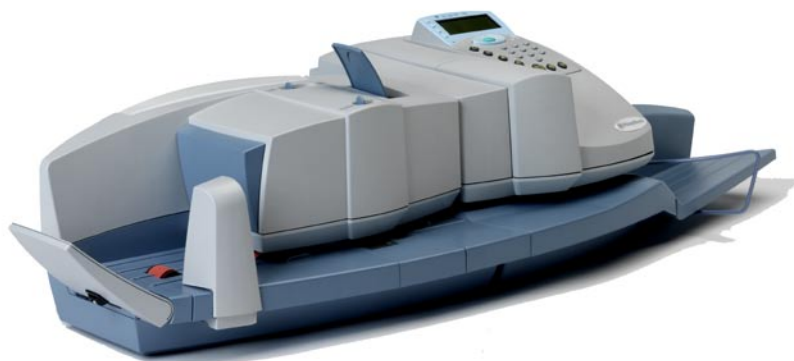




# Franking Machine **DM295i & DM395i**



**Operator Guide**  
UK Version



## **ABOUT THIS GUIDE**

These instructions assume that your DM295i / DM395i Digital Mailing System has already been installed by a Pitney Bowes customer service engineer.

Used after initial installation, this Guide will act as a 'refresher' and provide additional information on operating techniques.

Later, it will act as a reference when you wish to perform an operation which is only carried out occasionally (such as changing the meter setup etc.).

## **1. INTRODUCTION**

Gives basic details of your new system, important safety information and acquaints you with the different parts of the system...

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## 1. INTRODUCTION

### About your new system

The System based on the DM295i Franking Machine comprises:

- DM295i the Franking machine
- N390 the Weighing Platform

The System based on the DM390i Franking machine comprises:

- DM395i the Franking machine
- F390 the Envelope Feeder/Sealer
- N390 the 3 Kg Weighing Platform

The DM295i / DM395i are full compliant with your local Royal Mail specifications. The DM295i / DM395i is a full-featured, programmable postage system that lets you tailor its operation to your own unique requirements.

The **Franking Machine** holds your postage and accounting information and prints your envelopes/tapes with postage.

The **Envelope Feeder/Sealer** feeds envelopes and labels into the DM395i. While transporting the envelopes, the F390 can also seal the envelope flaps.

The system's advanced features include:

- Space-saving, compact footprint
- Automatic date advance
- Keyboard selectable ads (slogans)
- Easy addition of optional ad slogans - "Intellilink"
- Convenient funds refill via Postage by Phone - "Intellilink"
- Ink jet printing provides clear, crisp meter imprints
- Versatile accounting feature stores postage costs
- Password protection limits access to authorised personnel
- Moistener offers seal and no-seal options (optional)
- Built-in tape strip feeder (optional)
- Report printing capability provides hard-copy records
- User entered text can be printed with or without an Ad (slogan)

Note: Not all configurations to this guide may be available to your area

# Introduction

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## Safety and Compliance

### Mains Connection

In most countries your system is supplied with moulded mains leads and plugs. In other countries, or if the supplied leads are not used, the following information applies:

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

Green and Yellow	-	Earth
Blue	-	Neutral
Brown	-	Live

#### **WARNING:**

#### **THE DIGITAL MAILING SYSTEM MUST BE EARTHED**

The socket outlet should be near to the equipment and should be easily accessible.

Do not route the power cords over sharp edges or trap them between pieces of furniture.

Make sure there is no strain on the power cords.

In case of an ink spill, leaking ink, or excessive ink accumulation, immediately disconnect power cords from wall plug and call your Pitney Bowes office for assistance.



# Introduction

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## General

To comply with health and safety standards, operators must observe all local standard safety precautions relating to the operation of office equipment. In particular DO NOT remove covers from the machine.

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

In order to comply with Royal Mail regulations, DO NOT tamper in any way with Royal Mail security devices.

## Caution

Only one copy of a printed franking imprint may be posted; your local Royal Mail regards the sending of several copies as an infringement of the General Terms and Conditions.


The details test prints or sample franking imprints may not be posted.

## Print quality

The ink-cartridges and similar printing consumables must be regularly changed in order to ensure good print quality.

The franking imprint must not be printed on dark paper or highly fibrous paper (environmental paper which can cause smudging of the Matrix Code).

## Compliance

 Pitney Bowes certifies that the DM295i/ DM395i system complies with the essential requirements of the Low Voltage Directive 73/23/EEC, EMC Directive 89/336/EEC and the R&TTE Directive 1999/5/EC.

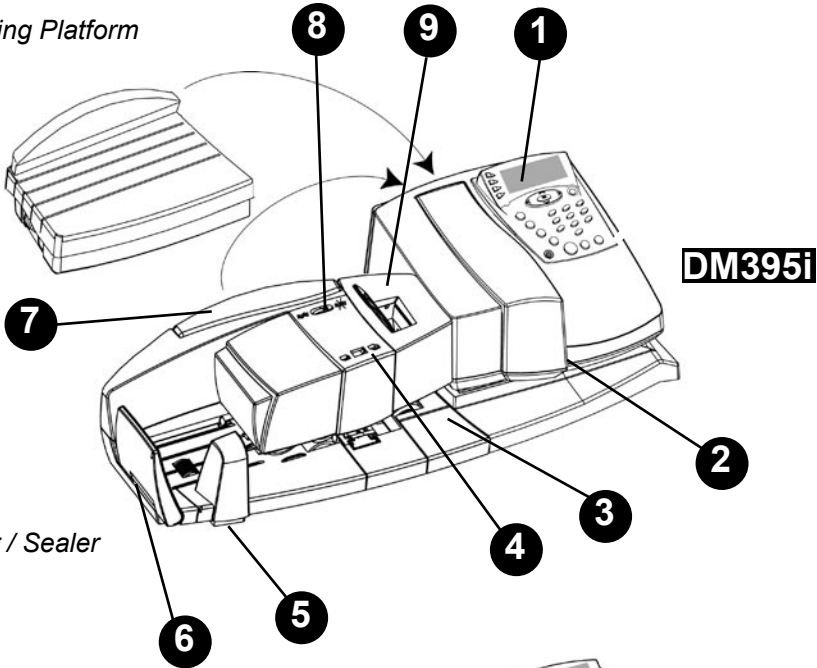
The DM295i / DM395i series has been designed to work on all Pan-European Analogue Telecommunication Networks.

# Introduction

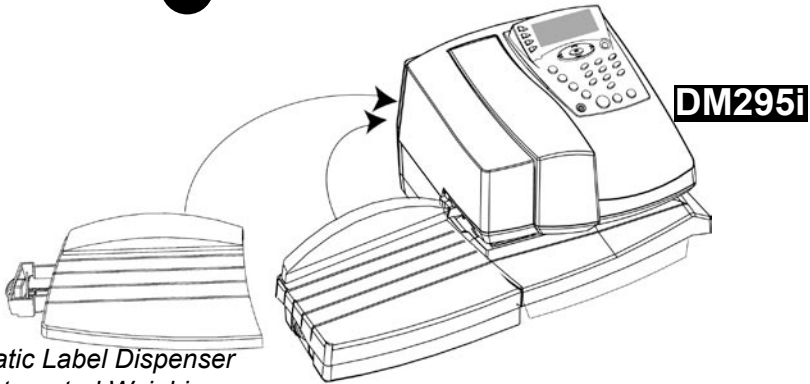
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## Machine Identification

Weighing Platform

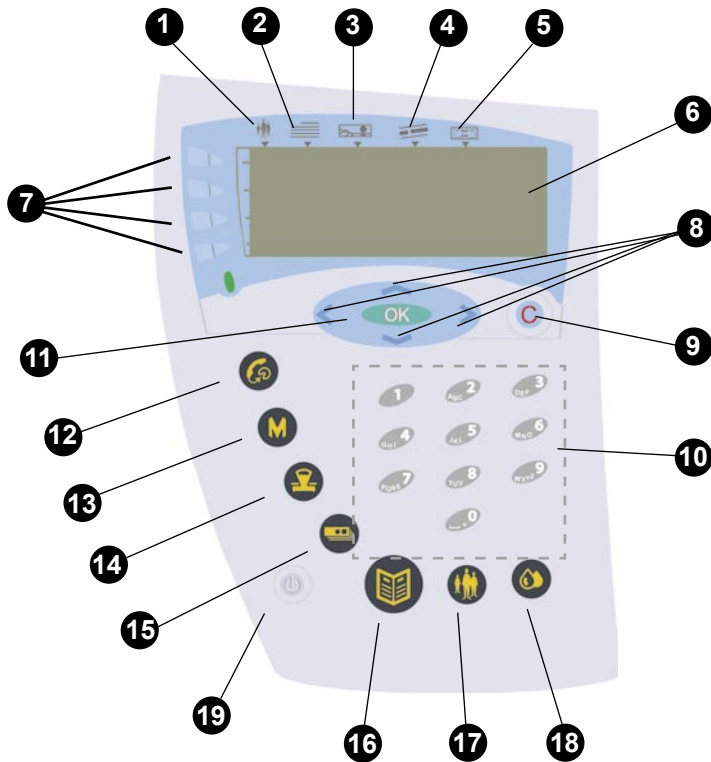







Automatic Label Dispenser  
(with Integrated Weighing  
Platform)



















- 1. Postage Meter Display** Allows you to view your franking settings and displays information held within your system.
- 2. Front Access Cover** Open to allow access to the print cartridges. The cover must be closed before the system will operate.
- 3. Moistener** Applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed.
- 4. Mail Thickness Selector** Used to adjust the Feeder for the thickness of the envelopes being run.
- 5. Side Guide** Used to control the side to side movement of envelopes being fed from the Feeder.
- 6. Rear Guide** Used to support the rear edge of the envelope stack.
- 7. Moistener Tank** Holds sealing solution used to moisten envelope flaps. Pitney Bowes recommends EZ-Seal® sealing solution to minimise build-up of algae and scale.
- 8. Seal On/Off Control** Allows you to choose whether or not to seal envelopes as they are processed through the system.
- 9. Tape Hopper** Holds and feeds tape strips into the system when tapes are requested. Tapes are used to print franks for bulky or uneven items of mail that cannot be passed through the system.

# Introduction

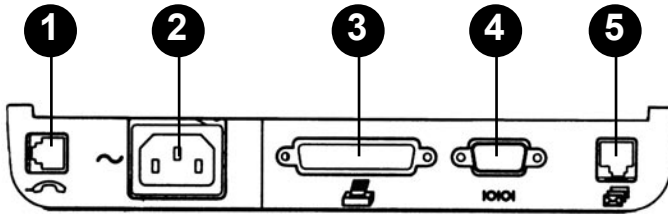


- 1. Account Icon**  The area of the display below this icon shows the account in use. The system charges the postage used to the account you select and stores the information for report printing.
- 2. User Text Icon**  The area of the display below this icon shows the number of the User Text that will print on your franked impression.
- 3. Ad(Slogan) Icon**  The area of the display below this icon shows the number of the Ad (Slogan) that will print on your franked impression.
- 4. Endorsement Icon**  The area of the display below this icon shows the number of the Endorsement (Inscription) that will print on your franked impression (country dependant).
- 5. Date Icon**  The area of the display below this icon shows the date that will print on your franked impression.
- 6. Display** Shows the current status of your meter. The display also prompts you through setup operations.

