Pitney Bowes

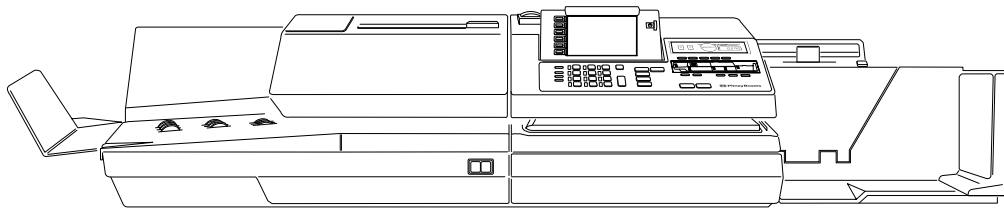## *Supervisor Guide*

MAIL CENTER 2000™
PARAGON™
MAIL PROCESSOR

SV 50220, Rev. B
December 1995

TRADEMARKS

Mail Center 2000™, PARAGON™, SoftKey™, Weigh on the Way™, W-O-W™, Para-Text™, Data Trail™ and Postage by Phone® are trademarks of Pitney Bowes Inc.

ZIP Code® and ZIP+4® are registered trademarks of the U.S. Postal Service.

FCC Compliance - PARAGON™ Mail Processor

"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 harmful 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 instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense."

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

FCC Compliance - E100 Series Postage Meter

"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 harmful 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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful 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."

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'emet pas de bruits radioélectriques depassant 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."

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Overview

Introduction

This guide shows you how to configure the Mail Center 2000™ PARA-GON™ Mail Processor to meet the needs of your mailroom. Before configuring your system, you must familiarize yourself with the operation of the PARAGON™ by reading the *PARAGON™ Operating Guide* (SV50219) supplied with the system.

After you have read the *PARAGON™ Operating Guide,* use this *PARAGON™ Supervisor Guide* as a hands-on guide for understanding how to perform the various configuration procedures.

You may also use this binder to hold the guides for the options you have purchased with your PARAGON™. Place the guides after section 6, "Options".

Supervisory Functions

Because you have a Supervisor level access, you can access the specific functions which allow you to configure the system. An assigned ID ensures that no one else can enter the system to configure it.

There are two ways in which you can configure the system. First, you "set up" the system in a general sense, assigning operator ID's, configuring for scales, printers, Postage By Phone®, setting meter parameters, etc. The Site Setup section of this guide explains how to do this.

After you perform the Site Setup functions, you may want to create and save sets of parameters (account ID, class, sealer mode, postage value, etc.), called "Job Presets", which meet the individual requirements for various runs of mail. The Job Presets section of this guide explains how to do this.

Note that you may save your Site Setups onto a disk (for later use), but not your Job Presets. Instructions for saving and restoring your Site Setups are included in section 8 of the *PARAGON Operating Guide.*

In addition to configuring the system, you need to be familiar with solutions to problems that may occur while operating the system. The Troubleshooting section guides you to a solution for your problem.

Note: Labels, keys and screen titles are printed here as they are in the *PARAGON™ Operating Guide*. SoftKey™ labels are placed in single quotes (for example, 'Change Account'), keyboard keys are placed in angle brackets (for example, <ENTER>) and screen titles are capitalized (for example, MAIL RUN).
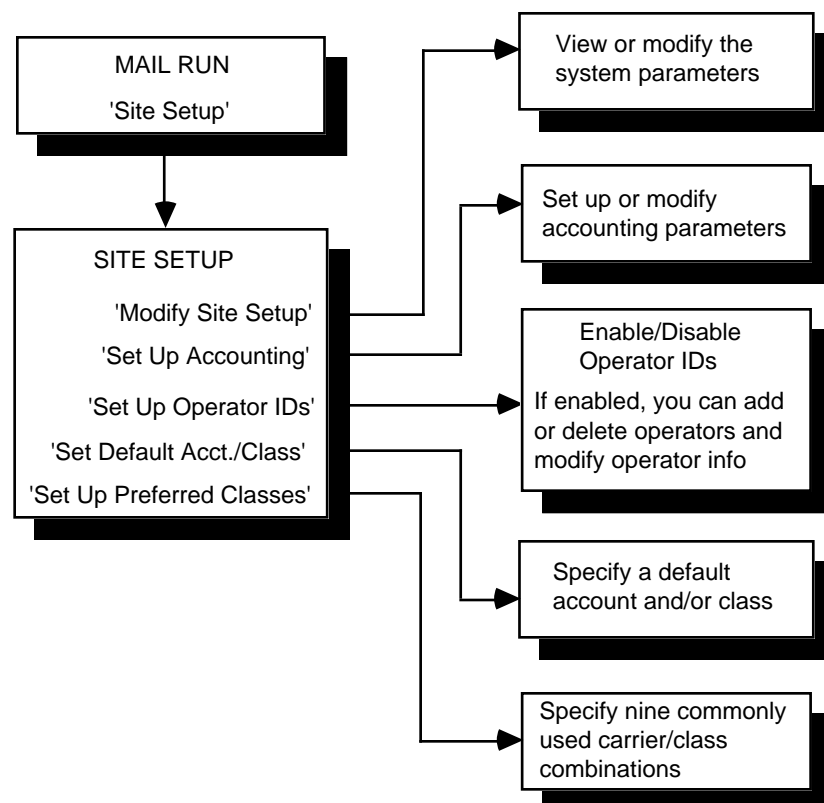
Site Setup

Site Setup Selections

To set up the PARAGON™ to meet your specific mailing demands, access the MAIL RUN screen, then select 'Site Setup'.

