# Pitney Bowes

## Small Office Series™

# **K700** Digital Postage Meter

## **User Guide**
### Canada English Version

SV61503 Rev. A

We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your digital mailing system may not have some of the features described in this book. Available features vary, depending on the model of your mailing system, installed options, system software level, how your system is set up and the country it is designed to operate in.

E-Z Seal, and Postage By Phone are trademarks or registered trademarks of Pitney Bowes Inc. ENERGY STAR is a registered trademark of the United States Environmental Protection Agency.

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*Declaration of Conformity According to FCC Rules Part 2 , Paragraph 2.1077*

This device, *K700* digital postage meter, complies with Part 15 of the FCC Rules.  Operation is subject to the following two conditions:  (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Responsible party:  Pitney Bowes, 1 Elmcroft Rd., Stamford, CT 06926-0700, (800) 522-0020.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

A shielded USB cable must used with this equipment to ensure compliance with the limits. Use of a unshielded cable is prohibited.

*FCC Part 68 Compliance of the K700 Modem*

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment is designed to be connected to a Facility Interface Code 02LS2 network with RJ11C network interface.

A plug and jack used to connect this equipment to the premises
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wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The ringer equivalence number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example 03 is a REN of 0.3).

If this equipment (*K700* digital postage meter) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment (*K700* digital postage meter), please contact Pitney Bowes, 1 Elmcroft Rd., Stamford, CT 06926-0700, (800) 522-0020 for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. This equipment is not intended to be repaired by the customer (user).

Connection to party-line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If the installation site has specially wired alarm equipment connected

to the telephone line, ensure the installation of this mailing machine does not disable the alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

*Servicing*

This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. Failed units will be returned to the Pitney Bowes U.S. Service Center. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 1 Elmcroft Road, Stamford, CT, 06926-0700, (800) 522-0020.

*Industry Canada*

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The Ringer Equivalence Number (REN) of this terminal equipment is 1.0. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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# *Pitney Bowes Contact List*

## If You Need Assistance

- Product Name: *K700 Digital Postage Meter*
- Model Number: K700
- For support, go to:
  *www.pitneybowes.ca*
- To order Pitney Bowes supplies and accessories, call 1-800-672-6937 and follow the telephone prompts, or go to:

  *www.pitneybowes.ca* and click on **Online Store.**
- All other inquiries can be done by calling 1-800-672-6937 and following the telephone prompts. There are prompts for:
  - Questions on your postage funds on your account (also known as your Postage By Phone® meter payment account).
  - Ordering Pitney Bowes supplies and accessories
  - Questions on an invoice or statement
  - Technical support

  NOTE: Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

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# *Section 1*
## *Introduction*

## About the Pitney Bowes Small Office Series™

Pitney Bowes Small Office Series™ is a line of unique mailing solutions for small businesses and those with home offices. The line has products for all volumes and types of postage usage from less than $30/month in postage to $300/month and more as well as products developed specifically for people shipping mostly packages. Pitney Bowes is dedicated to helping small businesses manage their mailing needs while avoiding time-consuming trips to the Post Office.

## About Your Digital Postage Meter

Your digital postage meter features include:

*   Space-saving, compact footprint
*   Energy Star® compliant design lowers operating costs and helps preserve the environment
*   Easy-to-read display shows system status and prompts you through setup operations
*   Automatic date advance
*   Keyboard-selectable envelope ads
*   Convenient postage-adding via Pitney Bowes Postage By Phone® meter payment system (requires analog phone line)
*   Ink jet printer provides clear, crisp imprints
*   Optional scale weighs mail pieces
*   Internal rating feature calculates correct postage
*   Date and time stamp for use on incoming mail or on sensitive documents
*   Optional accounting feature tracks postage costs by department
*   Password protection limits access to authorized personnel
*   Full report printing capability provides hard-copy records of your postage transactions
*   USB communication port (for future optional features).

# 1 • Introduction

## About Downloads to Your Postage Meter

Your postage meter uses the Pitney Bowes IntelliLink® postage meter system, which allows you to download information directly into your machine. The IntelliLink® postage meter system technology gives you the ability to:

*Add postage funds conveniently via internal modem*

You can add funds to your postage meter electronically via the Pitney Bowes Data Centre (requires analog phone line).

*Download Postal Rate Updates*

The latest postal rates are downloaded precisely when you need them.

*Add Envelope Ads*

You can add envelope ads when needed. Please contact Pitney Bowes to order (see *Pitney Bowes Contact List* at start of guide).

*Keep Your Postage Meter Current*

Software download capability means you'll always have the latest version of your postage meter's operating system.

## Postal Requirements

Your postage meter is issued under the oversight of the Canada Post Corporation (CPC) and you must follow some basic requirements.

• Mail must have the correct date and postage amount in the meter stamp (indicia).

• Metered mail must bear the postal code of the address where the postage meter is located and mail processed.

• If you move the postage meter to another postal code location, you must update postal code. You can do this by calling Pitney Bowes (see *Pitney Bowes Contact List* at start of guide).

• Each time you add postage to the postage meter, the Pitney Bowes Data Centre automatically performs a postal inspection. If the interval between inspections is more than 60 days, your postage meter's display prompts "Inspection Due." Perform an inspection as instructed in *Section 5 - Adding Postage* to satisfy the inspection requirement. If the interval between inspections is more than 90 days, the display prompts "Inspection Required." You won't be able to use your postage meter until you add postage or connect to the Pitney Bowes Data Centre for inspection.

• The tape sheets for putting postage on larger items must conform to postal specifications. For best performance, we recommend Pitney Bowes tape sheets. See *Section 11 - Supplies and Options* for order part numbers.

# 1 • Introduction

## Other Sources of Information - Quick Reference Guide

Don't like reading manuals? Try the Quick Reference Guide located in the front pull-out tray. It has condensed versions of many of the topics covered in this book.

## Specifications

### *Equipment*

*Size of Base Model:*

8.4" (213 mm) H x 13.8" (351 mm) L x 10.4" (264 mm) D

*Size of Base Model with Optional Weighing Platform:*

9.1" (231 mm) H x 13.8" (351 mm) L x 10.4" (264 mm) D

*Weight:* 7.9 lbs. (3.6 kg.) without scale, 8.7 lbs. (4.0 kg.) with scale.

*Power Requirements:* 100-120 VAC, 50/60Hz. 1.0A

*Communications Ports:* 1 USB; 1 RJ-11, 1 Serial.

*Operating Temperature:* 55°F (14°C) to 95°F (35°C)

*LCD Display:* 2 lines, 20 characters long.

*Throughput:* Up to 18 letters per minute.

Actual throughput will vary, depending on the material used, graphic printed, machine environment, and the skill of the operator.

*Print Resolution:* 300 x 600 dpi

*Maximum Print Image Area:* 1" (25.2 mm) x 5.5" (140 mm)

*Ink Cartridge Life:* Your actual ink usage will vary, based on how frequently you use the digital postage meter, the graphic printed and environmental conditions. Yields up to 400-800 imprints (or 4-6 months).

*Tape Sheets:* self-adhesive type (dual tape sheets).

*Internal Envelope Ad Storage:* up to 15.

*Departmental Accounting (optional):* 5 or 10 accounts.

### *Meter Settings*
*Maximum Imprint:* $99.99

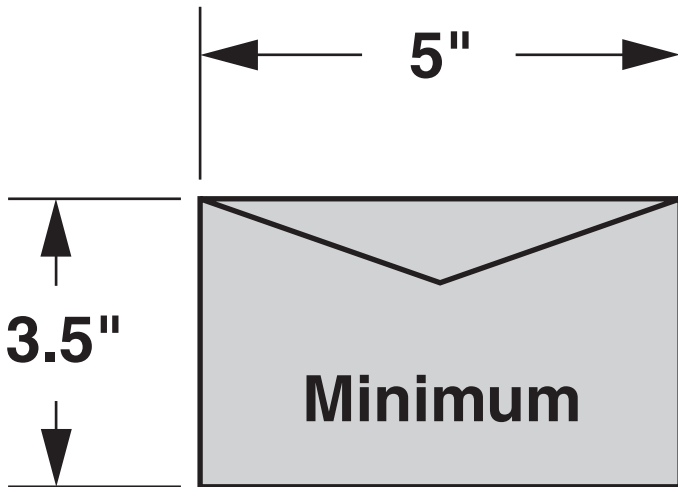*Reset Type:* Postage-By-Phone® meter payment system

### *Material (see figure below)*
*Minimum Size:* 5" x 3.5" (127 mm x 89 mm)

*Minimum Thickness:* 0.007" (0.18 mm)

*Maximum Thickness:* 5/16" (8.0 mm)

**IMPORTANT:** For best results, always make sure your material conforms to our published specifications.

# 1 • Introduction

## Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.

- To obtain Pitney Bowes supplies, please contact our Supply Line to place orders. Material Safety Data Sheets can be obtained on the web or from the Supply Line. Refer to the *Contact Information List* in this guide for phone number and web address information.

