AutoStamp

FRANKING MACHINE
USER'S GUIDE

neopost

Hereby, Neopost declares that this Franking Machine is in compliance with the Essential Requirements and other provisions of Directive 1999/5/EC. A full copy of this Declaration may be found at www.neopost.co.uk/docs/IJ25compliance.htm

MODEM APPROVAL REQUIREMENTS

This equipment contains a modem which has been approved in accordance with Council Decision 98/482/EC-CTR21 for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

The modem is designed to work on analogue telephone lines only

In the event of problems, you should contact your equipment supplier in the first instance.

INSTALLATION

The mains plug on this equipment is intended to serve as the device for isolation of the mains supply. The equipment should be installed in close proximity to easily accessible power supply and analogue telephone sockets.

WARNING

DO NOT UNDER ANY CIRCUMSTANCES ATTEMPT TO REMOVE THE POWER SUPPLY OR FRANKING MACHINE COVERS. THERE ARE NO OPERATOR SERVICEABLE PARTS THEREUNDER.

INTRODUCTION/ CONTENTS

INTRODUCTION

Thank you for choosing Neopost as your supplier of franking equipment. You have made an important decision, as your *AutoStamp* will save you time and effort processing your everyday mail.

This user guide tells you how to operate your machine, but if you are a novice franking machine user we have included a questions and answers section (see pages 2 - 3) about franked mail so you can enjoy the benefits of franking from the outset.

CONTENTS

FRANKING FACTS

Questions and Answers

How does franking differ from stamps?

Your *AutoStamp* franking machine comprises a meter, which is a secure store of postage credit and retains a record of the postage you use; and a printing mechanism. The mark printed on the envelope or label represents the amount of postage required for the item, the date and town of posting. It makes your mail look professional, and can include an effective advertising slogan or other printed information.

Your franked mail should be banded according to service if necessary and usually enclosed in a colour-coded mail pouch obtainable free, from the Royal Mail Sales Centre on 08457 950950. Mail must be posted on the date shown on the envelope or label.

Where can I post franked mail?

You have several choices of places to post your mail.

1. In any business post box. There are about 1000 located all over the UK, for the location of your nearest box call the Royal Mail Sales Centre on 08457 950950.

2. In a normal posting box you have nominated to your local collecting office. You must enclose your mail in a late-posting envelope; a small supply has been enclosed with your machine and more can be ordered from Neopost Direct supplies;

3. At your local Post Office Counter; or

4. At some local sorting offices;

5. By Royal Mail collection - there may be a charge for this, contact the Royal Mail Sales Centre on 08457 950950.

What mail classes can be franked?

You can use your franking machine to send out every type of inland and international mail including add-on services and guaranteed services (some guaranteed services will require an extra sticker on the envelope, for example Recorded Delivery).

FRANKING FACTS

I have franked my mail with the wrong date, what can I do?

Your *AutoStamp* automatically changes the date each day, so the danger of franking with the wrong date should be minimised. If, however, you have the wrong date on your mail, simply set the franking machine to zero value and re-frank your mail on the reverse of the envelope with the correct date.

I have franked my mail with the wrong value, what can I do?

1. If you have put too little value on the envelope, set your franking machine to a value representing the difference between your frank and the correct postage value. Frank this value down the front right hand edge of the envelope (or use a label).
2. If you have franked your envelope with too much postage, don't worry. Start again with a new envelope, but retain the old envelope with the franked impression clearly visible. Contact the Royal Mail Sales Centre on 08457 950950 to arrange a refund.

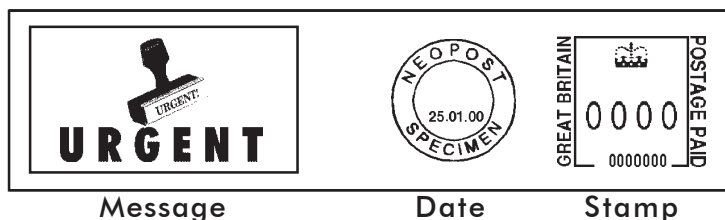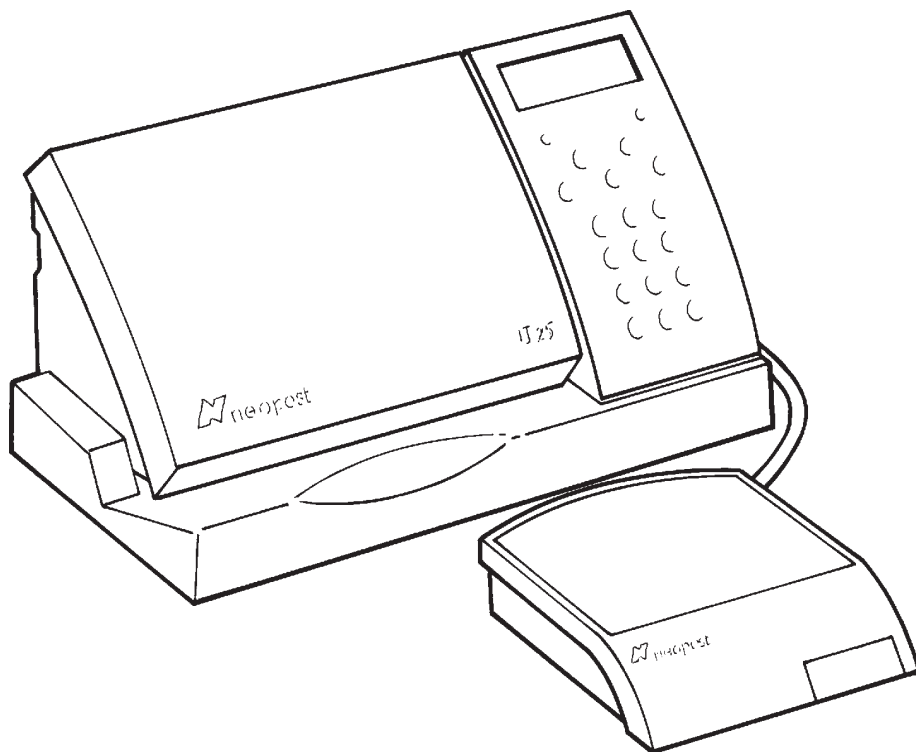### *Don't I need a licence from the Royal Mail now I have a franking machine?*

Neopost have applied for this licence on your behalf and you may only use the franking machine at the address shown on the licence. Royal Mail are authorised to carry out on-site inspections of your franking machine, and to minimise inconvenience Neopost have arranged to have this done automatically when you recredit the machine via its internal modem.