- 7. Display Keys** This key are used to modify parameters or corresponding line depending to available features
- 8. Navigation Keys** In Menu Mode the left/right  cursors scroll through the main menu items. The up/down  cursors are then used to step through the options within a main menu item. In other modes...  
  
The left/right  cursors scroll the franking parameters and validate changes made to a field.  
The up/down  cursors scroll the franking parameter values.
- 9. Cancel (C) Key**  In Menu mode, this key is used to cancel the current choice and go back to the previous level in the list of menus/sub-menus or to the previous step when executing a function.  
In parameter setting mode, it cancels the current setting.
- 10. Numeric Keys**  Used for entering a numeric or monetary amount.
- 11. Validate Key**  Press to confirm an operation.
- 12. Communication Key**  Quick access key to your Postage by Phone system to obtain services relative to your machine or updates.
- 13. Memory Key**  Quick access key to to select a stored memory.
- 14. Weighing platform Key**  «Press this key to check Rate Table information.
- 15. Tapes Key**  Press this key to print tapes
- 16. Menu Key**  Press to switch between Franking and Menu modes.
- 17. Stats Key**  Quick access key to veiw or print the statistics.
- 18. Maintenance Key**  This key takes you to the Ink maintenance screens.
- 19. On / Off Key**  This key activates or deactivates the stand-by mode.

# Introduction

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- 1. Phone Socket** Plug an analogue telephone line into this socket. This allows you to add postage automatically using the Auto-refill facility (see Chapter 4).
- 2. Power Inlet** Plug the power cord in here. Make sure you have read the safety information on page 1-2 before connecting power.
- 3. Printer Port** This is used to connect your system to an external printer Contact Pitney Bowes if you wish to purchase the optional printer.
- 4. Communications** This is used to connect your system to an external device like the weighing tray or N series scale.
- 5. Feeder Port** This is used to connect to the optional Envelope Feeder/ Sealer or tape feeder.

## IMPORTANT INFORMATION

The machine should be left connected and in Stand-by mode when it is not being used. Turning the power to the machine ON and OFF will result in increased ink consumption and associated running costs. Leaving the machine turned OFF for an extended period of time (over 30 days) may result in damage to the print cartridges which will not be covered by your warranty or maintenance agreement.

## WARNING



The machine can be de-energised by disconnecting the electric cord. This operation is possible only when the machine is in stand-by mode (refer to "Operating modes").

## 2. OPERATION

### About this Chapter

This chapter explains how to perform the functions you'll use most often. It assumes the equipment has been installed by a Pitney Bowes customer service engineer. It also assumes your system is set up the way you want. If you haven't yet set up your system, or you'd like to change one or more setup options, follow the instructions in Chapter 3.

### Operating Checklist

Before operating the system, check the following:

- Make sure the system is plugged into a suitable mains wall socket and the socket is turned ON. Follow the safety precautions in Chapter 1.
- Check the level of sealing solution in the moistener. See Chapter 5.
- If you plan on printing tape strips, make sure you've loaded an adequate supply. See Chapter 5.
- Check that you have enough postage to handle your job (see 'Checking funds available' overleaf). If you don't, refill the meter (Chapter 4).

### Access Levels

The system incorporates three access levels to control accessibility to the various machine functions.

<b>Administrator</b>	This is the highest access level and allows access to all features of the system.
<b>Operator</b>	This access level allows an operator to use the system for franking and to access account statistics and reports. It does not allow access to configuration of the system.
<b>User</b>	This code operates at account level to restrict access to individual accounts to authorised users.

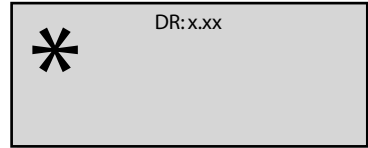
For details of setting up access codes, see menu item '21 Set Codes' in Chapter 3 of this guide.

# Operation

## Operating Modes

### Stand-by Mode

Your DM295i / DM395i Mailing system automatically enters a low power mode after a period of inactivity. This saves energy costs and helps preserve the environment. Stand-by mode is indicated by an asterisk in the display.




Press the **On/OFF**  key to enter or leave the Stand-by mode.

### Identification Mode

When leaving Stand-by mode, the machine will either go directly to Franking mode (if no passwords are set), or, if passwords are set, will ask you to enter an access code.



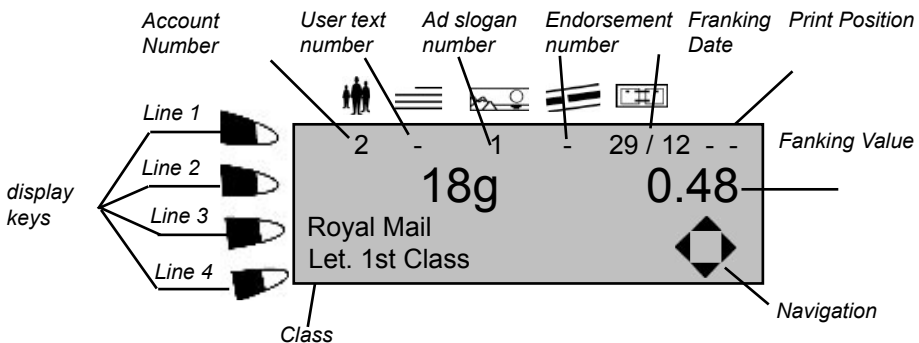
Key in your 4 or 6 digit access code and press . Details of setting up access codes are given in '21 Set Codes' in Chapter 3 of this guide.

#### Caution:

If you enter the access code incorrectly at three consecutive attempts, the machine will block access for a certain time. More details are given in '311 Locking Delay' in Chapter 3 of this guide.

### Franking Mode

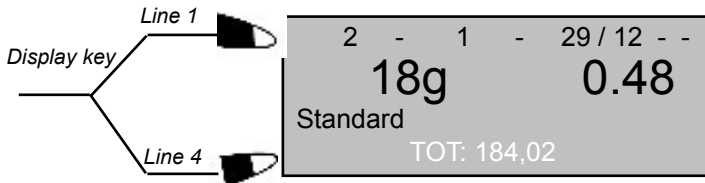
When you successfully key in your access code, the machine will enter Franking mode. This is the mode where normal franking of mail takes place.






## Programming mode

From the franking mode, you can select the **programming mode**. If you press one of the **display keys**, the screen indicates your franking set-up with the **navigator** you to change your franking program.



Pressing "**Line 4**" displays software version, registers, date and time.




Pressing "**Line 1**" steps through Account, User Text, Ad Endorsement (Not Used), Date Advance, Print Offset. Using the Up/Down cursor keys you can select the options you require.

Counter data displays information related to the machine's internal counters. With any one of the counter data items displayed, pressing the **Up/Down Cursor** keys  will cycle through the following displays:




- **DR** The **D**escending **R**egister reading (postage credit remaining)
- **TIC** **T**otal **I**tem **C**ount of all items franked by the machine
- **ST** **S**ub **T**otal of the franked amount in the current batch
- **IC** **I**tem **C**ount of the current batch
- **ASC** The **A**SCending **R**egister reading

When a warning is displayed, the bottom line of the display will flash.

## Select KEY IN Postage.

Use Up/Down cursor key  to select the required Carrier, KEY IN postage. Using the Alpha Numeric keys enter the required postage value. Press  . To confirm value Press  .












Franking mail with the same value.



1. When you have entered the postal value , press and hold the OK key until the Mailing System emits a long beep and '=' is displayed to the right of the weight.
2. To confirm the value press  again.
3. The machine is now locked to the value selected and you can process identical items of mail.
4. To cancel this setting, press  or the right cursor  on the navigator.



# Operation

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## Select a Mailclass

Use Up/Down Cursor   to select the required Carrier .  
Press,  to accept. If a Mailclass exists, use the Up/Down Cursor   to select the class. Press  to accept.  
If you want to use services (Fees), use the left/Right Cursor   to select the Carrier/Mailclass, then the Up/Down Cursor   to select the Fee.  
Press  to accept.

To go back to a Carrier/Mailclass, press the left/Right Cursor key  

Shortcut keying: use the left/Right Cursor key   to accept Carrier/Mailclass.


## Franking mail of the same weight and postal class on the Weighing Platform.

1. When you have selected the postal class,press and hold the key  until the Mailing system emits a long beep and '=' is displayed to the right of the weight.
2. The machine is now locked to the value selected and you can process identical items of mail.
3. To cancel this setting,press  or the Right Cursor  on the navigator.

## Zeroing the Weighing Platform

With the weighing platform empty,the weigh displayed should be zero (0g).  
If not:Unplug the interface cable from the Weighing Platform and then reconnect it.

## Menu Mode

Pressing the **Menu**  key will take you to the Menu mode. This mode is used to configure the system and access accounting data, etc. More details are given in Chapter 3 of this guide.



## **The Memory Key**

**Memory key** **M**, **10 memories** can be programmed by the system administrator so that operators can instantly recall a set of franking parameters.

If Memory's have been set-up, press the Memory key select the memory setting you want and confirm the selection by pressing **OK**. Now proceed to the section 'Franking Envelopes' or 'Franking Tapes' later in this chapter.

If you are not using the Memory keys, continue to set the franking parameters manually...

## **Franking Parameters**

In the Franking mode, pressing the "**line 1**" display will step through the following franking parameters that can be set for the franking job being carried out:

- Account Number
- User Text Number
- Ad (Slogan) Number
- Endorsement (Inscription) Number
- Date printed on franked impression
- Print offset (changes the print position on the envelope)

## **The Franking Value**

The franking value can be set in a number of ways, depending on your machine configuration.

### **Using a Memory Key**

See using Memory key.

### **Via Weighing Platform.**

See Select a Mailclass

### **Via Keypad**

See Select Key in Postage

# Operation

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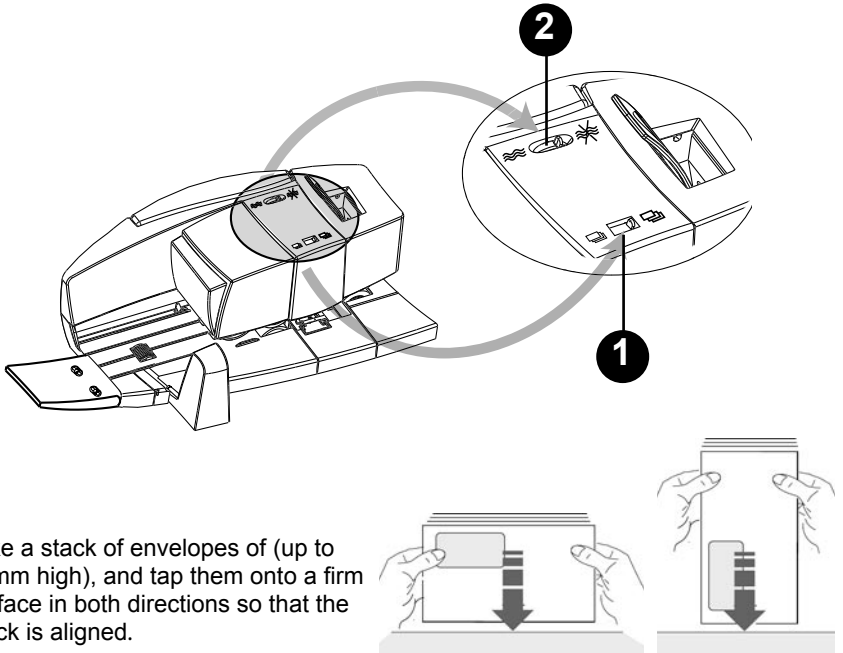
## Franking Envelopes with the feeder

The feeder can handle envelopes up to 6mm thick. However, it is preferable to separate envelopes over 3mm thick in order to process them together, having previously set the position of the thickness selector.

