Pitney Bowes

DM100i / DM200L Digital Mailing Systems
Operator Guide

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, and how your system is set up.

E-Z Seal, Postage By Phone, Purchase Power, and PC Meter Connect are trademarks or registered trademarks of Pitney Bowes Inc. ENERGY STAR is a registered trademark of the United States Environmental Protection Agency. USPS is a registered trademark of the United States Postal Service. Windows is a trademark of Microsoft Corporation.

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FCC Part 15 Compliance

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

FCC Part 68 Compliance of the P700/P7L1 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 wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA.

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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 mailing machine 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, please contact Pitney Bowes (see page *v*) for phone contact 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.

For California Customers Only

The battery in this product contains perchlorate material. California requires perchlorate containing products to be accompanied by the following notice: Perchlorate Material - special handling may apply, Go to: **www.dtsc.ca.gov/hazardouswaste/perchlorate**

Servicing

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 Failed units will be withdrawn by Pitney Bowes service engineers and returned to the U.S. Service Center.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

Pitney Bowes Contact List

Machine Identification

Product Name: DM100i Digital Mailing System
Model Number: P700
OR
Product Name: DM200L Digital Mailing System
Model Number: P7L1

Resources

For support information:
DM100i: **www.pitneyworks.com/DM100/**
DM200L: **www.pitneyworks.com/DM200/**

To order PB supplies and accessories, go to:
www.pb.com and click on **Supplies**
OR
order by phone at **1-800-243-7824** (M-F 8:00 AM to 8:00 PM E.T.)

To view a list of your equipment, pay invoices online, or you have questions about your Postage-by-Phone account go to:
www.pb.com and click on **My Account**

For questions about your account or the product, call the Pitney Bowes Customer Care Center at **1-800-522-0020**.

To contact the United Stated Postal Service® (USPS), visit:
www.USPS.com

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Table of Contents

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1 • Introduction

What's in this Guide

Section	Description
Chapter 1 *Introduction*	Describes the key features of your mailing system and provides material and equipment specifications. It also includes important safety notes.
Chapter 2 *Getting to Know Your System*	Explains the purpose and shows the location of each control and machine feature. Please read this section carefully. It provides a foundation for the instructions in later sections of this book.
Chapter 3 *Running Mail*	Explains how to process mail. The operations covered here are the ones you'll use most often.
Chapter 4 *Printing Options*	Explains your printing options for incoming and outgoing mail.
Chapter 5 *Normal and Custom Presets*	Explains the Normal and Custom Presets feature for saving commonly-used settings on your machine
Chapter 6 *Adding Postage /Connecting to Data Center*	Explains how to connect your system to the Pitney Bowes Data Center so you can add postage and download the latest postal rates and software to your meter
Chapter 7 *System Options*	Provides step-by-step instructions for customizing system operation to suit your own needs
Chapter 8 *Departmental Accounting*	Provides instructions for setting up the optional accounting feature.
Chapter 9 *Reports*	Provides you with a description of reports you can print on your system
Chapter 10 *Maintenance*	Explains how to check print quality and take care of the ink cartridge and moistener.
Chapter 11 *Troubleshooting*	Explains how to fix common problems and tells you what error messages mean.
Chapter 12 *Supplies and Options*	Lists the supplies available for your mailing system and explains how to order them. It also describes options that add to the versatility of your mailing system and enhances the productivity of your mailroom.
Appendix A *How to Enter Text*	Explains how you enter text for postal codes, presets and special characters.
Appendix B *Glossary*	Explains terms unique to the world of mailing
Index	Helps you quickly locate topics within the book

About Your Digital Mailing System

Your digital mailing system's advanced features include:

- Space-saving, compact footprint
- ENERGY STAR® compliant design lowers operating costs and helps preserve the environment
- Large, easy-to-read display shows system status and prompts you through setup operations
- Semi-automatic envelope feeding, transport, and auto-eject
- Automatic date advance
- Keyboard-selectable envelope ads and inscriptions
- Convenient, one-button postage-adding via Postage By Phone®
- Stacker neatly stacks finished envelopes
- Ink jet printer provides clear, crisp imprints
- Integrated weighing platform weighs mail pieces (optional)
- Integrated 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
- In-line moistener wets and seals envelopes (optional)
- Ability to electronically download postage and software updates quickly to your machine.

Postal Requirements

The meter on your mailing machine is licensed by the United States Postal Service (USPS®) 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 ZIP Code location of the post office where the postage meter (mailing machine) is registered.
- If you move to another ZIP Code location, you must update the ZIP Code by calling our Customer Care Center (see *page v)*.
- The USPS® requires a postal inspection of your machine every 120 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Center to check your Postage By Phone® meter payment account balance or to add postage to your meter.

  (*i*) **NOTE***:* If the interval between inspections is more than 90 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 120 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

  - Follow the prompts on the "Inspection Due" screen or
  - Press **Add Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).

- Tape sheets are used to apply postage on mail pieces that are too thick or too large to run through your machine. These sheets must conform to postal specifications. For best performance, we recommend Pitney Bowes tape sheets (see *Chapter 12, Supplies* and page v for ordering information).

Sections of the Meter Stamp

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

Inscription*   **Meter Serial Number**   **Postage Value Applied**

FIRST CLASS   VOID   UNITED STATES POSTAGE   PITNEY BOWES $ 000.00⁰

00 00   0000000000   JAN 00 0000   MAILED FROM ZIP CODE 00000

Recycle

Envelope Ad   **Datamatrix Barcode**   **ZIP Code Origination**   **Date**

Optional Printing   *Required Printing*
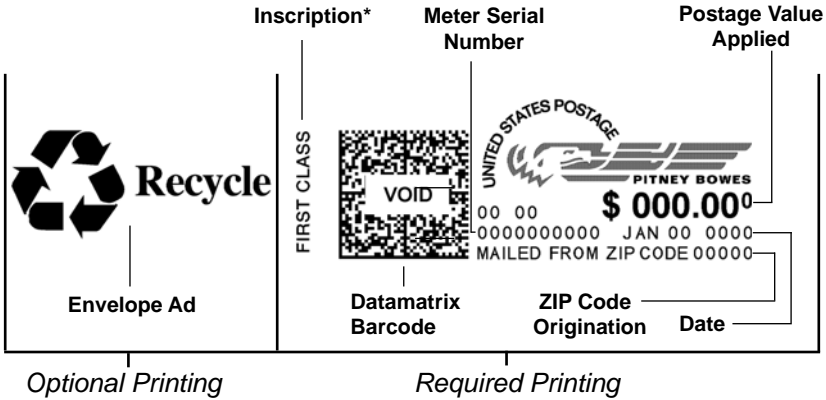
*required only for certain classes of mail

What is IntelliLink™?

Your mailing system takes full advantage of IntelliLink™, your digital gateway to an entire suite of services and information that can move your mail more efficiently and enhance your business performance. IntelliLink™ technology gives you the ability to:

Add postage funds conveniently
You can add funds to your machine electronically via Pitney Bowes Postage By Phone® (requires analog phone line or a Windows PC with Internet connection).

Download Postal Rate Updates
The latest postal rates can be downloaded precisely when you need them.

Use USPS® Confirmation Services
You can take advantage of special services offered by the USPS® such as Delivery Confirmation, Signature Confirmation, and Certified Mail if you have this optional feature.

Add Features On Demand
You can easily download envelope ads, postal inscriptions, and optional features such as departmental accounting.

Keep Your System Current
Electronic software download capability means you'll always have the latest version of your machine's operating system.

About PC Meter Connect™

PC Meter Connect™ is software that allows you to connect your machine to the Pitney Bowes Data Center via a Windows PC with an Internet connection. You can then perform postage refills and meter updates quickly and conveniently, normally much quicker than using the analog phone line option of the system.

The PC Meter Connect™ software installation CD and a USB cable are included in your starter kit. You simply load the software into a PC with an Internet connection (broadband, DSL, network, etc.) and connect the USB cable between your meter and a Windows PC. See *Section 2 - Getting to Know Your System* for more information on using PC Meter Connect™.

ⓘ **NOTE**: If you cannot use the CD provided, go to the support web site for your model (as listed on page *v*). Navigate to the link to download the PC Meter Connect™ software to your PC to install.

Before installing the PC Meter Connect™ software, make sure your PC meets these minimum requirements:

• Windows Vista, Windows XP, or Windows 2000 operating systems with the latest service packs
• 1.2 GHz processor
• 512 MB of RAM
• administrative rights to install software
• an Internet connection

Other Sources of Information

Other sources of information for your machine include:

• The *DM100i/DM200L Quick Reference Guide* has condensed versions of many of the topics covered in this book. You can normally store this handy guide in the front pull-out tray of the DM200L or in the slot in the stacker tray of either the DM100i or DM200L.
• The *Pitney Bowes Contact List* on page *v*, which provides helpful websites and phone numbers.

Specifications

Equipment

Size	**DM100i** *Base Model* 8.5" (215 mm) H x 13.6" (345 mm) W x 15.4" (390 mm) D *With Scale* 8.8" (224 mm) H x 13.6" (345 mm) W x 15.4" (390 mm) D *With Scale and Moistener* 8.8" (224 mm) H x 28.5" (724 mm) W x 15.4" (390 mm) D **DM200L** 10.75" (273 mm) H x 14.75" (375 mm) W x 16.25" (215 mm) D
Weight	**DM100i** 15 lbs. (6.8 kg) **DM200L** 17.5 lbs. (8 kg)
Power Requirements	100-240 VAC, 50/60Hz. .65-3A
Ports	1 USB; 1 RJ-11.
Operating Temperature	40°F (4°C) to 108°F (42°C)
LCD Display	4 lines, 20 characters long
Throughput	**DM100i** Up to 30 letters per minute **DM200L** Up to 40 letters per minute Actual throughput will vary, depending on the material used, machine condition, use of moistener, etc.
Print Resolution	600 x 400 dpi
Print Image Area	At least 1" (25.4 mm) x 6-5/8" (170 mm)
Ink Cartridge Life	Up to 3,000 impressions without an envelope ad. Actual ink yields vary with usage, graphics printed and environmental conditions.
Tape Sheets	Self-adhesive type, dual tape sheets (Pitney Bowes Part Numbers 612-9 and 620-9) for use on mail pieces that are too thick or too large to run through your machine.
Internal Envelope Ad Storage	Up to 20
Internal Postal Inscription Storage	Up to 20
Maximum Imprint	$99.999

Specifications

Material (see figure below)

Minimum Size	5" x 3" (127 mm x 76 mm)
Maximum Size	15" x 13" (381 x 330 mm)
Minimum Flap Depth	7/8" (22 mm)
Maximum Flap Depth	3" (76 mm)
Minimum Thickness	0.007" (0.18 mm)
Maximum Thickness	3/8" (9.5 mm)
Maximum Stack Height for Mail	2.5" (60 mm)

IMPORTANT: For best results, always make sure your material conforms to these specifications.
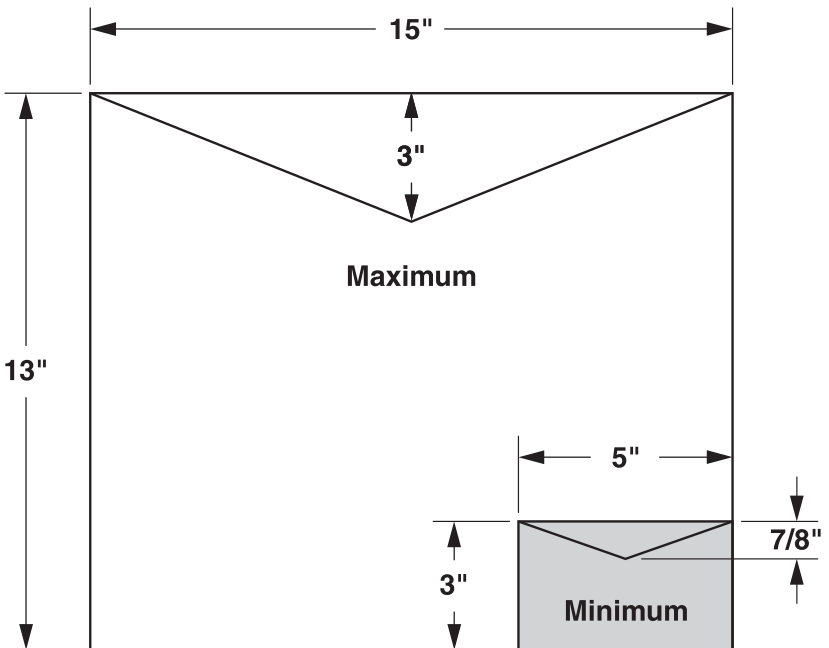
Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. 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 machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between 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 otherwise damage the unit, call Pitney Bowes.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Keep your hands out of the ink cartridge refill holder.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace.

Important Safety Notes

- Do not place lighted candles, cigarettes, cigars, etc., on the mailing machine.
- To prevent overheating, do not cover the vent openings.
- Use only Pitney Bowes approved ink, tape strips, and cleaners. If you need Material Safety Data Sheets on the supplies for OSHA requirements, please contact your local Pitney Bowes representative.

> **CAUTION:** In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. See the page *v* for contact information.

Important Telephone Safety Instructions

The machine 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:

> **WARNING:** To reduce the risk of fire, use only the 26 AWG telecommunication line cord supplied with your mailing machine.

- Never install telephone wiring during a lightning storm.
- Disconnect the system'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 to report a gas leak if the telephone is 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.

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2 • Getting to Know Your System

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Parts of the Machine

DM100i

DM200L
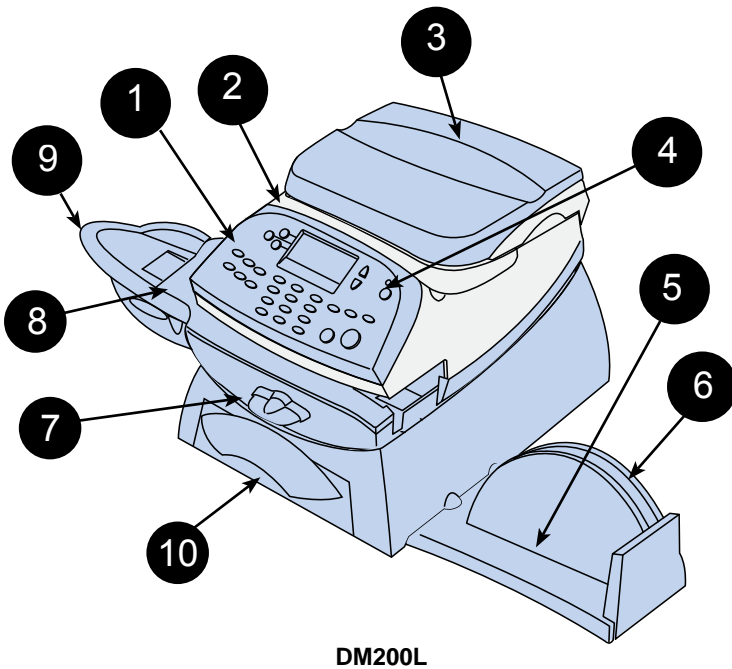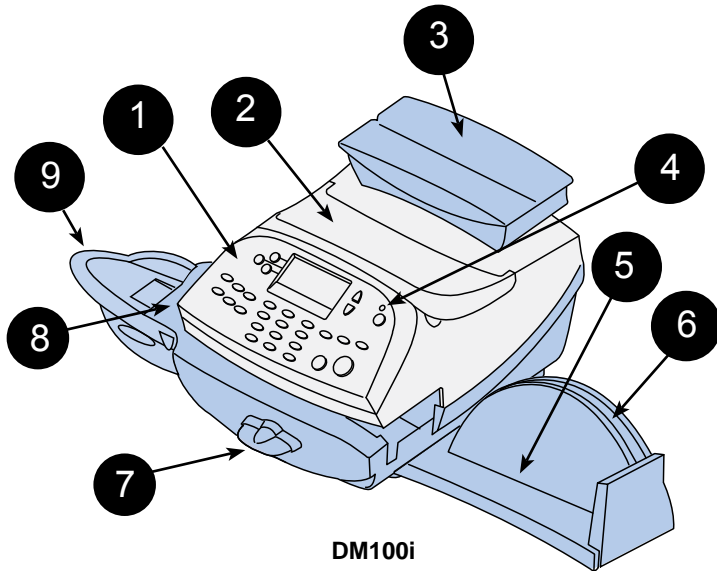
Parts of the Machine

Item	Part	Description
1	*Control Panel*	Allows you to enter and set up information on your machine (see next page for details)
2	*Top Cover*	Opens up to allow replacement of the ink cartridge (see *Chapter 10, Maintenance*)
3	*Weighing Platform (optional)*	Allows you to weigh a mail piece (your system can then calculate postage based on the service selected)
4	*LED*	Lights green when your system is on; lights orange when your system is in "sleep" mode
5	*Stacker Tray*	Allows the neat stacking of finished mail pieces
6	*Utility Slot*	Allows you store the Quick Reference Guide, tape strips, etc. for easy access.
7	*Transport Release Lever (two position*	*Home* - transport rollers engaged for processing mail (normal)
		Released - transport rollers disengaged so you can clear a stalled mail piece
		(i) **NOTE***:* The machine won't process mail when the lever is left in the released position.
8	*Feed Deck*	Supports your envelope, post card or tape sheet as it passes under the printer mechanism
9	*Moistener (optional)*	Applies sealing fluid to the envelope flap (you can seal envelopes or leave them unsealed, depending on how you feed them)
10	*Storage Drawer (DM200L only)*	Holds your USPS® Confirmation Services and USPS® Return Receipt labels when used
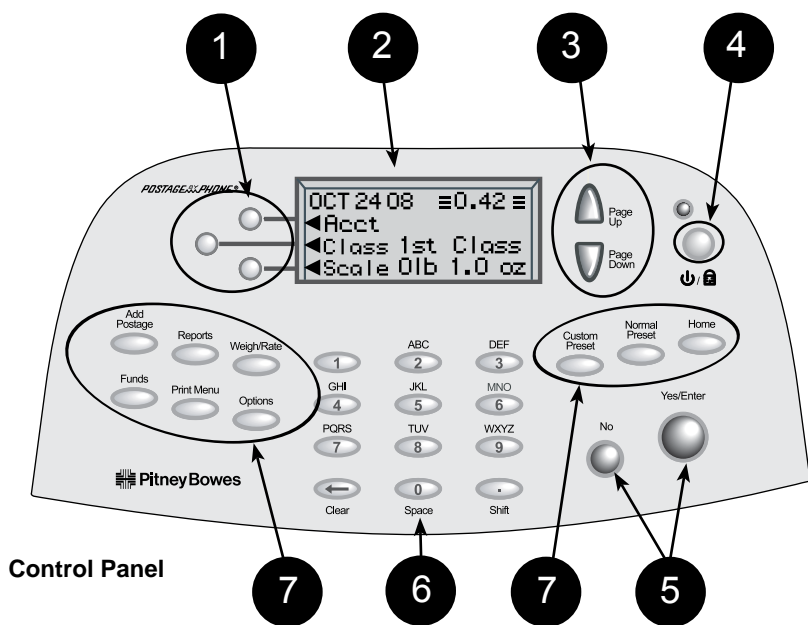
Control Panel

Control Panel

Item	Part/Key	Description
1	*Screen Selection Keys*	Allows you to select an option (◄) on the screen with the corresponding key
2	*LCD Display*	Shows the current status of your system and prompts you through all operations
3	*Page Up/Page Down (Scroll Keys)*	Allows you to scroll up and down through menu choices (when lit, it indicates more choices)
4	*Lock/Power Key*	Allows you to power up or power down machine.
		If the lock code feature has been enabled, you can either power down the machine or put the machine into lock-down mode. In lock-down mode, access to the machine requires entering a four-digit lock code.
5	*Yes/Enter and No Keys*	Allows you to confirm an operation or answer "Yes" or "No" to a prompt (the Yes key also functions as the Enter key for data entry)
6	*Alpha/Numeric Keypad*	Allows you to type in numbers and letters for account names, postage values, and other information (see *Appendix A, How to Enter Text*)

Control Panel

Item	Part/Key	Description
7	Feature Keys	Allows you quick access to the key features on the system:
	Home	Takes you back to the Home (date/postage) screen
	Normal Preset	Allows you to recall settings that contain the most commonly printed postage value you use in your home or office (see *Chapter 5, Normal and Custom Presets*)
	Custom Preset	Allows you access to up to five or ten custom settings that you can assign values such as postage amount, ad, account number, etc. (see *Chapter 5, Normal and Custom Presets)*
	Funds	Allows you to check your postage funds and number of mail pieces processed (see *Chapter 6, Adding Postage*)
	Add Postage	Allows you to add (refill) postage funds to your machine conveniently (see *Chapter 6, Adding Postage*)
	Reports	Allows you to generate reports for postage, accounting, and other types of data (see *Chapter 9, Reports*)
	Weigh/Rate	Allows you to weigh and calculate postage based on service selected (see *Chapter 3, Running Mail*)
	Options	Allows you to access system setup information such as date, time, postage, accounts, passwords, etc. (see *Chapter 7, System Options*)
	Print Menu	Allows you access to all the information printed on a mail piece such as date, time, postage, ad, inscriptions, etc. (see *Chapter 3, Running Mail*)
	IMPORTANT: When you press one of the Feature keys, any entry in the preceding screen is lost unless you have first pressed the **Yes/Enter** key to confirm the entry. For example, if you entered an account name on one screen and then immediately pressed another Feature key, the account name will not be recorded by the system.	