The SITE SETUP SCREEN displays the five selections listed below. For a description of the selections and procedures, turn to the appropriate section on one of the following pages.

- 'Modify Site Setup'

- 'Set Up Accounting' (If accounting is installed, see the *Data Trail Accounting Operating Guide* for selections and procedures.)

- 'Set Up Operator IDs' (if you have chosen to require operator log-ons through the 'Modify Site Setup' screens)

- 'Set Default Class' or 'Set Default Acct./Class' (if accounting is installed)

- 'Set Up Preferred Classes'

The flowchart below shows the sequence of screens and SoftKeys™ used to make your selection.

```
┌─────────────────┐          ┌─────────────────────┐
│   MAIL RUN      │─────────▶│ View or modify the  │
│   'Site Setup'  │          │ system parameters   │
└─────────────────┘          └─────────────────────┘
         │
         ▼                    ┌─────────────────────┐
┌─────────────────┐          │ Set up or modify    │
│   SITE SETUP    │─────────▶│ accounting          │
│                 │          │ parameters          │
│ 'Modify Site    │          └─────────────────────┘
│  Setup'         │
│ 'Set Up         │          ┌─────────────────────┐
│  Accounting'    │          │ Enable/Disable      │
│ 'Set Up         │─────────▶│ Operator IDs        │
│  Operator IDs'  │          │ If enabled, you can │
│ 'Set Default    │          │ add or delete       │
│  Acct./Class'   │          │ operators and       │
│ 'Set Up         │          │ modify operator     │
│  Preferred      │          │ info                │
│  Classes'       │          └─────────────────────┘
└─────────────────┘
                             ┌─────────────────────┐
                             │ Specify a default   │
                             │ account and/or class│
                             └─────────────────────┘

                             ┌─────────────────────┐
                             │ Specify nine        │
                             │ commonly used       │
                             │ carrier/class       │
                             │ combinations        │
                             └─────────────────────┘
```

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Until ID's have been assigned and enabled (see"Set Up Operator IDs") any user can access all functions, including "Modify Site Setup". After Operator IDs are assigned and enabled, the screen prompts you for the Supervisor ID.

See the *PARAGON*^{TM} *Operating Guide* to save or restore a site setup using your Diagnostics/Utilities disk.

Modify Site Setup

Use the 'Modify Site Setup' selection to set the system parameters listed below. After you select 'Modify Site Setup', the screens used to set the parameters come up in the order listed below.

Each of the following screens offers you choices. You press the desired SoftKey™ or, if the system prompts you for data, enter the data using the keyboard. If you press the wrong key or choose the wrong option, you may fix it. The changes you make or options you choose do not become effective until you press <ENTER>. After you press <ENTER>, the change is made effective and the next screen appears.

Time

When this screen displays, you can enter the time (HH:MM). After entering the time, the screen prompts you to select AM or PM.

Scale Configuration

The Scale Configuration screen presents three modes you must set if you have an external scale, A300, A305, or Carrier Management System. Select to end or not end the transaction, have a long or short trip timeout, and to obey or not obey the disable meter mode, according to which device you have.

SELECTION DEVICE	End Transaction Mode	Trip Timeout	Disable Meter Mode
A300, A305	DON'T END TRANSACTION	LONG	OBEYor DON'T OBEY (Recommend "OBEY", but set to your requirement.)
All Carrier Management Systems	END TRANSACTION	SHORT	Not Applicable
Scales	DON'T END TRANSACTION	LONG	DON'T OBEY

Printer Configuration

You need to let the system know the type of printer attached to it: None, 80 column or 132 column. If you select 'NONE', the 'View Reports' selection displays on the MAIL RUN screen; otherwise, the 'Print/Cancel Reports' selection displays on the MAIL RUN screen.

Manual Postage-by-Phone®

When this screen displays, you can change the default reset value and the Postage by Phone® account number.

Auto Postage-by-Phone®

If you have Auto Postage-by-Phone®, when this screen displays you can change the account number, change the dialing prefix, and choose pulse or tone dialing.

USPS Intra-BMC Range

When this screen displays, you can change the range of a valid ZIP Code for your United States Postal Service (USPS) Intra-BMC (Bulk Mailing Center) area. The codes are initially set up at installation by the Pitney Bowes Customer Service Representative to the codes in effect at that time. If the ZIP Codes for your Intra-BMC area change, you need to add or delete codes as required.

ZIP Code ranges are entered as the first three digits of the codes, lowest code to highest code (for example, 080-087). Leading zeros must be entered. For a single ZIP Code, enter the three digits twice to complete the range entry (for example, 127-127).

NOTES

For these changes to become effective, the system power must be turned off and on again after the completion of site setup.

After selecting any class containing "Inter" and entering a ZIP Code in your Intra-BMC area, "Inter" automatically changes to "Intra" in the "Class" field.

UPS Intra-state Range

When this screen displays, you can change the range of a valid ZIP Code for your United Parcel Service (UPS) Intra-state area. In addition, because UPS Intra-state rates may have a delayed approval/effective date in certain states, you must enter the proper "Intra-state Code" to assure that the appropriate rates are applied. The codes are initially set up at installation by the Pitney Bowes Customer Service Representative to the codes in effect at that time. If

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the ZIP Codes for your Intra-state area change, you need to add or delete codes as required. Also, when UPS rate changes occur, you receive update rate disks with information on any change to the Intra-state Code.

