

Mailing Systems

iX-3 Series



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1 Safety Information

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Power Connection

Before connecting, check whether the Mailing System is suitable for the local AC power voltage (110V - 60Hz).

THIS SYSTEM 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 with cleaning.
- Use an outlet located near the system 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 there is no strain on the power supply cord.

Compliance

Energy Star® Compliance



Your mailing system is Energy Star® compliant, meaning that it will help to save energy and money while protecting the environment.

Environmental Compliance



A program is implemented for the recycling of worn mailing systems and systems at the end of their lifetime. Contribute in a responsible way to environmental protection by consulting your retailer's website, or by contacting them directly.

CE Compliance



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



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.

General Safety

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



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

Follow the additional safety precautions below:

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

LAN Connections

To connect with server, using LAN connection.

Plugging the Right Jack in the Right Socket

Your mailing system uses a local area network or LAN (high speed internet connection) to connect to the online services and funding servers.



Network/PC LAN Cable picture above

Follow the additional precautions below:

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

1

Safety Information

How to Disconnect your Mailing System


1. Press  (at the top right corner of the control panel).

A **short press** on the **sleep/on/soft off** mode button sets the machine to sleep mode.

A **long press** on the **sleep/on/soft off** mode button sets the machine to soft off.

The light located next to the key indicates:

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

2. Be sure that the light located next to the key  (at the top right corner of the control panel) is **amber** meaning that the mailing system is in sleep mode.
3. Turn off your mailing system. The circle (or O) indicates the system is off.



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

1.2 How to Enable an Emergency Stop

If you want to stop the system in the event of an emergency:

To stop the run process immediately:

1. Press .
-





1.3

Symbols

1

Safety Information

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 scenarios or situations.
	TIP: advice to help save you time when processing your mail.

2 Meet Your Mailing System

Get to know your Mailing System in this section.

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2.1 System Layout

System Components



Weighing platform

① Measures weight of mail pieces.

Base

② Prints envelopes (or labels) and controls the mailing system.

Jam release handle

③ Allows you to remove jammed envelopes or labels.

Feed Table

④ Beginning of mail transport path.

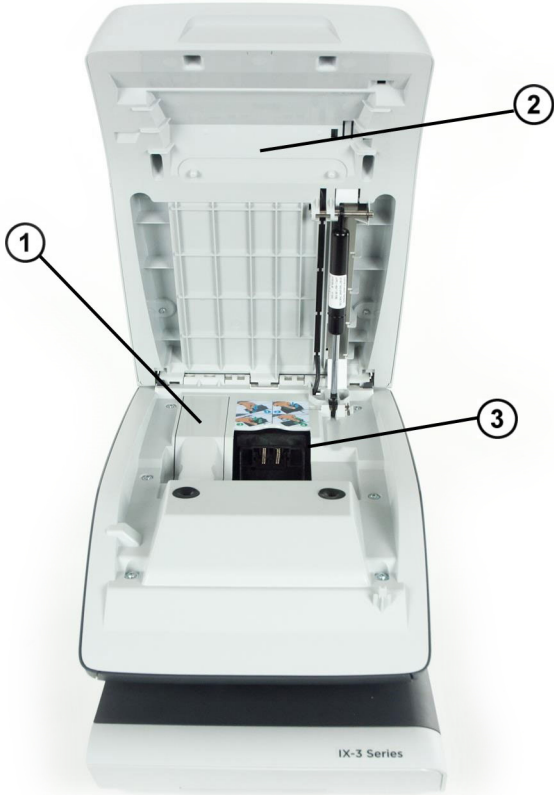
2

Meet Your Mailing System

Inside System Base

2

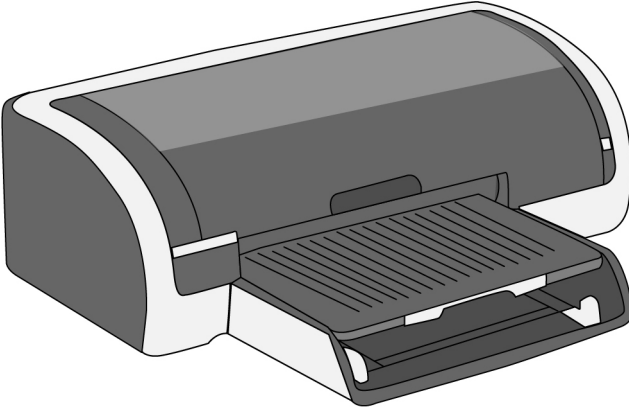
Meet Your Mailing System



- Postal Security Device (PSD)
- Cover
- Ink Cartridge

- ① Postage meter. Never remove unless Helpdesk asks you to!
- ② Lift from the front to open.
- ③ Prints the postal imprint on envelopes.

Report Printer (Optional)



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

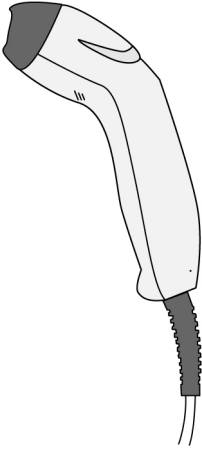


For more information about compatible printers that can connect to your mailing system, please contact technical support.

Barcode Scanner (Optional)

2

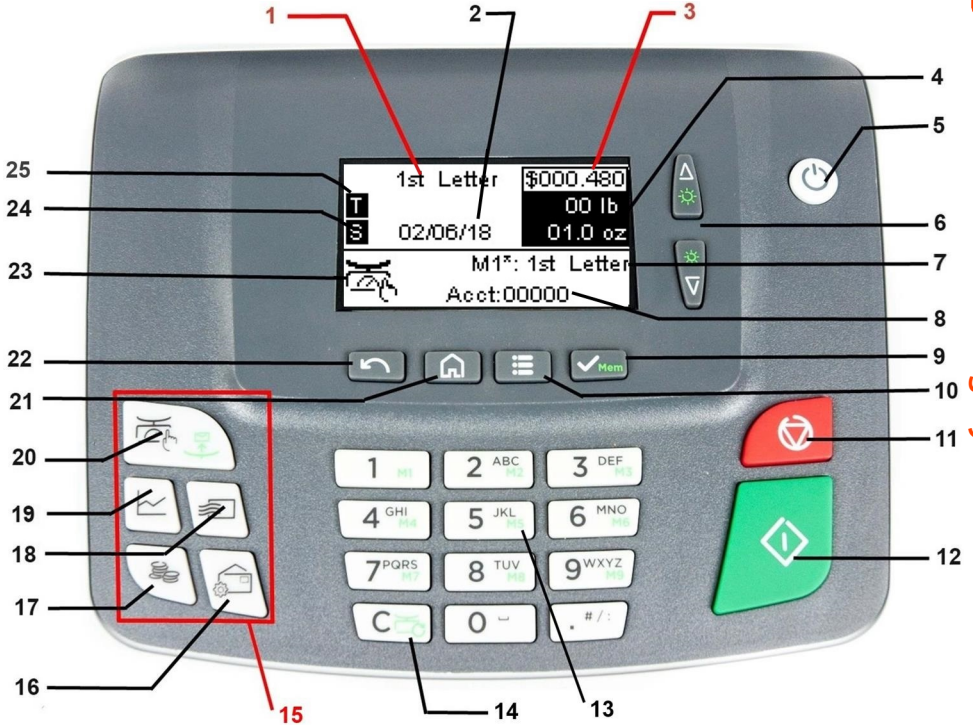
Meet Your Mailing System



This scanner is used:

- to identify accounts through barcodes
- to scan e-services tracking numbers on mail items.

Display Areas



Rate and Services	1	Indicates the current rate and services selected.
Date	2	Displays the date that will be printed.
Postage	3	Indicates the amount to be printed on the envelope.
Weight	4	Current weight used to calculate postage amount.
Imprint Memory	7	Displays selected imprint memory.
Account	8	Displays account currently selected.
Weighing type	23	Current weighing method.
Imprint right	24	Indicates that custom Text will be printed in the right hand section of the imprint area. (See Processing Mail/Settings/Configuring the Stamp.)

Imprint left

25







Indicates that a Slogan will be printed in the left hand section of the imprint area. (See Processing Mail/Settings/Configuring the Stamp.)

2






Meet Your Mailing System

Keys and Shortcuts






NAVIGATION KEYS

Return	22		Used to cancel, skip or go back.
Home Screen	21		Returns the system to the Home screen.
Menu	10		Accesses the menu settings.
OK	9		Short press: Validates a selection. Long press: Saves a memory when a homepage is displayed.
Up Arrow	6		Short press: Navigates up in lists or menus. Long press: Increase the backlight when the homepage is displayed.
Down Arrow	6		Short press: Navigates down in lists or menus. Long press: Decrease the backlight when the homepage is displayed.

SHORTCUT KEYS

Funds	17		Accesses funds management (including adding funds).
Report	19		Displays the report list.
Rate Selection	18		Displays the rate selection screen.
Build Stamp	16		Accesses stamp selection and stamp set up screens.
Weight	20		Short press: Displays the manual weight entry screen. Long press: Selects the differential weighing type.

KEYPAD

Alphanumeric Keys	13		<p>Short press: Allows the entry of alpha or numeric values (accounts or other set up information). Press a key several times to display all possible characters.</p> <p>Long press (from homepage): Used to have direct access to the corresponding memory.</p>
Clear/Reset Rate	14		<p>Short press: Clears keypad entries and existing data in entry fields or, from the home screen refreshes weight.</p> <p>Long press (from homepage): Access zero weighing platform function.</p>
START / STOP KEYS			
Sleep/Wake/Soft Off	5		<p>Short press: Wakes the Mailing System up or turns it to 'Sleep' mode. The light indicates the system state (green = awake, amber (continuous) = asleep).</p> <p>Long press: The system is in soft off state (amber (blinking) = soft off).</p>
Start	12		Starts printing process.
Stop	11		Stops printing and all mechanical activity (motors) in the mailing system.

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	2ABC
3	3DEFdef	3DEF
4	4GHIghi	4GHI
5	5JKLjkl	5JKL
6	6MNOMno	6MNO
7	7PQRSpqrs	7PQRS

8	8TUVtuv	8TUV
9	9WXYZwxyz	9WXYZ
0	0 –	0 –
.	., # / : @ * ? & ! - + \	., # / : @ * ? & ! - + \ _
C	'Clear' function	'Clear' function

2.4 Connections

Connectors

2

Meet Your Mailing System



LAN Port

Two USB Ports

Power Connector and Switch

① To connect to LAN network

② To connect to memory device or printer

③ To power supply



COM1

① To weighing platform

Detail of Connections

2

Meet Your Mailing System



LAN Port

① To connect to the LAN network in order to access online services

2.5 Power Management



The System can only use the LAN if the LAN cable is connected BEFORE the power chord is plugged in.

2

Meet Your Mailing System

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.

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

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

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


You can also turn the mailing system to sleep mode manually.



To change the period of time after which the mailing system switches to sleep mode, see [How to Adjust the Time-outs](#) on page 161.

2

Meet Your Mailing System

1. Press  (at the top right corner of the control panel).
 - A **short press** on the **sleep/on/soft off** mode button sets the machine to sleep mode.
 - A **long press** on the **sleep/on/soft off** mode button sets the machine to soft off.The light located next to the key indicates:
 - **Green**: The mailing system is in awake mode and ready for use.
 - **Amber (continuous)**: The mailing system is in sleep mode (low power mode).
 - **Amber (blinking)**: The mailing system is in soft off mode (very low power mode).




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



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

How to Turn the Mailing System to Off Mode

To turn off your system, you can use the on/off button located on the right side of the Base.

1. Turn your system to sleep mode (see [How to Turn the Mailing System to Sleep/Soft Off Mode](#) on page 21).
2. Be sure that the light located next to the key  (at the top right corner of the control panel) is **Amber** meaning that the mailing system is in sleep mode.
3. Turn off your mailing system. The circle (or O) indicates the system is off.



3 Processing Mail

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

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Preparation Steps

These preparation steps allow to run your mail more efficiently.

It involves:

Sorting mail by type and task, to make processing faster ([Sorting Mail by Type and Task](#)). Logging into the system to start a work session ([Turning On Your System and Starting a Work Session](#) on page 26). Selecting the Type of stamp that matches each mail batch ([Selecting the Type of Stamp](#)). Checking additional issues concerning your mailing system: ink level, funds, etc. ([Frequently Asked Questions](#)).

How to Sort Mail

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

1. Mail Type.

See table#ID38AC0D on page 28

Outgoing mail with different postage types

- Standard postage
- Date to correct
- Amount to correct

Incoming mail

2. Separate envelopes that require sealing from those that do not.
 3. Accounts to allocate costs to (only if you have to select an account at login, see [Settings Details](#)).
 4. Rates to apply and services to add.
 5. Physical characteristics.
Separate mail pieces that exceed the weight, size or thickness allowed in the system mail path (see [Mail Specifications](#) on page 229).
 6. Finally, sort each stack by item size.
-

Turning On Your System and Starting a Work Session

Turning the system on automatically starts a work session on the Mailing System.

At start-up, depending on specific settings:

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


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



You should not put anything on the weighing platform before starting the mailing system.


How to Log in and Start a Work Session

To log in as a user:

1. Press  to wake-up the system.

The system may display one of the following screens:

Home Screen [Standard]:

1st Letter	\$000.500
	00 lb
06/07/19	01.0 oz
	M1: 1st Letter
	Acct:00000

Login Screen:

Login
Enter PIN code:
<input type="text" value="****"/>

Account Screen:

Select Account
00000 - Default Acc...
✓ 1. Marketing
2. Sales
<input type="text"/>

2. If the following screen is displayed:

- Home Screen [Standard]: If this screen is displayed, no other step is required to navigate through the system.
- Login Screen: If the login screen is displayed, enter your PIN code.
- Account Screen: If the account screen is displayed, select your account as follows:
 - Use up and down arrows and press **[OK]** to validate.
 - You can also use a barcode scanner (optional) to select your account.

The home screen [Standard] page is displayed. The work session starts.

How to Find an Account



Find your account quicker: type the account number or use a barcode scanner instead of using up and down arrows.



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").

Accounting information

- To change allocating accounts when a session is already opened, see [Changing the Current Account](#) on page 52.
- To choose security level for accounts and access control, see [Managing Accounts and Assigning Rights](#).
- To turn your system on sleep mode, see [How to Turn the Mailing System to Sleep/Soft off Mode](#) on page 21.

Type of Process and Type of Stamp

The table below indicates the type of stamp to choose, depending on the type of process you want to apply to each set of mail.

The column on the right indicates, for each Type of stamp, the options available for each type of stamp.

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

Type of process	Type of stamp	Available Stamp options
Applying postage to outgoing mail	[Standard] (Printing [Standard] Mail)	<ul style="list-style-type: none"> • Rate • Weight • Date format • Text (optional) • Slogan (optional)
Re-dating a mail piece:	[Redate] (Printing [Redate] Mode)	<ul style="list-style-type: none"> • No weight, postage amount = 0 • Date format
Correcting a postage amount (print on back of envelope):	[Amount Correction] (Printing [Amount Correction] Mode)	<ul style="list-style-type: none"> • Amount • Date (optional)
Printing 'Received' or the date on incoming mail:	[Received] (Printing Incoming Mail with [Received] Mode)	<ul style="list-style-type: none"> • Print date and/or 'Received'



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

Customizing Your Stamp

When processing mail you will be required to select the 'Type of stamp' you need. For example, you can select "Standard" to print postage, or "Received" to print the date on incoming mail, or "No printing" for seal only applications.


For each 'Type of stamp' you select, the Mailing System displays all the specifications - and only those specifications - for the type of process you will use.

Home Screen and Configuration Menu

Each type of stamp is associated to:

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



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



Your system has five shortcut keys for direct access to save time. You can eliminate key strokes to add or check funds, display the report list, select a rate, customize the stamp and change weighing mode.

How to Change the Current Type of Stamp

Once you are logged in as user:

1. Press  .

The Customize Stamp screen is displayed.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+1]

2. Select >Type and press [OK].

The Type of stamp screen is displayed.

Type of stamp	
✓ 1. Standard	
2. Amount correction	
3. Received	
4. Redate	

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

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

4. Press  or  to return to the home screen.
-

Applying Postage for [Standard] Mail

Use the following settings to apply Postage for [Standard] Mail.

How to Set Postage for [Standard] Mail

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


- As mail requirements quickly vary, some settings may not be necessary, or their order may vary.
- You must begin with selecting the Type of stamp to gain access to the additional options and be able to run your mail (standard is default).




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

Required settings:

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

1st Letter	\$000.500
	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
	Acct:00000

2. Check or change the type of stamp, if you are not in [Standard] mode.

Press  to access the Customize Stamp screen:

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+0]

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

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



To select an option in the screen: Highlight the option using the

arrow keys  and .

3. Additionally, you can configure stamp elements from the Customize stamp screen as follows:

Change Imprint left or right:

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

- One slogan and one text:



- Two texts:



- Two slogans:





To select a Slogan, see [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 193.

To select a Text, see [How to Add \(or Cancel\) a Text on the Stamp](#) on page 188.

Check or change the Date or Date Format:

Select Date and then select a date option in the Date advance screen. Select Today's date for printing today's date. For more details, see [How to Change the Date](#) on page 69.

Press  or  to return to the home screen.

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

Press  to open the Rate selection screen.

1st Letter	\$000.000
No Services	00 lb 00.0 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

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

For more details, see [Selecting a Rate](#).

You are now ready to print.

How to Process [Standard] Mail

Mail processing mainly depends on the weighing method you have chosen. It is indicated by the icon in the Weighing Type zone of the screen.


3

Processing Mail

In modes (Manual Weight Entry , no weight ...):

From the [Standard] home screen:



1. Press . System motors start running.
2. Insert the envelope into the mail path against the rear-guide wall, with the side to be printed facing upwards.
3. The Mailing System applies postage and the envelope is ejected.


In mode Standard Weighing ():

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

1. Put the mail piece on the Weighing Platform.

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



2. Press . The system motors start running.



If the Smart Start function is activated, the motors start automatically when you withdraw the mail piece from the weighing platform. To enable Smart Start, see [How to Activate / Deactivate Smart Start](#) on page 162.

3. Withdraw the envelope from the WP and insert it into the mail path against the rear-guide wall, with the side to be printed facing upwards.
4. The Mailing System prints postage and the mail piece is ejected.