It is also preferable to process the envelopes per format. For example, all standard envelopes together, then all envelopes of a bigger format after clearing the feeder guides away.

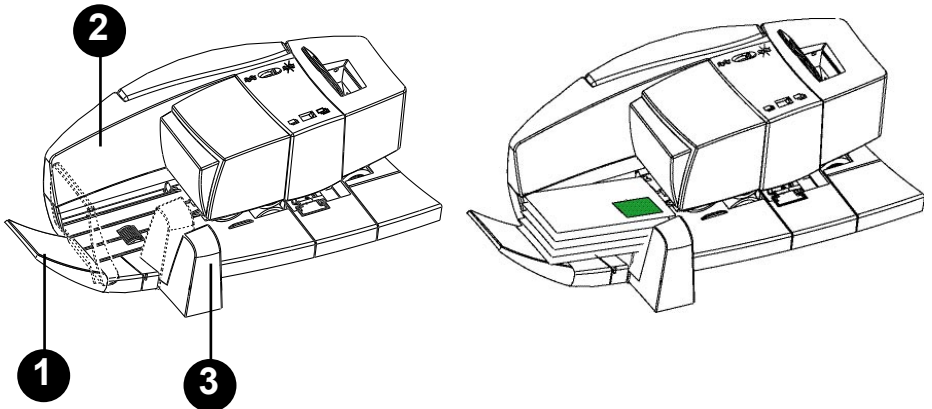
### Process sealed and non-sealed envelopes separately.

1. Set the mail thickness selector (1) for the thickness of the envelope to be processed: to the right for thick envelopes or to the left for thin envelopes.
2. When processing envelopes that are already sealed, put the Seal On/Off Control (2) in the off (right) position. For sealing, set it to the on (left) position.



3. Take a stack of envelopes of (up to 70mm high), and tap them onto a firm surface in both directions so that the stack is aligned.

4. Release the latch on the back of the rear guide (1) and position the guide so that it is almost flat.
5. Place the stack on the feed deck with the envelopes slanted (shingled) slightly to the left i.e. bottom envelope projecting *slightly* to the right. Place the envelopes face up and with the top edge against the rear wall (2).
6. Move the side guide (3) so that it controls the stack of envelopes without restricting envelope feed.



**Note:** To process large envelopes that cannot be accommodated by the feeder, lower the rear guide (1) fully flat and pivot side guide (3) forward. Take the envelope, face up and with its top edge against the rear wall and move it left to right into the Feeder/Sealer. The machine will take the envelope, feed it through and frank it.

### IMPORTANT:

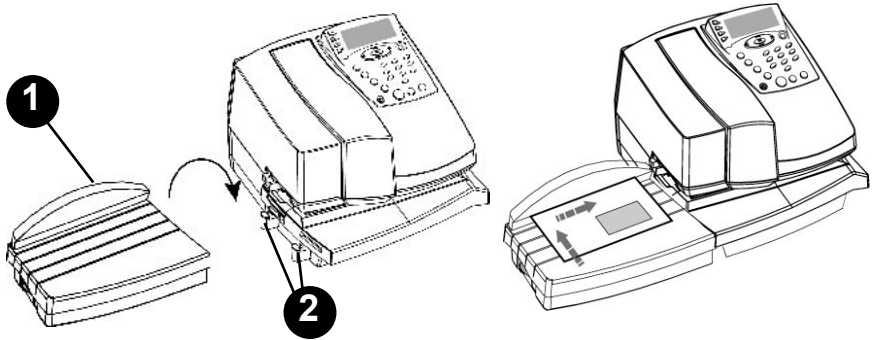
Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print, perform the frank test and purge heads procedures as described in Chapter 3 of this guide.

# Operation

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## **Franking Envelopes without the feeder**

Check that the weighing platform is properly connected to the machine. If not install the weighing platform (1) using the clamps (2).



Take the envelope, face up and with its top edge against the rear wall and move it left to right into the machine. The machine will take the envelope, feed it through and frank it.

## **Printing Tapes with the feeder**

Tapes are used for envelopes over 6mm thick or for packages that cannot be processed through the machine.

Make sure tapes are loaded into the tape hopper as described in the Chapter 5 of this guide.

### **IMPORTANT:**

Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print, perform the frank test and purge heads procedures as described in Chapter 3 of this guide.

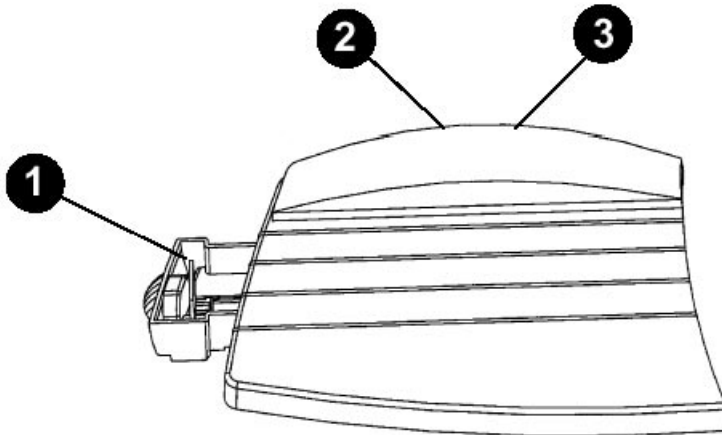
## **Printing Tapes without the feeder**

If your machine is provided with Tape dispenser, use the procedure below

The tape dispenser, located beneath the built-in Weighing Platform, feeds tapes to the franking machine.

For the dispenser to operate, the Weighing Platform must be coupled to the machine.

The maximum number of tapes is 100.



**1** tape magazine

**2** tape dispenser connection lead

**3** scale connector

The dispenser is energised by plugging connection lead (2) into the machine connector provided for this purpose and connecting the Weighing Platform (3).

### **IMPORTANT:**

Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print, perform the frank test and purge heads procedures as described in Chapter 3 of this guide.

# Operation

## Weighing Platform

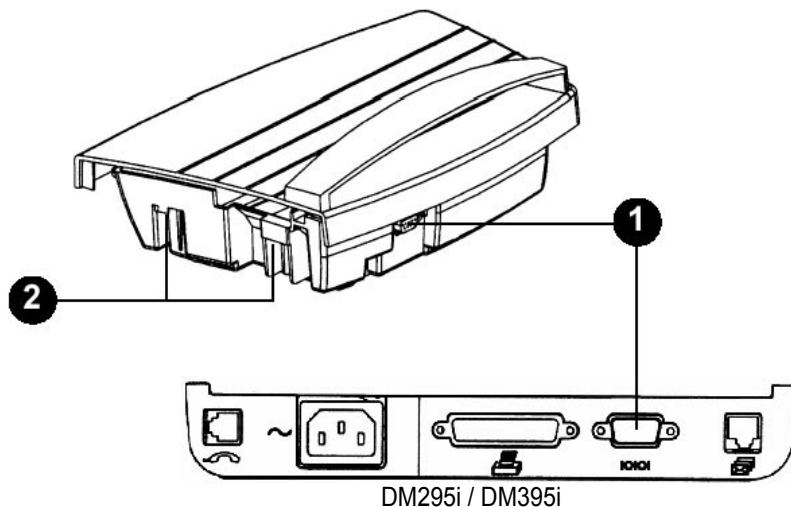
The Weighing Platform must be connected directly to your Mailing Machine. This allows automatic calculation of postal charges based on the item weight and mail class selected. The Weighing platform maximum weighing capacity is 3 kg.

### CAUTION

Place the weighing tray on a stable, vibration-free surface.  
Centre the items of mail to be weighed on the platform.











### Installing the Weighing Platform

1. Connect the interface cord from the connector (1) on the rear of the Weighing Platform to the connector marked 'IOIOI' on the rear of the DM295i / DM395i.







2. It is recommended that the Weighing Platform is placed near to the Mailing Machine system, in a convenient position. It is possible to use the lugs (2) on the Weighing Platform to locate it onto the left side of the franking machine in a similar way to the Feeder/Sealer. However, the Feeder/Sealer will have to be removed and disconnected first and so this is not the recommended option.



- Use the Up/Down   cursor keys to select the Carrier required, then advance to the Mailclass by pressing the Right  cursor key once.
- Use the Up/Down   Cursor Keys to select the Mailclass required. Pressing the Right  cursor key will now allow you to step through the Fees. If Fees are not required, press  to set the franking value.
- Use the Up/Down   Cursor Keys to select the Fees, once all postal classes and fees have been selected, press  to set the franking value and begin processing mail.

**Note:** The navigation symbol on the display will indicate whether other classes or fees are available.

## Franking mail of the same weight and postal class on the Weighing Platform

1. When you have selected the postal class, press and hold the press  key until the DM295i / DM395i emits a long beep and '=' is displayed to the right of the franking value.
2. The machine is now locked to the value selected and you can process identical items of mail.
3. To cancel this setting, press  or the **Left/Right Cursor**  .

## Zeroing the Weighing Platform

With the weighing platform empty, the weigh displayed should be zero (0g).  
If not:

Unplug the interface cable from the Weighing Platform and then reconnect it.



## 3. CONFIGURING YOUR SYSTEM

### The Menu Key

The **Menu** key is the gateway to all your system's setup options. When you press **Menu**, you'll have access to the menu selections shown on the next page. Using these options, you can easily customise your system to satisfy the unique requirements of your business.




### Navigating the Menus

- There are two ways to get to a menu item:
  1. Press **Menu** . Key in the item's **menu number** using the numeric keys and confirm by pressing **OK** .
  2. Press **Menu** . Use the **Left/Right Cursor** keys to display the main menu item, then the **Up/Down Cursor** keys to view the available sub-menus. Select the sub-menu you require by keying in the number alongside it using the numeric keys, and press **OK** .
- Throughout this chapter you'll see information presented in the form "Select: Menu > Frk. system > Purge heads". This is simply the sequence needed to reach the menu item. In this example, select **Menu** , then choose **Frk. system**, then choose **Purge heads**.
- **Remember:**  
Press **C** to back-out of a menu or clear an entry.  
Press **OK** to answer yes to a menu prompt or to confirm a change.

# Menus

## The Menu Structure

The table below shows the menu structure available when you press the **Menu**  key. You will see that the menus follow a logical structure with similar functions being grouped together.

Use this table as a quick reference to find the function(s) you want, then jump straight to the relevant page in this chapter.

