charge to be proportional to postage or a fixed amount for each operation.

To take advantage of the Budget and Surcharge option, Accounts must be enabled in your Mailing System (see Selecting an 'Account Mode on page 122').

Budget and Surcharge Parameters

You must activate the Budget and Surcharge function and set global parameters to be able to set the budget and surcharge parameters of an account.

You may only use Budget and Surcharge features if the Advanced Reporting option is uploaded into your Mailing System.

Budget Global Parameters

The budget of an account is defined as the postage amount that can be charged to this account for a given period of time. This period of time is common to all accounts in the machine.

When activating the Budget and Surcharge function, you must set this period of time to a month or a year and choose a start day.

Budget Account Parameters

Preference	Range	Description
Amount	0 to 99999	Budget allocated to the account for the default period.
Warning limit (%)	0 to 100%	Percentage of the budget at which the system warns the user and the supervisor. They are warned only once.
Locking limit (%)	0 to 100%	Percentage of the budget consumed at which the system blocks postage for the account.

Surcharge Parameters

The surcharge parameters are set for each account individually.

Parameter	Format	Description
Fixed Rate	0.01 to 99	The fixed amount to add to the account over the postage.
Percentage of imprint	1 to 99%	The percentage of the postage to add to the account charge.

Setting-up the Budget and Surcharge Function

You may only use Budget and Surcharge features if the **Advanced Reporting** option is loaded in your Mailing System.

Then you have to **activate** the Budget and Surcharge function and finally set global parameters to be able to set the budget and surcharge parameters of an account.

Follow the steps below to activate and set-up the Budget and Surcharge function.

> If the Budget and Surcharge function has already been activated, the accounts recover their prior settings when re-activating the function.

How to Activate/Deactivate the Budget and Surcharge Function

1. Display the Account mode management menu.
2. Select **[Budget and Surcharge Mgt]**.

   The Budget and Surcharge Management screen is displayed.
3. Select Budget and Surcharge Mgt to activate/deactivate the function.

   When the box is checked, the budget parameters located underneath on the screen become accessible.
4. Select the basic period for budgets: month or year.
5. Enter a starting date or day for the period, and then press **[OK]**.

   The Mailing System calculates the amount consumed for each account in the period and then displays the Account Mode Management menu.

How to Modify Period or Start Day of Budgets

1. Display the Account mode management menu.
2. Select **[Budget and Surcharge Mgt]**.
3. Modify parameters and press **[OK]** to validate.

Setting-up the Budget and Surcharge for an account

Once you have activated the Budget and Surcharge function and set global parameters, you can set the budget and surcharge parameters of an account.

The Budget and Surcharge buttons are accessible from the Account mode management menu.

See:

- Managing Accounts on page 135.

6 Reports

This section explains how you can generate, print and store a range of reports regarding the Mailing System usage, funds usage, account expenditures, etc.

6.1 Reports Overview

As a user or supervisor, you can regularly view, print or store information regarding Mailing System usage, funds usage, account expenditures, etc.

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

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

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

If a PC Mail Accounting Software is used, accounting reports are only available on the PC application.

The table below lists the available reports.

Report Name	Short Description	Output*	Page
	COUNTER DATA		
Batch data	Batch counter and corresponding postage for outgoing mail since last reset.	SP	Batch Data Report on page 170
Received batch data	Batch counter for incoming mail ('Received on') since last reset.	SP	Received Mail Batch Data Report on page 171
	POSTAGE DATA		
Day	Total items and total postage value per day.	LS	Day Report on page 173
Daily usage	Total items and total postage value per day of a selected period.	SPF	Daily Usage Report on page 174
Monthly usage	Total items and total postage value per month for a selected period.	SPF	Monthly Usage Report on page 175
Operational Permit (+ 2 historic)	Number of pieces for each type of permit mail since the latest reset.	SP	Operational Permit Report and Historic Reports on page 176
Operational Presort (+ 2 historic)	Number / amount of presort mail pieces per category and weight since last reset.	SPF	Operational Presort Report and Historic Reports on page 177
	FUNDS DATA		
Funds summary	Information on funds usage since the installation of the machine. Content is limited to the history available in the PSD.	LSPF	Funds Summary Report on page 179
Refill operation	Last refill operation performed on the machine for a selected period (supervisor only).	SPF	Adding Postage Report on page 180
	ACCOUNT DATA		
Account list	List of accounts in the machine by groups and subgroups (supervisor only).	PF	Account Data Reports on page 182

Single account	Usage on a single account for a selected period.	S	Single Account Report on page 183
Multi-accounts	Usage per group/sub-group on all accounts for a selected period.	PF	Multi Account Report on page 184
Budget consumption ***	Instantaneous budget status for all accounts.	SPF	Budget Consumption Report on page 194
Budget Limit ***	Details on accounts that exeeded the limit of their bugdet.	SPF	Budget Limit Report on page 195
Operator list	Operator list with PIN codes (supervisor only).	PF	Operator List Report on page 186
Operator activity ***	Activity of all operators for a selected period.	SPF	Operator Activity Report on page 195
	SYSTEM DATA		
Machine activity ***	Activity of the machine displayed in hour bands.	SPF	Machine Activity Report on page 196
Machine configuration	Supervisor settings (imprint default data, date advance, postal services, connections, MMI, Ink tank, weighing, etc.)	SPF	Machine Configuration Report on page 188
Product code ***	Usage per Customer Product Code in the selected period.	SPF	Product Code Report on page 197

* Output on: L=label, S=screen, P=USB printer, F=USB memory device.

*** Only available with the Advanced Reporting optional feature.

6.2 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 with 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 as a User

To generate a Report:

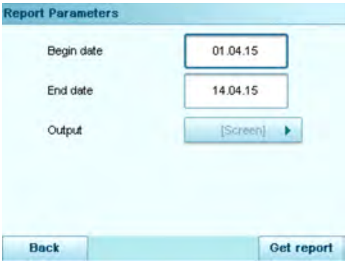
1. As user:

   Press **Menu** 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 depends on the type of report you have selected.

3. Select or type required parameters and press **[OK]** .

> You can use key **[C]** 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.

6

Reports

How to Generate a Report as Supervisor

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To generate a Report:

1. As supervisor:

   From the main menu, select the path: **Reports**

2. Resume with the steps in How to Generate a Report as a User on page 167

Special generating procedures apply for the following reports:

- Account List Report (see How to Generate the Account List Report on page 183).
- Operator List Report (see How to Generate the Operator Report on page 187).

6.3 Operational Presort Report

The 'Operational Presort Report' function continuously updates information about the mail pieces you have processed at presort rates.

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 empty operational presort report.

In addition to the current report, you can gain access to the two previous reports, kept in memory by the system for reference.

> 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.

How to Activate / Deactivate the Operational Presort Report

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To activate or deactivate the operational presort report function:

1. As supervisor:

   Press "menu" button and select the path: **> Default user settings > Base settings > Presort reporting**

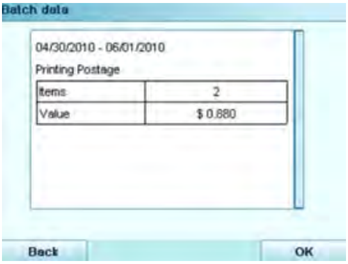
   The screen is displayed.

2. Press the button to switch the function ON or OFF.

6.4 Counter Data Reports

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

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

How to Generate a Batch Data Report

To generate a Batch Data Report:

1. See Generating Reports on page 166.

Batch Data Report

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

See How to Reset the Item Counter on page 49.

Received Batch Data Report

Requirements

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

You must be in **[Received]** stamp type to view incoming mail batch counter.

Output

The Received Batch Data Report outputs are:

- Screen
- USB printer

The Received Batch Data Report displays the batch counter for incoming mail ('Received on') since the last reset.

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

How to Generate a Received Batch Data Report

To generate an Received Batch Data Report:

1. See Generating Reports on page 166.

Received Batch Data Report

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

See How to Reset the Item Counter on page 49

6.5 Postage Data Reports

Day Report

The Day Report displays consumption data (total items and total postage value) for each day.

Requirements

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

Output

The Postage Data Report outputs are:

- Screen
- Label

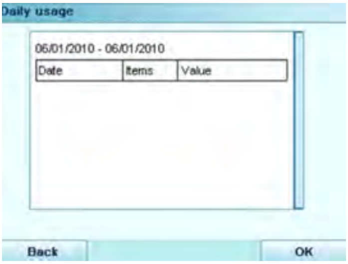
Fields	Comments
Die number	On printed report only
For today: • Total number of items processed (zero and non-zero) • Total postage value	

How to Generate a Day Report

To generate a Day Report:

1. See Generating Reports on page 166.

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 as 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 filled with a proposed value: Begin date + 31 days.

You can specify another End date.

Default period:

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

Output

The Postage Data Report outputs are:

- Screen
- USB printer.
- USB memory device.

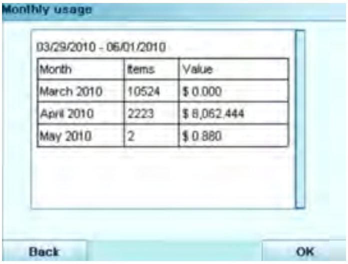
Fields	Comments
Die number	On printed report only
For each day in the period: • Day number • Number of items processed (zero and non-zero) • Total postage value for this day	

How to Generate a Daily Usage Report

To generate a Daily Usage Report:

1. See Generating Reports on page 166.

Monthly Usage Report



Requirements

This report is available as 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 memory device

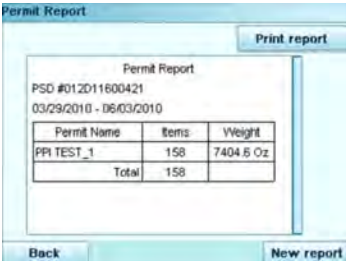
Fields	Comments
Die number	On printed report only
For the period, for each month presented in data collected: • Month name and year • Total number of items processed • Total postage value for this month	

How to Generate a Monthly Usage Report

To generate a Monthly Usage Report:

1. See Generating Reports on page 166.

Operational Permit Report and Historic Reports



This report displays, the total items.

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 to be logged in as a user or supervisor and Permit mode has to be selected.

Output

The Operational Permit Report and Historic Report outputs are:

- Screen
- USB printer

Fields	Comments
For each permit indicia (including date only permit if present): • Permit friendly name • Permit mail-piece total count • Total weight. Grand total mail-piece count for all the permit indicia.	

How to Generate a Permit Report, and Historic Reports

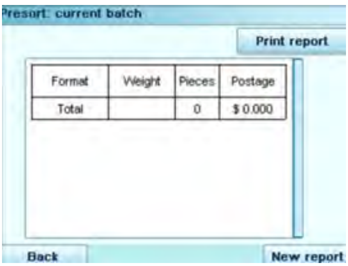
To generate a Permit Report, and Historic:

1. See Generating Reports on page 166.

   This report is also available from the Permit Mail home screen.

   While processing Permit mail, the Operator can decide to print the Operational Permit report, begin a new one and end the current one, or just continue building the current one. See Steps to Run Permit Mail on page 67.

Operational Presort Report and Historic Reports



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.

See also

- Operational Presort Report on page 169

Requirements

Presort reports are available as user or supervisor.

Output

The Operational Presort Report and Historic Report outputs are:

- Screen
- Optional USB printer
- USB memory device

Content Data	Comments
Period	• Begin = date and time • End = date and time
Die number	(on printed report only)
• Mail-piece count and total postage value, per mail category and weight break • Sub totals per category: mail-piece count and postage value • Grand total: mail-piece count and total postage value	Not-used categories are not displayed.

How to Display the Operational Presort Report and Historic

Operational Presort Report

1. To get the report, see Generating Reports on page 166.

   On the Presort Report screen:

2. Press **Print** to print the current report or **New report** to start a new report.

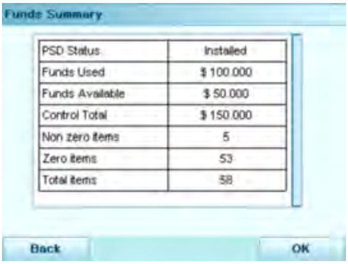
Historical Presort Report

1. To get the report, see Generating Reports on page 166.

6.6 Funds Data Reports

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.



Requirements

This report is available as a user or supervisor.