Connections on Back of Machine

Item	Part	Description
1	*Phone Jack*	Allows you to connect to an analog phone line via a standard RJ-11 phone plug (supplied) so you can download postage and software updates to your machine (see *Chapter 6, Adding Postage*)
2	*USB Port*	Allows you to connect your machine to a Windows PC that is connected to the Internet so you can download postage and software updates quickly to your machine (see PC Meter Connect™ section on next page).
3	*Power Receptacle*	Connects to AC power cord (supplied)

Back of Machine
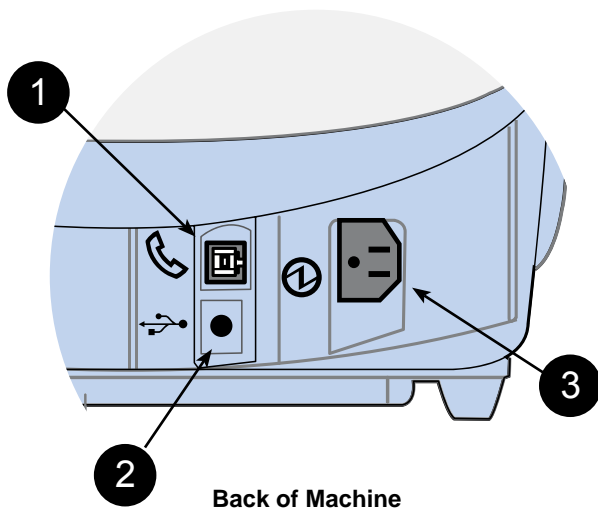
PC Meter Connect™

PC Meter Connect™ is a feature that allows you to do postage refills and meter updates quickly and conveniently using your PC's Internet connection. Internet connection is normally much quicker than using the analog phone line option (see also *Chapter 6, Adding Postage).*

You simply load the PC Meter Connect™ software from the CD included in your starter kit into a Windows PC with an Internet connection (broadband, DSL, network, etc.) and connect a USB cable between your meter and a PC. After installation, a shortcut icon for PC Meter Connect™ displays on your PC desktop and an icon appears on the system tray, usually in the lower right corner of your desktop screen (see figures below).

Desktop Shortcut Icon

PC Meter Connect™ Icon in System Tray

Thereafter, the program is loaded in the background automatically when you boot up your computer. You will know this by seeing the PC Meter Connect™ icon in the system tray.

ⓘ *NOTE:* No screens or windows display when you click the desktop shortcut icon. However, if the PC Meter Connect™ software was not running for some reason (you'll know this when you don't see the PC Meter Connect™ icon in the system tray), clicking on the desktop icon will restart the software. Alternately, you may click on the Start button > All Programs > Pitney Bowes > PC Meter Connect. A PC Meter Connect™ icon will then appear in system tray.

Several messages display from PC Meter Connect™ icon in the system tray:

• "Meter detected" displays when you connect your meter to the PC (after it had been disconnected).

PC Meter Connect ✕
Meter detected.PC Meter Connect is ready for use.

6:38 PM

• "Meter is not detected" displays when you disconnect your meter from the PC. The red "x" stays on the icon thereafter.

PC Meter Connect ✕
Meter is not detected.

6:44 PM

PC Meter Connect™

If you right-click on PC Meter Connect™ icon in the system tray, you can access several options for the PC Meter Connect™ software.

| Update PC Meter Connect |
| Internet Settings... |
| About PC Meter Connect |
| About Your Meter[Meter Detected] |
| Contact Us |
| Exit |
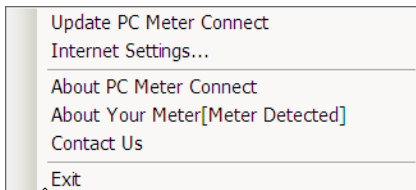
Options Screen for PC Meter Connect™

Right Click on PC Meter Connect™ Icon in System Tray

Option	Description
Update PC Meter Connect™	Connects you to a Pitney Bowes website for the latest version of the PC Meter Connect™ software
Internet Settings...	Allows you to change your Internet settings for best operation with PC Meter Connect™ (see *Chapter 11 Troubleshooting* for more details)
About PC Meter Connect™	Lists the PC Meter Connect™ software version
About Your Meter	Displays whether or not the meter is connected to your PC; also allows access to a PDF version of this Operator Guide
Contact Us	Provides email and phone number information to contact Pitney Bowes
Exit	Exits the program (to restart, simply click on the PC Meter Connect™ desktop icon)

3 • Running Mail

Home Screen

When you power up your system, the Home screen appears on the operating display. If your system has been set up to require a lock code or password, you are prompted to enter it.

A typical Home screen is shown below (your screen may vary slightly depending on the options you may have on your machine):

```
mmm dd yy          ≡0.00≡
◄ACCT:  Name
◄CLASS:  None
◄SCALE:  0lb 0.0oz
```

Page Up

Page Down **(lit key indicates more menu choices)**

Checking Funds (Postage) Availability in Machine

It is a good idea to check the amount of funds (postage) in your meter before running your daily mail.

1. Press **Funds**.
2. The funds left, used, and pieces processed display.

```
          FUNDS
Available        $204.94
Used              $17.06
Total Pieces          40
```

Available – the amount of funds (postage) left in your meter

Used – the total of all postage ever used in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Applying Postage

There are several ways you can apply postage using your mailing system:

- Key in the postage directly from the keyboard when you already know the amount
- Enter the weight of the mail piece manually and have the system calculate the postage amount using the system's internal rating feature
- Place the mail piece on the integrated weighing platform and have the system calculate the weight and then postage amount using the system's internal rating feature

Each method is described in its own section that follows.

ⓘ **NOTE 1***:* Use tape sheets to apply postage for large pieces and parcels that can't be run through the machine (see *Chapter 12, Supplies and Options* for ordering tape sheets). Feed the tape sheets into the machine the same way you would feed an envelope. Apply the postage tape sheets on the mail piece or parcel.

ⓘ **NOTE 2***:* The system allows you to enter either a ZIP code or a Zone number for those USPS® classes and services that require a destination entry (e.g., Priority class over 1 lb.). When prompted to enter a destination in these cases, you may either key in the one-digit Zone number (0-8) and select "This is a Zone" or key in the 5-digit ZIP code and select "This is a ZIP Code".

Keying In the Postage Directly

1. From the Home screen, enter the postage using the numeric keys. Do not enter the decimal point.

2. Press **Yes/Enter** to confirm the amount.

```
mmm dd yy           ≡0.42≡
◄ACCT:  Name
◄CLASS:  None
◄SCALE:  0lb 0.0oz
```

3. If using the moistener, place flap along moistener and move to-wards the right.
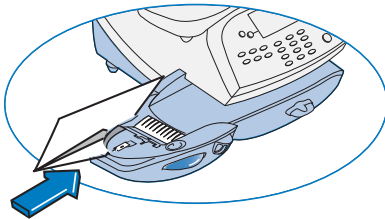
4. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/tape sheet
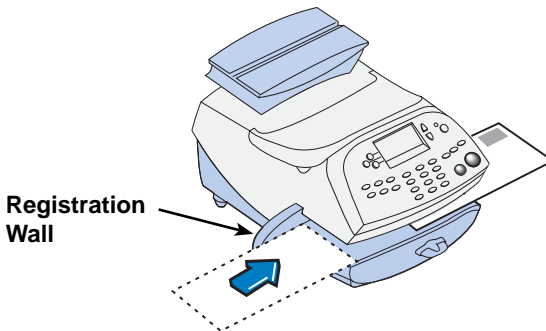
Registration Wall

Entering Weight Manually

This procedure can be used when you already know the weight of a mail piece and you are not using the integrated weighing platform.

1. Press **Weigh/Rate**.
2. Select "Enter Manual Weight".

```
        0 lb  0.0oz
   Place mail on scale
  ◄Enter manual weight
  ◄Diff. weighing
```
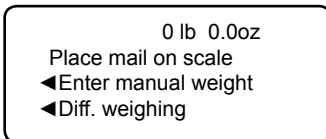
3. Key in pounds and select "Set Pounds" (maximum is 70 lbs.).
4. Key in ounces and select "Set oz and Continue".
5. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes).
6. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen is usually "Services" and lists special services such as COD and Insurance.

   (i) **NOTE**: If you are unsure if a particular class is valid for your mail piece, call your local post office or visit **www.USPS.com.**

7. Select "Done" when finished entering all the class options and fees.

8. If using the moistener, place flap along moistener and move towards the right.
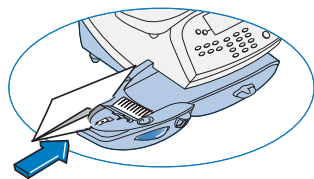
9. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/tape sheet.
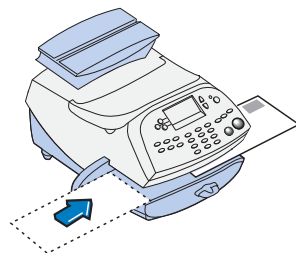
Using the Weighing Platform (Scale)

1. Make sure scale is activated (you will see "0 lb. and 0.0 oz" next to the "Scale" on the display). See *Chapter 7, System Options* to turn your scale on if necessary.

2. Place mail piece on scale. The weight of the mail piece will appear on the top-line of the display and valid classes and rates for this weight are displayed.

```
              0 lb 2.3 oz
 ◄1st Class      $2.67
 ◄Priority       $3.85
 ◄Pkg Service
```

3. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes).

   ⓘ **NOTE:** If you are unsure if a particular class is valid for your mail piece, call your local post office or visit **www.USPS.com**.

4. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen shows "Services" and lists special services such as COD and Insurance.

5. Select "Done" when finished entering all the class options and fees.

6. If using the moistener, place flap along moistener and move towards the right.
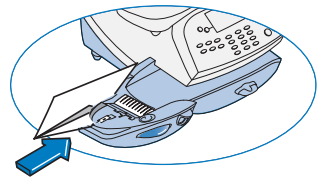
7. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/ tape sheet.
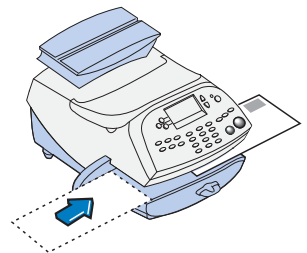
Using Differential Weighing

Differential weighing is an optional feature that allows you to place multiple items on the scale, remove one item at a time, rate that item, and put postage on it. This is repeated until you have finished all of the items on the scale. This procedure is usually done when you have multiple mail pieces with different weights but all using the same class for rating.

1. Press **Weigh/Rate**.
2. Select "Diff. weighing".

```
           0 lb  0.0oz
   Place mail on scale
   ◄Enter manual weight
   ◄Diff. weighing
```

3. Place the items on the scale.
4. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes).
5. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen is usually "Services" and lists special services such as COD and Insurance.

   ⓘ **NOTE:** If you are unsure if a particular class is valid for your mail piece, call your local post office or visit **www.USPS.com.**

6. Select "Done" when finished entering all the class options and fees.
7. Remove one item from the scale.

```
      DIFF.  WEIGHING
   Remove one mailpiece

    TOTAL:      xlb.  x.xoz
```

8. A ready to print postage screen displays, which includes the rating class you've chosen and piece weight of the item removed.

```
   mmm dd yy        ≡0.00≡
   ◄ACCT:  Name
   ◄CLASS:  xxxxxxx
   ◄PIECE:  xlb x.xoz
```

Using Differential Weighing

9. If using the moistener, place flap along moistener and move towards the right.
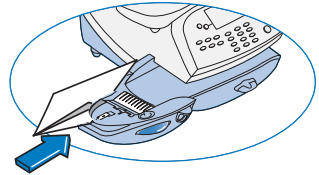
10. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/tape sheet.
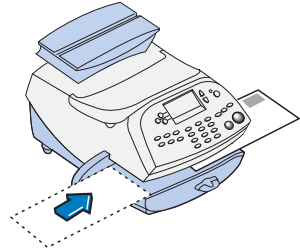
11. The same screen from Step 7 appears.

```
     DIFF.  WEIGHING
   Remove one mailpiece

   TOTAL:     xlb.  x.xoz
```
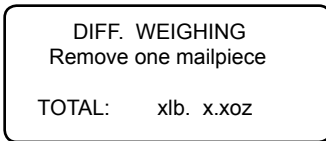
Repeat steps 7 -10 for each item that needs postage.

12. When you have removed the last item from the scale, the "LAST ITEM" screen displays.

```
        LAST ITEM
  ◄Rate this item
  ◄Exit Diff. Weighing
  ◄Continue
```
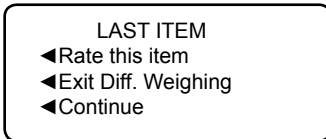
Rate this item – select this option if you want to rate the last piece removed. A ready to print postage screen displays. Follow Steps 8-11 above. The Home screen displays when you are done.

Exit Diff. Weighing – select this option if you want to exit this mode without rating the last item. The Home screen displays.

Continue – select this option if you want to continue rating more items with the same rate. A "Place mail on scale" screen displays. Follow Steps 7-11 above to continue.

Selecting an Account to Track Postage

The Departmental Accounting feature allows you to track postage by account. See *Chapter 8, Departmental Accounting*, for information on setting up this feature.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Select "Select an account"

```
            ACCOUNTS
    ◄Select an account
    ◄Create an account
    ◄Delete an account
```

3. The "Select an Account" screen displays (a sample is shown be-low). Press **Page Down** to see more choices (if lit). To select an account:

```
    SELECT AN ACCOUNT
   ◄       (Use keypad)
   ◄0    - None
   ◄1    - Sales
```
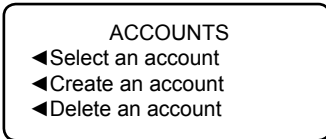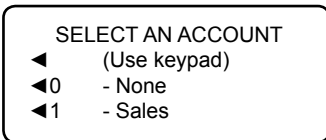
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the arrow.

4. 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. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
   mmm dd yy        ≡0.00≡
   ◄ACCT:  Sales
   ◄CLASS:  None
   ◄SCALE:   0lb 0.0oz
```
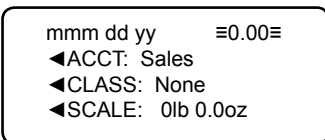
Using the Batch Count Feature

Your system has the ability to keep track of batches of mail if desired. You may use this feature to track the amount of mail going out per day, per week, per month, etc. The system stores the postage value and piece count information in a "batch register". You can view and print the batch register values at any time. You can also clear/ reset the batch register to zero when necessary.

Viewing (Checking) the Batch Count

1. Press **Funds**.
2. Press **Page Down**.
3. The display shows the batch information (a sample screen is shown below).

```
Ct l Sum          $222.00
Batch Value        $11.65
Batch Count             3
◄Clear batch values
```

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

4. Press **Clear** (back arrow key) or press **Home** to return to the Home screen.

Printing the Batch Count

1. Press **Funds**.
2. Press **Page Down** twice and select "Print Funds Report".
3. At the "Please insert envelope or tape sheet to print report" prompt, place the envelope/tape sheet up against the back wall of the system and slide it to the right until the system grasps it. The Funds Reports is printed and the envelope/tape strip is ejected.

Funds Report			
	Used: $464 . 270		JAN 07 08 9:55P
	Available: $000 . 000	**Batch Count:** 733	
	Total Pieces: 735	**Batch Value:** $464 . 270	
	Control Sum: $464 . 270	**PBP Serial No.:** 0011969	

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter. It equals the amount *Used* plus *Available funds.* This is a postal requirement that verifies an accurate accounting of postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

4. Press **Home** to return to the Home screen.

Clearing the Batch Count

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

1. Press **Funds**.
2. Press **Page Down** and select "Clear batch values".
3. At the "Confirm Clear" prompt, press **Yes/Enter** to confirm. The batch value and batch piece registers return to zero
4. Press **Home** to return to the Home screen.

4 • Printing Options

Printing Options

There are various printing options available when processing mail through the system. You can:

- Bypass all printing and seal the envelope only
- Omit day or date when printing a meter stamp
- Add a postal inscription to the meter stamp
- Add an envelope advertisement to the meter stamp
- Adjust the horizontal print position of the meter stamp
- Print the time and date only (no meter stamp)
- Print an ad, time and date only (no meter stamp)

Many of these options are available by pressing **Print Menu** and selecting your choice (see below).
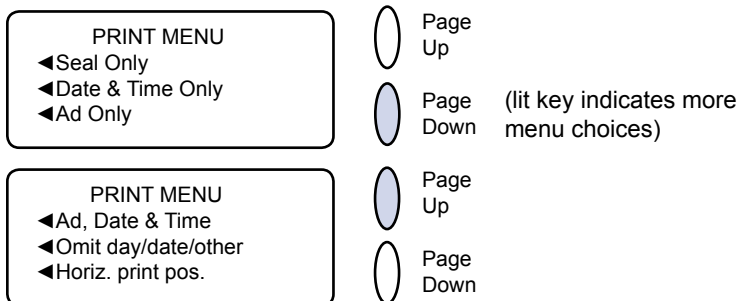
```
PRINT MENU
◄Seal Only
◄Date & Time Only
◄Ad Only
```
Page Up

Page Down (lit key indicates more menu choices)

```
PRINT MENU
◄Ad, Date & Time
◄Omit day/date/other
◄Horiz. print pos.
```
Page Up

Page Down

Sections of the Meter Stamp

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

Inscription*   **Meter Serial Number**   **Postage Value Applied**

Recycle
FIRST CLASS
VOID
UNITED STATES POSTAGE
PITNEY BOWES
00 00 $ 000.00⁰
0000000000   JAN 00 0000
MAILED FROM ZIP CODE 00000

Envelope Ad   **Datamatrix Barcode**   **ZIP Code Origination**   **Date**

Optional Printing   *Required Printing*
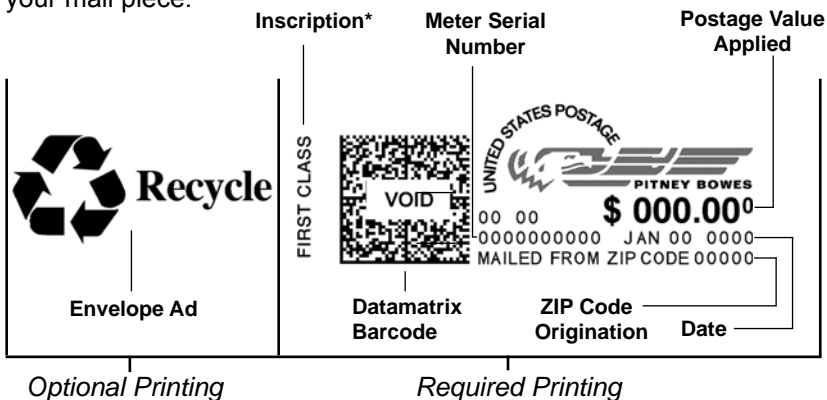
*required only for certain classes of mail

Printing a $0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a $0.00 meter stamp for this purpose. At the Home screen, simply press **Zero**, then press **Yes/Enter**, and slide an envelope (or tape sheet) through the machine.

Auto-Advance of Printed Date for the Meter Stamp

The system is set from the factory to automatically advance the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM. However, you may change the time of day when the auto-advance of the date occurs (see *Chapter 7, System Options* for more information).

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.

> **IMPORTANT:**
> - Changing the printed date does not change the 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 meter's internally held date (in an effort to "backdate" the mail).

1. Press **Options**.
2. Select "Advance the date".
3. Displays current date in MM DD YY format. You may either:
   A. Select "Add one day" to advance date one day for each pressing of the key.
   B. Key in a number (in US from 1-30) representing the number of days you want to advance the date, *then select* "Add x days (1-30)".
4. Select "Continue". The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Options** and select "Set to todays date".

Bypass all Printing and Seal the Envelope Only

If using the moistener with pre-addressed envelopes, you can set up your mailing system to seal envelopes without printing a meter stamp on them.

1. Press **Print Menu**.
2. Select "Seal Only".