Why do I have to connect to Credifon every 90 days?

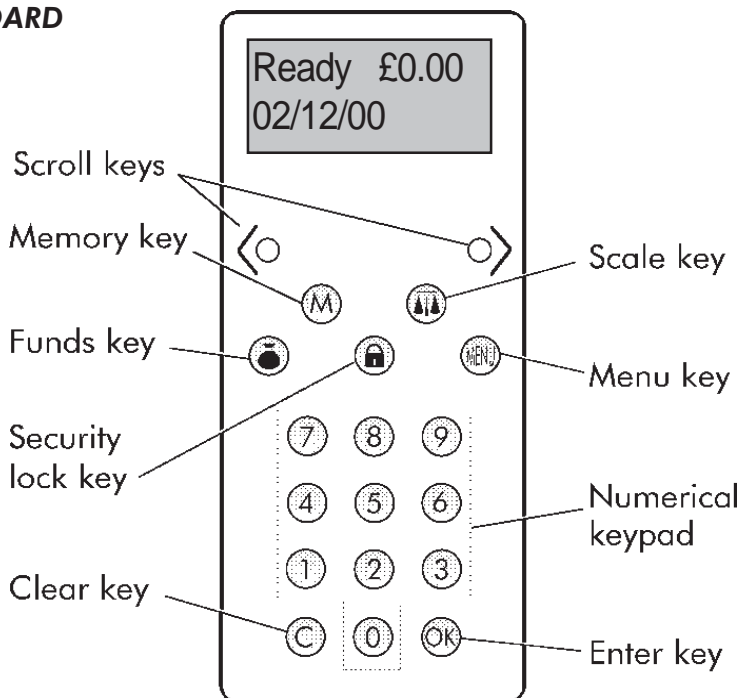This allows the Royal Mail to inspect your meter and help prevent possible fraud.

CONTROLS AND FEATURES

The following pages detail the Controls and Features associated with your *AutoStamp* Franking Machine, please take the time to read them carefully.

Message   Date   Stamp

CONTROLS AND FEATURES

KEYBOARD

Ready £0.00
02/12/00

Scroll keys

Memory key

Scale key

Funds key

Menu key

Security lock key

Numerical keypad

Clear key

Enter key

(keypad: 7 8 9 / 4 5 6 / 1 2 3 / C 0 OK)

MEMORY CARD

A number of memory cards are available to enable the user to enter data into the machine memory.

To enter data using a Memory Card, please refer to page 22.

Message Card
Containing a message prepared to customer requirements (please contact Neopost).

Rate Card
Available, only when used in conjunction with a scale. When postal rates change, a new Rate Card may be obtained from Neopost.

Town Card
In the event of an address change, a town card containing new town data will be made available from your Neopost Agent.

URGENT

Typical Memory Card

FRANKING

INTRODUCTION

In order to achieve the best impression, your *AutoStamp* requires an even surface on which to print, therefore on bulky or uneven items correct folding of the contents will help considerably.

It is sometimes unavoidable that your mail will contain staples, paper clips and other fixings. The machine will accept these, but it is recommended that the fixings are situated at the bottom of the envelope. This will avoid the risk of damage to your printing head.

In the event that a satisfactory print cannot be achieved due to bulky contents (Max. 8 mm) the envelope should be treated as a packet and a label used.

It is recommended that the *AutoStamp* is left powered on at all times. This will assist in maintaining print quality. In the event that you have power the machine down, please wait for one minute after performing the last operation before removing the power.

GETTING STARTED

Set the switch on the power supply outlet to the OFF position, connect the power unit to the power supply outlet and the other end to the D.C. input socket (===) at the back of the machine.

Now set the switch on the power outlet socket to ON.

When the machine is ready, the following displays will be observed:

| WELCOME TO IJ25 |
| PLEASE WAIT . . |

Followed by

| LOCKED |
| 09:01   02/12/00 |

If using the machine for the first time, the WARNING INSPECTION REQD display may be observed, go to page 24 to add credit to the machine.

| WARNING |
| INSPECTION REQD |

To Log On

To unlock the machine, enter the user PIN.

Notes: *If using the machine for the first time, the Factory default user PIN is set to 1 2 3 4.*

To change or disable the user PIN, please see page 19 (by disabling the user PIN, the machine will be accessible to all user's).

Enter PIN, e.g. 1 2 3 4

Press: ① ② ③ ④ .

LOCKED

If an incorrect PIN is entered, check PIN for accuracy and try again.

To Select a Postage Value

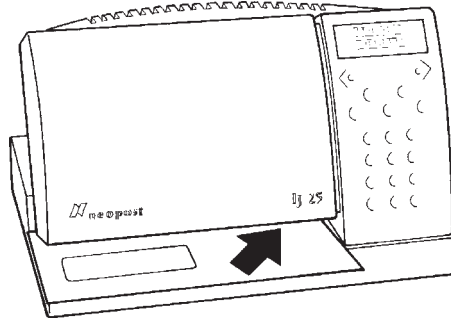Using the numerical key pad, select the required postage value e.g. 27 pence.

Press: ② ⑦ OK

```
Ready          £0.27
02/12/00
```

YOU ARE NOW READY TO FRANK YOUR MAIL

Envelopes

Insert the envelope with the side to be printed facing upwards as illustrated.

Note: For an envelope exceeding 8mm thick, a label must be used.

Labels

For franking parcels or packets, a pre-cut self adhesive label approved by Neopost should be used.

When feeding a label, select the postage value required and feed the label into the machine in the same way as you would an envelope.

Take up the franked label, peel off the backing sheet and affix the label to the parcel or packet.

To Log Off

Press: 🔒

Machine LOCKED.

```
LOCKED
09:02    02/12/00
```

FRANKING WITH WEIGHSCALE

BENEFITS OF USING A WEIGHSCALE

Used in conjunction with your *AutoStamp*, the weighscale will weigh and calculate the correct rate and value for items up to 2kg.