Output

The Funds Summary Report outputs are:

- Label
- Screen
- USB printer

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

How to Generate Funds Summary Report

To generate a Funds Summary Report:

1. To get the report, see Generating Reports on page 166.

Adding Postage Report

Requirements

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

Output

The Postage Report outputs are:

- Screen
- USB printer
- USB memory device.

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

How to Generate Refill Operation Report

To generate a Refill Operation Report:

1. To get the report, see Generating Reports on page 166.

6.7 Account Data Reports

Account List Report

The Account List report displays the present listing of accounts in the machine.

Requirements

To generate this report:

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

Output

The List report outputs are:

- USB printer
- USB memory device.

Data	Comments
The report displays the account structure (tree view with groups/subgroups). For each group/subgroup: • Group/subgroup name • Status For each account: • Account number • Account name • Status	

How to Generate the Account List Report

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To generate the Account List Report :

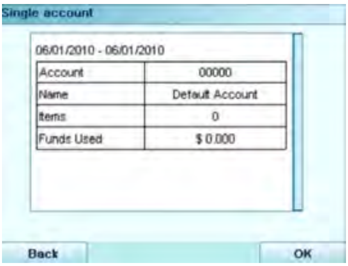
1. As supervisor:

From the main menu, select the path: **> Account management > Manage account > Account report**

2. Select an Output and then press **[Get report]**.

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 as a user or supervisor.

The current account mode has to 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:

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

Output

The Single account report outputs are:

- Screen

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

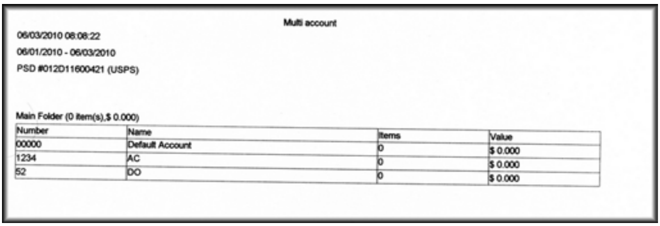
When Advanced reporting is enabled, budget and surcharge data is included in the report. Please contact your Customer Service to enable options.

How to Generate Single Account Report

To generate a Single Account Report:

1. To get the report, see Generating Reports on page 166.

Multi Account Report


Multi account

06/03/2010 08:08:22

06/01/2010 - 06/03/2010

PSD #012D11600421 (USPS)

Main Folder (0 item(s),$ 0.000)

Number	Name	Items	Value
00000	Default Account	0	$ 0.000
1234	AC	0	$ 0.000
52	DO	0	$ 0.000

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 in 'active' status and accounts 'inactive' or 'deleted' with a postage value.

Requirements

This report is available as a user or supervisor.

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

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

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

Output

The Multi account report outputs are:
- USB printer
- USB memory device.

Fields	**Comments**
Period	
Die number	On printed report only.
The report displays the hierarchy of groups and sub-groups, with the total values per group and sub-total values per sub-group. For each group/sub-group: • Group/sub-group name • Total number of items processed • Total postage value For each account: • Account Number • Account name • Number of items processed (zero + non-zero items) • Total postage value.	If, in the period, some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.

When Advanced reporting is enabled, budget and surcharge data are included in the report. Please contact Customer Service to enable options.

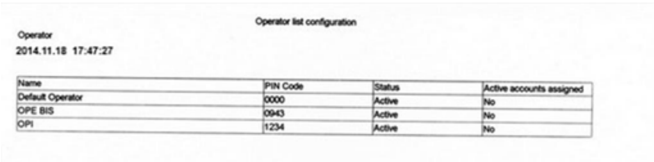
How to Generate Multi Account Report

To generate a Multi Account Report:

1. To get the report, see Generating Reports on page 166.

Operator List Report

The Operator List Report displays the operator list with PIN codes.


Operator list configuration

Operator
2014.11.18 17:47:27

Name	PIN Code	Status	Active accounts assigned
Default Operator	0000	Active	No
OPE BIS	0943	Active	No
OPI	1234	Active	No

Requirements

- To generate this report, you must be logged in as supervisor (not as a user).

Data	Comments
For each Operator: • Operator name • PIN code • Status (Activated/Deactivated) • Active account assigned status: if there is at least one active account assigned to the operator, the value is 'Yes', otherwise the value is 'No'.	There is no period to enter.

How to Generate the Operator Report

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To generate the Operator Report:

1. As supervisor:

   From the main menu, select the path: **> Account management > Manage operator > Operator report**

2. Select the Output and then press **[Get report]**.

6.8 System Data Reports

Machine Configuration Report

Machine Configuration

06/03/2010 08:05:30

Default User Settings / Preferences

Language	English (US)
Beep on key	Active
Beep on error	Active
Contrast	70

Default User Settings / Imprint Parameters

Text	
Ad Slogan	
PPI	
Automatic date advance	Inactive
Date advance time	
Date advance working days	
Default rate	

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:

- Screen
- USB printer
- USB memory device

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

How to Generate a Machine Configuration Report

To generate a Machine Configuration Report:

1. See Generating Reports on page 166.

Base Events Report

The Base Events Report lists diagnostic codes on the mailing machine and is used by a service representative.

Requirements

To generate this report, you must be logged in as a service representative.

Output

The Base Events Report outputs are:

- Screen
- USB printer
- USB memory device

Generate a Base Events Report

To generate a Base Events Report:

1. See Generating Reports on page 166.

PSD Events Report

Code	Date	Cycles
BAS-06-109	06/01/2010 08:55:49	12591
BAS-06-109	06/01/2010 08:51:57	12591
BAS-06-109	06/01/2010 08:47:34	12591
BAS-06-109	06/01/2010 08:39:44	12591
BAS-06-109	06/01/2010 08:35:01	12591
BAS-06-109	06/01/2010 07:57:43	12591
BAS-06-109	06/01/2010 07:52:14	12591

The PSD Events Report lists diagnostic codes for the PSD and is used by a service representative. A supervisor may generate this report for technical support.

How to Generate a PSD Events Report

To generate a PSD Events Report:

1. See Generating Reports on page 166.

IP Configuration Report

IP Configuration	DHCP setting
MAC Address	00-50-b6-07-b8-17
IP address	10.38.130.19
IP mask	255.255.248.0
Gateway IP Address	10.38.135.254
DNS IP Address 1	10.38.200.4
DNS IP Address 2	10.38.200.10

Requirements

To generate this report, you must be logged in as supervisor.

Output

The IP Configuration Report outputs are:

- Screen
- USB printer
- USB memory device

How to Generate a IP Configuration Report

To generate a IP Configuration Report:

1. See Generating Reports on page 166.

Proxy Configuration Report

Proxy settings	Proxy OFF
MAC Address	00-50-b6-07-b8-17
Proxy URL	
Proxy Login	
Proxy Password	
Proxy Port	8080

Requirements

To generate this report, you must be logged in as supervisor.

Output

The Proxy Configuration report output is:

- Label

How to Generate a Proxy Configuration Report

To generate a Proxy Configuration Report:

1. See Generating Reports on page 166.

6.9 Advanced Reporting

The Advanced Reporting option offers the following reporting capabilities:

- **Budget consumption**: instantaneous budget status for all accounts
- **Budget limit**: instantaneous budget status for all accounts that exceeded their budget limit
- **Operator activity**: activity of all operators for a selected period
- **Machine activity**: activity of the machine presented in hour bands
- **Product code**: activity per CPC name for a selected period.

When the Budget and Surcharge function is activated, Single account, Multi account and Account list reports include budget and/or surcharge data (if applicable).

See also

- Managing Optional Features on page 282

Budget Consumption Report

The Budget Consumption Report displays the budget consumption of all accounts for the current or previous budget period.

Requirements

- To generate this report, you must be logged in as supervisor.

Output

- Screen
- USB Printer
- USB Memory device

Fields	Comments
Budget period	
Period [begin date-end date]	
For each group/subgroup: • Group or subgroup name, + for each account that consumed postage during the period: - Account number - Account name - Budget - Remaining budget (= budget – total postage value – total sur-charge)	If an account has no Budget, Budget and Remaining budget fields show value 0.

How to Generate a Budget Consumption Report

To generate a Budget Consumption Report:

1. See Generating Reports on page 166.

Budget Limit Report

This report gives you details on the accounts exceeding the limit of their budgets.

Requirements

- To generate this report, you can be logged in as a user or supervisor.

Output

- Screen
- USB Printer
- USB Memory device

How to Generate a Budget Limit Report

To generate a Budget Limit Report:

1. See Generating Reports on page 166.

Operator Activity Report

The Operator Activity Report displays the activities (number of items, postage value, etc.) of all operators for a selected period.

Requirements

- 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 and End = current date.

Output

- Screen
- USB printer
- USB memory device

Fields	Comments
For each operator: • Period • Operator name (whatever its status) • Number of items on the period • Total postage value on the period.	If an account mode without 'operators' has been used during the period, the items printed in this mode appear in the report under the name: 'Others'.

6 Reports

How to Generate an Operator Activity Report

To generate an Operator Activity Report:

1. See Generating Reports on page 166.

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 and End = current date.

Output

- Screen
- USB printer
- USB memory device

Fields	Comments
For each hour band: • Number of items • Total postage value.	'Before 7h00': aggregates items performed between midnight and 7h00, 'After 19h00': aggregates items performed between 19h00 and midnight.

How to Generate a Machine Activity Report

To generate a Machine Activity Report:

1. See Generating Reports on page 166.

Product Code Report

The Product Code Report displays the consumption per Customer Product Code for a selected time period.

Requirements

- To generate this report, you must be logged in as supervisor (not as a user).

Fields	Comments
Period	You have to specify the period for the report (Begin date and an End date). The report displays all operator activity for this period.
Default period: Begin= 1st day of the current month and End= current date	
PSD#	Printed report only
For each customer product code with consumption during the selected period: • Product Code Description: • RDFS short name. • # of items on period, • PPC number: only for the country, where the CPC is associated with a weight band. • Total postage value on period,	

The rate table gives the product code description. If the product code description does not exist in the rate table (because this is a rate not available anymore), the product code description becomes “Unknown rate”.

How to Generate a Product Code Report

To generate a Product Code Report:

1. See Generating Reports on page 166.

7 Online Services

Online Services is the infrastructure that your iMeter connects to in order to update postal rates, upload postage usage data, upload USPS E-Services records and Commercial Base Pricing data, etc. There are a number of applications available to enhance the functionality of your Mailing System.

7.1 iMeter Applications Overview

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 275)
- **Ink alerts**: Never run out of ink again! The online server monitors your ink supply and mails an alert notification when it is time to re-order.
- **Remote diagnostics and technical support**: Experienced technical professionals can remotely analyze your mailing machine's error logs, diagnose your mailing machine 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.

7.2 Connecting to Online Services

Automatic calls

To fully benefit from the convenience and power of Online Services, your Mailing System should be permanently connected to 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 network during the night to allow the connection to the Online Server to occur automatically.

Manual Calls

Manual calls allow you to connect to the Online Server in order to retrieve new information (update postal rates, ad slogans or messages) or to utilize features and options (Weighing Platform capacity, number of departments, differential weighing, etc.).

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

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

How to Call Online Services Manually (as a User)

To trigger a generic call

1. As user:

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

The Mailing System connects to the server and downloads the available elements (rates, ad slogans, etc.).

2. Check your mailbox for messages: see Using the Mailbox on page 278.

How to Call Online Services Manually (as Supervisor)

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To trigger a generic call:

1. As supervisor:

From the main menu, select the path: **> Online services > Generic call**

The Mailing System connects to the server and downloads the available elements (rates, ad slogans, etc.).

2. Check your mailbox for messages: see Using the Mailbox on page 278.

Synchronize Call

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

This call updates the automatic call schedule of the machine and the options. See Options and Updates on page 275.

Testing the Connection to Online Services

You may test the connection to the Online Services server via the commands in the Online Services menu:

- Ping server

  Establishes a connection and checks whether the server answers to a 'ping' command. This test:

  - Validates connection parameters (see Connection Settings on page 264)
  - Indicates that the server can be contacted
- Test server

  Establishes a connection and tests the communication with the server. This test confirms that transactions can be held normally.

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

How to Test the Connection to Online Services

To ping the server...

1. As a user:

   Press **Menu** and select the path: **> Online Services > Ping server**

2. As supervisor:

   From the main menu, select the path: **> Maintenance > Diagnostics > Ping server**

To test the server...

1. As a user:

   Press **Menu** and select the path: **> Online Service > Test server**

2. As supervisor:

   From the main menu, select the path: **> Maintenance > Diagnostics > Test server**

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

7.3 Uploading Statistics

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 statistic data for basic postal expense management reporting. Enhanced reporting is optional (see Activating New Options on page 283).