- Please read all instructions before you attempt to operate the digital postage meter. Save these instructions for future use.

- Use the power cord supplied with the digital postage meter and plug it into a properly grounded wall outlet that's located near the digital postage meter and easily accessible. Failure to properly ground the digital postage meter can result in severe personal injury and/or fire.

- The power cord wall plug is the primary means of disconnecting the digital postage meter from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be off.

- DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.

- Do not use an adapter plug on the line cord or wall outlet.

- Do not remove the ground pin from the line cord.

- Make sure the area in front of the wall outlet into which the digital postage meter is plugged is free from obstruction.

## Important Safety Notes (continued)

- DO NOT route the power cord over sharp edges or trap it be-tween pieces of furniture. Make sure there is no strain on the power cord.

- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or other-wise damage the unit, call Pitney Bowes.

- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.

- Avoid touching moving parts or materials while the digital post-age meter is in use. Before clearing a jam, be sure digital post-age meter mechanisms come to a complete stop.

- Use the equipment only for its intended purpose.

- Always follow the specific occupational safety and health stan-dards prescribed for your workplace.

- Do not place lighted candles, cigarettes, cigars, etc., on the digital postage meter.

- To prevent overheating, do not cover the vent openings.

**CAUTION:** In case of an ink spill or leaking ink, im-mediately disconnect the power cord from the wall plug and contact Pitney Bowes at (see *Pitney Bowes Contact List* at front of guide).

# 1 • Introduction

## Important Telephone Safety Instructions

The digital postage meter connects directly to analog telephone lines. For your protection, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These safety precautions include:

> **CAUTION:** To reduce the risk of fire, use only 26 AWG telecommunication line cord that was supplied with the digital postage meter.

- Never install telephone wiring during a lightning storm.
- Disconnect the digital postage meter's telephone line during a lightning storm.
- Avoid using a telephone or equipment that connects to a telephone line during an electrical storm; there may be a remote risk of electrical shock from lightning.
- Do not use the telephone or equipment connected to the telephone line to report a gas leak in the vicinity of the leak.
- Never install telephone jacks in wet locations.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

## Digital Postage Meter–Front



1. **Control Panel**—allows you to enter and set up information on your meter.
2. **LED**—lights amber when your postage meter is low on ink (one blink indicates the postage meter is out of ink).
3. **Scale (optional)**—allows you to weigh a mail piece so the postage meter, using its internal rating feature, can calculate the correct postage.
4. **Top Cover**—opens up to allow replacement of the ink cartridge. See *Section 7 - Ink Maintenance* for instructions.
5. **Mail Deck**—supports your envelope, post card or tape sheet as you insert for printing.

# 2 • Getting to Know Your Postage Meter

## Control Panel
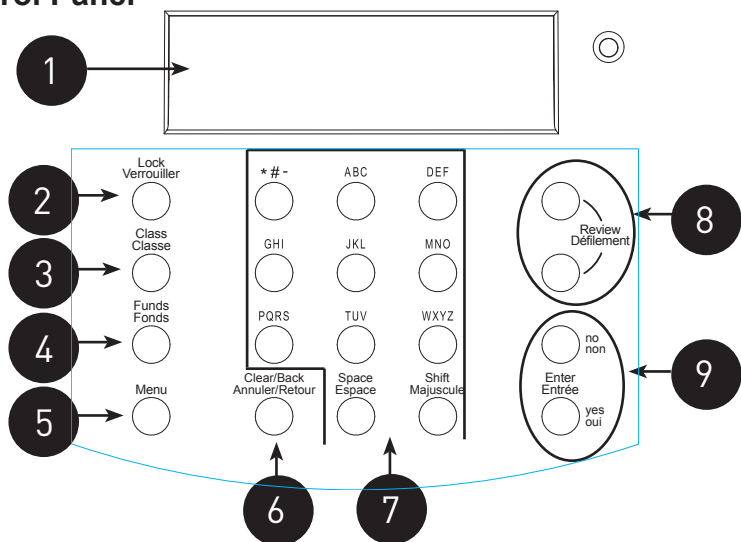


1. **LCD Display**—shows the current status of your postage meter and prompts you through all setup operations in a two-line LCD.
2. **Lock Key**—Prevents unauthorized use of your postage meter if lock feature is set up and postage meter is in "sleep mode"; entering your four-digit password unlocks (awakens) the meter.
3. **Class**—allows you to select class and calculate postage based on the service selected when using the internal rating system feature. See *Section 3 - Running Mail* for details.
4. **Funds**—allows you to check and add postage funds to your postage meter. See *Section 5 - Adding Postage* for details.
5. **Menu**—allows you access to the setup options of the postage meter, such as date, time, etc. See *Section 6 - Machine Settings* for details.
6. **Clear/Back**—allows you to clear or cancel an entry or return to the previous screen/level of menu.
7. **Alpha/Numeric Keypad**—allows you to type in numbers and letters for account names, postage values, and other information. See *Appendix A - Entering Text* for more information.
8. **Review Keys**—allows you to scroll through choices in the LCD display or review the current settings.
9. **Enter/Yes and No Keys**—allows you to confirm an operation or answer "Yes" or "No" to a prompt. The Enter/yes key also functions as the Enter key for data entry.

## Digital Postage Meter–Rear
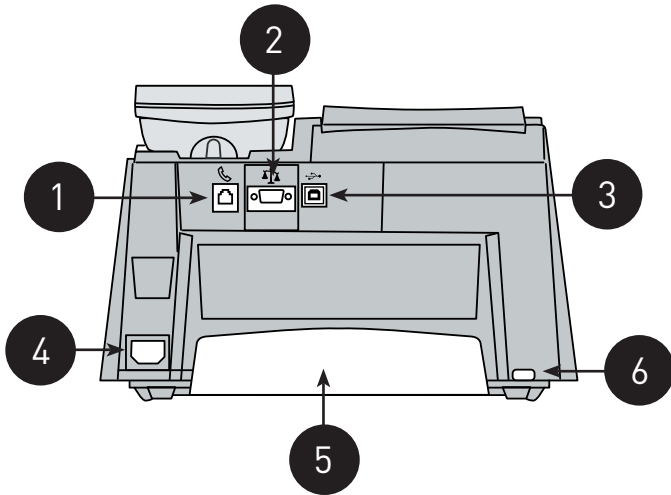


1.  **Phone Jack**—allows you to connect to an analog phone line (the same type of line that a Fax machine uses). The jack accepts a standard RJ-11 phone plug (supplied). When your postage meter is connected to an analog phone line, you can add postage any time by pressing **Funds** and following the prompts. See *Section 5 - Adding Postage* for details.
2.  **Serial Port**—allows you to connect the optional scale to weigh your mail piece.
3.  **USB Port**—*for future optional features.*
4.  **Power Receptacle**—connects to AC power cord (supplied).
5.  **Ink Tray**—holds excess ink that results from the printing process. See *Section 7 - Ink Maintenance* for further details.
6.  **Ink Tray Lever**—by sliding lever, it allows you to remove the ink tray.

## Checklist Before Running Mail

Before you run mail on your digital postage meter, review these items:

• Make sure your postage meter is plugged into a properly grounded, 110 VAC receptacle. Always follow the safety precautions listed in *Section 1- Introduction.*

• Check that you have enough postage for your mail run. Press **Funds** to view your current balance.

• Check that you have a spare ink cartridge if you are low on ink and need to run a large number of mail pieces. See *Section 11 - Supplies and Options* for ordering additional ink cartridges.

• If you plan to apply postage on large or thick pieces and parcels that can't be run through the machine, use the optional tape sheets. See *Section 11 - Supplies and Options* for part numbers of tape sheets. Insert the tape sheets in the machine just like a normal mail piece. Apply the tape sheet on the mail piece or parcel in the upper right-hand corner.

• When you power up your postage meter, the main screen appears on the display. If your postage meter has been set up to require a lock code or password, you are prompted to enter it. A typical main screen is show below (with optional scale connected):

```
$0.50            0 g
Dom Ltr Std    06/16
```

## Determining the Amount of Postage to Use

The amount of postage on a mail piece is based on CPC regulations and involves factors such as:

• class of mail
• weight
• how fast you want the mail piece delivered
• optional add-on CPC Services (such as  A.R. Card, Coverage, and Registration)

The internal rating feature for Lettermail rates calculates the postage amount automatically based on the weight of the mail piece and the class of mail you select.

## Applying Postage

There are several ways you can apply postage using your postage meter. Each method is described in its own section that follows.

NOTE 1: For applying postage, the postage meter does not have to be connected to a phone line. However, when you need to add funds to your postage meter, you must be connected to an analog phone line (see *Section 5 - Adding Postage/Connecting to Data Centre* for more information).

NOTE 2: The  meter automatically advances the date at 12:00 AM.

## *Processing a Letter Using the Optional Scale*

All mail pieces under 500g are considered Lettermail and the postage for these items must be calculated using the internal rating feature. The following outlines the procedure for rating Lettermail. NOTE: You cannot key in a postage value for an item that falls within a valid Lettermail postage amount.