Setting of values for franking is automatic.

When postal rates change, your machine may be updated by installing a Rate Card which can be obtained from Neopost.
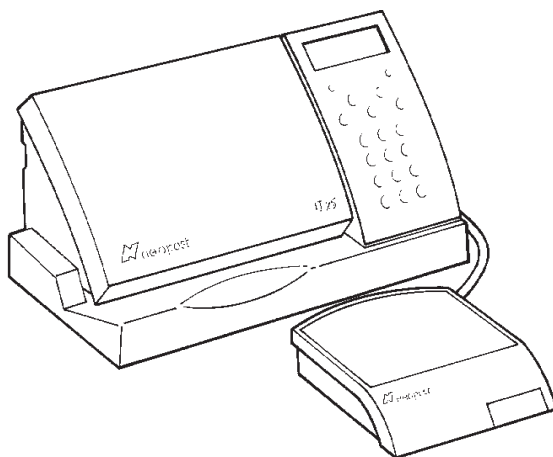
For information relating to the installation of new postal rates, please refer to page 22.

Weighscale Connection

Ensure that the weighscale platform is clear of any obstruction.

Connect the weighscale to the socket marked (⚖), at the back of the machine.

The red light will then start flashing at the front of the weighscale.
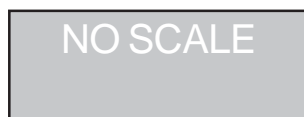

Go to Ready mode (as detailed on page 6).

Press: ⚖

The last Mail Rate selected will be displayed:

```
{   1st Class   }
0g          £0.27
```

If NO SCALE! is displayed, check scale connection and start again.

```
NO SCALE
```

FRANKING WITH WEIGHSCALE

HOW DO I CALCULATE THE CORRECT POSTAGE?

Using the blue keys scroll (< >) to required Postage Rate.

Note:

If the displayed weight is greater than 0g, with nothing on the scale, the scale must be set to zero.

To Zero the scale, Press: ⚖ OK.

Place item to be weighed on the scale, the weight and postage will be displayed.

Press: OK to confirm.

or

Press C to return to Ready mode with your previous postage value selected.

```
{   2nd Class   }
0g          £0.19
```

```
{   2nd Class   }
112g        £0.44
```

```
Ready    £0.44
02/12/00
```

```
Ready    £0.27
02/12/00
```

YOU ARE NOW READY TO FRANK YOUR MAIL AT THE CORRECT POSTAGE VALUE

To weigh further items repeat the procedure.

Tare Function

1. Place an empty container on the platform.

2. Press: ⚖ OK, zero weight will now be displayed.

3. Place the filled container on the platform. The weight now displayed will be that of the contents of the container.

4. To return to normal use, clear the scale platform and press ⚖ OK to zero the scale.

PRINTING OPTIONS

WHAT CAN I PRINT?

Your *AutoStamp* is capable of operating in various modes:

In Stamp (Postage) Mode

In stamp (postage) mode, you can print postage, pre-date your mail, select a message from eight pre-loaded messages or select one from two of your own design (when ordered from Neopost).

Up to 8 Pre-loaded Messages

Your Location (Updated if you move)

Message

Date

Postage

2 Messages to Customer Design

Machine No.

Stamp
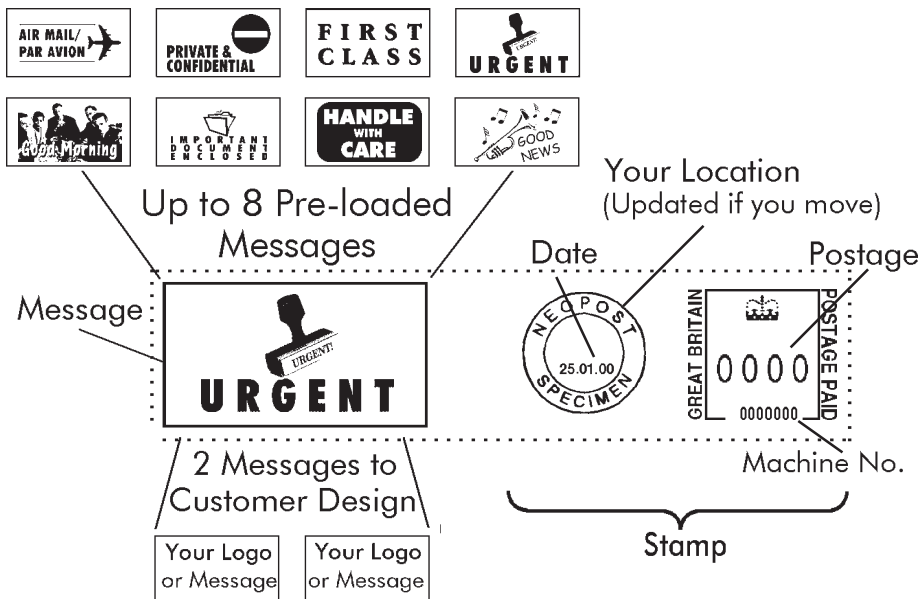
In Date Only Mode

In date only mode, the following typical print may be used to register incoming mail.

RECEIVED 25/01/00

In Message Only Mode

In message only mode, you may select and print a message from eight pre-loaded messages or select one from two of your own design.

URGENT

In Message + Date Mode

In message + date mode, you may select and print a message from eight pre-loaded messages or select one from two of your own design as well as date received.

URGENT

RECEIVED 25/01/00

PRINTING OPTIONS

PRINT MODE SELECTION

From Ready mode, press **MENU** and using the blue keys, scroll (< >) to the PRINT MODE display:

```
{PRINT MODE}
   STAMP
```

To change the Print Mode, press **OK** and using the blue keys scroll (< >) to the desired mode of operation.

```
PRINT MODE
{   STAMP   }
```
OK to confirm
```
Ready    £0.27
02/12/00
```

```
PRINT MODE
{ DATE ONLY }
```
OK to confirm
```
Ready  02/12/00
DATE ONLY
```

```
PRINT MODE
{MESSAGE ONLY}
```
OK to confirm
```
Ready
MESSAGE ONLY
```

```
PRINT MODE
{MESSAGE+DATE}
```
OK to confirm
```
Ready  02/12/00
MESSAGE+DATE
```

You will be returned to Ready mode with your desired print mode selected.

