



# ***E589*** *Series* *Mailing Machine* *Operating Guide*

SV60975 Rev A 10/02

### **FCC Compliance - Mailing Machine**

“Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against unwanted interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions manual, may cause unwanted interference to radio communications. Operation of this equipment in a residential area is likely to cause unwanted interference in which case the user will be required to correct the interference at this own expense.

“Shielded cables must be used with this unit to insure compliance with the Class A limits.”

### **Canadian DOC Compliance**

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.”

Due to continued product improvement, machine specifications may differ from those in this publication.

### **Important Safety Information**

In some countries the mailing machine is supplied with a molded mains lead (power cord) and plug. In other countries, or if the supplied lead is not used, the following information applies:

1. An approved mains lead for the country concerned must be used.
2. As the colors of the wires in the mains lead of this appliance may not correspond with the colored markings identifying the terminals in your plug, proceed as follows: The wire which is colored green and yellow must be connected to the terminal in the plug which is marked with the letter “E” or by the earth symbol or colored green or green and yellow. The wire which is colored blue must be connected to the terminal which is marked with the letter “N” or colored black. The wire which is colored brown must be connected to the terminal which is marked with the letter “L” or colored red.
3. The wires in the supplied mains lead are colored in accordance with the following code: green and yellow - earth, blue - neutral, brown - live.



#### **WARNING - THIS APPLIANCE MUST BE GROUNDED.**

The socket outlets should be near to the equipment and should be readily accessible.

# Contents

Safety Precautions .....	v
<b>1 Introduction</b>	
About Your Mailing Machine .....	1
Features .....	2
Control Panel .....	4
Symbols .....	4
<b>2 Before you Run Envelopes or Print Tapes .....</b>	<b>5</b>
<b>3 To Print and Seal Envelopes .....</b>	<b>7</b>
<b>4 To Print a Tape .....</b>	<b>9</b>
<b>5 Adjustments and Supplies</b>	
Locking the Mailing Machine .....	11
Locking the Meter .....	11
Removing the Postage Meter .....	12
Refilling the Tape Dispenser .....	13
Filling the Fluid Bottle .....	14
Replacing the Ink Cartridge .....	15
Adjusting the Ejector Rollers .....	16
Adjusting the Feeder .....	17
Ordering Supplies .....	18

## Contents

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### **6 Troubleshooting**

Envelope/tape does not feed .....	19
Multiple feeding .....	19
Envelope does not seal .....	20
Insufficient or partial sealing .....	20
Envelope does not eject .....	20
Envelopes do not stay in catcher tray .....	20
Tape does not feed .....	21
Postage imprint too light .....	21
Postage imprint incomplete or broken .....	21
No postage imprint on envelope .....	22
Envelope jams in machine .....	23
Top of envelope creased .....	24

<b>7 Specifications</b> .....	25
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### ***Safety Precautions***

When using this machine, follow the normal safety precautions for all office equipment:

- Keep loose clothing, jewelry and long hair away from all moving parts.
- Avoid touching moving parts or materials while the machine is in use. When clearing a jam, be sure machine mechanisms come to a stop before you open the front cover.
- Be certain that the area in front of the wall outlet that this machine is plugged into is free from obstruction.
- To reduce the risk of fire and/or electrical shock, do not attempt to disassemble this machine. If service is required, contact your Pitney Bowes Customer Service Representative.
- The power cord wall plug is the primary means of disconnecting the machine from the AC power. The wall outlet should be near the machine and easily accessible.
- To protect against shock, the power cord should only be plugged into a grounded wall outlet. The ground pin on the plug should never be removed.
- To prevent overheating, do not cover vent openings.
- All areas of the machine requiring disassembly or removal of covers should be accessed only by your Pitney Bowes Customer Service Representative.
- Do not remove covers. This machine cabinet serves to enclose hazardous parts. If the machine has been dropped or the cabinet has been damaged in any way, notify your Pitney Bowes Customer Service Representative.
- Read all instructions before attempting to operate this equipment.
- Use this equipment only for its intended purpose.

In addition, follow any specific occupational safety and health standards for your workplace or area.



