IJ35/IJ45

FRANKING MACHINE

neopost

WARNING!

Do not under any circumstances attempt to remove the machine covers or attempt to repair the IJ35/IJ45. There are no operator serviceable parts thereunder.

The IJ35/45 product is licensed for use under the conditions of the Royal Mail. This license is issued subject to the product being secure at all times. Any removal of covers or dis-assembly of the product will result in the license being revoked and may result in the Royal Mail requesting Neopost to remove the product from use.

The ink cartridge system used within the IJ35/45 contains Royal Mail approved ink. This cartridge should not be tampered with in any way or the use of non approved inks be undertaken. This will breach any Royal Mail licence agreement on the product and may result in the Royal Mail requesting Neopost to remove the product from use.

EC DIRECTIVE 1999/5/EC

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/IJ35Compliance.htm

MODEM APPROVAL REQUIREMENTS

This equipment contains a modem which has been approved in accordance with Council Decision 98/482/WC-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 telephone sockets. In the UK this plug is fitted with a 5A fuse, only replace with a fuse of the same rating.

WARNING: FOR SAFETY THIS EQUIPMENT MUST BE EARTHED

The IJ35 and IJ45 Franking Machines have been designed to meet the safety requirements of IEC EN60950. The peripheral interfaces meet the SELV requirements of that standard, therefore in order to maintain the level of safety provided by the IJ35 and IJ45, the interface of any equipment connected to the IJ35 and IJ45 interfaces must also meet the SELV requirements of IEC EN 60950.

INTRODUCTION

Congratulations on choosing the Neopost IJ35/45 franking system. The IJ35/45 is the result of the expertise and innovative capabilities of the worldwide Neopost group and, using ink jet technology, it will integrate into your working environment to enhance your mail processing operation.

The IJ35/45 has many capabilities that will be important to your business:

As well as being productive (up to 5400 items per hour), the IJ35/45 is designed to be a user friendly machine that can fit into any working environment with its innovative and attractive design, simple user settings and very low noise level. The high volume capacity and sealed inker makes it easy and safe to handle, and the user interface is particularly clear with a graphic interface and 5 memories to store favourite jobs.

The IJ35/45 is adaptable and as such can handle many different types of mail up to 10mm thick. The optional feeder can be used to process, in a continuous cycle, items of sizes ranging from DL to C4 and up to 6 mm thickness. For thicker mail items or packages, adhesive labels can be automatically dispensed.

The IJ35/45 is connectable. It can exchange data with Neopost scales and RS232 serial printers in order to provide optimal mail processing and reporting.

Finally, the IJ35/45 is a unique communication tool for your company. Its high quality printing combined with its integrated library of message/slogans, mini dies and free format text will afford you extra tools to enhance your company's image and the impact of your mail.

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FRANKING FACTS

Questions and Answers

How does franking differ from stamps?

Your IJ35/45 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 advert 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).

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

Your IJ35/45 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 on a label and affix adjacent to the original franked value.

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. Provided that the franking is legible, the face value (less 5%) will be refunded.

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.

GENERAL SPECIFICATIONS

	IJ35	IJ45
Speed (Items/hr)	3,600	5,400
Thickness (mm) - Automatic	6	6
- Manual	10	10
Printer Type	Ink Jet	Ink Jet
Automatic Label Dispenser	Yes	Yes
Automatic Feeder	Optional	Optional
Weigh Platform (2kg)	Optional	Optional
Scale Interface	Optional	Optional
Cost Centre Accounting	35	45
Job Memories	5	5
Preloaded Mini-dies8	8	
Customised Slogans	10	10
Texts	5	5
Information Printout	Yes	Yes
	(on labels or RS232 Serial Printers)	
Recrediting Method	Credifon only	Credifon only
Dimensions - Franking Machine	265 x 360 x250mm	
(w x d x h)		
- Autofeed	325 x 240 x 250mm	
- Feed - platform	120 x 240 x 160mm	
Envelope Size	DL to C4	DL to C4

INSTALLATION

INTRODUCTION

Your IJ35/45 should be installed on a flat horizontal surface adjacent to easily accessible power and telephone line outlets.

Allow sufficient free space as follows:

- above the machine to enable opening of the covers.

- at the rear of the machine for cooling.

The power plug on this equipment is intended to serve as the device for isolation of the mains supply, where possible it is advisable to connect to a switched power outlet.

Please do not connect your IJ35/45 Franking Machine to the power outlet until you have attached the accessories.

INSTALLATION

FRANKING MACHINE

Attach the Platform Infill to the Hand Feed Platform

When attaching the Platform Infill to the Hand Feed Platform, ensure that the Tabs and Slots interlock as illustrated.
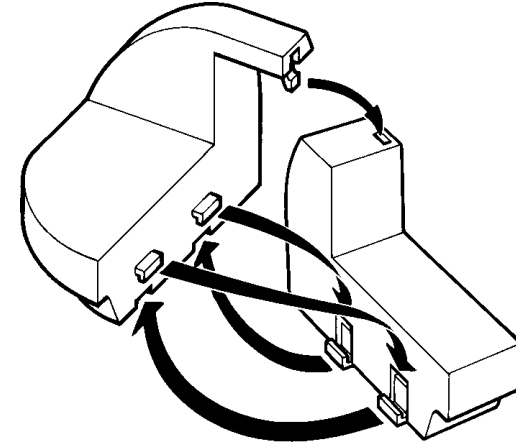
Attach the Platform Infill to the Autofeed (Option)

If an Autofeed is to be fitted, first attach the Platform Infill to the Autofeed ensuring that the slots on the Autofeed fit tightly over the tabs on the Infill Platform as illustrated.
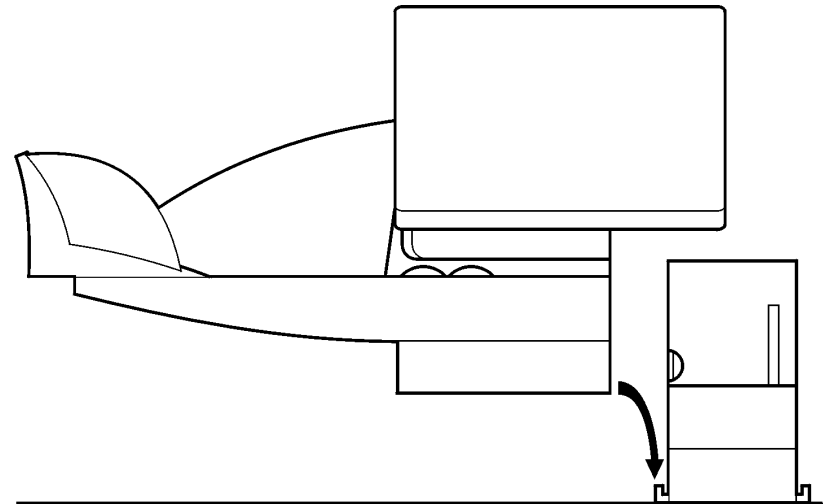
Attach the IJ35/45 to the Hand Feed Platform or Autofeed