How to Upload Report Data to the Online Services Server

To upload report data...

1. As a user

   Press **Menu** and select the path: **> Online Services > Upload Statistics**

2. As supervisor:

   From the main menu, select the path: **> Online Services > Upload Statistics**

   The call to the server is triggered.

7.4 System Online Services

Ink Management Service

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

An e-mail 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 are installed on 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

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

To upgrade your system, please contact Customer Service.

7.5 e-Confirmation Services

Service Overview

With e-Confirmation Services, your mailing machine can capture and process **USPS eDelivery Confirmation**, **eSignature Confirmation**, and **eCertified Mail** tracking label numbers.

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

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

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

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

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

eDelivery Confirmation

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

eSignature Confirmation

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

eCertified Mail

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

eCertified Mail with Electronic Return Receipt

You receive an email with the date and time of the delivery. The actual signature and address of the recipient will be displayed on your "My Neopost" webpage under the online services tab.

e-Confirmation Service Customer Profile

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

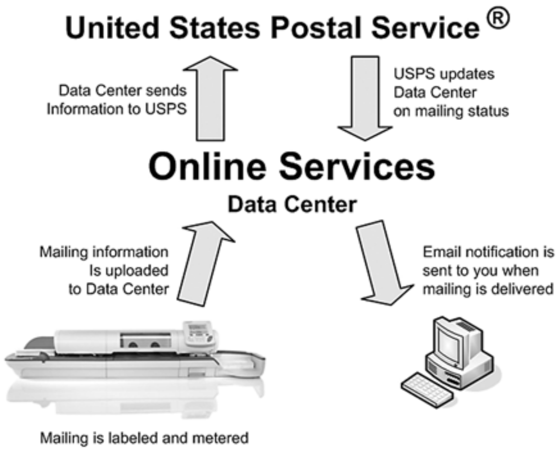
The possible notifications are:

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

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

How e-Confirmation Service Works

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



The Process in your Mailroom

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

Getting e-Confirmation Status Data

Mailing status information is available in two ways:

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

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

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

Processing e-Confirmation Items Using your Weighing Platform

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

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

How to Process eConfirmation Items using the WP

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

1. Place the eConfirmation label on the package.
2. Place your package on the WP.

   (If needed, first remove all items from the WP and rezero your Weighing Platform – see How to Set to Zero the Weighing Platform on page 239).

3. Select the rate corresponding to the package to send (see How to Select a Rate on page 76).

   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 **[C]** key to clear numbers (right to left), then enter the correct PIC number.

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

5. Enter or modify the Sender ID information on the SenderID screen. This sender ID will enable you to easily identify the package record in an email notification or on the tracking web site. The Sender ID can be up to 31 characters. This is an optional step.
6. Validate the rate and return to the home screen.
7. Press to start.
8. Press to print a tape, or insert item in the machine.

   When printing is done, an eConfirmation record is created (See How to Display eConf Record List and Details on page 213).

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

9. Apply the tape to the package.

> Leave the machine ON and connected at night to automatically upload the record to the USPS.
>
> You can also upload records manually (see How to Upload Report Data to the Online Services Server on page 206).

Checking e-Confirmation Records

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.

How to Display eConf Record List and Details

To display the list and check a record:

1. As user:

Press MENU 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 more details about that item. The record details are displayed.

Modifying an e-Confirmation Record

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

Record status:

- **PIC Valid**: Corresponds to a valid mail with eConfirmation Service to track through USPS.
- **PIC Deleted**: Corresponds to mail you no longer want to track anymore.

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

How to Modify an eConf Record Status

To modify the status of an eConf record:

1. As user:

Press MENU and 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 more details about that item.

3. Change record status.

8 Configuring the 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 the supervisor access.

8.1 Settings Overview

This section describes two types of settings:

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

Other user settings are described in the corresponding sections: Running Mail on page 31, Maintenance on page 295, etc.

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.

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

The supervisor settings allow you to:

- Change the default user settings
- Modify system time-outs
- 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

8.2 Logging in / out as the Supervisor

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

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

How to Log in as Supervisor

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

1. As a user:

   Press **Menu** and select the path: **> Supervisor**

   The Login screen is displayed.

2. Type the supervisor PIN code and press **[OK]**.

   The supervisor Main menu is displayed.

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

Exiting the Supervisor Mode

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

How to Exit the Supervisor Mode

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To exit the supervisor mode:

1. As supervisor:

   Press ⏻.

   The machine goes to 'Sleep' mode and supervisor is logged out.

Default Rate

Changing the Default Rate

See also

- Managing Postal Rates on page 289

How to Change the Default Rate

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default rate:

1. As supervisor:

   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.

Default Permit

The default permit is automatically selected when the [**Permit Mail**] type of stamp is activated.

See also

- To manage the permits, see Managing Permits on page 291.
- To change the current [Permit Mail], see How to Select a Permit on page 88.

How to Change the Default Permit

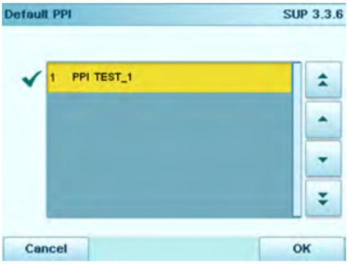
You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default rate:

1. As supervisor:

   Press MENU and select the path: **> Default user settings > Default imprint parameters > Default Permit**

2. Select the default permit in the list.



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

Checking on Zero Weight

The function Zero Weight can be activated/de-activated by the 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 (inaccurate averages for instance).

How to activate / de-activate Checking On Zero Weight

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To activate/de-activate 'Checking on Zero Weight' function:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Checking on zero weight**

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 keep the previous activation state.

Default Weighing Mode

This setting defines both the weighing device and the weighing method that are selected by default when you start the machine (see Selecting a Weighing Mode on page 77).

How to Change the Default Weighing Mode

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default weighing mode:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Default weighing type**

2. Select a default weighing mode in the list.
3. Press **[OK]** to validate.

Automatic Date Advance

The Automatic Date Advance function automatically proposes to change the date printed on mail pieces at a preset time to the next 'working day' date.
Example:You can set the system to change dates at 17:00 hours and set Saturdays and Sundays to be non-working days. From Friday 17:00 hours to Sunday 23:59, the system will print Monday's date on the envelopes, after a confirmation message to the user.

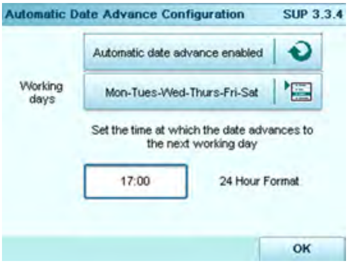
How to Set the Automatic Date Advance Feature

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set the Automatic Date Advance time and days:

1. As supervisor:

From the main menu, select the path: **> Default user settings > Default imprint parameters > Automatic date advance**



2. Press the Automatic Date Advance button to **Active** status.
3. Enter the Automatic Date Advance time (00:00 hours is not allowed).
4. Select **Day** to gain access to working days selection screen.
5. Select the day by pressing on the corresponding button.
6. Press **[OK]** to exit.

Fractional Print Mode Setting

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

How to Activate / Deactivate Fractional Postage

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To activate / deactivate fractional postage:

1. As supervisor:

   Press MENU and select the path: **> Default user settings > Default imprint parameters > Fractional Postage Mode**

2. Select **Enable / Disable fractional** to activate or deactivate the fractional postage.

8.4 Printing Default Settings

You can set default values for the **stamp elements** that follow:

- Text
- Ad slogan
- Printing offset

On list screens, a tick ✔ indicates the default parameter.

You can also set how you want to **print on labels**:

- using the Internal Label Dispenser that prints on precut labels
- using the Remote Label Dispenser (option) that prints on label rolls.

Changing the Default Text

You can create up to ten Texts.

See also

- Managing Custom Text Messages on page 284

How to Change the Default Text

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default Text:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Default imprint parameters > Default Text**

2. Select the Default Text from the list.
3. Press **[OK]** to validate.

Changing the Default Ad slogan

See also

- Managing Ad slogans on page 286

How to Change the Default Ad slogan

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default Ad slogan:

1. As supervisor:

   From the main menu, select the path: **> Default User Settings > Default Imprint Parameters > Default Slogan**

2. Select the default Ad slogan, or **None** for no ad slogan.
3. Press **[OK]** to validate.

Changing the Default Ad slogan

You can order a custom Ad die. Contact Customer Service.

Adding a Default Print Position Offset

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

How to Set the Default Printing Offset

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the default printing offset:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Default Print Offset**

2. Select Normal, Shift Left 1 or Shift Left 2.
3. Press **[OK]** to validate.

Selecting a Default Label Printer

You can select the default label dispenser as follows.

How to Select the Default Label Printer

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To select the default label printer:

1. As supervisor:

   From the main menu, select the path: **> Default User settings > Base settings > Default label printer**

2. Select the label printer.
3. Press **[OK]** to validate.

8.5 Imprint Memories

The Imprint Memories are presets for your stamp types.

As a user, you can quickly recall a saved setting to simplify operation and save time (see Using Imprint Memories on page 92).

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

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

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

[Standard] Stamp Imprint Memory

The table below gives the content of a [**Standard**] stamp Imprint Memory.

Imprint settings	Text Ad slogan Weight (option) Date mode Rate
Account setting	Account number if any

[Permit Mail] Stamp Imprint Memory

The table below gives the content of a [**Permit Mail**] stamp Imprint Memory:

Imprint settings	Text Ad slogan Permit
Account setting	Account number if any

How to Create an Imprint Memory

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To create an Imprint Memory:

1. As supervisor:

   From the main menu, select the path: **> Imprint memories**

   The current list of imprint memories is displayed in the Manage Imprint memories screen.
2. Select a line named None in the list, then press **Create.**
3. Select the type of mail by pressing **Standard** or **Permit**.
4. Enter the name of the new Imprint Memory, then press **[OK]**.
5. To include weight, put a mail piece on the Weighing Platform, then press **Next** .
6. Enter the parameters, press **Next** to validate and display the next list of parameters, if any.
7. Repeat previous step until the system displays the name of the new Imprint Memory in the list.

How to Edit / Modify an Imprint Memory

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To edit or modify an Imprint Memory:

1. As supervisor:

   From the main menu, select the path: **Imprint memories**

2. Select an Imprint Memory in the list.
3. Press **[OK]** to validate.
4. Select the menu path Edit

   The Imprint Memory modification screen is displayed.

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

How to Delete an Imprint Memory

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To delete an Imprint Memory:

1. As supervisor:

   From the main menu, select the path: **Imprint memories**

2. Select an Imprint Memory in the list of the memorized imprint memories.
3. Press **[OK]** to validate.
4. Select the menu path **Delete**.

   A confirmation message is displayed.

5. Press **[OK]** to confirm to delete the Imprint Memory.

8.6 Postage Warning Settings

High-Value and Low-Funds Warnings

The Mailing System can warn you that the postage amount entered manually is higher than a preset value. This high-value warning prevents you from accidentally entering high postage amounts.

The Mailing System can also warn you that remaining funds are getting low (low-funds threshold).

How to Set the High-Value Warning Amount

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set a high-value warning amount:

1. As supervisor:

   Press MENU and select the path: **> Default user settings > Base settings > High value warning threshold**

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

How to Set the Low-Funds Threshold

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set a low-funds threshold:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Funds settings**

2. Enter the low-funds warning amount.
3. Press **[OK]** to validate.

Funding PIN Code

You can create a funding PIN code to control access to only those who are authorized to add postage (see Postage and Funds Management on page 111).

How to Set/Cancel a Funding Code

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set a funding PIN code:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Funds settings > Credit PIN code**

2. Press the **Active** or **Inactive** button to activate or deactivate the PIN code.
3. Enter the funding PIN code if active.
4. Press **[OK]** to validate.

8.7 Sealer Default Settings

Sealing Default Mode

As supervisor, you can set the sealing state by default.

Three sealing modes are available:

- Sealing on: nested and sealed
- Sealing on: nested and closed flaps
- No sealing.

See also

- Checking the Sealing Mode on page 49

How to Set the Default Mixed Sealing

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To modify the default mixed sealing:

1. As supervisor:

   From the main menu, select the path: **> Default User Settings > Base settings > Default Mixed Sealing**

2. Choose one of the three states.
3. Press **[OK]** to validate.

Moistening Default Level

As supervisor, you can set the moistening level by default.