In optional mode Differential Weighing ():

From the [Standard] home screen:


1. Place the stack of mail to process on the Weighing Platform, then follow the instructions on the screen or the steps below.
2. Withdraw the first mail piece from the top of the stack. The Mailing System displays weight and postage on the home screen and starts motors automatically.

3. To print the stamp, insert the mail piece into the base against the rear-guide wall, with the side to be printed facing upwards.



If you want to seal the envelope, first engage the flap into the moistener (option). Do not try to moisten self-adhesive envelopes.

4. The Mailing System applies postage and the mail piece is ejected.
5. Repeat the previous step for each piece of mail.

To quit the process at any time, press .



When you remove the last object from the Weighing Platform, the Mailing System will ask if you want to print it. You can answer Yes or No.


How to Add Insurance

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

3

Processing Mail

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

1st Letter	\$000.800
06/07/19	00 lb 02.8 oz
	M1: 1st Letter Acct:00000

2. Select Services [7].

1st Letter	\$000.800
No Services	00 lb 02.8 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

3. Select Other [5].

1st Letter	\$000.800
No Services	00 lb 02.8 oz
1 NMS	2 E-Services
4 Retail	5 Other

4. Select Insurance [1].

1st Letter	\$000.800
No Services	00 lb 02.8 oz
1 Insurance	
4 Registered	
7 COD	

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

Insurance
Enter amount:
<input type="text" value="\$ 1000.00"/>

- Press the [OK] button twice to save and exit to the home screen. The total cost is now displayed on the screen.

1st Letter	\$015.550
Ins	00 lb
06/07/19	02.8 oz
M1: 1st Letter	
Acct:00000	



- Not all mail classes may offer insurance.
- Be sure to use the correct label for the service you want.

How to Print Meter Tapes

The mailing system allows you to print adhesive meter tapes for mail pieces that are too big to fit through the machine.



This mailing system requires double meter tapes. Single meter tapes will not work on this mailing system.

- Place your mail piece on the weighing platform and select you rate.



Press the green [Start] button.



- Slide you double meter tape though the mailing system.



4. Peel the meter tape of its backing and apply it to your mail piece.




How to Process Certified Mail

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



- Not all mail classes may offer Certified.
- Be sure to use the correct label for the service you want.

1. Place your item on the weighing platform and press .
2. Select Services [7].

1st Letter	\$000.650
No Services	00 lb 01.2 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

3. Select Retail [4].

1st Letter	\$000.650
No Services	00 lb 01.2 oz
1 NMS	2 E-Services
4 Retail	5 Other

4. Select Certified [7].

1st Letter	\$000.650
No Services	00 lb 01.2 oz
7 Certified	

- Select [2] for Return Receipt, [5] for Off-line Electronic Return Receipt. (Optional)

1st Letter Cert	\$004.150 00 lb 01.2 oz
2 Ret Rcpt 5 O eRR	
7 Certified	


How to Process E-Certified Mail

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

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



- Not all mail classes may offer eCertified.
- Be sure to use the correct label for the service you want.

- Place the item on the weighing platform and press .
- Select Services [7].

1st Letter No Services	\$000.650 00 lb 01.2 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

- Select E-Services [2].

1st Letter No Services	\$000.650 00 lb 01.2 oz
1 NMS	2 E-Services
4 Retail	5 Other

- Select e-Cert [7].

1st Letter	\$000.650
No Services	00 lb
	01.2 oz
<hr/>	
7 e-Cert	

- Enter the destination ZIP Code.

Destination
Enter Zip code:
<input type="text"/>

- Enter an e-Confirmation Sender ID. (Optional)

E-Services Reference ID
Please enter eConf sender ID.
<input type="text"/>

- Select [2] for Return Receipt, [5] for Electronic Return Receipt. (Optional)

1st Letter	\$004.150
e-Cert	00 lb
	01.2 oz
<hr/>	
2 e-Ret Rcpt	
5 Ret Rcpt	
7 e-Cert	

How to Process International Mail


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

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



One common mistake is to look for England or United Kingdom instead of Great Britain when selecting the country.

- Place the item on the weighing platform and press .

1st Letter	\$000.500
	00 lb
06/07/19	00.6 oz
<hr/>	
M1: 1st Letter	
 Acct:00000	

2. Select Services [7].

1st Letter	\$000.500
No Services	00 lb 00.6 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

3. Select the destination country by entering the country number or by selecting the country from the list. To find the country, start keying in the name in the "Country" box.

Select destination

1. Number

2. Select country from list

5 Great Britain

Select destination


3 Panama

4 Brazil

5 Great Britain

Country

4. Press the [OK] button to save and exit to the home screen. The cost of International 1st Class Letter is now displayed on the screen.

I-1st Letter	\$001.150
	00 lb 00.6 oz
06/07/19	
	M1: 1st Letter
	Acct:00000

How to Process a Postcard

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

1. Place the postcard on the weighing platform and press .

1st Letter	\$000.500
No Services	00 lb 00.6 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate


2. Select Domestic [2].

1st Letter	\$000.500
No Services	00 lb 00.6 oz
1 Priority	2 1st LrgEnv
4 PMEx Flat	5 1st class
7 PMEx	8 Other

- Select 1st Class [5].

1st Letter	\$000.000
No Services	00 lb 00.6oz
1 Parcel	2 postcard
4 1stA Ltr	5 1stA LrgE
7 1st Presort	

- Select Postcard [2] and press the [OK] button to save and exit to the home screen. The cost for mailing you postcard is now displayed and you are ready to print.

1st Card	\$000.350
06/07/19	00 lb 00.6 oz
	M1*: M1 Acct:00000

How to Enter the Weight Manually

Manual Weight Entry

Manual Weighing allows you to enter the weight manually. You may have to enter the weight manually if a mail piece exceeds the weighing capacity of your Scale.

To enter the weight manually from the home screen, you must first select the postal class:


- Press .


The Manual Weight Entry screen is displayed.

Manual Weight Entry	
Enter the weight:	
<input type="text" value=""/>	<input type="text" value="oz"/>

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

Manual Weight Entry	
Enter the weight:	
<input type="text" value="00 lb"/>	<input type="text" value="02.2oz"/>

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

1st Letter	\$000.800
06/07/19	00 lb 02.2 oz
	M1: 1st Letter Acct:00000

How to Set [Received] Mode printing

This section describes how to use the [Received] type of stamp, to:

- Print the date on incoming mail.
- Print 'Received' on incoming mail.

RECEIVED 09/06/2019



You must begin with selecting the Type of stamp to gain access to the corresponding parameters and be able to run mail.

3

Processing Mail

Required settings:

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

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

Received Stamp	
Incoming Dating	Today

2. Check or change the type of stamp, if you are not in [Received] mode.

Press  to access the Customize Stamp screen:



Customize Stamp	
Type Received	>
1. Date received	[ON]
2. Ad Slogan rece	[ON]
3. Imprint Right	[0]

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

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


Additionally, you can:

- Activate or deactivate printing the date.
- Add text or slogan to print using Imprint left/right element.
- Activate or deactivate printing 'Received'.
- Activate or deactivate **Counter**.
- Select the option to change and press [OK]. The screen indicates the current status of the options.


- Press  or  to return to the home screen.

To select an option on the screen:



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

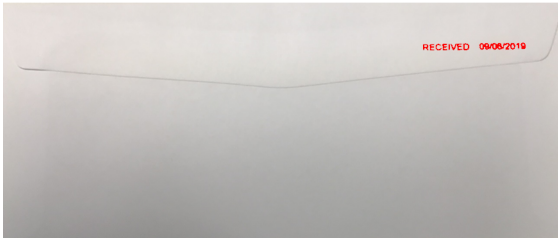
On the [Received] home screen:

1. Press . System motors start running.

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



The Mailing System applies the imprint and the mail piece is ejected.



3.4 Mail Corrections

How to Set [Amount Correction] Mode

3

Processing Mail

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

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



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



Required settings:

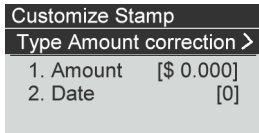
1. **Make sure you are on the home screen of the [Amount Correction] type of stamp.**

The home screen indicates the date and amount as illustrated below.

Postage Correction	
09/04/19	\$000.020
Acct:00000	

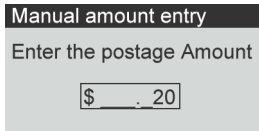
2. Check or change the type of stamp, if you are not in [Postage Correction] mode.

Press   to access the Customize Stamp screen:





To change the type of stamp, select Stamp type and then select [Amount Correction] in the Type of stamp screen. For more details, see [How to Change the Current Type of Stamp](#) on page 29.

3. Select **Amount** and enter the desired amount.




Press [OK] to validate.

Press  or  to return to the home screen.

4. [Amount correction] type of stamp also allows you to correct the Date if necessary.

- Select Date and then select a date option in the Date Advance Screen.
- Press [OK] to validate.

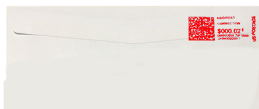
On the [Amount Correction] home screen:

1. Press . System motors start running.

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



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



You are now ready to print the envelopes.

How to Set [Redate] Mode printing

If you have a mail piece that has been stamped with a date that is not the actual date you are mailing the piece, you must "Redate" the mail piece before mailing. Redating is done by applying a "0" value date correction indicia (stamp) to the envelope /



item.



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

Set the Stamp Type:

1.

Press  .

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+0]

Press [OK].

2. Select [Redate].



Type of stamp	
1. Standard	
2. Amount correction	
3. Received	
✓ 4. Redate	

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

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

To change the date or date format from the Customize stamp screen as follows:

Select Date and then select a date option in the Date Advance Screen. Select Today's date if you do not want to print with date advance. Then, press [OK]. For more details, see [How to Change the Date](#) on page 69.

Press  or  to return to the home screen.


Required settings:

1. **Make sure you are on the home screen of the [Redate] type of stamp.**

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

Customize Stamp	
Type Redate	>
1. Date	[0]

2. Check or change the type of stamp, if you are not in [Redate] mode.

Press  to access the Customize stamp screen:



Customize Stamp	
Type	Amount correction >
1. Amount	[\$ 0.000]
2. Date	[0]

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


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

To change the date or date format from the Customize stamp screen as follows:

Select Date and then select a date option in the Date Advance Screen. Select Today's date if you do not want to print with date advance. Then, press [OK]. For more details, see [How to Change the Date](#) on page 69.

Press  or  to return to the home screen.

On the [Redate] home screen:

1. Press . System motors start running.
2. Insert the mail piece into the mail path against the rear-guide wall, side to be printed facing upwards.



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



You are now ready to print.

3

Processing Mail

3.5 Settings

Changing the Current Account

To process a batch of mail pieces using another account (on account-enabled configurations), change the account as follows.

How to Change Account

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

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

1st Letter	\$000.500
Cert RR	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
Acct:01	

To change accounts:

1. As a user:

Press  and select the path: **Change Account**


Main Menu	
0. Change account	↑
1. Ink Cartridge	
2. Mailbox	
3. Account Managem...	↓


The list of accounts that are available is displayed.

Select Account	
00000 - Default Acc...	↑
✓ 1. Marketing	
2. Sales	↓
#	<input type="text"/>

2. Select the account you want to use and press [OK].

Select Account	
00000 - Default Acc...	↑
1. Marketing	
✓ 2. Sales	↓
#	<input type="text"/>

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


1st Letter	\$000.500
Cert RR	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
	Acct:02

How to Change Account with a Scanner



- Before using a barcode scanner with the system, it must be setup and configured by a Neopost service technician.
- The barcode sheet of accounts that you create should be **Free 3 of 9**.

A barcode scanner can be used for "One Click" entry of accounts into your Mailing System. You can change the account to charge to any account created. In this example, we will change from "Marketing (account 01)" to "Sales (account

1st Letter	\$000.500
Cert RR	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
	Acct:01

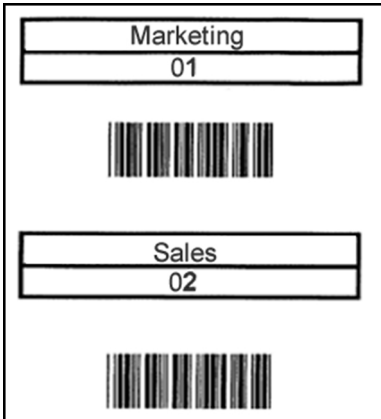
02)".

To change accounts with a barcode scanner:

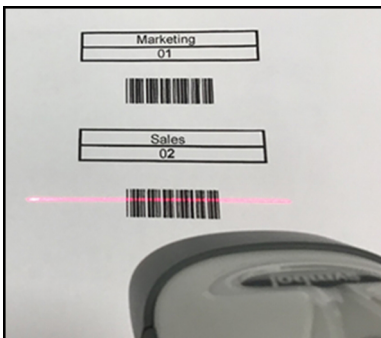
1. If not already done, connect the barcode scanner to the mailing system via a USB port.



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



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



- The current account number is displayed.

1st Letter	\$000.500
Cert RR	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
Acct:02	

Selecting a Rate

How to Select a Rate

Rates are accessed from the Rate Selection screen. On the Home Screen, the system defaults to Imprint Memory number 1 (M1) ... when you access choose a rate and services from the rate selection screen, the system Home Screen will display an asterisk

1st Letter	\$000.500
Cert RR	00 lb
06/07/19	01.0 oz
M1*: 1st Letter	
Acct:01	

(M1*).



- There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.
- Press the numeric key 8 and select Rate Code.

To select a rate:

- Press .

The Rate Selection screen is displayed.

1st Letter	\$000.000
No Services	00 lb
	00.0 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

- On that screen, you can:

Type a numeric key to to select a rate or display rate options.

Example: Pressing the numeric key 2 displays the most common **Domestic** rates.

1st Letter	\$000.000
No Services	00 lb
	00.0 oz
1 Priority	2 1st LrgEnv
4 PMEx Flat	5 1st class
7 PMExp	8 Other

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



Postage displayed on the screen is zero as long as the weight is not known (no weight is on scale).

3

How to Select a Rate Code

To choose a rate quickly, you may type the rate code directly from the home screen using the keypad. There is a Rate Code for all possible rate combinations available in the mailing system. This includes rates that may not be displayed on the Rate Selection screen.

Go to [Rate Codes](#) for a complete list of rate codes.

To use Rate Codes:

- Press .

The Rate Selection screen is displayed.

1st Letter	\$000.000
No Services	00 lb 00.0 oz
1 1st Letter	2 Domestic
4 Int'l Letter	5 Int'l
7 Services	8 Adv. Rate

- Select **Adv. Rate** and press **[OK]**.

Advanced Rate
1. Rate code
2. Rate table list
3. Update rate table

- Select Rate Code.

Advanced Rate
1. Rate code
2. Rate table list
3. Update rate table

- Enter the desired Rate Code and press **[OK]**.

Rate code
Enter rate code
<input type="text" value="0"/>
Back OK

Choosing a Weighing Type


Depending on the options that are installed in your Mailing System, several weighing methods are available.

You can also enter the weight manually if you know it: see [How to Enter the Weight Manually](#) on page 59.

How to Use Standard Weighing


Standard Weighing

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

If the Smart Start option is activated, you do not have to press  at each piece.



To access Standard Weighing you must be in the Manual Weighing Home screen.

- Manual Weighing is the default weighing method when the mailing system is first turned on.
- From Differential Weighing press  to return to Manual Weighing Home screen.

To use Standard Weighing:

1. From the Manual Weighing Home Screen place an item on the scale.

The mailing system switches to Standard Weighing.

1st Letter	\$000.500
	00 lb
06/07/19	01.0 oz
M1: 1st Letter	
Acct:00000	

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

The display shows "Printing in progress".

1st Letter	\$000.500
	00 lb
06/07/19	01.0 oz
Printing in progress...	

How to Use Differential Weighing

3

Processing Mail


Differential Weighing (optional)

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



The mails pieces will be processed at the displayed mail class.

To use Differential Weighing:

1. Long press 

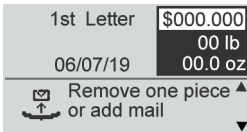
The Weighing type is changed to Differential Weighing.



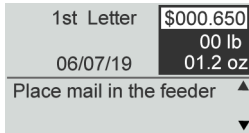
2. Place the mail piece on Weighing Platform.



3. As you remove each piece the weight and selected rate and services is displayed for the piece that is removed.



- Run the piece through the mailing system to be stamped with the indicia.



How to Enter the Weight Manually

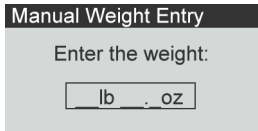
Manual Weight Entry

Manual Weighing allows you to enter the weight manually. You may have to enter the weight manually if a mail piece exceeds the weighing capacity of your Scale.

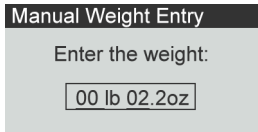
To enter the weight manually from the home screen, you must first select the postal class:


- Press .

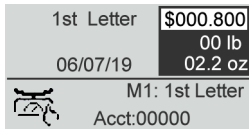
The Manual Weight Entry screen is displayed.



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



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



Configuring the Stamp

Depending on the current Type of stamp, you can modify the elements printed on mail pieces as follows:

- Changing printed date
- Adding a pre-loaded Slogan to the left of the stamp
- Adding a custom text to the left of the stamp (you must first create it, see [How to Add a New Text Message](#) on page 189)

See also

- [How to Change the Current Type of Stamp](#) on page 29.
- [Type of Process and Type of Stamp](#) on page 28.

How to Change the Date



You can set the **Date** to change the date at a fixed time. This is useful if you process mail after the last mail pickup for the day. This ensures that the proper date of mailing is printed for the next days mail pickup.

The **Date** setting allows you to:

- Change the date printed on the mail pieces for future sending (you are processing the mail on Friday but not delivering the mail to the post office till Monday).
- To print no date.
- To print no day.

To change the date that will be printed:

1. Press  .

The Customize Stamp screen is displayed.

The Customize Stamp screen is displayed.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+1]

2. Select **Date** and press **[OK]**.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+0]

The Date screen is displayed.


Date	
Current: 07/30/19	
98	No Date
99	No Day
✓ 0	Today's date

3. On the Date screen, you can configure the printed date as follows:

To cancel the date, select **No date**.

To cancel the day in the date, select **No day**.

To choose another day, select the corresponding item in the list.

The  icon indicates the current selection.



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



Use the scroll button to select a different date.