Lower the IJ35/45 into position so that the slots fit over the tabs as illustrated.
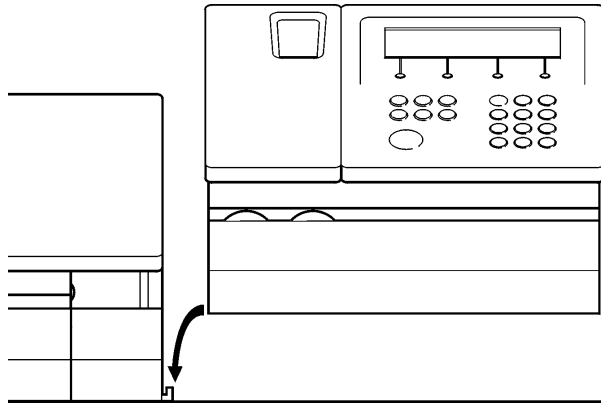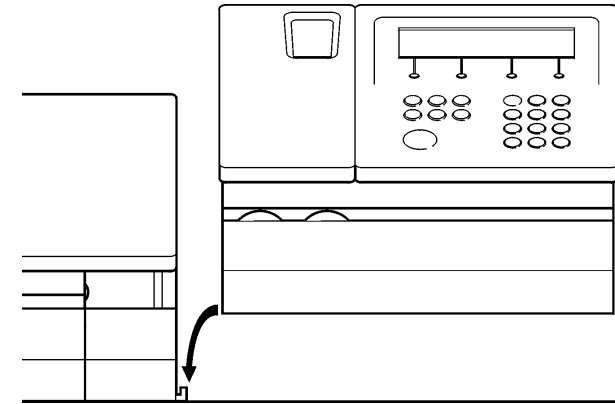
Attach the Weigh Platform & Support (Option)

Sufficient cable has been provided with your weigh platform to enable the unit to be placed on the desk adjacent to the franking machine if this is preferred.

For machine mounting, position the weigh platform on its support. Excess cable can be loosely coiled under the support.

Position the Support Platform so that the pins on the underside mate with the locating points on the rear casing of the IJ35/45.
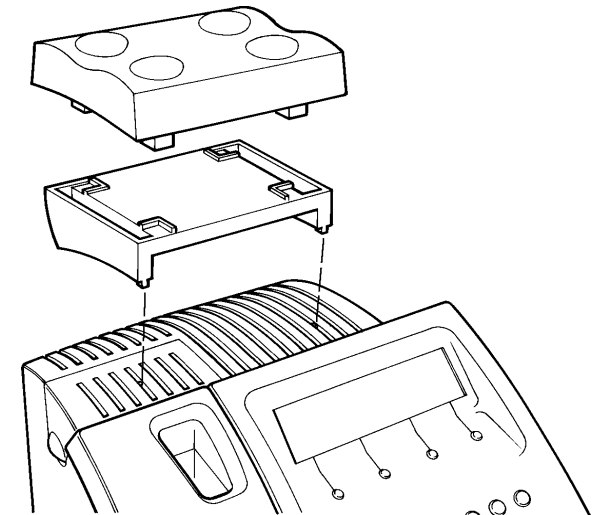
INSTALLATION

Machine Connections

Weigh Platform/Scale Connection (Option)

Autofeed Connection (Option)

INSTALLATION

Machine Connections

Weigh Platform Connection (Option)