ZIP Code ranges are entered as the first three digits of the codes, lowest code to highest code (for example, 080-087). Leading zeros must be entered. For a single ZIP Code, enter the three digits twice to complete the range entry (for example, 127-127). The "Intra-state Code" tells the rate manager which UPS Intra-state rate table to use (0=use latest rates, 1=use previous rates, 2=use rates two revisions back, etc.).

NOTES

For these changes to become effective, the system power must be turned off and on again after the completion of site setup.

After selecting any class containing "Inter" and entering a ZIP Code in your Intra-state area, "Inter" automatically changes to "Intra" in the "Class" field.

Station ID

The Station ID is used to identify a specific Mail Processor when used as part of an accounting system. When this screen displays, you can enter a station ID of one or two digits (0 thru 99). The Station ID initially defaults to a 0.

Timeout

A timeout closes the transaction (if accounting is used) and logs off the current operator (if operator log on is enabled). A timeout occurs when there has been no system activity for a duration greater than the timeout interval.

When this screen displays, you can enable/disable the system timeout. If enabled, set a timeout value between 0 and 1440 minutes. The timeout is disabled if the value is set to zero. The timeout interval initially defaults to three minutes.

Ad definition

When this screen displays, you can enter a definition (up to 20 alphanumeric characters) for ads B, C and D installed in your postage meter. These definitions appear whenever 'View Ads' is selected. Ad "A" is always a blank.

Inscription definition

When this screen displays, you can enter a definition (up to 20 alphanumeric characters) for inscriptions B, C and D installed in your postage meter. These definitions appear whenever 'View Inscriptions' is selected. Inscription "A" is always a blank.

Low postage warning

When this screen displays, you can enter a low postage warning value. This value can be any value between zero and the maximum value the meter is capable of storing. Whenever the amount of postage in the meter is equal to or below the low postage warning value, a warning message is displayed on the screen and the postage left field is shown in reverse video as a reminder to add postage to your meter.

Postage upper limit

When this screen displays, you can enter a postage upper limit. The value entered sets a cap on how much postage can be spent at one time. If during an operation, the postage value requested exceeds the postage upper limit, an error is displayed and the meter postage value is left unchanged.

Dollar unlock limit

When this screen displays, you can enter a dollar unlock limit. This is a double check to ensure that an operator does not enter too high a postage value by accident. If during an operation, the postage value equals or exceeds the dollar unlock limit, the operator is required to confirm that the postage is correct.

Meter codes

When this screen displays, you can enter a code (up to four alphanumeric characters) for meter installation, meter removal and meter lock/unlock. The codes initially default to "3336".

Meter activity log enable/disable

When this screen displays, you can enable or disable the meter activity log. The meter activity log maintains a history of the meters which have been installed in the system.

Meter date rollover time

When this screen displays, you can enter the time of day you want the meter imprint date to change to the next day's date. After entering the time, you are prompted for AM or PM.

Transaction log printing enable/disable

When this screen displays, you can select whether the user must print the transaction log before clearing it. If you choose "Yes", the system will stop processing when the transaction log is full and prompt the user to clear the log or to **print** and clear the log. If you choose "No", the system will print and clear the log without giving the user the option to print or not print.

Set Up Operator IDs

When first delivered, the software assumes anyone using the system is a Supervisor and has access to all of the functions. In order to restrict the access to these functions to certain classes of users, you must enable operator IDs and assign access levels.

With operator IDs enabled, you can limit the functions that individuals are allowed to access by assigning one of three access levels: Operator, Key Operator or Supervisor.

The Supervisor has the highest access level, followed by the Key Operator and Operator (the lowest access level). A user at a higher access level may perform all the functions available to a user at a lower access level. Thus, on only the Supervisor can perform the functions in this *Supervisor Guide*. The *Paragon™ Operating Guide* indicates which parts of the operation are available to the Operator and which are available to the Key Operator.

Since each system must have at least one assigned Supervisor, operator number 1 <u>always</u> has a Supervisor access level. The Supervisor ID code is set to "9999" when installed but may be changed at anytime.

When you enable operator IDs operators must enter their ID in order to use the system. You may have up to twenty operator IDs.

When first selected, the Operator ID enable/disable screen displays. If Operator IDs are disabled, pressing <ENTER> will return you to the SITE SETUP screen. If Operator IDs are enabled, pressing <ENTER> displays the OPERATOR ID SETUP screen with the list of operators. The following selections are then available:

- 'Change Operator Info'
- 'Add Operator' (if less than 20 operators are defined)
- 'Remove Operator' (if there is at least one operator other than #1)

You cannot delete or change the access level (always a Supervisor) of operator #1. You can, however, change the Name and ID. Operator #1 shall initially default as follows: ID: 9999, Name: SUPERVISOR, and Access Level: Supervisor.

Change Operator Info

Use the following procedure to view or change an operator's information.

1. Press the 'Change Operator Info' SoftKey™. The screen prompts you for an operator number.

2. Enter the desired number (1 thru 20) and press <ENTER>. The screen displays the current settings and SoftKeys™ which allow you to change the operator name, ID, and access level. If your system has two languages installed, you are also able to change the language used.

3. Verify all information and make any desired changes. When you are satisfied with the information, press the <ENTER> key to save the data and return to the OPERATOR ID SETUP screen which displays the list of operators.

Add Operator

Use the following procedure to add an operator.

1. Press the 'Add Operator' SoftKey™. The screen prompts you for the operator name.

2. Enter up to 20 alphanumeric characters and press <ENTER>. The screen prompts you for the operator ID (password).

3. Enter up to 8 alphanumeric characters and press <ENTER>. This is the code the new operator will use to log on to the system. The screen now displays 'Operator', 'Key Operator' and 'Supervisor' access level selections.