Date	
Current: 07/30/19	
✓ 0	Today's date
1	Today + 1 day
2	Today + 2 days

4. Press **[OK]** to apply changes and return to the configuration menu.
-

Adding Text and/or Slogan to the Stamp

Selection Slogan or Text are 2 flexible areas for communication that could be slogan or text (i.e. one slogan and one text, 2 slogans or 2 texts).

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

- Imprint with a slogan and a text



- Imprint with 2 slogans



- Imprint with 2 texts



See also:

- [Managing Custom Text Messages](#)
- [Managing Slogans](#) on page 193

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



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

1. Press  .
2. Select **Imprint left** or **Imprint right**.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+1]

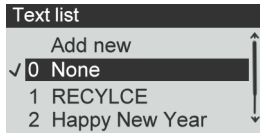
3. Select **Text list**.


The Text list screen is displayed.

Select type for left elem...	
1 None	
✓ 2 Text list	
3 Slogan list	


- Select the desired text in the list or select None for printing no text.

The Text list screen is displayed.



The  icon indicates the current selection.

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

The Customize stamp screen is displayed with updated parameters (home screen: ).

See also

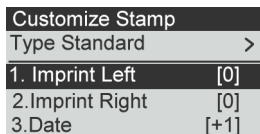
- [Managing Custom Text Messages .](#)

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



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

- Press  .
- Select **Imprint left** or **Imprint right**.




- Select **Slogan list**.

The Slogan list screen is displayed.



- Select the slogan in the list or select None for printing no slogan.
- Press **[OK]** to validate your selection.

The Customize Stamp screen is displayed with updated parameters (home screen: ).

How to Use Imprint Test

This function allows you printing an imprint which is not intended for delivery but for monitoring printout and being sure that you have a fine printer adjustment.

This function is only for the standard stamp.

3

Processing Mail

To use imprint test:

1. Press .

Customize Stamp	
Type Standard	>
1. Imprint Left	T [1]
2. Imprint Right	S [3]
3. Date	[+1]

The Customize Stamp screen is displayed.

2. Select **[Standard]** in the Type of Stamp screen, press **[OK]**.


Customize Stamp	
Type Standard	>
2. Imprint right	[0]
3. Date	[+1]
4. Imprint Test	

3. Select **Imprint Test** in Customize Stamp screen.

The Imprint Test screen is displayed.

Imprint Test	
Press OK to start the test.	
Cancel	OK

4. Press **[OK]** to test imprint.

Imprint Test	
Printing in progress...	
	

Imprint Test as below:



5. A message is displayed: "Check your imprint."
 - If your setting are not correct, press **"OK"** to do again.
 - Else if your imprint quality is bad, press **"Cleaning"** to clean the cartridge.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include the rate, custom text, slogan and date mode for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.



If your mail requires different settings, then the imprint memories are the solution: all your settings are stored in a single memory. Just press the imprint memory key instead of multiple keystrokes to select all the required elements.

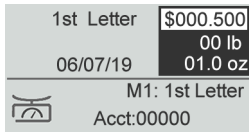
A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.

How to Save an Imprint Memory

Imprint Memory List	06/07/2019 02:42:40
M1	1st Letter
M2	Priority
M3	Post Card
M4	FLAG
M5	media
M6	Intl express
M7	retail ground
M8	priority exp Flat
M9	Intl Card

To use an imprint memory:

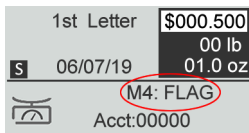
1. From the home screen:



2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press **4**.



The imprint memory zone of the home screen displays the current imprint memory name.

Hand-Feed Table Moistener

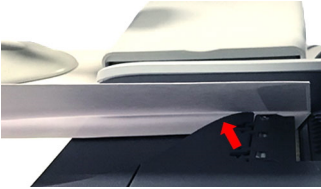


Hand-Feed Table Moistener

If your hand feed table is equipped with a moistener, you can close the envelopes by sliding the flap under the moistener brush while feeding them into the base mail path.



Do not attempt to seal self-adhesive envelopes. Use standard flap envelopes.



4 Imprints

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	How to Add (or Cancel) a Text on the Stamp	188
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4.1 Imprint Configuration

How to Change the Date



You can set the **Date** to change the date at a fixed time. This is useful if you process mail after the last mail pickup for the day. This ensures that the proper date of mailing is printed for the next days mail pickup.

4

Imprints

The **Date** setting allows you to:

- Change the date printed on the mail pieces for future sending (you are processing the mail on Friday but not delivering the mail to the post office till Monday).
- To print no date.
- To print no day.

To change the date that will be printed:

1. Press  .

The Customize Stamp screen is displayed.

The Customize Stamp screen is displayed.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+1]


2. Select **Date** and press [OK].

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+0]

The Date screen is displayed.

Date	
Current: 07/30/19	
98 No Date	↑ ↓
99 No Day	
√ 0 Today's date	

- On the Date screen, you can configure the printed date as follows:
To cancel the date, select **No date**.
To cancel the day in the date, select **No day**.
To choose another day, select the corresponding item in the list.

The  icon indicates the current selection.



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



Use the scroll button to select a different date.

Date	
Current: 07/30/19	
✓ 0	Today's date
1	Today + 1 day
2	Today + 2 days

- Press [OK] to apply changes and return to the configuration menu.

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



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

- Press .
- Select **Imprint left** or **Imprint right**.

Customize Stamp	
Type Standard	>
1. Imprint Left	[0]
2. Imprint Right	[0]
3. Date	[+1]

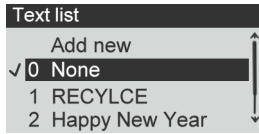
- Select **Text list**.


The Text list screen is displayed.

Select type for left elem...	
1 None	
✓ 2 Text list	
3 Slogan list	

- Select the desired text in the list or select None for printing no text.

The Text list screen is displayed.



The  icon indicates the current selection.

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

The Customize stamp screen is displayed with updated parameters (home screen:



).

See also

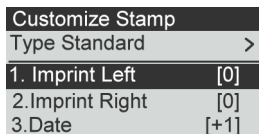
- [Managing Custom Text Messages .](#)

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



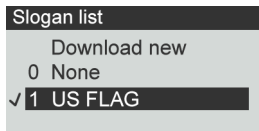
To add a slogan to the stamp or cancel the slogan:

- Press  .
- Select **Imprint left** or **Imprint right**.



- Select **Slogan list**.

The Slogan list screen is displayed.



- Select the slogan in the list or select None for printing no slogan.
- Press **[OK]** to validate your selection.

The Customize Stamp screen is displayed with updated parameters (home screen:



).

4.2 Imprint Memories

The Imprint Memories are presets for your stamp types.

You can quickly recall a saved setting to simplify operation and save time (see [Using Imprint Memories](#)).

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.

4

How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

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



- Standard Imprint Memory: Text, Ad Slogan, Weight (option), Date Mode, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created, an Imprint Memory cannot be deleted, only edited.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

#

Prepare the job that you want to save as imprint memory (Rate, Slogan, Text).

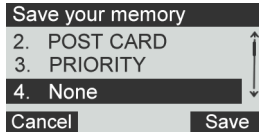
Please refer to the following sections to prepare your job: [How to Select a Rate](#) on page 55, [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 193, [How to Add \(or Cancel\) a Text on the Stamp](#) on page 188.

To save (create) an imprint memory:

- The memories store stamp characteristics together with rates and, if activated, charged account.
From the home screen:

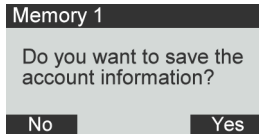
Long press  Mem

The imprint memories list is displayed.

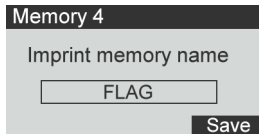


- Select any line with value **None**. Press **[Save]**.

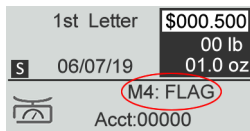
If Accounting is enabled, the message confirmation to save account info is displayed.



- Enter a name for the imprint memory, then press **[Save]**.



- The home screen displays the type imprint memory you're just created.



How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

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

4

Imprints



- Standard Imprint Memory: Text, Ad Slogan, Weight (option), Date Mode, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created an Imprint Memory cannot be deleted.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

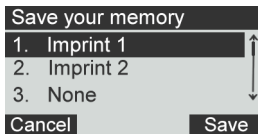
Prepare the job that you want to save as imprint memory (Rate, Slogan, Text). Please refer to the following sections to prepare your job: [How to Select a Rate](#) on page 55, [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 193, [How to Add \(or Cancel\) a Text on the Stamp](#) on page 188.

To edit an imprint memory:

1. From the home screen:

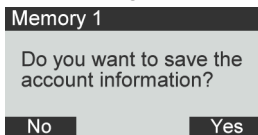


The imprint memories list is displayed.



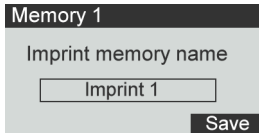
2. Select the existing imprint memory old which you want to edit. Press [OK] .

The message confirmation to save account info is displayed.



3. Press [OK].

The imprint memory name is displayed.



4. Keep the old name or enter the name of the imprint memory, then press [OK].
The home screen displays the updated memory information.

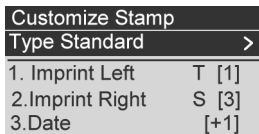
How to Use Imprint Test

This function allows you printing an imprint which is not intended for delivery but for monitoring printout and being sure that you have a fine printer adjustment.

This function is only for the standard stamp.

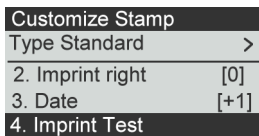
To use imprint test:

1. Press  .



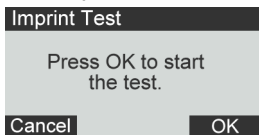
The Customize Stamp screen is displayed.

2. Select [Standard] in the Type of Stamp screen, press [OK].

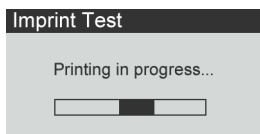


3. Select **Imprint Test** in Customize Stamp screen.

The Imprint Test screen is displayed.



- Press [OK] to test imprint.



Imprint Test as below:



- A message is displayed: "Check your imprint."
 - If your settings are not correct, press "OK" to do again.
 - Else if your imprint quality is bad, press "Cleaning" to clean the cartridge.

Using Imprint Memories

Imprint Memories allow you to create a preset memory that can include the rate, custom text, slogan and date mode for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.



If your mail requires different settings, then the imprint memories are the solution: all your settings are stored in a single memory. Just press the imprint memory key instead of multiple keystrokes to select all the required elements.

A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.

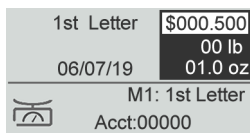
How to Save an Imprint Memory

Imprint Memory List 06/07/2019 02:42:40

M1	1st Letter
M2	Priority
M3	Post Card
M4	FLAG
M5	media
M6	intl express
M7	retail ground
M8	priority exp Flat
M9	intl Card

To use an imprint memory:

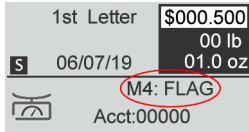
- From the home screen:



2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press **4**.



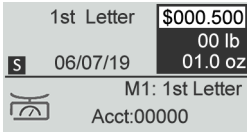
The imprint memory zone of the home screen displays the current imprint memory name.

How to Remove a Slogan from an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

In this example we will remove the US FLAG slogan from Imprint Memory M1.

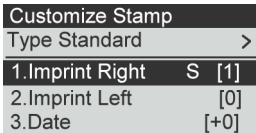
1. From the home screen, press the Customize Stamp button.



(Customize Stamp button)



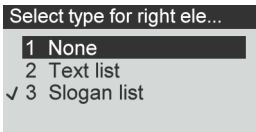
2. Select the imprint location with the "S" and press OK.



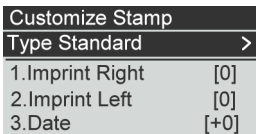
(OK/mem button)



3. Select "None" and press OK.



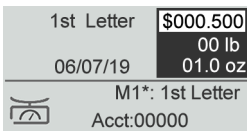
4. The "S" no longer appears indicating that the Slogan has been removed. Press the Back button.



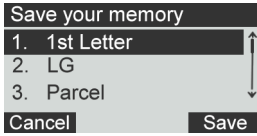
(Back button)



5. An asterisk "*" now appears next to "M1" indicating that the imprint has changed and is ready to be saved. To save your change, press and hold the OK/mem button until the "Save your memory screen" appears.

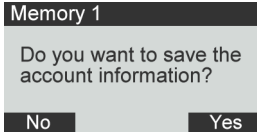


6. Select the memory number for the memory your saving, in this example we're saving M1, 1st Letter. Press "Save".



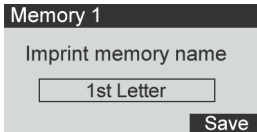
A dialog box titled "Save your memory" with a list of three options: "1. 1st Letter", "2. LG", and "3. Parcel". A vertical double-headed arrow is on the right side of the list. At the bottom, there are two buttons: "Cancel" and "Save".

7. Select whether you wish to save the account information linked to your imprint memory.



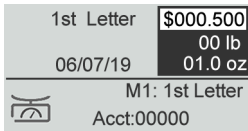
A dialog box titled "Memory 1" with the text "Do you want to save the account information?". At the bottom, there are two buttons: "No" and "Yes".

8. Press "Save" once more to save the imprint memory.



A dialog box titled "Memory 1" with the text "Imprint memory name". Below the text is a text input field containing "1st Letter". At the bottom right, there is a "Save" button.

9. The "S" no longer appears, indicating the slogan has been removed.



A screen showing account information. It includes a balance of "\$000.500", a date of "06/07/19", and weights of "00 lb" and "01.0 oz". Below this, it says "M1: 1st Letter" and "Acct:00000". There is a small icon of a hand with a card on the left.

5 Money Operations

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

5.1	Managing Funds	83
	How to Check the PSD (Meter) Funds	84
	How to Add Funds to the PSD (Meter)	85
5.2	Unlocking the PSD (Postal Inspection)	87
	How to Unlock the PSD	87
5.3	Setting Warnings	164
	How to Set the High-Value Warning Amount	164
	How to Set the Low-Funds Threshold	165
5.4	Funding PIN Code	91
	How to Set/Cancel a Funding PIN Code	91
5.5	Funds Reports	92

5.1 Managing Funds

The Postal Security Device (PSD) — Postage Meter

The PSD, located in the base, handles the funds (or money) in your Mailing System. The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.



Check that your Mailing System is connected to a network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 174).

The PSD, located in the base, handles the funds (or money) in your Mailing System. The PSD performs all necessary operations to comply with the postal standards. To do so, regular connections to the Postal Services are necessary.



Check that your Mailing System is connected to a network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 174).





Checking Funds

You can check the total postage used and the remaining funds in the PSD at any time. To check that the funds are available to complete your current task.

Use the following steps to display your available postage funds.

How to Check the PSD (Meter) Funds

To check available funds:

1. Press 


The Funds Menu is displayed.

Funds
1. Funds Used/Funds...
2. Add Funds
3. Postal Inspection
4. Date of next call

2. Select the path: **Funds Used / Funds Available**

The screen displays your postage funds as shown below.

Funds Used/Funds Availab
Funds Used
\$ 1,852.159
Funds
\$ 50.841

Funds Used/Funds Availab
Funds
\$ 50.841
Control Total
\$ 1,903.000

Adding Funds

You can add funds to your Mailing System at any time by complete the steps listed below.

The Mailing System then connects to the Postal Services and validates the operation.

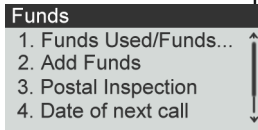
How to Add Funds to the PSD (Meter)

To add funds to the PSD:

1. Press 

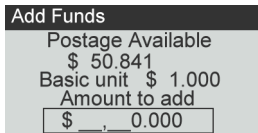


The Funds Menu is displayed.



2. Select **Add Funds**.

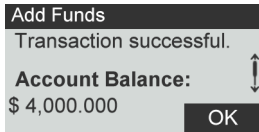
The Add Funds screen is displayed.



3. If the system asks for a PIN code, enter the code using the keypad and press **[OK]**.
4. Enter the amount of postage to add using the keypad (use C to clear a digit).

5. Press **[OK]** to start the connection to the Postal Server.

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



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



In the case of a communication error, the amount previously entered cannot be changed. Check connection settings (see [Connection Settings](#) on page 174).

6. You can open the Funds Used / Funds Available screen to check your account balance once the transaction is complete (see [How to Check the PSD \(Meter\) Funds](#) on page 84).

See also

- You can set the Mailing System to ask for a PIN code for crediting: see [How to Set/Cancel a Funding PIN Code](#) on page 91.
-

5.2 Unlocking the PSD (Postal Inspection)

How to Unlock the PSD



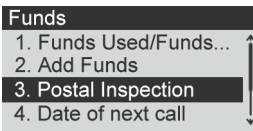
- The USPS requires your postage meter (PSD) to connect daily if postage is metered.
- We recommend leaving the IX mailing system connected to the network permanently.
- The IX mailing system will automatically connect to the postal server at night.
- If the IX mailing system does not connect in 72 hours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

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

1. Press  .



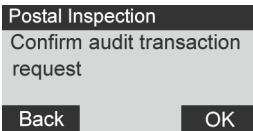
2. Select **Postal Inspection**.



The system asks for confirmation.

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

A message to confirm audit transaction request is displayed.



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

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

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



How to Set the High-Value Warning Amount



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

To set a high-value warning amount:

1. From the home screen:

Press  and select the path: > Advanced settings > Settings > System Settings > High Value Amount Entry

System Settings

1. Language
2. High Value Amount...
3. Smart Start
4. ePostage Mode

2. Enter the high-value warning amount or press [C] and enter 0 to disable the warning function.

High Value Amount Entry

Please enter high value threshold:

3. Press [OK] to validate.

How to Set the Low-Funds Threshold



A Low Funds Threshold warning warns the user that the funds remaining in the PSD (Meter) are getting low. More funds should be loaded. The Low Funds Value Warning can be set to any dollar amount.

5

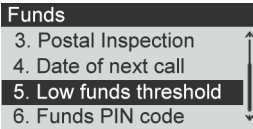
Money Operations

To set a low-funds threshold:

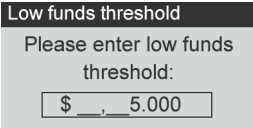
1. Press



2. Select **Low funds threshold**.



3. Enter the low-funds warning amount or press [C].



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

4. Press [OK] to validate.

5.4 Funding PIN Code

You can create a funding PIN code to control access to only those who are authorized to add postage.