Autofeed Connection (Option)
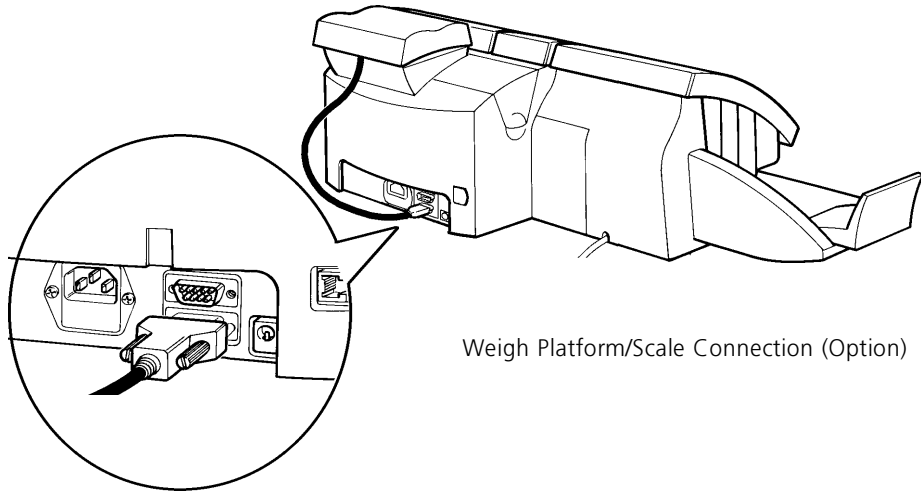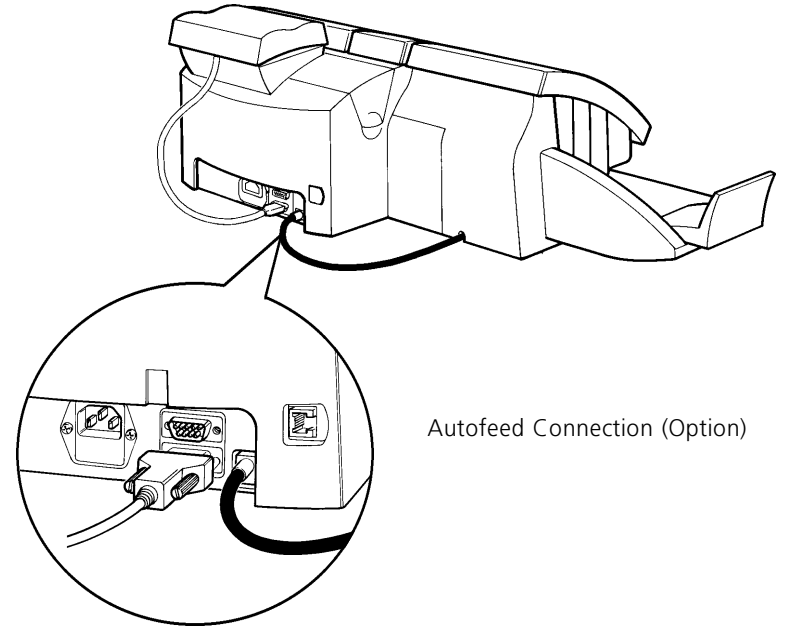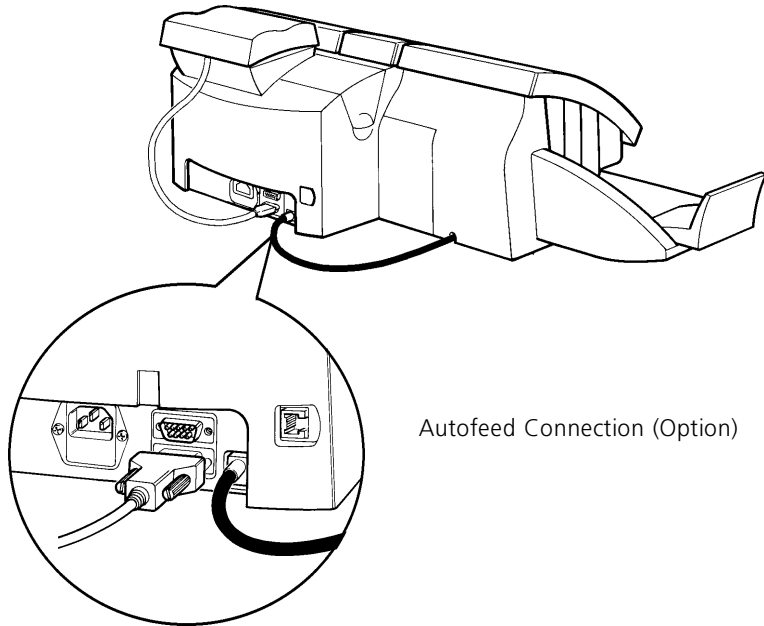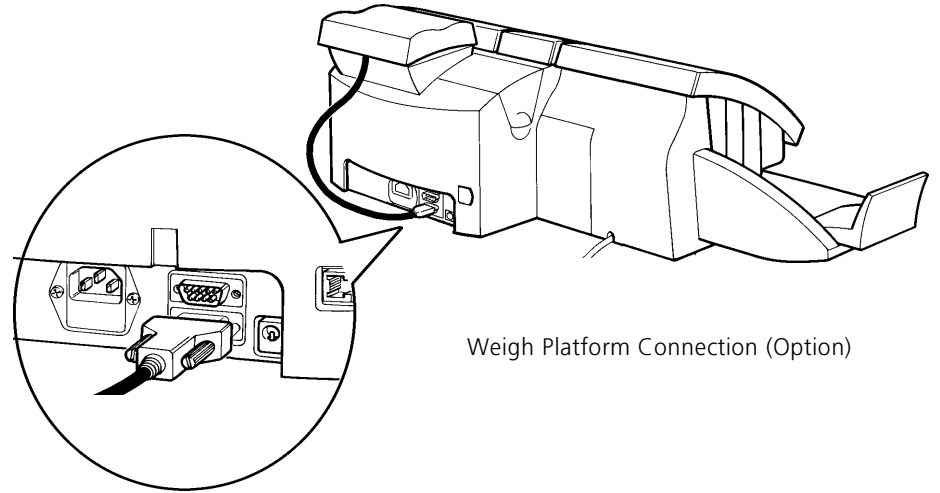
Machine Connections (continued)
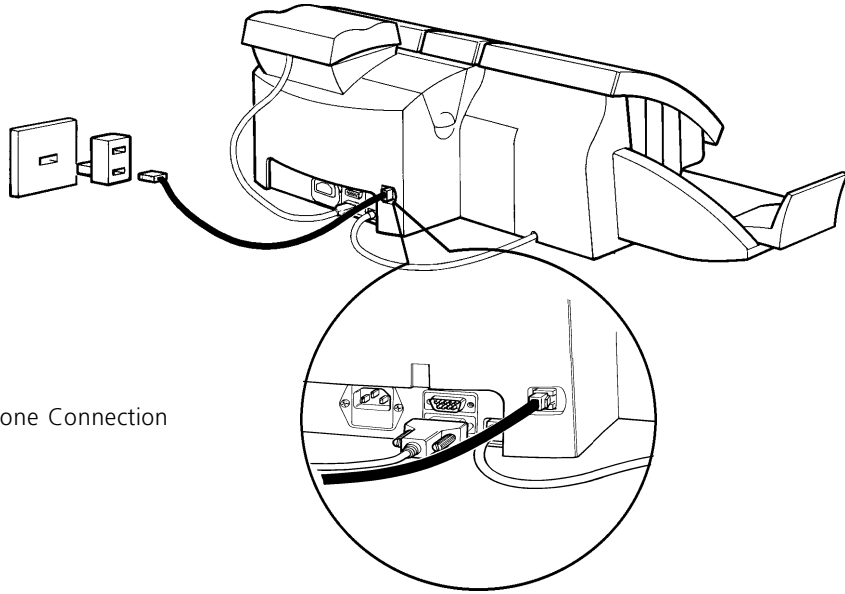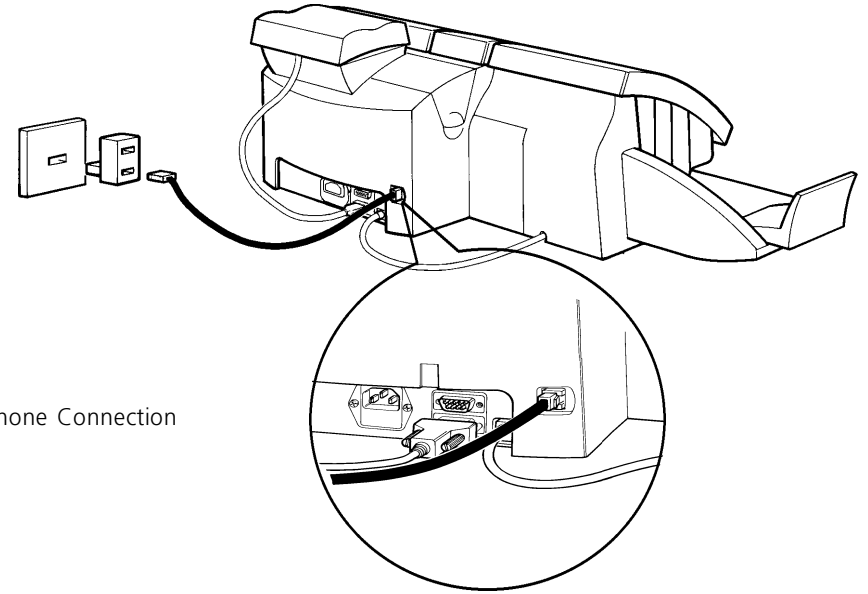
Telephone Connection
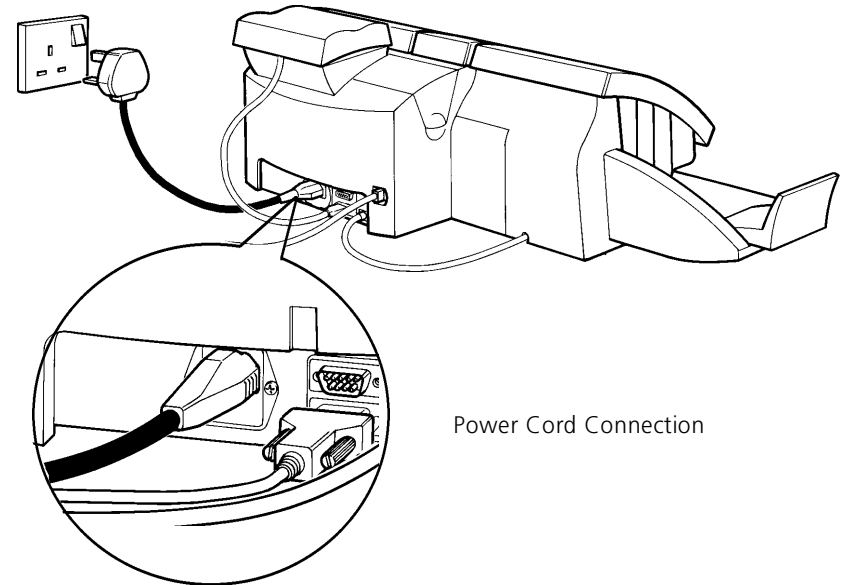
Power Cord Connection

INSTALLATION

Position Receiving Tray
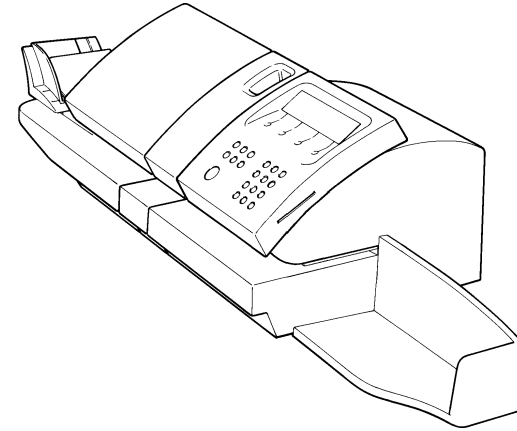
Fill the Label Hopper

Tab   Printing Surface
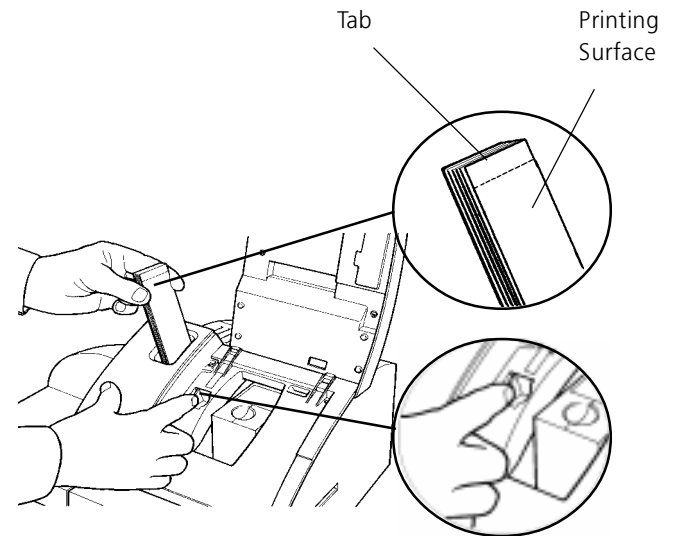
CONTROLS AND FEATURES

INTRODUCTION

The following pages detail the Controls and Features associated with your IJ35/45 Franking Machine, please take the time to read them carefully.