4. Press the SoftKey™ for the access level to be assigned to this operator (the default is Operator), and then press the <ENTER> key. The screen displays the current settings and SoftKeys™ which allow you to change the operator name, ID, and access level. If your system has two languages installed, you are also able to change the language used.

5. Verify all the information and make any desired changes. When you are satisfied with the information, press the <ENTER> key to save the data and return to the OPERATOR ID SETUP screen which displays the list of operators.

Remove Operator

Use the following procedure to remove an operator.

1. Press the 'Remove Operator' SoftKey™. You are prompted for the operator number.

2. Enter the operator number (1 thru 20) and press <ENTER>. The screen

prompts you to confirm that you want to remove the operator.

3. Press **'Yes'** to remove the operator from the system or **'No'** to leave the operator on the system. The OPERATOR ID SETUP screen with the list of operators displays.

Set Default Class or Set Default Acct./Class

The 'Set Default Acct./Class' selection allows you to specify the account ID (if accounting is enabled and at least one account is defined) and class type (if accounting is enabled or rating is used) displayed on the MAIL RUN screen when a new transaction is started. If only rating is available, the SoftKey™ label is 'Set Default Class'. There are three choices for the default account and class type: None, Previous, or Specific.

If "None" is selected, the operator is required to enter an Account ID or class when each new transaction is begun.

If "Previous" is selected, the Account ID or class for the new transaction automatically defaults to the Account ID or class used for the previous transaction.

If "Specific" is selected, the Account ID or class for the new transaction automatically defaults to the default Account ID or class.

Perform the following procedure to specify the Default Acct./Class:

1. With the DEFAULT ACCOUNT screen displayed, press the desired SoftKey™ to select the default account type: "None", "Previous" or "Specific".

2. a) If 'Set Default Account to NONE' or 'Use Last Account Selected' is selected, "None" or "Previous" displays on the screen.

   b) If 'Use Specific Account' is selected, you are prompted for the account ID. Enter the ID and press <ENTER>. The ID displays on the screen.

3. When you are satisfied with the default account selection, press <ENTER>. The DEFAULT CLASS screen displays.

4. With the DEFAULT CLASS screen displayed, press the desired SoftKey™ to select the default class type: "None", "Previous" or "Specific".

5. a) If 'Set Default Class to NONE' or 'Use Last Class Selected' is selected, "None" or "Previous" displays on the screen.

   b) If 'Use Specific Class' is selected, SoftKeys™ displays to allow you to select a carrier and class. Select the desired carrier and class. The class then displays on the screen.

6. When you are satisfied with the default class selection, press <ENTER>. The SITE SETUP screen displays.

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Set Up Preferred Classes

This selection allows you to specify/modify nine of your most commonly-used carrier/class combinations ("Preferred Nine"). The Preferred Nine (if they have been defined) appear first when the 'Change Class' selection (on the MAIL RUN screen) is made, followed by all other carrier/classes.

Use the following procedure to specify/modify preferred classes:

1. With the SITE SETUP screen displayed, press 'Set Up Preferred Classes'. The Preferred Classes list displays.

2. Press the 'Modify Preferred Class List' SoftKey™. The screen prompts you for the Preferred Class number to modify.

3. Enter the number and press <ENTER>. The screen prompts you to choose a carrier.

4. Press the SoftKey™ for the desired carrier. The screen prompts you to choose a class.

5. Press the SoftKey™ for the desired class. The system returns you to the Preferred Classes list.

6. When you are finished making entries, press the <ENTER> key to return to the SITE SETUP screen. Otherwise, repeat steps 1-5 until you are finished.

Job Presets

Overview

Using Job Presets you can save specified values for recall at a later time. For example, if once a week you must run a batch of mail for a specified account/ class, you can set the system to do the job and then you can save this set of values as a Job Preset. Then, any time you must run the same job, you need only press the <JOB PRESETS> key and select that Preset to automatically configure the system for that job.

You can save up to nine Job Presets. The system is automatically set to Job Preset 1 on power-up or logon (if Operator IDs are used).

You choose values for the following when you make a Job Preset.

- Account ID, if accounting is enabled
- Class, if accounting or rating is enabled
- Feeder Mode (Auto or Single)
- Sealer Mode (Flaps Open/Sealed, Flaps Open/Closed, Seal Only or Off)
- Sealer wetness setting
- W-O-W™ Mode (On or Off)
- W-O-W™ weight limit setting
- Date Mode (full date, month/year, no date)
- Date Advance
- Inscription selection (A, B, C or D)
- Ad selection (A, B, C or D)
- Postage value
- Tape Type selection (Wet, Dry or Adhesive)
- Machine speed
- Meter print position
- Ink density setting
- Stacker "Auto" mode (automatically set if a Power Stacker is installed)
- Dark Mail Setting
- Power Stacker Speed

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To save the current system state as a Job Preset, remove a Job Preset from the list, or choose (recalling) a Job Preset, follow the instructions below. These procedures are available if you are signed in as a supervisor or if Operator IDs are not used. Note that Key Operators and Operators cannot create Presets, but they can select Presets which have been saved by a supervisor.

Saving a Job Preset

Use the following procedure to save a Job Preset:

1. Set the system to the desired settings. Be sure all of the items listed on the previous page are set to the desired selection.

2. With the MAIL RUN screen displayed, press the <JOB PRESETS> key. The PRESETS screen displays.

3. Press the 'Save Preset' SoftKey™. The screen prompts you for the number of the Job Preset to use.

4. Enter the number and press <ENTER>. The screen prompts for a name.

5. Enter the name and press <ENTER> to save the state of the system under that name and number. The PRESETS screen displays.