1. Place mail piece on scale. The weight of the mail piece appears on the display.

   NOTE: If there was no class specified on the display when you placed the mail piece, you may need to scroll and select the desired class (if you are unsure if a particular class is best for your mail piece, call your local post office or visit **www.canadapost.ca**). Otherwise, the postage meter selects a class based on the weight of the mail piece.

2. The display shows the final postage amount and class chosen.

3. Slide the envelope (or tape sheet if mail piece is too big for machine) into the mail deck. The postage meter prints the digital indicia and indicates when to remove the mail piece.
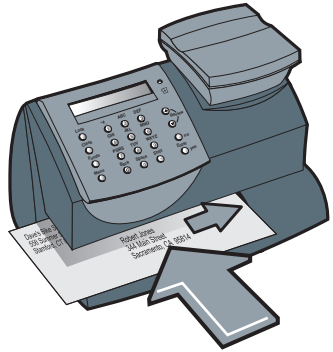
# 3 • Running Mail

## *Processing a Letter Without Optional Scale*

Use this method when you already know the weight of a mail piece and you are not using the optional scale.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Type in a Weight?".
3. Key in the weight in grams and press **Enter/yes.**

   NOTE: If there was no class specified on the display when you entered the weight, you may need to scroll and select the desired class (if you are unsure if a particular class is best for your mail piece, call your local post office or visit **www.canadapost.ca**). Otherwise, the postage meter selects a class based on the weight of the mail piece.
4. The display shows the final postage amount and class chosen.
5. Slide the envelope (or tape sheet if mail piece is too big for machine) into the mail deck. The postage meter prints the digital indicia and indicates when to remove the mail piece.

## *Processing Parcels*

NOTE: The K700 postage meter does not provide rates for packages.

To process a package you must know the amount of postage for your weight of your package and the method in which you want to send it. The Canada Post website at at **www.canadapost.ca** has a rate calculator you can use to determine the amount of postage your parcel requires.

1.  From the main screen, enter the postage using the numeric keys and press **Enter/yes**. NOTE: You do not need to enter the decimal point.
2.  Slide a tape sheet into the mail deck. The postage meter prints the digital indicia and indicates when to remove the sheet when finished.
3.  Attach the tape sheet to the parcel.

## Adding More Postage to Correct a Mail Piece

In the event that a mail piece is rated incorrectly or an incorrect post-age value is entered for a parcel, you can add additional postage by printing a unique Postage Correction meter stamp. Follow the steps below.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Change meter stamp type?"
3. Use the Review keys to scroll and select  "Add more postage to mail piece?"
4. Enter postage amount to correct mail and press **Enter/yes**.
5. Slide a tape sheet into the mail deck. The postage meter prints the digital indicia and indicates when to remove it when finished.
6. Place the additional postage tape sheet (see sample below) somewhere on the front of the mail piece (but do not cover the original indicia).
7. To return to Print Normal Postage mode, press **Clear/Back**, and and press **Yes/enter** at the "Return to Printing postage?" prompt.

NOTE: Canada Post regulations stipulates that postage correction values are not allowed within the range of the Lettermail rating struc-ture.



**Sample Corrected Postage Indicia**

## Correcting the Date on a Mail Piece

In the event that a mail piece has an incorrect date on its meter stamp, you can fix the date by printing a unique Date Correction meter stamp. Follow the steps below.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Change meter stamp type?"
3. Use the Review keys to scroll and select  "Print corrected date mail piece?"
4. Use the Review keys to select the correct date and press **Enter/ yes**. "Date Correction xx-xx-xx" displays (xx represents the date you entered).
5. Slide a tape sheet into the mail deck. The postage meter prints the digital indicia and indicates when to remove it when finished. Place the corrected date tape sheet (see sample below) on the back of the mail piece. NOTE: The date is printed with a $00.00 postage amount.
6. To return to Print Normal Postage mode, press **Clear/Back**, and and press **Yes/enter** at the "Return to Printing postage?" prompt.

**Sample Corrected Date Indicia
(a $00.00 postage amount always prints)**

## Printing a Statement of Mailing or Manifest Payment

If you have a Canada Post Distribution Services Contract Agreement and you wish to use your postage meter as a method of payment for Canada Post Distribution products (Regular Parcel, Xpresspost, Priority Courier, Expedited Parcel), you must complete a Manifest. A unique Statement of Mailing meter stamp must be printed on a tape sheet and affixed to each individual parcel or to the Manifest for the total value of the shipment. These types of mailings can be inducted at all Canada Post Retail sites. For more information, contact Canada Post or visit their website at: www.canadapost.ca.

Follow the steps below to process the unique Statement of Mailing/Manifest meter stamp:

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Change meter stamp type?"
3.  Use the Review keys to scroll and select "Print Statement of Mailing".
4.  Enter postage amount and press **Enter/yes**. Press **Enter/yes** to confirm the amount. "Statement of Mailing/Manifest $xx.xx" displays (xx.xx represents the amount you entered).
5.  Slide the tape sheet into the mail deck. The postage meter prints the digital indicia and indicates when to remove it when finished.
6.  Affix the tape sheet (see sample below) to the Manifest for the total value of the shipment.
7.  To return to Print Normal Postage mode, press **Clear/Back**, and and press **Yes/enter** at the "Return to Printing postage?" prompt.



**Sample Statement of Mailing/Manifest Indicia**

# Section 4
## Printing Options

## Printing Options

There are various printing options available when processing mail through your digital postage meter. Refer to the table below.

| Printing Option | Used for Outgoing Mail | Used for Incoming Mail |
|---|---|---|
| Print a normal meter stamp (postage indicia). | X | |
| Add an envelope ad as part of the meter stamp | X | |
| Print the date and time only (no meter stamp) | | X |
| Print the envelope ad only (no meter stamp) | | X |

## Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.



**Meter Serial Number**

**Postage Applied**

**Envelope Ad**

**Encrypted Barcode for Postal Security**

**Postal Code**

**Date**

*Optional Printing*

*Required Printing*
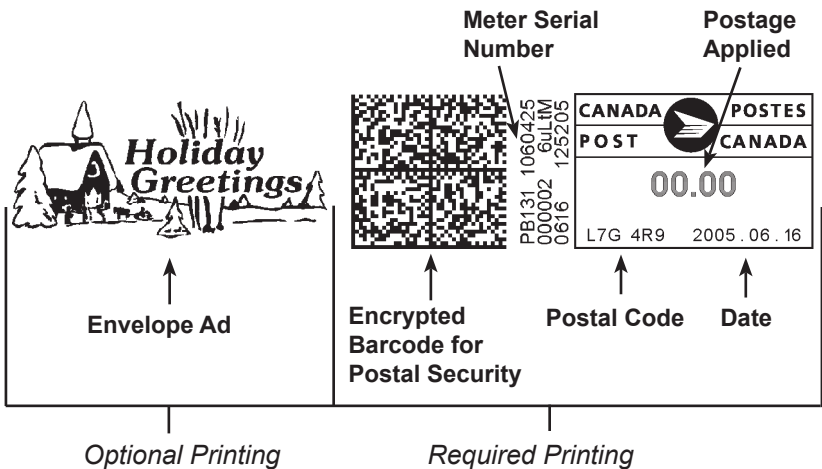
# 4 • Printing Options

## *Auto-Advance of Printed Date for the Meter Stamp*

The postage meter automatically advances the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM.

## *Manually Changing Printed Date for the Meter Stamp*

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

NOTE: Please keep in mind the following when using this feature:

- Changing the printed date does not change the postage meter's internally held date.
- You can always return the printed date to the current date.
- You cannot change the printed date to a date earlier than the post-age meter's internally held date (in an effort to "backdate" the mail).

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change date and time settings?".
3. Use the Review keys to scroll and select "Change printed date?".
4. Use review keys to select a date. A message confirms your choice and the main screen displays.

## Adding/Removing an Envelope Ad to the Meter Stamp

1. Press **Menu**.
2. Use the Review keys to scroll until you see the ad screen (the current ad, if any, is listed).

   *Adding/Changing an Ad* - Press **Yes/enter** and use the Review keys to scroll through the list of ads. Press **Yes/enter** at the desired ad.

   *Removing an Ad* - Press **Yes/enter** and use the Review keys to scroll through the list of ads. Press **Yes/enter** when the choice of "None" appears.
3. A message confirms your choice and the main screen displays.

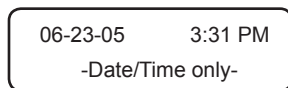*Purchasing other Envelope Ads for Your Postage Meter*
If you want another envelope ad, contact Pitney Bowes (see the *Pitney Bowes Contact List* at start of this guide). Ready-made items can be purchased and downloaded directly into your postage meter. We can also work with you to create custom ads.

## Printing the Date and Time Only (no meter stamp)

You may want to use this feature to time-stamp incoming mail or sensitive documents.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Change meter stamp type?".