```
      PRINT MENU
   ◄Seal Only
   ◄Date & Time Only
   ◄Ad Only
```
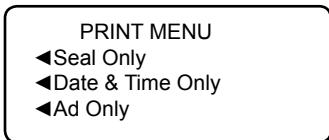
   The "Seal Only- No Printing" screen appears.
3. Place flap along moistener and move towards the right.
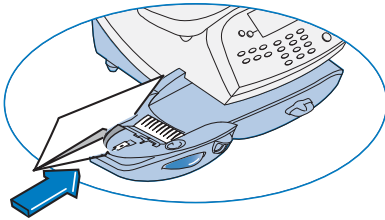
4. Slide the envelope to the right until the system takes hold of it. The system seals and ejects the piece.
5. Select "Exit Seal Only" when finished to return to the Home screen.

Omitting/Restoring Day or Date on the Meter Stamp

For most mailings, you normally print the date as part of the meter stamp. However, for certain classes of mail, you may want to turn off the date. Call your local post office or visit **www.USPS.com** for further information.

1. Press **Print Menu**.
2. Press **Page Down** and select "Omit day/date/other".

```
        PRINT MENU
  ◄Ad, Date & Time
  ◄Omit day/date/other
  ◄Horiz. print pos
```
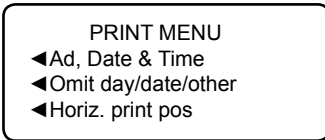
3. Select either "Omit the day" or "Omit the date".

```
  ◄Omit the day
  ◄Omit the date
```
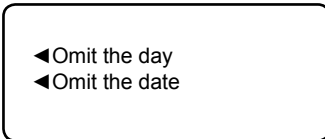
4. You will return to the Home Screen and either the day or date will not display or print on the meter stamp.

Day Omitted

```
Dec(- -)08        ≡0.00≡
◄ACCT:  None
◄CLASS:  None
◄SCALE:     0lb 0.0oz
```

Date Omitted

```
- - - -- --        ≡0.00≡
◄ACCT:  None
◄CLASS:  None
◄SCALE:     0lb 0.0oz
```
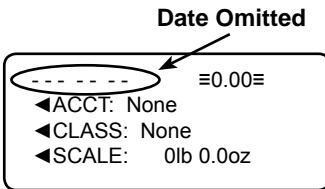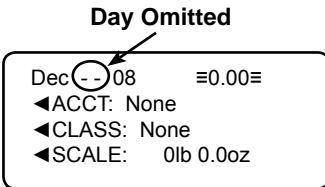
ⓘ *NOTE:* If you want to restore the day or date, do Steps 1 and 2 above, but select "Restore the day" or "Restore the date which will now display in Step 3.

Adding/Removing a Postal Inscription to Meter Stamp

IMPORTANT:
The postal inscription that prints on the meter stamp is a separate setting from the postal class you have chosen to rate your mail piece. The two normally should match for your mail piece. However, changing one on your meter does NOT automatically change the other. You need to change each in their separate settings (see *Chapter 3, Running Mailing* for changing the postal class for rating).

1. From Home screen, press **Page Down** to second screen and select "Insc."

```
◄AD:   None
◄Insc: None
```

2. Select "Select an Inscript".
3. You may either:
   A. Key in the inscription number and press **Yes/Enter**.
   B. Scroll through inscriptions and then select the inscription.
4. You return to the Home screen with the name of the inscription listed on the second screen.

Downloading a Postal Inscription into Your Machine

Your system comes pre-loaded with certain postal inscriptions. If you want another postal inscription, contact Pitney Bowes (see page *v*). Inscriptions can be purchased and downloaded directly into your meter.
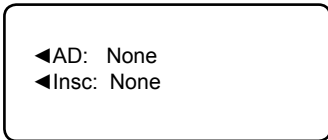
ⓘ **NOTE**: Your inscription must be purchased and the machine must be connected to Pitney Bowes Data Center for this download procedure.

1. From Home screen, press **Page Down** to second screen and select "Insc."
2. Select "Install an Inscript.".
3. Select "Connect now". The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens display, letting you know the status of the process.
4. After connection is made and the download has completed, a message stating so displays. Select "OK".
5. You return to the Home screen. Follow the procedure "Adding/Removing a Postal Inscription to the Meter Stamp" above to select your new inscription.

Adding/Removing an Envelope Ad to the Meter Stamp

1. From Home screen, press **Page Down** to second screen and select "AD:".

```
◄AD:    None
◄Insc:  None
```

2. Select "Select an Ad".
3. You may either:
    A. Key in the ad number and press **Yes/Enter**.
    B. Scroll through ads and then select the ad.
4. You return to the Home screen with the name of the account listed on the second screen.

Downloading an Envelope Ad into Your Machine

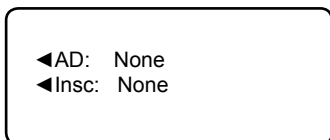Your system comes pre-loaded with several envelope ads. If you want another envelope ad, contact Pitney Bowes (see page *v*). Ready-made items can be purchased and downloaded directly into your meter. We can also work with you to create custom ads.

(i) **NOTE**: Your ad must be purchased and the machine must be connected to Pitney Bowes Data Center for this download procedure.

1. From Home screen, press **Page Down** to second screen and select "AD."
2. Select "Install an Ad".
3. Select "Connect now". The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens display, letting you know the status of the process.
4. After connection is made and the download has completed, a message stating so displays. Select "OK".
5. You return to the Home screen. Follow the procedure "Adding/ Removing an Envelope Ad to the Meter Stamp" above to select your new ad.

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 **Print Menu**.
2. Select "Date & Time Only".

    ```
    PRINT MENU
    ◄Seal Only
    ◄Date & Time Only
    ◄Ad Only
    ```
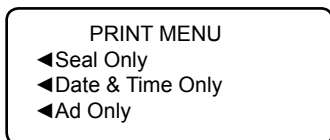
    The "Date and Time Only - No Postage Printing" screen appears.

3. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the time and date and ejects the envelope/ tape sheet.

    ⓘ **NOTE**: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.
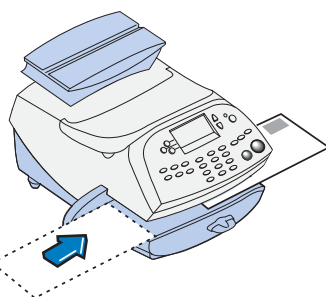
4. Select "Exit Date and Time" when finished to return to the Home screen.

Printing an Ad, Date, and Time Only (no meter stamp)

You may want to use this feature in conjunction with selecting the "Received" envelope ad to time-stamp incoming mail or sensitive documents.

1. Press **Print Menu**.

2. Press **Page Down** and select "Ad, Date & Time".

```
        PRINT MENU
 ◄Ad, Date & Time
 ◄Omit day/date/other
 ◄Horiz. print pos.
```
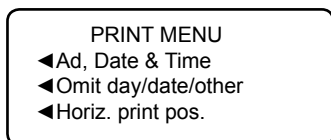
3. The "Print Ad, Date & Time" screen appears.

    • If you have already an envelope ad set as part of your meter stamp, that ad is listed on the display next to the "Ad" selection. If this is the correct ad, continue with step 4.

    • If you need to change the ad, or select one if none was chosen, select "Ad", then select "Select an Ad". Choose an ad from the list provided. You return to the "Print Ad, Date & Time" screen.

4. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the ad, time and date, and ejects the envelope/tape sheet.

    ⓘ *NOTE:* Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.
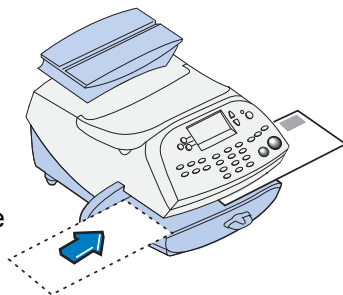
5. Select "Exit Ad Date & Time" when finished to return to the Home screen.

Adjusting Horizontal Print Position of Meter Stamp

You may need to adjust slightly the left/right print position of the meter stamp on a mail piece.

1. Press **Print Menu**.
2. Press **Page Down** and select "Horiz. print pos."

```
        PRINT MENU
    ◄Ad, Date & Time
    ◄Omit day/date/other
    ◄Horiz. print pos.
```
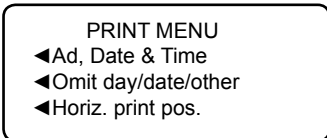
3. Key in the print distance from the right edge of the envelope to the meter stamp (from 3-24 mm).
4. Press **Yes/Enter** to return to the Print Menu.

This page was put in as a placeholder only. This allows you to print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

5 • Normal and Custom Presets

What is a Preset?

A preset is very similar to a "shortcut" on your computer. It recalls a setting that already contains the postage class, the postage value, fees for special service such as Delivery Confirmation, and possibly other values.

Your machine has two types of presets, Normal and Custom; and they actually work the same way. The Normal Preset is simply the "most frequently used" preset, and contains the values that always appear on your machine when it is first powered on or after it awakens from a "sleep" mode. Generally, Custom Presets contain more postal parameters than the Normal Preset, and are used less frequently.

Why Should I Use Presets?

Presets save you time and headaches. The major advantage of a preset is that it only requires one button press (Normal Preset) or three quick button presses (Custom Presets) to select all the values for a particular mail piece. You don't have to concern yourself with individually selecting the class, or a special service, etc. All that information is automatically contained in the preset.

The Normal preset is generally set to the most commonly printed postage value you use in your home or office. Many of our customers choose to set the Normal preset for First Class Letter, since that is the cost of mailing a 1-ounce, First Class letter.

Why Should I Always Include a USPS® "Class" in my Preset?

The advantage of including class is that you never have to modify your presets when the United States Postal Services (USPS®) issues a rate change. Your new Pitney Bowes rates software will take care of all of this automatically, behind the scenes.

If you define your Normal Preset to be just a value (e.g. $0.42) but no class, however, your machine has no way of updating this value when new rates become effective. In this case, it is your responsibility to manually update your preset (e.g. from $0.42 to $0.44) when the rates change. By using a class in the Preset, you can avoid potentially incorrect values being applied to your mail that may result in mail being returned to you by the USPS®.

Normal Preset

Your Normal Preset as shipped from the factory uses these settings: No postage value, No inscription chosen, No Ad chosen, Printing Date, and No Pre-Set Postage (Key-in). These settings can be changed.

IMPORTANT:

- You cannot delete the Normal Preset.
- You cannot modify the name of the Normal Preset.
- There is no option to "edit" the Normal Preset, but you can define new values for the Normal Preset based on the current condition of the machine.
- The Normal preset displays after you turn on your machine or after you activate the machine from "sleep" mode.
- Preset postage values are subject to the high value warning feature. This feature warns you when you manually key in a postage value that is higher than your typical value (see *Chapter 7, System Options*) to help prevent you from accidentally printing an incorrect postage value.
- When a rate change become effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

Viewing (and Selecting) the Normal Preset

1. Press **Custom Preset**.
2. Press **Page Down**.
3. Select "View Preset". The display lists all presets.
4. Select "Normal Preset" (it should be the first preset on the list). The first screen of defined values for Normal Preset is listed. Press **Page Down** to see the remainder of the defined values.

   (i) **NOTE***:* The number of screens and the values displayed may vary, depending on the options used for your preset and the options installed on your machine.

   ```
            0-Normal Preset
   Postage:            $0.00
   Class:          1st Cl Ltr
   Ad:                 None
   ```

   ```
            0-Normal Preset
   Insc:               None
   Date print:          Yes
   Mode             Key In
   ```

   ```
            0-Normal Preset
   Horiz Pos:             9
   ```

5. When you press **Page Down** to the last screen, you have a choice:

   ```
            0-Normal Preset
   ◄Select this preset

   ◄Continue
   ```

   A. If you want to use the Normal Preset as is, select "Select this preset". You return to the Home screen with the Normal Preset chosen (using the values just shown).
   B. Select "Continue" to return to the View a Preset screen.

Defining New Values for the Normal Preset

To define new values (change the settings) for the Normal preset:

1. Establish the proper settings on the machine (such as No Ad, $.42 postage, a specific class, etc.) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select "Define Normal Preset".
4. You will be prompted if all current values are correct:
   A. If you press **Yes/Enter**, the new values are saved and you return to the Custom Presets menu.
   B. If you press **No**, the system will display the current values. Press **Page Down** to see the remainder of the current values.

   (i) **NOTE**: The number of screens and the values displayed may vary, depending on the options used for your preset and the options installed on your machine.

```
       Current Values
  Postage:            $0.42
  Class:           1st Cl Ltr
  Ad:                  None
```

```
       Current Values
  Insc:                None
  Date print:           Yes
  Mode               Key In
```

```
       Current Values
  Horiz Pos:              9


```

```
       Current Values

  ◄Continue
```

5. Select "Continue" at the last screen to return to the first screen in step 4, and save the current values as the Normal preset, or press **Home** to return to the Home screen to establish the proper settings (see step 1).

Custom Presets

The machine can store up to 10 Custom Presets. Press **Custom Preset** to access the Customer Preset menu:

```
    CUSTOM PRESETS
◄Select Preset
◄Define New Preset
◄Define NormalPreset
```

```
    CUSTOM PRESETS
◄View Preset
◄Delete Preset
◄Edit Preset Name
```
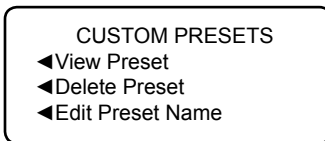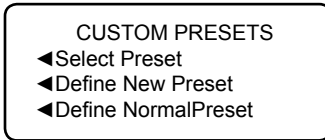
IMPORTANT:
- Preset postage values are subject to the high value warning feature. This feature warns you when you manually key in a postage value that is higher than your typical value (see *Chapter 7, System Options*) to help prevent you from accidentally printing an incorrect postage value.
- When a rate change becomes effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

Selecting a Custom Preset

1. Press **Custom Preset**.
2. Select "Select Preset". The display lists all presets created on your system. A sample list is shown below.

```
SELECT CUSTOM PRESET
◄1 Preset 1 First Class
◄2 Preset 2 Parcels
◄3 Preset 3 Priority
```
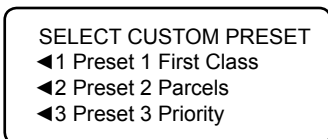
3. Press **Page Down** to see additional choices (if available).
4. Select the preset you want to use. You return to the Home screen with the preset values chosen.

Defining a New Custom Preset

To define (create) a new Custom Preset:

1. Establish the proper settings on the machine (such as No Ad, $.42 postage, an account, etc.) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select "Define New Preset".
4. You will be prompted if all current values are correct.

   A. If you press **Yes/Enter**, the system will prompt for the name of this preset. Key in a name for the preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays. When finished, select "OK". The new values are saved and you return to the Custom Preset menu.

   B. If you press **No** , the system will display the current values. Press **Page Down** to see the remainder of the defined value.

   ⓘ **NOTE**: The number of screens and the values displayed may vary, depending on the options used for your preset and the options installed on your machine.

```
        Current Values
Postage:              $0.42
Class              1st Cl  Ltr
Ad:                    None
```

```
        Current Values
Insc:                  None
Date print:             Yes
Mode               Key In
```

```
        Current Values
Horiz Pos:                9


```

```
        Current Values


◄Continue
```

5. Select "Continue" at the last screen to return to the correct values prompt in Step 4, or press **Home** to return to the Home screen.

Viewing (and Selecting) a Custom Preset

1. Press **Custom Preset**.
2. Press **Page Down**.
3. Select "View Preset". The display lists all presets.
4. Select the preset you want to view. The first screen of defined values for the Custom Preset is listed. Press **Page Down** to see the remainder of the defined values.

    (i) **NOTE**: The number of screens and the values displayed may vary, depending on the options used for your preset and the options installed on your machine.

    ```
     1-Preset 1 First Class
    Postage:          $0.42
    Class:          1st Cl Ltr
    Ad:                None
    ```

    ```
     1-Preset 1 First Class
    Insc:              None
    Date print:         Yes
    Mode            Key In
    ```

    ```
     1-Preset 1 First Class
    Horiz Pos:            9
    ```

5. When you press **Page Down** to the last screen, you have a choice:

    ```
    1-Preset 1 First Class
    ◄Select this preset

    ◄Continue
    ```

    A. If you want to use this Custom Preset as is, select "Select this preset". You return to the Home screen with this Custom Preset chosen (using the values just shown).
    B. Select "Continue" to return to the View a Preset screen.

Editing a Custom Preset Name

You may change the name of a preset if you want.

1. Press **Custom Preset**.
2. Press **Page Down** and select "Edit Preset Name".
3. The display lists all the Custom Presets. Select the preset you want to edit.
4. The system will prompt for the new name of this preset. Key in the new name for this preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays.
5. When finished, select "OK". You return to the Custom Preset menu.
6. Press **Home** to return to the Home screen.

Deleting a Custom Preset

Deleting a preset removes all the values assigned to it and removes it from the Preset Menu.

> **IMPORTANT:** Once you delete a preset, its values are gone. You can't recover a deleted preset.

1. Press **Custom Preset**.
2. Press **Page Down** and select "Delete Preset". The display lists all presets.
3. Select the preset you want to delete.
4. At the prompt to clear the Preset, press **Yes/Enter.** The preset is deleted.
5. The system confirms that the preset has been deleted. Select "Continue". You return to the Custom Preset menu.
6. Press **Home** to return to the Home screen.

6 • Adding Postage/Connecting to Data Center

Postage and Your Machine

Postage is stored internally in your meter. When you need to add more, you simply establish communications between your meter and the Pitney Bowes Data Center, and specify the amount of postage you wish to download. The postage is electronically sent to your meter from your Pitney Bowes Postage By Phone® meter payment account.

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* on page *v* to call for further information.

Establishing Communications Between Your Machine and the Pitney Bowes Data Center

You can establish communications between your meter and the Pitney Bowes Data Center in two ways:

- Install the PC Meter Connect™ software on a Windows PC that has Internet access and connect a USB cable between your meter and the PC (both the software and cable are supplied in your starter kit). See page 6-5 and follow the prompts in the PC Meter Connect™ software.

- If you do not have access to a Windows PC with Internet access, you may connect the meter to an analog phone line (see page 6-6).

  (i) *NOTE:* Postage refills and updates are usually much slower using an analog line than using a PC with *PC Meter Connect* software installed.

IMPORTANT:
For printing postage, the meter does not have to be connected to the Pitney Bowes Data Center. However, if you need to access the Data Center on a frequent basis (say, for checking your Postage By Phone® balances or for adding funds), you may keep the meter in a "ready-to-connect" state on a permanent basis (either to a PC if using the PC Meter Connect™ software or to an analog phone line).

Downloads from the Data Center to Your Machine

When you connect to the Pitney Bowes Data Center to add postage or perform other transactions, the Data Center may activate other downloads while the machine is connected. If some type of software/postal update or download is available, a message stating so displays.

- If a download is not mandatory, you will be prompted with either "Get Update now" or "Skip; Get later". Select the one that makes sense to you at that time.
- If a download is mandatory, only "Get Update now" displays and you must perform the download.

After the download has completed, a message stating so displays.

- If you need to reboot the system, the prompt "Restart now" displays. Select this to restart the system.
- If no rebooting is necessary, simply select "Continue" to return to the Home screen.

> **IMPORTANT:**
> While the meter is processing a download from the Pitney Bowes Data Center, do not disconnect the analog phone line, USB cable, or power from the meter.
>
> Wait until the meter has finished processing before disconnecting the meter. You will know this has occurred when the meter's Home screen showing postage and date displays.

The following downloads/activities may occur when your system is connected to the Pitney Bowes Data Center:

System/Software Update
If there has been an important update to the software that runs your system, you will be notified that a required update is necessary.

Envelope Ads/Postal Inscriptions
If you ordered new envelope advertisements or postal inscriptions, you will be notified that you can perform a download to obtain these.

Downloads from the Data Center to Your Machine

Upload Pending Electronic USPS® Confirmation Service Records

If you are using the optional USPS® Confirmation Services feature, your services records can be uploaded to USPS® for processing. See Pitney Bowes publication SV61156 for more information on this optional feature. Visit our website (see page *v*) and enter "SV61156" in the search box on the home page to locate and view this document.

Postal/ZIP Code Update

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

Postal Inspection

The USPS® requires a postal inspection of your machine every 120 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Center to check your Postage By Phone® meter payment account balance or to add postage to your meter.

ⓘ **NOTE**: If the interval between inspections is more than 90 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 120 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

- Follow the prompts on the "Inspection Due" screen, or
- Press **Add Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).

Downloads from the Data Center to Your Machine

Postal Rate Update

Postal rates change periodically by the USPS®. If new rates are available, you can download them quickly and easily directly from the Pitney Bowes Data Center. The new rates are normally available for download at least seven days before the effective date. Once the effective date has been reached (or passed), you have to download the new rates.

The display tells you when a Rate Change update is complete. It also tells you if the update is immediate or takes effect at a later date by listing the new date.

(i) **NOTE**: If you decide to take the update and the rates go into effect in the future, you will not be printing postage at the new rates until the effective date is reached.

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

(i) **NOTE**: When a Rate Change update takes place it may also affect other presets you have set in your mailing machine. You must check all your presets to insure that they conform to the new rates. See *Chapter 5, Normal and Custom Presets* for instructions on changing preset values.

As part of downloading the new rates, we recommend that you print the last rates update report (see figure below) when prompted.

	System will begin using new rates on the date effective.				
Last Rates Update	**Description**	**Version**	**Effective**	**Meter No.:**	3231234
	Zip/Zone	C .01	DEC 06 07		**Page 1 of 1**
	US Rates	F .02	MAY 12 08		
	Downloaded: SEP 10 08 11:59A			**Printed:** SEP 10 08 12:05P	

Description – the specific type of rate that is affected

Version – the alpha-numeric identifier used for this rate

Effective Date – the date the new rate takes effect

Meter No. – the serial number of this meter

Downloaded – the date and time the new rates were downloaded into the machine

Printed – the date and time this report was printed

Using PC Meter Connect™ to Establish Communications with the Data Center *(Preferred Method)*

Using the PC Meter Connect™ software, you can do postage refills and meter updates quickly and conveniently using your PC's Internet connection, normally much quicker than using the analog phone line option.

You simply load the PC Meter Connect™ software from the CD included in your starter kit into a Windows PC with an Internet connection (broadband, DSL, network, etc.) and connect a USB cable between your meter and a PC. After installation, a shortcut icon for PC Meter Connect™ displays on your PC desktop and an icon appears on the system tray, usually in the lower right corner of your desktop screen (see figures below).

Desktop Shortcut Icon

PC Meter Connect™ Icon in System Tray

Thereafter, the program is loaded in the background automatically when you boot up your computer. You will know this by seeing the PC Meter Connect™ icon in the system tray.

ⓘ *NOTE:* No screens or windows display when you click the desktop shortcut icon. However, if the PC Meter Connect™ software was not running for some reason (you'll know this when you don't see the PC Meter Connect™ icon in the system tray), clicking on the desktop icon will restart the software. Alternately, you may click on the Start button > All Programs > Pitney Bowes > PC Meter Connect. A PC Meter Connect™ icon will then appear in system tray.

Several messages display from *PC Meter Connect* icon in the system tray:

• "Meter detected" displays when you connect your meter to the PC (after it had been disconnected).

PC Meter Connect ✕
Meter detected. PC Meter Connect is ready for use.

• "Meter is not detected" displays when you disconnect your meter from the PC. The red "x" stays on the icon thereafter.

PC Meter Connect ✕
Meter is not detected.

Using Analog Phone Line to Establish Communications with the Data Center *(Alternate Method)*

If you do not have a Windows PC available with Internet access, you may establish communications to the Pitney Bowes Data Center using an analog phone line. The following are usually analog phone lines:

• Fax lines

• Residential phone lines

• Lines used by modems or credit card readers

Plug the telephone line (supplied) into the connector on the back of the meter (see *Chapter 2, Getting to Know Your System)*. Use a dedicated analog phone line if possible (one that is not shared with other devices) to avoid possible issues.

IMPORTANT:

• Phone systems installed in some businesses are not analog and may damage your system. If you are unsure about your phone line, contact your telephone company or local network administrator.

• If you have a DSL line and want to connect your meter using the analog phone jack on the back for the meter, you should install a DSL filter obtained from your DSL provider before connecting the meter.

• While the meter is processing a download from the Pitney Bowes Data Center, do <u>not</u> disconnect the analog phone line, USB cable, or power from the meter. Wait until the meter's main screen showing postage and date displays before disconnecting and moving the meter.

• Postage refills and updates are usually much slower than using the PC Meter Connect™ software with a PC**.**

Checking Funds (Postage) Availability in Machine

It is a good idea to check the amount of funds (postage) in your meter before running your daily mail.

1. Press **Funds**.
2. The funds left, used, and pieces processed display.