# **1 Introduction**

## **About Your Mailing Machine**

Your mailing system consists of two components that work together - the Pitney Bowes mailing machine and a Pitney Bowes postage meter. The mailing machine has a multi-thickness feeder.

### **Mailing Machine**

- Controls the operation of the mailing system.
- Transports envelopes of various thicknesses.
- Gives you options for printing postage only, printing postage and sealing the envelope, sealing only, or printing a postage tape.

### **Postage Meter**

- Installed on the mailing machine.
- Provides the postage value selection and imprinting.

Every country has its own regulations regarding the use of postage meters. To find out about the regulations which apply to your postage meter, check with the post office in your country.

Most countries operate the “Credit Locking” system whereby postage credit is entered in the postage meter either at the post office or remotely over a telephone line (Postage-by-Phone<sup>®</sup> meter resetting system). These “Credit Locking” meters cease to operate when the value in the postage unused (descending) register falls below a preset value, depending on the meter being used.

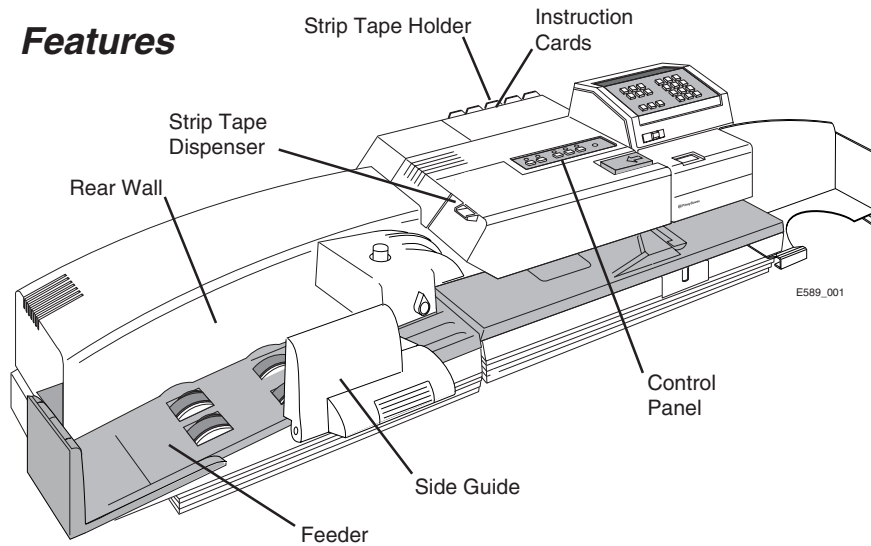
Although this guide primarily covers the use of the mailing machine, it also refers to the postage meter. Since several different Pitney Bowes postage meters work with the mailing machine, the postage meter you have may be different from the one pictured in this guide. However, the general purpose and functionality of postage meters are similar.

For specific information on your postage meter, see the operating guide provided with the meter or call your local Pitney Bowes office or dealer.