Five moistening levels are available:

- Low
- Medium low
- Medium
- Medium high
- High

How to Set the Default Moistening Level

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To modify the default moistening level:

1. As supervisor:

   From the main menu, select the path: **> Default User Settings > Base settings > Default moistening level**

2. Choose one of the five levels.
3. Press **[OK]** to validate.

8.8 Weighing Devices Settings

The weighing devices settings include:

- Zeroing a Weighing Platform
- Selecting a higher accuracy of the Dynamic Weighing Module (slows down weighing)
- Activating / De-activating the ePostage
- Setting the GEO code that corresponds to the geographical location of the Mailing System (maintenance)
- Activating/ De-activating the WP Automatic Selection functionality.

See also

- Setting the default weighing method: Default Weighing Mode on page 224

Resetting the Weighing Platform

You can reset the Weighing Platform in the following ways:

- **Weight refresh**: weight of the mail pieces on the WP is refreshed or set to zero if there is no weight or no WP
- **Tare the Weighing Platform**: Tare the WP
- **Zero the Weighing Platform**: physically adjusts the Weighing Platform to zero (supervisor only).

How to Refresh Weight (WP)

1. As a user:

   From the main menu, select the path: **> Batch settings > Weight refresh**

   Weight display and postage value are refreshed.

How to Set to Zero the Weighing Platform

To zero the Weighing Platform quickly, press and maintain the **[C]** key until the weight is reset to zero.

To set to zero the Weighing Platform as a user:

1. As a user:

   Press **Menu** and select the path: **> Batch settings > Reset Weigh Platform**

2. Remove all items from the Weighing Platform.
3. Press **[OK]** to set to zero the Weighing Platform.

How to Tare the Weighing Platform (as a User)

To tare the Weighing Platform as user:

1. As a user:

   Press **Menu** and select the path: **> Batch settings > Tare Weigh Platform**

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

How to Zero the Weighing Platform

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To zero Weighing Platform:

1. As supervisor:

   From the main menu, select the path: **> Machine settings > Weighing functions > Weighing Platform Reset**

2. Remove all items from the Weighing Platform.
3. Press **[OK]** to zero the Weighing Platform.

How to Tare the Weighing Platform (as Supervisor)

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To tare Weighing Platform:

1. As supervisor:

   From the main menu, select the path: **> System settings > Weighing functions > Weigh Platform tare**

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

Dynamic Weighing Module 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.

How to Activate the High Accuracy Mode

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To activate the high accuracy setting:

1. As supervisor:

   From the main menu, select the path: **> Machine settings > Accessories and modules settings > High accuracy**

2. Press the button to activate (or deactivate) the function.
3. Press **[OK]** to validate.

Weighing Platform Automatic Selection

This functionality shall be implemented for improving the user productivity and the ease of use of the Mailing System. The user is able to change the weighing type to the WP standard weighing by putting a mail piece onto the WP. The WP standard weighing is automatically selected when a weight increase is detected on the WP. A weight removal from the WP 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.

How to Activate the Automatic Weight Detection on the WP

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To activate the automatic weight detection on the WP:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Auto Weight Detection**

2. Select **Auto Weight Detection** to activate the function.
3. Press **[OK]** to validate.

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

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To de-activate the automatic weight detection on the WP:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Auto Weight Detection**

2. Select **No Auto Weight Detection** to de-activate the function.
3. Press **[OK]** to validate.

ePostage

ePostage is a PC Application that communicates to the Mailing System to transfer the weight value.

When the ePostage Mode is activated, the weight value is communicated by the Mailing System to the ePostage.

The function ePostage Mode can be activated/de-activated by the supervisor.

How to Activate / Deactivate ePostage Mode

To activate / deactivate the ePostage Mode:

1. As supervisor (see How to Log in as Supervisor on page 220):

   Press MENU and select the path: **> Default User Settings > System Settings > ePostage Mode**

   The ePostage Mode screen is displayed.
2. Select **Activated** or **Deactivated** to activate or deactivate the ePostage Mode.
3. Press **[OK]** to validate your selection.

How to set the ePostage connection

To set the ePostage connection:

1. As supervisor (see How to Log in as Supervisor on page 220):

   Press MENU and 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.

GEO Code

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

- Automatically with Online Services
- Manually.

Changing GEO code

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

How to Change the GEO Code

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

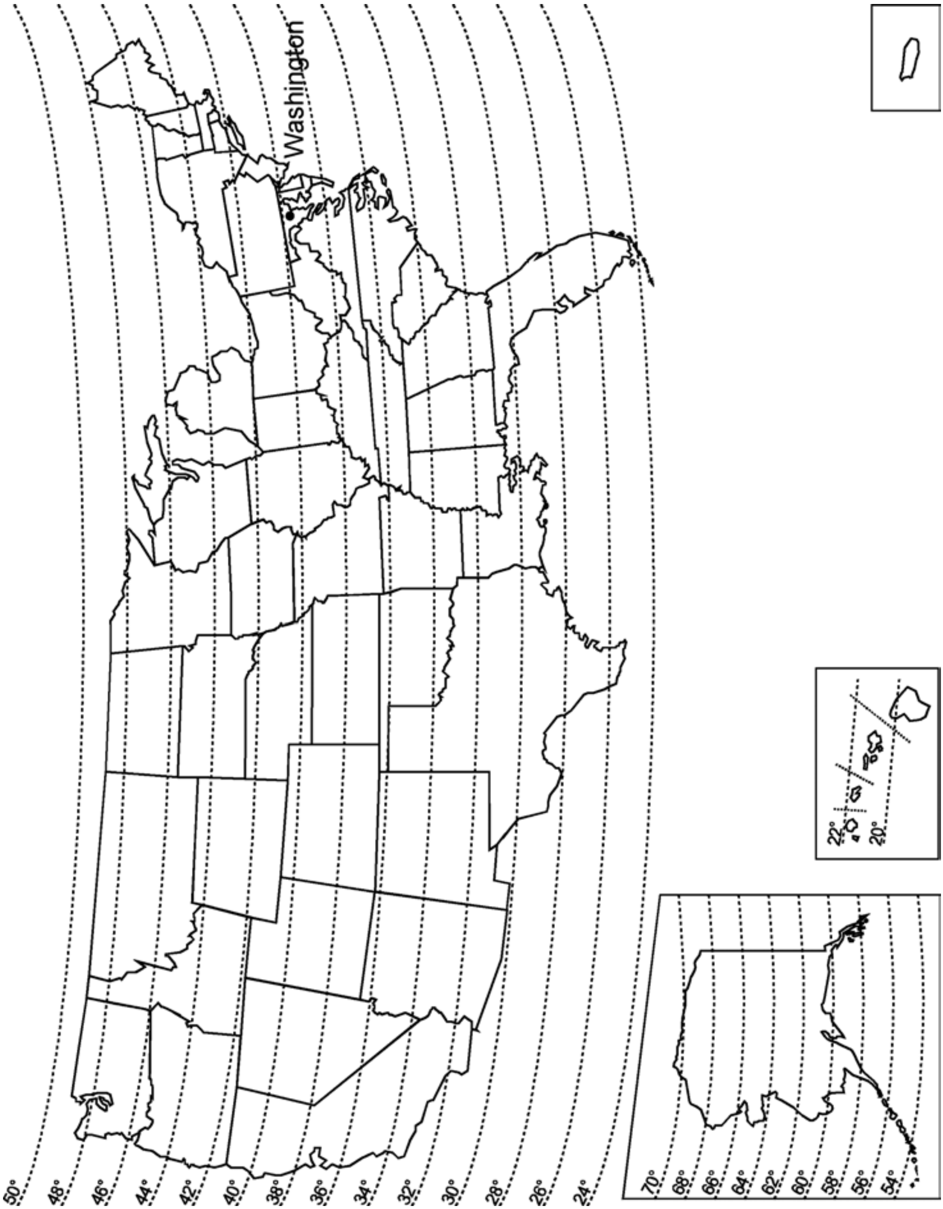
To change the GEO code:

1. As supervisor:

   From the main menu, select the path: **> System settings > Accessories and module settings > GEOcode**

2. See the map and table on the next pages to get the 5 digits GEO code from your location altitude and latitude, and enter the 5 digits using the keypad.
3. Press **[OK]** to validate.

Geodesic map



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	10665	10672	10689	10696	10702	10719
34 °	10597	10603	10610	10627	10634	10641	10658	10665	10672	10689	10696	10702
35 °	10580	10597	10603	10610	10627	10634	10641	10658	10665	10672	10672	10689
36 °	10566	10573	10580	10597	10603	10610	10627	10634	10641	10658	10665	10672
37 °	10559	10566	10573	10580	10597	10603	10610	10627	10634	10641	10658	10665
38 °	10542	10542	10559	10566	10573	10580	10597	10603	10610	10627	10634	10641
39 °	10528	10535	10542	10559	10566	10573	10580	10597	10603	10610	10627	10634
40 °	10511	10528	10528	10535	10542	10559	10566	10573	10580	10597	10603	10610
41 °	10498	10504	10511	10528	10535	10542	10559	10566	10573	10580	10597	10603
42 °	10481	10498	10498	10504	10511	10528	10535	10542	10559	10566	10573	10580
43 °	10467	10474	10481	10498	10504	10511	10528	10535	10542	10559	10566	10573
44 °	10450	10450	10467	10474	10481	10498	10504	10511	10528	10535	10542	10559
45 °	10436	10443	10450	10467	10474	10481	10498	10504	10511	10528	10535	10542
46 °	10429	10429	10436	10443	10450	10467	10474	10481	10498	10504	10511	10528
47 °	10405	10412	10429	10436	10443	10450	10467	10474	10481	10498	10504	10511
48 °	10399	10399	10405	10412	10429	10436	10443	10450	10467	10474	10481	10498
49 °	10375	10382	10399	10405	10412	10429	10436	10443	10450	10467	10474	10481
50 °	10368	10368	10375	10382	10399	10405	10412	10429	10436	10443	10450	10467
51 °	10344	10351	10368	10375	10382	10399	10405	10412	10429	10436	10443	10450
52 °	10337	10344	10344	10351	10368	10375	10382	10399	10405	10412	10429	10436
53 °	10313	10320	10337	10344	10351	10368	10375	10382	10399	10405	10412	10429
54 °	10306	10313	10320	10337	10344	10344	10351	10368	10375	10382	10399	10405
55 °	10283	10290	10306	10313	10320	10337	10344	10351	10368	10375	10382	10399
56 °	10276	10283	10290	10306	10313	10320	10337	10344	10351	10351	10368	10375
57 °	10252	10269	10276	10283	10290	10306	10313	10320	10337	10344	10351	10368
58 °	10245	10252	10269	10276	10283	10290	10306	10313	10320	10337	10344	10351
59 °	10238	10245	10252	10269	10276	10283	10290	10290	10306	10313	10320	10337
60 °	10214	10221	10238	10245	10252	10269	10276	10283	10290	10306	10313	10320
61 °	10207	10214	10221	10238	10245	10252	10269	10276	10283	10290	10306	10313
62 °	10191	10207	10214	10221	10238	10245	10252	10269	10276	10283	10283	10290
63 °	10184	10191	10207	10214	10221	10221	10238	10245	10252	10269	10276	10283
64 °	10177	10177	10184	10191	10207	10214	10221	10238	10245	10252	10269	10276
65 °	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245	10252	10269
66 °	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245	10252
67 °	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238	10245
68 °	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221	10238
69 °	10115	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214	10221
70 °	10108	10115	10122	10139	10146	10153	10160	10177	10184	10191	10207	10214

8.9 Adjusting Display and Sounds

This section describes different parameters you can change to improve your working conditions.

Changing the Display Language

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

How to Change the Display Language

To change the current display language:

1. As a user:

   Press **Menu** and select the path: **Preferences**

2. Select the language you want to use.
3. Press **[OK]** to validate.

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

Setting Default Display Language

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

How to Change the Display Language by Default

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the user language by default:

1. As supervisor:

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

2. Select the default language.
3. Press **[OK]** to validate.

Adjusting Display Brightness

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

How to Adjust the Display Brightness

To adjust the display brightness:

1. As a user:

   Press MENU and select the path: **> User Preferences > Brightness**

2. Type **1** or **2** to increase or decrease the contrast. The screen updates immediately.
3. Press **[OK]** to exit.

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

Setting Default Display Brightness

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

How to Change the Display Brightness by Default

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the display brightness by default:

1. As supervisor:

   Press MENU and select the path: **> Default user settings > Default user preferences > Brightness**

2. Use the " **1** " or " **2** " keys or touch the **Increase / Decrease** button to increase or decrease the brightness. The display updates to the new setting.
3. Press **[OK]** to validate.