   *Turning ON Date and Time Only Printing* - At the "Print date and time only?" prompt, press **Enter/yes**. The main screen displays with the date and time only.

```
┌─────────────────────────┐
│ 06-23-05        3:31 PM  │          ⬡
│    -Date/Time only-      │   RECEIVED ⬡ 0000000000000 ⬡
└─────────────────────────┘              ⬡
```
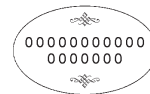
**Sample Printed Date/Time Stamp**

*Turning OFF Date and Time Only Printing* - Press **Clear/Back.** At the "Return to printing postage?" prompt, press **Enter/yes**. The normal main screen displays.

# 4 • Printing Options

## Printing Envelope Ad Only (no meter stamp)

You may want to use this feature to add your company's message to incoming mail.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Change meter stamp type?".

   *Turning ON Ad Only Printing* - Use the Review keys to scroll and select "Print ad only?" If you have already selected an ad for your normal meter stamp, that is the one used; otherwise, you are prompted to choose an ad. When completed, the main screen displays with the ad only.

   ```
   Ad: Holiday Greetings
                -Ad only-
   ```

   

   **Sample Printed Envelope Ad**

   *Turning OFF Ad Only Printing* - Press **Clear/Back.** At the "Return to printing postage?" prompt, press **Enter/yes**. The normal main screen displays.

## Postage and Your Postage Meter

Postage is stored internally in your postage machine. When you need to add more, you simply connect your machine to an analog phone line, select the menu selection to refill postage, and specify the amount of postage you wish to download. Once you are connected to the Pitney Bowes Data Centre, the postage is electronically sent to your meter via the Pitney Bowes Postage By Phone® meter payment system.

You must establish a Pitney Bowes Postage By Phone® meter payment account and have funds available in it before you can download the funds (for postage) to your meter. There are several ways you can arrange to have funds put in your Postage By Phone® meter payment account (send in a check, direct withdrawal, establish credit, etc.). See the *Pitney Bowes Contact List* at start of this guide to call for further information.

## Checking the Funds (Postage) in Your Postage Meter

1. Press **Funds**. The amount left in the postage meter displays.
2. Press **Clear/Back** to return to main screen.

## Printing a Funds (Postage) Report

A funds report allows you to print a record of how much postage has been used and how much is remaining in the postage meter.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "Print funds report?".
4. When prompted, insert tape sheet or envelope into postage meter.
5. The report is printed (see sample below) and you return to the reports menu. Follow prompts to return to main screen.

| **Funds Report** | | | |
|---|---|---|---|
| **Used:** $031.600 | | | 99999999 |
| **Available:** $068.400 | | **Batch Count:** 3 | 2005 06 16 |
| **Total Pieces:** 7 | | **Batch Value:** $002.720 | 4:33P |
| **Control Sum:** $100.00 | | **PBP Serial No.:** 1060425 | |

---

SV61503 Rev. A                                                                 5-1

## Connecting Your Postage Meter to Analog Phone Line

Your postage meter must be connected to an analog phone line to dial in to the Pitney Bowes Data Centre for any reason (add postage, check the balance in your Pitney Bowes Postage By Phone® account, etc.). Plug the telephone line (supplied) into the connector on the back of the postage meter (see figure at right). Remember to use a dedicated analog phone line (your home phone is connected to one).
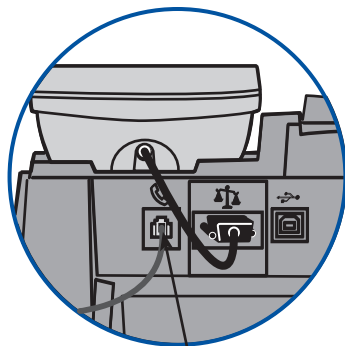
**Plug phone line in here**

---

**IMPORTANT**

- **For printing postage, the postage meter does not have to be connected to a phone line.** However, if you add funds frequently, we recommended you keep the meter connected to an analog phone line.

- If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

---

## Checking Your Account Balance in the Postage By Phone® System

You can check your Postage By Phone® system account balance at any time.

1. Connect your postage meter to an analog phone line.
2. Press **Funds**. The amount left in the postage meter displays.
3. Use the Review keys to scroll and select "Check amt available to download?".
4. The postage meter dials into the Pitney Bowes Data Centre. When connected, the amount in your Postage By Phone® (PbP) system account displays.

   *PbP Acct* - amount you have left of those funds you paid for in advance (by sending in a check, direct withdrawal, etc.).

   *PitneyWrks* - amount you have left of those funds you established as credit with Pitney Bowes.

   NOTE:  If you have purchased your postage by credit card, both lines (PbP Acct and PitneyWrks) will be "zero."
5. **Clear/Back** to exit. At the prompt for "Refill Postage?", press **No** to return to the main screen.

# 5 • Adding Postage/Connecting to Data Centre

## Adding Postage to Your Postage Meter

You can add postage to your postage meter any time you need to, as long as you have enough funds in your Postage By Phone® system account.

1. Connect your postage meter to an analog phone line.
2. Press **Funds**. The amount left in the postage meter displays.
3. Use the Review keys to scroll and select "Refill postage?".
4. Key in the refill amount (whole numbers only). NOTE: The minimum amount of postage you can add is $1.
5. At the refill amount confirmation prompt, press **Enter/yes**.
6. The postage meter dials into the Pitney Bowes Data Centre. Various screens displays, letting you know the status of the process. When complete, the refill successful message displays.
7. Press **Enter/yes**. When prompted for a receipt, insert an envelope/tape sheet in the postage meter (see sample below). When finished, you return to the main screen.

| Refill Receipt | | | |
|---|---|---|---|
| Postage in Meter: | $071.120 | Refill Amount: | $050.000 |
| Prepaid on Account: | $999.000 | | MAR 33 05 |
| Credit Line Available: | $999.000 | | 8:25P |
| | | Account No.: | 99999999 |
| | | Meter No.: | 1100024 |

*Postage in Meter* - amount of postage (funds) in your meter.

*Prepaid on Account* - amount you have left in your Postage By Phone® system account of those funds you paid for in advance (by sending in a check, direct withdrawal, etc.)

*Credit Line Available* - amount you have left in your Postage By Phone® system account of those funds you established as credit with Pitney Bowes (such as Pitney Works, etc.).

*Refill Amount* - amount of your refill.

*Account No.* - your Postage By Phone® system account number.

*Meter No.* - your meter serial number (on record with the CPC) which is printed on the meter stamp.

# 5 • Adding Postage/Connecting to Data Centre

## Connecting to the Pitney Bowes Data Centre

You can connect to the Pitney Bowes Data Centre any time to download a feature you ordered, comply with CPC inspection regulations, etc.

1. Connect your postage meter to an analog phone line.
2. Press **Menu.**
3. Use the Review keys to scroll and select "Connect to Data Centre?".
4. The postage meter dials into the Pitney Bowes Data Centre. When connected, you are told of any downloads available.
5. Follow the prompts to start the download(s) as necessary. Various screens displays, letting you know the status of the process.
6. When finished, press **Enter/yes** to return to the main screen.

## Downloads from the Data Centre to Your Postage Meter

When you connect to the Pitney Bowes Data Centre (using an analog phone line) to add postage or perform other transactions, the Data Centre may perform the following:

- Download required software updates to your postage meter
- Download advertisements and optional features you ordered
- Perform a remote inspection of your postage meter as required by the CPC.
- Download new postal rates for the internal rating feature as required by CPC.

A description of the type of downloads that can occur in your postage meter are presented below and on the following page.

*K700 Meter Update*
If there has been a feature enhancement or other non-essential update to the software that runs your postage meter, you will be notified that a system update is available.

*Ads*
If there are new ads that you ordered available, you will be notified that you can perform a download to obtain these.

## Software Update

If there has been an important update to the software that runs your postage meter, you will be notified that a required update is necessary.

## Postal/ZIP Code Update

If the Postal Code on record at the Pitney Bowes Data Centre does not match the Postal Code of your postage meter, the code will be downloaded into your postage meter. (When a postage meter is moved to a new Postal Code, the Data Centre enters the new code into the record. The postage meter is updated when a connection is made to the Data Centre.)

## Postal Inspection

Each time you add postage to the postage meter, the Pitney Bowes Data Centre automatically performs a postal inspection as required by the CPC. If the interval between inspections is more than 60 days, your postage meter's display prompts "Inspection Due." If the interval between inspections is more than 90 days, the display prompts "Inspection Required." You won't be able to use your postage meter until it is inspected.

To satisfy the inspection requirement, simply connect to the Pitney Bowes Data centre for any reason (adding postage, checking Postage By Phone® system account balances, downloading features, etc.). When an inspection is performed, an "Inspection Complete" screen displays upon completion. The display also notifies you of the date the next inspection is due.

## Postal Rate Update

Postal rates are changed periodically by the CPC. If new rates are available, you can download them quick and easily from the Pitney Bowes Data Centre.

The new rates are normally available for download at least 7 days before the effective date. Once the effective date has been reached (or passed), you have to download the new rates.