PRINTING OPTIONS

PRE-DATED MAIL

Your machine is fitted with its own calendar/clock, therefore current date setting is automatic.

If you wish to prepare mail ahead of time it is possible to advance the posting date by up to seven days.

To prepare your post dated mail proceed as follows.
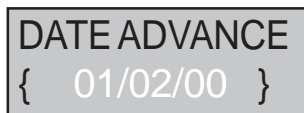
From Ready mode, press **MENU**, and using the blue keys scroll ($<$ $>$) to DATE ADVANCE.

Date Advance indicator flashes and the current date is displayed.

```
{DATE ADVANCE}
   02/12/00
```

To advance the date, press **OK** and using the apropriate blue key, scroll forward ($>$) to the required posting date.

```
DATE ADVANCE
{   01/02/00   }
```

Confirm date advance, press **OK**,

Machine returns to Ready mode with the advanced Post Date displayed.

MESSAGE SELECTION

To load a Message using a Memory Card, please see page 22. (It is possible to store only two customised messages in addition to the eight pre-loaded messages) It is normal for a Message to take a few seconds to load.

Selection

From Ready mode, press **MENU** and using the blue keys scroll ($<$ $>$) to the MESSAGES display.
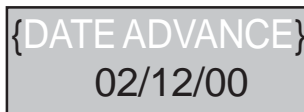
Current Message (if selected) is displayed.

```
{ MESSAGES}
   Neopost
```

To change the Message, press **OK** and using the blue keys scroll ($<$ $>$) to the desired Message:

To confirm your selection press **OK**, the machine will return to Ready Mode with the new Message loaded.

```
MESSAGES
{   URGENT   }
```
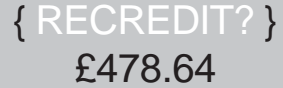
METER REGISTERS

Your franking machine is equipped with a series of electronic registers to monitor franking transactions. These registers may be displayed as follows. (All register values displayed are typical).

Selection

To select a Meter Register, from Ready mode,

Press ⬤,

```
{ RECREDIT? }
    £478.64
```

Using the blue keys (< >), the following registers may be checked:

Credit Register
The Credit Register will display the postage remaining (How much money I have left).

```
{    CREDIT    }
    £478.64
```

Total Register
The Total Register will display the total postage spent to date (How much money I have spent on postage to date).

```
{    TOTAL    }
    £221.36
```

Items Counter
The Items Counter will display the total number of items with a valid postage amount printed to date.

```
{    ITEMS    }
      579
```

To return to Ready mode from any Meter Register display, press C .

```
Ready    £0.27
02/12/00
```

METER REGISTERS

Additional Registers

Low credit Warning

When machine credit falls below or equal to the low credit level, the display will alternate between Ready and LOW CREDIT. (To program or change the low credit level, please see page 19).

```
Ready    £0.31
02/12/00
```

```
LOW CREDIT
```

Insufficient Credit

When the value selected exceeds the available credit, franking will be inhibited and the ADD CREDIT warning will be displayed.

```
£0.31
ADD CREDIT
```

Low Ink

When the ink cartridge requires replacing, the display will alternate between Ready and LOW INK.

To allow completion of batch, a further 100 franking operations are available, after which the ink cartridge **MUST** be changed (see pages 16 - 17).

```
Ready    £0.31
02/12/00
```

```
LOW INK
```

Warning No Ink

When the WARNING NO INK display is observed change the Ink Cartridge.

Note: When this display is observed, the machine will not operate untill a new Ink Cartridge is fitted (see pages 16 - 17).

```
WARNING
NO INK
```

High Value OK?

The HIGH VALUE OK? display will be observed if you have entered a postage amount greater than the high level limit (refer to page 19).

```
HIGH VALUE OK?
£1.50
```

To accept the higher postage amount, press **OK** to confirm.

Otherwise press **C** to cancel.

MAINTAINING PRINT QUALITY

Note: to provide optimum postal quality impressions and to protect the printed proof of payment, the cartridge life is limited to 1 year

Under normal operating conditions, your *AutoStamp* franking machine will produce excellent quality prints.

However, if lines are missing from the stamp, it will be necessary to clean the print-head.

From Ready mode press the 〔MENU〕 key. Then using the blue keys scroll (< >) to the following display:

Press 〔OK〕 to confirm.

Next, using the blue keys scroll (< >) to:

Press 〔OK〕 to confirm.

{ CARTRIDGE }

CARTRIDGE
{   CLEAN   }

The following display will be observed:

On completion of the cleaning process the display will return to the CARTRIDGE CLEAN display.

Next, using the blue keys scroll (< >) to:

Press 〔OK〕 to confirm.

PLEASE WAIT...

CARTRIDGE
{ TEST PRINT }

After a short period you will be asked to produce a test print.

Pass a blank envelope or card through the machine.

INSERT ITEM

Alignment Test
Enter number that provided the straightest vertical line

All lines to be continuous

Current Date
05/05/00

1 2 3 4 5 6 7 8 9
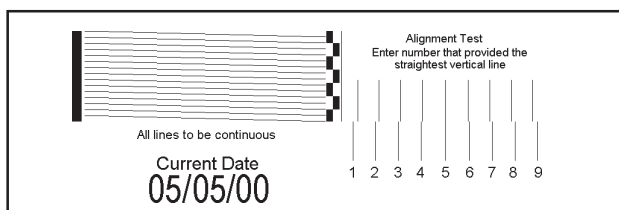
All horizontal lines must be clear and present. To set the alignment, enter the number that provides the straightest vertical line (for the example above:- line 5).

Press 〔OK〕 to return to Ready mode.

ALIGNMENT
5

If horizontal lines still missing, repeat the cleaning and test print process a second and/or third time, if this process fails to restore print quality, fit a new ink cartridge as detailed on pages 16 - 17.

REPLACING AN INK CARTRIDGE*

Important Note : If the machine is to be returned for any reason, please remove and retain the ink cartridge.