How to Set/Cancel a Funding PIN Code


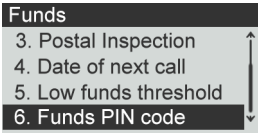
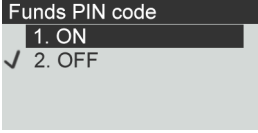
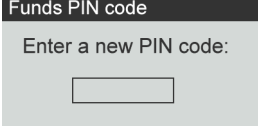
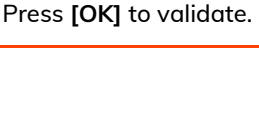


A Funds PIN Code can be set to control which users are able to load funds in the mailing system. The mailing machine will prompt for a PIN code depending on user settings.

5

Money Operations

To set a funding PIN code:

1. Press 

2. Select **Funds PIN code**.

3. Enable or disable the PIN code by selecting ON or OFF.

4. Enter the funding PIN code if enabled.

5. Press [OK] to validate.

5.5 Funds Reports

Adding Postage Report

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

Select Report

- 1 Imprint Memory List
- 2 Funds Summary
- 3 Adding Postage
- 4 Daily Usage



- Die Number (on printed report only)
- Download date & time (Default period:previous 6 months)
- Funding amount
- New descending

Output

- Screen
- USB printer
- USB memory key

Content

	A	B	C	D
1	Adding Postage			
2	Begin date	12/6/2018		
3	End date	6/6/2019		
4				
5	Date	Amount	New funds available	
6	1/4/2019	\$0.00	\$25.00	
7	2/4/2019	\$100.00	\$106.00	
8	3/4/2019	\$100.00	\$127.00	
9	4/4/2019	\$100.00	\$111.85	
10	5/4/2019	\$100.00	\$102.85	
11	6/4/2019	\$100.00	\$149.38	

Funds Summary Report

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

Select Report

- 1 Imprint Memory List
- 2 Funds Summary**
- 3 Adding Postage
- 4 Daily Usage



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

Output

- On label
- Screen
- USB printer

Content

Funds Summary		06/07/2019 02:37:30
PSD #043M30200017		Installed
Funds Used	\$ 1,852,159	
Funds Available	\$ 50,841	
Control Total	\$ 1,903,000	
Non zero Items	432	
Zero Items	0	
Total Items	432	

6 Accounts and Access Control

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	How to Display and Change to 'No Account with Access Control' Mode	102
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6.1 Postage Tracking and Access Control

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

- Track postage expenditures: the **Accounts** function
- Control user access with PIN code to the machine: the **Access Control** function.

Postage Tracking and Access Control These four Account Modes correspond to the on/off status of two functions:

Account

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

Account With PIN Code

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

No Account

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

No Account With Access Control

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

6.2 Access Control

The Access Control Function

You can set the Mailing System to ask for a PIN code when a user wakes the machine up to start a session.

This allows you to protect the system and restrict the usage of your funds.

The different access control policies you can implement are:

- **No PIN code:** unlimited access
- **Unique System PIN Code:** users enter a PIN code to access the system. This is also called "No Account with Access Control".
- **Account with PIN Code:** users enter a PIN code and select an account to process mail.

9

Accounts and Access Control

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




No Account With Access Control

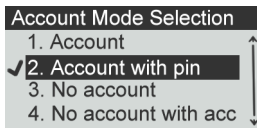
- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

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

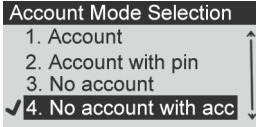
1. From the home screen:

Press  and select the path: > **Account Management** > **Account Mode Selection**

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



2. Select 'No Account with Access Control'.



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

How to Display and Change to 'Account with PIN Code' Mode

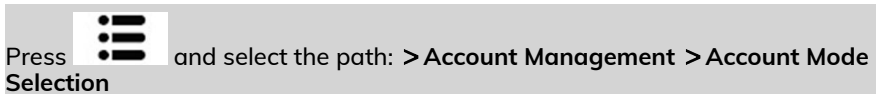
Account With PIN Code



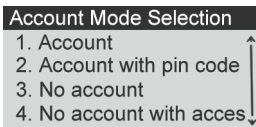
- Postage usage is tracked by account.
- User must select an account when processing mail.
- A PIN number is required to access functions and process mail.
- To use this mode, the system must have at least one account created.
- If only one account is available, the Mailing System automatically selects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

To display and change the 'Account mode' to Account with PIN Code:

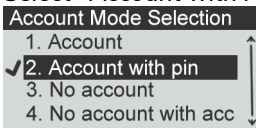
1. From the home screen:



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



2. Select 'Account with PIN Code'.



3. Press [OK] to confirm.

4. If required, enter the PIN code and press [OK].

How to Change a Shared PIN Code




If you want to prevent unauthorized use of the Mailing System and do not want to use accounts, use the “No Account with Access Control” mode. This provides a single PIN code for all authorized users.

1. From the home screen:

Press  and select the path: > Account Management > Change PIN code

The PIN code screen is displayed.

Press  and select the path: > Account Management > Change PIN code

The PIN code screen is displayed.

Account Mode Selection

You have to create a PIN code for logging onto the system.

Enter a PIN c...

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

Account Mode Selection

You have to create a PIN code for logging onto the system.

Enter a PIN c...

The Accounts Function

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

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

You can then issue reports on each account (for information about reports, see [Reports](#) on page 129).



If the Accounts Function is activated, users of the Mailing System must select an account when starting their work session. Afterwards, users can change accounts to allocate postal expenditures as needed.

How to Display and Change to 'No Account' Mode




No Account

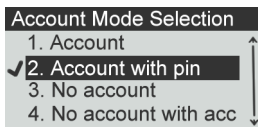
- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- No PIN number is required to access functions and process mail.

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

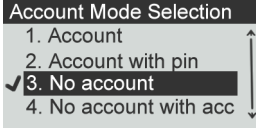
1. From the home screen:

Press  and select the path: > **Account Management** > **Account Mode Selection**

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



2. Select 'No Account'.



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

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

9

Accounts and Access Control

No Account With Access Control



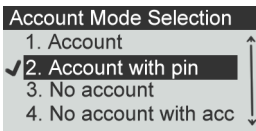
- Postage usage is not tracked by account.
- User does not select an account when processing mail.
- A PIN number is required to access functions and process mail.
- In this mode there is a shared System PIN Code.

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

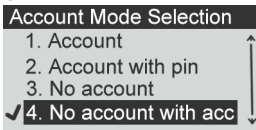
1. From the home screen:



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



2. Select 'No Account with Access Control'.



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

Setting up 'Account'

In 'Account' Mode, users must select an account before they can process their mail. The user can change accounts at any time during mail processing.



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

Implementing the "Account" Mode

1. Follow the steps outlined in [How to Display and Change the 'Account Mode'](#) on page 108 and select the 'Account' Mode.
2. Create accounts as indicated in [How to Create an Account](#) on page 108.



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

'Account' Mode Management Menu

In Account Mode, the menu allows you to manage your accounts.

```
Account Mode Management  
Account
```

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

See also

- To add, modify or delete accounts, see [Managing Accounts](#) on page 108.

# How to Display and Change to 'Account with PIN Code' Mode



## Account With PIN Code

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

9

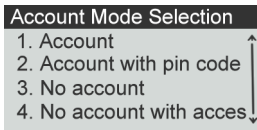
Accounts and Access Control

To display and change the 'Account mode' to Account with PIN Code:

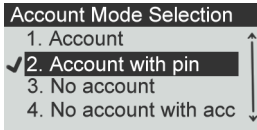
1. From the home screen:



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



2. Select 'Account with PIN Code'.



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

## How to Display and Change the 'Account Mode'

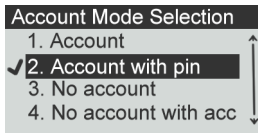
---

To display and change the 'Account mode':

1. From the home screen:

Press  and select the path: > Account Management > Account Mode Selection

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



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

## 6.4 Creating Accounts

### Account summary



- The number of accounts you can create is set to 50 by default and can be increased to 500 if required.
- To upgrade your system, please contact your Customer Service.
- Account names must be unique within the system.

#### Account Creation Summ...

|        |        |
|--------|--------|
| Number | 2      |
| Name   | Sales  |
| Status | Active |

| Account Item | Format                     | Description                                                                                                                                                                        |
|--------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number       | 30 Alphanumeric Characters | Number of the account. <b>Two accounts cannot have the same number.</b><br>An account number cannot be modified after the account is created. However, the account can be deleted. |
| Name         | 32 Alphanumeric Characters | Name of the account. <b>Two accounts cannot have the same name.</b>                                                                                                                |
| Status       | Active / Inactive          | Only active accounts are visible to users.                                                                                                                                         |

## How to Create an Account

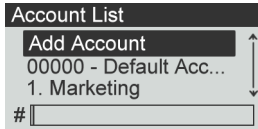
---

To create an account, you have to activate the mode "Accounts". See [How to Display and Change the 'Account Mode'](#) on page 108.

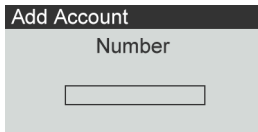
1. From Account Mode Management screen, select **Manage Account**.

The Manage Account screen is displayed.

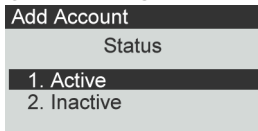
2. Select **Account List**.



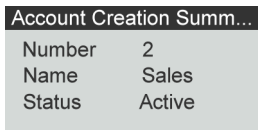
3. Select **Add Account**.
4. Enter Number of account and press **[OK]**.



5. Enter Name of account and press **[OK]**.
6. Choose the Status for the account and press **[OK]**.



7. If you are in "Account with pin code" mode, set a PIN Code for the account.
8. Press **[OK]** to validate.



The Account creation summary screen displayed.

9. Press **[OK]** to confirm the creation of the account.




## 6.5 Managing Accounts

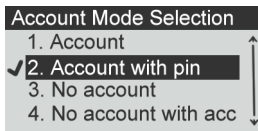
### How to Display and Change the 'Account Mode'

To display and change the 'Account mode':

1. From the home screen:

Press  and select the path: > **Account Management** > **Account Mode Selection**

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



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

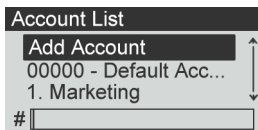
### How to Create an Account

To create an account, you have to activate the mode "Accounts". See [How to Display and Change the 'Account Mode'](#) on page 108.

1. From Account Mode Management screen, select **Manage Account**.

The Manage Account screen is displayed.

2. Select **Account List**.



3. Select **Add Account**.

4. Enter Number of account and press [OK].

The screenshot shows a screen titled "Add Account" with a "Number" label above a text input field.

5. Enter Name of account and press [OK].
6. Choose the Status for the account and press [OK].

The screenshot shows the "Add Account" screen with a "Status" dropdown menu. The menu is open, showing two options: "1. Active" and "2. Inactive".

7. If you are in "Account with pin code" mode, set a PIN Code for the account.
8. Press [OK] to validate.

The screenshot shows the "Account Creation Summary" screen with the following data:

|        |        |
|--------|--------|
| Number | 2      |
| Name   | Sales  |
| Status | Active |

The Account creation summary screen displayed.

9. Press [OK] to confirm the creation of the account.

## How to View / Edit Account Information

To view or edit an account:

1. From the home screen:

The screenshot shows the home screen with a menu icon (three horizontal lines) and the following path: > Account management > Manage account > Account list.

The Account list screen is displayed.

The screenshot shows the "Account List" screen with the following content:

- Add Account
- 00000 - Default Acc...
- 1. Marketing

At the bottom, there is a search field with a "#" symbol.

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

3. Select **Edit / Modify**.

The Edit / Modify screen appears.

| Edit/Modify |           |
|-------------|-----------|
| Name        |           |
|             | Marketing |

4. Change account name using the keypad (use key **[C]** to clear characters). Press **[OK]** to display the next parameter.
5. Change Status parameter if necessary and press **[OK]**.

| Edit/Modify |  |
|-------------|--|
| Status      |  |
| 1. Active   |  |
| 2. Inactive |  |

6. If you are in "Postal Account with PIN code" mode, change PIN Code for account if necessary.
7. Press **[OK]** to validate.

The Account modification summary screen is displayed.

| Account modifications |           |
|-----------------------|-----------|
| Number                | 1         |
| Name                  | Marketing |
| Status                | Active    |

8. Press **[OK]** to accept the changes.

## How to Activate / Deactivate an Account

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

To activate or deactivate an account:

1. From the home screen:

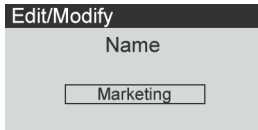
Press  and select the path: > Account management > Manage account > Account list

The Account list screen is displayed.

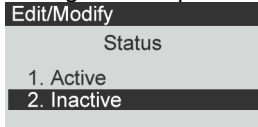


2. Select the account (or type the account number) and press [OK].
3. Select **Edit / Modify**.

The Edit / Modify screen appears.



4. Change Status parameter if necessary and press [OK].



5. Accept the changes by pressing [OK] (on the Account modification summary).  
If an account is deactivated it is no longer visible to the operator.

---

## How to Delete an Account

---

To delete an Account:

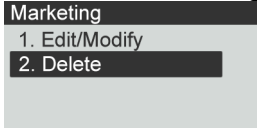
1. From the home screen:

Press  and select the path: > Account management > Manage account > Account list

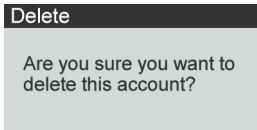
The Account list screen is displayed.



2. Select the account (or type the account number) and press [OK].
3. On the Account management screen, select **Delete** instead of Edit/Modify.



A confirmation of account deletion is displayed.



4. Press [OK] to delete the account.



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

## 6.6 Import Export Accounts

### How to Export an Account List

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

To export an account list on a USB memory key:

1. From the home screen:

Press  and select the path: > Account Management > Manage Account > Export Account List

Manage Account  
1. Account List  
2. Account Report  
3. Import Account List  
4. Export Account List

2. Insert the USB memory key 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 will inform you that you when you may remove the USB memory key.

Export  
Export Account List  
"Insert your USB key.  
Press OK to continue"

# Account summary



- The number of accounts you can create is set to 50 by default and can be increased to 500 if required.
- To upgrade your system, please contact your Customer Service.
- Account names must be unique within the system.

## Account Creation Summ...

|        |        |
|--------|--------|
| Number | 2      |
| Name   | Sales  |
| Status | Active |

| Account Item | Format                     | Description                                                                                                                                                                            |
|--------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number       | 30 Alphanumeric Characters | Number of the account. <b>Two accounts cannot have the same number.</b><br><br>An account number cannot be modified after the account is created. However, the account can be deleted. |
| Name         | 32 Alphanumeric Characters | Name of the account. <b>Two accounts cannot have the same name.</b>                                                                                                                    |
| Status       | Active / Inactive          | Only active accounts are visible to users.                                                                                                                                             |

## How to Import Accounts

The CSV file should have the following characteristics:

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





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

### To import accounts from a CSV file:

1. From the home screen:

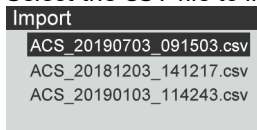
Press  and select the path: > Account Management > Manage Account > Import Account List



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



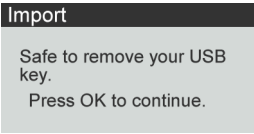
3. Select the CSV file to import and press [OK].





4. Follow the instructions displayed on the screen.

At the end of the process, a message will inform you when you may remove the USB memory key.



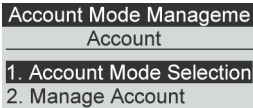
## 6.7 Account Reports

### How to Generate the Account Report

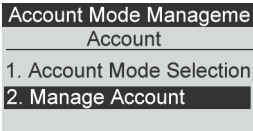
- This report displays the list of accounts in the mailing system.
- To generate the report the Account Mode has to be 'Account' or 'Account with pin code'..
- Report output is printer or USB memory key.

To generate the Account Report:

1. Make sure the current account mode is 'Account' or 'Account with PIN code'.
2. Press **Menu** and select **Account management**.



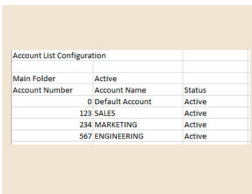
3. Select **Manage Account** and press **[OK]**.



4. Select **Account Report** and press **[OK]**.



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



A screenshot of a table titled "Account List Configuration". The table has three columns: "Main Folder", "Account Name", and "Status". The data rows are as follows:

| Main Folder | Account Name      | Status |
|-------------|-------------------|--------|
|             | 0 Default Account | Active |
|             | 123 SALES         | Active |
|             | 234 MARKETING     | Active |
|             | 567 ENGINEERING   | Active |

# Multi Account Report

This report displays postal expenditures for all the accounts over a selected time period, sorted by ascending account number.

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

| Select Report          |
|------------------------|
| 5 Monthly Usage        |
| 6 Machine Configura... |
| 7 Single Account       |
| 8 Multi Account        |



- The current account mode has to be 'Account' or 'Account with pin code'.
- Die Number on printed report only.
- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
- If some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.

## Output

- USB printer
- USB Key

## Content

| #  | A             | B                 | C      | D      |
|----|---------------|-------------------|--------|--------|
| 1  | Multi Account |                   |        |        |
| 2  | Begin date    | 6/1/2019          |        |        |
| 3  | End date      | 6/7/2019          |        |        |
| 4  |               |                   |        |        |
| 5  | Main Folder   | 11 Item(s)        | \$6.05 |        |
| 6  | Number        | Name              | Items  | Value  |
| 7  |               | 0 Default Account | 11     | \$6.05 |
| 8  |               | 1 PE              | 0      | 0      |
| 9  |               | 2 TEST2           | 0      | 0      |
| 10 |               | 3 TEST3           | 0      | 0      |

# Single Account Report

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

| Select Report           |
|-------------------------|
| 5 Monthly Usage         |
| 6 Machine Configura...  |
| <b>7 Single Account</b> |
| 8 Multi Account         |



- The current account mode has to be 'Account' or 'Account with pin code'.
- You have to select an account in the list of accounts, then the Begin date and the End date of the report.
- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
- Die Number on printed report only.