## Introduction

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### Features

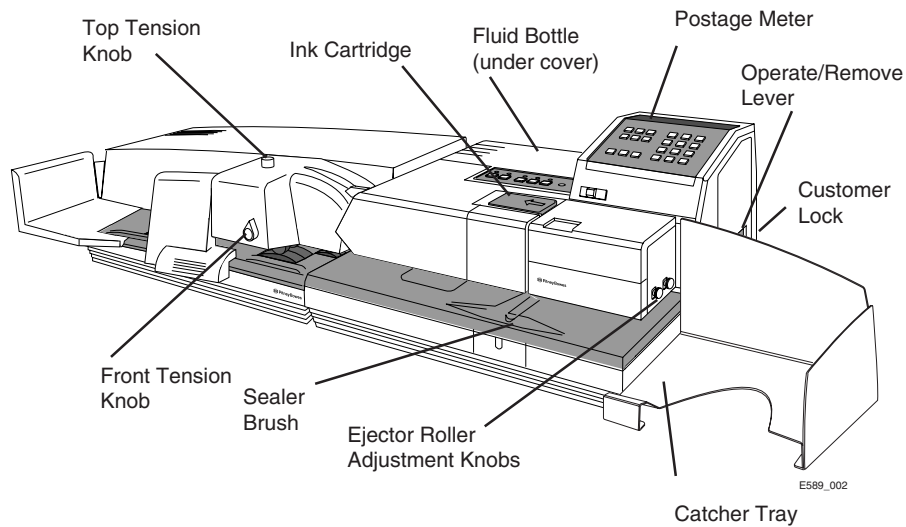


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<b>Feature</b>	<b>Function</b>
<b>Feeder</b>	For feeding envelopes.
<b>Side Guide</b>	Adjusts for envelope width to guide envelope along feed deck. Lays flat for large envelopes or flats. Pushes in for narrow envelopes.
<b>Rear Wall</b>	Guides envelopes through the unit. Envelopes must be kept flush against the wall when feeding.
<b>Strip Tape Dispenser</b>	Automatically feeds strip tapes.
<b>Strip Tape Holder</b>	Stores additional strip tapes.
<b>Instruction Cards</b>	Pull up for quick reference.
<b>Control Panel</b>	Controls operation of the mailing machine and autofeeder. Press key for desired mode of operation to begin processing mail.

*Note: Machine remains in a sleep mode until you press a key. The green power light will remain on.*





<i>Feature</i>	<i>Function</i>
<b>Top Tension Knob &amp; Front Tension Knob</b>	Allow finer adjustments to improve feeding of thinner or folded material.
<b>Sealer Brush</b>	Moistens envelope flaps with E-Z Seal® solution.
<b>Ink Cartridge</b>	Dispenses ink. Replace when postage becomes faint.
<b>Fluid Bottle</b>	Holds fluid for sealing envelopes. Pops up when empty so user can refill bottle.
<b>Postage Meter</b>	Prints and accounts for postage used.
<b>Operate/Remove Lever</b>	Used to install, remove, and lock the postage meter. <b>Lever</b>
<b>Customer Lock</b>	Locks and unlocks the Operate/Remove lever.
<b>Catcher Tray</b>	Catches and stacks envelopes ejected from the machine.
<b>Ejector Roller Adjustment Knobs</b>	Adjusts to help eject mail from the machine.

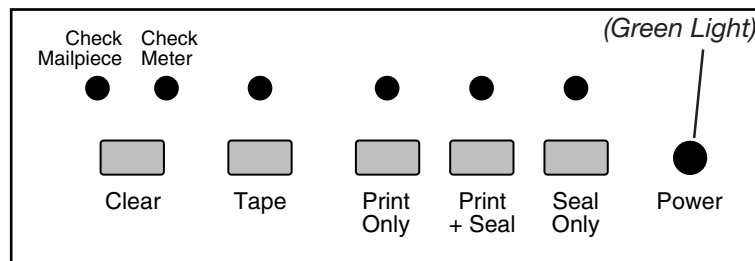
SV60975 Rev A

## Introduction

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### Control Panel

Your mailing machine has the control panel shown below. The **Power** green light will light up when the machine is on.



### Symbols

#### Operate/Remove Lever Symbols

The operate/remove lever symbols, located on the right side of the machine, show whether the lever for the meter is in the remove, lock, or operate position.

- Remove
- Lock
- Operate

#### Ink Cartridge Symbols

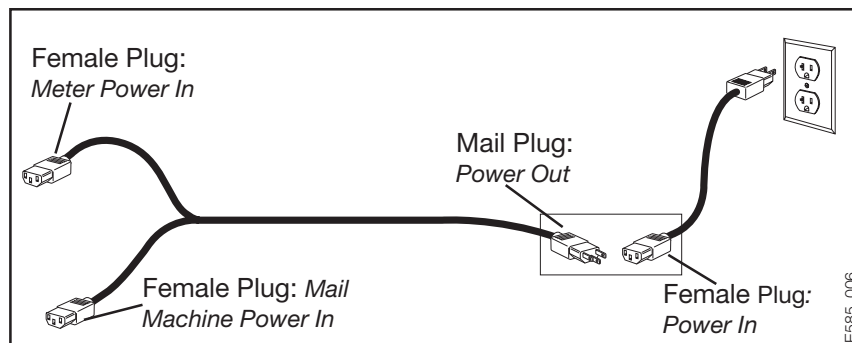
The ink cartridge lock and unlock symbols, located on top of the machine by the ink cartridge, guide you in removing and replacing the cartridge.