Enabling/Disabling Sounds

You can enable or disable the system beeps separately:

- Beeps on keys.
- Beeps on warnings and errors.

How to Enable / Disable the Beeps

To enable or disable the beeps:

1. As a user:

Press **Menu** and select the path: **> Preferences > Sounds**

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

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

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

Setting Default System Beeps

You can set the default beep state for users.

How to Change the Beeps by Default

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the sounds by default:

1. As supervisor:

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.

Quiet Mode

Two operating modes are available on your Mailing System:

- Standard Mode.
- Quiet Mode.

The standard mode is the normal operating mode of your Mailing System.

In quiet mode, the noise level is reduced, as well as the processing speed.

As user, you can set the mode for your current session.

As supervisor, you can set the quiet mode by default.

How to Activate the Quiet Mode

1. As user:

   Press **Menu** and select the path: **> Batch settings > Quiet Mode**

   The Quiet Mode screen is displayed.

2. Select **Quiet Mode ON** or **Quiet Mode OFF**.

   The screen is closed and the previous screen is displayed.

Setting the Default System Quiet Mode

As supervisor, you can set the default system quiet mode.

How to Set the Default System Quiet Mode

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set the mode by default:

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Default Quiet Mode**

   The Quiet Mode screen is displayed.

2. Select **Quiet Mode ON** or **Quiet Mode OFF**.

   The screen is closed and the previous screen is displayed.

8.10 Other System Settings

System Time-outs

System settings include:

- **System motor time-outs**
- **Sleep mode time-out**

System Time-outs

The system time-outs are defined as follows:

Start	The period of time (in seconds) the system waits for an envelope or label after pressing . Once this time-out is reached, the machine stops.
Stop	The period of time (in seconds) the system waits for the next envelope or label after printing. Once this time-out is reached, the machine stops.
Sleep	Period of inactivity (in minutes) after which the system automatically switches to 'Sleep' mode (see System Power Management on page 26).

You can set a long **Stop time-out** to have time to feed the hopper before the machine stops.

How to Adjust the Time-outs

To adjust the time-outs:

1. As a user:

   Press **Menu** and select the path: **> Batch settings > Timeout Settings**

   The Time-out setting screen is displayed.

2. Select each field and type the time-outs.
3. Press **[OK]** to exit.

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

How to Set Default Time-outs

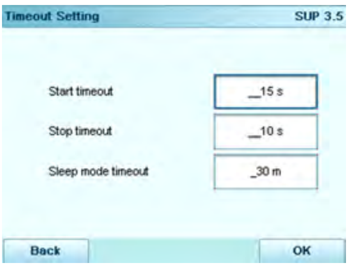
You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To change the system time-outs:

1. As supervisor:

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

   The Timeout setting screen is displayed.



2. Select each field and type the time-outs.

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

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

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 ask the machine to check the current time and date and display them.

See also

- Automatic Date Advance on page 225.

Checking/Adjusting Time and Date

To check the time and date, make sure the connection to the Postal Service is available. See How to Set the Postal/Online Services Connection on page 264.

How to Check/Adjust the Machine Time and Date

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To check/adjust the current time and date:

1. As supervisor:

   From the main menu, select the path: **> Machine settings > Machine 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 are finished before displaying the new time.

Daylight Savings Time Transitions

The Mailing System normally auto-adjusts to Daylight Savings Time.

However, if a manual adjustment is necessary, you can use either of the following procedures to correct the Mailing System time:

- As a user: How to Unlock the PSD (Postal inspection) on page 117.
- As supervisor: How to Check/Adjust the Machine Time and Date on page 255.

8.11 Remote Label Dispenser (RLD)

Introducing the RLD

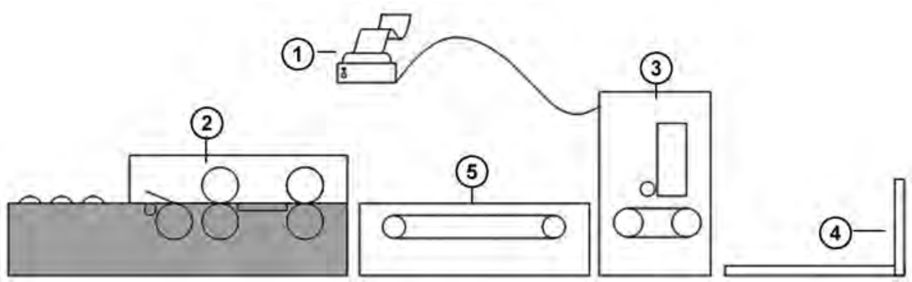
The Remote Label Dispenser (or RLD) is an external printing element dedicated to print indicia on thermal self-adhesive paper with various widths.

Feed Button	1	Wakes-up or Sleeps the RLD.
Led	2	Indicates RLD Status.

The 2 LED (green and yellow) are combined to give the status of the RLD as follows:

Led	**Meaning**
Off	RLD Power OFF.
Solid Green	RLD is on and in an idle state
Solid Amber	Error, power off/on and retry
Flashing Green	RLD is receiving data
Flashing Red	Media is out or printhead is open
Double Flashing Green	RLD is paused
Flashing Amber	RLD 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 RLD



1	**RLD / Remote Label Dispenser**
2	**Feeder**
3	**Base**
4	**Stacker**
5	**ODS - Dynamic Scale**

Use a USB cable to connect the RLD to the base (rear left hand side).

See System Connections on page 334.

Declaring/Undeclaring the RLD

To use the RLD, you have to declare the RLD on the Mailing System.

How to Set the RLD Status

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

From the main menu, select the path: **> Machine settings > Accessories and modules settings > Set Remote Label Dispenser status**

The RLD status screen is displayed.

2.

To declare the RLD, press **RLD Connected**.	**OR**	To undeclare the RLD, press **RLD not Connected**.

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

4. Press ⏻ to power OFF the Mailing System.

5. Press ⏻ to power ON the Mailing System.

- If RLD status is set to **RLD Connected**, the Mailing System detects automatically the RLD.
- If RLD status is set to **RLD not Connected**, the Mailing System does not detect the RLD. The Mailing System sets the ILD as the default Label Printer.

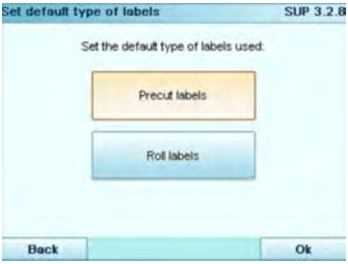
How to Print with RLD by Default

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

   Press MENU and select the path: **> Default user settings > Base settings > Default label printer**

   The Set default type of labels screen is displayed.

2. Press **Roll labels** , to use the RLD as default label printer.
3. Press **[Ok]** to validate.

Maintaining the RLD

How to Test the RLD

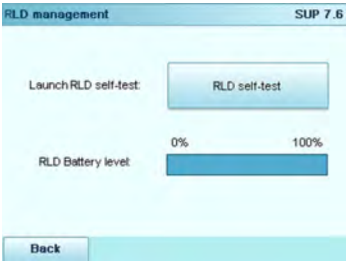
You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

Press 

and select the path: **> Maintenance > Remote Label Dispenser Management**

The following screen is displayed:



2. Press **Begin RLD test**.

How to Change the Label Roll

1. Pull frontward the green buttons located on the RLD sides.

2. Open the RLD.

3. Move the two maintainers apart to disengage the label roll.

4. Fit the new label roll.

5. Insert label inside the cutting system.

6. Push the label under both of media guides.

7. Close the RLD.

   Press down until the cover snaps closed.

8.12 Connection Settings

Type of Connection to the Postal or Online Services

To add funds or access Online Services, the Mailing System can use:

- An Internet access through a high speed LAN (Local Area Network)

Use the procedure below to select the type of connection.

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

See also

- To physically connect a the LAN to the base, see Base connectors on page 337.

How to Set the Postal/Online Services Connection

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set the Postal/Online Services connection:

1. As supervisor:

   From the main menu, select the path: **> Communication settings > Type of connection**

   The Server Access screen is displayed.

   If you did not have the LAN plugged into the system, you will get a warning message.
   Please follow the message: check your communication cable or device and press OK.

2. To use the LAN, select LAN and press **[OK]**
3. For LAN settings, see How to Set LAN Parameters on page 265.

LAN Settings

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

How to Set LAN Parameters

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To set the parameters of the LAN:

1. As supervisor:

   From the main menu, select the path: **> Communication settings > LAN settings**

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

8.13 Connecting a PC

Controlling remotely your Mailing System from a PC

You can connect a PC equipped with application software, such as MAS (Mail Accounting Software), Fusion, Navigator...

Activating a PC Connection

To enable a PC connection, see Setting up to Remote account management mode on page 133.

Recovering System Control

When a PC remotely controls the Mailing System, you can recover control as follows.

How to Deactivate the Remote Control Function

1. On the 'Remote PC connection' screen, press the **Unlock** button to deactivate the remote control.

8.14 Inserter Mode

You can connect an inserter to your Mailing System. If you have the electronic connection option, the inserter drives automatically the Mailing System. 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.

Activating an Inserter Mechanical-only (Physical) Connection

How to Activate the Inserter Mechanical Connection

1. As user:

   Press **Menu** and select the path: **> Batch settings > Inserter Mode**

2. Select **ON** or **OFF** and press **[OK]**.

   The inserter mode is activated or deactivated.

Setting the Inserter Mechanical Mode (Physical) as Default

Follow the procedure below to permanently work with an inserter without electronic connection.

How to Set the Inserter Mechanical Connection as Default

1. As supervisor:

   From the main menu, select the path: **> Default user settings > Base settings > Default inserter mode**

2. Choose **ON** or **OFF** and press **[OK]**.

   The Inserter Mode is activated or deactivated by default.

8.15 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 of conveyor.

How to Install the Motorized Conveyor Stacker in Line (0°)

Assembly of the metallic attachment base

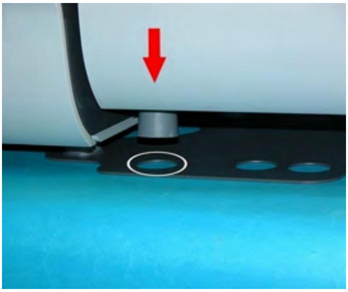
1. Put the flange of the two fixation holes as shown by the arrow.

2. Attach the two feet of the Base in the two holes of the metallic attachment base **B**.

3. Make sure that the metallic attachment base is correctly installed.

Stacker Assembly

1. Put 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. Put the flange of the two fixation holes as shown by the arrow.

8

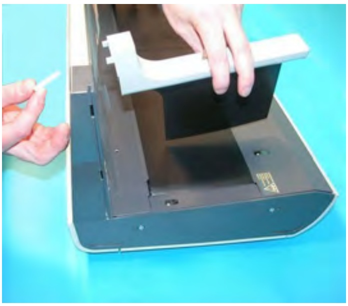
Configuring the System

2. Attach the two feet **A** of the Base in the two holes of the metallic attachment base **B**.

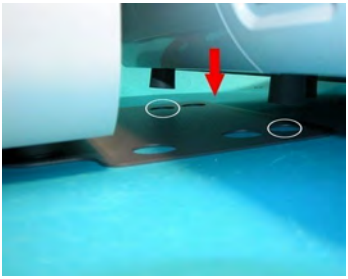
3. Make sure that the metallic attachment base is correctly installed.

Stacker Assembly

1. Use a flat blade screwdriver to remove the flap assy from the Stacker.



2. Put the two feet of the Stacker in the two holes shown by the white circles.



3. On the rear side of the Stacker set the switch to 90°.

4. Make sure that the Stacker is correctly installed.

9 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 stamp Text or custom Ad slogans.

9.1 Overview

You can update your Mailing System by:

- Updating the postal rates
- Adding new options and applications, such as Differential Weighing, Online Postal Expense Manager application, or increasing the number of accounts.
- Creating additional Text for the stamp
- Downloading custom Ad slogans
- Updating your Mailing System via the Online Services server.

The operations above are available through the supervisor menu.