## Output

- Screen

## Content

| Single Account    |
|-------------------|
| <b>Period</b>     |
| Begin: 06/01/2019 |
| End: 06/11/2019   |
| <b>Account</b>    |

| Single Account  |
|-----------------|
| 00000           |
| <b>Name</b>     |
| Default Account |
| <b>Items</b>    |

| Single Account    |
|-------------------|
| 11                |
| <b>Funds Used</b> |
| \$ 6.050          |

## 6.8 Change Current Account

### How to Change Account


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

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

|                |           |
|----------------|-----------|
| 1st Letter     | \$000.500 |
| Cert RR        | 00 lb     |
| 06/07/19       | 01.0 oz   |
| M1: 1st Letter |           |
| Acct:01        |           |

To change accounts:

1. As a user:

Press  and select the path: **Change Account**


| Main Menu             |   |
|-----------------------|---|
| 0. Change account     | ↑ |
| 1. Ink Cartridge      |   |
| 2. Mailbox            |   |
| 3. Account Managem... | ↓ |

The list of accounts that are available is displayed.

| Select Account         |   |
|------------------------|---|
| 00000 - Default Acc... | ↑ |
| ✓ 1. Marketing         |   |
| 2. Sales               | ↓ |
| #                      |   |

2. Select the account you want to use and press [OK].

| Select Account         |   |
|------------------------|---|
| 00000 - Default Acc... | ↑ |
| 1. Marketing           |   |
| ✓ 2. Sales             | ↓ |
| #                      |   |

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

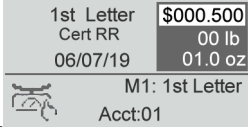
|                |           |
|----------------|-----------|
| 1st Letter     | \$000.500 |
| Cert RR        | 00 lb     |
| 06/07/19       | 01.0 oz   |
| M1: 1st Letter |           |
| Acct:02        |           |

# How to Change Account with a Scanner



- Before using a barcode scanner with the system, it must be setup and configured by a Neopost service technician.
- The barcode sheet of accounts that you create should be **Free 3 of 9**.

A barcode scanner can be used for "One Click" entry of accounts into your Mailing System. You can change the account to charge to any account created. In this example, we will change from "Marketing (account 01)" to "Sales (account 02)".



02)".

## To change accounts with a barcode scanner:

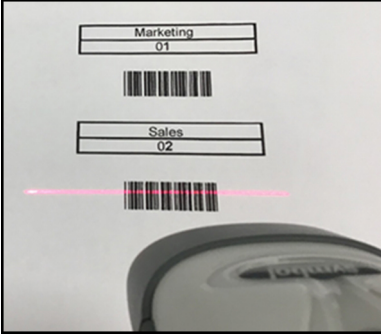
1. If not already done, connect the barcode scanner to the mailing system via a USB port.




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



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



3. The current account number is displayed.

|                                                                                   |                |
|-----------------------------------------------------------------------------------|----------------|
| 1st Letter                                                                        | \$000.500      |
| Cert RR                                                                           | 00 lb          |
| 06/07/19                                                                          | 01.0 oz        |
|  | M1: 1st Letter |
|                                                                                   | Acct:02        |

---

# 7 Rates

|            |                                    |            |
|------------|------------------------------------|------------|
| <b>7.1</b> | <b>Managing Postal Rates .....</b> | <b>199</b> |
|            | Rate Table List .....              | 199        |
|            | Download New Rates .....           | 200        |





## 7.1 Managing Postal Rates

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


You can:

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



New **rate tables** are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user.

### Rate Table List

The Rate Table List display all available rate tables that are currently installed in your Mailing System and indicates with a check mark  the active rate table.



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

To view the current rate file:

1. Press .

The Rate Selection screen is displayed.

|                |             |
|----------------|-------------|
| 1st Letter     | \$000.000   |
| No Services    | 00 lb       |
|                | 00.0 oz     |
| 1 1st Letter   | 2 Domestic  |
| 4 Int'l Letter | 5 Int'l     |
| 7 Services     | 8 Adv. Rate |

2. Select **Adv. Rate** and press [OK].

|                      |
|----------------------|
| Advanced Rate        |
| 1. Rate code         |
| 2. Rate table list   |
| 3. Update rate table |

3. Select Rate Table List.

|                      |
|----------------------|
| Advanced Rate        |
| 1. Rate code         |
| 2. Rate table list   |
| 3. Update rate table |

- The display shows the Rate Files loaded in the system and indicates which rate file is in use.



---

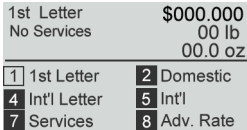
## Download New Rates

---

To download new rates:

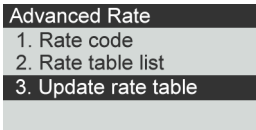
- Press .

The Rate Selection screen is displayed.



Press **8** to select the Advanced rate.

- Select **Update rate table** and press **[OK]**.



The Mailing System connects to the Online Services server and downloads available rates.

---

## Rate Protection

Rate Protection ensures that the latest postal rates are installed on your Mailing System.

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

Your Mailing System automatically switches to the approved rates on the effective date of rate change.



For more information, please contact Customer Service.



# 8 Reports

This section explains how you can access and print reports for your Mailing System.

|            |                                          |            |
|------------|------------------------------------------|------------|
| <b>8.1</b> | <b>Generating a Report .....</b>         | <b>131</b> |
|            | How to Generate a Report .....           | 131        |
| <b>8.2</b> | <b>Available Reports .....</b>           | <b>132</b> |
|            | How to Generate the Account Report ..... | 132        |



## 8.1 Generating a Report

To generate a report, select the desired report, and choose how you want to display or record the report:

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

### How to Generate a Report

---

To generate a Report:

1. Press .

A list of available report types is displayed.

| Select Report |                     |
|---------------|---------------------|
| 1             | Imprint Memory List |
| 2             | Funds Summary       |
| 3             | Adding Postage      |
| 4             | Daily Usage         |

2. Select the report type and press **[OK]**.
3. Depending on the report type, the system may ask for preferences such as:
  - Period of time targeted (begin date, end date)
  - Desired account, etc.

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

The Output selection screen is displayed.



Use the **[C]** key to clear displayed parameter data (from right to left) and then enter the new parameter data you want.

| Report Parameters |            |
|-------------------|------------|
| Begin date        | 06/01/2019 |
| End date          | 06/05/2019 |

4. Select an available output device.

The system will send the report details to the selected output.



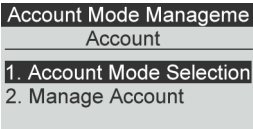
## 8.2 Available Reports

### How to Generate the Account Report

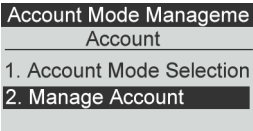
- This report displays the list of accounts in the mailing system.
- To generate the report the Account Mode has to be 'Account' or 'Account with pin code'.
- Report output is printer or USB memory key.

To generate the Account Report:

1. Make sure the current account mode is 'Account' or 'Account with PIN code'.
2. Press **Menu** and select **Account management**.



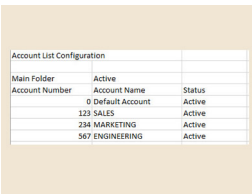
3. Select **Manage Account** and press **[OK]**.



4. Select **Account Report** and press **[OK]**.



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



A screenshot of a table titled "Account List Configuration". The table has three columns: "Main Folder", "Account Name", and "Status".

| Main Folder       | Account Name | Status |
|-------------------|--------------|--------|
| 0 Default Account |              | Active |
| 123 SALES         |              | Active |
| 234 MARKETING     |              | Active |
| 567 ENGINEERING   |              | Active |

# Adding Postage Report

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

Select Report

- 1 Imprint Memory List
- 2 Funds Summary
- 3 Adding Postage**
- 4 Daily Usage



- Die Number (on printed report only)
- Download date & time (Default period:previous 6 months)
- Funding amount
- New descending

## Output

- Screen
- USB printer
- USB memory key

## Content

|    | A              | B         | C                   | D |
|----|----------------|-----------|---------------------|---|
| 1  | Adding Postage |           |                     |   |
| 2  | Begin date     | 12/6/2018 |                     |   |
| 3  | End date       | 6/6/2019  |                     |   |
| 4  |                |           |                     |   |
| 5  | Date           | Amount    | New funds available |   |
| 6  | 1/4/2019       | \$0.00    | \$25.00             |   |
| 7  | 2/4/2019       | \$100.00  | \$106.00            |   |
| 8  | 3/4/2019       | \$100.00  | \$127.00            |   |
| 9  | 4/4/2019       | \$100.00  | \$111.85            |   |
| 10 | 5/4/2019       | \$100.00  | \$102.85            |   |
| 11 | 6/4/2019       | \$100.00  | \$149.38            |   |

# Daily Usage Report

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

Select Report

- 1 Imprint Memory List
- 2 Funds Summary
- 3 Adding Postage
- 4 Daily Usage**



- Die Number (on printed report only).
- Day number.
- Number f items purchased.
- Total postage value for this day.

## Output

- Screen
- USB printer
- USB memory key

## Content

|                    |
|--------------------|
| <b>Daily Usage</b> |
| Day: 06/05/2019    |
| Items: 10          |
| Value: \$ 5.500    |

# Funds Summary Report

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

|                        |
|------------------------|
| <b>Select Report</b>   |
| 1 Imprint Memory List  |
| <b>2 Funds Summary</b> |
| 3 Adding Postage       |
| 4 Daily Usage          |



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

## Output

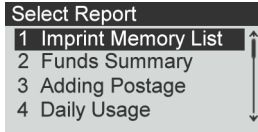
- On label
- Screen
- USB printer

## Content

|                   |                     |
|-------------------|---------------------|
| Funds Summary     | 06/07/2019 02:37:30 |
| PSD #043M30200017 | Installed           |
| Funds Used        | \$ 1,852,159        |
| Funds Available   | \$ 50,841           |
| Control Total     | \$ 1,903,000        |
| Non-zero items    | 432                 |
| Zero items        | 0                   |
| Total items       | 432                 |

# Imprint Memory List report

This report displays the imprint memory list.



## Output

The Imprint Memory List report outputs are:

- Screen
- Label
- USB Printer

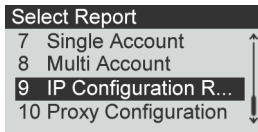
## Content

Imprint Memory List 06/07/2019 02:42:40

|    |                   |
|----|-------------------|
| M1 | 1st Letter        |
| M2 | Priority          |
| M3 | Post Card         |
| M4 | FLAG              |
| M5 | media             |
| M6 | intl express      |
| M7 | retail ground     |
| M8 | priority exp Flat |
| M9 | Intl Card         |

# IP Configuration Report

The IP Configuration Report displays IP address information.



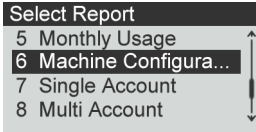
- To generate this report the mailing system must be connected to the network with a LAN.
- The report prints to a label.

## Content

| Host Name          | Nid-za1815209269  |
|--------------------|-------------------|
| IP Config          | DHCP setting      |
| MAC Address        | 00-1b-00-4b-c4-36 |
| IP address         | 10.77.112.74      |
| IP mask            | 255.255.255.0     |
| Gateway IP Address | 10.77.13.1        |
| DNS IP Address 1   | 10.77.112.38      |
| DNS IP Address 2   | 10.77.113.94      |

# Machine Configuration Report

This report displays all machine settings.



## Output

- USB printer (if installed)
- USB memory key

## Content

| Fields                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Imprint settings (Text, Slogan, Rate)                                                                                                                                                                                                                                            |
| Date advance parameters                                                                                                                                                                                                                                                          |
| Funds settings (High value, Low Funds)                                                                                                                                                                                                                                           |
| Connections settings                                                                                                                                                                                                                                                             |
| System settings including, for example: <ul style="list-style-type: none"> <li>• MMI settings (language, default home screen, sleep mode timeout, backlight)</li> <li>• Weighing settings (Geo code, weight threshold, rounding mode)</li> <li>• Connection settings.</li> </ul> |

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Reports

## Content

|    |                                                 |                             |
|----|-------------------------------------------------|-----------------------------|
| 1  | Machine Configuration                           |                             |
| 2  |                                                 |                             |
| 3  | Default User Settings / Preferences             |                             |
| 4  | Language                                        | English (US)                |
| 5  | Beep on key                                     | Inactive                    |
| 6  | Beep on error                                   | Active                      |
| 7  | Contrast                                        | 86                          |
| 8  | Brightness                                      | 24                          |
| 9  |                                                 |                             |
| 10 | Default User Settings / Imprint Parameters      |                             |
| 11 | Text                                            | None                        |
| 12 | Art Slogan                                      | None                        |
| 13 | Default Rate                                    | First Class Domestic Letter |
| 14 | Fractional Postage Mode                         | Active                      |
| 15 | Automatic Date Advance                          | Active                      |
| 16 | Date advance time                               | 9:00                        |
| 17 | Date advance working days                       | Mon Tues Wed Thurs Fri      |
| 18 |                                                 |                             |
| 19 | Default User Settings / Base Settings           |                             |
| 20 | High Value Amount Entry                         | \$10.00                     |
| 21 | Print Position                                  | 0 inch                      |
| 22 | Default Weighing Mode                           | Manual Weight Entry         |
| 23 | Smart Start                                     | Inactive                    |
| 24 |                                                 |                             |
| 25 | Default User Settings / Funds Settings          |                             |
| 26 | Low Funds Alert                                 | \$50.00                     |
| 27 | Funds PIN code                                  | 1234                        |
| 28 |                                                 |                             |
| 29 | Timeout Setting                                 |                             |
| 30 | Start timeout                                   | 15000 ms                    |
| 31 | Stop timeout                                    | 10000 ms                    |
| 32 | Sleep mode timeout                              | 3600000 ms                  |
| 33 |                                                 |                             |
| 34 | Machine Settings / Weighing                     |                             |
| 35 | GeoCode                                         | 20689                       |
| 36 |                                                 |                             |
| 37 | Machine Settings / Communication                |                             |
| 38 | Communication type                              | Internet (LAN)              |
| 39 |                                                 |                             |
| 40 | Machine Settings / Communication / LAN settings |                             |
| 41 | IP allocation method                            | DHCP setting                |
| 42 | IP address                                      | DHCP setting                |
| 43 | IP mask                                         | DHCP setting                |
| 44 | Default gateway                                 | DHCP setting                |
| 45 | DNS setting method                              | DHCP setting                |
| 46 | Primary DNS address                             | DHCP setting                |
| 47 | Secondary DNS address                           | DHCP setting                |
| 48 | MAC address                                     | 00:1b:00:0a:4-36            |

# Monthly Usage Report

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

| Select Report          |
|------------------------|
| 5 Monthly Usage        |
| 6 Machine Configura... |
| 7 Single Account       |
| 8 Multi Account        |



- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
- Die Number on printed report only.

## Output

- Screen
- USB printer
- USB memory key

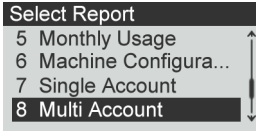
## Content

| Monthly Usage   |
|-----------------|
| June 2019       |
| Items: 10       |
| Value: \$ 5.500 |

# Multi Account Report

This report displays postal expenditures for all the accounts over a selected time period, sorted by ascending account number.

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



- The current account mode has to be 'Account' or 'Account with pin code'.
- Die Number on printed report only.
- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
- If some items were printed using a mode without accounts (default account), these items appear in the report under the name: 'Others' and 'No account'.



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Reports

## Output

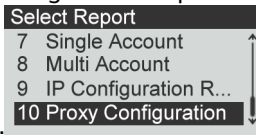
- USB printer
- USB Key

## Content

| #  | A             | B               | C      | D      |
|----|---------------|-----------------|--------|--------|
| 1  | Multi Account |                 |        |        |
| 2  | Begin date    | 6/1/2019        |        |        |
| 3  | End date      | 6/7/2019        |        |        |
| 4  |               |                 |        |        |
| 5  | Main Folder   | 11 Item(s)      | \$6.05 |        |
| 6  | Number        | Name            | Items  | Value  |
| 7  | 0             | Default Account | 11     | \$6.05 |
| 8  | 1             | PE              | 0      | 0      |
| 9  | 2             | TEST2           | 0      | 0      |
| 10 | 3             | TEST3           | 0      | 0      |

# Proxy Configuration Report

The Proxy Configuration Report displays Proxy address



information.

## Output

The Proxy Configuration report output is:

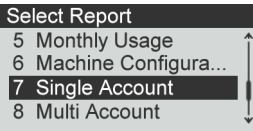
- Label

## Content

|                   |                   |
|-------------------|-------------------|
| Proxy settings    | Proxy OFF         |
| MAC Address       | 00-1b-00-3b-c4-36 |
| Proxy URL         |                   |
| Proxy domain name |                   |
| Proxy Login       |                   |
| Proxy Port        | 8080              |
| Kerberos realm    |                   |
| KDC server name   |                   |

# Single Account Report

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



- The current account mode has to be 'Account' or 'Account with pin code'.
- You have to select an account in the list of accounts, then the Begin date and the End date of the report.
- You have to specify the Begin date and an the End date of the report. Use the selection of month and year. Default period is previous 12 months, ending current month.
- Die Number on printed report only.



## Output

- Screen

## Content

| Single Account    |  |
|-------------------|--|
| <b>Period</b>     |  |
| Begin: 06/01/2019 |  |
| End: 06/11/2019   |  |
| <b>Account</b>    |  |
|                   |  |
| Single Account    |  |
| 00000             |  |
| <b>Name</b>       |  |
| Default Account   |  |
| <b>Items</b>      |  |
|                   |  |
| Single Account    |  |
| 11                |  |
| <b>Funds Used</b> |  |
| \$ 6.050          |  |

# 9 Online Services

Online Services for your Mailing System allow you to very easily achieve tasks such as system software or optional features, and using services such as mail follow-up online.

|            |                                                         |            |
|------------|---------------------------------------------------------|------------|
| <b>9.1</b> | <b>Online Services Overview</b>                         | <b>143</b> |
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## 9.1 Online Services Overview

The Online Services simplify the use and the update of your Mailing System.

Online Services features and capabilities include:

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

Your Mailing System connects to Online Services server via the same network connection you use to add postage to your meter.

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

## Automatic calls

To fully benefit from the convenience and power of Online Services, your Mailing System should permanently be connected to a network connection so that it can link to the Online Server automatically whenever required.