- Lock
- Unlock

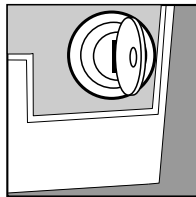
## Before You Run Envelopes or Print Tapes

### 2 Before You Run Envelopes or Print Tapes

1. a. Connect the spider power cord as shown below.
  - b. **Read the safety information on page v before connecting the mailing machine.** Make sure the wall outlet is near the machine and is easily accessible. Connect the single power cord from wall outlet to left rear of machine. The green **Power** light will come on.

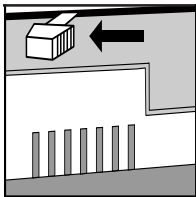



Viewed From Rear Of Mailing Machine



2. Install and set the date on the meter.

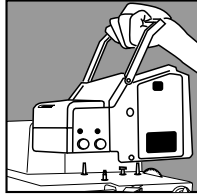
- Turn the key upright to the unlocked position.



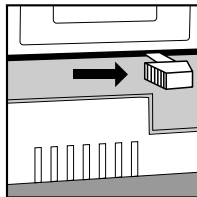
- Move the operate/remove lever forward to the remove position .


## *Before You Run Envelopes or Print Tapes*

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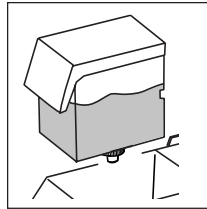
- Holding the meter by the carrying handle, lower into place on the locating pins.



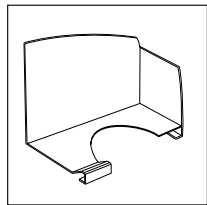
- Move the operate/remove lever back to the operate position .
- Set the date on the meter.

See pages 11-12 for information on locking and removing the meter. For information on using the meter, see the operating guide provided with your meter.

### 3 To Print and Seal Envelopes




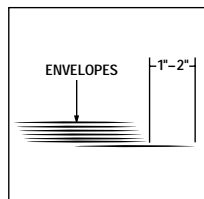
1. Check that the fluid bottle has sufficient E-Z Seal<sup>®</sup> solution.



2. Adjust the catcher tray to catch the envelopes as they exit.

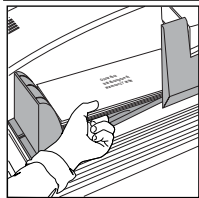
3. Select the desired postage by pressing the  key.

If the triple bars do not appear on your meter screen, you have entered more than \$1.00 or another dollar limit set by you or your Customer Service Representative. If you *do* want to print postage above this set limit, press the  key again.

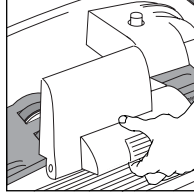


4. For 1/8" and thicker mail, tamp contents to place material at lead edge of envelope.

5. Shingle a small handful of envelopes as shown in the illustration to the left. Be sure that the first envelope is positioned one to two inches in front of the rest of the stack.

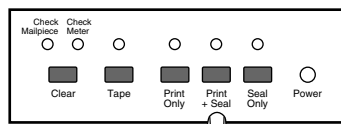


Place the envelopes face up on the feed deck

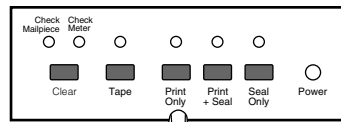


- Adjust the side guide to fit the envelope width. To find the envelope width, place the envelope on the deck and against the rear wall. Adjust the sideguide so that only 1/16" of space is between the envelope and the sideguide.

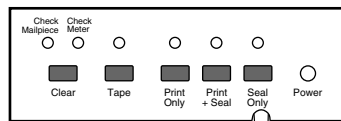
For larger mailers (9" x 12"), lay plastic guide flat and raise secondary metal side guide. Adjust same way as above.



**To print postage  
and seal the envelope**



**To print postage only**



**To seal only**

- Select the mode by pressing one of the keys as indicated in the illustrations to the left.

Always feed already sealed envelopes in Print Only mode. Feeding sealed envelopes in other modes may cause jams.

The envelope automatically feeds, seals and prints.