CONTROLS AND FEATURES

MACHINE

1.	Display	presents a visual indication of the machine set up and status.
2.	Soft Keys	keys with functions as depicted on the display.
3.	Numerical Keypad & Function Keys	enables the operator to access user functions.
4.	Start/Stop Button	used to Start/Stop the Machine.
5.	Envelope Guide	adjustable envelope guide.
6.	Side Guide	adjustable envelope guide.
7.	Receiving Tray	collects franked mail.
8.	Precut Label Dispenser	holds up to 50 labels.
9.	Label Release Lever	release to fill the Precut Label Dispenser.
10.	Blanking Unit	platform infill.
11.	Memory Card Reader	used to load new postage rate and customer data.
12.	Ink Cartridge	Ink Cartridge/Printing Head.
13.	Power Input	220 - 240V AC 50Hz input.
14.	Accessory Port	connection for printer etc.
15.	Weigh Platform Connection	connection for weigh platform or external scale.
16.	Autofeed Connector	connection for Autofeed Unit.
17.	Telephone Socket	enables connection to Credifon Recrediting Centre.
18.	Meter Cover	may be removed to allow access to meter.
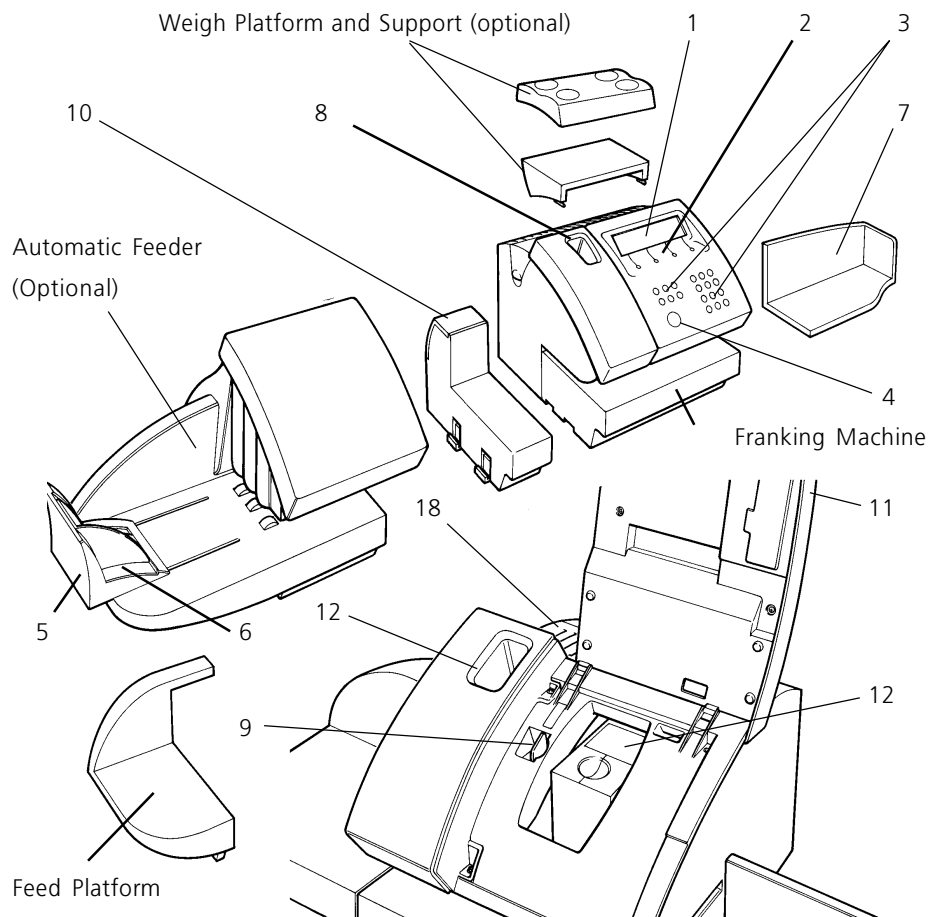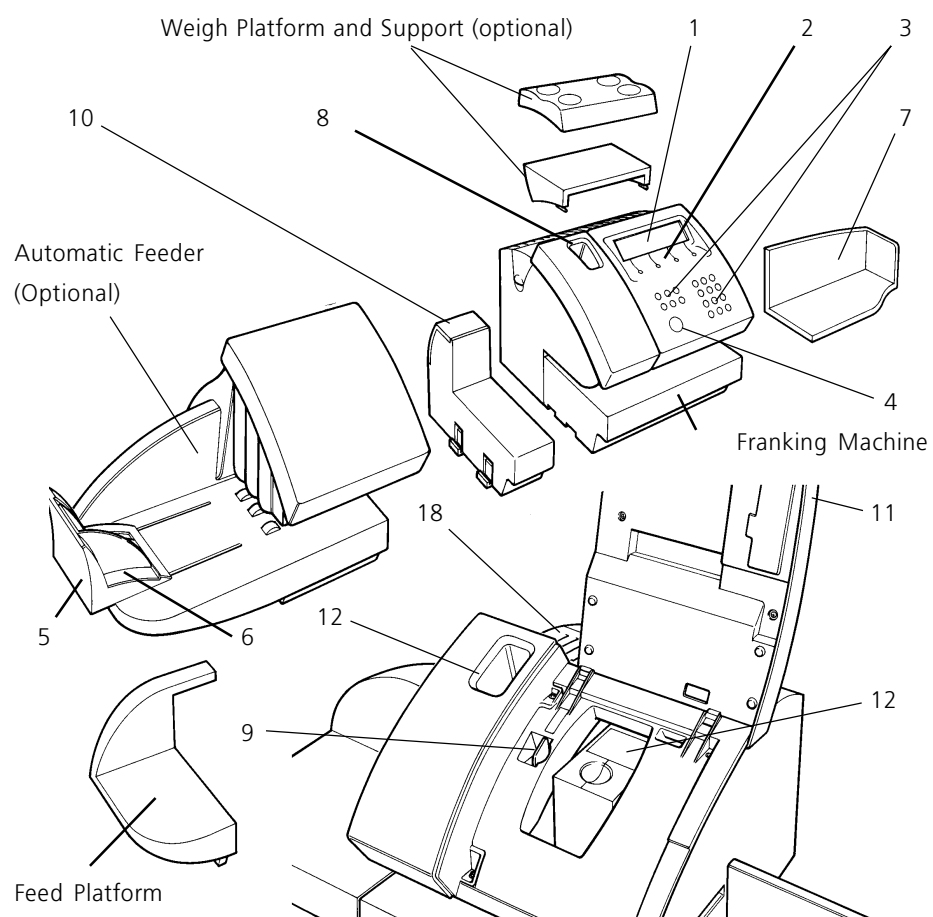
Weigh Platform and Support (optional)

1　2　3

10　8　7

Automatic Feeder (Optional)