NOTE: If you download the rates in advance of the rate change effective date, you will not be printing postage at the new rates until the effective date is reached.

If the rate for standard letter mail has changed and is effective immediately, a screen displays showing the present preset postage and asks you if you want to reset the preset feature. Press **Enter/yes.** A screen displays for you to enter the new preset rate.

# *Section 6*
## *Machine Settings*

## Machine Settings

Machine settings allow you to customize your digital postage meter for the way you run your mail and add security to those features that are sensitive to your organization. These settings include:

- Setting system time
- Setting display contrast
- Using the preset feature
- Checking, printing, and clearing batch count totals
- Setting/disabling lock code
- Setting sleep mode activation time
- Activating sleep mode manually
- Settings for the optional scale
- Setting a high value warning
- Setting a low funds warning
- Entering the prefix for dialing out to data centre
- Selecting tone/pulse for dialing out to data centre
- Changing language

## Setting System Time

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change date and time settings?".
3. Use the Review keys to scroll and select "Change time?".
4. Use the Review keys to change hours, minutes, and AM/PM. Press **Enter/yes** when finished. A message confirms your choice and the main screen displays.

   NOTE: You cannot change the system time to a previous date.

---

## Setting Display Contrast

You can adjust the LCD display contrast if necessary.

1.  Press **Menu.**
2.  Use the Review keys to scroll and select "Change set up".
3.  Use the Review keys to scroll and select "Change display con-trast?".
4.  Select the contrast you want using the keypad and press **Enter/yes**.
5.  Press **Clear/Back** to return to the main screen.

## Using the Preset Feature

The preset feature allows you to save pre-defined values such as postage, class, weight, envelope ad, account etc., within your machine that you can call up when necessary.

You don't have to program the values that go into a preset in the traditional sense. Instead, the system takes a "snapshot" of the current values on your machine when you define a preset. For example, if the machine is set up to print an ad, no class is selected, and a postage amount is already on the screen, these are the conditions that will be recorded by system when you define the preset feature.

If you need to change the values of a preset, just change the machine condition by entering the appropriate settings. The new settings will be picked up when you run the "Storing a New Preset" selection from the menu.

---

**IMPORTANT:**
*   If you have stored a preset, the machine reverts to the preset values:

    - when the machine is first turned on

    - when the machine "wakes up" after sleep mode
*   Preset postage values are subject to the high value warning (this feature helps prevent you from accidentally printing a postage value that's more than you need; see "Setting the High Value Warning" later in this chapter).
*   When a rate change is announced, always check the postage values assigned to the preset to make sure it complies with the new rates.

---

### Turning the Preset Feature On or Off

1. Press **Menu**.
2. Use the Review keys to scroll and select "Change setup?".
3. Use the Review keys to scroll and select "Use preset setup?".

   *Turning ON Preset* - Press **Enter/yes** at "Turn preset ON?" prompt. A message confirms your choice. You may view the pre-set values if you wish. When finished, press **Clear/Back** twice and follow prompts to return to main screen.

   *Turning OFF Preset* - Use the Review keys to scroll and select "Turn preset Off? A message confirms your choice. Press **No** to return to main screen.
4. If you have turned on the preset feature, the main screen reflects the preset settings. If you have turned off the preset feature, the normal main screen displays.

### Storing a New Preset

1. Establish the proper settings on your postage meter that you want the preset to contain. Depending on the class and weight that is currently displayed on your machine and the options you have purchased, you may be able to store postage, class, weight, account, date, and envelope ad.
2. Press **Menu**.
3. Use the Review keys to scroll and select "Change setup?".
4. Use the Review keys to scroll and select "Use preset setup?".
5. Use the Review keys to scroll and select "Store new preset?". You have a choice whether to review the settings of the new pre-set before you store it.

   *Yes to Review Settings* - Scroll to view the preset settings of class, account, ad, etc. When finished, press **Enter/yes**.

   *No to Review Settings* - Skips the review.
6. When prompted, press **Enter/Yes** to confirm the storing of new preset. A message confirms the new preset
7. Press **Clear/Back** twice to return to main screen.

### Viewing the Preset

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Use preset setup?".
3.  Use the Review keys to scroll and select "View stored preset?".
4   Scroll through the preset values of class, postage amount, account, etc.
5.  When finished, press **Clear/Back** three times to return to main screen.

### Recalling the Preset

You can call up the preset values at any time to use on your mail with this simple procedure.

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Recall Preset?". You return to the main screen with the preset values displayed.

## Checking, Printing, and Clearing the Batch Count

You can view the accumulated postage value and the number of pieces in a batch of mail. You can print these for your records. There is also an option to clear (reset) the batch count to zero.

### Checking the Batch Count

1.  Press **Funds.**
2.  Scroll until you see a screen similar to below. The number of pieces are shown on the top line and the accumulated postage is on the bottom line.

```
Batch      Pcs: xx
$xx.xx              ^
```
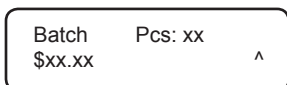
3.  Press **Clear/Back** to return to the main screen.

## *Printing the Batch Count information*

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "Print funds report?". When prompted, insert an envelope or tape strip into the mail slot. The batch count and batch value are printed (see sample below).
4. When prompted to stay in reports, press **No** to return to the main screen.

| Funds Report | | | |
|---|---|---|---|
| **Used:** $031.600 | | | 99999999 |
| **Available:** $068.400 | | **Batch Count:** 3 | DEC 08 04 |
| **Total Pieces:** 7 | | **Batch Value:** $002.720 | 4:33P |
| **Control Sum:** $100.00 | | **PBP Serial No.:** 1100024 | |

## *Clearing the Batch Count*

**IMPORTANT:** Make sure you really want to clear the batch register; once you do, you can't restore the data.

1. Press **Funds.**
2. Use the Review keys to scroll and select "Reset batch postage and pieces?".
3. Press **Enter/yes** to confirm that you want to clear this value. The values return to zero.
4. Press **Clear/Back** to return to the main screen.

# 6 • Machine Settings

## Setting/Disabling the Lock Code

The lock code prevents unauthorized access to your system after the postage meter has been powered up and/or has entered sleep mode.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Use lock code setup?". If you have already established a lock code, you are prompted to enter it at this point.
4. Use the Review keys to scroll and select:

   *Turn On Lock Code* - Press **Enter/yes** at "Set a Lock Code?" prompt. Type in a four-digit code and press **Enter/yes**. Re-enter the same code to confirm. A message confirms your choice.

   *Change Lock Code* - Press **Enter/yes** at "Change Lock Code?" prompt. Type in a new four-digit code and press **Enter/yes**. Re-enter the same code to confirm. A message confirms your choice.

   *Setting for Lock on Sleep -* Press **Enter/yes** at "Change setting for "Lock on Sleep"? prompt. At the prompt to "Lock on Sleep:", choosing "Yes" forces the entry of the lock code when the machine is awakened after sleep mode.

   *Turn Off Lock Code* - Press **Enter/yes** at "Turn Lock OFF?" prompt. A message confirms your choice.
5. Press **Clear/Back** to return to the main screen.

## Setting Sleep Mode Activation Time

You can set the amount of time the postage meter waits until entering "sleep mode". When the postage meter is in sleep mode, the display is blank (except for the time in the lower right) and you can't process mail. You awaken the postage meter by merely pressing any button on the control panel.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Change sleep timeout?".
4. Key in the desired amount of time (in minutes, from 1 - 20) the postage meter should be idle before the sleep mode activates. A Message displays confirming your choices.
5. Press **Clear/Back** to return to the main screen.

## Activating Sleep Mode Manually

You can put the postage meter into "sleep mode" at any time. When the postage meter is in sleep mode, the display is blank (except for the time in the lower right) and you can't process mail. You awaken the postage meter by merely pressing any button on the control panel.

1. Press **Lock.**
2. At prompt to set system to sleep mode, press **Enter/yes**. The machine enters sleep mode. Only the time displays in the lower right corner.
3. Press any button on the control panel to awaken the postage meter. NOTE: If you have enabled a lock code (see earlier topic), you will be prompted to enter the lock code to awaken the meter.

## Settings for the Optional Scale

There are several settings that affect the use of your scale.

### *Reset Scale to Zero*

You can rest the scale to zero to lessen the chance of accidentally printing the wrong postage.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Reset the scale to zero?". The weight on the display returns to 0 g.

### *View Avoirdupois Weight*

You can display a weight in avoirdupois values (pounds/ounces) when needed. This is helpful when you are using the internal rating feature and need to know the weight of an item when sending to a country whose rates are based on those values (such as the US).

1. Place the piece on the scale for which you wish to know the weight.
2. Use the Review keys to scroll to "Avoirdupois weight:". The weight on the display shows in pounds/ounces.
3. Press **Clear/Back** to return to the main screen.