For the usage of some services, some automatic calls are scheduled to upload corresponding data.

For the Reports service, the Mailing System automatically connects at the end of each month to upload accounting and postal category statistics.

For the eConfirmation service, your Mailing System automatically connects at night if you have processed transactions with an eConfirmation service that day.

For the Ink Management service, the Mailing System automatically connects when it's time to re-order ink supplies.



It is strongly recommended that you leave the Mailing System turned on, in sleep mode, and connected to a network during the night, to allow the connection to the Online Server to occur automatically.

## How to Call Online Services Manually

Manual calls allow you to connect to the Online Server in order to retrieve new information (messages) or to enable features and options (weigh platform capacity, number of accounts, differential weighing, etc.).




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

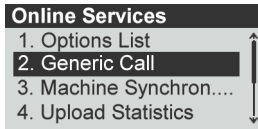
You can trigger a call to the Online Services server from the menu.

**To trigger a generic call**

1. From the home screen:

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

The Mailing System connects to the server and downloads the available elements.



2. Check your mailbox for messages: see [Using the Mailbox](#) on page 184.

---


## How to Upload Report Data to the Online Services Server

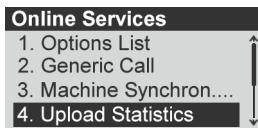
---

An **Upload Statistics call** sends report data to the Online Services Server.

**To upload report data:**

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Online Services**  
> **Upload statistics**



2. Machine uploads data to the Online Services Server.

# Synchronize Call

---

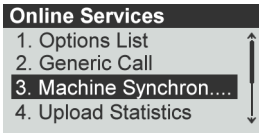
This type of call should only be done on a request from your Customer Service.  
This call updates the automatic call schedule of the machine and the features/options.

To trigger a Synchronize call:

1. From the home screen:



The Mailing System connects to the server and updates.



2. Call is complete.
-

## 9.3 OLS Connection Tests


### Ping Server Diagnostic Test

---

Sends a message to a server (if connected) to check the line.

To gain access to a diagnostic display test:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Maintenance** > **Process & Diagnostics**

2. Select **Communication** from the list displayed on the screen.

**Process & Diagnostics**  
1. Base  
2. **Communication**  
3. Processes

3. Select **Ping Server** from the list displayed on the screen.

**Communication**  
1. **Ping Server**  
2. Test Server  
3. Ping Tool  
4. IP Config Checker

4. After a successful connection the display shows:

**Server Call**  
Ping  
Server call successful  
**OK**

Press [OK].



# Test Server Diagnostic Test

---

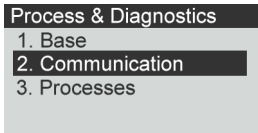
Sends a message to a server to test the line.

To gain access to a diagnostic display test:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Maintenance** > **Process & Diagnostics**

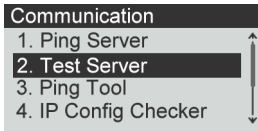
2. Select **Communication** from the list displayed on the screen.



Process & Diagnostics

- 1. Base
- 2. **Communication**
- 3. Processes

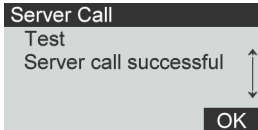
3. Select **Test Server** from the list displayed on the screen.



Communication

- 1. Ping Server
- 2. **Test Server**
- 3. Ping Tool
- 4. IP Config Checker

4. After a successful connection the display shows:



Server Call

Test

Server call successful

OK

Press [OK].

---

## 9.4 System Online Services

### Ink Management Service

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

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



For more information, please contact Customer Service.

### Rate Protection

Rate Protection ensures that the latest postal rates are installed on your Mailing System.

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

Your Mailing System automatically switches to the approved rates on the effective date of rate change.



For more information, please contact Customer Service.

### Account level

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



To upgrade your system, please contact your Customer Service.

## Service Overview

With E-Confirmation Services, your mailing machine can capture and process **USPS Delivery Confirmation, Signature Confirmation, and Certified Mail** tracking label numbers.

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

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

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



To be eligible for Postal Service discounts on Delivery Confirmation and Signature Confirmation services, you must use e-identified tracking labels that are only available from Customer Service. Any other label will cause an input error message. Your Mailing System cannot process confirmation service tracking labels obtained from a Post Office retail counter.

The 'e' in the upper left corner of the label expedites processing and indicates the discount to the letter carrier.

## eDelivery Confirmation

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

## eSignature Confirmation

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

## eCertified Mail

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

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

## e-Confirmation Service Customer Profile

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

The possible notifications are:

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

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

# How e-Confirmation Service Works

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

## The Process in your Mailroom

---

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

If you plan to use the eConfirmation service frequently, the use of a handheld scanner to scan the tracking labels is recommended. The handheld scanner option is compatible with the use of a 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 Zero the Weighing Platform](#) on page 166).

3. Select the rate corresponding to the package to send (see [How to Select a Rate](#) on page 55).

If the rate requires a zip code to be entered, a specific screen is displayed to capture the Zip code.

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

When printing is done, an eConfirmation record is created (see [How to Display eConf Record List and Details](#) on page 154) below.



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

8. Press  to start.



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 145).

## How to Display eConf Record List and Details

List of E-Confirmation records is accessible in the machine.


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

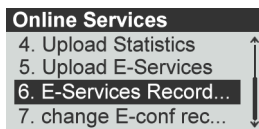
You can display and check information regarding an eConfirmation record:

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

To display the list and check a record:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Online Services**  
E-> **Services Record List**



The record list is displayed.



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

## How to Modify an eConf Record Status

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


Record status:

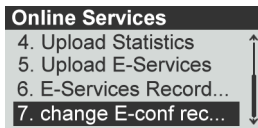
- PIC Valid: corresponds to a valid mail with eConfirmation Service to track through USPS.
- PIC Deleted: corresponds to a mail you don't want to track anymore.

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

To modify the status of an eConf record:

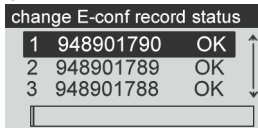
1. As a user:

Press  and select the path: > Advanced Settings > Online Services > Change Econf Records

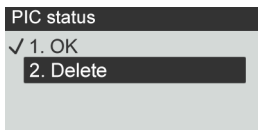


The record list is displayed.

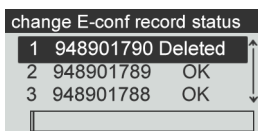
2. Select a record in the list and press [OK].



3. Change record status.



4. Press [OK].







# 10 Configuring your Mailing System

This section describes the general settings you can apply to your Mailing System.

|             |                                                        |            |
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## 10.1 Display Settings

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

### How to Adjust the Display Contrast

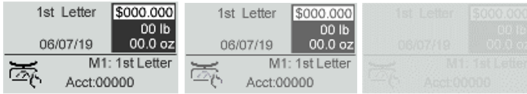
To adjust the display contrast:

1. From the home screen:



Long press  or  to increase or decrease the contrast.

The screen updates immediately.



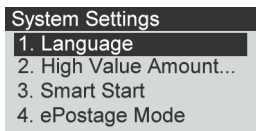
### How to Change the Display Language

To change the current display language:

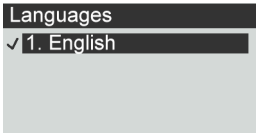
1. From the home screen:

Press  and select the path: > Advanced Settings > Settings > System Settings > Language

Press  and select the path: > Advanced Settings > Settings > System Settings > Language



2. Select the language you want to use.



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

## 10.2 System Time-outs and Settings

System settings include:

- **Sleep timeout**
- **Soft Off timeout**
- **Smart Start:** function that automatically starts the system motors when you withdraw the mail piece from the weighing platform (see [Choosing a Weighing Type](#) on page 57).

### How to Change the 'Sleep timeout'



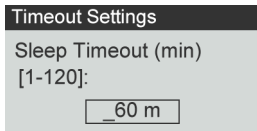
**Sleep Timeout:** Period of inactivity after which the system automatically switches to 'Sleep' mode (see [Power Management](#)).

To change the 'Sleep timeout':

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Timeout Setting** > **Sleep Timeout**

The Sleep Timeout screen is displayed.



2. Enter the value of the 'Sleep timeout'.



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

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

## How to Change the 'Soft Off Timeout'



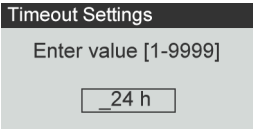
**Soft Off Timeout:** Period of inactivity after which the system automatically turns to 'Soft off' mode (see [Power Management](#)).

To change the 'Soft Off Timeout':

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Timeout Setting** > **Soft Off Timeout**

The Soft Off Timeout screen is displayed.



2. Enter the new value of the 'Soft off time-out'.




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

3. Press [OK] to validate.

## How to Activate / Deactivate Smart Start




The **Smart Start Function** detects when you are removing a mail piece from the weighing platform and automatically starts

the system motors without you having to press the  key.

To activate / deactivate the Smart Start function:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **System Settings** > **Smart Start**

Press  and select the path: > **Advanced Settings** > **Settings** > **System Settings** > **Smart Start**

**System Settings**  
1. Language  
2. High Value Amount...  
**3. Smart Start**  
4. ePostage Mode

2. Press **[OK]** then select **ON** to activate or **OFF** to deactivate Smart Start.

**Smart Start**  
✓ 1. On  
2. Off



## 10.3 Setting Warnings

### How to Set the High-Value Warning Amount



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

To set a high-value warning amount:

1. From the home screen:

Press  and select the path: > Advanced settings > Settings > System Settings > High Value Amount Entry

System Settings  
1. Language  
2. High Value Amount...  
3. Smart Start  
4. ePostage Mode

2. Enter the high-value warning amount or press [C] and enter 0 to disable the warning function.

High Value Amount Entry  
Please enter high value threshold:

3. Press [OK] to validate.

## How to Set the Low-Funds Threshold



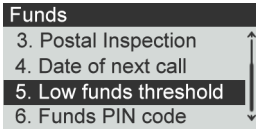
A Low Funds Threshold warning warns the user that the funds remaining in the PSD (Meter) are getting low. More funds should be loaded. The Low Funds Value Warning can be set to any dollar amount.

To set a low-funds threshold:

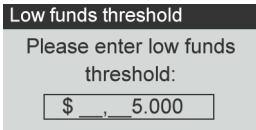
1. Press 



2. Select **Low funds threshold**.



3. Enter the low-funds warning amount or press [C].



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

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

## 10.4 Weighing Settings

The weighing settings include:

- Zeroing the weighing platform
- Setting the GEO code that corresponds to the geographical location of the Mailing System
- Activating / De-activating the ePostage

### How to Zero the Weighing Platform



The mailing system should display 0.00 weight when there is nothing on the weighing platform (scale). If the display does not show zero weight then the weighing platform (scale) should be zeroed.

To zero the Weighing Platform as a user:

1. From the home screen:



From the Home screen, you must press and hold the button for approximately two seconds.

2. The display prompts:.



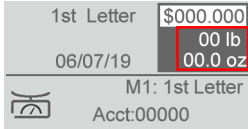
3. Remove all items from the Weighing Platform.



4. Press [OK].



5. Press [OK].



## GEO Code

The Weighing Platform 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 (GEO Code) is done automatically with Online Services.

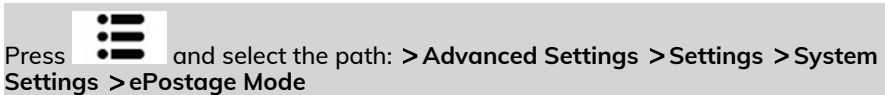
## ePostage

When the ePostage Mode is activated, the weight value is communicated by the Mailing System to NeoShip.

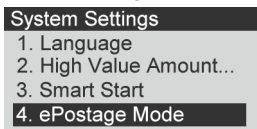
## How to activate / de-activate ePostage Mode

To activate/de-activate 'ePostage Mode':

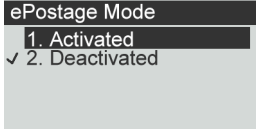
1. From the home screen:



The ePostage Mode screen is displayed.



2. Select **Activated** to start active ePostage mode or **Deactivated** to deactivate this mode.



3. Click **[OK]** to validate your selection.

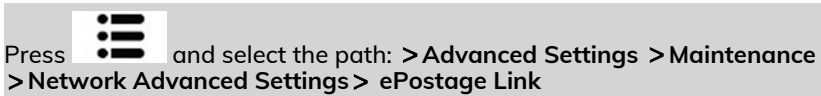
---

## How to set the ePostage connection

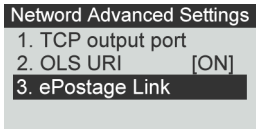
---

To set the ePostage connection:

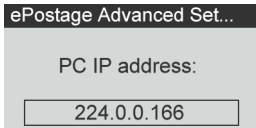
1. From the home screen:



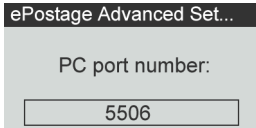
The ePostage Advanced Settings screen is displayed.



2. Enter PC IP address.



3. Enter PC Port number.



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

## 10.5 Imprint Memories

The Imprint Memories are presets for your stamp types.

You can quickly recall a saved setting to simplify operation and save time (see [Using Imprint Memories](#)).

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.

### How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

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



- Standard Imprint Memory: Text, Ad Slogan, Weight (option), Date Mode, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created, an Imprint Memory cannot be deleted, only edited.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

#

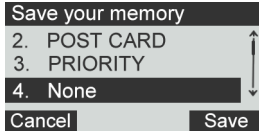
Prepare the job that you want to save as imprint memory (Rate, Slogan, Text). Please refer to the following sections to prepare your job: [How to Select a Rate](#) on page 55, [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 193, [How to Add \(or Cancel\) a Text on the Stamp](#) on page 188.

**To save (create) an imprint memory:**

- The memories store stamp characteristics together with rates and, if activated, charged account.  
From the home screen:

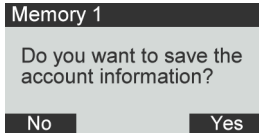


The imprint memories list is displayed.

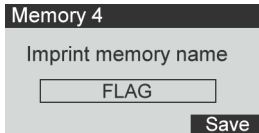


- Select any line with value **None**. Press **[Save]**.

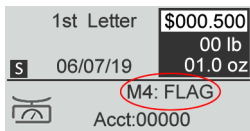
If Accounting is enabled, the message confirmation to save account info is displayed.



- Enter a name for the imprint memory, then press **[Save]**.



- The home screen displays the type imprint memory you're just created.



## How to Save an Imprint Memory

Imprint Memories are presets for your stamp types. Each Imprint Memory is identified by a name and a number. The Homescreen displays the name of the current Imprint Memory.

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



- Standard Imprint Memory: Text, Ad Slogan, Weight (option), Date Mode, Rate, Account Number (if any).
- Imprint Memory are limited to a total of nine.
- Once created an Imprint Memory cannot be deleted.
- To edit or change an Imprint Memory, you make the changes to an existing Imprint Memory and save the changes under a different name.

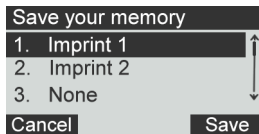
Prepare the job that you want to save as imprint memory (Rate, Slogan, Text). Please refer to the following sections to prepare your job: [How to Select a Rate](#) on page 55, [How to Add \(or Cancel\) a Slogan on the Stamp](#) on page 193, [How to Add \(or Cancel\) a Text on the Stamp](#) on page 188.

### To edit an imprint memory:

1. From the home screen:

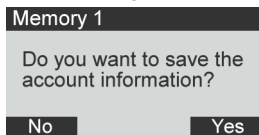
Long press  Mem

The imprint memories list is displayed.



2. Select the existing imprint memory old which you want to edit. Press [OK].

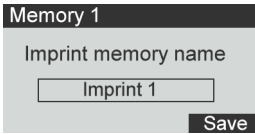
The message confirmation to save account info is displayed.





3. Press [OK].

The imprint memory name is displayed.



4. Keep the old name or enter the name of the imprint memory, then press [OK].  
The home screen displays the updated memory information.

---

## Using Imprint Memories

---

Imprint Memories allow you to create a preset memory that can include the rate, custom text, slogan and date mode for the Type of stamp you would like to use.

In account-activated configurations, Imprint Memories allow you assign postage costs to pre-selected accounts.



If your mail requires different settings, then the imprint memories are the solution: all your settings are stored in a single memory. Just press the imprint memory key instead of multiple keystrokes to select all the required elements.

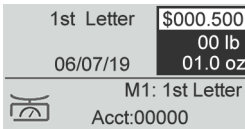
A list of imprint memories can be viewed under the Report menu by selecting Imprint Memory List. It will display the imprint memory name and the associate numeric key.

### How to Save an Imprint Memory

| Imprint Memory List | 06/07/2019 02:42:40 |
|---------------------|---------------------|
| M1                  | 1st Letter          |
| M2                  | Priority            |
| M3                  | Post Card           |
| M4                  | FLAG                |
| M5                  | media               |
| M6                  | intl express        |
| M7                  | retail ground       |
| M8                  | priority exp Flat   |
| M9                  | intl Card           |

### To use an imprint memory:

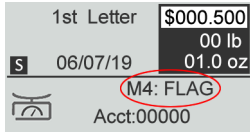
1. From the home screen:



2. Press the numeric key associated with the desired Imprint Memory.

Long press on numeric keypad to select corresponding memory.

For example, to use the memory 4, long press **4**.



The imprint memory zone of the home screen displays the current imprint memory name.

## 10.6 Connection Settings

### How to Set the Postal/Online Services Connection



To add funds or access Online Services, the Mailing System can access the Internet through a high speed LAN (Local Area Network).

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




10

Configuring your Mailing System

To set the postal/Online Services connection:

1. From the home screen:

Press  and select the path: **> Advanced Settings > Settings > 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 LAN:

- The LAN, select Internet (LAN) and press [OK].

Communications Settings  
1. Type of connection [...]  
2. Internet (LAN) Settings

**See also**

- To physically connect the LAN to the base, see [Connection Diagram](#).

## How to Set LAN (High-speed Internet) Parameters

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



**To set the parameters of the LAN:**

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Communication settings** > **Internet (LAN) settings**

The DHCP configuration is displayed.

2. Select > **Auto** to automatically configure the LAN (recommended).

DHCP configuration  
✓ 1. Auto  
2. Manual

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

The screen **Host name setting** is displayed. It is un-editable.