4

Franking Machine

18

11

12

5　6

12

9

Feed Platform

13　14　15　16　17

Display Panel

Text Message   Slogan Message   Mini Die   Date   Postage Value
Low Credit   Ink Level   Total Credit
Indicator   Indicator

ᴬBc 📺 ⊥   £0.00

LOW CREDIT
LOW INK
£50.00   15/01/02
MARKETING
DEPT   MODE   IMPRINT

Department
In Use

Soft Keys

Function Keys   Numerical Keypad

(M) (MENU) (◯)   (7) (8) (9)

(▤) (🔒) (⚖)   (4) (5) (6)

                                 (1) (2) (3)
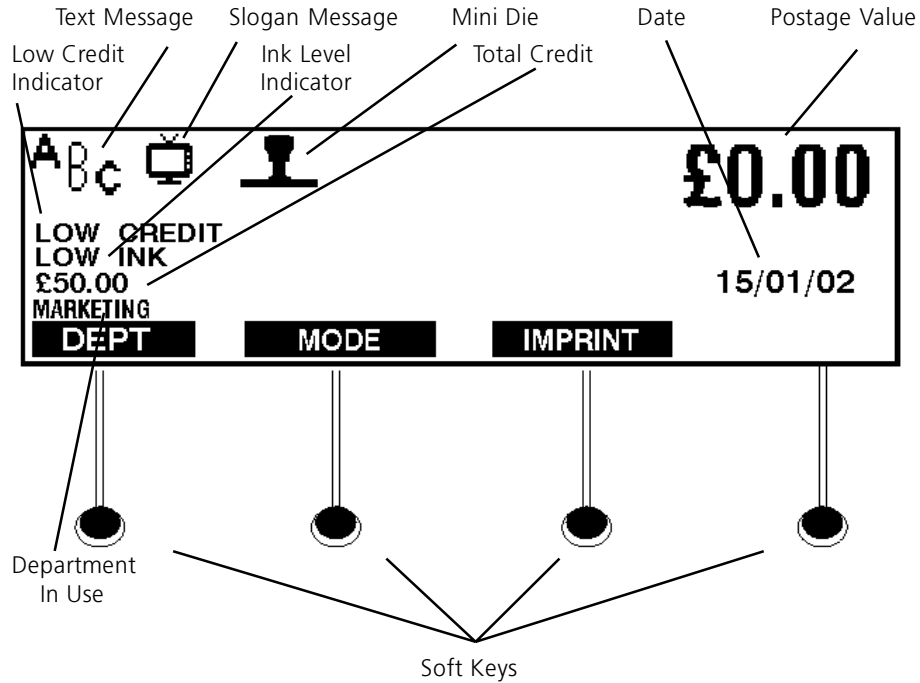
(START STOP)   (C) (0) (OK)
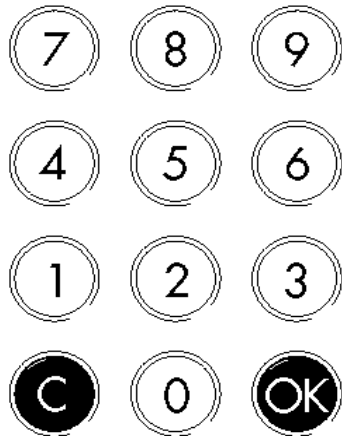
Envelope/Label Feed   Clear Key   Confirmation Key
Start/Stop Button

Function Keys

	Job Memory Key	: Storing and recalling memorised jobs.
		(please refer to pages 46 - 47)
	Label Key	: Label mode selection.
		(please refer to pages 26 - 27)
	Menu Key	: Access to Function Menu.
		(please refer to pages 35 & 42)
	Lock	: Return to Standby/Locking.
		(please refer to page 24)
	Funds Key	: Access to Recredit.
		(please refer to pages 43 - 45
	Weigh Platform Key	: Weigh Platform Mode Selection
		(please refer to pages 28 - 30)

IJ35/45 Franking Machine User's Guide

FRANKING YOUR MAIL

INTRODUCTION

In the event that a satisfactory print cannot be achieved due to bulky contents (Max.10mm) the envelope should be treated as a packet and a label used.

It is recommended that the IJ35/45 is left powered on at all times. This will assist in maintaining print quality. In the event that you have to power the machine down, first press 🔒 to allow the machine to return to standby mode, then WAIT for approximately ONE MINUTE to allow the ink cartridge to return to the park position before removing the power.

FRANKING YOUR MAIL

GETTING STARTED

Log On (Entering User Mode)

To enter USER mode from the Standby screen:

Press the █ USER █ key.

If the machine is protected by a USER PIN, the following screen will be observed:
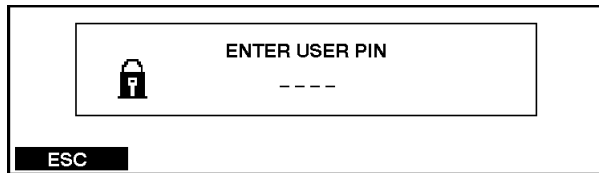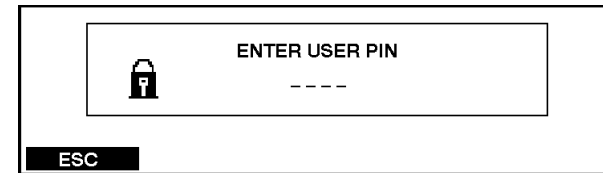
Using the numerical key pad enter the USER PIN.

The Default User PIN is factory set to 1 2 3 4.

Note:

This number may be changed or removed by the supervisor, please refer to page 51.

If the correct PIN is entered the Ready Mode screen will be observed.

If an incorrect PIN is entered the machine will continue to prompt for USER PIN entry.

If an incorrect PIN is entered for eight or more attempts, the meter will be locked and prompt to call the supervisor (please refer to page 52, and follow the instructions to reactivate the user PIN again).

The Default Stamp Value is factory set to £0.00, to change this value, please refer to Supervisor Settings page 59.

Note:

The machine is supplied with all departments set to OFF. In order to activate the departments, please refer to Supervisor Settings page 52 - 55.

Departmental Operation

If your machine has been set for departmental operation and if departments have been set up, a list of available departments will be observed, (to set up departments please refer to pages 52 - 55):
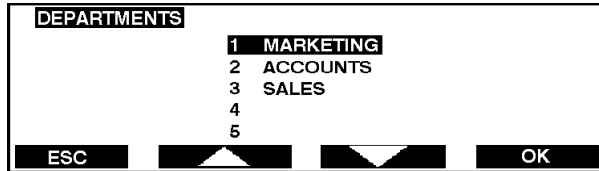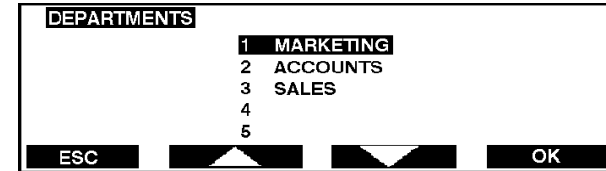
Using the [▲] and [▼] keys, or an appropriate number key, select your department from the list and press [OK] to confirm.