The Options and Updates Menu

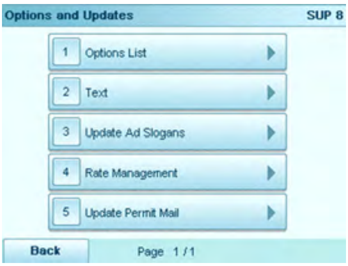
How to Access the Options and Updates Menu

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

From the main menu, select the path: **> Options and Updates**

The Options and Updates menu is displayed.



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** and also allows you to delete messages that have been read.

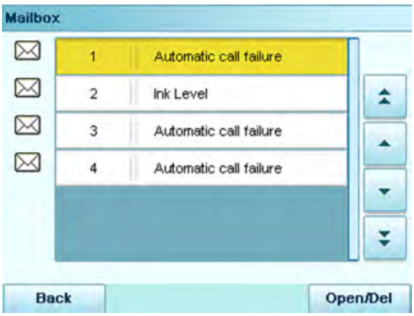
How to Read Messages as a User

1. As a user:

Select or on display, or

Press **Menu** and select the path: **> Mailbox**

The Mailbox screen is displayed.



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

How to Read Messages as a Supervisor

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

From the main menu, select the path: **> Mailbox**

The Mailbox screen is displayed.

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

How to Clean your Mailbox

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

1. As supervisor:

From the main menu, select the path: **> Mailbox**

The Mailbox screen is displayed.

2. Select the message to delete and press **Delete**, or select **Delete all** to delete all the messages.

Options List

How to Display Options

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

The options list provides you with a listing of all of the options that are available on your Mailing System and indicates the options that are activated.

You can display details for each option.

For more information about the options you can add to your Mailing System, contact your Customer Service.

To display the options list:

1. As supervisor:

   From the main menu, select the path: **> Options and Updates > Options list**

   The Options list screen is displayed.

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

Activating New Options

Steps to Activate Options

You can activate new options by connecting the Mailing System to the Online Services server. Once connected your new options are automatically downloaded into your Mailing System and activated.

> Contact your Customer Service to have a new option added to your Mailing System.

How to Load/Activate New Options

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

1. Trigger a generic call to the Online Services server (see Manual Calls on page 202).
2. After the call, you can display installed options (see How to Display Options on page 282).

9.3 Managing Custom Text Messages

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

As supervisor, you can:

- Add custom marketing Text messages (and create a name for menu selection)
- Edit / modify messages
- Delete existing Text messages
- Activate a default Text message (this setting is described in How to Change the Default Text on page 228).

The List of Custom Text Messages

The Text list displays the messages you have created and indicates the activated default Text, if any.

How to Display the List of Text Messages

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the list of Text messages:

1. As supervisor:

   From the main menu, select the path: **> Options and Updates > Text settings**

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

Editing Text

Use the procedures below to create, modify or delete Text messages.

How to Add a New Text Message

To add a new Text message:

1. Display the list of Text messages (see How to Display the List of Text Messages on page 284).
2. Select **Add new**.
3. Enter your Text (max. 4 lines, 18 characters per line).
4. Press **[OK]** to validate.
5. Press **[Next]** to validate.
6. Enter the name to be displayed on the menu for users, and then press **[OK]**.

   The system adds the Text message to the list.

How to Modify or Delete a Text Message

To modify or delete a Text message:

1. Display the list of Text messages (see How to Display the List of Text Messages on page 284).
2. Select a Text message and press **[OK]**.

   The Text setting screen is displayed.

To edit the content of the Text message or its name:

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

To delete a Text message:

1. Select **Delete**. Selected Text message is displayed.
2. Press **[OK]** to confirm deletion.

   The system updates the Text message list.

9.4 Managing Ad slogans

The Ad slogans are graphics you can add to the left hand side of the stamp that is printed on mail pieces.

As supervisor, you can:

- Display the Ad slogan list
- Rename or delete Ad slogans
- Download new Ad 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/Activate New Options on page 283).

See also

- Selecting a slogan to print: How to Change the Default Ad slogan on page 229

Displaying the List of Ad slogans

The list of Ad slogans includes those that are installed in the Mailing System. It indicates with a tick the activated default Ad slogan.

How to Display the List of Ad slogans

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the list of Ad slogans:

1. As supervisor:

From the main menu, select the path: **> Options and Updates > Ad slogan management**

The list of Ad slogans is displayed in the Ad slogan management screen.

Modifying the List of Ad slogans

This procedure allows you to change the name of an Ad slogan or remove an Ad slogan from the list.

How to Modify or Delete an Ad slogan

To modify or delete an Ad slogan:

1. Display the list of Ad slogans (see How to Display the List of Ad slogans on page 286).
2. Select the Ad slogan and press **[OK]**.

   The Ad slogan setting menu is displayed.

To change the name of the Ad slogan:

1. Select **Modify**.
2. Change the Ad slogan name using the keypad and press **[OK]**.

   The system updates the Ad slogan list.

To delete the Ad slogan:

1. Select **Delete**.

   The system asks for a confirmation.

2. Press **[OK]** to confirm deletion.

   The system updates the Ad slogan list.

How to Download New Ad slogans

To download new Ad slogans:

1. Display the list of Ad slogans (see How to Display the List of Ad slogans on page 286).
2. Select **Check for updates**.

   The Mailing System connects to the Online Services server and downloads available Ad slogans.

9.5 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/Activate New Options on page 283).

See also

- Options and Updates on page 275

Displaying the List of Rates

This list displays the rates that are installed in the Mailing System and indicates with a tick ✔ the active rate.

How to Display the List of Postal Rates

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the list of rates:

1. As supervisor:

   From the main menu, select the path: **> Options and Updates > Rate Management**

   The list of rate tables is displayed in the Rate Management screen.

How to Download New Postal Rates

To download new rates:

1. Display the list of rates (see How to Display the List of Postal Rates on page 289).
2. Select **Check for updates**.

   The Mailing System connects to the Online Services server and downloads available rates.

9.6 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 223).
- Activate/De-activate the function “Checking on zero weight” (see How to activate/de-activate Checking On Zero Weight on page 224).

Displaying the List of Permits

How to Display the List of Permits

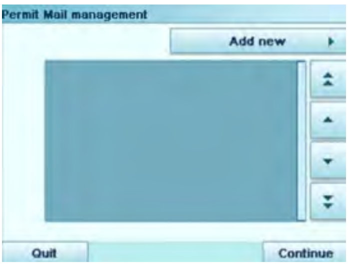
You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the list of permits:

1. As supervisor:

Press MENU and select the path: **> Options and updates > Permit Mail management**

The list of permits is displayed in the Permit Mail management screen.



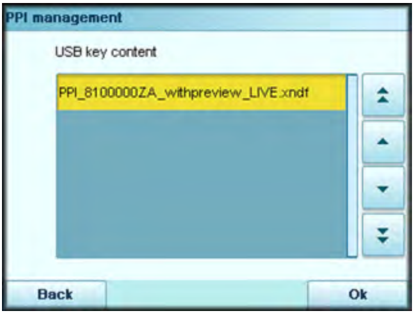
Adding or Deleting Permits

You can add permits to the machine using a USB memory device as follows.

How to Add or Delete Permits

To add a permit:

1. Display the list of permits (see How to Display the List of Permits on page 291).
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 337).
3. Press **[OK]**. The USB memory device content is displayed.



4. Select a permit to load into the machine and press **[OK]**.

   The permit list is updated with the new permit.

To delete a permit:

1. Select the permit to delete and press **[OK]** .
2. Confirm deletion, otherwise press **[Return]**.

   The system updates the permit list.

9

Options and Updates

9.7 Updating System Software

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

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

Updating Procedure

To check for available updates:

- Perform a call to the Online Services server (See How to Call Online Services Manually - Supervisor on page 203).
- 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 as a User on page 279.

Follow the procedure below to update your Mailing System.

How to Update the System Software

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

LAN connection is necessary to update the System Software

To update the system software:

1. As supervisor :

   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 at a proposed date and time. When the date and time are reached, the machine automatically calls the Online Services server for downloading.

After downloading

The Mailing System indicates it has to be re-started.

1. Switch off the Mailing System (See System ONOFF on page 26).

   After restarting, the Mailing System calls the server to confirm installation.

The Mailing System is ready for use with the new software.

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

10 Maintenance

This section contains important information about the proper maintenance of your Mailing System in order to ensure efficient operation.

10.1 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 compulsory 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 to provide 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

Displaying 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

Check the Best before date on the tank. After this date, the tank warranty is void.

How to Display Ink Tank Data (User)

To display the ink level and the tank data:

1. As a user:

   Press **Menu** and select the path: **> Ink and Accessories Information > Ink Tank Information**

   The Ink tank information screen is displayed.

How to Display Ink Tank Data (Supervisor)

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the ink level and the tank data:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > Ink Management > Print Head information**

   The Ink tank information screen is displayed.

10 Maintenance

Changing the Ink Tank

Ink cartridges and similar printing consumables must be regularly changed in order to ensure good print quality.

How to Change the Ink Tank

1. Open the ink tank drawer by pulling it towards you.

2. Press on 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 alignment process of the printing heads starts automatically.

Displaying Print head information

How to Display Print Head Information

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the print head information:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > Ink management > Print head information**

   The Print Head Information screen is displayed.

Cleaning the Printing Heads

If imprints look unclear or dirty in some way, test the printing quality and clean the headset to restore the printing head condition.

How to Test the Printing Quality

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To test the printing quality:

1. As supervisor:

From the main menu, select the path: **> Maintenance > Ink management > Printing quality management and cleaning process**

The following screen is displayed:

2. Press **Printing quality test**.

The test starts automatically.

How to Clean the Printing Heads Automatically

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

10 Maintenance

To clean the printing heads automatically:

1. As supervisor:

From the main menu, select the path: **> Maintenance > Ink management > Printing quality management and cleaning process**

The following screen is displayed:

2. Press **Print head cleaning**.

The cleaning starts automatically.

10

Maintenance

10.2 Maintaining the Feeder

Replacing the Feeder Fingers rubber pad

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.

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.

How to Replace the Feeder Fingers

To remove a Feeder Finger rubber pad:

1. Open the Feeder top cover
2. Keep firmly the finger pad from 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 in the locating hole (2) at both ends of the feeder finger.

2. Press the rubber pad against the feeder finger untils it clips on.

10.3 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.

Filling the Sealer Bottle

How to Fill the Sealer Bottle

To add water:

1. Remove the bottle from its base and turn it over.

2. Unscrew the cap and fill the bottle with water up to the limit marks.
3. Screw on the cap and put the bottle back into place.

Cleaning the Water Filter

A water filter is installed on the system. It is necessary to clean it regularly.

How to Clean the Water Filter

To clean the water filter:

1. Open the water filter drawer by pulling it towards you.

2. Pull the water filter vertically to disengage it.

3. Clean the water filter with water.
4. Put the water filter back in place.
5. Close the drawer.

10.4 Cleaning the Mail Path

Cleaning the mail path includes:

- Doing an automatic cleaning of the heads
- Cleaning Feeder sealer ramp
- Cleaning Feeder belts and rollers
- Cleaning the Mailing System sensors on the mail path.

Cleaning the Moistening Ramp of the Sealer

Make sure your system is off before cleaning.

How to Clean the Moistening Ramp (Sealer)

To clean the Moistening Ramp:

1. Open the Feeder by pulling the handle towards you.

2. Pull up the right of the blue release lever to release the moistening ramp.

3. Push the moistening ramp backwards to disengage it.

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.

Cleaning Belts and Rollers

Follow the steps below to clean the belts and rollers in the Feeder and in the Dynamic Weighing Module (if installed).

How to Clean the Accessory Belts and Rollers

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.

Cleaning Mail Path Sensors

How to Clean the Mail Path Sensors

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.

10.5 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 a better precision.

How to Calibrate the Touchscreen

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To calibrate the touchscreen:

1. As supervisor:

   From the main menu, select the path: **> Machine settings > Display > Touch screen calibration**

2. Follow the instructions on the screen using your favorite pointing device.

   The touchscreen is calibrated at the end of the process.

10.6 Maintenance processes

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

These processes are only to be completed on request from your Customer Service.

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

As supervisor:

From the main menu, select the path: **> Maintenance > Service processes**

1. **Withdraw a PSD**
   - Remove PSD from service.
   - Requires a password from Customer Services to perform.
2. **Install a PSD**
   - Allows installation of a new PSD in mail system. Old PSD must have already been withdrawn.
3. **Update registration**
   - This procedure is used if you have changed your address.
   - Contact Customer Service to change your information. You will be instructed to perform the update registration procedure.