```
            FUNDS
Available         $204.94
Used               $17.06
Total Pieces           40
```

Available – the amount of funds (postage) left in your meter

Used – the total of all postage ever used in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Checking Your Postage By Phone® Account Balance

You can check your Postage By Phone® account balance at any time, as long as your system is connected to Pitney Bowes Data Center.

ⓘ **NOTE**: The Postage By Phone® account balance represents the funds in your account, *not* the amount in your meter.

1. Press **Add Postage**.

2. Select "Check PBP balance".
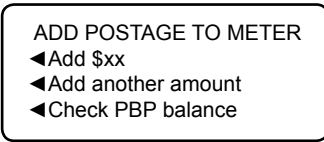
```
ADD POSTAGE TO METER
◄Add $xx
◄Add another amount
◄Check PBP balance
```

3. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.

4. The Prepaid and Other balances displays. Press **No**.
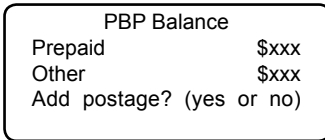
```
        PBP Balance
Prepaid             $xxx
Other               $xxx
Add postage? (yes or no)
```

Prepaid – the amount you have *prepaid* in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

Other – the amount you have *on credit* on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

Adding Postage

You can add postage to your machine any time you need to, as long as you have enough funds in your Postage By Phone® account and your system is connected to the Pitney Bowes Data Center.

1. Press **Add Postage**.
2. You may select "Add $xx" to add the amount shown.
    OR
    Select "Add another amount". Key in the amount, in whole dollars, that you want to add and select "Continue".

```
ADD POSTAGE TO METER
◄Add $xx
◄Add another amount
◄Check PBP balance
```

NOTE 1: The minimum amount of postage you can add is $1.

NOTE 2: The amount shown in the "Add $xx" selection line represents the amount of postage you added the last time.

3. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens display, letting you know the status of the process.
4. The Amount Added and Available balances displays.

```
      POSTAGE ADDED
Amount Added        $xx
Available           $xx
Receipt? (Yes or No)
```

Amount Added – the amount of the postage downloaded into the meter

Available – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Adding Postage

5. If a receipt is desired, press **Yes/Enter** and insert envelope/tape sheet through machine (see sample below) OR press **No** or **Home** to return to the Home Screen.

<table>
<tr>
<td rowspan="5">**Refill Receipt**</td>
<td>**Refill:** OCT 23 08   11:38A</td>
<td>**Account No:** 17907023</td>
</tr>
<tr>
<td>**Refill Amount:** $100.000</td>
<td>**Meter No.:**   3167354</td>
</tr>
<tr>
<td>**Funds Available in Meter:** $115.000</td>
<td>OCT 23 08
11:38A</td>
</tr>
<tr>
<td>**Prepaid:** $935.780</td>
<td></td>
</tr>
<tr>
<td>**Additional Funds Available:** $000.000</td>
<td></td>
</tr>
</table>

Refill – the date and time the new postage was added to your machine

Refill Amount – the amount of the new postage you downloaded into your machine

Funds Available in Meter – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

Prepaid – the amount you have **prepaid** in your Postage By Phone® account balance (by sending in a check, using your credit card, etc.)

Additional Funds Available – the amount you have **on credit** on your Postage By Phone® account balance (by signing up to one of the various Pitney Bowes credit programs such as Purchase Power, etc.)

Account No. – your Postage By Phone® account number

Meter No. – the serial number of this meter

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 machine.

1. Press **Funds**.
2. Press **Page Down** to the third screen.

```
◄Check PBP balance
◄Print Funds Report
```
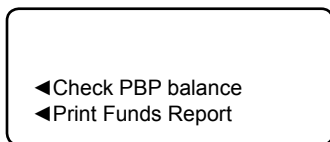
3. Select "Print Funds Report".
4. At the insert envelope or tape sheet prompt, insert an envelope or tape sheet into the machine. The machine prints the funds report (see sample below).
5. Press **Clear** (back arrow key) or **Home** to return to Home screen.

Funds Report			
Used:	$464 . 270		JAN 07 08 9:55P
Available:	$000 . 000	**Batch Count:**	733
Total Pieces: 735		**Batch Value:**	$464 . 270
Control Sum: $464 . 270		**PBP Serial No.:** 0011969	

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Downloading Files or Updating System

Use the "Uploads & Downloads" option when you need to manually:

- Perform USPS® meter inspections
- Restart an interrupted download
- Download postal inscriptions, envelope ads, meter software updates, or rate updates

1. Press **Options**.
2. Press **Page Down** to the third screen.
3. Select "Connect-Data Center".

```
            OPTIONS
    ◄Postage Values
    ◄LockCode/Passwords
    ◄Connect-Data Center
```
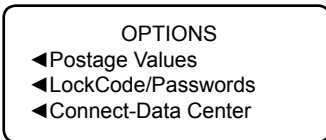
4. Select "Uploads & Downloads".

```
          DATA CENTER
    ◄Uploads & Downloads
    ◄Phone Parameters
    ◄Distributor Values
```
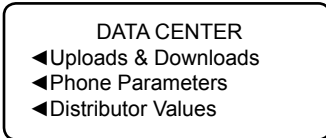
5. The system connects to the Pitney Bowes Data Center (this may take a few moments). Various screens display, letting you know the status of the process.

7 • System Options

System Options

System options allow you to customize the machine to be configured to your organization's unique needs.

Basic options include:

- Advancing the date on the machine
- Setting the machine to the current (today's) date
- Adjusting the Contrast (of the display)
- Turning Features On or Off (if installed on machine)
- Setting Date, Time, and Timeouts
- Setting Postage Values (Funds Warnings)
- Setting Lock Code and Passwords
- Scale Options (accessed from the Home screen)
- Connecting to Data Center

Most of the basic system options are accessed by pressing **Options** and selecting your choice from the menu as shown below. The one exception is Scale settings, which is accessed by the Scale selection key at the Home screen.

```
        OPTIONS
   ◄Advance the date
   ◄Set to todays date
   ◄Adjust the Contrast
```

```
        OPTIONS
   ◄Turn items ON/OFF
   ◄Time and Timeouts
   ◄Postage Values
```

```
        OPTIONS
   ◄LockCode/Passwords
   ◄Connect-Data Center
   ◄Advanced Features
```
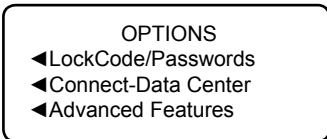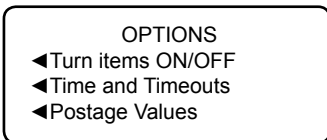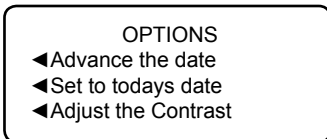
Advanced options include:

- Manage USPS® Confirmation Delivery Records. See Pitney Bowes publication SV61156 for more information on this optional feature. Visit our website (see page *v)* and enter *"*SV61156" in the search box on the home page to view this document.
- Maintenance Mode (see *Chapter 10, Maintenance*)
- Intra BMC ZIPs (bulk mail center designations used in pre-sorting certain classes of mail)
- Change Language
- Meter Withdrawal (for withdrawing postage funds)
- Run Install Mode

The advanced options are accessed by pressing **Options** and selecting "Advanced Features", which displays a menu of options as shown below.

```
ADVANCED FEATURES
◄Manage Conf Records
◄Maintenance mode
◄Intra BMC ZIPS
```

```
ADVANCED FEATURES
◄Change Language
◄Meter Withdrawal
◄Run Install Mode
```
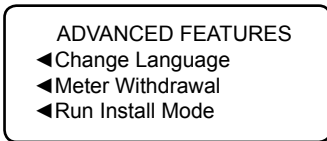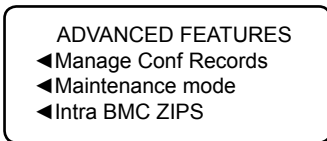
Basic Options

Advancing the Date on the Machine

ⓘ **NOTE**: You can only advance the date for your mail, you can never "backdate" mail to a date prior to the current date.

1. Press **Options**.
2. Select "Advance the date".
3. Displays current date in MMM DD YY format (for US). You may either:
   - Select "Add one day" to advance date one day for each pressing of the key.
     OR
   - Key in a number (in US from 1-30) representing the number of days you want to advance the date, *then select* "Add x days (1-30)".
4. Select "Continue". The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Options** and select "Set to todays date".

Setting the Machine to Today's Date

1. Press **Options**.
2. Select "Set to todays date". You will be returned to the Home screen with the current (today's) date set.

Adjusting the Contrast of the Display

1. Press **Options**.
2. Select "Adjust the Contrast".
3. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary.

```
ADJUST CONTRAST
◄Increase Contrast
◄Decrease Contrast
■■■■■■
```
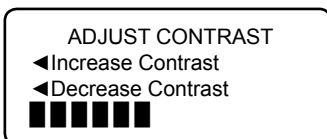
4. Press **Clear** (back arrow key) or **Yes/Enter** to return to the Options menu.

Turning Features On and Off

You can turn on and off several features on your machine.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Turn items ON/OFF".
4. Depending on the options available, you may have one or more features listed.

> TURN FEATURES ON/OFF
> ◄Accounting
> ◄Account Passwords
> ◄Auto Rating

> TURN FEATURES ON/OFF
> ◄Special Services
> ◄Preset Class Lookup
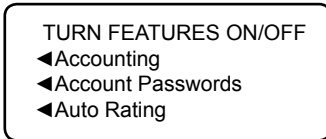
5. Select the feature you want to turn on or off. You will be prompted to turn the feature ON or OFF, depending on the current state of the machine.

   • Accounting - this turns on or off the Departmental Accounting feature (see *Chapter 8, Departmental Accounting).*

   • Accounting Passwords - this turns on or off the requirement for operators to enter passwords when choosing a departmental account if accounting passwords are set up (see *Chapter 8, Departmental Accounting*).

   • Auto-Rating - this turns on or off the auto-rating feature, which calculates the postage amount for a mail piece based on the weight, the class, and services selected.

   • Special Services - this allows you to customize prompts for the USPS® Confirmation Services feature. Items include:

     Prompt Receipt - turns on or off the prompt to print a receipt after uploading your USPS® Confirmation Services records

     Upload Records - turns on or off the prompt to upload your USPS® Confirmation Services records

     Records Warning - turns on or off the prompt that notifies you when a specified number of USPS® Confirmation Services records has been reached in your system. Key in a number between 1 and 200, and press **Yes/Enter.**

Turning Features On and Off

- • Preset Class Lookup - this turns on or off the prompt for a class when you are saving a preset that has no class listed (also known as "key-in postage").
6. Depending on the features chosen, you may need to press **Clear** (back arrow key) to return to the Options Menu.

Setting the Date, Time, and Timeouts

You can change the system date/time, set the date/time to daylight savings time, change the time at which your system advances the date/time to the next day, and set the amount of time your system can remain inactive before reverting to the normal preset values.

```
       TIME & TIMEOUTS
  ◄ Normal Preset
  ◄ Sleep Mode
  ◄ Autodate Advance
```

```
       TIME & TIMEOUTS
  ◄ Correct Drift
  ◄ Daylight Saving
```
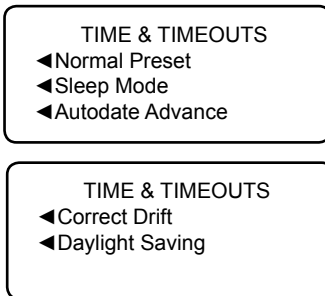
Setting the Normal Preset Timer

The normal preset is a set of values (postage, ad, account and so on) that your machine display automatically returns to after a set period of time. You can set the amount of time the display takes before it reverts to the normal preset.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Select "Normal Preset"
5. Key in the amount of minutes (from 1-240) before the system returns to the normal preset.
6. Select "OK". The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options Menu.

Setting Sleep Mode Activation Time

You can set the amount of time the machine waits until entering "sleep mode". When the machine is in sleep mode, the display is blank and you can't process mail. You awaken the machine by merely pressing any button on the control panel.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Select "Sleep Mode"
5. Key in the amount of minutes (from 1-240) before the system goes into sleep mode.
6. Select "OK". The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

Setting Autodate Advance

Your system automatically advances the date at a time you specify.

The date advance time is factory set to 12:00 AM. If your mail is picked up at a certain time each day, you can set the system to advance the date at the mail pickup time. You can also turn the auto date advance feature off if you want.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Select "Autodate advance".
5. Select "AM" or "PM".
6. Type in the time. Example: To enter one o'clock, type 1 - 0 - 0. To enter 12:01 o'clock, type 1 - 2 - 0 - 1. (Don't type the hyphens.)
7. Select "Continue". The display returns to Time and Timeouts menu.
8. Press **Clear** (back arrow key) to return to Options menu.

ⓘ **NOTE**: If you want to turn the date advance feature off, set the advance time to 12:00 AM.

Correct Drift

Sometimes, the time on the machine may need to be corrected due to internal "drift" or the activation of Daylight Saving Time.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Press **Page Down**.
5. Select "Correct Drift".
6. You have your choice of adding or subtracting minutes from the current time displayed.

```
        ADJUST THE TIME
Currently:          5:52 PM
◄Add 1-120 min
◄Subtract 1-120 min
```
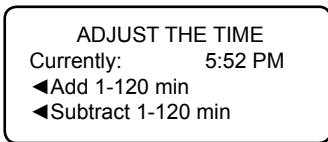
   A. To add minutes:
- Select "Add 1-120 min" to add minutes.
- Key in the number of minutes you need to add and select "Continue".

   B. To subtract minutes:
- Select "Add 1-120 min" to subtract minutes.
- Key in the number of minutes you need to subtract and select "Continue".

7. The display returns to Time and Timeouts menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Setting Daylight Savings Time

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Press **Page Down**.
5. Select "Daylight Saving". The display shows the current setting.
6. Select "Enable" to use Daylight Saving Time, or select "Disable" if you don't use Daylight Saving Time. Your selected setting is saved and the display returns to the Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

Setting Postage Values (Funds Warnings)

You can specify values so that when your postage funds drop below a certain level, or if you try to enter too much postage for a piece of mail, the system displays a warning.

Setting the High Value Warning

You can have the system warn you when you manually key in a postage value that is higher than your typical value. This feature alerts you to a possible mistake and helps prevent you from accidentally printing an incorrect postage value.

ⓘ **NOTE**: The high warning value feature is effective when you manually key in the postage value, but does not function if the internal rating feature is used.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Postage Values".
4. Select "High postage amount".

```
SET POSTAGE VALUES
◄High postage amount
◄Low funds amount
```
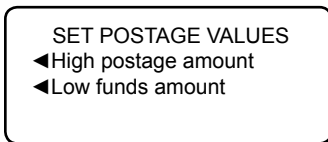
5. Key in the value you want, including the digits to the right of the decimal point if you want a fractional value like .75 or $1.50. Select "OK".
6. Press **Clear** (back arrow key) to return to Options menu.

Setting the Low Funds Warning

You can set up the system so that when the postage remaining reaches a certain level, the system will remind you to add postage.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Postage Values".
4. Select "Low funds amount".
5. Key in the amount you want (in whole dollars only). Select "OK".
6. Press **Clear** (back arrow key) to return to Options menu.

Changing the Lock Codes and Passwords
Setting/Disabling the Lock Code

The Lock Code feature prevents unauthorized access to your mailing system. If you establish a lock code, then a user will need to enter the Lock Code after:

- you power-up the machine
- the machine has entered sleep mode and you need to awaken it
- you press the *Lock/Power* key and choose "Lock the meter", and you want to access the machine

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "LockCode/Passwords".
4. Select "Meter Lock Code". If there is an existing lock code, you are prompted to key in the 4-digit code.

```
        PASSWORDS
◄Meter Lock Code
◄Supervisor Password
```
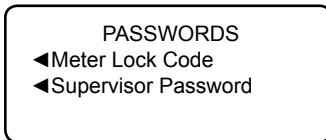
5. You then have a choice to either disable the lock code (if present) or change (or establish) the lock code.