If you selected to seal the envelope: after the envelope ejects into the catcher tray, apply pressure to the envelope to finish sealing.

After the envelopes have been processed, the mailing machine automatically shuts off.

To feed more envelopes in the same mode, press the desired mode.

If the Check Mailpiece or Check Meter lights are lit, correct the problem and press **Clear**. Refeed the mailpiece. For details, see Troubleshooting, section 6.


## 4 To Print a Tape

Use strip tape on envelopes thicker than 3/8 inch (9 mm) and on packages.

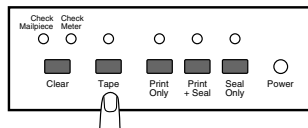
If your mailing machine is connected to a scale with an electronic interface, you may be able to select the postage and print a tape directly from the scale, depending on the model of your scale. See the scale operating guide for more details.

To make tapes:

1. Select the desired postage. Press the  key.

If the triple bars do not appear on your meter screen, you have entered more than \$1.00 or another dollar limit set by you or your Customer Service Representative. If you *do* want to print postage above this set limit, press the  key again.

2. If no tapes are in the strip tape dispenser, insert a tape or tapes (up to 50). (See page 13 for more specific instructions.)
3. Select the mode by pressing **Tape**.



The printed tape is ejected from the right side of the machine.

If you want to use both ends of the tape, you can run the tape twice. First, run one end and remove the tape from the backing and apply to an envelope. Then, reverse the tape and feed the opposite end into the dispenser.

If you have an ad on your tape, you cannot feed the tape in twice since the extra space is already used by the ad.

If the Check Mailpiece or Check Meter lights are lit, correct the problem and press **Clear**. For details, see Troubleshooting, section 6.

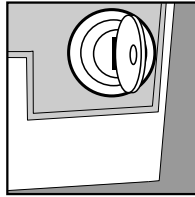




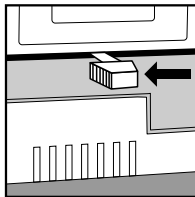
## 5 Adjustments and Supplies


### Locking the Mailing Machine to Prevent Use

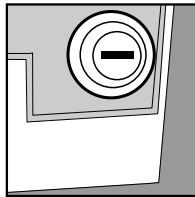
Locking prevents unauthorized use of the machine. When you lock the machine to prevent use, the meter cannot be removed and the mailing machine does not operate. To lock the mailing machine:



1. Turn the key upright to the unlocked position.

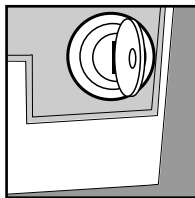


2. Move the operate/remove lever to the center position  .



3. Turn the key clockwise to the horizontal locked position. Remove the key.

### Locking the Meter

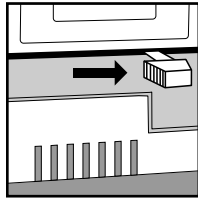


You can lock the meter so that the mailing machine runs and the meter cannot be removed from the machine.

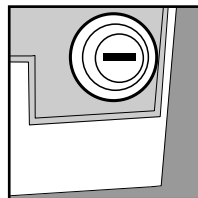
1. Turn the key upright to the unlocked position.

## Supplies and Adjustments

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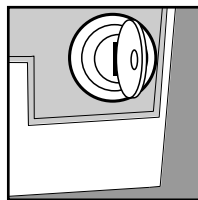


2. Move the operate/remove lever to the rear position .



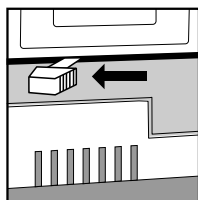
3. Turn the key clockwise to the horizontal locked position. Remove the key.


## Removing the Postage Meter

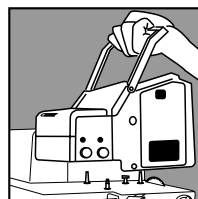


To remove the meter:

1. Turn the key upright to the unlocked position.

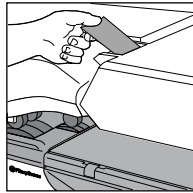


2. Move the operate/remove lever to the front position .



3. Remove the meter.

### **Refilling the Tape Dispenser**



To refill the tape dispenser:

1. Insert tapes into the slot paper side up. Do not insert more than 50 tapes at one time.
2. Push the tapes until they cannot move farther into the slot.