Alternatively if department selection by account number is set up, the following screen will be observed:
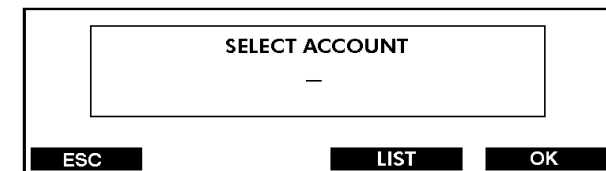
Enter the account number of the department you wish to select using the numerical keypad, and press [OK] to confirm, (to change department selection method please refer to page 51).
If your department is protected, you will be prompted to enter your Department PIN:
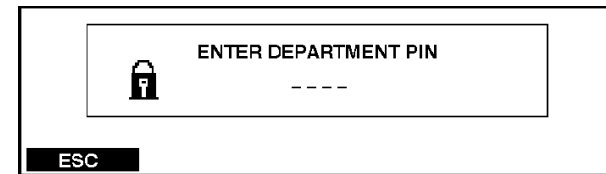
Enter the PIN using the numerical keypad. If the PIN is correct the Department will show in user screen:
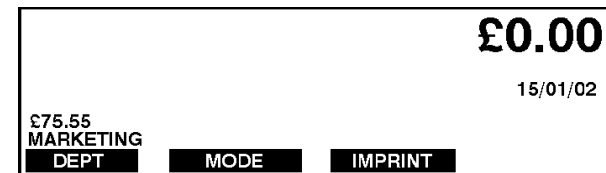
If not you will be prompted to try again. (The Department PIN is not the same as the User PIN. The Department PIN may be changed or removed by the supervisor, please refer to page 54).
If your department is not protected, the Department Ready screen will be observed.

FRANKING YOUR MAIL

How To Select a Postage Value

Using the numerical keypad, enter the required postage, (e.g. 27 pence) the value display will flash:

```
                    £0.27
                       15/01/02
 £75.55
 MARKETING
   ESC                      OK
```
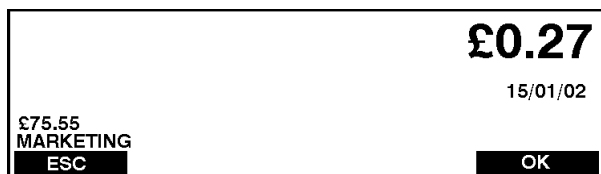
If an incorrect value is entered, press ESC and enter the correct value.

To confirm the value, press OK , the following display will now be observed.

```
                    £0.27
                       15/01/02
 £75.55
 MARKETING
   DEPT      MODE      IMPRINT
```

Note:

The DEPT *icon will only be present if the machine is set for departmental operation.*

Low Credit

When machine credit falls below or equal to the low credit level, the LOW CREDIT indicator will be observed:

```
                    £0.27
 LOW  CREDIT          15/01/02
 £49.00
 MARKETING
   DEPT      MODE      IMPRINT
```
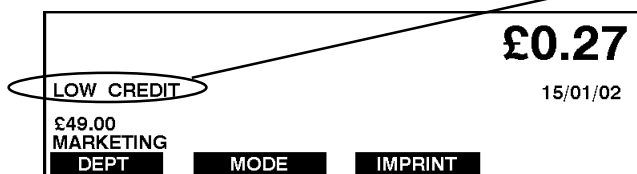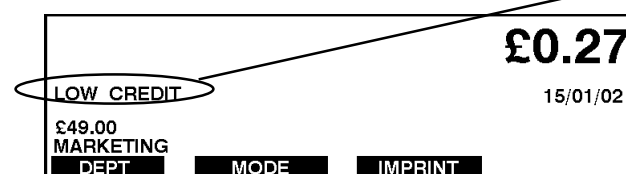
It is now time to add more credit, please refer to pages 43 - 44.

To change the low credit level, please refer to page 57.

Insufficient Credit

When the value selected exceeds the available credit, franking will be disabled and the INSUFFICIENT CREDIT screen will be observed:

£0.27

INSUFFICIENT CREDIT
£0.26

MODE   IMPRINT
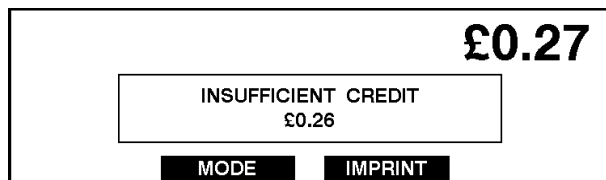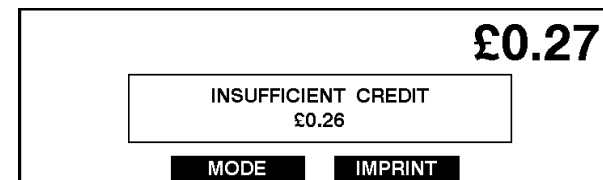
To ADD CREDIT, please refer to pages 43 - 44.

High Value Selection

If a value greater than or equal to the High Value setting is selected, the machine will not print unless the high value setting is confirmed.

The default High Value Threshold is set at £1.00 (To change the High Value setting, please refer to Supervisor Settings page 57).

Printing a high value

From Ready Mode, set the required postage value (e.g. £1.75) and press OK to confirm.

The High Value warning screen will now be observed:

£1.75

HIGH VALUE - ARE YOU SURE ?

DEPT   MODE   IMPRINT   OK
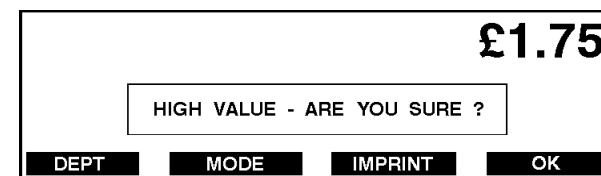
Printing is disabled.

Press OK to return to Ready Mode screen with the High Value confirmed.

If you wish to reject the High Value selection, enter the correct value and press OK to confirm.

If you are franking more than one item at a high value, always check that the value is correct for all items being processed.

YOU ARE NOW READY TO PROCESS YOUR MAIL

Franking an Envelope

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

Press the (START STOP) button, after a short pause the

motor will start.

Franked envelopes will subsequently be deposited into the receiving tray.

Note:

For an envelope exceeding 10mm thick, a label must be used, refer to page 26 - 27.
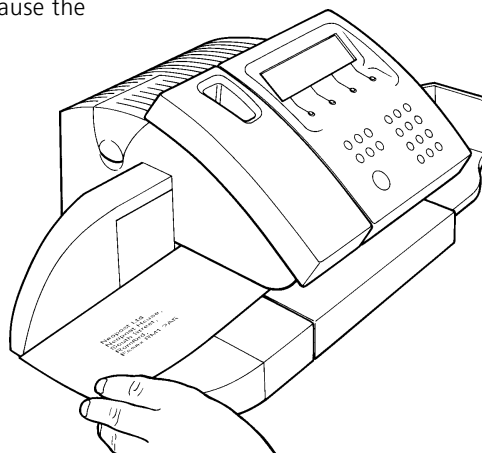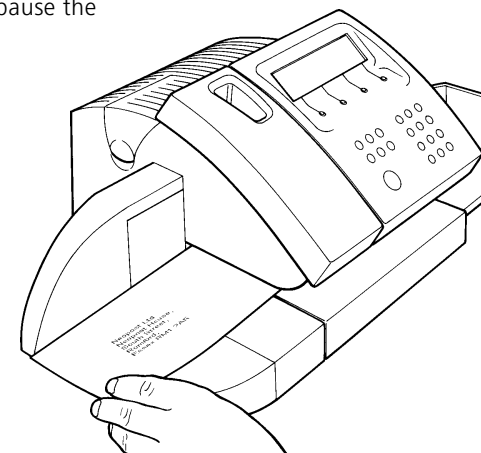
To Change a Department

From Department Ready Mode, press the DEPT button to display the list of available departments, then using the ▲ and ▼ keys, or the appropriate number key, select your department from the list. Alternatively if selection is by Account number use the numerical keypad to input the account number of the department.

Press OK to confirm.

```
DEPARTMENTS
        1   MARKETING
        2   ACCOUNTS
        3   SALES
        4
        5
ESC        ▲        ▼        OK
```
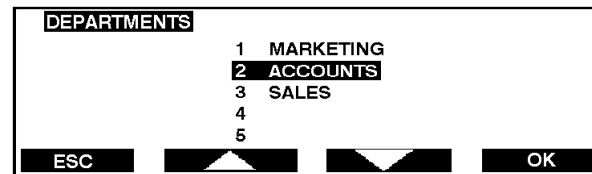
If the department is protected, you will be prompted to enter your new Department PIN.