```
      Meter Lock Options
◄Disable Lock Code
◄Change Lock Code
```
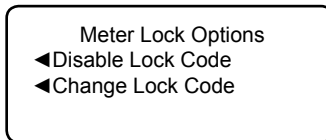
   A. To disable the lock code:

      Select "Disable Lock Code". At the "Meter Lock Code has been disabled" message, select "Continue".

   B. To change or establish the lock code:

      Select "Change Lock Code". At the prompt, type in a <u>new</u> lock code (4 digits) and select "Continue". Re-enter the new lock code again to confirm and select "Continue". At the "Meter Lock Code has been enabled" message, select "Continue".

6. Press **Clear** (back arrow key) to return to Options menu.

Setting/Disabling the Supervisor Password

A Supervisor password can be used to prevent unauthorized account changes within the Departmental Accounting feature. If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing Departmental Account totals.

ⓘ **NOTE***: You need to set up a Supervisor password also if you want to enable Account passwords (see *Chapter 8, Departmental Accounting)*.*

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "LockCode/Passwords".
4. Select "Supervisor Password" If there is an existing supervisor password, you are prompted to key in the 4-digit code.

> PASSWORDS
> ◀Meter Lock Code
> ◀Supervisor Password
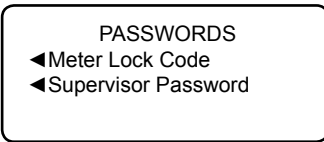
5. You then have a choice to either disable the password (if present) or change (or establish) the password.

> Supervisor Options
> ◀Disable password
> ◀Change password
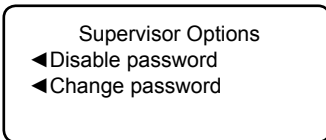
   A. To disable the password:

      Select "Disable Password". At the "Supervisor Password has been disabled" message, select "Continue".

   B. To change or establish the password:

      Select "Change password". At the prompt, type in a <u>new</u> password (4 digits) and select "Continue". Re-enter the new password again to confirm and select "Continue". At the "Supervisor Password has been enabled" message, select "Continue".

6. Press **Clear** (back arrow key) to return to Options menu.

Setting Scale Options

There are several options you can set with your scale such as zero-ing the weight on the scale, turning the scale on/off, viewing metric weights, and saving/changing class or ZIP settings when weight changes on your scale. The scale options are accessed by pressing the selection key next to SCALE: line at the Home screen.

```
Dec  23 08        ≡0.00≡
◄ACCT:  Sales
◄CLASS:  None
◄SCALE:   0lb 0.0oz
```
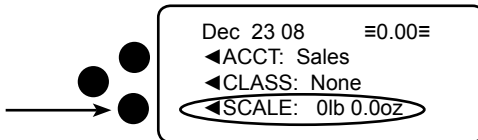
The Scale Options menu choices are:

```
SCALE OPTIONS
◄Zero the scale
◄Turn Scale OFF
◄View metric weight
```

```
WHEN WEIGHT CHANGES
◄Change/Retain class
◄Change/Retain ZIP
```

```
WHEN CLASS CHANGES
◄Change/Retain ZIP
```
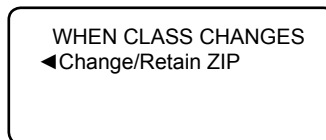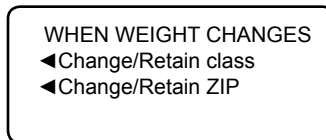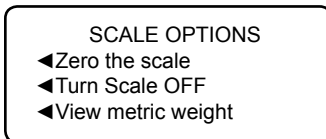
Zeroing the Scale

If you have set your machine to retain the weight from the previous package or mail piece, you will need to run this option to zero out the scale.

1. At the Home screen, press the selection key next to SCALE: line.
2. Select "Zero the scale".
3. The scale will zero out the weight and you return to the Home screen.

Turning Scale On or Off

You may turn on and off the scale function as necessary.

1. At the Home screen, press the selection key next to SCALE: line.
2. Select "Turn Scale OFF (or ON)".
3. You return to the Home screen with either the scale on or off.

Scale Turned On Screen   **Scale Turned Off Screen**

```
 Dec  23 08      ≡0.00≡
 ◄ACCT:  Sales
 ◄CLASS:  None
 ◄SCALE:  0lb 0.0oz
```
```
 Dec  23 08      ≡0.00≡
 ◄ACCT:  Sales
 ◄CLASS:  None
 ◄SCALE:  OFF
```
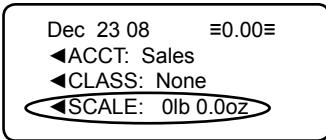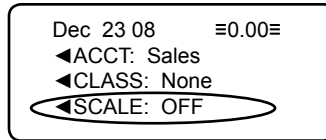
Viewing Metric Weight

You may view the weight currently displayed on the scale in grams.

1. At the Home screen, press the selection key next to SCALE: line.
2. Select "View metric weight".
3. The current weight displays in grams.

```
       Current weight is:
             73g

 ◄Continue
```
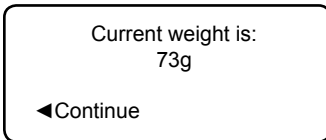
4. Select "Continue" to return to the Home screen.

Setting Weight Change Options

You can set how the scale reacts regarding the class of service or ZIP code when the weight changes.

1. At the Home screen, press the selection key next to SCALE: line.
2. Press **Page Down**.
3. You have a choice to set the class setting or ZIP setting.

> WHEN WEIGHT CHANGES
> ◄Change/Retain class
> ◄Change/Retain ZIP
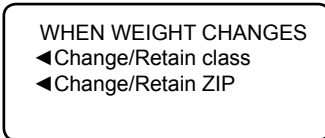
    A. To change Class settings, select "Change/Retain class". Select either change class or retain class when weight changes. The current condition is listed at the bottom of the screen.

> WHEN WEIGHT CHANGES
> ◄Change Class
> ◄Retain Class
>   (Currently Change)
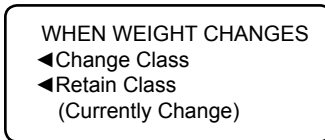
    B. To change ZIP settings, select "Change/Retain ZIP". Select either change ZIP or retain ZIP when weight changes. The current condition is listed at the bottom of the screen.

> WHEN WEIGHT CHANGES
> ◄Change ZIP
> ◄Retain ZIP
>   (Currently Change)
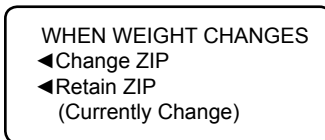
4. Press **Clear** (back arrow key) to return to the Home screen.

Setting Class Change Options

You can set how the scale reacts regarding the ZIP code when the class changes.

1. At the Home screen, press the selection key next to SCALE: line.
2. Press **Page Down** twice.
3. Select "Change/Retain ZIP".

```
WHEN CLASS CHANGES
◄Change/Retain ZIP
```
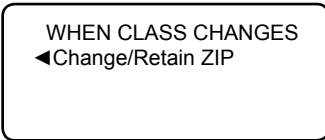
4. Select either change ZIP or retain ZIP when class changes. The current condition is listed at the bottom of the screen.

```
WHEN CLASS CHANGES
◄Change ZIP
◄Retain ZIP
  (Currently Change)
```
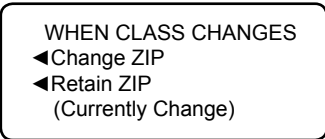
5. Press **Clear** (back arrow key) to return to the Home screen.

Settings for Connecting to the Pitney Bowes Data Center

You can modify the settings on your machine that are used to connect to the Pitney Bowes Data Center. These include analog phone line settings (tone or pulse, dial prefix, etc.) to advanced settings such as user ID, password, and server IP address. The Data Center menu choices are:

• Uploads and Downloads
• Phone Parameters (affects analog phone line connections to Data Center)
• Distributor Values (affects *both* analog phone line and PC internet connections to Data Center)

```
        DATA CENTER
◄Uploads and Downloads
◄Phone Parameters
◄Distributor Values
```
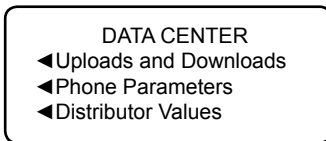
IMPORTANT: Do not change the Data Center settings unless directed to do so by your Pitney Bowes representative.

Uploads and Downloads

Use this feature to connect to the Pitney Bowes Data Center for software downloads, new updates, etc. See *Chapter 6, Adding Postage/Connecting to Data Center* for information on when to use this feature.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Uploads and Downloads". The system automatically dials into the center.

   ⓘ **NOTE**: Make sure the machine is connected to the Pitney Bowes Data Center.

5. After connection is made, follow the prompts (if any). The appropriate files are downloaded and you return to the Home screen.

Phone Parameters (for analog line connection to Data Center)

This menu option allows you to modify the phone connection settings on your machine (tone or pulse, dial prefix, etc.) when using an analog phone line to connect to the Pitney Bowes Data Center.

```
PHONE PARAMETERS
◄Tone/Pulse
◄Dialing Prefix
◄Change PbP Number
```

```
PHONE PARAMETERS
◄Modem Parameters
```
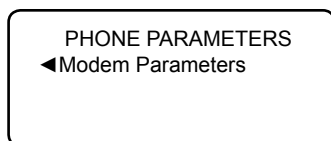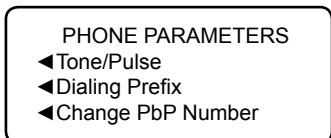
Selecting Tone/Pulse

Use this to tell the system whether you have a tone or pulse type phone.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Phone Parameters".
5. Select "Tone/Pulse".
6. Select Tone or Pulse, whichever is appropriate. The display shows the new setting.
7. Press **Clear** (back arrow key) to return to Data Center menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Entering the Dial Prefix

Use this if you need to dial a prefix number (like 9) to get an outside line.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Phone Parameters".
5. Select "Dialing Prefix".
6. Key in the prefix number you want (such as a "9").
7. Select "OK". You return to the Data Center menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Change Postage By Phone® (PbP) Number

(i) *NOTE:* Use this if you need to change the number for Postage By Phone® but only if you are directed to by a Pitney Bowes representative.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Phone Parameters"
5. Select "Change PbP Number".
6. A warning that you should only change this number if instructed to by Pitney Bowes displays. Press **Yes/Enter** to continue, or **No** to return to the Data Center menu.
7. Press **Clear** (back arrow key) to delete the existing phone number.
8. Key in the new phone number (excluding prefix).
9. Select "OK". You return to the Data Center menu.
10. Press **Clear** (back arrow key) to return to Options menu.

Change Modem Parameters

(i) *NOTE:* Use this if you need to change the modem settings used to dial into the Pitney Bowes Data Center but only if you are directed to by a Pitney Bowes representative

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Phone Parameters".
5. Press **Page Down**
6. Select "Modem Parameters".
7. A warning displays telling you that you should only change this number if instructed to by Pitney Bowes. Press **Yes/Enter** to continue or **No** to return to the Data Center menu.
8. Key in the new modem parameters (they will contain both alpha and numeric characters) as given by your Pitney Bowes agent.
9. Select "Set New Value". The display will show "Modem Init String has been updated".
10 Select "Continue". You return to the Phone Parameters menu.
11. Press **Clear** (back arrow key) twice to return to Options menu.

Distributor Values
(affects both analog line and PC internet connections to Data Center)

This option allows you to modify the parameters that your machine uses to connect to the Pitney Bowes Data Center. A brief description of each parameter is provided on the next page.

> **IMPORTANT:** Do not change the Distributor Values unless directed to do so by your Pitney Bowes representative.

To access the Distributor Values:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Center".
4. Select "Distributor Values".
5. Select the parameter you want to modify from the list appearing in the display. Use **Page Down** if needed to access your choice.

```
    SELECT TO VIEW/EDIT
◄Account & User ID
◄Global Password
◄ANI/LCZ Server IP
```

```
    SELECT TO VIEW/EDIT
◄ANI/LCZ Server Port
◄Primary DNS Server
◄Secondary DNS Server
```

```
    SELECT TO VIEW/EDIT
◄Distributor URL
◄Backup PbP URL
```
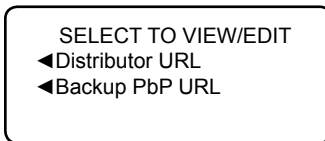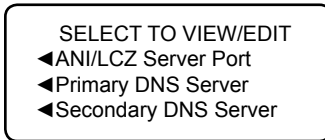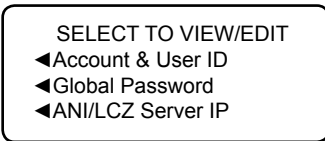
6. A warning message displays that reminds you that entering a wrong value may result in errors connecting to the Data Center. If you want to continue, press **Yes/Enter**; otherwise, press **No** to return to the Select to View/Edit menu.

Distributor Values (continued)

7. Key in a new entry for that parameter (some entries may require alpha-numeric characters). When finished, either select "Restore Default" (if you made a mistake or changed your mind) or "Set the new value" (if you are satisfied with your new entry).

8. If you have changed a parameter, a message confirming the new setting displays. If you selected "Restore Default", a message informing you that the parameter has been set to the original Factory setting displays. In either case, select "Continue" to return to the Select to View/Edit menu.

9. Press **Clear** (back arrow key) to return to Options menu.

Account and User ID
This is the account number and the user ID that your system uses to dial into the internet service provider (ISP) that allows you to connect to Pitney Bowes.

Global Password
This is the password your system uses to dial into your internet service provider.

ANI/LCZ Server IP
This is the internet address of the Automatic Number Identification (ANI)/Least Cost Zone (LCZ) server that identifies your system and routes your call to a zone that ensures the lowest cost for the connection.

ANI/LCZ Server Port
The server port number identifies the port number on the ANI/LCZ server to which your system connects.

Primary DNS Server
This is the internet address of the Pitney Bowes primary domain name server (DNS). The domain name server converts your system name to its IP address.

Secondary DNS Server
This is the internet address of the Pitney Bowes secondary domain name server (DNS).

Distributor URL
The Universal Resource Locator (URL) of the web page to which your system connects.

Backup PbP URL
The Universal Resource Locator (URL) of the backup web page to which your system connects.

Advanced Options

Advanced options allow you access to features that are used very infrequently such as Intra BMC Zips, meter withdrawal, etc. The Advanced Feature menu includes:

- Manage USPS® Confirmation Delivery Records (refer to Pitney Bowes publication SV61156 for information on this optional feature). Visit our website (see page *v)* and enter *"*SV61156" in the search box on the home page to locate and view this document.
- Maintenance Mode (refer to *Chapter 10, Maintenance* for information on this option)
- Intra BMC ZIPs (bulk mail center designations used in pre-sorting certain classes of mail)
- Change Language
- Meter Withdrawal (for withdrawing postage funds from your system and for taking your system out of service)
- Run Install Mode

```
    ADVANCED FEATURES
◄Manage Conf Records
◄Maintenance mode
◄Intra BMC ZIPS
```

```
    ADVANCED FEATURES
◄Change Language
◄Meter Withdrawal
◄Run Install Mode
```
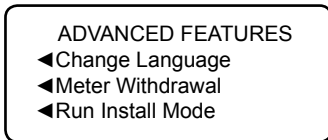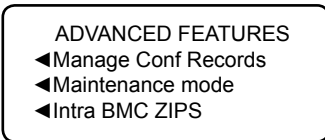
Intra BMC ZIPs

If you ship parcels locally using the parcel post class of USPS®, you may be eligible for shipment discounts by setting up Intra-BMC (Bulk Mail Center) ZIP Code groups.

To do this, first obtain a postal zone chart that is specific to your ZIP Code from your local post office. Use the postal zone chart to determine if the ending ZIP Code of the parcel falls within your BMC Zone. If it does, the parcel is eligible for an Intra-BMC parcel post rate.

Follow the steps below to setup up Intra-BMC ZIP Code groups.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Intra BMC ZIPS".
5. You have a choice to create, edit, or delete an Intra BMC ZIP group.

   (i) **NOTE***:* If you have never used this feature before, only "Create a new group" displays.

   ```
   INTRA BMC ZIP GROUPS
   ◄Create a new group
   ◄Edit existing group
   ◄Delete a group
   ```

7. If you want to create a new group, select "Create a new group".
   A. Key in the first 3 digits of beginning ZIP and select "OK".
   B. Key in the first 3 digits of ending ZIP and select "OK".
8. If you want to edit a group, select "Edit existing group".
   A. Select the group from the list provided.
   B. Key in the first 3 digits of beginning ZIP and select "OK".
   C. Key in the first 3 digits of ending ZIP and select "OK".
9. If you want to delete a group, select "Delete a group".
   A. Select the group from the list provided that you want to delete.
   B. Press **Yes/Enter** at the confirmation prompt to delete.
10. Press **Clear** (back arrow key) twice to return to Options menu.

(i) **NOTE***:* When rating a parcel using the Parcel Post class and the system recognizes a destination ZIP Code that falls within an Intra-BMC zone that you've established, it will use the discounted Intra-BMC rate instead of the normal parcel rate.

Change Language

The machine is capable of displaying all screens, operator prompts, and options in either English or Spanish (Español). English is the default language when the machine is initially powered up. To change the screens to Spanish (or back to English when Español is selected):

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Press **Page Down** once.
5. Select "Change Language".
6. Select the desired language, English or Español

Your system will return to the first Advanced Features screen in the new language. To return to the Main screen press **Home**. The language you selected will remain in effect until it is changed again.

Meter Withdrawal (Withdrawing Postage Funds)

For a meter withdrawal, you need to move the remaining balance of postage from your machine into your Postage By Phone® Account. Normally this is done if you are no longer going to use the machine.

(i) **NOTE 1:** Contact Pitney Bowes first before withdrawing funds.

(i) **NOTE 2:** Machine must be connected to the Pitney Bowes Data Center.

1. Press **Options**.
2. Press **Page Down** to the third screen.
3. Select "Advanced Features".

```
        OPTIONS
◄Advanced Features
```
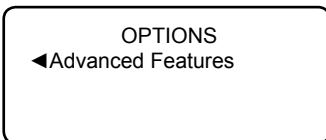
Meter Withdrawal (Withdrawing Postage Funds)

4. Press **Page Down** to the second screen.

5. Select "Meter Withdrawal".

```
   ADVANCED FEATURES
  ◄ Meter Withdrawal
```
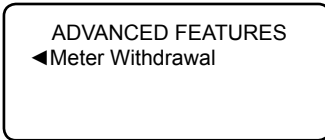
6. Select "Transfer all funds from meter to PBP account".

```
   REMOVE FUNDS
  ◄ Transfer all funds
    from meter to PBP
    account
```
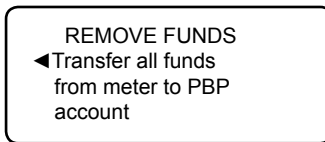
7. The system dials into the Pitney Bowes Data Center (this may take a few moments). Various screens displays, letting you know the status of the process.

8. The Transfer Successful screen displays. Select "Continue".

```
  TRANSFER SUCCESSFUL
    Funds moved to PBP
     account      $xxx.xx
  ◄ Continue
```
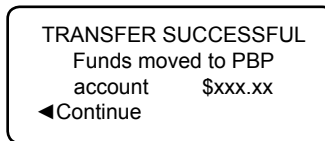
9. At the prompt "Print Funds Report?", press **Yes/Enter** and insert envelope/tape sheet through machine (see sample below) OR simply press **Home**. "Out of Service" appears on the display.

Funds Report			
Used:	$464 . 270		JAN 07 08 9:55P
Available:	$000 . 000	Batch Count:	733
Total Pieces:	735	Batch Value:	$464 . 270
Control Sum:	$464 . 270	PBP Serial No.:	0011969

ⓘ **NOTE:** "Available" should show a zero ($000.000) dollar amount.

Run Install Mode

Running "Install Mode" allows you to review, and change if desired, most of the values that were selected when the machine was first installed via the procedure in the Quick Install Guide. This option provides a convenient location to set several values all at once. Parameters that may be set by running the Install mode include:

• Select a language
• Key in the correct local time
• Print a test pattern
• Enter the two-digit scale location code
• Set the dialing prefix (the number you have to dial to get an outside line)

To run the install mode:

1. Press **Options**.
2. Press **Page Down** twice
3. Select "Advanced Features".
4. Press **Page Down** once
5. Select "Run Install Mode".

At this point you will be presented the option to select a language, which is the first step of the install procedure. Simply follow the screen prompts until you reach the "Installation Successful" screen. Select "OK" and you will be returned to the main screen with your new values active.

8 • Departmental Accounting

Overview of the Accounting Feature

If you have the accounting feature, you can set your system up to track postage costs incurred by departments or individuals in your organization (e.g., Engineering, Sales, Jim Smith, etc.). The number of accounts available on your system is based on the amount purchased. Your system stores the following information for each account:

• A name up to 12 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 (if set up)

The maintenance of your accounts is done through programs on the Accounts menu (below), accessible by pressing the selection key next to ACCT: line at the Home screen (if the feature is activated).

```
                    Dec  23 08        ≡0.00≡
                    ◄ACCT:  Sales
                    ◄CLASS:  None
                    ◄SCALE:   0lb 0.0oz
```
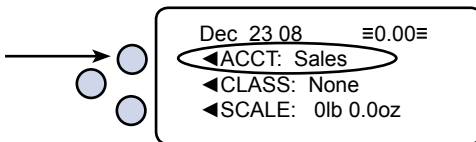
Each Accounts menu option is discussed in this chapter.