MENU	SUB-MENU	FUNCTION	ACCESS	PAGE
<b>0</b> Stats	<b>00</b> Reset Batch		All	3-4
	<b>01</b> Account Stats	<b>010</b> Current Account	All	3-5
		<b>011</b> Acc by Acc	All	3-5
		<b>012</b> All Acc	All	3-5
		<b>013</b> Current Acc./ Lab	All	3-5
	<b>014</b> All Account / Lab	All	3-6	
<b>02</b> By mailclass		<b>020</b> Current Account	All	3-6
		<b>021</b> Acc by Acc	All	3-6
		<b>022</b> All Acc	All	3-7
<b>03</b> Reset Statistics		<b>030</b> Print & Reset T1	Admin.	3-8
		<b>031</b> Prt & Reset T1+T2	Admin.	3-8
		<b>032</b> Reset T1	Admin.	3-8
		<b>033</b> Reset T1+T2	Admin.	3-9
<b>04</b> Postal Reports		<b>040</b> Historical	All	3-9
		<b>041</b> Postdating	All	3-10
		<b>042</b> Postal Ticket	All	3-10
		<b>043</b> Refill Ticket	All	3-10
<b>1</b> Frk. System	<b>10</b> Print test	<b>100</b> Frank. Test	All	3-11
		<b>101</b> Head shift test.		3-12
	<b>11</b> Purge Heads		All	3-12
	<b>12</b> Transport	<b>120</b> Speed calib.	All	3-13
		<b>121</b> Set Heads	All	3-14
	<b>122</b> Heads post-calib	All	3-15	
	<b>19</b> Franking status		All	3-15
<b>2</b> Config	<b>20</b> Accounts	<b>200</b> Open/Close	Admin.	3-16
		<b>201</b> Rename	Admin.	3-17
	<b>21</b> Set Codes	<b>210</b> Administrator	Admin.	3-18
<b>211</b> Operator		Admin.	3-18	
<b>212</b> User		Admin.	3-19	

# Menus

MENU	SUB-MENU	FUNCTION	ACCESS	PAGE
2 Config (cont'd)	22 Modify PIN Codes	220 Administrator	Admin.	3-19
		221 Operator	Admin.	3-20
		222 User	Admin.	3-20
	23 Delete Codes	230 Administrator	Admin.	3-21
		231 Operator	Admin.	3-21
		232 User	Admin.	3-21
233 All Codes		Admin.	3-21	
24 Memory Keys	240 Recall Memory	Admin.	3-22	
	241 Save Memory	Admin.	3-22	
	242 Delete Memory	Admin.	3-22	
25 User Text			Admin.	3-23
26 Print Features			Admin.	3-23
3 Program	31 Delays	310 Stand By Delay	Admin.	3-24
		311 Locking Delay	Admin.	3-24
33 LF Setting			Admin.	3-25
4 Miscellan.	40 Print Date		Admin.	3-25
	41 Alarm Management		Admin.	3-25
	43 Set Contrast		All	3-26
	44 Language Mgt		All	3-26
	45 Cartridges	450 Cartridges Info	All	3-26
	46 Scale Frk Managt	465 Tarif sys info 4650 Tab.Ver Nu 4651 Soft Ver Num	All All	3-27 3-27
5 Con nection	50 CNX.DAT.CENT	500 Refill	All	4-3
		501 Last MSGs	All	4-3
		502 Balance	All	4-3
		503 Install	All	4-4
		504 Inspection	All	4-4
	51 DWLD & Suppl.SRV	510 Download	All	4-4
		512 Date DLA	All	4-4
	53 Conn. Settings	530 Phone Number	All	4-5
		531 Prefix	All	4-5
532 PB Cust. Acc		All	4-6	
	533 Next Call date	All	4-6	

# Menus

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## **0 STATS**

**What is it?** Select this to bring up a sub-menu of functions related to the accounting statistics.

**Where is it?** Select Menu > **0** > **OK**.

**Action...** Allows you to select one of the following options:

- |    |                  |
|----|------------------|
| 00 | Reset Batch      |
| 01 | Account Stats    |
| 02 | By Mailclass     |
| 03 | Reset Statistics |
| 04 | Postal reports   |

## **00 RESET BATCH**

**What is it?** Resets to zero all the accounting statistics for the currently selected account.

**Where is it?** Select Menu > **00** > **OK**.

**Action...** In the Franking screen, select the account you wish to clear. Then select Menu > **00** > **OK**. The machine will ask you to print a record of the account's statistics before they are cleared.

## **01 ACCOUNT STATS**

**What is it?** Select this to bring up a sub-menu of functions related to accounting statistics.

**Where is it?** Select Menu > **01** > **OK**.

**Action...** Allows you to select one of the following options:

- |     |                   |
|-----|-------------------|
| 010 | Current Account   |
| 011 | Acc by Acc        |
| 012 | All Acc           |
| 013 | Current Acc./ Lab |
| 014 | All Account / Lab |

## **010 ACCOUNT STATS - CURRENT ACCOUNT**

- What is it?** Prints the accounting statistics for the currently selected account. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **010** > **OK**.
- Action...** In the Franking screen, select the account you wish to print. Then select Menu > **010** > **OK**. Key in the number of copies required, then press **OK** again to print the report.

## **011 ACCOUNT STATS - ACC BY ACC**

- What is it?** Prints the accounting statistics for each account in sequence. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **011** > **OK**.
- Action...** Key in the number of copies required, then press **OK** to print the report.

## **012 ACCOUNT STATS - ALL ACC**

- What is it?** Prints the accounting statistics summary for all accounts. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **012** > **OK**.
- Action...** Key in the number of copies required, then press **OK** to print the report.

## **013 ACCOUNT STATS - CURRENT ACC./LAB**

- What is it?** Prints the accounting statistics by time period for the currently selected account. This does **not** require an external printer.
- Where is it?** Select Menu > **013** > **OK**.
- Action...** In the Franking screen, select the account you wish to print. Then select Menu > **013** > **OK**. Press **OK** again and manually feed an envelope into the machine.

# Menus

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## **014 ACCOUNT STATS - ALL ACCOUNT/LAB**

- What is it?** Prints the accounting statistics by time period for all accounts. This does **not** require an external printer.
- Where is it?** Select Menu > **014** > **OK**.
- Action...** Press **OK** again and manually feed an envelope into the machine.

## **02 BY MAILCLASS**

- What is it?** Select this to bring up a sub-menu of functions related to the accounting statistics analysed by class of mail.
- Where is it?** Select Menu > **02** > **OK**.
- Action...** Allows you to select one of the following options:
- |     |                 |
|-----|-----------------|
| 020 | Current Account |
| 021 | Acc by Acc      |
| 022 | All Acc         |

## **020 BY MAILCLASS - CURRENT ACCOUNT**

- What is it?** Prints the accounting statistics by class of mail for the currently selected account. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **020** > **OK**.
- Action...** In the Franking screen, select the account you wish to print. Then select Menu > **020** > **OK**. Key in the number of copies required, then press **OK** again to print the report.

## **021 BY MAILCLASS - ACC BY ACC**

- What is it?** Prints the accounting statistics by class of mail for each account in sequence. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **021** > **OK**.
- Action...** Key in the number of copies required, then press **OK** to print the report.



## 022 BY MAILCLASS - ALL ACC

- What is it?** Prints the accounting statistics by class of mail for all accounts. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **022** > **OK**.
- Action...** Key in the number of copies required, then press **OK** to print the report.

## 03 RESET STATISTICS

- What is it?** Select this to bring up a sub-menu of functions related to resetting the accounting statistics by time period. Time periods T1 and T2 allow you to control the time period over which you may wish to view or print account statistics.

T1 is the shorter time period i.e. you may wish to print statistics and then reset the account values on a weekly/monthly basis. In this case you would print and reset T1 at the same time each week/month.

T2 is the longer period i.e. you may want to print statistics and then reset the account values on a monthly/yearly basis. In this case you would print and reset T1 + T2 at the same time each month/year. The T2 values would include all the statistics since it was reset the previous month/year.

By using the time periods in this way, you can report weekly/monthly (T1) with monthly/yearly totals (T2). Obviously, your own time period requirements might vary, but the process above can be adapted to your own needs.

- Where is it?** Select Menu > **03** > **OK**.
- Action...** Allows you to select one of the following options:

- |     |                     |
|-----|---------------------|
| 030 | Print & Reset T1    |
| 031 | Prt & Reset T1 + T2 |
| 032 | Reset T1            |
| 033 | Reset T1 + T2       |

# Menus

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## **030 RESET STATISTICS - PRINT & RESET T1**

<b>What is it?</b>	Prints the accounting statistics since the last T1 time period reset. This requires an external printer to be connected to your system. All statistics for the time period T1 are then reset to zero. For more details on time periods, see menu item '03 Reset Statistics' earlier in this chapter.
<b>Where is it?</b>	Select Menu > <b>030</b> > <b>OK</b> .
<b>Action...</b>	The report will print and the statistics for time period T1 will be reset.

## **031 RESET STATISTICS - PRT & RESET T1 + T2**

<b>What is it?</b>	Prints the accounting statistics since the last T2 time period reset. This requires an external printer to be connected to your system. All statistics for the time periods T1 and T2 are then reset to zero. For more details on time periods, see menu item '03 Reset Statistics' earlier in this chapter.
<b>Where is it?</b>	Select Menu > <b>031</b> > <b>OK</b> .
<b>Action...</b>	The report will print and the statistics for time periods T1 and T2 will be reset.

## **032 RESET STATISTICS - RESET T1**

<b>What is it?</b>	Resets to zero the accounting statistics since the last T1 time period reset, without printing a report. For more details on time periods, see menu item '03 Reset Statistics' earlier in this chapter.
<b>Where is it?</b>	Select Menu > <b>032</b> > <b>OK</b> .
<b>Action...</b>	The statistics for time period T1 will be reset.

## **033 RESET STATISTICS - RESET T1 + T2**

- What is it?** Resets to zero the accounting statistics since the last T2 time period reset, without printing a report.  
For more details on time periods, see menu item '03 Reset Statistics' earlier in this chapter.
- Where is it?** Select Menu > **033** > **OK**.
- Action...** The statistics for time periods T1 and T2 will be reset.

## **04 POSTAL REPORTS**

- What is it?** Select this to bring up a sub-menu of functions related to printing reports of postal data in general i.e. not analysed by account, etc.
- Where is it?** Select Menu > 04 > **OK**.
- Action...** Allows you to select one of the following options:
- 040 Historical
  - 041 Postdating
  - 042 Postal Ticket (postal registers)
  - 043 Refill Ticket





## **040 POSTAL REPORTS - HISTORICAL**

- What is it?** Prints the historical statistics of mail run by the system. This requires an external printer to be connected to your system.
- Where is it?** Select Menu > **043** > **OK**.
- Action...** Key in the number of copies required, then press **OK** to print the report.

# Menus

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## 041 POSTAL REPORTS - POSTDATING

- What is it?** Allows you to view and/or print details of the postdated mail run by the system. Postdated mail is mail that has been franked with a date that was advanced in the franking mode. Printing requires an external printer to be connected to your system.
- Where is it?** Select Menu > **041** > **OK**.
- Action...** Use the **Up/Down Cursor**   keys to choose whether you wish to display or print the information.  
If you choose to print: Press **OK**, then key in the number of copies required, then press **OK** again. All postdated mail data will be printed by the external printer.  
If you choose to display: Press **OK** and the date and ASC (value) for 'tomorrow' will be displayed. Use the **Up/Down Cursor**   keys to step through the postdated mail values for each day possible. The display ASC is the value of the mail postdated on that day, the display TIC is the item count for that day.

## 042 POSTAL REPORTS - POSTAL TICKET

- What is it?** Prints details of the franking machine's Ascending Register, Descending Register and Total item count.
- Where is it?** Select Menu > **042** > **OK**.
- Action...** Press **OK** again and manually feed an envelope into the machine.

## 043 POSTAL REPORTS - REFILL TICKET

- What is it?** Prints details of the most recent refills carried out on the Postage by Phone system.
- Where is it?** Select Menu > **043** > **OK**.
- Action...** Press **OK** again and manually feed an envelope into the machine.