Store extra tapes in the tape holder at the rear of the machine. See page 2 for the location of the strip tape holder.

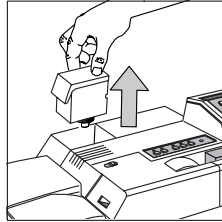
## Supplies and Adjustments

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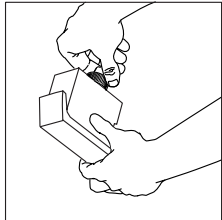
### Filling the Fluid Bottle

When the fluid bottle is empty, it will pop up from the well, displaying a red stripe. You must refill the fluid bottle or envelopes will not seal.

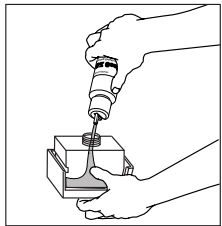
To refill the fluid bottle:



1. Lift the fluid bottle up from the well.

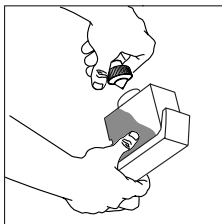


2. Unscrew the cap.

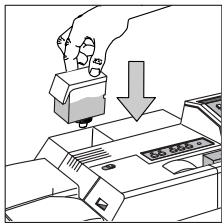


3. Refill the fluid bottle with E-Z Seal® solution.

E-Z Seal® solution is recommended to minimize growth of algae and scale build-up.



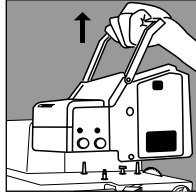
4. Screw the cap back on.



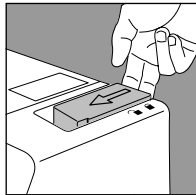
5. Return the fluid bottle to the well.

### Replacing the Ink Cartridge

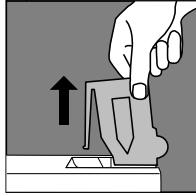
When the print becomes light, replace the ink cartridge, as follows:



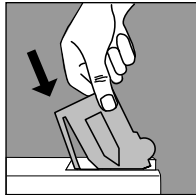
1. Remove the postage meter. (See instructions on page 12.)



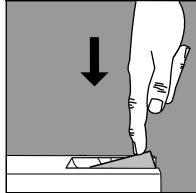
2. Remove the old ink cartridge. Push to the left until the cartridge pops up.



Use the finger grips on the sides of the cartridge to pull the cartridge up and out.



3. Remove the protective cap from the new ink cartridge. Hold the new cartridge by the finger grips and lower it into the pocket.



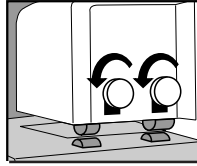
Apply pressure downwards on the arrow until the cartridge snaps into place.

## Supplies and Adjustments

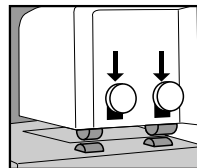
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### **Adjusting the Ejector Rollers**

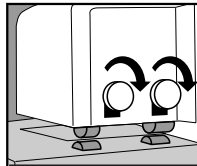
If envelopes are not being ejected properly into the catcher tray, adjust the ejector rollers.



1. Loosen the knobs on the right side of the postage meter.



2. Adjust the knobs down until the steel rollers under the postage meter just touch the rubber rollers.



3. Tighten the knobs.

### **Adjusting the Feeder**

For best feeding results with most media (including tri-fold material), raise the top tension knob and turn the front tension knob to the plus (+) sign.

For postcards, position the front adjustment knob to minus (-) and the top tension knob down.

If envelopes are not being fed properly, you may have to adjust the tension knobs as instructed below.

#### **Top tension knob:**

To correct double feeding, place the knob in down position. To put knob in down position, push knob down, a little more than halfway, and rotate counterclockwise until the knob locks in place.