Performing the Update Registration Procedure to Change Address

This procedure is used if you have changed your address. Contact Customer Service to change your information. You will be instructed to perform the update registration procedure. Check that your Mailing System is connected to the LAN before starting.

How to Run Update Registration

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To run the update registration:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > Service Processes**

   A confirmation message is displayed.

2. Press **[OK]**.
3. Select **Update registration**
4. Press **[OK]** to start the connection to postal services.
5. Press **[RETURN]** after the call is completed.
6. The update registration is finished and your new ZIP code will print in the postal imprint.

11 Troubleshooting

This section helps you solve problems you may encounter while using your Mailing System.

Print Base Stoppages

Problem: Envelopes are stopped in the transport mechanism of the Base.

Possible cause	Action
• Mail piece is too thick. • Mail size is incorrect. • Envelopes are not properly stacked on the feed platform.	**1.** Clear the Base as indicated below. **2.** Correct the cause indicated in the left column: - Mail sizes: see Mail Specifications on page 341. - Envelope stacking: see Using the Feeder on page 95.

How to Clear Jammed Mail in the Print Base

To clear stalled mail in the Base:

1. Pull the release handle on the lower assembly of the print Base.

2. Using your other hand, remove the jammed envelopes.

   If the jammed envelopes can not be removed, perform the following:

3. Hold the handle opened and push on the inside lever to unlock the base drawer.

4. Pull the Base drawer towards you.
5. Gently tilt the Base drawer on the left side and remove it.

6. Remove jammed envelopes.

7. Put the Base drawer back into place.

8. Release the jam release handle.

Feeder Stoppages/Jams

Problem: Envelopes are stopped in the Feeder.

Possible cause	Action
• Mail piece is too thick. • Mail size is incorrect. • Too many envelopes are on the feed deck. • Envelopes are not properly stacked on the feed platform.	**1.** Clear the Feeder as indicated below. **2.** Correct the cause: - Mail sizes: see Mail Specifications on page 341. - Envelope stack height: 7.75" max. - Envelope stacking: see Using the Feeder on page 95.
• Sealing is ON while feeding sealed envelopes.	**1.** Feed sealed envelopes only with sealing OFF. **2.** Check that already closed envelopes are properly sealed at the leading edge. Envelopes not completely closed may jam.
• Sealing is ON while feeding envelopes in a wrong position.	Correct the cause: **1.** Envelope feeding: see Using the Feeder on page 95.
• The selection fingers are blocked.	Correct the cause: **1.** The selection fingers have not been lifted by a thick envelope. **2.** The selection fingers have been lifted by a thin envelope.

The mail transport path should be regularly cleaned. See Cleaning the Mail Path on page 308.

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.

Dynamic Weighing Module Stoppages and Jams

Problem: Envelopes are stalled on the Dynamic Weighing Module deck.

Possible cause	Action
• Mail size is incorrect. • Envelopes are not properly stacked on the feed platform.	1. Clear the Dynamic Weighing Platform as indicated below. 2. Correct the cause: - Mail sizes: see Mail Specifications on page 341. - Envelope stacking: see Using the Feeder on page 95.

How to Clear Mail Stalled in the Dynamic Weighing Module

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 it may alter its weighing accuracy.

To restore the Dynamic Weighing Module zero, see Weighing Devices Settings on page 238.

11.2 Label Stoppages and Jams

Problem: A Label is Stalled in the Print Base

Possible cause	Action
A label is blocked in the Internal Label Dispenser or in the transport mechanism of the Base.	Clear the label. See How to Clear a Label Jammed in the Base on page 322.

How to Clear a Label Jammed in the Base

To clear a label jammed in the Base:

1. Try to disengage the blocked label from the top of the dispenser. If it is not possible, do the following:
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 open 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 side and remove it.

7. Remove jammed labels.

8. Put the Base drawer back into place.

9. Release the jam release handle.

11.3 Weighing Problems

Weighing Reinit

To reinit the weighing platform you can hold pushed the **C** touch.

Problem: The Weighing Platform or Dynamic Weighing Module doesnot Weigh Properly

The Base does not seem to display a correct weight. You have to 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 is not selected.	See the weighing type selection procedures in Selecting a Weighing Mode on page 77.
There are vibrations or air drafts in the weighing area.	Use a solid and steady table: • 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 Devices Settings on page 238).
The Weighing Platform zero is not correct.	See the Weighing Platform zeroing procedures in Weighing Devices Settings on page 238.

Weight too heavy for current rate (you have placed a package on the platform that is too heavy for the rate selected).	**1.** Press **[OK]** to clear the error message. **2.** Press the **[Rate]** key and select a rate class that can accommodate the weight of the package. Example: select Priority if the rate you had been using was first class. **3.** Press lightly on the Weighing Platform to establish the weight and postage with the new rate.
Weight on platform exceeds capacity defined in Weighing Platform.	**1.** Remove the package and if possible, weigh it on another scale. **2.** Use Manual Weight Entry mode to enter the weight and determine the postage.

To avoid weighing errors, be sure the Weighing Platform is clear when starting the machine.

11.4 Diagnostics and System Data

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: • Base Sensors • Dynamic Weighing Module Sensors • Feeder Sensors
3	Feeder tests	• Moistening pumps • Moistening flap position • Paper fan
4	Display	The screen displays, successively and without Text, a red page, a green page, and a blue page.
5	Control Panel Keys	Displays “Key ok” if the test is correct
6	Base Serial Ports	Checks the COM ports.
7	Ping tool	
8	IP configuration checker	Checks Lan connection.

How to Access the Diagnostics

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To gain access to the diagnostics:

1. As supervisor:

   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.

System Data

As Supervisor, you have access to the following data:

- Software data (PSD#, Loader, OS, PACK, XNDF DATA OMEGA, language, variant)
- Hardware data (P/N of the base and the PSD)
- Events logs (Base events and PSD events, or Server connection history)
- Machine counters.

How to Display the Software Data

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the Software Data:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > System Infomation > Software information**

2. The system displays the data about the software.

How to Display the Hardware Data

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the Hardware Data:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > System Infomation > Hardware information**

2. The system displays the data about the hardware.

How to Display the Events Lists

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the events lists:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > System Infomation > Events list**

2. Select the **Base events** list or the **PSD events** list or the **Server Connection History** list
3. Press **[OK]** to validate.
4. The system displays the selected list in a table along with (for each event):

   - The Code of the event

   - The Date when event happened

   - The Cycle number

5. Note the Code and refer to Customer Service.

How to Display the Machine Counters

You have to connect as a **Supervisor** (see How to Log in as Supervisor on page 220).

To display the data of the machine counters:

1. As supervisor:

   From the main menu, select the path: **> Maintenance > System Infomation > Counters**

2. The system displays the data of the machine counters.

11

Troubleshooting

12 System Specifications

This section contains the important specifications of your Mailing System.

12.1 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

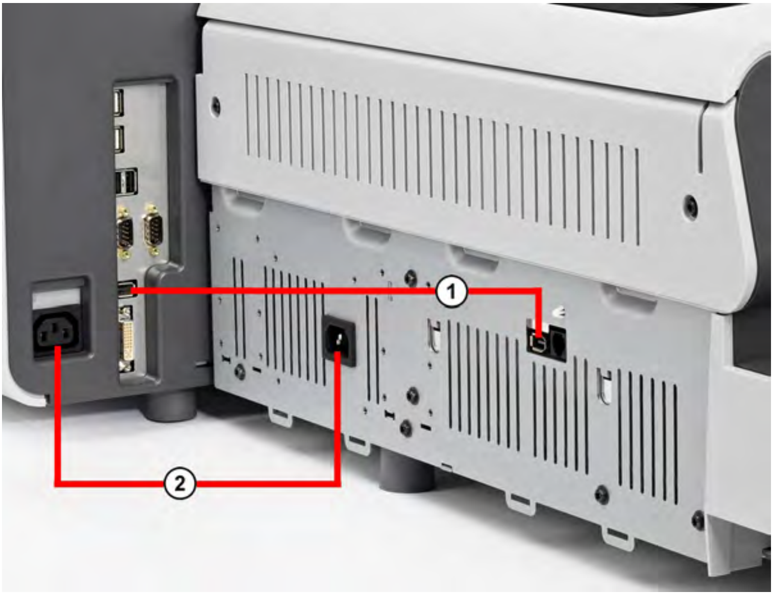
- **Dimensions** (Width x Length x Height): 18.11" x 31.49" x 13.77"
- **Weight**: 63.93 lb
- **Power supply**: 120 V (+/- 10 %) 3 prong
- **Frequency**: 60 Hz
- **Maximum Current Rating**: 5A
- **Ambient Temperature**: 50 °F to 104 °F
- **Relative Humidity**: 20 % to 80 % relative humidity (without 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).

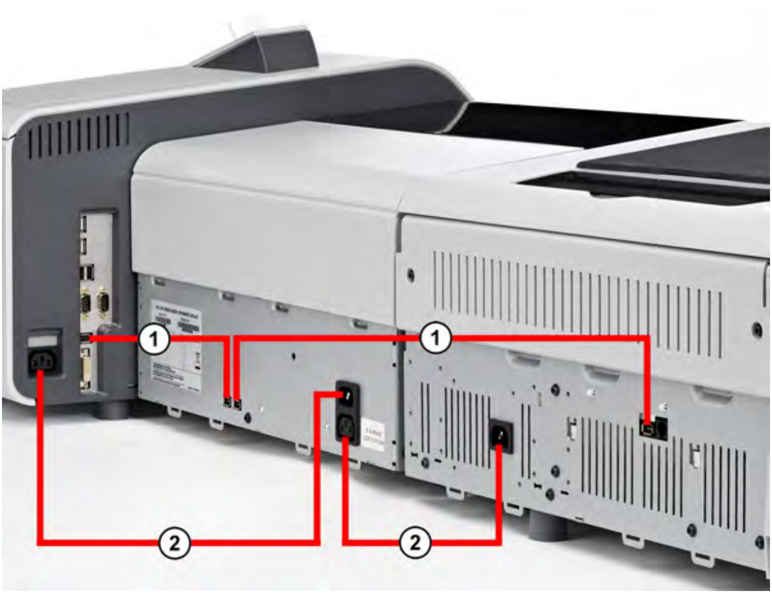
12.2 System Connections

Base + Feeder



1	CAN
2	Power

Base + Feeder + Dynamic Weighing Module



1	CAN
2	Power

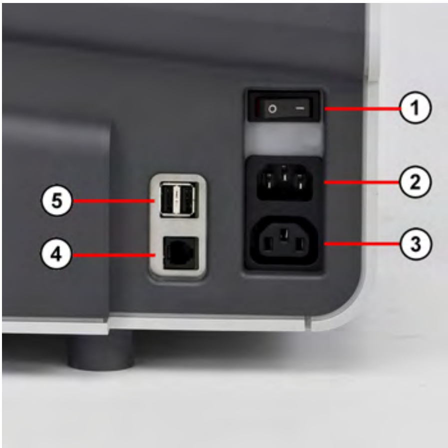
Base + Stacker

1	**Power**

12.3 System Connectors

Base connectors

On the right-hand side

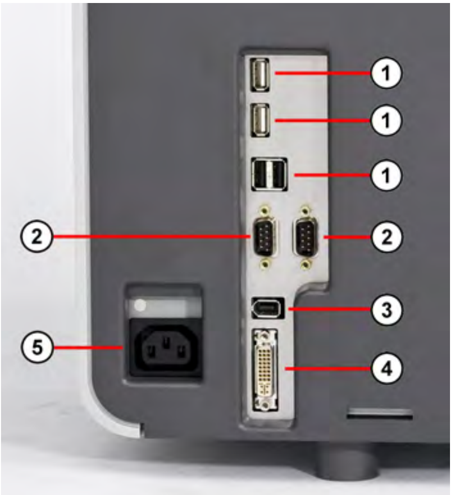


ON/OFF switch	1	The ON/OFF switch is located at the rear of the right hand side of the Mailing System base.
Power connector	2	To wall socket
Power connector	3	To Conveyor Stacker
RJ 45	4	For future use
USB ports	5	To any USB device*

USB devices: Keyboard, Remote Label Dispenser, Printer, LAN adaptor, Bar Code Reader…

All USB devices have to be plugged with the system powered OFF.