## 1 FRK. SYSTEM

**What is it?** Select this to bring up a sub-menu of functions related to checking, adjusting and correcting print quality.

**Where is it?** Select Menu > 1 > **OK**.

**Action...** Allows you to select one of the following options:

- 10 Print. Test
- 11 Purge Heads
- 12 Transport

## 10 PRINT TEST

**What is it?** Select this to bring up a sub-menu of functions related to checking, adjusting and correcting print quality.

**Where is it?** Select Menu > 10 > **OK**.

**Action...** Allows you to select one of the following options:

- 100 Frank. Test
- 101 Head shift Test

## 100 FRANK.TEST

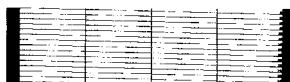
**What is it?** Prints a test pattern and frank onto an envelope so that you can check print quality.

Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print, as shown in the illustration below, perform '11 Purge Heads' as described overleaf.



**Where is it?** Select Menu > 100 > **OK**.

**Action...** Manually feed an envelope into the machine. Check the test pattern for missing elements:



A bad test print with missing elements



A good, complete test print

If elements are missing, perform '11 Purge Heads' as described overleaf

# Menus

## 101 HEAD SHIFT TEST

**What is it?**

Place an envelope in the machine to check the printing quality and correct feed of the mail piece.

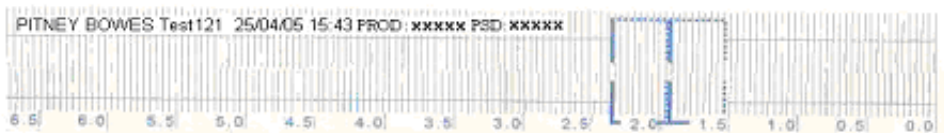
This test can only warn the user, he could not take action on the settings of this test under any circumstance

**Where is it?**

Select the menu > **101** > **OK**.

**Action...**

Press **OK** again and manually feed an envelope into the machine



## 11 PURGE HEADS

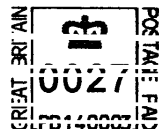
**What is it?**

'Cleans' the print heads and removes blockages that degrade print quality.

Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print, as shown in the illustration below, perform this function.



91-90N-4  
00000mm



**Where is it?**

Select Menu > **11** > **OK**.

**Action...**

The machine will clear the print head blockage.

When complete, perform '10 Frank.Test' to check print quality is OK. If still not OK, perform 'purge heads' again. If you still have problems, see 'Printing Problems' in Chapter 6 of this guide.

## 12 TRANSPORT

**What is it?** Control of the variable settings of the mechanical adjustments due to wear and over time

**Where is it?** Select the menu > **12** > **OK**.

**Action** You can then select one of the following sub-menus

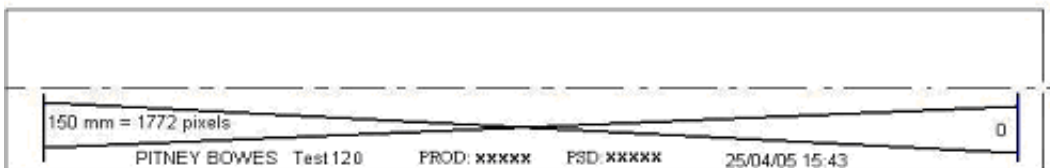
- 120 Speed calib
- 121 Heads calib
- 122 Heads post-calib

## 120 SPEED CALIB.

**What is it?** Printing of 2 lines of a theoretical distance sufficiently known to detect variations in the mean speed (eg: 150 mm)

**Where is it?** Select the menu > **120** > **OK**

**Action.** With a ruler, measure the actual distance between the 2 lines and enter this value into the numerical keyboard. **OK**



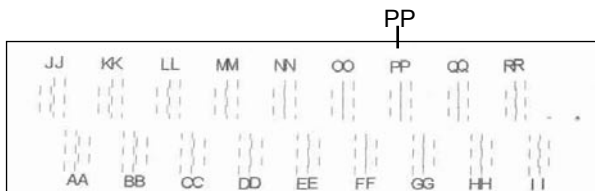
# Menus

## 121 - HEADS CALIB.

**What is it?** Optimizing the alignment of the nozzles of each print head

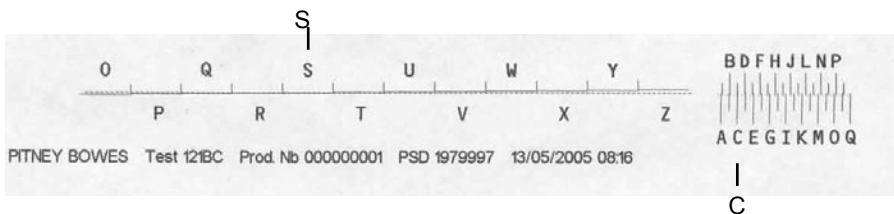
**Where is it ?** Select the menu > **121** > **OK**.

**Action** Perform a calibration test.



Using the keys, **<** **>** choose the value where the alignment seems to be the best one from the values proposed, then validate **OK**.

Perform a second test.



Using the keys, **<** **>** choose the value where the alignment seems to be the best one from the values proposed, then validate **OK**.

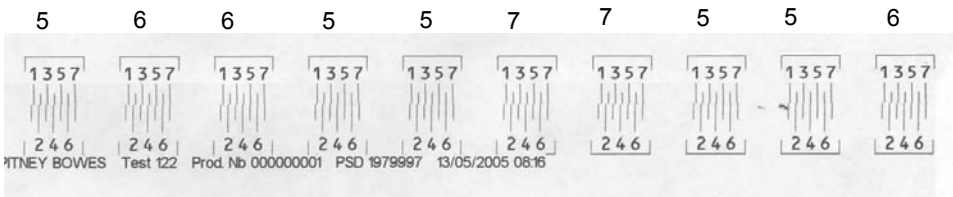


## 122 - HEADS POST-CALIB

**What is it?** Optimizing the print head alignment

**Where is it ?** Select the menu > 122 > **OK**.

**Action** Perform a calibration test.



Choose the line which appears to be aligned in each group of lines and enter all the number retained via the keyboard starting from the left, then validate **OK** .

exemple for this figure enter 5, 6, 6, 5, 5, 7, 7, 5, 5, 6

## 19 FRANKING STATUS

**What is it?** This function informs the user that it isn't possible to print. This menu is displayed when print is not possible (Failure, defect ink cartridges, etc) to inform user that the menu related printing system are no longer available.

**Where is it** Select the menu >19>, **OK** .  
Press C to confirm

# Menus

---

## 2 CONFIG

**What is it?**

Select this to bring up a sub-menu of functions related to configuring your system.

**Where is it?**

Select Menu > **2** > **OK**

**Action...**

Allows you to select one of the following options:

- 20 Accounts
- 21 Set Codes
- 22 Modify Pin Codes
- 23 Delete Codes
- 24 Memory
- 25 User Text
- 26 Reply

*Options available depend on the status of your system.*

## 20 CONFIG - ACCOUNTS

**What is it?**

Select this to bring up a sub-menu of functions related to creating, deleting and renaming accounts.

**Where is it?**

Select Menu > **20** > **OK**

**Action...**

Allows you to select one of the following options:

- 200 Open/Close (Create/Delete)
- 201 Rename

## 200 ACCOUNTS - OPEN/CLOSE

**What is it?**

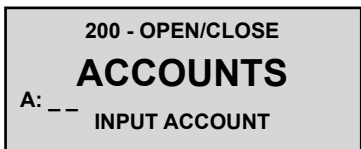
Select this to Open/Close an account.



**Where is it?**

Select Menu > **200** > **OK**.

**Action...**

Enter the number of the account you want to open/close; the machine indicates the account status (open or closed). Press **OK**



Use the **Up/Down Cursor**   keys to choose the status you want for the account, and then confirm by pressing **OK**.

## 201 CONFIG - ACCOUNTS - RENAME

- What is it?** Select this to rename an account. The account to be renamed must already be Open as described above.
- Where is it?** Select Menu > **201** > **OK**.
- Action...** Enter the number of the account you want to rename, then press **OK**.  
Use the **Left/Right Cursor** **< >** keys to choose each character of the name in turn, pressing **OK** each time to confirm the character. When the new name is complete, select the **←** character from the screen and press **OK**.



**Note:** Choosing the x symbol will erase the last entered character.

## 21 CONFIG - SET CODES

- What is it?** Select this to bring up a sub-menu of functions related to creating access codes on the system.  
There are three levels of access codes:
- Administrator** This is the highest access level and allows access to all features of the system.
- Operator** This access level allows an operator to use the system for franking and to access account statistics and reports. It does not allow access to configuration of the system.
- Note** This code can be associated with an EKP nb. If this EKP nb is different from the default one it will be part of the franking data
- User** This code operates at account level to restrict access to individual accounts to authorised users.
- Note** The EKP nb management is the same as for operator
- There can only be one Administrator code of **6 digits**.  
There can only be one Operator code of **4 digits**. A Administrator code must be setup before an Operator code can be created.  
There can only be as many User codes as there are accounts. User codes are **4 digits** and must all be different. An Operator code must be setup before User codes can be created.

# Menus

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## 21 CONFIG - SET CODES (next)

**Where is it?**

Select Menu > **21** > **OK**.

**Action...**

Allows you to select one of the following options:

- 210 Administrator
- 211 Operator
- 212 User

Options available depend on the status of your system. i.e. '212 User' will not appear until an Operator code exists.

## 210 SET CODES - ADMINISTRATOR

**What is it?**

Lets you create an Administrator code.

See '21 Set Codes' above for more information on access codes.

**Where is it?**

Select Menu > **210** > **OK**.

**Action...**

Key in the 6 digit Administrator code that you require, then press **OK**.

Key in the code again, followed by **OK**, to confirm.

## 211 SET CODES - OPERATOR

**What is it?**

Lets you create an Operator code.

See '21 Set Codes' for more information on access codes.

**Where is it?**

Select Menu > **211** > **OK**.

**Action...**

Key in the 4 digit Operator code that you require, then press **OK**.

Key in the code again, followed by **OK**, to confirm it.

Set EKP nb associated to the user code (10 digits max)

The menu 262 is automatically entered.

## 212 SET CODES - USER

- What is it?** Lets you create User codes.  
See '21 Set Codes' for more information on access codes.
- Where is it?** Select Menu > **212** > **OK**.
- Action...** Key in the account number that you wish the User code to apply to, then press **OK**.  
Key in the 4 digit User code that you require, then press **OK**.  
Key in the code again, followed by **OK**, to confirm it.  
Set EKP nb associated to the user code (10 digits max)  
The menu 262 is automatically entered.

## 22 CONFIG - MODIFY PIN CODES

- What is it?** Select this to bring up a sub-menu of functions related to modifying access codes already on the system.  
See '21 Set Codes' for more information on access codes.
- Where is it?** Select Menu > **22** > .
- Action...** Allows you to select one of the following options:
- |     |               |
|-----|---------------|
| 220 | Administrator |
| 221 | Operator      |
| 222 | User          |
- Options available depend on the status of your system.  
i.e. '222 User' will not appear until one or more User codes exist.