6. Make another selection or press <BACKTRACK> to return to the MAIL RUN screen.

Removing a Job Preset

Use the following procedure to remove a Job Preset. (Job Preset 1 can be modified but not deleted.)

1. With the MAIL RUN screen displayed, press the <JOB PRESETS> key. The PRESETS screen displays.

2. Press the 'Remove Preset' SoftKey™. The screen prompts you for the number of the Job Preset to remove.

3. Enter the number and press <ENTER>. The name of the entered Job Preset is changed to "Undefined". The PRESETS screen displays.

4. Make another selection or press <BACKTRACK> to return to the MAIL RUN screen.

Choosing a Job Preset

Use the following procedure to choose (recall) a Job Preset.

1. With the MAIL RUN screen displayed, press the <JOB PRESETS> key. The PRESETS screen displays.

2. Enter the number (1 thru 9) of the desired Preset or press the 'Choose Preset' SoftKey™. If you entered the number, go to step 4; otherwise, go to step 3.

3. The screen prompts for the number of the Job Preset to choose. Enter the desired number.

4. Press <ENTER>. The system is set to the Job Preset and the MAIL RUN screen displays. If all the conditions of the Job Preset cannot be satisfied, the system sets up what it can and then displays the PRESET RECALL ERROR(S) screen with a list of the conditions it could not satisfy.

Job Preset Configuration Table

You can use the table on the following page to store the name and values of the different items for your Job Presets. You should make copies of the following page, complete the required information for each Job Preset, and place it in a location close to the system.

Remember that whenever the system is powered up it uses the values in Job Preset 1 to set up the system.

MACHINE IDENTIFICATION: _____

Item	Job Preset Settings				
Job Preset #	1	2	3	4	5
Preset Name					
Account ID					
Class					
Feeder Mode					
Sealer Mode					
Sealer Wetness					
W-O-W Mode					
W-O-W Weight Limit					
Date Mode					
Date Advance					
Inscription					
Ad					
Postage Value					
Tape Type					
Machine Speed					
Print Position					
Ink Density					
Power Stacker (if installed)	Auto	Auto	Auto	Auto	Auto
Dark Mail					
Stacker Speed					

Item	Job Preset Settings				
Job Preset #	6	7	8	9	
Preset Name					
Account ID					
Class					
Feeder Mode					
Sealer Mode					
Sealer Wetness					
W-O-W Mode					
W-O-W Weight Limit					
Date Mode					
Date Advance					
Inscription					
Ad					
Postage Value					
Tape Type					
Machine Speed					
Print Position					
Ink Density					
Power Stacker (if installed)	Auto	Auto	Auto	Auto	Auto
Dark Mail					
Stacker Speed					

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Troubleshooting

This section contains information you can use in the analysis of problems that may occur while operating the system.

Power Up Failure

If a failure occurs during the power up sequence *after* activating the system display, the POWER UP screen lists the error code(s). You must press any key to continue operation. The error code format is XXXX/XXXX, where X is an alphanumeric character. You can use the first four characters of the error code to determine the area of the machine causing the failure.

Error Code	Related area
0XXX	Motor Control or Sensor Controller
1XXX	Postage Meter
2XXX	Weigh-on-the-Way™
3XXX	Accounting software fault
4XXX	Mail Processor software fault
5XXX	Mail Processor peripheral
6XXX	Mail Processor diagnostics
7XXX	Disc access error
8XXX	MCS communications
9XXX	Mail Processor Operating system
DXXX	Disk controller/media error
EXXX	I/O expansion devices
FXXX	Mail Processor software utility

If the system powers up with the SITE SETUP screen displayed, the battery for nonvolatile memory has gone bad or something has caused the loss of the contents of memory. Call Your Pitney Bowes Customer Service Representative.

To use the machine until service arrives, you have to perform a limited site setup. Enter only the date and time, and press the 'Use Current Settings' SoftKey™ when prompted. This allows you to run mail and tapes until service arrives.

> **IMPORTANT:** All the accounting information, preferred nine class list, job presets, and operator IDs you previously set up are not available.

Troubleshooting Tables

The tables on the following pages help you to determine and correct problems in the indicated areas of the machine. The tables are presented in the following order:

- Control Panel Checklist

- Mail Flow and Paper Handling

- Postage Meter

- Postage Printing

- Power-on and System Initialization

- Tape Generation

- Weigh-on-the-Way™ (W-O-W™)

Calling for Service

Follow the steps in the table to correct your problem. If you still have a problem, please call Pitney Bowes Customer Service.