```
            ACCOUNTS
    ◄Select an account
    ◄Create an account
    ◄Delete an account
```

```
            ACCOUNTS
    ◄Edit an account
    ◄Display acct totals
    ◄Clear an account
```

```
            ACCOUNTS
    ◄Clear all accounts
    ◄Turn accounting OFF
    ◄Acct Passwords
```

Activating Accounting and Setting Up Your Accounts

Use the table below to step you through the process of setting up the Accounting feature and determine whether to use passwords on individual accounts. The table covers the entire "life cycle" of an account.

| Step	Action	Description/Procedure
1	*Turn On Accounting Feature*	Turns on the Accounting feature. This is necessary before you can create accounts. 1. Press **Options**. 2. Press **Page Down**. 3. Select "Turn items ON/OFF. 4. Select "Accounting". 5. Select "Turn Accounting ON".
2	*Create a Supervisor Password*	If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing Departmental Account totals. Also, you need to set up a Supervisor password before you can enable Account passwords. If you don't need this option, or you don't need passwords, you can skip to step 4. 1. Press **Options**. 2. Press **Page Down** twice. 3. Select "LockCode/Passwords". 4. Select "Supervisor Password". 5. At the prompt, type in a password (4 digits) and select "Continue". Re-enter the new password again to confirm and select "Continue". 6 At the "Supervisor Password has been enabled" message, select "Continue".
3	*Turn On Accounting Passwords Option*	Turns on the requirement for all operators to enter passwords when choosing an account (if a password has been established for an account). 1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu. 2. Press **Page Down** twice and select "Acct Passwords". 3. Select "Turn Passwords ON". You return back to the Accounts menu.

Activating Accounting and Setting Up Your Accounts

Step	Action	Description/Procedure
4	*Create Account*	Sets up your account name (and password if desired). See *Creating an Account* later in this chapter for procedure.
5	*Maintain (Edit) Account*	Allows you to change the name and/or password of an account. See *Editing Account Names and Passwords* later in this chapter for procedure.
6	*Select Account*	Allows you to choose the specific account for recording postage. 1. From Home screen, press the selection key next to ACCT: line. 2. Select "Select an account". 3. Press **Page Down** to see more choices (if lit). Select an 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. 4. You return to the Home screen with the name of the account listed below the date and amount line.
7	*View/Print Account Totals*	Allows you to see the accumulated totals for this account. • For viewing totals, see *Displaying Account Totals* later in this chapter for procedure. • For printing totals, see *Printing a Single Account Report* or *Printing a Multi-Account Summary Report* later in this chapter for procedure.
8	*Clear Accounts*	Allows you to clear the postage totals on accounts (for example, at the beginning of a new fiscal year) • For a single account, see *Clearing an Account* later in this chapter for procedure. • For all accounts, see *Clearing all Accounts* later in this chapter for procedure.
9	*Delete Accounts*	Allows you to delete an account. See *Deleting an Account* later in this chapter for procedure. ⓘ **NOTE**: Make sure you really want to delete an account. Once you do, the account information is gone.

Turning On Accounting

1. At the home screen, press **Options**.
2. Press **Page Down** and select "Turn items ON/OFF".

```
              OPTIONS
       ◄ Turn items ON/OFF
       ◄ Time and Timeouts
       ◄ Postage Values
```

3. Select "Accounting".
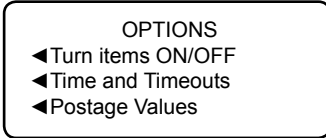
```
       TURN FEATURES ON/OFF
       ◄ Accounting
       ◄ Account Passwords
       ◄ Auto Rating
```
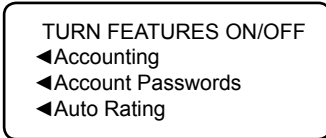
4. Select "Turn Accounting ON".
    If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary. You return back to the Home screen.
5. From the Home screen, press the selection key next to the ACCT: line to display the Accounts menu.
6. Select "Select an account".
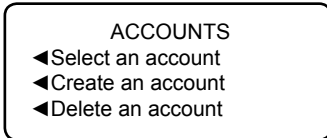
```
             ACCOUNTS
       ◄ Select an account
       ◄ Create an account
       ◄ Delete an account
```

7. The "Select an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

```
       SELECT AN ACCOUNT
       ◄ 1    (Use keypad)
       ◄ 0      None
       ◄ 2      Sales
```
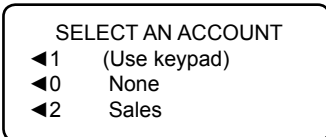
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

Turning On Accounting

8. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.

9. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
Dec  23 08      ≡0.00≡
◄ACCT:  Sales
◄CLASS:  None
◄SCALE:  0lb 0.0oz
```

Turning Off Accounting

You can temporarily turn off the Departmental Accounting whenever you wish.

ⓘ **NOTE**: You will not be tracking postage by account when this feature is turned off.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Press **Page Down** twice and select "Turn accounting OFF". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.

```
          ACCOUNTS
◄Clear all accounts
◄Turn accounting OFF
◄Acct Passwords
```

3. You return to the Home screen with no account displayed (see example below).

```
Dec  23 08      ≡0.00≡

◄CLASS:  None
◄SCALE:  0lb 0.0oz
```

Turning On Account Passwords

You can turn on the requirement for all operators to enter passwords when choosing an account.

(i) **NOTE 1:** You need to set up a Supervisor password (see *Chapter 7, System Options)* before you can enable Account passwords.

(i) **NOTE 2:** Turning on the account password feature forces you to select a new account, just in case your existing account uses a password.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Press **Page Down** twice and select "Acct Passwords".

```
            ACCOUNTS
    ◄ Clear all accounts
    ◄ Turn accounting OFF
    ◄ Acct Passwords
```
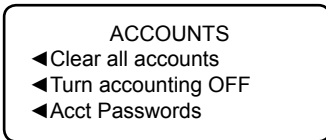
3. Select "Turn Passwords ON". You return back to the Accounts menu.

4. Select "Select an account".

5. The "Select an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

```
       SELECT AN ACCOUNT
    ◄ 1    (Use keypad)
    ◄ 0    None
    ◄ 2    Sales
```
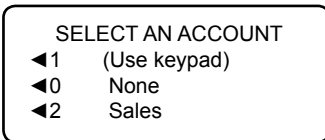
    A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR

    B. Use the appropriate selection key next to the display.

6. Key in the 4-digit password for that account.

7. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
    Dec  23 08      ≡0.00≡
    ◄ ACCT:  Sales
    ◄ CLASS:  None
    ◄ SCALE:  0lb 0.0oz
```
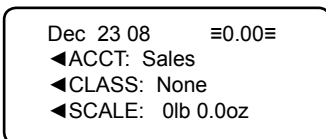
Turning Off Account Passwords

You can turn off the requirement for all operators to enter passwords (if passwords are set up) when choosing an account.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select "Acct Passwords".

```
            ACCOUNTS
    ◄Clear all accounts
    ◄Turn accounting OFF
    ◄Acct Passwords
```
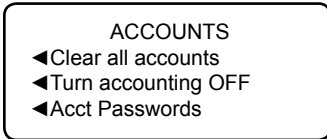
3. Select "Turn Passwords OFF".
4. You are prompted to enter the Supervisor password. Key in the 4-digit password. You return back to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Creating an Account

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

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select "Create an account". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary..

```
        ACCOUNTS
◄Select an account
◄Create an account
◄Delete an account
```
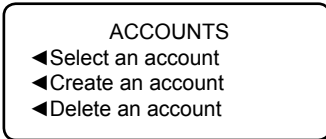
3. The system will prompt for the name of this account. Key in a name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays.
4. When finished, select "Continue". If Account Passwords are turned ON (see earlier section in this chapter *Turning On Account Passwords*), you are prompted to create a password for the new account. Key in a four digit code. At the prompt, to create another account, either:
   A. Press **Yes/Enter** and go back to Step 3 to enter another account OR
   B. Press **No** to continue. You return to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Editing Account Names and Passwords

You can edit an account name and establish passwords for each account if you wish.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Press **Page Down** and select "Edit an account". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.

> ```
>              ACCOUNTS
>    ◄Edit an account
>    ◄Display acct totals
>    ◄Clear an account
> ```

3. The "Edit an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

> ```
>         EDIT AN ACCOUNT
>    ◄1     (Use keypad)
>    ◄0     None
>    ◄2     Sales
> ```
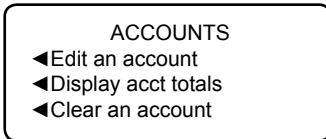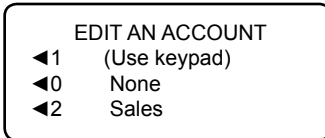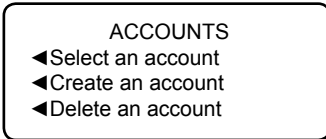
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR

   B. Use the appropriate selection key next to the display.

4. After the account is selected, you have a choice to edit the account name or edit the account password.

   Edit Account Name option

   A. If you select "Edit acct. name", the system prompts you for the new name. Key in a new name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays.

   B. Select "OK" when done.

   C. You are prompted if you want to change the account password also. If you select "Yes", continue with Step B from Edit Account Password Option on the next page; otherwise, you return to the "Edit an Account" screen.

Editing Account Names and Passwords

Edit Account Password option

A. If you select "Edit acct. password", the system confirms you want to change the password. Press **Yes/Enter**.

B. The system prompts you for the new password. Key in the new 4-digit password.

C. Select "Continue" when done.

D. At the confirmation password prompt, re-enter the new password.

E. Select "Set". You return to the "Edit an Account" screen.

5. Press **Clear** (back arrow key) twice to return to the Options menu.

Selecting an Account

You need to select an account to track postage when using Depart-mental Accounting.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select "Select an account"

```
          ACCOUNTS
◄Select an account
◄Create an account
◄Delete an account
```

3. The "Select an Account" screen displays (a sample is shown be-low). Press **Page Down** to see more choices (if lit). To select an account:

```
   SELECT AN ACCOUNT
◄1      (Use keypad)
◄0      None
◄2      Sales
```
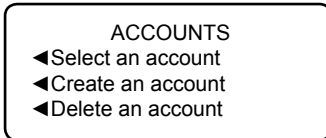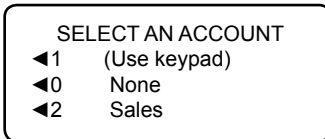
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.

4. 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. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

```
Dec  23 08       ≡0.00≡
◄ACCT:  Sales
◄CLASS:  None
◄SCALE:  0lb 0.0oz
```
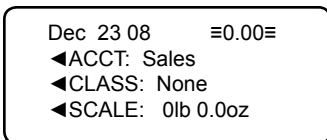
Displaying Account Totals

You can view your account totals anytime using this option.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Press **Page Down** and select "Display acct totals"

```
         ACCOUNTS
◄Edit an account
◄Display acct totals
◄Clear an account
```
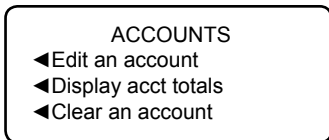
3. The "Display an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

```
    DISPLAY AN ACCOUNT
◄1      (Use keypad)
◄0      None
◄2      Sales
```
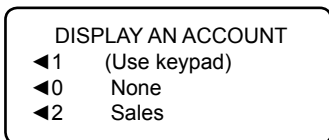
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR

   B. Use the appropriate selection key next to the display.

4. The account number, name, pieces, and value of the postage used displays. Select "Continue".

```
   2    - SALES
  Value           $0.00
  Pieces              0
  ◄Continue
```
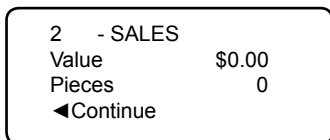
5. You have a choice to either clear the account, view another account, or exit.

   A. Select "Clear this account" if you want to clear account totals. If your system has been set up to require a supervisor or account password, you are prompted to enter it. The "Clear an Account" screen displays and you continue with Step 3 from Clearing an Account on the next page.

   B. Select "View another acct" and go back to Step 3 to enter another account to view.

   C. Follow the prompts to exit this screen if you are finished.

6. You return back to the Accounts menu. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Printing a Single Account Report

This report provides the postage amount and number of pieces applied against a single account (if the Departmental Accounting feature is set up on your system).

1. Press **Reports**.
2. Select "Printable report".
3. Select "Single Accounts Rpt".
4. Key in an account.
5. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.
6. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Account Report		
Account Name: SALES		0000011969 JAN 28 08 11 : 01A
Acct Number: 1		
Pieces:	5	
Postage:	001 . 480	

Printing a Multi-Account Summary Report

This report provides the postage amount and number of pieces applied to all of your accounts (if the Departmental Accounting feature is set up on your system).

1. Press **Reports**.
2. Select "Printable report".
3. Select "Multi Acct Summary".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.

   ⓘ **NOTE**: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Accounts Summary			
Account No.	**Pieces**	**Postage**	0000011969
1	5	001 . 480	JAN 15 08
2	4	001 . 480	11 : 04A
			page 1 of 1

Clearing an Account

You can clear the postage totals on an account when necessary.

IMPORTANT: Make sure you really want to clear an account. Once you do, the account information is gone.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.

2. Press **Page Down** and select "Clear an account". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.

```
          ACCOUNTS
◄Edit an account
◄Display acct totals
◄Clear an account
```

3. The "Clear an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

```
    CLEAR AN ACCOUNT
◄1    (Use keypad)
◄0    None
◄2    Sales
```
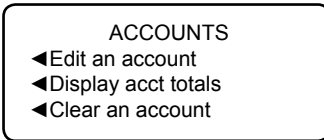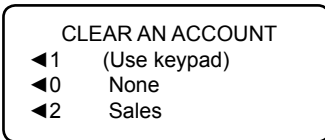
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR

   B. Use the appropriate selection key next to the display.

4. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). The account is cleared and you return back to the Accounts menu.

5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Clearing All Accounts

You can clear the postage totals on all accounts (for example, at the beginning of a new fiscal year) with this option.

IMPORTANT: Make sure you really want to clear all accounts. Once you do, the account information is gone.

1. From Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Press **Page Down** twice and select "Clear all accounts". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.

        ACCOUNTS
    ◀Clear all accounts
    ◀Turn accounting OFF
    ◀Acct Passwords
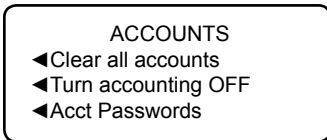
3. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). All the accounts are cleared and you return back to the Accounts menu.
4. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Deleting an Account

You can delete an account, but make sure you really want to because you cannot get the information associated with that account back after it has been deleted.

> **IMPORTANT:** Make sure your really want to delete an account. Once you do, the account information is gone.

1. From the Home screen, press the selection key next to ACCT: line to display the Accounts menu.
2. Select "Delete an account". If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.

```
        ACCOUNTS
  ◄Select an account
  ◄Create an account
  ◄Delete an account
```

3. The "Delete an Account" screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account:

```
   DELETE AN ACCOUNT
  ◄1     (Use keypad)
  ◄0     None
  ◄2     Sales
```
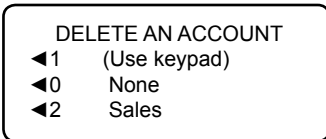
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. At the confirmation prompt to delete the account selected, press **Yes/Enter** to delete (or **No** if you change your mind).
5. In either case, you return to the Accounts menu screen. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

9 • Reports

Overview of Reports

Your system allows you to print reports for funds usage, postage refills, postage tracked by account, and other valuable data. You can print these reports right from your machine on an envelope or tape sheet. The reports are accessed by pressing **Reports**.

```
    Select Report Type
◄Printable report
```
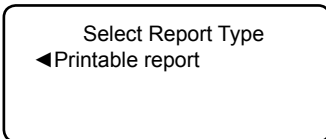
The available reports may include:

- Add Postage Report
- Single Account Report
- Multi-Account Summary Report
- Register (Funds) Report
- Configuration Report
- Error Report
- Special Services Report
- Rates Summary Report

> ⓘ **NOTE**: The number of reports may vary, depending on the options installed on your machine.