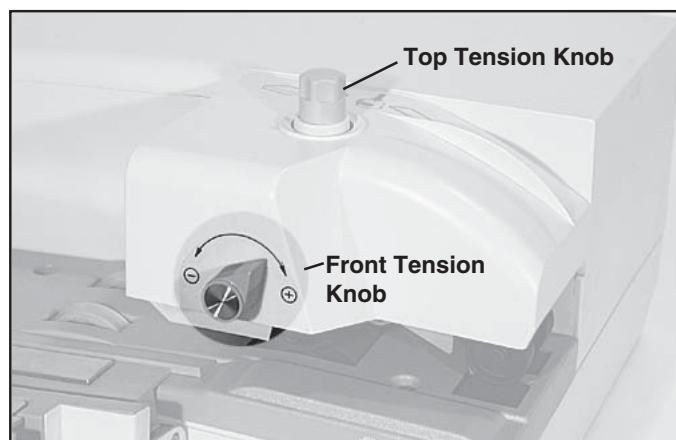
For mail 1/8" to 3/8" thick: knob must be in up position. To put knob in up position, push knob down and rotate clockwise until the knob pops up.

#### **Front tension knob:**

For thin materials:

1. Adjust the front tension knob to the two o'clock position.
2. As the mail feeds, turn towards the plus (+) sign in small increments until mailpieces feed properly.

When returning to regular mail thickness, reset knobs to previous setting.



**Feeder Adjustments**

## *Supplies and Adjustments*

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### **Ordering Supplies**

To order supplies in the United States, call the Supply Line at 1-800-243-7824. Please specify order numbers when calling.

<b>Supply</b>	<b>Order Number</b>
Ink Cartridge	625-2
Strip Tape	625-0
E-Z Seal® Solution (1/2 gallon)	601-0

In other countries, contact your local Pitney Bowes office or dealer.



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## 6 Troubleshooting

### *Envelope/Tape Does Not Feed*

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<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
Power light off.	No power to machine.	Check that power cord is plugged into both the machine and the outlet.
	Power cord not connected.	Ensure that the power cords are plugged in properly. See the figure on page 5.
Power light flashing with Check meter or Check Mailpiece light on.	A fault has occurred.	Press the <b>Clear</b> button and retry. If fault recurs, follow troubleshooting for “Check Meter” and “Check Mailpiece”.
Power light flashing with no other indicator light on.		Disconnect power to the mail machine and reconnect it to the power. If the problem persists, call Customer Service at 1.800.522.0020

### *Multiple Or Double Feeding*

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Tension not properly set.	Set the top tension knob to its lower position. If still not feeding properly, set the front tension knob between the (+) sign and the two o'clock position as explained on page 17.  When returning to regular mail thickness, reset knobs to previous setting.
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## Troubleshooting

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### Envelope Does Not Seal

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<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
Print + Seal or Only	Seal bottle is out of E-Z Seal® solution.	Add E-Z Seal® solution. For more information see page 14.

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
Print Only	User did not press <b>Seal Only</b> or <b>Print + Seal</b> before feeding envelope.  Machine reset to Print Only after not being used for more than 30 seconds.	Press <b>Seal Only</b> and refeed.

### Insufficient Or Partial Sealing

---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Sealer brush dirty.	Lift tab and slide sealer brush toward you to remove. Clean by rinsing with warm water.

### Envelope Does Not Eject

---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Catcher tray is full.  Ejector rollers not set properly.	Empty catcher tray.  Adjust ejector rollers. For more information see page 16.

### Envelopes Do Not Stay In Catcher Tray

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<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Catcher tray not positioned properly.	Adjust catcher tray.

## Troubleshooting

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### *Tape Does Not Feed*

---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Out of tape.	Add tape. For more information see page 13.
Check mailpiece Power light blinks.	Tape pack not fully inserted.	Push pack in fully to solid stop.
	More than 50 tapes in slot.	Remove some tapes.
	Tape is jammed.	Remove meter to clear jammed tape. See page 12. Press <b>Clear</b> to reset.

### *Postage Imprint Too Light*

---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Ink cartridge needs replacing.	Install new ink cartridge. Do not reuse ink cartridge or add ink. See page 15.

### *Postage Imprint Incomplete Or Broken*

---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Contents of envelope not flush to top and right edge of envelope when postage printed.	Tamp contents to top and right edge of envelope before feeding.