Host Name settings  
Host Name Option  
nd-za1815209269

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

The screen **Set Vendor Class ID** is displayed. It is OFF by default but can be activated and edited.

Press **[OK]** to validate.

5. Select:
  - **DNS:** Auto, then
  - **Speed & Duplex:** Half
6. Press **[OK]** to validate.

Other settings screen is displayed with the MAC Address. Press **[OK]**.

7. **Proxy** is OFF by default. If select **Proxy** is ON and press **[OK]**.

The **Proxy settings** screen will display:

- **Proxy URL:** Empty by default. Value chosen by supervisor.
- **Proxy Port:** 8080 by default. Value chosen by supervisor.
- **Proxy Domain Name:** Empty by default. Value chosen by supervisor.
- **Proxy Username:** Empty by default. Value chosen by supervisor.
- **Proxy Password:** Empty by default. Value chosen by supervisor.

Press **[OK]**.

The **Proxy-Kerberos settings** screen will display:

- **Kerberos realm:** Empty by default. Value chosen by supervisor.

**Installation process - Comr**

Kerberos realm

The **Proxy settings** screen will display:

- **Proxy URL:** Empty by default. Value chosen by supervisor.
- **Proxy Port:** 8080 by default. Value chosen by supervisor.
- **Proxy Domain Name:** Empty by default. Value chosen by supervisor.
- **Proxy Username:** Empty by default. Value chosen by supervisor.
- **Proxy Password:** Empty by default. Value chosen by supervisor.

Press **[OK]**.

The **Proxy-Kerberos settings** screen will display:

- **Kerberos realm:** Empty by default. Value chosen by supervisor.

**Installation process - Com**

Kerberos realm

- **KDC server name:** Empty by default. Value chosen by supervisor.

**Installation process - Comr**

KDC server name

- **KDC server name:** Empty by default. Value chosen by supervisor.

**Installation process - Com**

KDC server name

8. Press **[OK]**, the system will come back to the beginning screen and accept any changes.


## 10.7 Date and Time

### How to Check/Adjust the Machine Time and Date

---

To adjust the current time and date:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Date Management** > **Adjust Date & time**



If you are processing postage at the time when the system clock adjusts for daylight savings time, the Mailing System will wait until you are finished before displaying the new time.

#### Date Management

1. Date and Time
2. **Adjust Date and Time**
3. Automatic Date Ad...

2. To resynchronize the time with server, press **[OK]**.

#### Adjust Date & Time

To resynchronize the time with server, press OK.


3. Press **[OK]** to connect Postal Server.
-

## How to Check/Adjust the Machine Time and Date

---

To check the current time and date:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Date Management** > **Date and time**

| Date and Time |            |
|---------------|------------|
| Date:         | 06/20/2019 |
| Time:         | 10:24:44   |

---

## Daylight Savings Time Transitions

Your Mailing System normally auto-adjusts to Daylight Savings Time. However, if it is necessary to resynchronize the time with the server, you can perform a [postal inspection](#).

## How to Set the Automatic Date Advance Time

---


The **Automatic Date Advance function** automatically changes 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.

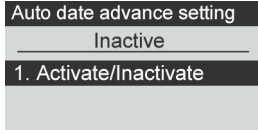
To set the auto date advance time and days:



1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Settings** > **Date Management** > **Automatic Date Advance**

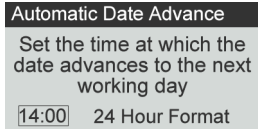
The Automatic date advance screen is displayed.



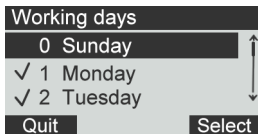
2. Press **[OK]**.
3. Select **ON** and press **[OK]** to enable the Auto Date Advance function.



4. Select **Set Hours**, enter the Automatic Date Advance time (00:00 hours is not allowed) and press **[OK]**.



5. Select **Set working days**, following by the day number on the keypad to select/deselect each day, and then press **[OK]**.



6. Press  to exit.

# 11 Options and Updates

This section describes how you can upgrade your system by adding optional functions and elements of stamp such as latest postal rates, additional texts or slogans.

|             |                                                    |            |
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## 11.1 Overview

You can update your Mailing System by:

- Adding new options, such as Differential Weighing or increasing the maximum number of accounts
- Adding enhanced online postal expense management or USPS E-services.
- Update postal Rates
- Creating additional Texts for the stamp
- Downloading custom Slogans



To update your Mailing System's operating system, see [Online Services](#) on page 141.

## 11.2 Using the Mailbox

The mailbox allows you to receive messages from the Mailing System or from customer service via the server.

On the home screen, an icon indicates that the mailbox contains unread messages.


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

### How to Read Messages

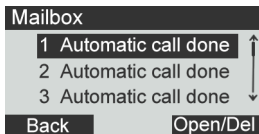
---

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

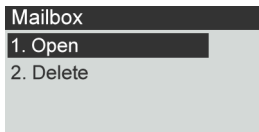
1. From the home screen:

Press  and select the path: **Mailbox**

The Mailbox screen is displayed.



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



## How to Delete Messages

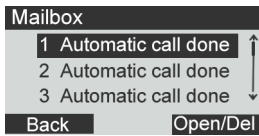
---

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

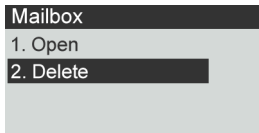
1. From the home screen:



The Mailbox screen is displayed.



2. Select the message to be deleted and press [OK].
3. Select **Delete** to erase the message.



## 11.3 Managing Options

### How to Display the Options

The option list includes the options actually loaded into your Mailing System and indicates the options that are activated.


You can also display details for each option.



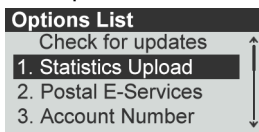
For more information about the options you can add to your Mailing System, please contact customer service.

To display the option list:

1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Online Services** > **Option list**

The Options list screen is displayed.



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

### How to Load New Options

You can activate new options by connecting the Mailing System to Online Services server. New available options are automatically downloaded into your Mailing System and activated.



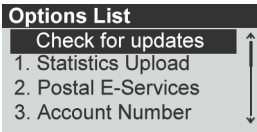
Contact customer service to have new options ready for downloading on the Online Services server.

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

1. Check that your Mailing System is connected to a network (see [Connections](#) on page 19) and that the connection is properly configured (see [Connection Settings](#) on page 174).



2. Select **Check for updates**. It will trigger a call to the Online Services server.



3. After the call, you can display installed options. See [How to Display the Options](#) on page 186.



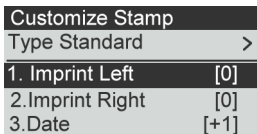
## 11.4 Managing Text Messages

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



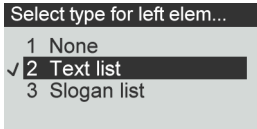
To add a text to the stamp, or to cancel the text:

1. Press .
2. Select **Imprint left** or **Imprint right**.



3. Select **Text list**.

The Text list screen is displayed.



4. Select the desired text in the list or select **None** for printing no text.

The Text list screen is displayed.



The  icon indicates the current selection.

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

The Customize stamp screen is displayed with updated parameters (home screen:




See also

- [Managing Custom Text Messages](#) .

## How to Display the List of Text Messages



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

### To display the list of text:

1. From the home screen:

Press  and select the path: > Imprint left or > Imprint right

2. Select **Text list**.

The list of available text messages is displayed.



## How to Add a New Text Message



### To add a new message:

1. Display the list of text.

Press  and select the path: > Imprint left or > Imprint right

Select **Text List**. The list of available text messages is displayed.



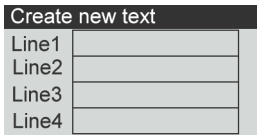
2. Select **Add new**.



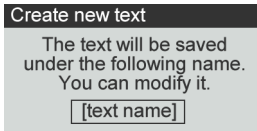
3. Enter your text (max. 4 lines, 18 characters per line).



For more information on how you can type different characters, see [Control Panel Features](#) on page 15.



4. Press **[OK]** to validate.
5. Enter the name to be displayed on the menu for users, then press **[OK]**.



## How to Delete a Text Message



### To delete text:

1. Display the list of text.

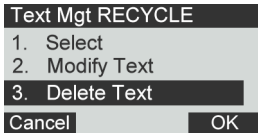


Select **Text List**. The list of available text messages is displayed.



2. Select a message and press [OK].  
The Text Management screen is displayed.

3. Select **Delete a text**.  
Selected text is displayed.



4. Press [OK] to confirm deletion.  
The system updates the message list.

## How to Modify a Text Message



### To modify a text:

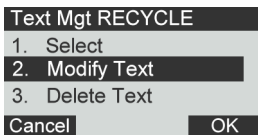
1. Display the list of text.



Select **Text List**. The list of available text messages is displayed.



2. Select a message and press [OK].  
The Text Management screen is displayed.
3. Select **Modify a text**.



4. You can change the text message and press [OK] to display the next screen (Use [C] key to clear characters).

| Modify text |         |
|-------------|---------|
| Line1       | PLEASE  |
| Line2       | RECYCLE |
| Line3       |         |
| Line4       |         |

5. You can change the text name and press [OK] to validate.  
The system updates the message.
-

## 11.5 Managing Slogans

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

You can:

- Display the list of slogans
  - Rename or delete slogans from the list
- Download new slogans.



The available slogans are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server.

### How to Add (or Cancel) a Slogan on the Stamp



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

1. Press  .
2. Select **Imprint left** or **Imprint right**.

| Customize Stamp  |      |
|------------------|------|
| Type Standard    | >    |
| 1. Imprint Left  | [0]  |
| 2. Imprint Right | [0]  |
| 3. Date          | [+1] |

3. Select **Slogan list**.

The Slogan list screen is displayed.

| Slogan list                                   |  |
|-----------------------------------------------|--|
| Download new                                  |  |
| 0 None                                        |  |
| <input checked="" type="checkbox"/> 1 US FLAG |  |

4. Select the slogan in the list or select None for printing no slogan.
5. Press **[OK]** to validate your selection.


The Customize Stamp screen is displayed with updated parameters (home screen:



## How to Display the List of Slogans

---




The list of slogans includes the slogans that are installed in the Mailing System and indicates with a check mark  the active slogan.

### To display the list of slogans:

1. From the home screen:



Press  and select the path: > **Imprint left** or > **Imprint right**

#### Select type for left elem...

- 1 None
- 2 Text list
- 3 Slogan list

2. Select **Slogan list**.

The list of slogans is displayed.

#### Slogan list

- Download new
- 0 None
- 1 US FLAG

---


## How to Modify a Slogan

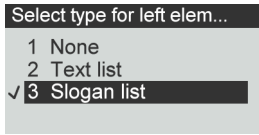
---



To modify a slogan:

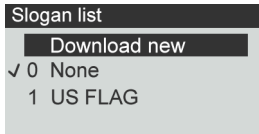
1. From the home screen:

Press  and select the path: > **Imprint left** or > **Imprint right**



2. Select **Slogan list**.

The list of slogans is displayed.

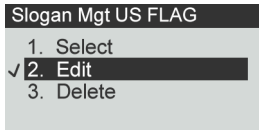


3. Select the slogan and press [OK].

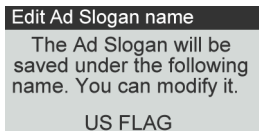


The Slogan Management screen is displayed.

4. Select **Edit**.



5. Change the slogan name using the keypad and press [OK].



The system updates the slogan list.




# How to Delete a Slogan

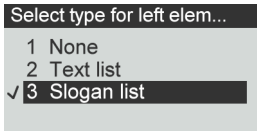
---



## To modify a slogan:

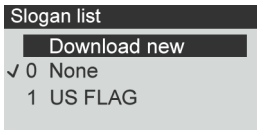
1. From the home screen:

Press  and select the path: > Imprint left or > Imprint right

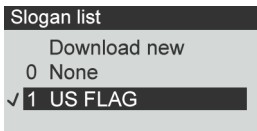


2. Select **Slogan list**.

The list of slogans is displayed.

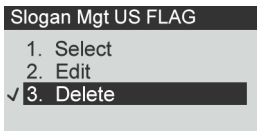


3. Select the slogan and press **[OK]**.



The Slogan Management screen is displayed.

4. Select **Delete**.



The system asks for a confirmation.

5. Press **[OK]** to confirm deletion.

The system updates the slogan list.


# How to Download New Slogans

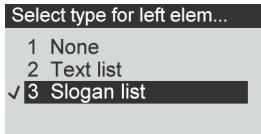
---



To download new slogans:

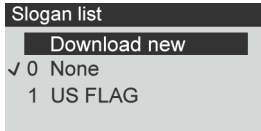
1. From the home screen:

Press  and select the path: > **Imprint left** or > **Imprint right**



2. Select **Slogan list**.

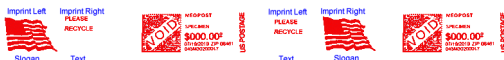
The list of slogans is displayed.



3. Select **Download new** and press [OK].

The Mailing System connects to the Online Services server and downloads available slogans.

## 11.6 Position Slogan/Text




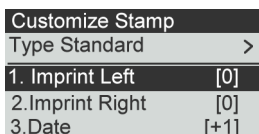
The position of the **Slogan** and the **Text Message** can be Interchanged using the Imprint Left and Imprint Right setting.

To swap the positions:

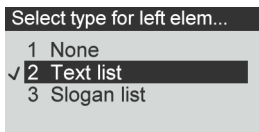
1. Select what you would like to position.



Press  and select the path: > Imprint left or > Imprint right



Select **Text List**.

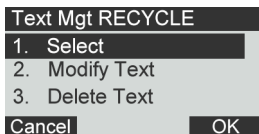


2. The list of available text messages is displayed. Select the message you want to position and press **[OK]**.

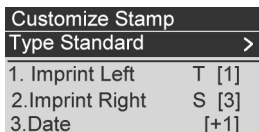


The Text Management screen is displayed.

3. Select **Select**.



4. Press **[OK]** to accept the position.



## 11.7 Managing Postal Rates

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


You can:

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



New **rate tables** are **automatically downloaded** into your Mailing System by connecting the Mailing System to the Online Services server as a user.

### Rate Table List

The Rate Table List display all available rate tables that are currently installed in your Mailing System and indicates with a check mark  the active rate table.



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

To view the current rate file:

1. Press .

The Rate Selection screen is displayed.

|                |             |
|----------------|-------------|
| 1st Letter     | \$000.000   |
| No Services    | 00 lb       |
|                | 00.0 oz     |
| 1 1st Letter   | 2 Domestic  |
| 4 Int'l Letter | 5 Int'l     |
| 7 Services     | 8 Adv. Rate |

2. Select **Adv. Rate** and press [OK].

|                      |
|----------------------|
| Advanced Rate        |
| 1. Rate code         |
| 2. Rate table list   |
| 3. Update rate table |

3. Select Rate Table List.

|                      |
|----------------------|
| Advanced Rate        |
| 1. Rate code         |
| 2. Rate table list   |
| 3. Update rate table |

- The display shows the Rate Files loaded in the system and indicates which rate file is in use.



---

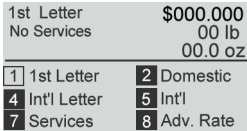
## Download New Rates

---

To download new rates:

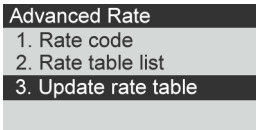
- Press .

The Rate Selection screen is displayed.



Press **8** to select the Advanced rate.

- Select **Update rate table** and press **[OK]**.



The Mailing System connects to the Online Services server and downloads available rates.

---

# 12 Maintenance

|             |                                                   |            |
|-------------|---------------------------------------------------|------------|
| <b>12.1</b> | <b>Ink Cartridge .....</b>                        | <b>203</b> |
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| <b>12.2</b> | <b>Moistener .....</b>                            | <b>211</b> |
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## 12.1 Ink Cartridge

### About the Ink Cartridge

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

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

The ink cartridge also contains two print heads that have to be aligned.



If you observe poor print quality (streaked, too light, blurred, etc.), see [Cleaning Cartridge](#).





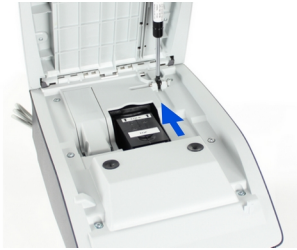
# How to Change the Ink Cartridge

If after cleaning, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink



cartridge.

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



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

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



3. Lift out the old ink cartridge.

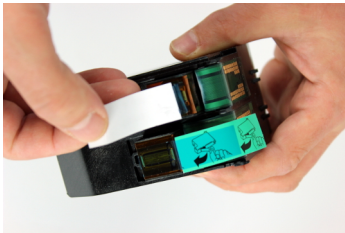
4. Remove the two plastic caps on the new ink cartridge.



The caps are removed.



5. Remove the protective strips from the new ink cartridge.



6. Insert the new ink cartridge, and then push it forward until you hear the click.



7. Close the cover.

The alignment process of the printing heads starts automatically.

# How to Display Ink Level and Cartridge Data

Ink Cartridge Data includes information such as consumption and date



installed..

To display the ink cartridge data:

1. From the home screen:

Press  and select the path: > Ink Cartridge > Ink Cartridge information

The Ink information screen is displayed.

```
Ink Cartridge Information
Consumption 0 %
Color Red fluore...
Cartridge Installed
First used date 02/05/2018
```

Press  and select the path: > Ink Cartridge > Ink Cartridge information

```
Ink Cartridge
1. Ink Cartridge Inform...
2. Cleaning Process
3. Set cartridge align...
```

The Ink information screen is displayed.

```
Ink Cartridge Information
Consumption 51%
Color Red fluore...
Cartridge Installed
First used date 12/06/18
```

## How to Clean the Print Heads Automatically


Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink




cartridge.

To clean the print heads automatically:

1. From the home screen:

Press  and select the path: > Ink Cartridge > Cleaning process

The cleaning starts automatically.

Press  and select the path: > Ink Cartridge > Cleaning process

The cleaning starts automatically.

Ink Cartridge  
1. Ink Cartridge Inform...  
2. Cleaning Process  
3. Set cartridge align...

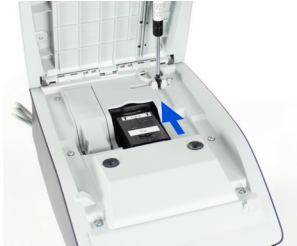
## How to Clean the Print Heads Manually

Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink



cartridge.