```
Printable
◄Add Postage Report
◄Single Accounts Rpt.
◄Multi Acct summary
```

```
Printable
◄Register Report
◄Configuration Rpt.
◄Error Report
```

```
Printable
◄Special Services
◄Rates Summary Rpt.
```
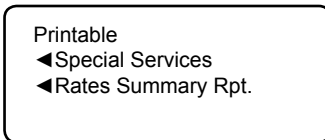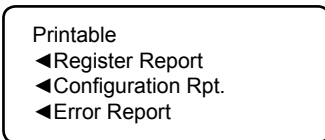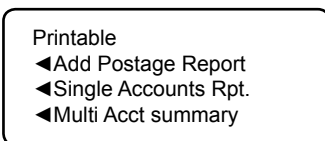
Register Report (Funds Report)

This report lists the postage used, postage available, pieces processed, and other information about your machine usage.

1. Press **Reports**.
2. Select "Printable report".
3. Select "Register Report".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Funds Report			
			JAN 07 08 9:55P
Used:	$464 . 270		
Available:	$000 . 000	**Batch Count:**	733
Total Pieces:	735	**Batch Value:**	$464 . 270
Control Sum:	$464 . 270	**PBP Serial No.:**	0011969

Used – the total of all postage ever used in the meter

Available – the amount of postage left in the meter

Total Pieces – the total number of mail pieces run through the meter that had postage applied

Control Sum – the total of all postage refills for the meter and equals the amount *Used* plus *Available.* This is a postal requirement that verifies an accurate accounting of the postage in your machine.

Batch Count – the number of mail pieces that had postage applied since the last time the batch count was cleared

Batch Value – the amount of postage applied since the last time the batch value was cleared

PBP Serial No. – serial number of this meter (normally meter number)

Add Postage Report

This report lists the last five postage refills.

1. Press **Reports**.
2. Select "Printable report".
3. Select "Add Postage Report".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Last 5 Refills	Date of Refill	Time	Refill Amount		
	JAN 28 08	8 : 32A	$ 0 2 5 . 0 0 0	**Acct No.:**	9 9 9 9 9 9 9 9
	JAN 06 08	8 : 15A	$ 2 7 5 . 0 0 0	**Meter No.:**	0 0 1 1 9 6 9
	DEC 10 07	7 : 47A	$ 3 0 0 . 0 0 0	**Printed:**	JAN 28 08
	NOV 17 07	7 : 53A	$ 1 4 6 . 0 0 0		

Date of Refill – the date of refill

Time – the time of refill

Refill Amount – amount of refill

Account No. – your Postage By Phone® system account number

Meter No. – serial number of this meter (normally meter number)

Printed – the date the report was printed

Single Accounts Report (Departmental Accounting)

This report provides the postage amount and number of pieces applied against a single account (if the Departmental Accounting feature is set up on your system).

1. Press **Reports**.
2. Select "Printable report".
3. Select "Single Accounts Rpt".
4. Key in an account.
5. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.
6. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Account Report	Account Name: SALES	0000011969
	Acct Number: 1	JAN 28 08
	Pieces: 5	11 : 01A
	Postage: 001 . 480	

Multi-Account Summary Report (Departmental Accounting)

This report provides the postage amount and number of pieces applied to all of your accounts (if the Departmental Accounting feature is set up on your system).

1. Press **Reports**.
2. Select "Printable report".
3. Select "Multi Acct Summary".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.

    ⓘ **NOTE:** If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.

5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Accounts Summary	Account No.	Pieces	Postage	0000011969
	1	5	001 . 480	JAN 15 08
	2	4	001 . 480	11 : 04A
				page 1 of 1

Special Services Report

This report is used in conjunction with the optional USPS® Confirmation Services feature and provides a list of the last 20 mail pieces (by barcode number) that had one of the USPS® Confirmation Services applied to them.

1. Press **Reports**.
2. Select "Printable report".
3. Select "Special Services".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.

   (i) **NOTE**: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.

5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Confirmation Services	Barcode	Postage	ZIP	Uploaded
	1234567890	001 . 480	06484	JAN 11 08
	2345678901	001 . 480	06902	JAN 12 08
	Printed: JAN 28 08 12 : 17P			**page 1 of 1**

Barcode – the barcode number entered when applying the Confirmation Service to a particular mail piece

Postage – the total amount of postage applied to this mail piece

ZIP – the delivery ZIP code of the mail piece

Uploaded – the date this USPS® Confirmation Services record was uploaded to the Pitney Bowes (and later) USPS® data center

Printed – the date and time this report was printed

Rates Summary Report

This report provides a summary of the rate files that are currently active in your system. You can print this as a way to confirm that you have received the latest rates.

1. Press **Reports**.
2. Select "Printable report".
3. Press **Page Down** once
4. Select "Rates Summary Rpt".
5. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.

    (*i*) **NOTE***:* If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.

6. Press **Clear** (back arrow key) to return to Report type menu, or press **Home** to return to the main screen.

Rates Summary	Description	Version	Effective	Active	Meter No.:
	P7US002	B.01	JAN 13 08	Yes	2699901
	P7US001	B.04	JAN 13 08	Yes	
					JAN 28 08
					9 : 25A
					page 1 of 1

Description – the specific type of rate

Version – the alpha-numeric identifier used for this rate

Effective Date – the date the rate takes effect

Active – indicates if the rate is active ("Yes" or No")

Meter No. – the serial number of this meter

Configuration Report

This report lists configuration information about your machine and Postage By Phone® account. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

1. Press **Reports**.
2. Select "Printable report".
3. Select "Configuration Report".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

Cfg Report			
	PBP Serial No: 0011969	**PSD:** 09. 00. 00	SEP 28 08 9 : 25A
	PBP Account: 99999999	**UIC:** 16 . 02	
	PSD Ser. # 4C46000000007E4C	**Rate Mgr:** 04 . 02	**PCN:** P700
	PrtHd No.: 50000104	**PHS:** 1 . 11	**SMR:** 000
	Printer Ser.#: 999999999	**Platform:** D1.01	

Error Report

This report provides a history of error codes that your machine has encountered. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

1. Press **Reports**.
2. Select "Printable report".
3. Select "Error Report".
4. When prompted, insert tape sheet or envelope into machine. The report is printed and the system returns back to the Printable reports menu.

   ⓘ **NOTE**: If it is a multi-page report, you will be prompted to insert another envelope/tape sheet.
5. Press **Clear** (back arrow key) to return to Report type menu or press **Home** to return to the Home screen.

	Error Date	Time	Identifier	Count	
Error Report	JAN 10 08	04 : 25P	1879	001	0011969
	DEC 22 07	11 : 47A	0802	008	JAN 28 08
	SEP 08 07	03 : 08A	010E	004	9: 25A
	JUL 01 07	09 : 36A	1848	000	
	JUN 18 07	12 : 52A	Oaff	000	**page 1 of 1**

10 • Maintenance

Messages Indicating Ink Cartridge Replacement

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

Your actual ink usage will vary, depending on whether you routinely print ads, how many pieces of mail you print a day and other factors.

The machine display tells you when the ink supply is low or exhausted with the following messages:

"Low Ink"
Replace the ink cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. See *Chapter 12, Supplies and Options* for part numbers to order this item.

> **IMPORTANT:** Replace the ink cartridge as soon as you see the "Low Ink" alert.

"Ink Out"
Replace the ink cartridge immediately. The ink supply is gone; you won't be able to print.

Printing a $0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a $0.00 meter stamp for this purpose. At the Home screen, simply press **Zero**, then **Yes/Enter**, and slide an envelope (or tape sheet) through the machine.

Replacing the Ink Cartridge

1. Remove the weighing platform if you have a DM200L.

2. Open the top cover. A "Top Cover Open" message displays.
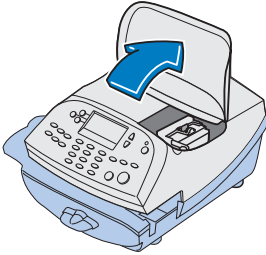
3. Select "Replace Ink Tank" to continue (if you don't want to change the ink cartridge at this time, simply close the top cover). The message "Moving ink tank to replacement position" displays.

4. Flip open the ink cartridge guard.

Ink Cartridge Guard
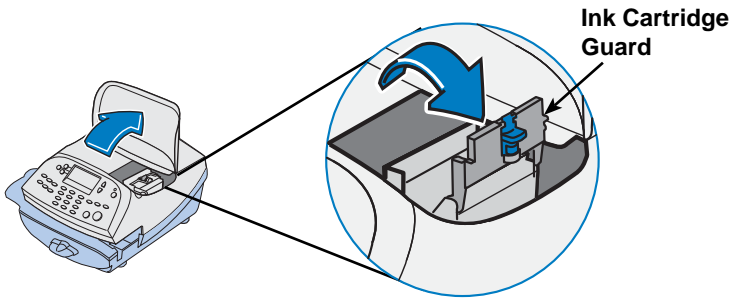
5. Lift up and remove old ink cartridge and discard.
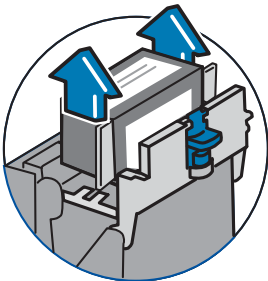
Replacing the Ink Cartridge

6. Remove the new ink cartridge from the bag. The tape should pull off (remove if necessary).
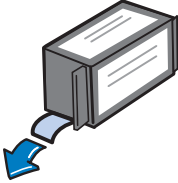
7. Lower the ink cartridge into the cavity (the label on the top of the cartridge should face the front of your system). The ridges on either side of the cartridge will slide into the grooves.
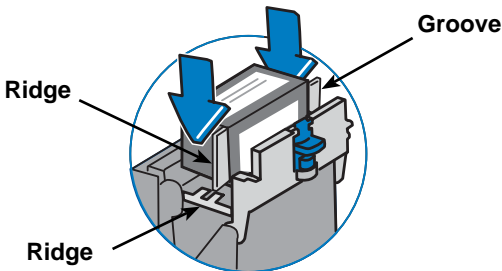
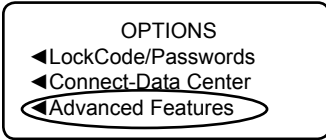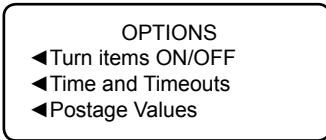8. Return the guard to the closed position and click to secure.
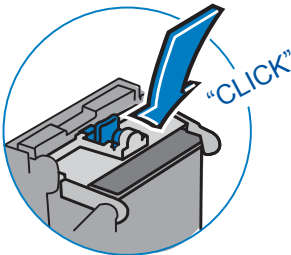
9. Close the cover. The system automatically starts an ink initialization process and in a few moments returns you to the Home screen.
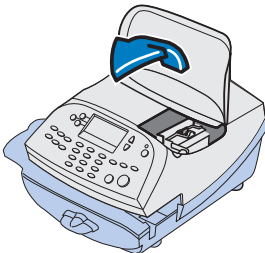
Filling the Moistener

Refer to the following procedure to refill the moistener.

1. Check the moistener tank to see how much sealing solution is left.

Fill Here

Check Level Here
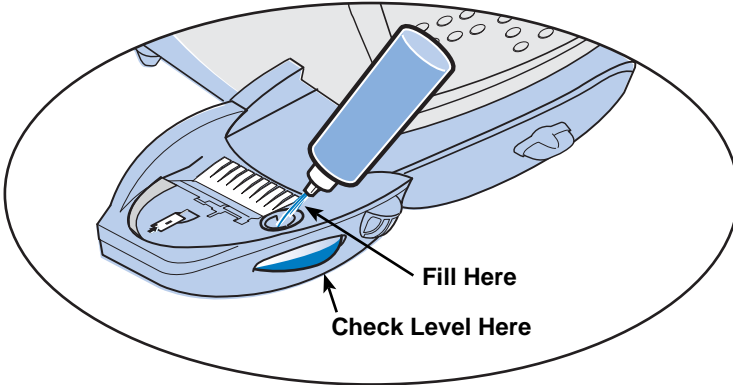
2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. We recommend E-Z Seal because it helps keep your moistener clean and improves sealing efficiency. See *Chapter 12, Supplies and Options* for part numbers to order this item.

3. If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet.

IMPORTANT: Do not overfill the moistener tank.

Maintaining the Moistener

If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the moistener brush or wick as needed.

Brush   **Brush Holder**
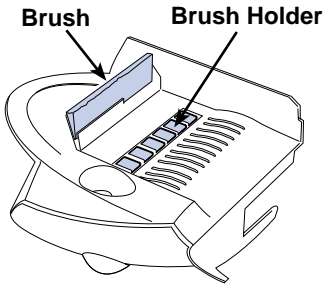
See *Chapter 12, Supplies and Options* for part numbers to order these items for your machine.

Removing and Cleaning the Moistener Brush

1.   Push down on the blue release lever on the moistener.

Release Lever
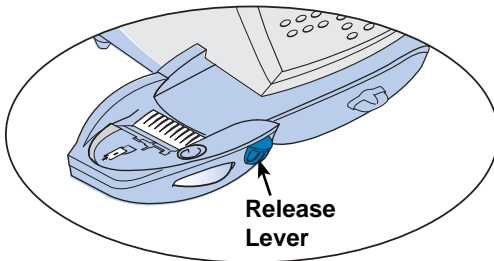
2.   Pull the moistener straight out to the left.
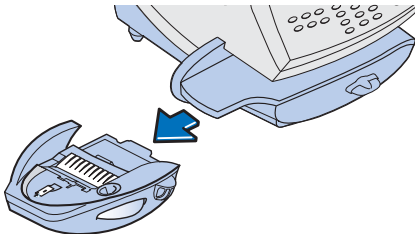
Removing and Cleaning the Moistener Brush

3. Open the hinged brush holder.

4. Grasp the bristles and slide the brush out of the hinged brush holder, toward the front of the moistener tank.

Brush   **Brush Holder**
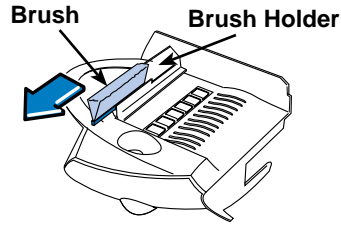
5. Clean the brush in plain water, and rinse thoroughly.

6. Position the brush as shown at right so its bottom edge is under the mounting tabs.

7. Slide the brush back toward the rear of the moistener.
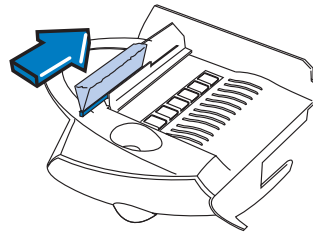
   (i) **NOTE***:* At this point, if you need to clean the wick and holder, go to" Removing and Cleaning the Moistener Wick and Holder" procedure on the next page. Otherwise, just continue with step 8.

8. Reinstall the moistener. Push down on the blue release lever on the moistener.

   Release Lever
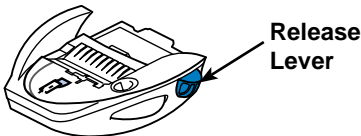
9. Slide the moistener back onto the machine. You should hear a click as it engages.

   CLICK!
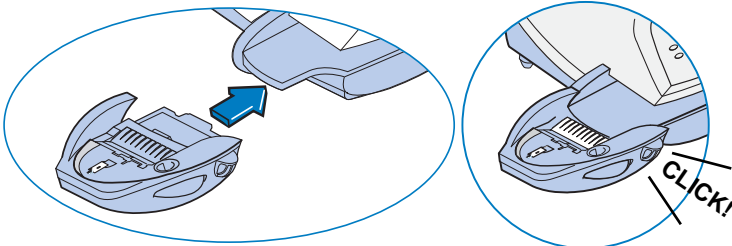
Removing and Cleaning the Moistener Wick and Holder

ⓘ **NOTE**: This procedure assumes you have done steps 1 to 7 from the previous "Removing and Cleaning the Moistener Brush" section.

1. Pull up and remove the holder and wick from the moistener as shown here.
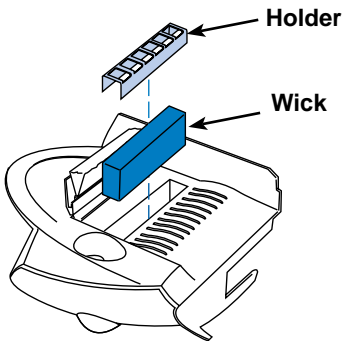
Holder

Wick

2. Separate wick from metal holder, clean the wick in plain water, and rinse thoroughly.
3. Place the wick back in the holder.
4. Reinstall the wick and holder assembly into moistener.
5. Reinstall the moistener. Push down on the blue release lever on the moistener.

Release Lever
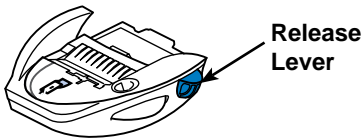
6. Slide the moistener back onto the machine. You should hear a click as it engages.

CLICK!
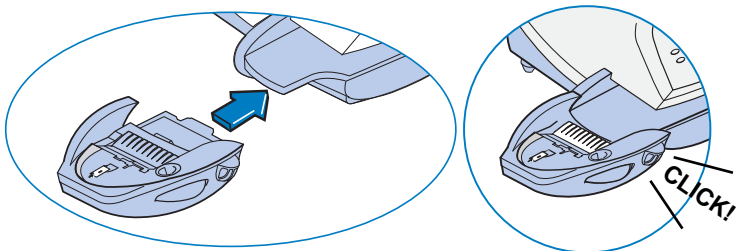
Replacing the Print Head

1. Remove the weighing platform if you have a DM200L.

2. Open the top cover. A "Top Cover Open" message displays.
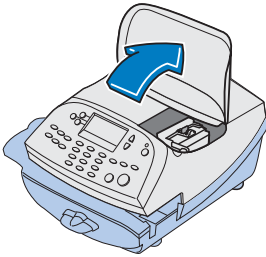
3. Select "Replace Ink Tank" to continue (if you don't want to change the print head at this time, simply close the top cover). The message "Moving ink tank to replacement position" displays.

4. Flip open the ink cartridge guard.

Ink Cartridge Guard
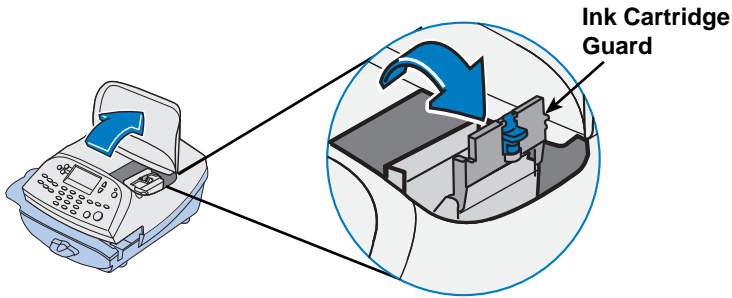
5. Lift up and remove ink cartridge.
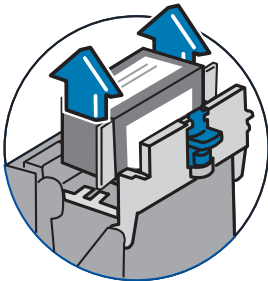
Replacing the Print Head

6. Squeeze in the two gray tabs on either side of the print head.

Tabs
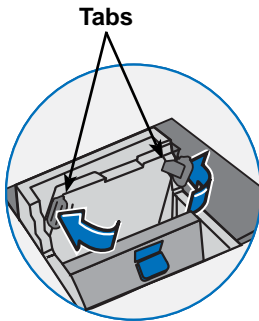
7. While squeezing, lift and tilt the print head to the right toward the space for the ink cartridge. The print head should come up out of the machine.
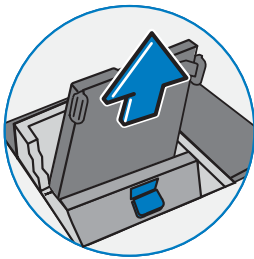
8. Remove the print head from packaging.
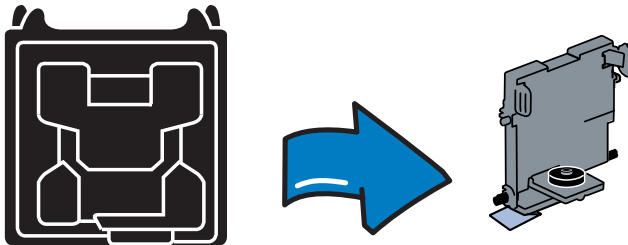
Replacing the Print Head

9. Remove the protective tape or the black cap from the bottom of the replacement print head.

OR
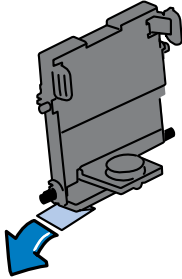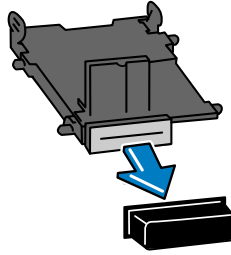
Protective Tape   **Black Cap**

10. Squeeze the two gray tabs on either side of the new print head and slightly angle the print head while pushing the print head flush against the wall.
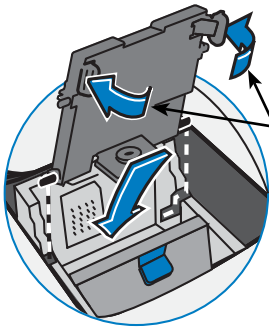
Flush Against Wall

Tabs
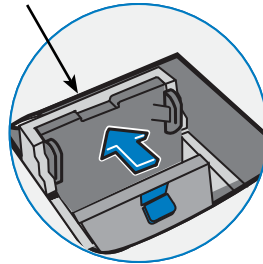
11. If you are using the same ink cartridge you removed in Step 5, continue with step 12.

    Otherwise, if you are putting in a new ink cartridge, remove the new ink cartridge from the bag. The tape should pull off (remove if necessary).
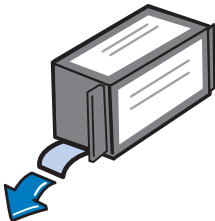
Replacing the Print Head

12. Lower the ink cartridge into the cavity (the label on the top of the cartridge should face the front of your system). The ridges on either side of the cartridge will slide into the grooves.
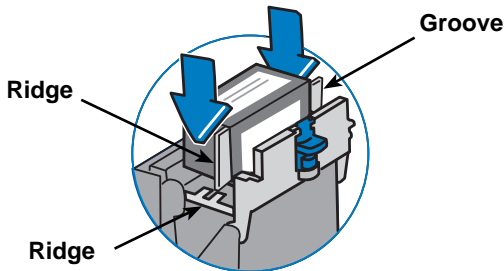
13. Return the guard to the closed position and click to secure.
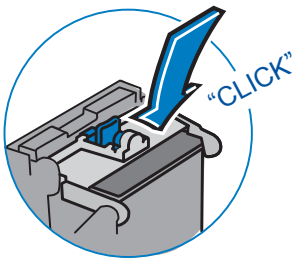
14. Close the cover. The system automatically recognizes the new cartridge and in a few moments returns you to the Home screen.
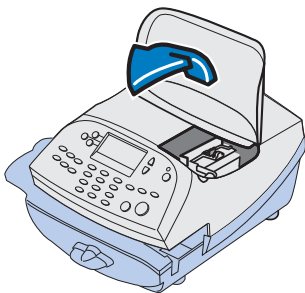
Running Print Tests

The system has several tests that let you check print performance and help you determine printing problems.

These tests are accessible by pressing **Options**, pressing **Page Down** to the third screen, and selecting "Advance Features".

```
OPTIONS
◄Advance the date
◄Set to todays date
◄Adjust the Contrast
```

```
OPTIONS
◄Turn items ON/OFF
◄Time and Timeouts
◄Postage Values
```

```
OPTIONS
◄LockCode/Passwords
◄Connect-Data Center
◄Advanced Features
```
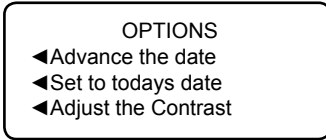
Once you are in Advanced features, select "Maintenance Mode".

```
ADVANCED FEATURES
◄Manage Conf Records
◄Maintenance mode
◄Intra BMC ZIPS
```
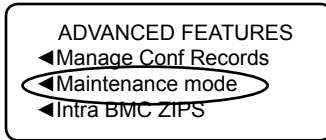
Once you are in Maintenance menu, select "Printer maintenance".

```
MAINTENANCE
◄Printer maintenance
◄View system Info
```
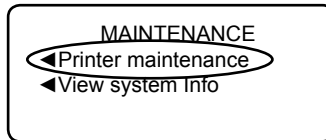
The PM Maintenance menu displays.

```
PM MAINTENANCE
◄Test Print
◄Purge
◄Replacement
```
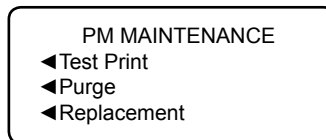
Test Print

The test print allows you to print a test pattern to see if the print head is functioning properly or you have enough ink in the cartridge.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Test Print".
7. When prompted, insert an envelope through the machine.
8. You are prompted if the test pattern is OK.

   A. If yes, press **Yes** and you return to the PM Maintenance menu.
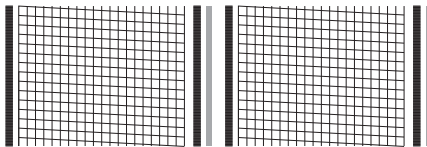
   Good Test Print (No Missing Lines)

   B. If no, press **No** and the system executes a purge. This may take a few moments. When finished, you return to the PM Maintenance menu.
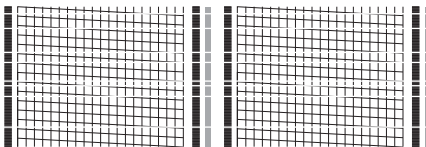
   Poor Test Print (Missing Lines)

9. Press **Home or Clear** (back arrow key) 4 times to return to the Home screen.

Purge

The test print allows you to purge the print heads in an effort to fix a printing problem

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Purge".
7. You have a choice of 4 purges to use. Normally selecting "Purge A" is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.