## Troubleshooting

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### No Postage Imprint On Envelope

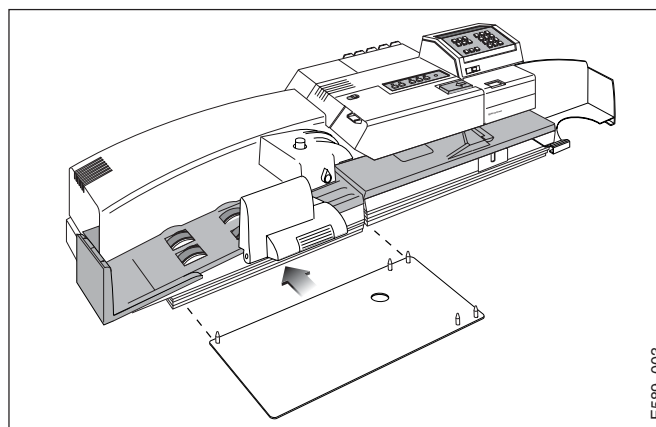
---

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
Check mailpiece	Envelope was not placed against rear wall when fed.	Press <b>Clear</b> . Make sure envelope is against rear wall. Feed envelope. (If the envelope was sealed, press <b>Print Only</b> before feeding.)
Check meter	Postage exceeds the meter high value lock level.	Press the green button twice until triple Select Postage bars appear. Press <b>Clear</b> button on the control panel.  For more information, see your postage meter operating guide.
	Not enough postage credit left in meter.	Reset meter with postage.
	Operate/Remove Lever not in Operate position.	Move lever to operate position.
	Meter dater door is open.	Close meter dater door.
Seal Only	Seal Only button selected.	Press <b>Print Only</b> . Refeed envelope.

## Troubleshooting

### Envelope Jams In Machine

<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
Check Mailpiece	Envelope already sealed when fed through on <b>Seal Only</b> or <b>Print + Seal</b> .	Gently pull envelope to the left to remove. Be sure to feed sealed envelopes in Print Only mode.
	Envelope was thicker than 3/8" (6mm) or fed improperly.	Press <b>Clear</b> and envelope will feed through the machine.  Remove the meter and any jammed or torn pieces. Use tape for thick envelopes.
None	Ejector rollers adjusted too high.	Adjust ejector rollers down. See page 16.
None	Feeder sideguide adjustment off.	Check feeder sideguide adjustment. Refeed mail.
None	The plate under the mailing machine (shown below) may be out of place.	Lift the two halves of the mailing machine onto the pins of the plate as shown in the figure below.



**Proper positioning of plate.**

## *Troubleshooting*

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### *Top Of Envelope Creased*

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<i>Indicator Light</i>	<i>Cause</i>	<i>Solution</i>
None	Side guide not set properly.	See step #4, 5 & 6, page 7.

## 7 Specifications

### *Dimensions (excluding meter)*

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Length:	34.5 inches (851 mm) without catcher tray 45.5 inches (1156 mm) with catcher tray
Depth:	15 inches (381 mm) (includes 4 inches for rear cable space)
Height:	7 inches (178 mm)
Weight:	38.1 pounds (17.3 kg)

### *Electrical*

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120V, 60Hz

### *Power Consumption*

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Normal:	300 watts 2.5 amps max. processing mail	Standby: 60 watts no mail: .5 amps
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### *Speed*

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Machine speed:	110 cycles per minute for #10 envelopes
Normal Daily Usage:	125 mailpieces per day

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### *Envelopes*

Size:	Minimum*- 3.5 inches x 5 inches (89 mm x 127 mm) Maximum - 10" x 13" (254 mm x 330 mm)
Thickness:	Minimum - 0.007 inches (0.2 mm) Maximum - .375 inches (9.5 mm)
Flap depth:	Minimum - 1 inch (25 mm) Maximum - 3 inches (76 mm)

\* When the machine is in the seal-only mode, the minimum length must be 8 inches.

## *Specifications*

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### *Environmental*

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	Operator
Idle	58 dB(A)
Metering	78 dB(A)
Seal only	76 dB(A)

### *Compliance*

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UL 1950	FCC Part 15 subpart B Class A
CSA 950	



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