If the PIN is correct the new Department will show in the User screen:

```
                        £0.27
                        15/01/02
£75.55
ACCOUNTS
DEPT      MODE      IMPRINT
```
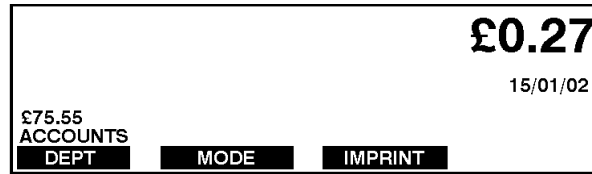
If the PIN is incorrect the prompt to enter the Department PIN will be repeated.

To Log Off

From any screen, press the 🔒 key to go to the Standby screen.

INTRODUCTION

Used in conjunction with the IJ35/45, the Automatic Feeder permits a large range of envelope sizes and thicknesses to be processed.

Envelope feeding

Check that all envelopes have been sorted into stacks of same size with the address facing upwards and the top edge of the envelopes all the same side of the stack.

Fan the envelopes to separate them

Bevel the edge of the stack
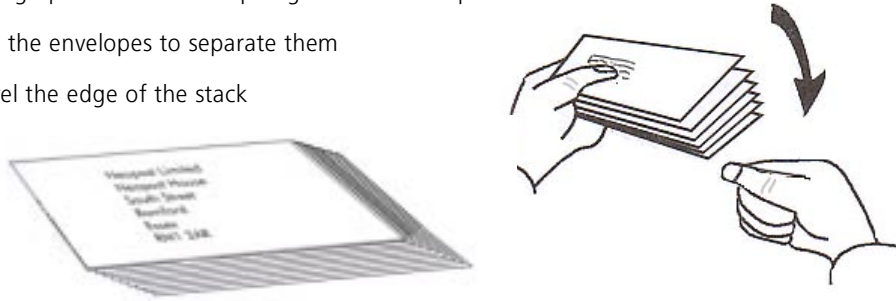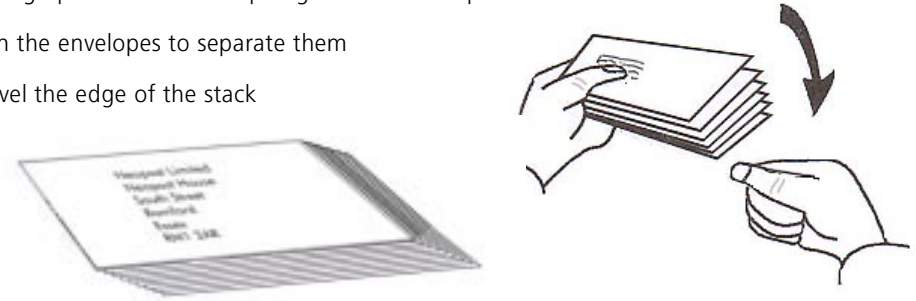
Take the stack and place it on the platform, address side upwards with the top edge against the left-hand side as shown.

Move the rear guide forward until the edge of the envelope aligns with the face of the guide. Move the side guide towards the envelope leaving sufficient clearance to allow the envelope to move freely.

Press the (START STOP) button,

after a short pause the motor will start.
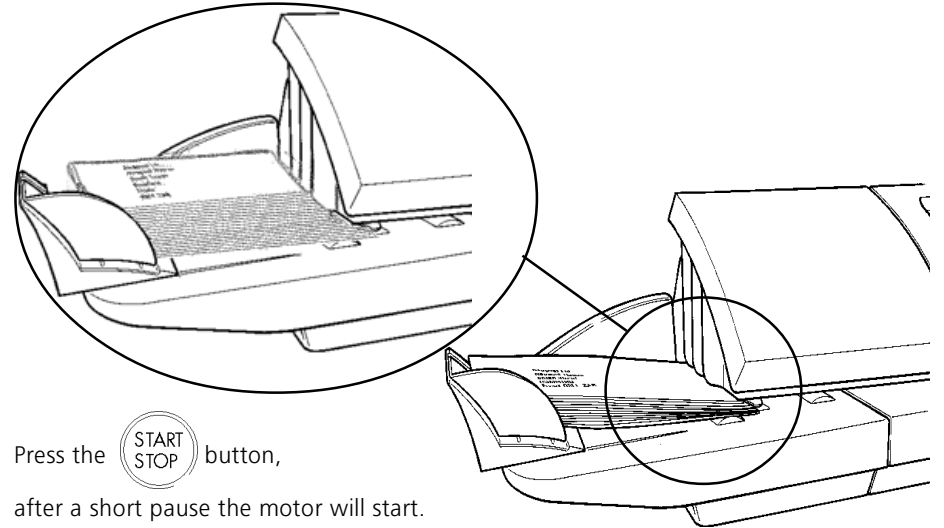
Franked envelopes will subsequently be deposited into the receiving tray.

Note: *Envelopes exceeding 6mm in thickness should be hand fed, for an envelope exceeding 10mm thick, a label must be used, refer to page 26 - 27.*

FRANKING LABELS

LABELS

Filling the Label Dispenser

The label dispenser is an integral part of the IJ35/45 Franking Machine and when filled will hold up to 50 labels.

Open the top cover to gain access to the label release lever.

Labels are inserted in the dispenser with the tab uppermost and the label side to be franked facing the direction of travel.

Tab

Printing Surface
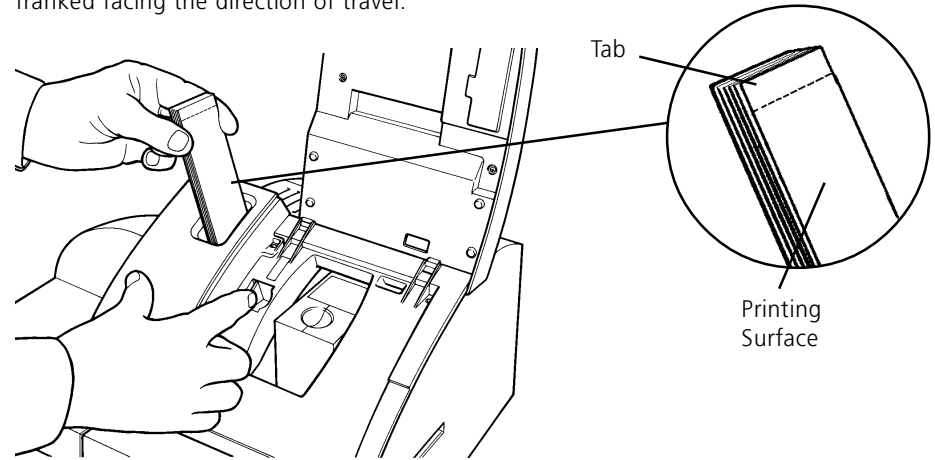
Hold the label release lever fully to the left to allow the labels to engage with the feed mechanism, then release the lever.

DO NOT force too many labels into the Dispenser or push labels in without operating the release lever.

Close the top cover.

Note: Neopost Approved Labels are supplied in boxes of 1000.

Please refer to page 71 for information on ordering Neopost approved supplies.

Printing a Label

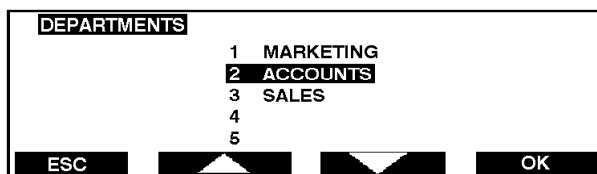First select the postage value required, then the slogan, text and mini die.