On the left-hand side

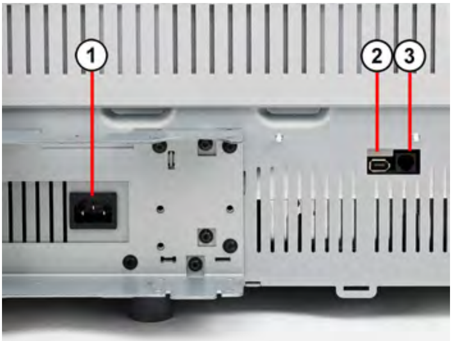


USB ports	1	To any USB devices*
RS232 (COM1/2)	2	Not applicable
CAN	3	To Feeder or Dynamic Weighing Module
DVI Connector	4	To display
Power connector	5	To Feeder or Dynamic Weighing Module

USB devices: Keyboard, Printer, LAN adaptor, Bar Code Reader…

All USB devices have to be plugged with the system powered OFF.

Feeder connectors

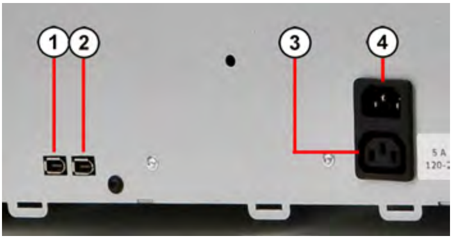


Power connector	1	To Base or Dynamic Weighing Module
CAN	2	To Feeder or Dynamic Weighing Module
RJ45	3	For future use

12

System Specifications

Dynamic Weighing Module connectors



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

Conveyor Stacker connectors

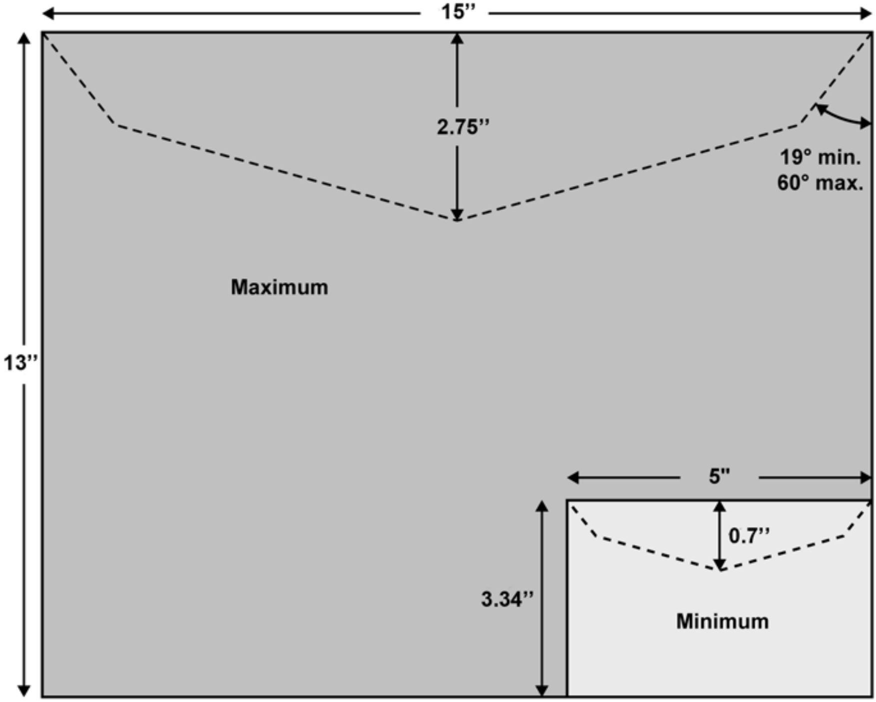
Power connector	1	To Base

12.4 Mail Specifications

Envelope Characteristics

Envelope Dimensions

Your Mailing System can handle envelope flap sizes as illustrated below(note: the illustration is not on 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

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 95.

Label Characteristics

Two types of label are available for your Mailing System:

- ILD Labels, for the internal label dispenser
- RLD Labels, for the Remote Label Dispenser

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

ILD labels

These labels are pre-cut and self-adhesive.

ILD labels dimensions are shown in the table below:

Length:	4.92”	8.66”
Width:	1.53”	1.61”
Thickness:	-	-

RLD labels

These labels are stored in rolls.

RLD labels dimensions are shown in the table below:

Label Rolls Dimensions	Min.	Max.
Width:	1.18"	1.77"
Thickness:	-	-

12.5 Operating Specifications

Dynamic Weighing Module Range

- Resolution in dynamic weighing mode: lb.oz.

Accounts

The number of accounts you can create can be raised optionally to 500 (Account Number on page 207).

Operating conditions

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

12.6 Environmental 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.

12.7 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	Level 3	Level 4	See...
1. Print Mode				Introducing Tasks on page 35
2. Batch settings				
	2.1. Print Position			Offsetting the Print Position on page 89
	2.2. Weighing modes			Selecting a Weighing Mode on page 77
	2.3. Tare Weighing Platform			Weighing Devices Settings on page 238
	2.4. Zero Weighing Platform			
	2.5. Sealing Mode and Moistening			Using the Sealer on page 105
	3.6. Start Batch counters			
	2.7. Time-out settings			System Time-outs on page 253
	2.8. Quiet Mode			Quiet Mode on page 251
	2.9. Inserter mode			Inserter Mode on page 267
3. Imprint memories				Using Imprint Memories on page 92
4. Rate selection				

5. Account selection		Changing Accounts on page 48
6. Reports		Reports on page 161
	Presort current batch	
	Presort historical <latest date>	
	Presort historical <latest date-1>	
	Batch data	
	Funds summary	
	Daily usage	
	Monthly usage	
	Single account	
	Multi account	
	Budget limit report	
	Permit current	
	Permit <latest date>	
	Permit <latest date-1>	
7. Funds		
	7.1. Funds used/funds available	Managing Funds on page 114
	7.2. Add funds	
	7.3. Postal Inspection	
8. Mailbox		Using the Mailbox on page 278
9. Online services		
	9.1. Ping Server	Test the Connection to Online Services on page 204
	9.2. Test Server	
	9.3. Generic call	Manual Calls on page 202
	9.4. Machine Synchronization	Synchronize Call on page 204
	9.5. Statistics upload	

	9.6. eConfirmation upload	
	10.7. eConfirmation record list	
10. Piece Counting		Counting Piece on the Weighing Platform on page 73
11. User Preferences		
	11.1. Language	Changing the Display Language on page 247
	11.2. Key Sounds	Enabling/Disabling Sounds on page 249
	11.2. Error Sounds	Enabling/Disabling Sounds on page 249
12. Ink and accessories information		
	12.1. Ink Tank information	Displaying Ink Tank Data on page 297
	12.2. Remote Label Dispenser	Maintaining the RLD on page 260
13. Supervisor		Logging in / out as the Supervisor on page 220

Supervisor Menu

Level 1	Level 2	Level 3	Level 4	See...
1. Mailbox				Using the Mailbox on page 278
2. Reports				Reports on page 161
	Presort current batch			
	Presort historical <latest batch>			
	Presort historical <latest batch-1>			
	Funds summary			

	Adding Postage		
	Daily usage		
	Monthly usage		
	Machine configuration		
	Operator activity		
	Budget limit report		
	Product code report		
	Single Account		
	Multi Account		
	Single account		
	Base events		
	PSD events		
	IP Config		
	Proxy config		
	Permit current		
	Permit historical <latest date>		
	Permit historical <latest date-1>		
3. Default user settings			
	3.1. Default user preference		
		3.1.1. Language	How to Change the Display Language by Default on page 248
		3.1.2. Sounds	How to Change the Beeps by Default on page 250
		3.1.3. Brightness	How to Change the Display Brightness by Default on page 249
	3.2. Base settings		
		3.2.1. High value amount entry	High-Value and Low-Funds Warnings on page 234

		3.2.2. Default Sealing Mode	Sealing Default Mode on page 236
		3.2.3. Default moistening level	Moistening Default Level on page 237
		3.2.4. Print Position	Adding a Default Print Position Offset on page 230
		3.2.5. Default weighing mode	Weighing Devices Settings on page 238
		3.2.6. Default Quiet Mode	Quiet Mode on page 251
		3.2.7. Default Inserter mode	How to Set the Inserter Mechanical Connection as Default on page 268
		3.2.8. Default label printer	Selecting a Default Label Printer on page 230
		3.2.9. Presort reporting	Operational Presort Report on page 169
		3.2.10. Auto Weight Detect	
		3.2.11. Checking on zero weight	
	3.3. Default imprint parameters		
		3.3.1. Set Default Text	Changing the Default Text on page 228
		3.3.2. Default slogan selection	
		3.3.3. Default rate	Default Rate on page 222
		3.3.4. Automatic date advance	Automatic Date Advance on page 225
		3.3.5. Fractional Postage Mode	Fractional Print Mode Setting on page 226

		3.3.6. Default Permit	Default Permit on page 222
	3.4. Funds settings		Funding PIN Code on page 235
	3.5. Time out settings		System Time-outs on page 253
4. Imprint Memories			Imprint Memories on page 231
5. Account management			
	5.1. Account mode selection		Implementing an 'Account Mode' on page 124
	5.2. Manage account 5.2. Change System Pin Code only in 'No account with PIN Code' accounting mode		
		5.2.1. Account list	Managing Accounts on page 141
		5.2.2. Account report	Account Data Reports on page 182
		5.2.3. Import Account list	How to Import Accounts on page 148
		5.2.4. Export Account list	How to Export the Account List on page 147
	5.4. Manage operator		
		5.3.1. Operator list	Managing Operator PIN Codes on page 149
		5.3.2. Operator report	How to Generate the Operator Report on page 187
	5.5. Budget and surcharge management		Advanced Reporting Functions on page 156
6. System settings			

	6.1. Weighing functions		
		6.1.1. Weighing Platform Tare	How to Tare the Weighing Platform on page 239
		6.1.2. Zero Weighing Platform	How to Zero the Weighing Platform on page 240
	6.2. Accessories and modules settings		
		6.2.1. High accuracy	Dynamic Weighing Module High Accuracy Mode on page 241
		6.2.2. GEO code	GEO Code on page 244
		6.2.3. Set Remote Label Dispenser status	How to Set the RLD Status on page 259
	6.3. Touch screen calibration		Touchscreen Calibration on page 312
	6.4. Date and Time		Time and Date Management on page 255
7. Maintenance			
	7.1. System info		
		7.1.1. Software information	System Data on page 327
		7.1.2. Hardware information	
		7.1.3. Event lists	
		7.1.4. Counters	
	7.2. Ink management		
		7.2.1 Print Head Information	Displaying Ink Tank Data on page 297
		7.2.2 Printing Quality Management	Cleaning the Printing Heads on page 301
		7.2.3 Ink Tank Information	
	7.3. Diagnostics		

		7.3.1 Ping server		Diagnostics on page 326
		7.3.2 System Status		
			7.3.2.1 Base Sensors	
			7.3.2.2 Dynamic Scale Sensors	
			7.3.2.3 Feeder Sensors	
			7.3.2.4 Remote Label Dispenser Sensors Status	
		7.3.3 Feeder		
			7.3.3.1 Moistening pumps test	
			7.3.3.2 Moistening flap position test	
			7.3.3.3 Paper fan test	
		7.3.4 Display		
		7.3.5 Keypad		
		7.3.6 Serial Connectors		
		7.3.7 Ping tool		
		7.3.8 IP configuration checker		
	7.4. Service processes			
		7.4.1 Withdraw a PSD		Maintenance Processes on page 313
		7.4.2 Swap PSD		
		7.4.3 Update registration		
	7.5. Network advanced settings			
	7.6. Remote Label Dispenser Management			Maintaining the RLD on page 260
8. Options and updates				

	8.1. Options list	Managing Optional Features on page 282
	8.2. Text settings	Managing Custom Text Messages on page 284
	8.3. Ad slogan management	Managing Ad slogans on page 286
	8.4. Rate management	Managing Postal Rates on page 289
	8.5. PPI management	Managing Permits on page 291
9. Communication settings		
	9.1. Type of connection	Type of Connection to the Postal or On-line Services on page 264
	9.2. LAN settings	LAN Settings on page 265
10. Online services		
	10.1. Ping Server	How to Test the Connection to Online Services on page 204
	10.2 Test Server	
	10.3. Generic call	Manual Calls on page 202
	10.4. Machine Synchronization	Synchronize Call on page 204
	10.5. Server loading	
	10.6. Save Customer Data	
	10.7. Upload Customer Data	
	10.8. Statistics upload	Uploading Statistics on page 206
	10.9. Upload E-Services Records	e-Confirmation Services on page 208
	10.10. E-Services Record List	

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