## 220 MODIFY PIN CODES - ADMINISTRATOR

- What is it?** Lets you modify the existing Administrator code.  
See '21 Set Codes' above for more information on access codes.
- Where is it?** Select Menu > **220** > **OK**.
- Action...** Key in the new 6 digit Administrator code that you require, then press **OK**.  
Key in the code again, followed by **OK**, to confirm.

# Menus

---

## 221 MODIFY PIN CODES - OPERATOR

- What is it?** Lets you modify the existing Operator code.  
See '21 Set Codes' for more information on access codes.
- Where is it?** Select Menu > **221** > **OK**.
- Action...** Key in the new 4 digit Operator code that you require, then press **OK**.  
Key in the code again, followed by **OK**, to confirm.

## 222 MODIFY PIN CODES - USER

- What is it?** Lets you modify any existing User code.  
See '21 Set Codes' for more information on access codes.
- Where is it?** Select Menu > **222** > **OK**.
- Action...** Key in the account number that you wish the modified User code to apply to, then press **OK**.  
Key in the new 4 digit User code that you require, then press **OK**.  
Key in the code again, followed by **OK**, to confirm.

## 23 CONFIG - DELETE CODES

- What is it?** Select this to bring up a sub-menu of functions related to deleting access codes already on the system.  
See '21 Set Codes' for more information on access codes.
- Where is it?** Select Menu > **23** >.
- Action...** Allows you to select one of the following options:
- |     |               |
|-----|---------------|
| 230 | Administrator |
| 231 | Operator      |
| 232 | User          |
| 233 | All Codes     |
- Options available depend on the status of your system.  
i.e. '232 User' will not appear until one or more User codes

## 230 DELETE CODES - ADMINISTRATOR

- What is it?** Lets you delete the existing Administrator  
This operation must be made with caution,  
When the administrator code is deleted your system is no longer protected from unauthorised access
- Where is it?** Select Menu > **230** > **OK**.
- Action...** Press **OK** twice to confirm the deletion.

## 231 DELETE CODES - OPERATOR

- What is it?** Lets you delete the existing Operator code. This cannot be done if any User codes exist.  
See '21 Set Codes' above for more information on access codes.
- Where is it?** Select Menu > **231** > **OK**
- Action...** Press **OK** twice to confirm the deletion.

## 232 DELETE CODES - USER

- What is it?** Lets you delete an existing User code.  
See '21 Set Codes' above for more information on access codes.
- Where is it?** Select Menu > **232** > **OK**.
- Action...** Key in the account number that the User code you wish to delete applies to, then press **OK**.  
Press **OK** twice to confirm the deletion.

## 233 DELETE - ALL CODES

- What is it?** Lets you delete all existing access codes.  
**Use with caution – once the Administrator code is deleted, your system is no longer protected from unauthorised access.**  
See '21 Set Codes' above for more information on access codes.
- Where is it?** Select Menu > **233** > **OK**.
- Action...** Press **OK** twice to confirm the deletion.

# Menus

---

## 24 MEMORY

- What is it?** Select this to configure up to 10 memory keys on the franking machine.
- Where is it?** Select Menu > **24** > **OK**.



- The screen will give you the choice between the recall of a Memory (if any are recorded), or recording of a product.
- Action...** Allows you to select one of the following options:
- 240      Recall Memory
  - 241      Save Memory
  - 242      Delete Memory

## 240 MEMORY - RECALL MEMORY

- What is it?** Lets user select an existing Memory
- Where is it?** Select Menu > **240** > select memory 0-9.

## 241 MEMORY - SAVE MEMORY

- What is it?** Lets user save a Memory
- Where is it?** Select Menu > **241** > select free memory 0-9.
- Action...** In Franking mode, set the machine up how you wish to 'memorise it'

## 242 MEMORY - DELETE MEMORY

- What is it?** Lets user delete an existing Memory
- Where is it?** Select Menu > **242** > select memory 0-9 you wish to delete.
- Action...** Press **OK** to delete memory



## 25 USER TEXT

### What is it?

Select this to create text messages that can be printed either with or without an Ad.

Without an Ad, a User Text can be up to 6 lines of 32 characters. With an Ad, the line length is limited to 10 characters.

### Where is it?

Select Menu > **25** > **OK**.

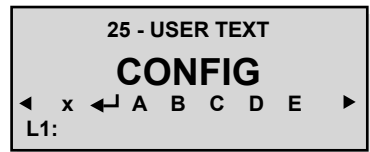
### Action...

Use the **Up/Down Cursor** **▲▼** keys to select the User Text number you want to create. The display will show each text's status: BUSY if already allocated, or FREE if currently empty. When you reach the text number you want, press **OK**.

Use the **Up/Down Cursor** **▲▼** keys to select whether or not to use the text with an Ad print. Then press **OK** to confirm.

Use the **Left/Right Cursor** **<>** keys to choose each character for line 1 in turn, pressing **OK** each time to confirm the character. When the line is complete, select the **↵** character from the screen.

You will now be prompted to enter line 2, and so on, until the text is complete.



### Notes:

Choosing the x symbol will erase the last entered character.

If you are modifying an existing user text and you wish to leave a line unchanged, just select the **↵** character from the screen to enter it and advance to the next line.

### IMPORTANT INFORMATION

In accordance with Postal and Advertising Standards requirements the Ad-slogan and text must not be obscene, defamatory of any person or group, or deceptive, nor may it advocate unlawful action. The Ad-slogan must not emulate any form of valid indicia or payment for postage

## 26 PRINT FEATURES

### What is it?

Prints details of the Feature Activation of the machine.

### Where is it?

Select Menu > **26** > **OK**

### Action...

Press OK and manually feed an envelope into the machine.

# Menus

---

## 3 PROGRAM.

**What is it?** Select this to bring up a sub-menu of functions related to delay settings and the High Value Warning in the system.

**Where is it?** Select Menu > **3** > **OK**.

**Action...** Allows you to select one of the following options:

31	Delays
33	LF Settings

## 31 DELAYS

**What is it?** Select this to bring up a sub-menu of functions related to delay settings in the system.

**Where is it?** Select Menu > **31** > **OK**.



**Action...** Allows you to select one of the following options:

310	Stand By Delay
311	Locking Delay

## 310 STAND BY DELAY

**What is it?** Select this to set the amount of time the system waits inactive before it automatically enters Stand By mode.



**Where is it?** Select Menu > **310** > **OK**.

**Action...** Use the **Up/Down Cursor**   keys to select the delay you want and press **OK**.

## 311 LOCKING DELAY

**What is it?** Select this to set the amount of time the system waits before it can be reused after 3 consecutive incorrect access code entries.

**Where is it?** Select Menu > **311** > **OK**.

**Action...** Use the **Up/Down Cursor**   keys to select the delay you want and press **OK**.

## 33 LF SETTINGS

- What is it?** The display warns you that your remaining funds are running low
- Where is it?** Select Menu > **33** > **OK**.
- Action...** Enter a value where a warning will occur to let you know you need to connect to postage by phone. Press **OK**.



## 4 MISCELLAN.

- What is it?** Select this to bring up a sub-menu of miscellaneous functions related to basic system settings.
- Where is it?** Select Menu > **4** > Enter.
- Action...** Allows you to select one of the following options:
- 40 Print date
  - 41 Alarm management
  - 43 Set Contrast
  - 44 Language Mgt
  - 45 Cartridges
  - 46 Scale Management.
  - 48 Account No.

## 40 PRINT DATE

- What is it?** You can use this, to print a Time an Date STAMP for incoming mail
- Where is it?** Select Menu > **40** > **OK**.
- Action...** Insert documents to stamp.



## 41 ALARM MANAGEMENT

- What is it?** You can set up an alarm on the machine which will trigger at a fixed time. Once this alarm has been defined, you can choose to activate it or not, depending on your needs.
- Where is it?** Select Menu > **41** > **OK**.
- Action...** Enter the time (in 24 hour format) when you want the alarm to be triggered, then press **OK**.
- Use the **Up/Down Cursor**   keys to select whether or not you wish to activate the alarm and press **OK**.



# Menus

---

## 43 MISCELLAN. - SET CONTRAST

- What is it?** This function allows you to adjust the contrast of the display.
- Where is it?** Select Menu > 43 > **OK**.
- Action...** Use the **Up/Down Cursor**   keys to select the contrast setting you want and press **OK**.



## 44 MISCELLAN. - LANGUAGE MGT

- What is it?** This function allows you to change the display language.
- Where is it?** Select Menu > 44 > **OK**.
- Action...** Use the **Up/Down Cursor**   keys to select the language setting you want and press **OK**.

## 45 MISCELLAN. - CARTRIDGES

- What is it?** Select this menu to bring up a sub menu of cartridge related functions.
- Where is it?** Select Menu > 45 > **OK**.
- Action...** Allows you to select the following option:  
450 Cartridges Info.

## 450 CARTRIDGES INFO



- What is it?** This menu gives some informations about the cartridges
- Where is it?** Select Menu > 450 > **OK**.
- Action...** Use the **Up/Down Cursor**   keys to see the information for up and down cartridges

## 46 MISCELLAN. - SCALE FRK MANAGT

- What is it?** This function allows you to you to rich in the menu scale management.
- Where is it?** Select Menu > **46** > **OK** .
- Action...** Allows you to select one of the following options:  
465      TARIF. SYS. INFO.

## 465 MISCELLAN.TARIF. SYS. INFO;

- What is it?** This menu gives some informations about the scale
- Where is it?** Select Menu > **465** > **OK** .
- Action...** Allows you to select one of the following options:  
4650    Tables Ver. Num.  
4651    Soft. Ver. Num.

**In menu 4650** Use the **Up/Down Cursor**   keys to display informations below :

**Rate table 1 version**  
**Rate table 2 version**  
**Rate table 1 validity**  
**Rate table 2 validity**

## 5 CONNECTION

- What is it?** Select this to bring up a sub-menu of functions related to the Postage by Phone system.
- Where is it?** Select Menu > **5** > **OK** .
- Action...** Allows you to select one of the following options:  
50      CNX.DAT.CENT  
51      DWLD & SUPPL.SR  
53      CONN. SETTINGS

**These functions are described in detail in the following Chapter “Adding Postage”.**



## 4. ADDING POSTAGE

### About the Postage by Phone System

The Pitney Bowes Postage by Phone System allows you to obtain postage funds for your DM295i / DM395i system without leaving your office – all you need is a telephone line.

#### How does the system operate?

The system consists of a central computer situated in our Data Centre which holds details of the funds available in your Postage by Phone account.

Your meter communicates with the Data Centre over the telephone line and transfers funds from your Postage by Phone account into your meter.

Postage by Phone is a prepaid system, you should have sufficient money in your postage account before attempting to refill your meter.

After the transaction, an invoice/statement will be sent to your company automatically.

#### When can I refill my meter?

In the UK , Auto-refill using the meter's modem is available from 7.00am to 8.00pm Monday to Saturday, including Bank Holidays.

#### What if I have difficulties?

In the UK, if you have any problems regarding the Postage by Phone service you can call our **Customer Assistance** operators direct:

From the **UK** dial **08705 252525**.

**Please do not use this line for normal refill requests or balance enquiries.** Customer Assistance is available Monday to Friday except Bank Holidays.