From Ready mode, press the 〔MENU〕 key. Then using the blue keys scroll (< >) to the following display:

Press 〔OK〕 to confirm.

{ CARTRIDGE }

Next, using the blue keys scroll (< >) to:

Press 〔OK〕 to confirm.

CARTRIDGE
{   REMOVE   }

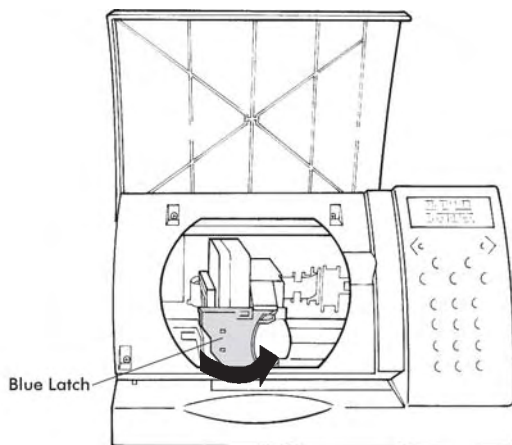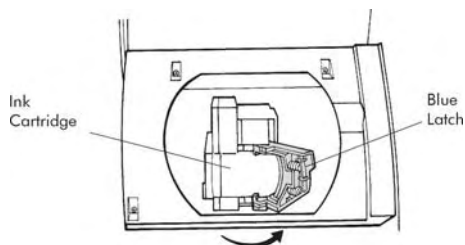The following display will be observed:

CARTRIDGE
INSTALL?

Open the machine top cover (to gain access to the print head).

Blue Latch

Open the Blue Latch.

Ink Cartridge   Blue Latch

* Maximum cartridge capacity: 2500 imprints

REPLACING AN INK CARTRIDGE

Carefully withdraw the used cartridge and discard.

Remove the new cartridge from its packaging and peel off the Blue tape seal that protects the print head.

Place the new cartridge into its holder as illustrated, close the blue latch and press gently until it locks the cartridge in place.
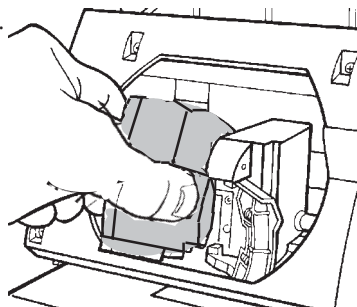
Close the top cover and press: **OK**

The following display will now be observed

PLEASE WAIT...

Notes:
The ink charging process may take a short while to complete, during this time the machine may produce some mechanical sounds, this is normal.
Once installed, do not open the latch again until you need to fit a new cartridge.
If the ink cartridge is not installed properly the machine will not work.

You will be prompted to produce a test print:

INSERT ITEM

Insert a blank envelope or card to make a test print

Alignment Test
Enter number that provided the
straightest vertical line

All lines to be continuous

Current Date
05/05/00

1 2 3 4 5 6 7 8 9
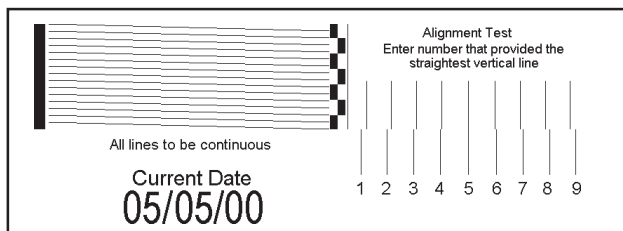
The following display will now be observed:

Now enter the number that corresponds to the straightest vertical line (for the example above: - line 5).

Press **OK** to return to Ready mode.

ALIGNMENT
5

MEMORY SETTINGS

INTRODUCTION

Your *AutoStamp* has two memory locations that can store commonly used print combinations. To programme a commonly used print combination proceed as for the following example:

Programming a Function

First select the required message (see *Message Selection* on page 12).

Then select the required postage value (see page 7).

Next select the print mode required (see page 11).

Press and Hold Ⓜ for at least five seconds.

Press the memory location key ① or ② as required.

Press ⓄⓀ to confirm.

If the selected memory location has a previously programmed function, the following display will be observed.

To replace a memory program, press ⓄⓀ

If you do not wish to replace the memory program, press Ⓒ and start again.
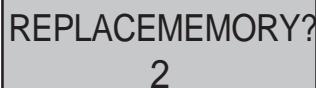
```
Ready    £0.27
02/12/00
```

```
MEMORY SAVE
{      2      }
```

```
REPLACEMEMORY?
    2
```

Recall a Memory Function

To recall a memory function, press and release Ⓜ.

Select a memory function by pressing key ① or ② as appropriate.

```
MEMORYRECALL        or        MEMORYRECALL
    {   1   }                     {   2   }
```

Press ⓄⓀ to confirm.

SETUP MODE

Introduction

This section describes how to customise the setup of your *AutoStamp* franking machine.

To enter SETUP mode,

Press the (MENU) key. Then using the blue keys scroll (< >) to:

Press: (OK)

Current High Value displayed.

```
{      SETUP      }
```

```
{HIGH VALUE}
      £0.00
```

To Change a Setting

HIGH VALUE, LOW CREDIT, PIN, TIMEOUT and DEFAULT VALUE settings are all set in the same way (to disable the user PIN the setting 0000 should be used).

For our example we show how to change the Low Credit Level.

From SETUP mode, using the blue keys scroll (< >) to:

Current Low Credit Level displayed.

To change the Low Credit Level, Press (OK)

Select new Low Credit Value e.g. £25.00

Press: (2) (5) (0) (0)

If value incorrect press (C) and start again.

If value correct press (OK) to confirm:

```
{LOW CREDIT}
      £15.00
```

```
LOW CREDIT
      £25.00
```

```
Ready    £0.31
02/12/00
```

To Change the Key Beep Setting

From SETUP mode, using the blue keys scroll (< >) to:

Current Key Beep setting displayed.

To change the Key Beep Setting press (OK) .

Then using the blue keys scroll (< >) to setting required (ON or OFF)

Press: (OK)   to confirm:

To exit setup and return to Ready mode press (C) .

```
{ KEY BEEP }
      ON
```

```
KEY BEEP
      OFF
```

```
Ready    £0.31
02/12/00
```

REPORTS

Machine status reports can be printed on self adhesive labels using the franking machine's own printing mechanism.