Control Panel Checklist

Problem Indication	Possible Cause	Action
Meter Display is not illuminated - associated keys are inactive	1. Operator log on screen is displayed.	1. Log on to the system.
	2. Machine in "Seal Only".	2. Place the sealer in another mode.
	3. Nonmeterable rating class selected.	3. Select a meterable class.
	4. System in diagnostic or site setup mode.	4. Leave diagnostic or site setup mode.
	5. Meter is locked.	5. Unlock the meter.
	6. Meter is not installed.	6. Install a meter.
Machine Status Display is not illuminated - associated keys are inactive	1. Operator log on screen is displayed.	1. Log on to the system.
	2. System in diagnostic or site setup mode.	2. Leave diagnostic or site setup mode.
	3. Meter is not installed.	3. Install a meter.
System Display is blank	1. Contrast all the way down.	1. Adjust the contrast control.
JOB PRESETS key not functioning	1. Not on MAIL RUN screen.	1. Press <BACKTRACK> to go to the MAIL RUN screen.
MAKE TAPES or SINGLE TAPE key not functioning	1. Not on MAIL RUN screen.	1. Press <BACKTRACK> to go to the MAIL RUN screen.
POSTAGE or +/= key not functioning	1. Not on MAIL RUN or TAPE PROCESSING screen.	1. Go to MAIL RUN or TAPE PROCESSING screen.
	2. Meter display is not illuminated.	2. Check actions for "Meter Display is not illuminated" at top of table.
+DAY key not functioning	1. A portion of date ducked.	1. Press the TODAY key to display the entire date, then press the +DAY key.
START key not functioning	1. Not on MAIL RUN screen.	1. Press <BACKTRACK> to go to the MAIL RUN screen.
NEW BATCH key not functioning	1. Not on MAIL RUN screen.	1. Press <BACKTRACK> to go to the MAIL RUN screen.

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Mail Flow and Paper Handling

Problem Indication	Possible Faults	Action
System will not start - mail on deck, 'start' button pressed	1. Mail deck sensors dirty.	1. Clean mail deck sensors with damp cloth.
Poor feeding/nudging	1. Mail stack too heavy/too high.	1. Refer to Operating Guide for stack height and weight limits.
	2. Mail too thick/too wide.	2. Refer to Operating Guide for stack width and thickness limits.
Double / Stream Feeds	1. Dirty feed deck sensors.	1. Clean all deck sensors with a damp cloth.
Envelope flaps not sealing	1. Flaps not stripping properly - Square flaps. - Thick inserts.	1a. Run envelopes with flaps opened. 1b. Slow machine speed.
	2. No E-Z Seal® in tank	2. Refill water bottle.
Mail jams at stripper blade	1. Flap too deep for stripper to handle.	1. Run mail with flaps opened.
	2. Only tips of envelopes sealed.	2. Sealed mail must be well sealed on leading edge or will jam on stripper blade.
	3. Pre-sealed mail run in wrong sealer mode.	3. Select "Open/Sealed" or "Sealer Off" mode.

Postage Meter

Problem Indication	Possible Faults	Action
Meter won't latch into printer	1. Shutter carriers not correctly positioned	1. Power down and turn on the system again.
	2. Lead seal on E101 meter causing interference.	2. Reposition seal corectly and reseat meter.
Meter won't initialize	1. Various Meter fatal errors - reported on display.	1. Power down and turn on the system again.
	2. Various Dater fatal errors - reported on display.	2. Power down and turn on the system again.
Meter won't 'install' in system	1. Didn't begin installation.	1. Repeat the "Installing the Meter"procedure in Section 3 of the Operating Guide.
	2. Started, but didn't complete installation.	2. Try the "Removing the Meter" procedure in Section 3 of the Operating Guide.
	3. Message "Meter not properly seated" is displayed.	3. Press down on front of meter to ensure seating.
Meter won't set postage value	1. Meter internal motor fatal move error.	1. Power down and turn on the system again.
	2. Value requested exceeds Postage upper limit.	2. Enter new value or change Postage upper limit
	3. Value requested exceeds Dollar unlock value.	3. Re-enter value and press enter key twice.
	4. System not in idle.	4. Return to MAIL RUN screen to enter postage.
Meter won't enable for print	1. Communications error - reported on display.	1. Repeat operation, if trouble continues to occur call Pitney Bowes.
	2. Meter out of funds - reported on display.	2. Reset meter - instructions are in the Operating Guide and under the meter keyboard cover.
Can't remove meter from system	1. Load /Latch mechanism failure - reported on display.	1. Use meter removal tool to manually remove meter.
	2. System power failure.	2. Use meter removal tool to manually remove meter.

Postage Printing

Problem Indication	Possible Faults	Action
Poor print registration	1. Dirty letter deck sensors.	1. Clean deck sensors in front of printer.
Prints too light	1. Inking level set too low.	1. Increase the inking level using the "Changing the Ink Density " procedure in section 3 of the Operating Guide.
Prints too dark	1. Inking level set too high.	1. Decrease the inking level using the "Changing the Ink Density" procedure in section 3 of the Operating Guide
	2. Vent cover not removed from new ink bottle.	2. Remove vent cover from ink bottle.
No Print - envelope ejected	1. "Seal Only" mode set	1. Set Sealer to another mode.
	2. W-O-W™ mode - overweight mail-piece.	2. Refer to Operating Guide for mail-piece weight limits.
	3. Out of ink.	3. Replace ink bottle.
Bars printed in postage value	1. Meter dropped rectifiers - meter fatal error.	1. Power down and turn on the system again.
Wrong date printed	1. Wrong date set on meter indicator.	1. Press TODAY key to set current system date.
Wrong ad printed	1. Ad titles stored in system memory do not agree with ads mounted in meter.	1. Update ad titles to agree with the ads mounted in the meter using the Modify Site Setup procedure.
	2. Meter ad block out of sync with system display.	2 Power down and turn on the system again.
Wrong postal inscription printed	1. Inscription titles stored in system memory do not agree with inscriptions mounted in meter.	1. Update inscription titles to agree with the inscriptions mounted in the meter using the "Modify Site Setup" procedure.
	2. Meter Inscription Block out of sync with system display.	2. Power down and re-initialize the system.

Postage Printing (cont'd)

Problem Indication	Possible Faults	Action
No Date printed	1. Date ducked.	1. Press DATE ON/OFF key to select proper date mode.
No Ad printed when requested	1. Selected ad location in meter is empty.	1. Insert proper ad in meter ad block.
No Inscription printed when requested	1. Selected inscription location in meter is empty.	1. Insert proper inscription in meter Inscription block.