```
              PURGE
    ◄Purge A
    ◄Purge B
    ◄Purge C
```
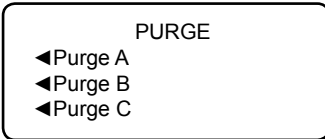
8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.
9. Press **Clear** (back arrow key) 5 times to return to the Home screen.

Replacement of Print Head or Cartridge

This option steps you through the procedure to replace either the print head or ink tank (cartridge).

(i) **NOTE:** See "Replacing the Ink Cartridge" or "Replacing the Print Head" at the beginning of this chapter which explains these procedures in detail using figures.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Replacement".
7. You have a choice to replace the print head or ink tank (cartridge)

```
PM REPLACEMENT
◄Replace Print Head
◄Replace Ink tank
```
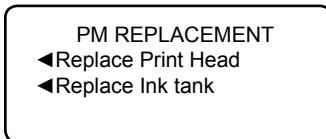
The steps for each are the same, the only difference is with the maintenance the system performs.

8. You are prompted to open the top cover.
9. After the cover is opened and the print head moves into replacement position, you are prompted to replace the print head/ink tank.
10. After replacing the print head and closing the cover, the machine resets and you return to the Home screen.

This page was put in as a placeholder only. This allows you to print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

11 • Troubleshooting

Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your mailing system works. Pitney Bowes provides several information resources. See page *v* for our web and phone support information.

Before you contact us, please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. Also, you can often restore normal operation by just turning Off and On your system.

If you need to call, please have the following information at hand:

- Model Identification: See page *v*.
- Serial number: See the back of the system.
- Nature of problem: What happens and when does it happen? Did the machine display an error message?
- The steps you've already taken to solve the problem and the results.

Messages on the LCD Display

From time to time your system will display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a system condition you can fix. In rare instances you may have to call for service or assistance (see page *v*).

Blank Display

Symptom	Cause	Solution
Power lamp is not lit on the machine	No power coming into machine	Check that: • power cord is plugged into both mailing machine base and wall outlet • power cord is not connected to a switched wall outlet, power strip, or surge protector
Power lamp is yellow on the machine	Machine in sleep mode	Press any key to "awaken" it.

Display Problems (display hard to read)

The display contrast needs adjustment.

1. Press **Options**.
2. Select "Adjust the Contrast".
3. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary.
4. Press **Home** to return to the Home screen.

Feeding Problems (stalled envelopes)

1. Move transport release lever 1/4 turn to the right (clockwise) to the "released" position (vertical).
2. Carefully pull envelope out from right.
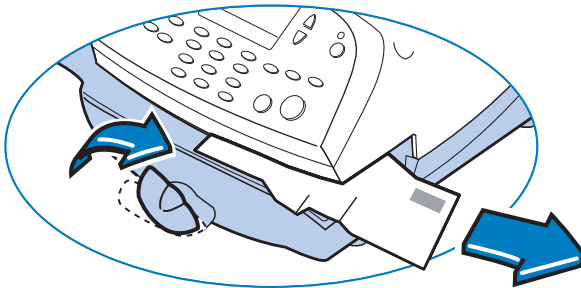
3. Make sure deck is clear of paper fragments.
4. Move transport release lever 1/4 turn to the left (counter-clock-wise) back to the "home" position (horizontal).

ⓘ **NOTE**: To avoid stalled (jammed) envelopes:

*   Make sure your envelopes meet our published specific-ations. See *Chapter 1, Introduction.*
*   Feed envelopes correctly. See the instructions in *Chapter 3, Running Mail.* Don't try to feed oversize envelopes through the machine. Use tape strips instead.

Printing Problems

Symptom	Cause	Solution
Machine won't print	Machine is in seal-only mode	This mode disables printing. Press **Home** to return to Home screen and resume printing.
Meter Stamp is incomplete or streaked; poor print quality	Ink cartridge needs replacing	Replace ink cartridge. See the instructions in *Chapter 10, Maintenance*.
	Print nozzles clogged	Perform a print purge in an effort to fix the printing problem (see procedure below)

Print Purge Procedure

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Purge".
7. You have a choice of four purges to use. Normally selecting "Purge A" is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.

> PURGE
> ◄Purge A
> ◄Purge B
> ◄Purge C
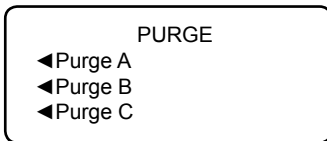
8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.
9. Press **Clear** (back arrow key) five times to return to the Home screen.

ⓘ **NOTE:** If printer maintenance fails to correct the problem, call Pitney Bowes (see page *v*).

Moistening Problems (envelopes don't seal)

Symptom	Solution
Incorrect feeding	Make sure you slide the envelope flap under the blue edge of the feed deck. If you don't, the moistener can't wet the flap.
Low sealant level	Check the sight glass on the left side of the moistener tank. If the sealant level is low, add E-Z Seal® solution until it reaches the bottom of the fill hole. See the instructions in *Chapter 10, Maintenance*.
Dry moistener brush	Try wetting the moistener brush. If the brush drys out quickly, replace the moistener wick as explained in *Chapter 10, Maintenanc*e.
Dirty moistener brush	Remove the moistener brush. Clean it in plain water and rinse thoroughly (see *Chapter 10, Maintenance)*
Worn moistener brush	Replace the moistener brush (see *Chapter 10, Maintenance)*

ⓘ **NOTE***:* See C*hapter 12, Supplies and Options* for part numbers for replacement brushes and E-Z Seal® solution. See page *v* for contact information.

Problems Connecting to the Data Center via Analog Line

Symptom	Solution
Improper phone line or phone line not connected to meter	• Make sure you've connected your 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.
	• Make sure the phone line connectors are firmly seated in their receptacles.
	• Try using the PC Meter Connect™ method to communicate with the Data Center if an internet PC is available (see *Chapter 6, Adding Postage/Connecting to the Data Center*).
Incorrect setup of system options	Go to the *Chapter 7, System Options,* 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 this in the setup if needed.
	• Is the dial method correct? You have to tell the machine if your phone uses a pulse or tone for dialing.

Problems Connecting to the Data Center via the PC

You cannot access www.pb.com from your PC using Internet Explorer

Contact your IT administrator for any special setup needed to enable your PC and Internet Explorer to access the internet.

You can access www.pb.com using Internet Explorer but PC Meter Connect™ software cannot detect the internet.

1. Right click on the PC Meter Connect™ tray icon and select "Internet Settings...".

Select "Internet Settings..."

Update PC Meter Connect
Internet Settings...
About PC Meter Connect
About Your Meter[Meter Detected]
Contact Us
Exit

Right Click on Tray Icon
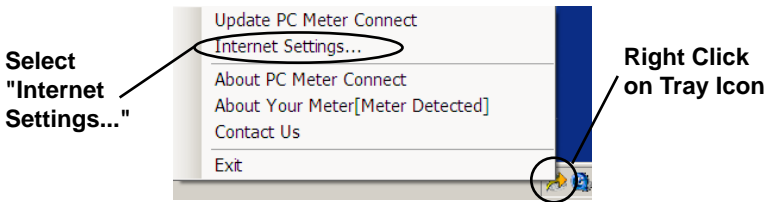
2. At the Internet Settings configuration screen, do either of the following:

   Solution A - Set your PC Meter Connect™ software to use the same settings that Internet Explorer uses to connect to the internet. Choose "Use Internet Explorer proxy settings" under Proxy Address Assignment (see screen below) and click **OK**.
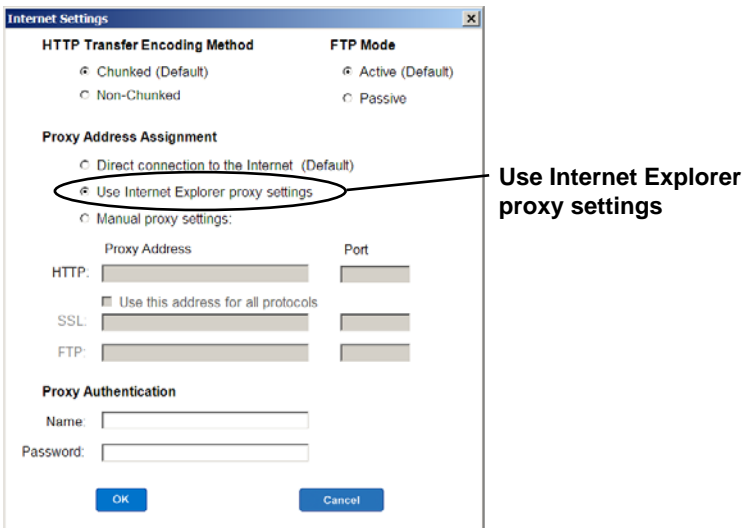
Use Internet Explorer proxy settings

Internet Settings Screen in PC Meter Connect™ Software

Problems Connecting to the Data Center via the PC

You can access www.pb.com using Internet Explorer but PC Meter Connect™ software cannot detect the internet (continued)

Solution B - Enter your own network's Proxy Address and Authentication settings (if used). Contact your IT administrator for these settings. Click "Manual proxy settings", and enter the proxy settings and proxy authentication (if used) provided by your IT administrator (see screen below). Click **OK.**

Internet Settings Screen in PC Meter Connect™ Software

Problems Refilling Postage via the PC

You can access www.pb.com using Internet Explorer but you are having problems refilling postage into the meter (meter errors may display)

1. Right click on the PC Meter Connect™ tray icon and select "Internet Settings".

Select "Internet Settings..."

Update PC Meter Connect
Internet Settings...
About PC Meter Connect
About Your Meter[Meter Detected]
Contact Us
Exit

Right Click on Tray Icon
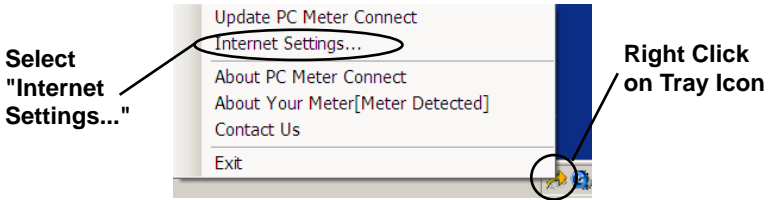
2. At the Internet Settings configuration screen, choose "Non-Chunked" for HTTP Transfer Encoding Method (see screen below) and click **OK.**

Internet Settings

HTTP Transfer Encoding Method
- ○ Chunked (Default)
- ⊙ Non-Chunked

FTP Mode
- ⊙ Active (Default)
- ○ Passive

Use "Non-Chunked" for HTTP Transfer Encoding Method

Proxy Address Assignment
- ⊙ Direct connection to the Internet (Default)
- ○ Use Internet Explorer proxy settings
- ○ Manual proxy settings:

	Proxy Address	Port
HTTP:		
	☐ Use this address for all protocols	
SSL:		
FTP:		

Proxy Authentication
Name:
Password:

OK   Cancel
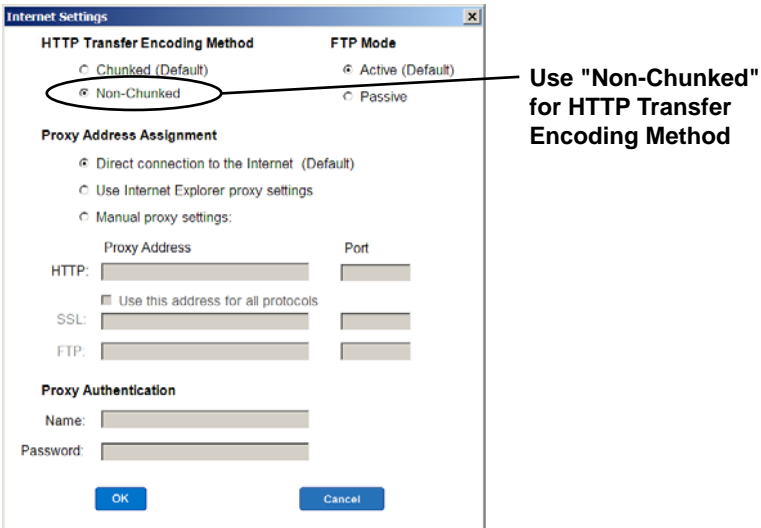
Internet Settings Screen in PC Meter Connect™ Software

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.

If you would like a refund, you can go in person to the Post Office where you meter is registered (i.e., the ZIP Code of your meter stamp) within 60 days of the meter stamp date. You will need to bring the specific meter stamps as proof for your claim (they must be legible) and complete form 3533 "Application and Voucher for Refund of Postage, Fees, and Services".

(i) **NOTE**: If your aplication for refund is accepted, the USPS® will refund 90% of the original meter stamp amount.

IMPORTANT: To help prevent you from accidentally printing a postage value that's more than you need, you can have your meter warn you when you manually key in a postage value that is higher than the values you typically use. This setting is known as the high value warning (see *Chapter 7 - System Options* to set this option). The high warning value feature is effective when you manually key in the postage value, but does not function if the internal rating feature is used.

Viewing System Configuration Levels

Sometimes in an effort to fix your problem over the phone, a Pitney Bowes agent may request you to look up the software and firmware level that is on your machine. Follow these steps to do this:

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "View system info".
6. There are five screens of information available about your machine. Press **Page Down** to scroll through all the screens if needed.

```
 INTERNAL INFORMATION
IND     SN:      xxxxxxxxx
PBI     SN:      xxxxxxxxx
UIC     Ver:       xx.xx.xx
```

```
 INTERNAL INFORMATION
PM   Ver:           xx.xx.xx
PHS  Ver:              x.xx
ASIC Ver:              x.xx
```

```
 INTERNAL INFORMATION
LCD   Ver:             x.xx
PSD   Ver:         xx.xx.xx
RM    Ver:           xx.xx
```

```
 INTERNAL INFORMATION
RATE Eff:         xxxxxxxx
UIC  Sum:       xxxxxxxxx
RM   Sum:           xxxxx
```

```
 INTERNAL INFORMATION
TREE Ver:            xxxx
LANG Ver:            xxxx
```

7. Press **Clear** (back arrow key) four times to return to the Home screen.

12 • Supplies and Options

Supplies

Description	Number
Ink Cartridge, Red Fluorescent	793-5
Moistener Brush/Wick Assembly	946-1
Double Tape Sheets—50	612-9
Double Tape Sheets—300	620-9
E-Z Seal® 4-Ounce Flip Top Bottles—4	601-9
E-Z Seal® 16-Ounce Bottles—4	601-0

Refer to *Pitney Bowes Contact List* on page *v* for web addresses and phone numbers to order supplies.

Options

Pitney Bowes offers a number of flexible options so you can tailor your mailing system to meet your exact needs today, and expand it as your business grows tomorrow. Contact your Pitney Bowes Sales Representative for more information (see page *v* in the front of this guide for web addresses and phone numbers).

Integrated Weighing Platform (Scale)

The weighing platform allows you to accurately weigh mail and packages. You can select from either a 5 lb. or a 10 lb. capacity scale. See *Chapter 3, Running Mail* for details on using the weighing platform.

Moistener

The moistener applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on how you feed them. See *Chapter 3, Running Mail* for details.

Departmental Accounting

The accounting feature tracks postage costs for departmental accounts. Depending on your model, you can order up to 50 accounts for your machine. See *Chapter 8, Departmental Accounting* for details.

Electronic USPS® Confirmation Services

This option allows you to get discounted fees from USPS® for selected services. See Pitney Bowes publication SV61156 for more information on this feature. Visit our website (see page *v)* and enter "SV61156" in the search box on the home page to locate and view this document

Postal Inscriptions/Advertisements

Your system comes pre-loaded with several envelope ads and postal inscriptions. These give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes can also provide additional envelope adds and inscriptions if your needs require it, up to a total of 20 ads and 20 inscriptions.

Optional inscriptions and ads are convenient to add because they are done as software downloads via the Pitney Bowes Data Center.

Appendix A • How to Enter Text

When is Text Entry Used?

Text is entered for these functions:

- International mail (selecting a country)
- Entering Canada and UK Postal Codes
- Naming a Custom Preset
- Naming an Account in the Departmental Accounting feature

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), press a numeric key to cycle through the 4 possibilities for that key. For example, pressing 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 pressed more than four times to cycle through the complete character set associated with a key.

Postal Codes

In postal codes, all alpha characters are uppercase. For non-US postal codes that follow a fixed format of alpha and numeric characters, only the appropriate alpha or numeric in each specific position is allowed.

Custom Preset Names and Account Names

For Preset names, and 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
*	Asterisk
.	Period
:	Colon
$	Dollar sign
-	Minus sign (dash)
?	Question mark
/	Forward slash
****	Back slash
(	Open parenthesis
)	Close parenthesis
!	Exclamation point
@	"At" sign
+	Plus sign
#	Number sign
^	Carrot
=	Equals
&	Ampersand
%	Percent
_	Underscore
"	Quotation mark

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

The decimal point key (.) functions as the Shift key. The word "Shift" is printed on the machine to indicate this. This key toggles between "all uppercase letters" and "all lowercase letters." The current mode is presented on line 4 of the display. **ABC** to indicate the uppercase mode, or **abc** to indicate the lowercase mode.

Appendix B • Glossary

Account—set up when using the Departmental Accounting option. An account can be an organization, person, or department (e.g., "Sales") to which postage is charged. You can assign a unique name to each. The machine stores the total postage used and the number of mail pieces processed for each account. The total number of accounts available on your machine depends on the option purchased.

Advertisement, Envelope—An advertising message that appears next to the machine's meter stamp. You can choose from an array of standard and custom ads.

Analog Line–a "standard" phone line supplied by the phone company. You use an analog phone line when you connect to the Pitney Bowes Data Center using your machine's modem. Analog phone lines are usually Fax lines, residential phone lines, and lines used by modems or credit card readers**.** See also *Digital Line*

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

Digital Line–a type of line used on digital phone systems (so called PBX systems). Many PBX manufacturers have designed phone systems that deliver much more current to the phone than does a "standard" analog phone line supplied by the phone company. As a result, if you connect your machine's modem to a PBX digital line, thinking that it's an analog line, you could damage your modem with too much current and not even know it.

Home Screen—The machine display that shows your current selections. It indicates that you're ready to print postage.

Inspection—The process of examining the postage usage through the machine to assure accurate postal funds accounting. Your machine is subject to remote inspection whenever you add postage to it. If you haven't refilled your machine for 90 days, the display shows the message "Inspection Due". If you haven't refilled it for 120 days, you'll see "Inspection Required."

To do an inspection, simply add postage or connect to the Data Center.

IntelliLink®—A Pitney Bowes technology that allows you to download machine features, and postal rate and system software updates via a digital link.

Lock Code—A four-digit code that can be set up which acts as a password to gain access to the machine after it powers up or after it is awakened from a sleep mode.

Meter Stamp—The imprint produced by the machine (machine stamp or indicia). Depending on your settngs, it may include:

- The indicia (includes the postage amount, date, ZIP code, etc.)
- An advertisement, which is an optional part of the machine stamp that lets you convey your own special message to the mail recipient.

Modem–a device on your machine for connecting to the Pitney Bowes Data Center over a standard (analog) telephone line. This modem should NOT be connected to a digital line (as is used on most PBX systems in offices).

Origin Postal Code—The Postal Code assigned to your city or town. Mail processed on your machine must be posted from a location in your Postal Code area.

PC Meter Connect™–a small software application you install on your PC to allow your meter to connect to the Pitney Bowes Data Center through your PC's Internet connection rather than over a standard telephone line. Postage refills and system software updates can be completed efficiently and much quicker via the Internet.

Postage-By-Phone®—A service available through Pitney Bowes that allows you to buy postage and check account status via a phone line or the Internet. It also permits convenient postal inspection.

Presets—A custom machine setting you can call up instantly at the push of a button. You can assign each preset a number of values, depending on the postage mode you're in, how your machine is set up and what options are installed. A preset will always have a name and postage amount, and could also have an account, ad, class of service, operating mode and other values assigned to it.

Serial Number—The serial number found on the rear of the machine.

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

Supervisor Password—A four-digit code that can be set up to protect unauthorized users from changing accounts when using the Departmental Accounting feature.

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

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This page was put in as a placeholder only. This allows you to print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.

Pitney Bowes

Engineering the flow of communication™

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