Meter Summary Report

Provides information relative to current machine status.

```
                  Autostamp   Meter   Summary   Report
   Die  No.   N0000000                       25/01/2000    14:23
              CREDIT    (POSTAGE    UNUSED)    0
              TOTE    (POSTAGE    UNUSED)      0
              POST   OFFICE   ITEMS           0
```

Recredit Report

Provides recrediting information.

```
                  Autostamp    Recredit    Statement
   Die  No.   N0000000                       25/01/2000    4:23
              PREVIOUS    CREDIT             0
              AMOUNT    PURCHASED            0
              NEW   CREDIT                   0
              NEW   CREDIT   TOTAL           0
              TRANSACTION    DATE            25/01/2000
```

Setup Report

Provides machine Setup information, comprises two pages.

```
                  Autostamp   SET-UP   REPORT
   Die  No.   N0000000      25/01/2000                    14:23
   LOW   CREDIT   WARNING   2000       KEY   PRESS   TONE   0
   HIGH   VALUE   WARNING   100        TIME   OUT   (MINUTES) 10
   STAMP                    0
```

```
                  Autostamp   SET-UP   REPORT
   Die  No.   N0000000      25/01/2000                    14:23
              CREDIFON    TELEPHONE   NO.       09063420342
              HELPDESK   TELEPHONE   NO.        01708714111
   DIAL                     0          PREFIX
   TONE   DETECT            0          PAUSE        0
```

Printing a Report

From Ready mode, press the [MENU] key. Then using the blue keys scroll ($<$ $>$) to the REPORTS display: Press [OK] to confirm.

```
{  REPORTS  }
   RECREDIT
```

Next, using the blue keys scroll ($<$ $>$) to the report type you wish to print.

Press [OK] to confirm.

```
REPORTS
  SETUP
```

The following display will now be observed:

```
INSERT ITEM
```

To print a report, feed a label pad into the machine in the same way as you would feed an envelope.

If the report consists of more than one page e.g. Setup Report, you will be prompted for each page.

Once you have printed your report, press [C] to return to Ready mode.

```
Ready    £0.27
02/12/00
```

MEMORY CARD

The following memory cards are currently available from Neopost:

Message Cards (one message per card); Rate Card (when postal rates change);

Town Card (if you move to a different postal area)

How To Load Data Using a Memory Card

Please Note:
It is important that you carry out all the steps detailed below. You MUST power your machine OFF then ON after loading data from a Memory Card.

The following example illustrates the loading of a slogan/message, (remember only 2 slogans/messages can be stored in the machine at any one time).

1. Ensure machine is switched on and PIN number is entered.

2. From Ready mode, press the [MENU] key and scroll using the blue (< >) keys to the MEMORY CARD display.

{MEMORY CARD}

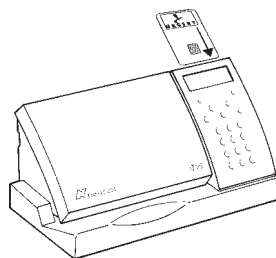3. Press [OK] to confirm.
    INSERT CARD prompt will be displayed.

INSERT CARD

Insert the Memory Card into the slot at the top of the display panel.

4. Press [OK] to confirm.

    The slogan title will be displayed.

MEMORY CARD
MESSAGE

5. Press [OK] to confirm.

6. LOADING will be displayed followed by MEMORY CARD LOADING COMPLETE.

LOADING
]]]]]]]]_____

MEMORY CARD
LOADING COMPLETE

MEMORY CARD

To return to Ready mode, press **C** twice.

7.   Power your machine OFF then ON.

| Ready   £0.27 |
| 02/12/00 |

8.   If entering a **SECOND** slogan, repeat the procedure from Step 1 to Step 7.

To select your customised message, please refer to page 12, (Message Selection).

For any additional slogans/messages

Repeat operations 1, 2, 3 and 4 as above, then

a.   Press to confirm and then replace REPLACE FILE? will be displayed.

| REPLACE FILE? |
| MESSAGE |

If you do not wish to replace a file, press **C** twice to return to Ready mode.

| Ready   £0.27 |
| 02/12/00 |

b.   If you wish to replace a file, scroll using the blue $(< >)$ keys to the required message to be replaced.

c.   Press **OK** to confirm.

The ERASING FILE../LOADING... sequence will be initiated

| ERASING FILE/ |
| LOADING... |

followed by MEMORY CARD LOADING COMPLETE.

| MEMORY CARD |
| LOADING COMPLETE |

d.   If you wish to enter further data, press **C** twice to return to Ready mode and repeat the procedure.
Power your machine OFF then ON.

| Ready   £0.27 |
| 02/12/00 |

To select your customised message, please refer page 12, (Message Selection).

ADDING CREDIT

REMOTE CREDIT SETTING

Credit may be purchased from Neopost Credifon, using the Credifon re-setting system, in units of £10, minimum £10.00, maximum £500.00.
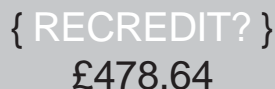
Connect one end of the telephone link cable to the Modem Socket (☎) at the rear of the machine and the other end to an adjacent telephone line outlet.

As a Credifon user you will have been issued with your own Credifon **PIN**, therefore to initiate a valid credit-resetting sequence, the correct **PIN** must be used.

Go to Ready mode (see page 6).

Then press: ☎,

The following display will be observed.

```
{ RECREDIT? }
   £478.64
```

Press: OK,

The prompt to enter your **Credifon PIN** will now be observed, please remember this is **NOT** the same as your **User PIN**.

```
CREDIT PIN
   ----
```

Enter your Credifon PIN, e.g. 2 2 5 4

Press: ② ② ⑤ ④,

if PIN correct, the ENTER AMOUNT prompt flashes.
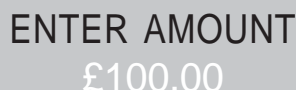
```
ENTER AMOUNT
   £0.00
```

Enter the credit amount you wish to purchase (e.g. £100),

Press: ① ⓪ ⓪,

Press OK to confirm,

```
ENTER AMOUNT
  £100.00
```

The following display will be observed:

If amount incorrect, press C and start again from ENTER AMOUNT.