Power-on and System Initialization

Problem Indication	Possible Faults	Action
System does not power-up **- No initialization** **- No control panel indicators**	1. No power to system.	1a. Check that the line cord is plugged into an outlet. 1b. Check that the power switch is ON. 1c. Call Pitney Bowes for service.
System powers up but does not begin initialization. **- No system LCD display** **- System indicators blinking**	1. System power-on diagnostics failure.	1. Refer to "Power Up Failure" in this section.
System powers up but does not complete initialization. **- Error code on display**	1. Various fatal initialization failures - as indicated on system display.	1. Call Pitney Bowes for service.
System completes initialization but error code on system display.	1. Non-fatal problem exists. System disables the indicated function and displays error.	1a. Recycle the power. 1b. Call Pitney Bowes for service.
System completes initialization but warning on the system display	1. Supply related warning - Low ink warning. - Low water warning. - Out of tape.	1. Refill indicated supply as required.

4-7

Tape Generation

Problem Indication	Possible Faults	Action
Tape won't feed off roll	1. Mechanical problem with tape holder.	1. Raise and reseat tape holder.
	2. Jammed tape still in tape path.	2. Check tape path for obstructions.
Tape spools off roll	1. Mechanical problem with tape holder.	1. Raise and reseat tape holder.
	2. Clutch broken.	2. Call Pitney Bowes service.
Tape jams in gangplank	1. Jammed tape still in tape path.	1. Check tape path for obstructions.
	2. Tape not exiting into cutter assembly.	2. Check cutter entrance for obstructions.
Tape cutter jams	1. Tape jammed in cutter.	1. Clear tape jam.
Tape carriage movement failure	1. Tape jammed between end of gangplank and cutter preventing gangplank movement.	1. Raise tape holder and pull tape back out of gangplank to clear jam.
Tape moistener does not fill	1. Float stuck.	1. Remove and clean tank to free float.
	2. Water tube off at moistener unit.	2. Connect water tube.
Larger tape generated than expected	1. Ad or inscription selected but not installed in meter.	1. Select position "A" for both ad and inscription.

Weigh on the Way™

Problem Indication	Possible Faults	Action
W-O-W™ gives wrong weight	1. W-O-W™ out of calibration.	1. Call Pitney Bowes service.
	2. Envelope weight poorly distributed - Heavy insert on one side of mail-piece. - loose or stacked inserts that can shift easily.	2. W-O-W will not handle small, heavy inserts which grossly distort center of mass - weigh these on a platform.
W-O-W™ gives incorrect Postage value	1. Old / Wrong Rate Table loaded.	1. Check current revision of Rate PROMs installed - update as required.
	2. Wrong class or fees applied.	2. Check selected class and attached fees
	3. W-O-W™ out of calibration.	3. Call Pitney Bowes service.

4-8

Glossary

This section gives a brief description of the terms used with the mail processor.

Access Level	One of three levels (Operator, Key Operator or Supervisor) to which features are assigned to restrict access.
Account	A grouping established by a company as a means of organizing and managing related postal activities, for example, all mail sent by the Sales Department would be kept together in such an "Account".
Account ID	A company-generated number which IDentifies a particular account, for example, the Account ID for the Sales Department may be S100. An Account ID can consist of an account number and sub-account number, for example, S100-123 where S100 is the account number and 123 is the subaccount number.
Ad	A feature on the meter which allows printing of a customer-designed graphic. Up to three ad plates can be inserted in the meter.
Alphanumeric	For the purposes of this document, the term includes any character which can be entered through the keyboard, including special characters and spaces.
Bar Code Wand	A hand-held scanner used to read bar code symbols into the mail processor.
Carrier	A company which transports and delivers letters and packages (United States Postal Service (USPS) or United Parcel Service (UPS), etc.).
Class	A particular type of service or handling for mail-pieces or parcels.
Date Ducking	The inhibiting of the printing of part or all of the date of the meter imprint.
Dollar Unlock Limit	A postage value limit associated with setting the meter. If an attempt is made to set the meter to a postage value greater than or equal to the Dollar Unlock Limit, an additional confirmation is required from the user before the operation is completed.

Fee	A premium paid in return for special carrier services.
Inscription	A graphical or textual mark placed near the meter imprint which relates to a particular type of mail service and which is required by the U.S. Postal Service. Examples include "ZIP+4" and "ZIP+4 Barcode" inscriptions. Up to three inscription plates can be inserted in the meter.
Job Preset	A "snapshot" of the system configuration. The system allows nine Job Presets to be saved and retrieved.
Key Operator	A user who has access to more features than an operator and to less features than a supervisor.
Locked Account	An account not currently active (restricted from use) which may be activated, modified and/or deleted.
Operator	A user with the lowest access level, that is, one who can access the fewest number of features.
Platform	A weighing device used with the mail processor.
Rating class	Postal authority or carrier-defined types of service. Rating classes are provided to the system via the rating module.
Scale	A weighing and rating device which can operate independently of the mail processor.
SoftKeys™	The six keys on the left side of the system display. The labels and functions of these keys change depending on the operation being performed.
Subaccount	An accounting record which is grouped with other records under a master account.
Supervisor	A user with the highest customer access level.
Surcharge	A premium over and above the nominal postage which is charged to an account when mail for that account is processed. Note that surcharges can be negative (rebates).
Transaction	Data about mail and tapes processed (as part of the same batch) and charged to a given Account ID and class.