## Weight Hold Mode

The weight hold mode, when activated (see instructions below), allows you to rate a piece of mail even if the weight is removed from the scale. You would use this mode when the size of the mail piece covers the display screen. The postage meter holds the weight in memory until you select a class and finish the rating process. When using this mode:

- "WH" displays when the weight is in memory.
- The weight remains for 10 seconds after the piece is removed.
- To extend the time, press **Enter/yes**.
- To clear the weight before the 10 seconds finish, press **Clear/Back**.

To activate/disable weight hold mold:

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Change weight hold setup?".
4. Follow the prompts to turn the feature ON or OFF.
5. When finished, follow prompts to return to main screen.

## Setting the High Value Warning

You can have the postage meter warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This feature helps prevent you from accidentally printing a postage value that's more than you need. NOTE: This warning does not come up for postage amounts determined by the internal rating feature.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Change high value warning?".
4. Key in the amount. A confirming message displays.
5. When finished, follow prompts to return to main screen.

## Setting the Low Funds Warning

You can have the postage meter warn you when your postage (funds) in the machine reaches a certain amount. This warning acts as a reminder for you to add more postage to your machine (by connecting to the Data Centre and downloading funds).

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Change low funds warning?".
4. Key in the amount. A confirming message displays.
5. When finished, follow prompts to return to main screen.

## Entering the Prefix for Dialing Out to Data Centre

You can tell the postage meter if you need to dial a prefix number (like 9) to get an outside line when dialing out to the Data Centre.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Change Communication settings?".
4. Use the Review keys to scroll and select "Change outside line number (prefix)?".
5. Key in the outside line (prefix). A confirming message displays.
6. When finished, follow prompts to return to main screen.

## Selecting Tone/Pulse for Dialing Out to Data Centre

You can tell the postage meter if you use a tone or pulse type phone when dialing out to the Data Centre.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change Setup".
3. Use the Review keys to scroll and select "Select Communication settings?".
4. Use the Review keys to scroll and select "Change dial method?".
5. Select the dialing method (tone or pulse). A confirming message displays.
6. When finished, follow prompts to return to main screen.

## Changing Language

You can change the language on the display to English or Français.

1. Press **Menu.**
2. Use the Review keys to scroll and select:
   *English to French*: "Change to Français"
   *French to English:* "Changer pour English"
3. Once chosen, all subsequent screens will display the new language.

## Low Ink Warnings

Your actual ink usage will vary, based on how frequently you use the postage meter, the graphic printed and environmental conditions.

The postage meter display tells you when the ink supply is low or exhausted.

*"Low Ink" and amber LED lit -* Replace the ink cartridge soon. If you don't have a replacement cartridge on hand, you should order one now (see *11 - Supplies, Options and Accessories*)*.*

---

**IMPORTANT:** Order a replacement ink cartridge as soon as you see the "Low Ink" alert.

---

*"Ink Out" and amber LED blinking once -* Replace the ink cartridge immediately. The ink supply is out; you won't be able to print.

## Replacing the Ink Cartridge

---

NOTE: We recommend that you keep a spare ink cartridge on hand at all times.

---

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Use ink functions?".
3.  Use the Review keys to scroll and select "Replace ink cartridge?".
4.  Open the top cover and locate ink cartridge (see white circle below.)



---
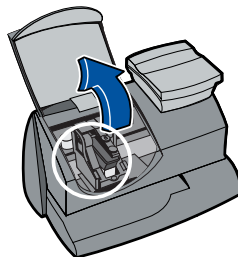
## Replacing the Ink Cartridge (continued)

5.   Press the top of the ink cartridge latch (on the green "unlock" icon).
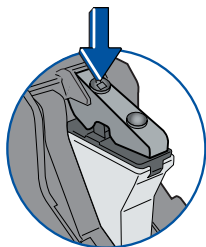


6.   Tilt the old cartridge towards you and lift out. Discard old cartridge.

7.   Remove new cartridge from its package and pull off protective tape.
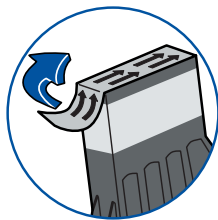


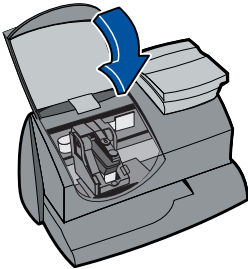8.   Tilt new cartridge towards you and insert into print head. Straighten cartridge so it is upright.
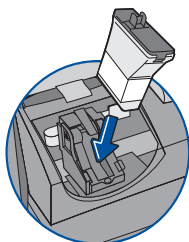


9.   Press down on ink cartridge latch firmly until it locks into place.
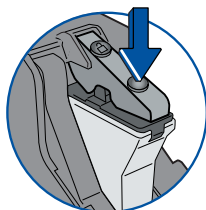
## Replacing the Ink Cartridge (continued)

10. Close postage meter cover. Press **Enter/yes**.



11. Press **Enter/yes** to confirm the replacement. A print head initialization occurs which lasts about 2-3 minutes.
12. When prompted, insert an envelope/tape sheet to print a test pattern to confirm print quality.
13. If test pattern looks good (see figures below), press **Enter/yes**. If it looks poor, proceed with step 5 from "Printing a Test Pattern" below.
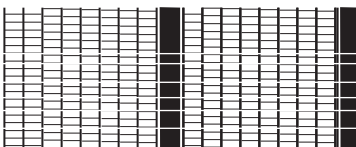
## Printing Test Pattern

Running a print test may help you identify a printing problem.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use ink functions?".
3. Use the Review keys to scroll and select "Print test pattern?".
4. When prompted, insert an envelope or tape sheet into the postage meter. After a few seconds, remove envelope when prompted.
5. At "Is test pattern OK" prompt, either press **Enter/yes** if it looks good (you'll return to the main screen), or press **No** and continue at step 4 in the "Cleaning Printer Nozzle" procedure on the next page.
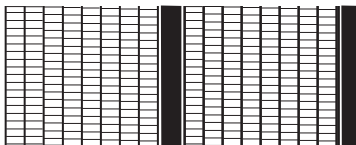


**Good Test Print (No Missing Lines)**

**Poor Test Print (Missing Lines)**

## Cleaning Printer Nozzles

Cleaning the printer nozzles may help you fix a printing problem.

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Use ink functions?".
3.  Use the Review keys to scroll and select "Clean printer nozzles?".
4.  At "Clean printer nozzles?" prompt, press **Enter/yes**. A "Preparing ink Please wait..." message displays as the postage meter performs its cleaning.
5.  When prompted, insert an envelope or tape sheet into the postage meter.
6.  At "Is test pattern OK" prompt, press **Enter/yes**.
7.  When finished, follow prompts to return to main screen.

## Replacing the Print Head

**IMPORTANT:** This procedure should only be done under the direction of or with the permission of a Pitney Bowes representative.

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Use ink functions?".
3.  Use the Review keys to scroll and select "Install new print head?".
4.  Open the top cover and locate print head.
5.  Refer to the instructions that came with new print head to remove the old print head and install the new one.
6.  Press **Enter/yes** to confirm the replacement. A print head initialization occurs which lasts about 2-3 minutes.
7.  When prompted, insert an envelope/tape sheet to print a test pattern to confirm print quality.
8.  If test pattern looks good, press **Enter/yes**.

## Replacing the Ink Tray

**IMPORTANT:** This procedure should only be done under the direction of or with the permission of a Pitney Bowes representative.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use ink functions?".
3. Use the Review keys to scroll and select "Replace ink tray?".
4. *Refer to the instructions that came with new ink tray to remove the old ink tray and install the new one.*
5. Press **Enter/yes** when completed.

# 7 • Ink Maintenance

## Reports

Your postage meter allows you to view and print reports for funds usage, postage refills, postage tracked by account, and other valuable data. The printable reports are done right from your postage meter on an envelope or tape sheet.

## Funds Report

A funds report allows you to print a record of how much postage has been used and how much is remaining in the postage meter.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "Print funds report?".
4. When prompted, insert tape sheet or envelope into postage meter.
5. The report is printed (see sample below) and you return to the reports menu. Follow prompts to return to main screen.

| Funds Report | | |
|---|---|---|
| **Used:** $031.600 | | 99999999 |
| **Available:** $068.400 | **Batch Count:** 3 | 2005 06 16 |
| **Total Pieces:** 7 | **Batch Value:** $002.720 | 4:33P |
| **Control Sum:** $100.00 | **PBP Serial No.:** 1060425 | |

## Refill Summary Report

This report lists the last 5 postage refills.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "Print refill summary?".
4. When prompted, insert tape sheet or envelope into postage meter.
5. The report is printed (see sample below) and you return to the reports menu. Follow prompts to return to main screen.

| Last 5 Refills | **Date of Refill:** | **Time:** | **Refill Amount:** | **Account No:** 99999999 |
|---|---|---|---|---|
| | 2005 06 16 | 12:25P | $200.000 | **Meter No:** 1060425 |
| | 2005 06 01 | 11:23A | $050.000 | **Printed:** 2005 06 16 |

## Accounting Report

You can view and print your account totals any time. You may want to do this before you clear or delete an account, such as at the end of a fiscal year.