If amount displayed is correct, press OK to confirm.
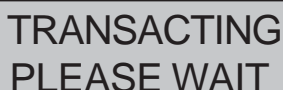
```
CONFIRM AMOUNT
   £100.00
```

The following displays will be observed.

```
CONNECTING        TRANSACTING
PLEASE WAIT       PLEASE WAIT
```

ADDING CREDIT

On completion of recrediting, the following display will be observed:

> RECREDIT
> DONE   £578.64

Press **C** to return to Ready mode.

> Ready   £0.31
> 02/12/00

If an incorrect **Credifon PIN** was entered, the following display will be observed.

> WRONG PIN
> TRY AGAIN

In this case, press **C** twice to return to Ready mode, then wait for approximately two minutes before attempting to add credit, this time using the **Correct Credifon PIN**.

If the re-credit transaction is aborted before the transfer has been completed, a WARNING message will be observed, please refer to pages 32 - 33.

> WARNING

In this case, press **C** to return to Ready mode and start again.

'Warning Inspection Reqd' Procedure

If you do not apply for credit or connect to Credifon within 90 days, the following display will be observed:

> WARNING
> INSPECTION REQD

To action this message you should complete a zero credit transaction.

This allows the Royal Mail to inspect your meter and help prevent possible fraud.

Note:

The machine only requires connection to the telephone line outlet during the re-credit transaction.

CREDIFON PROCEDURES

CREDIFON RECREDITING SYSTEM

Using the Credifon re-setting system, credit may be purchased from Neopost Credifon, in units of £10.00, minimum £10.00, maximum £500.00.

Telephone number change

The telephone number of Neopost Credifon credit re-setting centre is stored in the franking machine. This is used when you want to purchase credit. If you are advised that this number has changed, it must be entered as detailed below.

From Ready mode press the MENU key. Then using the blue keys scroll (< >) to the SETUP display:

Press OK to confirm.

{   SETUP   }

Next, using the blue keys scroll (< >) to the TELEPHONE display:

Press OK to confirm.

{TELEPHONE}

The prompt to enter the Credifon Recrediting Centre telephone number will be observed.

To change or enter a new telephone number, press OK.

{ CREDIFON NO.}
0

Using the numerical key pad, enter the appropriate telephone number, carefully check the number, if incorrect, press C to return to Ready mode and start again.

If correct press OK.

In the unlikely event of a machine failure requiring Service Centre action an Error Number will be displayed along with your local Service Centre Telephone Number.

To enter the Service Centre Telephone Number, go to the SETUP TELEPHONE display, scroll(< >) to the SERVICE NO. display and enter the telephone number as previously detailed.

{HELPDESK NO. }
01708 714111

CREDIFON PROCEDURES

The Credifon Crediting System telephone number must be prefixed by the appropriate outside line digit (for most systems this is a 9 or a 0), if your outside line is routed through a switchboard.

Using the blue keys scroll (< >) to the PREFIX display:

Press OK to change or enter.

Next, enter the appropriate prefix.

Press OK to confirm.

{   PREFIX   }
NONE

It may be necessary to enter a pause between the outside line digit and the new telephone number:-

Using the blue keys scroll (< >) to the PAUSE display and enter a number between 0 and 9.

Press OK to confirm.

{   PAUSE   }
NONE

A TONE DETECT facility is available to enable the machine to detect a dialling tone before dialling the number.

Using the blue keys scroll (< >) to the TONE DETECT display and press OK. Now using the blue keys select ON or OFF as required.

TONE DETECT
{   ON   }

Press OK to confirm.
You will then be returned to Ready mode.

Ready   £0.27
02/12/00

CREDIFON PROCEDURES

Application for a new Credifon PIN

If you lose or forget your Credifon PIN you must apply for a new PIN in writing on your company headed paper to the following address:

Credifon - Accounts
Neopost Limited
Neopost House
South Street
Romford
Essex RM1 2AR

If you find your old Credifon PIN at a later date, it must be destroyed immediately.

Please do not attempt to use an old Credifon PIN to effect a transaction.

When you receive your new Credifon PIN, keep it in a safe place and separate from your Credifon Meter.

For all Credifon queries, call the Helpdesk on 01708 714111

Credifon Credit Controls

Credifon is a uniquely flexible system designed to meet your company's needs.

If credit for your franking machine is paid for by Direct Debit payments, then you will automatically receive a credit limit of £500.00. RCB accounts are limited by the credit held at any time.

To assist you in managing the credit held in the meter, there are three credit limits which can be set by contacting Neopost Credifon Accounts:

1. **Account Credit Limit** This credit limit affects the overall account.

2. **Machine Credit Limit** This specifies the maximum credit that any single machine can hold at one time. This will automatically be set at £500.00. unless you specify otherwise.

3. **Low Credit Warning Level (RCB only)** An early warning to ensure that enough credit is held in your RCB account.

UNUSED OR SPOILT IMPRESSIONS

The entire envelope (wrapper, label or form), including post mark, should be returned within three months to Royal Mail. Provided that the franking is legible, the face value (less 5%) will be refunded.

CREDIFON PROCEDURES

CUSTOMER NOTES

QUICK REFERENCE GUIDE

LOG ON

IF PIN SET TO 0 0 0 0

ENTER PIN

WELCOME TO IJ25
PLEASE WAIT...