# Refill

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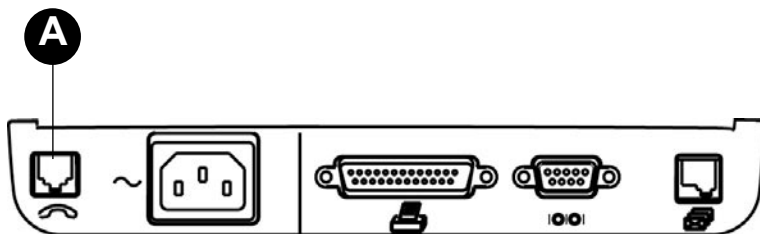
## Connecting to a Telephone Line

Check first that you have an analogue phone line. Virtually all phone lines can be used. The line is OK if...

- It is a normal residential line.
- The telephone line is connected to your facsimile machine.
- You hear a change in tone pitch when buttons are pressed.
- There is a label or inscription on your phone giving the “BAPT Ringer Equivalence Number (REN)”.

The DM295i / DM395i system cannot be used with digital ISDN lines or if your line uses pulse (LD) dialling. In these cases, call Pitney Bowes for advice.

1. Connect the phone cord to the telephone wall socket. You may need a two way adapter (splitter) if you are using the same socket as your fax machine or telephone handset.
2. Connect the other end of the phone cord to the socket **(A)** on the back of the DM295i / DM395i.




## Checking your Postage by Phone Account Balance

**IMPORTANT!** You should always have adequate funds in your Postage by Phone account before you attempt to add postage to your meter. To check your account balance, your DM295i / DM395i system must be connected to a phone line.

See menu **502** (page 4-3).



## 500 - Refill (Performing an Auto-Refill)

1. Press **Menu** .
2. Key in **500**, then press **OK**.
3. The system displays the last refill amount. You can press **OK** to accept this amount; or key in the value you want and press **OK**.  
The refill amount can be up to £9,950 and must be in £50 increments.
4. Make sure the phone line is connected (see page 4-2) and press **OK**.
5. The system dials the Postage by Phone Centre. You'll see messages on the display during the refill.
6. At the end of the refill, the system will confirm that the refill was successful.

## 501 - Last MSGs

The system has a facility to review the most recent messages received from the Postage by Phone system.

1. Press **Menu** .
2. Key in **501**, then press **OK**.
3. Use the **Up/Down Cursor**   keys to display the messages.

## 502 - Balance

The system has a facility to display your account balance.

1. Press **Menu** .
2. Key in **502**, then press **OK**.
3. The system calls the Postage by Phone Data Centre and displays your account balance

# Refill

---

## 503 INSTALL

**What is it?** Allows to install the meter on the Postage by Phone system.

**Action...** Press **OK**.  
At the end of the process, the system will confirm that the operation was successful.

## 504 INSPECTION

**What is it?** Allows the Postage by Phone system to carry out an Inspection Audit.

**Action...** Press **OK**.  
At the end of the process, the system will confirm that the operation was successful.

## 510 DOWNLOAD

**What is it?** Update of the meter 's software or the rate table for the scale by connection to the Data Centre

**Action...** Press **OK**.  
At the end of the process, the system will confirm that this operation was successful.

## 512 DLA DATE

**What is it?** Date of the last refill

**Action...** Press **Menu** .  
Select Menu >**512** > **OK**.  
The system will display the latest refill or software upgrade date.

## 530 PHONE NUMBER.

### What is it?

This function holds the phone number that your system uses to contact the Pitney Bowes Postage by Phone Datacentre.

Use this function with caution – if you set the number incorrectly, you will not be able to contact the Postage by Phone system to complete a postage refill. Only change the factory set number if you receive instructions from Pitney Bowes to do so.

### Where is it?

Select Menu >530 > **OK**

### Action...

Use the Up/Down Cursor **▲▼** keys to select 'Phone N° 1' and press **OK**

Key in the number you need and press **OK** to confirm. As soon as you start entering the new number, the old number will be deleted.

Once the number is complete, press **OK** to confirm.

You may need to repeat this process to set 'Phone N° 2' please follow any instructions received from Pitney Bowes.

## 531 PREFIX

### What is it?

This function must be set if your telephone system requires you to dial a number to get an outside line.

**Use this function with caution – if you set the prefix incorrectly, you will not be able to contact the Postage by Phone system to complete a postage refill.**

### Where is it?

Select Menu >531 > **OK**

### Action...

Use the Up/Down Cursor **▲▼** keys to select 'Internal Prefix' and press **OK** (Do not change the 'External Prefix' setting)

If necessary, you can use the Left Cursor **◀** key to delete any existing prefix.

Key in the number you need to obtain an outside line e.g. 9.

You can use the Right Cursor **▶** key to insert a pause in the dialling sequence if you have to pause to wait for an outside line from your telephone exchange. The pause is indicated on the display by the letter «P»

Once the prefix is complete, press **OK** to confirm.

# Refill

---

## 532 - PB CUST ACC

- What is it?** This function sets your Postage by Phone account number which is necessary to be able to refill your meter with postage funds.  
Your Postage by Phone account number is the 8 digit number supplied in your Information Pack. DO NOT confuse this account number with your general Pitney Bowes account for purchase of machines, etc.
- Where is it?** Select Menu >532 > **OK** .
- Action...** Key in the number you need and press **OK** to confirm.

## 533 - NEXT CALL DATE

- What is it?** Next call date
- Where is it?** Select Menu >533 > **OK** .
- Action...** Displays the next Inspection Required date. The machine will not operate after this date until it is connected to the Postage by Phone system.

## 5. MAINTENANCE

### Replacing the Print Cartridges

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

The DM295i / DM395i system display tells you when the ink supply is low or exhausted.




**CAUTION:**

When you see the Low Ink warning, make sure you have replacement Print Cartridge(s) available.

---

#### To Replace the Cartridge(s)...

1. **Set the machine to stand-by mode** (if necessary, press ).
2. Lift the Front Access Cover.
3. Tilt the cartridge forward then lift it to remove it from its housing.
4. Tilt the new cartridge to fully insert it into its housing.
5. Push it to the rear to lock it.
6. Close the cover.
7. Align the printing heads (refer to the 'Set Heads' in Chapter 3).
8. Perform a franking test (refer to the 'Frank Test' in Chapter 3).

#### IMPORTANT INFORMATION

Pitney Bowes recommends that you only use genuine replacement ink cartridges that are available from Pitney Bowes.

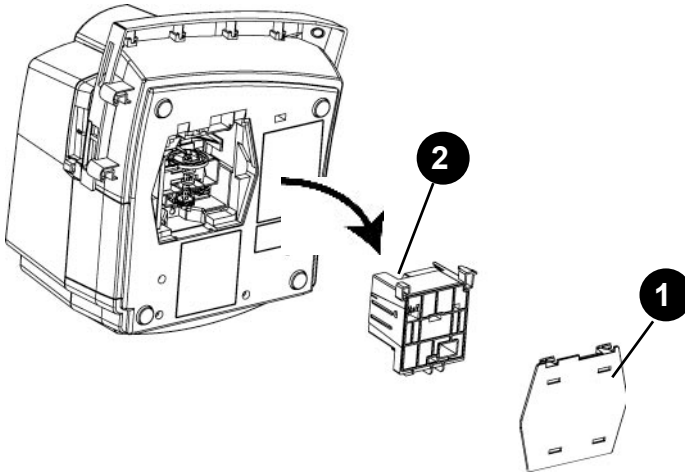
If alternative cartridges or refills are obtained, **the ink used must be approved by your Postal Authority.**

# Maintenance

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## Replacement of the cleaning station

To replace the cleaning station:



1. **Set the machine to stand-by mode**
2. Remove the cover by pressing on the two clips (1).
3. Remove the station from its housing (2)  
**Caution:** traces of ink may remain on the station.
4. Install the new station in its housing, in the same position as the old station
5. Close the cover
6. **Power** on the machine to protect the printing heads

# Maintenance

## Loading the Tape Strip Hopper in the Feeder / Sealer

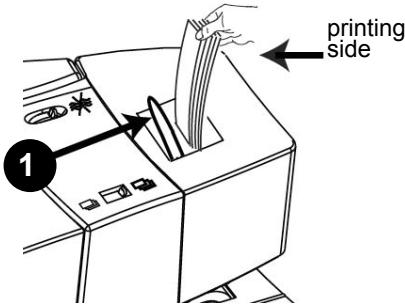
The tape strip hopper is located on the top of the F390 Feeder/Sealer.

To load the tape hopper:

1. Remove any tape strips already in the hopper by pulling them straight out.
2. Fan through the labels to make sure they are not sticking together.



3. Push the tab (1) to the right and place the labels fully into the hopper with the side to be franked to the right.



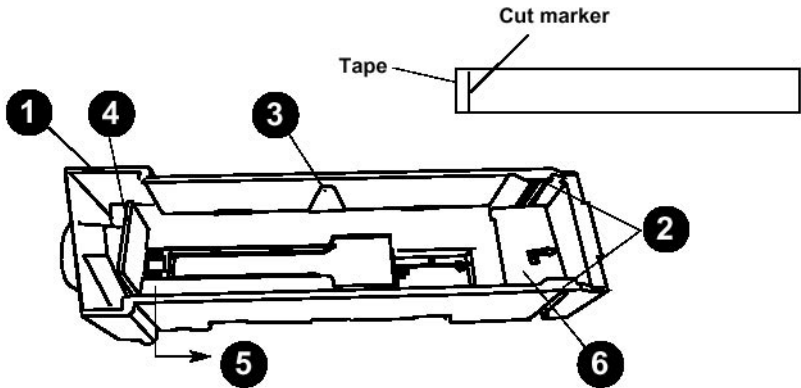
4. Release the tab (1).

# Maintenance

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## **Loading the Tapes in the Automatic Label Dispenser**

The tapes are loaded into the magazine (1) as follows:



1. Position the tapes with franking side up and cut marker to the back of the magazine.
2. First engage the front of the tapes under the pins (2), then the back.
3. Never exceed the maximum number of tapes indicated by the mark (3).
4. Adjust the tape blocking tab (4) by pushing it gently at the bottom (5).
5. Insert the magazine into the Weighing Platform until it clicks into place.

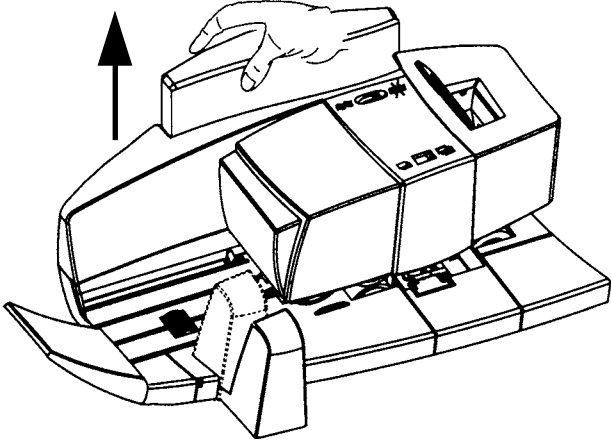
**If your machine is provided with the Weighing Platform, please use adhesive double tapes as an envelope.**



## Filling the Moistener Tank

The moistener tank is located on the rear of the F390 Feeder/Sealer.

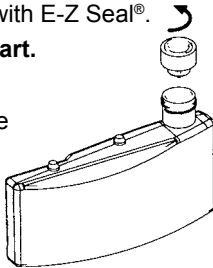
1. Lift the tank straight up to remove it from the Feeder/Sealer.



2. Unscrew the cap on the tank and fill with E-Z Seal®.

**Do not take the cap mechanism apart.**

Pitney Bowes recommends EZ-Seal® sealing solution to minimise build-up of algae and scale.