1.  Press **Menu**.
2.  Use the Review keys to scroll and select "Select a report?".
3.  Use the Review keys to scroll and select "Print an Account Report?".
4.  Select print single or print multiple report.

    *Print Single Report* - Use the Review keys to scroll and select the desired account. When prompted, insert envelope or tape strip.

    *Print Multiple Account Report* - All accounts will print. Insert envelope or tape strip. NOTE: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
5.  The report is printed (see samples below) and you return back to the reports menu. Follow prompts to return to main screen.

**Single Account Report**

| | | |
|---|---|---|
| **Account Report** | **Acct Name:** Sales | 1060425 |
| | **Acct Number:** 1 | 2006 06 16 |
| | **Pieces:** 3 | 12:28P |
| | **Postage:** $024.550 | **Station:** 00 |

**Multiple Account Report**

| **Account Summary** | **Account No.:** | **Pieces:** | **Postage:** | 1060425 |
|---|---|---|---|---|
| | 1 | 5 | $024.550 | 2006 06 16 |
| | 2 | 8 | $067.470 | 12:28P |
| | 3 | 9 | $009.600 | |
| | | | | **Station:** 00 |
| | | | | **Page** 1 **of** 1 |

## Software Version Report

This report lists software information about your postage meter.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "Print Software Version report?".
4. When prompted, insert tape sheet or envelope into postage meter.
5. The report is printed and you return back to the reports menu. Follow prompts to return to main screen.

| Software Versions | | | |
|---|---|---|---|
| **UIC:** 2.0.01 | **Platform:** A0.02 | | 1060425 |
| **PM:** 04.90 | **Rate Date:** K7CA003A02 | | 2005 06 16 |
| | K7CA001A01 | | 4:33P |
| **PSD Ser.#** 12460000000F92E4 | | | |
| **RateMgr:** 01.98 | **Rate Effective:** 2005/06/17 | | |
| | 2005/06/01 | | |

## View Software Versions (not printed)

This report lists software information about your postage meter on the display; it is not printed.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Select a report?".
3. Use the Review keys to scroll and select "View software ver. report?".
4. Scroll to see the screens of information.
5. Press **Clear/Back** to return back to the reports menu. Follow prompts to return to main screen.

# *Section 9*
## *Departmental Accounting (Optional)*

## Optional Departmental Accounting Feature

When you purchase the optional accounting feature, you can set your postage digital postage meter up to track postage costs incurred by individuals or departments in your organization (e.g., Tom, Jane, Sales, Purchasing, etc.), up to five or ten accounts (depending on option purchased). Your postage meter stores the following information for each account:

*   An account name up to 14 alphanumeric characters long.
*   An account number.
*   The item total. This is the total number of pieces of mail charged to an account since it was last cleared.
*   The value total. This is the total amount of postage charged to an account since it was last cleared.
*   An account password (optional)

## Turning Accounting Feature ON or Off (if purchased)

1.  Press **Menu**.

    *Turning ON Accounting* - select "Turn on accounting?". Follow the prompts for either creating an account (if this is the first time using the feature) or selecting an account (see next page).

    *Turning OFF Accounting* - scroll and select "Use Accounting functions?". Use the Review keys to scroll and select "Turn off accounting?". A confirming message displays. Press **Enter/yes** to continue. NOTE: You will not be tracking postage by account when this feature is turned off.

2.  Follow the prompts to add another account if turning ON accounting or press **Clear/Back** to return to the main screen.

---

## Creating an Account

You need to create an account before you can use the departmental accounting feature to track postage.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "Create an account?"
4. Enter the name of this account. It can be up to 14 alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays.
5. Assign a password to this account (if you want) of 4 digits.
6. Follow the prompts to either add another account or stay in the Accounting menu. Follow prompts to return to main screen.

## Selecting an Account to Track Postage

This procedure assumes you have created an account already.

1. Press **Menu**.
2. Select "Change account?". The currently selected account displays.
3. Use the Review keys to scroll and select the desired account. NOTE: If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary. A message confirms your choice and the main screen displays.

## Editing an Existing Account

You can edit an account name and password if you wish.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "Edit an existing Account?".
4. Use the Review keys to scroll and select the account you want to edit. NOTE: If a password has been assigned to this account, you will be prompted for one. Key in the 4-digit password if necessary.

   Depending on how the account is set up, you can:

   *Edit Account Name -* follow prompts to change name.

   *Assign a Password to Account (*if none has yet been assigned) - follow prompts to assign a 4-digit password.

   *Edit Account Password -* follow prompts to change password.

   *Delete Account Password -* follow prompts to delete password.
5. Follow the prompts to edit another account or return to the Accounting menu. Follow prompts to return to main screen.

## Viewing Account Totals

You can view your account totals any time using this option.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "View Account Postage and pieces?".
4. Use the Review keys to scroll and select the desired account. The postage and number of pieces for this account displays.
5. Press **Clear/Back** to return to the Accounting menu. Follow prompts to return to main screen.

# 9 • Departmental Accounting (Optional)

## Printing an Accounting Report

You can view and print your account totals any time. You may want to do this before you clear or delete an account, such as at the end of a fiscal year.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "Print an Account Report?".
4. Select print single or print multiple report.

   *Print Single Report* - Use the Review keys to scroll and select the desired account. When prompted, insert envelope or tape sheet.

   *Print Multiple Account Report* - All accounts will print. Insert envelope or tape sheet. NOTE: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
5. The report is printed (see samples below) and you return to the reports menu. Follow prompts to return to main screen.

**Single Account Report**

| Account Report | | |
|---|---|---|
| **Acct Name:** Sales | | 1060425 |
| **Acct Number:** 1 | | 2006 06 16 |
| **Pieces:** 3 | | 12:28P |
| **Postage:** $024.550 | | **Station:** 00 |

**Multiple Account Report**

| Account Summary | | | |
|---|---|---|---|
| **Account No.:** | **Pieces:** | **Postage:** | 1060425 |
| 1 | 5 | $024.550 | 2006 06 16 |
| 2 | 8 | $067.470 | 12:28P |
| 3 | 9 | $009.600 | |
| | | | **Station:** 00 |
| | | | **Page** 1 **of** 1 |

## Clearing All or Some of the Accounts

You can clear the postage totals on an account when necessary (for example, at the end of a fiscal year).

**IMPORTANT:** Make sure your really want to clear an account. Once you do, the account information is gone forever. We suggest you print an accounting report first (see previous topic) before clearing.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "Clear Account value and pieces to zero".
4. Select All or One account to clear.

   *Clearing All Accounts* - Confirm clearing all when prompted.

   *Clearing One Account* - Use the Review keys to scroll and select account to clear. Confirm clearing when prompted.

   NOTE: If a password has been assigned to an account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. Follow the prompts to clear another account or return to the Accounting menu. Follow prompts to return to main screen.

## Deleting an Account

You can delete an account when necessary.

---

**IMPORTANT:** Make sure your really want to delete an account. Once you do, the account information is gone forever. We suggest you print an accounting report first (see earlier topic) before deleting.

---

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use Accounting functions?".
3. Use the Review keys to scroll and select "Delete an account?".
4. Use the Review keys to scroll and select the account you want to delete. NOTE: If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. Confirm deleting when prompted.
6. Follow the prompts to delete another account or return to the Accounting menu. Follow prompts to return to main screen.

## Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your digital postage meter works. Please read the troubleshooting information in this section first. In many cases, it can help you resolve the problem.

If you need to contact Pitney Bowes, please have the following information at hand:

*   Product Model: K700
    Serial number: See the back of the postage meter.
*   Nature of problem: What happens and when does it happen? Did the postage meter display an error message?
*   The steps you've already taken to solve the problem and the results.

Pitney Bowes provides several information resources (see *Pitney Bowes Contact List* at the start of this guide).

## Error Messages

From time-to-time your postage meter may display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a postage meter condition you can fix.

| Message | Description | Action |
| --- | --- | --- |
| *Account Balance Low* | Refill amount exceeds funds available or credit limit. | Perform Refill procedures for smaller amount, make an advance payment or call Pitney Bowes for credit. |
| *Cannot Reach Data Centre* | Trouble getting a connection to the Pitney Bowes Data Centre. | Check Pitney Bowes phone number under Setup. Try connecting again in a few minutes. |
| *Connection Lost* | Connection made but lost before transaction completed. | Press **Clear/Back** (C); try again in a few minutes. If problem persists call Pitney Bowes. |
| *Inspection Due Inspection Required* | This message displays if a refill has not been performed in 60 days. After 90 days, postage cannot be printed until a Refill/ Inspection. | Perform a Refill procedure. If you do not want to add funds at this time check your account balance. |

| Message | Description | Action |
|---|---|---|
| *Not Enough Funds* | Insufficient postage. Postage amount exceeds maximum funds available in meter. | Select a lower postage amount. Perform a funds refill to add funds to the meter. |
| *Refill Too High* | Refill amount entered is more than the maximum postage will allow. | Press **Clear/Back** (C). Repeat refill procedure will a smaller postage amount. |

If you encounter an error that has no accompanying message (such as "1103", "2215", etc.), press **Clear**. If nothing happens in 5 seconds, turn off machine; wait 15 seconds, and then turn on machine. If problem persists, call Pitney Bowes (see *Pitney Bowes Contact List* at the start of this guide).