Options

In this section, place the operating guides for each option you purchase for use with your PARAGON™ Mail Processor. Each operating guide contains a description and procedure (if applicable) for using the specified option.

Data Trail™ Accounting System
Report Printer Interface
Postage by Phone® Auto Meter Resetting Modem
Second Weighing Platform Interface
MMS Interface
Barcode Wand with Interface
Flats Feeder Option
Laser Scanner
Echoplex Interface

Paragon™ Operator Training Skills List

Listed below are the skills taught to operators in the Paragon™ training class. If you need to train a new operator, cover all the features below in the order listed. Each operator should be trained to acknowledge, understand and perform these skills.

1. Operator can locate & identify the following:

Feeder/Sealer Unit (UF30)
[] Mixed mail feeder   [] Jetspray™ sealer
[] Tape exit bin   [] Serial number & product code
[] Disk drive   [] Power Switch

Base Unit (UBF1, UBF0)
[] Para-Text™ control panel   [] Present Impression™ meter
[] W-O-W™   [] Serial number & product code
[] Seal ski adjustment

Stacker Unit
[] Drop stacker   [] Power stacker

Keypad
[] Numeric entry   [] Alpha (letter) entry
[] Postage value entry   [] Additional fees entry (+/= key)
[] Start / stop keys   [] Backtrack key
[] New batch key   [] Make tapes key
[] Job presets key   [] Enter key
[] Clear key

Machine Status Display
[] Feeder modes   [] Sealing modes & usage
[] W-O-W™ modes   [] Stacker modes (power stacker
                                        only)
[] Tape types and modes   [] Jam indicators
[] Water level indicators   [] Add water indicator
[] Add ink indicator   [] Add tape indicators

Meter Display
[] Postage value   [] Date
[] Ad & inscription

System Display
[] Screen title   [] Information block
[] Instruction block   [] SoftKeys™ & SoftKey™ labels

2. Operator is able to perform the following:

Basic Set-up
[] Plug in the system to a grounded outlet
[] Turn on system
[] Log on system (if required)
[] Batch Set-up
    [] Selecting Account (if installed)
    [] Class
    [] Fees (use of auto-oversize fee)
    [] Set-up meter
        [] Enter postage value   [] Advance date
        [] Duck (OMIT) date   [] Select ad & inscription
    [] Select feeder mode   [] Select sealer mode
    [] Select stacker mode   [] Select W-O-W™ mode
[] Adjust machine settings
    [] Machine speed   [] Ink density
    [] Sealer wetness   [] Imprint position
    [] WOW weight limit
[] Load mail
    [] Mixed sealed & unsealed mail   [] Large flap envelopes
    [] Mixed size & thickness

Processing Mail
[] Start Batch
[] Stop & Re-start
[] End Batch
[] Make Tapes
    [] Single Tapes
    [] Multiple Tapes
[] Install supplies
    [] Fill E-Z Seal™ bottle
    [] Install new tape roll
    [] Ink - remember to remove vent seal

Present Impression™ Postage Meter
[] Install meter   [] Lock & unlock meter
[] Remove meter
    [] Emergency removal (hand crank)
    [] Normal removal
[] Re-set meter
    [] Meter receipts
    [] Manual meter (Post office reset)
    [] Postage-by-Phone® meter
        [] Through Paragon™ keyboard
        [] Through meter keyboard
        [] Via Postage-by-Phone® modem (If installed)
[] Installing advertisements & inscriptions

Machine Maintenance & Error Correction
    [] Daily maintenance
        [] Cleaning mail deck sensors
        [] Cleaning flap array
    [] Clearing Jams
        [] Mail jams
        [] Tape Jams
    [] Calling for service
    [] Error codes

3. Supervisor Level Functions

Site Set-up
    [] Change system time (standard vs. daylight savings time)
    [] Station ID   [] Set low postage warning
    [] Set system time-out   [] Define Ads & Inscriptions
    [] Set postage upper limit   [] Set dollar lock
    [] Set operator IDs
        [] Operator ID
        [] Access Level
        [] Remove operators
    [] Preferred classes
    [] Set meter date roll-over time
    [] Default class & account
    [] Intra-state Zip Code ranges (If applicable)
    [] Intra- BMC Zip Code ranges (If applicable)
    [] Saving & restoring site setup

Data Trail Accounting
    [] No. of Accounts purchased & Acct/Class/Fee combinations
    [] Account Template
    [] Creating and Deleting Accounts
        [] Typical Account   [] Basic Account
    [] Assigning Speed Codes
    [] Use of Bar code
        [] Normal Mode   [] Account only mode
    [] Clearing Data
        [] Transaction Log   [] Period 1 & 2
    [] Accounting Reports
        [] Standard Reports   [] Report Macros

MMS Interfaced Accounting
    [] Setup
        [] Station ID   [] Account length
        [] Job ID & Job type   [] Transaction Receipt
        [] Surcharge setup

Defining Job Presets
    [] Saving a job preset
    [] Using job presets
    [] Removing job presets

Customer Diagnostics & Utilities
    [] Testing system
    [] System event log
    [] Meter avtivity log
    [] System configuration

System Reports
    [] Class / fee list
    [] Meter activity report
    [] Operator ID list
    [] System set-up

Options (As Required)

[] Using 15 lb platform	[] Using 100 lb platform
[] Report printer	[] Barcode wand / Laser scanner
[] Postage By Phone® modem	[] Flats feeder kit

I acknowledge the ability to perform the above listed skills.

_____ Paragon™ Operator
       Signature

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