3. Screw the cap back on.
4. Lower the tank back into its holder on the Sealer/Feeder.

**Note:** If you accidentally disassemble the cap mechanism, it must be reassembled as shown on the right.



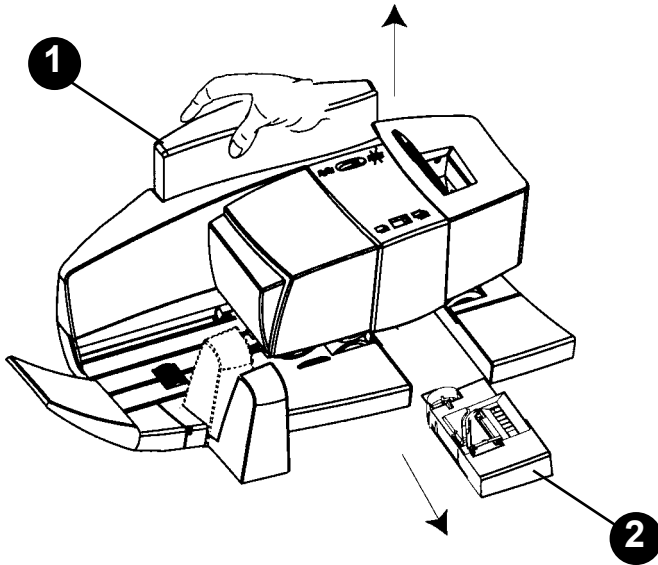
# Maintenance

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## Maintaining the Moistener

Paper fluff can build up in the Moistener Unit. For optimum use of the unit, it must be cleaned on a regular basis.

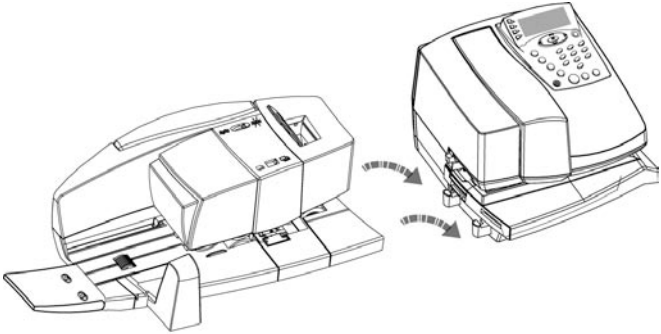
1. Take out the water tank (1).
2. Slide out the moistener unit (2).
3. Clean the unit with a soft-bristled nylon brush.
4. Put the Moistener Unit back into its housing, then refit the Moistener Tank.



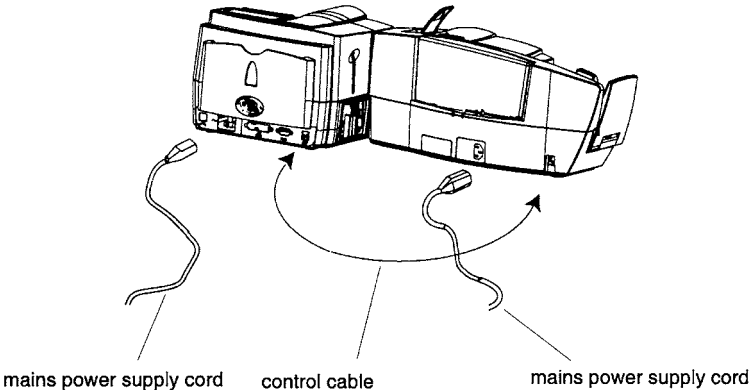
## Fitting the Feeder/Sealer

Normally the Feeder/Sealer will have been fitted and connected by your installing Pitney Bowes engineer. However, if the system has been moved or the Feeder/Sealer has been removed, it can be refitted as described below:

1. Locate the F390 Feeder/Sealer onto the locating lugs on the left side of the franking machine.



2. Make the electrical connections as shown in the diagram below.



# Maintenance

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## Cleaning the Printheads

Normally, carrying out the 'Purge Heads' operation described in the Chapter 3 of this guide will restore good print quality. However, in extreme circumstances the following manual cleaning operation can be carried out. If this process fails, a new print cartridge(s) must be fitted to the machine.

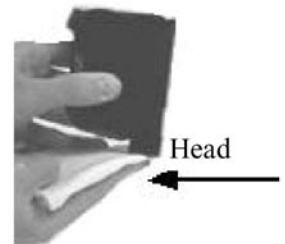
### CAUTION:

- **Always keep the print cartridge upright**, with the printheads downwards.
- Never shake or drop the cartridge.
- Never immerse or drench the cartridge with water or any other cleaning fluid.

1. Clean the connections. Use a **dry** cloth and rub quite firmly – all traces of white deposits must be removed.



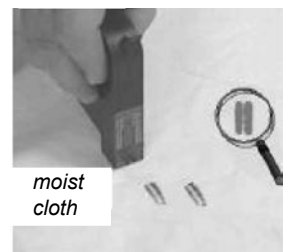
2. Wipe the printing head nozzles **gently** with a **slightly moist** cloth in the direction shown.



3. Lay a **slightly moist** cloth on a flat surface and place the cartridge onto the cloth so that the printing head nozzles are in contact with the cloth. Leave for one or two seconds, then move the cartridge along the cloth, wiping the nozzles.

You should see two red lines as shown in the photograph on the right.

If you don't see the red lines, repeat step 3 until you do.



## 6. PROBLEMS?

### Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your system works. Pitney Bowes provides several information resources.

#### This Guide

Please read the troubleshooting information in this chapter. In many cases, it should help you resolve the problem.

#### The World Wide Web

We encourage you to visit our support web site at:

**[www.pitneybowestsg.com](http://www.pitneybowestsg.com)**

You'll find the latest support information about our products and services as well as answers to frequently asked questions.

#### By Phone

If you cannot clear the fault yourself, you can call Pitney Bowes for assistance. Refer to the back cover of this guide

#### ***Before You Call...***

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

- Product name: **DM295i / DM395i**
- Serial number: See the underside of the Mailing machine.
- Nature of problem: What happens and when does it happen? Did the system display an error message?
- The steps you've already taken to solve the problem and the results.

**HINT:** You can often restore normal operation by turning power off and waiting a moment or two, before turning power back on.

#### **IMPORTANT INFORMATION**

Your Machine has been approved for use in the Republic of Ireland by An Post and in the UK by Royal Mail. Under the terms of your licence you are not allowed to tamper with or modify the machine in any way.

# Problems?

---

## Power Problems

### No display; machine won't run

- Is the power cord plugged into both the Mailing machine and wall outlet? Make sure the power cord is not connected to a switched wall outlet which has been turned off.
- Check that the wall outlet is working by trying another appliance.

## Tape Feeding Problems

### Improper Loading

Load tape strips print side to the right and insert them all the way into the hopper-push them in as far as they'll go. See Chapter 5 for more information.

---

**HINT:** Always remove remaining tape strips before you add a new stack.

---

## Printing Problems

### Meter stamp is incomplete or streaked; poor print quality

Print nozzles clogged.

Always ensure that your prints are clear and complete. Poor prints may be rejected by the postal authority. If you notice missing lines in the print as shown in the illustration below, perform 'Purge Heads' as described in the Chapter 3 of this guide. If this fails, try cleaning the heads manually as described in the Chapter 5.

If this fails to correct the problem, replace the print cartridge(s).



9130074  
000000014



## **Display Problems**

### **Display hard to read**

Check the display contrast adjustment described in the Chapter 3 of this guide.

## **Moistening Problems**

### **Envelopes don't seal**

#### ***Incorrect feeding***

Make sure envelopes are loaded correctly into the Feeder/Sealer. See the Chapter 2 for more information.

#### ***Low sealant level***

Check the Moistener Tank has sealing solution in it. If the sealant level is low, refill the tank with E-Z Seal solution. See the Chapter 5 for more information.

#### ***Dirty moistener***

Remove the moistener assembly and clean it. See Chapter 5 for more information.

## **Refill Problems**

### **Meter fails to connect to Postage by Phone Data Centre**

#### ***Meter not connected to analogue phone line***

Make sure you've connected your meter to a working analogue phone line. Also make sure the phone line connectors are firmly seated in their sockets.

#### ***Incorrect call prefix***

Does your phone system require you to dial a prefix number to get an outside phone line? See the Chapter 3 for more information.

# Problems?

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## Error Messages

### Inhibiting Errors

Errors of this kind stop the machine working. The screen display will look similar to this:



Turn machine power off, wait 20 seconds and then power on the machine again. If the problem remains, contact Pitney Bowes.

### Non-Inhibiting Errors

Errors of this kind will not stop the machine working. The screen display will look similar to this:



Correct the error condition, then press the **C** key to continue.

If the machine will not continue, turn machine power off, wait 20 seconds and then power on the machine again.

If the problem remains, contact Pitney Bowes.



## 7. REFERENCE

### Specifications

#### Equipment

Size (without stacker):	690mm L x 330mm D x 210mm H
Size (with stacker):	970mm L x 330mm W x 210mm H
Weight:	9kg approximate
Power Requirements:	120-240 VAC, 50/60 Hz, 2A max
Compliance:	See page 1-3 of this guide
Operating Conditions: humidity	15°C to 35°C, 20% to 80% relative
Average Throughput:	Up to 90 letters / minute max (for DM395i) 60 letters / minute max (for DM295i)
Tape Strip:	Self-adhesive type

#### Material

Minimum Size:	88mm x 127mm
Maximum Size:	176mm x 250mm Auto Feed 254mm x 330mm Manual Feed
Envelope Flap Depth:	25mm to 76mm
Thickness:	0.2mm to 6mm

**IMPORTANT:** For best results, make sure your material meets our specifications.

#### Meter Specifications (UK Models Only)

Maximum Imprint:	£99.99 (UK)
Maximum Credit Setting:	£9,950.00 (UK)
Setting Increment:	£50 (UK)
Reset Type:	Postage by Phone
Piece Count:	Up to 8 digits (non resettable)

All Secap postage meters are manufactured in accordance with Royal Mail's Franking Machine Standards. This includes ascending register security, which will lock the ascending registers when the first frank takes the most significant digit of the ascending register to 9.

# Reference

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## **Supplies and Accessories**

**To order supplies, please refer to the back cover of this guide**

### **IMPORTANT INFORMATION**

Always use Pitney Bowes approved Print Cartridges. Use of other cartridges or ink refills etc. may cause damage which will not be covered by your warranty or maintenance agreement. Use of unapproved ink may also contravene postal authority regulations for use of a postage meter.

### **Advertising Slogans (Ads)**

Advertisements allows your company logo or other information to be printed on your mail. A number of standard advertisements are available for your mailing system.

Contact Pitney Bowes for more information on the availability of additional advertisements.

## **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.

## **Printing**

Your meter has several report functions, some of which require an external printer. Pitney Bowes offers printers to complement your meter.

## **Weighing**

Your Postage Meter and Mailing Machine are designed to work with the 3kg Weighing Tray.

## **Changing Address?**

If changing your name and address, inform Pitney Bowes as early as possible. The necessary paperwork and changes to your system can then be carried out at the time required.

# *Reference*

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Elizabeth Way,  
Harlow, Essex, CM19 5BD  
[www.pitneybowes.co.uk](http://www.pitneybowes.co.uk)

For Service and Supplies



Product Name: DM295i & DM395i

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