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



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

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



3. Lift out the ink cartridge.

4. Clean the heads with a soft damp cloth.



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

---

## How to Align the Print Heads

---

After installing a new ink cartridge you should verify that the ink cartridge print heads are aligned.



**To align the print heads:**

1. From the home screen:

Press  and select the path: > Ink Cartridge > Set cartridge alignment

Press  and select the path: > Ink Cartridge > Set cartridge alignment

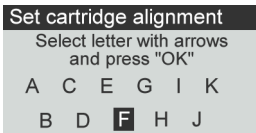
**Ink Cartridge**  
1. Ink Cartridge Inform...  
2. Cleaning Process  
3. Set cartridge align...


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



The Set Cartridge alignment screen is displayed.

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



4. Press **[OK]** to validate.
5. Repeat the previous step until lines F are aligned.
6. Press  to exit.

## Ink Management Service

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

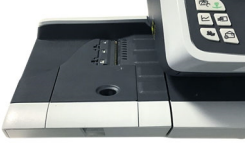
An e-mail message then informs you of that condition so that the ink cartridge can be replaced in time.



For more information, please contact Customer Service.

## 12.2 Moistener

### Moistener Overview



#### A Sealing Moistener:

- Is used to moisten the glue on the envelope and seal the flap closed.
- Consists of the brush assembly, sponge assembly, and water reservoir
- all of which are used to moisten the glue on the envelope flaps.
- Uses an envelope flap separation blade to open the envelope flap slightly.



#### Sealing Moistener Maintenance:

- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

### Hand-Feed Table Moistener



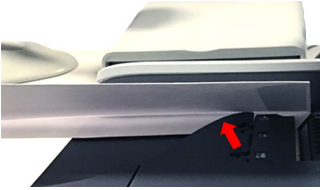
Hand-Feed Table Moistener



If your hand feed table is equipped with a moistener, you can close the envelopes by sliding the flap under the moistener brush while feeding them into the base mail path.



Do not attempt to seal self-adhesive envelopes. Use standard flap envelopes.



## Cleaning the Brushes and Sponge (Moistener)



To avoid sealing issues:

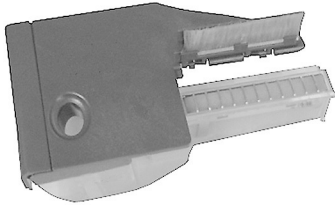
- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

To clean the brushes and sponge of the feed table moistener:

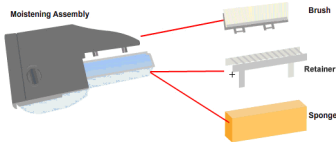
1. Remove the moistener assembly from the table.



2. Raise the brush.



3. Lift the metal sponge retainer to remove the sponge.



4. Clean the sponge and the brush.
5. Reinstall the sponge and retainer.
6. Put the brush back.
7. Put the moistener back into place.

## How to Fill the Moistener

---

To add water to the moistener.

1. Remove the moistener from the table.



2. Fill the moistener with water up to the limit marks.
  3. Put the moistener back into place.
-

## 12.3 Service Processes

### How to Run the Registration Update



The Update Registration process is only to be completed at a request from Customer Service.


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

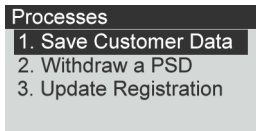
### How to Save Customer Data

The Save Customer Data allows you to backup customer data (accounts, imprint memories, and so on) to the Online Services Server. It should only be performed on a request from by Customer Service.

To run the registration update:

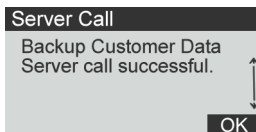
1. From the home screen:

Press  and select the path: > **Advanced Settings** > **Maintenance** > **Process & Diagnostics** > **Processes** > **Save Customer Data**



2. Press **[OK]** to begin the procedure.
3. Press **[OK]** when the process is complete.

The message "Backup Customer Data Server call successful" is displayed.



## How to Withdraw the PSD (Meter)


---

The Withdraw PSD process is only to be completed at the request of Customer Service.

- Removes the PSD from service.
- Requires a password from Customer Services to perform.

To withdraw the meter:


1. As supervisor (see [How to Log in as Supervisor](#)):

Press  and select the path: > **Advanced Settings** > **Maintenance** > **Process & Diagnostics** > **Processes** > **Withdraw a PSD**

**Processes**  
1. Save Customer Data  
2. **Withdraw a PSD**  
3. Update Registration

The Withdraw meter screen is displayed.

**Withdraw a PSD**  
Do you want to withdraw your PSD?  
This process is composed of several steps: Data save, upload or printing and the postal withdrawal step. Press "OK" to begin the withdrawal process.  
**Quit** **OK**

2. Type the withdrawal PIN code using the keyboard and press **[OK]**.
3. Press **[OK]** or the **[Sleep/Wake]** button (  ) to turn the system to Sleep or Soft-off mode.
4. **ONLY at that stage**, disconnect the system power cord from the power socket.
5. Open the cover of the base, then the cover of the meter. Pull the meter towards the front of the base to disengage it from the base connector.



6. Remove the meter from the Mailing System base.
-

# 13 Troubleshooting

This section helps you solve problems you may encounter while using your Mailing System.

|             |                                                   |            |
|-------------|---------------------------------------------------|------------|
| <b>13.1</b> | <b>Machine Issues</b> .....                       | <b>219</b> |
|             | How to Clear Mail Jammed in the Base .....        | 219        |
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## 13.1 Machine Issues

### How to Clear Mail Jammed in the Base

---

Envelopes are jammed (stopped) in the transport mechanism of the Base.

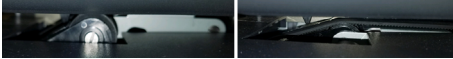
- Mail piece is too thick.
- Mail size is incorrect.

To clear mail jammed in the Base:

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



The release handle lowers the rollers to enable the user to clear any jams.



2. Using your other hand, remove the jammed envelopes.
3. Release the jam release handle to put the transport belt and wheels back in position.

---

### How to Clean the Print Heads Automatically

---

Each ink cartridge contains two print heads. If after cleaning the print heads, you still observe poor print quality (streaked, too light, blurred, etc.) or the system indicates the ink cartridge is out of ink ... it is time to replace the ink



cartridge.


To clean the print heads automatically:



1. From the home screen:

Press  and select the path: > Ink Cartridge > Cleaning process

The cleaning starts automatically.

Press  and select the path: > Ink Cartridge > Cleaning process

The cleaning starts automatically.

Ink Cartridge

1. Ink Cartridge Inform...

2. Cleaning Process

3. Set cartridge align...

---

## Cleaning the Brushes and Sponge (Moistener)

---



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Troubleshooting

To avoid sealing issues:

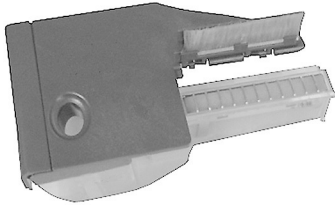
- Keep fresh water in the water reservoir.
- Clean the Brush Assembly weekly with fresh water.
- Rinse out the sponge with fresh water weekly.
- Replace the brush assembly when the moistener is not moistening properly.
- Replace the sponge when it begins to break down and not soak up water properly.

To clean the brushes and sponge of the feed table moistener:

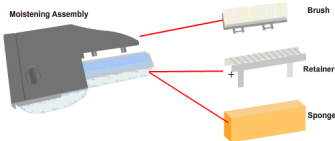
1. Remove the moistener assembly from the table.



2. Raise the brush.



3. Lift the metal sponge retainer to remove the sponge.



4. Clean the sponge and the brush.
5. Reinstall the sponge and retainer.
6. Put the brush back.
7. Put the moistener back into place.

# The Weighing Device does not Weigh Properly

If the Base does not display a correct weight, complete the following actions to correct the problem.

You have to check the weighing device as follows.

| Possible causes                                                                                                                                                        | Actions                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| There are vibrations or air drafts in the weighing area.                                                                                                               | Use a solid and steady table: <ul style="list-style-type: none"> <li>• Away from any door</li> <li>• Away from any fan.</li> </ul>                                                                                                                                                                                                                                                                   |
| Something is touching or laying on the Weighing Platform.                                                                                                              | Clear the weighing zone and re-zero the Weighing Platform (see <a href="#">Weighing Settings</a> on page 166).                                                                                                                                                                                                                                                                                       |
| The Weighing Platform zero is not correct.                                                                                                                             | See the weighing platform zeroing procedures in <a href="#">Weighing Settings</a> on page 166.                                                                                                                                                                                                                                                                                                       |
| You have placed a package on the platform that is too heavy for the rate selected.                                                                                     | <ol style="list-style-type: none"> <li>1. Press <b>[OK]</b> to clear the error message.</li> <li>2. Press the <b>[Rate]</b> 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).</li> <li>3. Press lightly on the Weigh Platform to establish the weight and postage with the new rate.</li> </ol> |
| Weight of the items on WP exceeds the max capacity defined in Weighing Platform (you have placed a package on the platform that is too heavy for your Weigh platform). | <ol style="list-style-type: none"> <li>1. Remove the package and if possible, weigh it on another scale.</li> <li>2. Use Manual Weight Entry mode to enter the weight and determine the postage.</li> </ol>                                                                                                                                                                                          |



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

# PSD Locked IX Series Mailing Systems

|                   |                                                                                                                 |
|-------------------|-----------------------------------------------------------------------------------------------------------------|
| Event-ID          | PSD Locked. The date limit to call server has been reached.                                                     |
| Short description | 72 Hour Time limit reached                                                                                      |
| Long description  | 72 hour time limit for server communication reached                                                             |
| Recovery          | Re-connect your mailing system to your network and perform a postal inspection to clear the PSD Locked message. |
| Condition R_D     |                                                                                                                 |
| Condition IPSS    |                                                                                                                 |

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

[Postal Inspection Instructions](#)

## 13.2 System Data

### How to Display Software Data

The Software Data contains the following information: PSD#, Loader, OS, PACK, XNDF DATA DELTA, language, variant.

To display Software Data:

1. From the home screen:

Press  and select the path: > Advanced Settings > Maintenance > System Info > Software information

System Info  
1. Software Information  
2. Hardware Information  
3. Counters

2. The system software data appears on the screen.

Software Information  
Software Unknown  
Versio... D16.01-0..  
Versio... r59269  
Versio... RELEASE

13

Troubleshooting

### How to Display Hardware Data

The Hardware Data contains the following information: P/N of the base and the PSD.

To display hardware data:

1. From the home screen:

Press  and select the path: > Advanced Settings > Maintenance > System Info > Hardware Information

System Info  
1. Software Information  
2. Hardware Information  
3. Counters

- The system hardware data appears on the screen.

| Hardware Information |              |
|----------------------|--------------|
| Base                 | A004532... ↑ |
| Weight               | 5418030... ↓ |
| PANEL                |              |
| PSD #                | A001422... ↓ |

---

## How to Display the Machine Counters

---

The display will show the data of the machine counters.

To display the data of the machine counters:

- From the home screen:

Press  and select the path: > **Advanced Settings** > **Maintenance** > **System Info** > **Counters**

| System Info             |
|-------------------------|
| 1. Software Information |
| 2. Hardware Information |
| <b>3. Counters</b>      |

- The system displays the data of the machine counters.

| Counters        |      |
|-----------------|------|
| Base mechanical | 1742 |

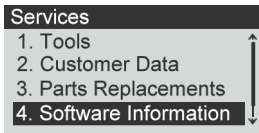
Back

# How to Display the Event Lists

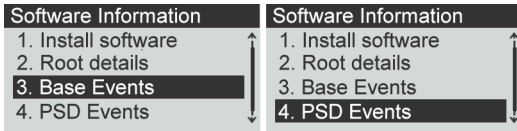
The display show the list of the events occurred in the machine (Base errors, PSD events and Server connection history).

To display the event lists:

1. From the home screen:

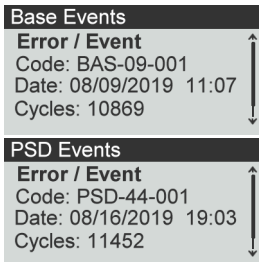


2. Select the **Base events** list or the **PSD events** list or **Server connection history**



3. Press **[OK]** to validate.
4. The system displays the selected list in a table with, for each error:

The Code of the event  
The Date where appends the event  
The Cycles count when the event occurred.



5. Note the Code and refer to your customer service.

# 14 Specifications

This sections contains the main specifications of your Mailing System.

|             |                                     |            |
|-------------|-------------------------------------|------------|
| <b>14.1</b> | <b>Mail Specifications .....</b>    | <b>229</b> |
| <b>14.2</b> | <b>General Specifications .....</b> | <b>230</b> |
| <b>14.3</b> | <b>Operating Conditions .....</b>   | <b>231</b> |
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| <b>14.5</b> | <b>System Changes .....</b>         | <b>233</b> |

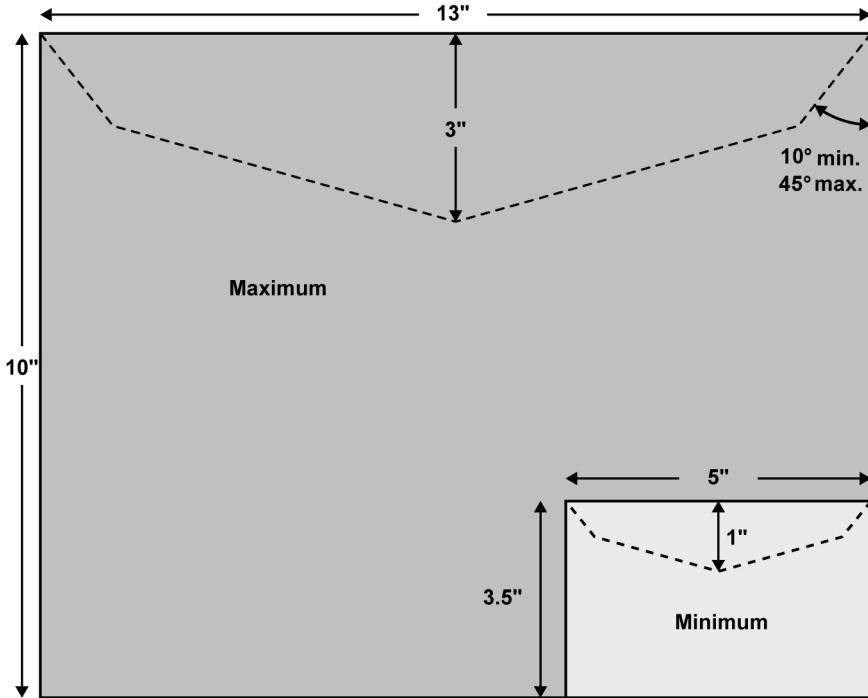




## 14.1 Mail Specifications

### Envelope Dimensions

Your Mailing System can handle the envelope & flap sizes as illustrated below (note: the illustration is not to scale).



#### Envelopes:

- Minimum Weight: 0.1 oz.
- Maximum Weight: 1 lb. 10.4 oz.
- Minimum Envelope Thickness: 0.008 inches.
- Maximum Envelope Thickness: 0.63 inches (1 envelope at a time, no sealing).

## 14.2 General Specifications

### Dimensions

(Width x Length x Height)

- Base: 9.84" x 14.76" x 10.23"
- Feed Table: 4.1"x 8.6" x 3.9" Feed Table with moistener (option): 7.4" x 8.6" x 3.9"

### Weight

- Base: 23 lb 6 oz
- Feed table with moistener (option): 2 lb
- Catch tray: 2 lb 10.3 oz

### Power

- Frequency: 60 Hz
- Max. current rating (full configuration): 2.5 A
- Power supply: 110 V (+6% -10%) 3 wire grounded circuit (up to standard NFC15-100)

## 14.3 Operating Conditions

### Temperature and Relative Humidity

Your Mailing System should only be operated in the following conditions:

|                          |                                    |
|--------------------------|------------------------------------|
| <b>Temperature range</b> | Ambient temperature: 50°F - 104°F. |
| <b>Relative humidity</b> | 80% max. without condensation.     |

### Weighing accuracy



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

- Away from any doors
- Away from any fan

## 14.4 System Specifications

### Accounts

The number of accounts is set to 50 by default and can be raised optionally to 500.

### Weighing accuracy



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

- Away from any doors
- Away from any fan

## 14.5 System Changes

### Major Changes

| Function                  | Description                                                                                                                                                                                                                                   | Link                                                                                                                                                    |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Imprint memory management | This function is to memorize a specific task used regularly.                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• <a href="#">Managing Imprint Memories</a></li> </ul>                                                           |
| Kerberos                  | Proxy settings in Lan configuration.                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• <a href="#">How to Set LAN (High-speed Internet) Parameters</a> on page 175</li> </ul>                         |
| Option 12/60              | Option is available when DHCP in Lan Configuration is on screen.                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• <a href="#">How to Set LAN (High-speed Internet) Parameters</a> on page 175</li> </ul>                         |
| Manual amount entry       | This function allows manual input of the indicium amount. The use of this function is strictly delimited.                                                                                                                                     | <ul style="list-style-type: none"> <li>• <a href="#">Printing [Amount Correction] Mode</a></li> </ul>                                                   |
| Correction mode           | The Amount and Date Correction functions allow the postage and date is set by the user.                                                                                                                                                       | <ul style="list-style-type: none"> <li>• <a href="#">Printing [Redate] Mode</a></li> <li>• <a href="#">Printing [Amount Correction] Mode</a></li> </ul> |
| Test indicium             | This layout is dedicated to give an overview of the indicia appearance for the customer.                                                                                                                                                      | <ul style="list-style-type: none"> <li>• <a href="#">Using Imprint Test</a></li> </ul>                                                                  |
| Post calls functions      | To fulfill IMI specifications, when customer prints an item a “tea timer” must be started. The tea timer is a dedicated timer that is used to force a call to the postal server in the next 24h or/ and lock the franking machine in the 72h. | <ul style="list-style-type: none"> <li>• <a href="#">Manual Call</a></li> </ul>                                                                         |
| No remote account system  | This mailing system is not compatible with a remote account management software (MAS or similar).                                                                                                                                             |                                                                                                                                                         |

|                           |                                    |  |
|---------------------------|------------------------------------|--|
| Pas activation fractional | To be added later, no info so far. |  |
|---------------------------|------------------------------------|--|

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Specifications

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quadi<sup>7</sup>ent  
Because connections matter.



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