## Nothing Displays

1. The postage meter may be in sleep mode. Press any key to wake it.
2. Is power cord plugged into both the postage meter and wall outlet? Make sure the power cord is not connected to a switched wall outlet.
3. Try unplugging the AC power cord, wait 15 seconds, and re-plug in AC cord.

## Printing is Incomplete, Streaked, or Poor Quality

You may need to clean the printer nozzles to fix the printing problem.

1. Press **Menu**.
2. Use the Review keys to scroll and select "Use ink functions?".
3. Use the Review keys to scroll and select to "Clean printer nozzles?". A "Preparing ink Please wait..." message displays as the postage meter performs its cleaning.
5. When prompted, insert an envelope or tape sheet into the postage meter.
6. At "Is test pattern OK" prompt, press **Enter/yes**. If the printing did not improve, you may need to replace the cartridge or print head (see *Section 7 - Ink Maintenance*).

## Display is Difficult to Read

You can adjust the LCD display contrast if necessary.

1. Press **Menu.**
2. Use the Review keys to scroll and select "Change setup".
3. Use the Review keys to scroll and select "Change display contrast?".
4. Select the contrast you want using the keypad.
5. Press **Clear/Back** to return to the main screen.

## Problems Dialing Out

*Proper phone line not connected to meter*
Make sure you've connected your postage meter to a dedicated analog phone line (the same type you connect your home phone to). If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

*Incorrect meter settings*
One or more of the postage meter options may be set up wrong. Go to *Section 6 - Machine Settings* and check the following:

• Does your phone system require you to dial a prefix number to get an outside phone line? Make sure to include these in the setup if needed.

• Is the dial method correct? You have to tell the postage meter if your phone uses a pulse or tone for dialing.

## Accidentally Printing the Wrong Postage

Once you have printed a meter stamp, the postage funds have been "used up" by the machine, even if the printing is illegible. That's why it is so important to make sure the correct value is shown on the machine before inserting the mail piece or tape sheet, and that you do not let the ink level get too low. We recommend you always keep a spare ink cartridge on hand just for this reason.

Canada Post will refund unused postage. Spoiled meter impressions of less than $200.00 in value can be refunded to customers directly at participating postal outlets. When the value of spoiled meter impressions exceeds $200.00, the request for a refund will be forwarded by the postal outlet to Canada Post's head office for processing. Once the refund is approved by Canada Post, the meter supplier will be advised to process the customer refund.

To help prevent you from accidentally printing a postage value that's more than you need, you can have the postage meter warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This setting is known as the high value warning (see *Section 6 - Machine Settings* to set this option).

NOTE: This warning does not come up when using the internal rating feature.

## Supplies and Accessories

| | |
|---|---|
| Ink Cartridge, Red Fluorescent | 797-0 |
| E-Z Seal® Sealing Solution, 1-118ml. dabber bottle | 601-7 |
| Tape Sheets—150 sheets (300 labels) | 612-7C |
| Extension Cable for Scale | 978-6 |

## Options

Pitney Bowes offers a number of flexible options so you can tailor your postage digital postage meter to meet your exact needs today, and expand it as your business grows tomorrow. Contact Pitney Bowes to order these options (see *Pitney Bowes Contact List* at start of this guide).

- *Scale*
  The scale allows you to accurately weigh mail and packages. You have a choice of a 1 kg capacity scale. See *Section 6 - Machine Settings* for details on using the scale.

- *Extension Cable for Scale*
  The extension cable (item number 978-6) allows you to position the scale up to 48 inches from the meter for extra convenience. You must order this item separately from our Supply Line.

- *Departmental Accounting*
  The accounting feature tracks postage costs for departmental accounts. You have a choice of purchasing 10 accounts. See *Section 9 - Departmental Accounting* for details on using the accounting feature.

- *Envelope Ads*
  Your meter comes pre-loaded with nine envelope ads. Ads can give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes can provide additional envelope adds if your needs require it, up to a total of 15 ads. Additional ads are convenient to add because they are sent via software downloads to your meter.

## When is Text Entry Used?

Text is entered when naming an account (with optional Departmental Accounting).

## How is Text Entry Done?

Text entry is done via the numeric keypad in a fashion similar to current cell phone text entry. Each key, 2 through 9, has three or four letters displayed above it.

There is no dedicated key to switch between alpha and numeric mode. On those screens (and only those screens) where either an alpha or numeric character may be entered (e.g. preset names, postal codes, account names), tap a numeric key to cycle through the 4 possibilities for that key. For example, tapping the "2" numeric key cycles through "2" - "A" - "B" - "C". Extended character sets are provided for foreign markets on a country-by-country basis. In those cases, a numeric key may be tapped several times (greater than four) to cycle through the complete character set associated with a key.

### *Account Names*

For account names, the first letter of the first word automatically defaults to uppercase.

If you wish to enter two consecutive alpha characters that are located on the same numeric key (such as "DE"), you must wait for the cursor to automatically move right to the second character's position before entering the second character. There is about a 1-second delay following an alpha entry before the cursor moves one position to the right.

## *Special Characters*

Special characters are accessed by repeatedly pressing the "1" key. Special characters include:

| Symbol | Name |
|:------:|------|
| , | Comma |
| & | Ampersand |
| * | Asterisk |
| . | Period |
| : | Colon |
| $ | Currency symbol |
| - | Minus sign (dash) |
| ? | Question mark |
| / | Forward slash |
| \ | Backward slash |
| ( | Open parenthesis |
| ) | Close parenthesis |
| ! | Exclamation point |
| @ | "at" sign |
| + | Plus sign |
| # | Hash mark |
| % | Percentage |
| ^ | Upper carrot |
| = | Equal sign |

The 0 (zero) key on the keypad functions as the space key. The word "Space" is printed on the keypad overlay to indicate this.

The decimal point key also functions as the Shift key. The word "Shift" is printed on the keypad overlay to indicate this. In the alpha character entry mode (any screen that accepts alpha characters), this key toggles between "all uppercase letters" and "all lowercase letters." When an upper arrow (↑) displays in the last position, the uppercase mode is activated.

**Account**—A department (e.g., "Human Resources") to which postage is charged (optional feature). You can assign a unique name to each account (up to 5 or 10 accounts, depending on feature purchased). The postage digital postage meter stores the total postage used and the number of mail pieces processed for each account.

**Ad, Envelope**—An advertising message that appears next to the postage meter's digital indicia. You can choose from an array of standard and custom ads. See *Section 11 - Supplies and Options* for ordering.

**Batch Register**—A part of the postage meter's memory that stores the total postage spent and the number of pieces of mail processed. Your postage meter stores this information in memory for each account. You can clear the contents of the batch register if you want.

**Default**—A value or setting the postage meter automatically uses unless you change it. As delivered, your postage meter has factory-set defaults or "normal" settings. You may change these if you wish.

**Digital Indicia**—The imprint produced by the postage meter (the meter stamp). The word "indicia" means postal markings. They may include:

- An Advertisement. This is an optional part of the postage meter stamp that lets you convey your own special message to the mail recipient.
- The Date
- The postage meter's Serial Number
- Postal Code
- Information for Post Office Use

**Inspection**—The process of examining the postage usage through the postage meter to assure accurate postal funds accounting. Your postage meter is subject to remote inspection whenever you add postage to it. If you haven't refilled your postage meter by modem for 60 days, the display shows the message "Inspection Due"; if you haven't refilled it for 90 days, you'll see "Inspection Required."

To do an inspection, simply add postage or connect to the Data Centre as explained in *Section 5 - Adding Postage/Connecting to Data Centre*.

---

# *Appendix B • Glossary*

**IntelliLink® Postage Meter System**—A Pitney Bowes technology that allows you to download postage meter features, postal rates, and postage meter software updates via a digital link.

**Lock Code**—A four-digit code that serves as a user password. It prevents unauthorized postage meter use.

**Main Screen**—The postage meter display that shows your current selections. It indicates that you're ready to print postage.

**Modem**—The part of the postage meter that dials into the Pitney Bowes Data Centre and transfers information over the phone line.

**Origin Postal Code**—The postal code for your address location is included on each digital indicia that your postage meter prints.

**Postage By Phone® Meter Payment System**—A service available through Pitney Bowes that allows you to buy postage and check account status over the phone. It also permits convenient postal in-spection by phone.

**Preset**—A postage meter setting you can call up instantly at the push of a button. A preset can hold a postage amount, account, ad, and class of service.

**Serial Number**—The serial number found on the rear of the postage meter.

**Sleep Mode**—An energy-saving feature of your postage meter that clears the display after a certain period of idle time. Pressing any key wakes up the display.

**Tape Sheets**—A sheet of self-adhering paper which you print post-age on and apply to a piece of mail or package that is too big to be processed through the postage meter.

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