LOCKED
09:01   02/12/00

① ② ③ ④

Ready   £0.00
02/12/00

FUNDS KEY

MEMORY KEY

{ RECREDIT? }
£478.64

OK

CREDIFON PIN

MEMORY RECALL
{   1   }

Page
18

< >

**Enter your 4 digit
Credifon PIN**

{   CREDIT   }
£478.64

Page
13

ENTER AMOUNT
£0.00

Page
24

MEMORY
SAVE

< >

**Enter Credit to
Purchase**

{   TOTAL   }
£221.36

Page
13

ENTER AMOUNT
£100.00

< >

OK

{   ITEMS   }
579

Page
13

CONFIRM
£100.00

C

OK

Ready   £0.27
02/12/00

Page
13

RECREDIT
£578.64

C

Ready   £0.27
02/12/00

QUICK REFERENCE GUIDE

ENTER POSTAGE

(2) (7)

| Ready   £0.27 |
| 02/12/00 |

FRANK YOUR MAIL

MENU KEY

MENU

| {MESSAGES} |

Page 12

< >

| {DATE ADVANCE} |
| 02/12/00 |

Page 12

< >

| {PRINT MODE} |
| STAMP |

Page 11

< >

| {REPORTS} |
| RECREDIT |

Page 20

< >

| {CARTRIDGE } |

Page 16

< >

| {MEMORY |
| CARD} |

Page 22

< >

| {SET UP} |

Page 19

FRANKING WITH SCALE

Page 8

|

< > to RATE

|

Weigh Item

| { First Class } |
| 20g   £0.27 |

OK

| Ready |
| £0.27 02/12/00 |

FRANK YOUR MAIL

LOG OFF

| LOCKED |
| 09:05 02/12/00 |

DISPLAY INDEX

In the course of operation, one of the following screen messages may be displayed. The cause for the message and the appropriate actions are listed on the following pages.

SCREEN DISPLAY	CAUSE	REMEDY
ACCOUNT HELD	Credifon Account on hold.	Call the Helpdesk.
AMOUNT TOO BIG CHECK FUNDS	Requested credit exceeds meter	Choose lower value and retry. limit.
AMOUNT TOO SMALL INCREASE AMOUNT	Requested credit less than £10. retry.	Choose larger amount and
BAD CARD	Memory Card damaged.	Request a new card - Call Helpdesk.
BAD STORAGE	Load Memory Card failed.	Reload Memory Card.
BUSY TRY LATER	Credifon Busy.	Please try later.
CONFIG. MISSING	System Error	Call Helpdesk.
CONNECTION ERROR PLEASE RETRY	Connection to Credifon lost.	Check the connection to the telephone line and retry.
CONNECTION LOST	Connection to Credifon lost.	Check the connection to the telephone line and retry.
CREDIFON ERROR CALL HELPDESK	Credifon Error.	Call Helpdesk.
ERRONEOUS FILE	Memory Card damaged.	Request a new card - Call Helpdesk.
FILE NOT VALID	Memory Card damaged.	Request a new card - Call Helpdesk.
FONT MISSING	System Error	Call Helpdesk.
INK EXPIRED	Ink Cartridge older than 9 months.	Replace Ink Cartridge.

DISPLAY INDEX

SCREEN DISPLAY	CAUSE	REMEDY
INK UNKNOWN	Wrong ink installed.	Replace Ink Cartridge with correct type.
INSERT CARD	Memory Card not installed.	Insert Card and press OK.
NO ACCOUNT	No Credifon account set up.	Call Helpdesk.
NO ANSWER CHECK TEL. NO.	Wrong number dialled.	Set the correct Credifon Telephone Number into the machine.
NO DIAL TONE CHECK CONNECTION	Machine not connected to telephone line.	Connect to telephone socket.
NO RATES	No valid rate table available.	Request Update - Call Helpdesk.
NO SCALE	Scale missing or damaged.	Check connection - Call Helpdesk
REMOVE MAIL	Mail incorrectly inserted in machine.	Carefully remove envelope or label and try again
REPLACE FILE?	File exists in machine.	Accept 'Replace File?' - OK.
WARNING DIE MISSING	System Error	Call Helpdesk.
WARNING INSPECTION REQD	Inspection Timer Expired.	Recredit Meter. (0.00 recredit allowed)
WARNING MAIL NOT PRESENT	Mail removed during print.	Place mail firmly into the machine.
WARNING PENDING CREDIT	Credifon transaction not completed.	Recredit second time - Press FUNDS key
WRONG PIN	Wrong Credifon PIN used.	Try again using the correct PIN

For Neopost Helpdesk call Tel: 01708 714111

DISPLAY INDEX

ERROR MESSAGES

In the event of a malfunction, an error message and a number will be displayed. Refer to the following chart for appropriate action.

Error messages generally may be re-set, if error messages persist after taking the appropriate action and three attempts at reset have been made, call Neopost Helpdesk.

Always quote your meter number and the error number to Neopost Helpdesk.

Error Message	Remedy
ERROR 4	Press **C**.
ERROR 6	Press **C**, then power OFF/ON
ERROR 16	Power OFF/ON.
ERROR 17	Power OFF/ON.
ERROR 18	Power OFF/ON.
ERROR 19	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 20	Ensure that mail is removed Power OFF/ON
ERROR 21	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 22	Power OFF/ON.
ERROR 23	Power OFF/ON.
ERROR 24	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 25	Power OFF/ON.
ERROR 26	Power OFF/ON. Remove & Reinstall Ink Cartridge
ERROR 27	Power OFF/ON.
ERROR 28	Power OFF/ON.
ERROR 29	Ensure that mail is removed Power OFF/ON. Call Neopost Helpdesk.
ERROR 30	Ensure that mail is removed Power OFF/ON. Remove & Reinstall Ink Cartridge
ERROR 31	Ensure that mail is removed Remove & Reinstall Ink Cartridge Power OFF/ON.
ERROR 33	Press **C**, then power OFF/ON

For all other Error Numbers, call Neopost Helpdesk on 01708 714111

AutoStamp Franking Machine User's Guide

DISPLAY INDEX

SCREEN DISPLAY REFERENCE

	Page No.		Page No.		Page No.
CONFIRM AMOUNT	24	CONNECTING	24	CREDIFON PIN	24
ENTER AMOUNT	24	HIGH VALUE	19	HIGH VALUE OK?	14
INSPECTION REQD	25	LOW CREDIT	19	LOW INK	14
NO INK	14	REPLACE FILE?	23	TRANSACTING	24
WEIGHT OVER 2kg	9	WELCOME TO IJ25	6	ZERO SCALE	9

CE Products presented in this guide are conform to requirements of directives nbr 73/23/CEE and 89/336/CEE.

Neopost has implemented a program for the recycling of worn franking machines and machines at the end of their lifetime. Contribute in a responsible way to the environmental protection by consulting your retailer internet site, or by contacting him. He will inform you of the collection and treatment processes of these machines.

neopost