To frank a single label press the label key 🔘 . The following screen will be observed:

```
┌─────────────────────────────────────────┐
│      PLEASE  ENTER  NO.  OF  LABELS      │
│      〰〰                  1              │
│                                          │
│                                          │
│ ▄▄▄▄▄▄▄                                  │
│  ESC                                     │
└─────────────────────────────────────────┘
```

Press (START STOP) .
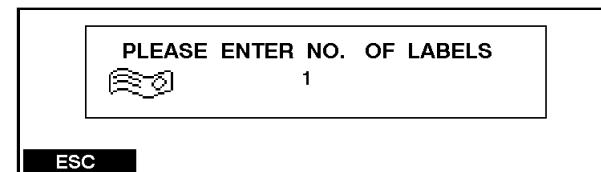
The printed label will be deposited in the receiving tray and the Screen will return to Ready Mode.

If you do not wish to print a label, press **ESC** .

If you are required to print more than one label, enter the number of labels to be processed (1 - 99), using the numerical keypad.

If an incorrect quantity is entered, press **ESC** and re-enter the correct quantity.

When the correct quantity is entered, press the (START STOP) button to frank labels.

The machine will print automatically the required number of labels at the displayed value.

If during the label printing process the following display is observed:
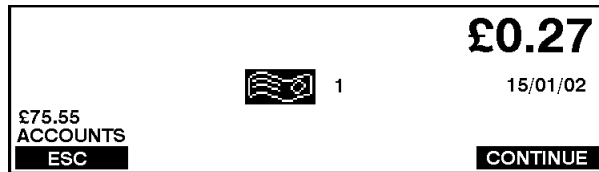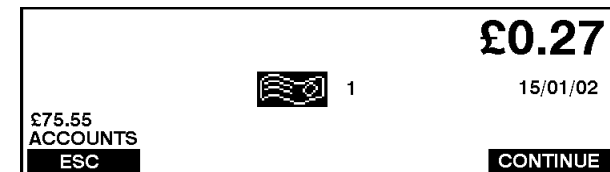
```
                                    £0.27
                      [icon]  1         15/01/02
  £75.55
  ACCOUNTS
   ESC                                CONTINUE
```

First replenish the label dispenser as detailed on page 26, then press **CONTINUE** to complete the label printing process.

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

The machine will return automatically to the Ready Mode screen with label selection cancelled.

FRANKING WITH WEIGH PLATFORM

BENEFITS OF USING A WEIGH PLATFORM

Used in conjunction with your IJ35/45, the weigh platform will weigh and calculate the correct rate and value for items up to 2kg.

Setting of values for printing 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 pages 62 - 63.

Weigh Platform Preparation

Ensure that the weigh platform is plugged in to the correct port at the back of the machine (please refer to Controls and Features pages 14 - 15) and that the platform surface is clear of any obstruction.
From Ready mode, press 🏋 .
The WEIGH PLATFORM screen will now be observed:

```
┌─────────────────────────────────────────┐
│ WEIGH PLATFORM                           │
│      1  RATE            Letter 1st class  │
│      2  SERVICE         NONE             │
│                                          │
│              0g   £0.27                  │
│  ACCEPT      ▲         ▼         MODIFY  │
└─────────────────────────────────────────┘
```
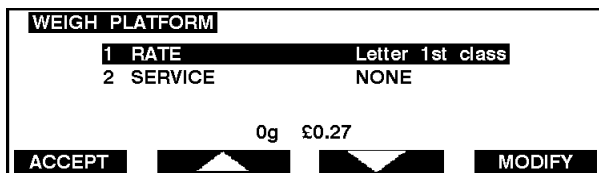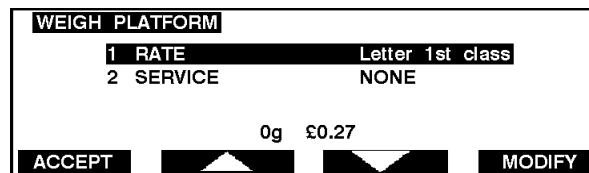
Current RATE setting will be displayed.

If NO PLATFORM is displayed instead of the Weight and Postage Rate, check scale connection and start again.
Note: If the weight indicated exceeds 0g press 🏋 *to Zero the weigh platform.*

HOW DO I CALCULATE THE CORRECT POSTAGE AND RATE?

To change the RATE setting press **MODIFY** , the RATE screen will be observed:

```
┌─────────────────────────────────────────┐
│ RATES                                    │
│      1  Letter 1st Class                 │
│      2  Letter 2nd Class                 │
│      3  Letter Overseas                  │
│      4  Eur Air Small Pkt                │
│   ▼ 5  Outside Eur Air Sml Pkt           │
│  CANCEL      ▲         ▼         SELECT  │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│ RATES                                    │
│   ▲ 6  Surface Sml Pkt                   │
│      7  Special Del 250                  │
│      8  Special Del 1000                 │
│      9  Special Del 2500                 │
│  CANCEL      ▲         ▼         SELECT  │
└─────────────────────────────────────────┘
```
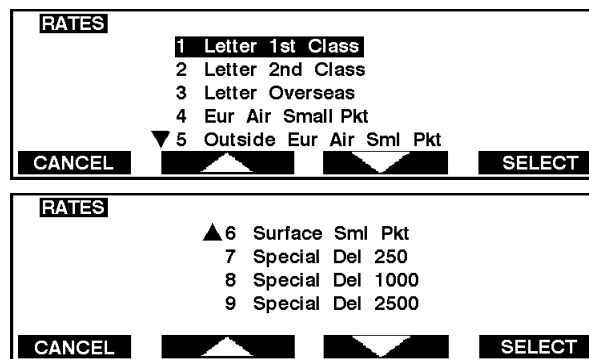
A list of Postage Rates currently available will now be displayed.

To return to the previous screen with Rate setting unchanged, press `CANCEL` .

Using the ▲ and ▼ keys, or the appropriate number key, select required Rate option from list, (e.g. 5 Outside Eur Air Sml Pkt) press `SELECT` to confirm.

The following typical screen will now be observed:

```
WEIGH PLATFORM
   1  Rate           Outside Eur Air Sml Pkt
   2  Destination    Outside Europe Air 1
   3  Service        NONE

ACCEPT        ▲          ▼          MODIFY
```
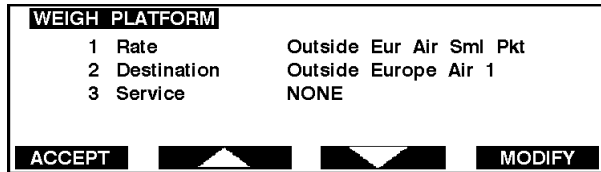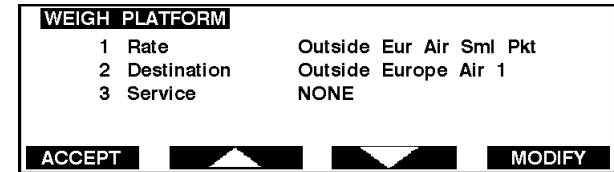
For some rates you will be prompted to make further selections for example:

DESTINATION   will require in this case a choice between 1 Out Europe Air 1, or 2 Out Europe Air 2.

SERVICE   will require in this case a choice between 1 Reg O'seas 1 2 Reg O'seas 2 or 3 Swiftair.

Make your selections and return to the WEIGH PLATFORM screen by pressing `ACCEPT`.

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

```
WEIGH PLATFORM
   1  Rate           Outside Eur Air Sml Pkt
   2  Destination    Outside Europe Air 1
   3  Service        S2
              132g   4.64
ACCEPT        ▲          ▼          MODIFY
```
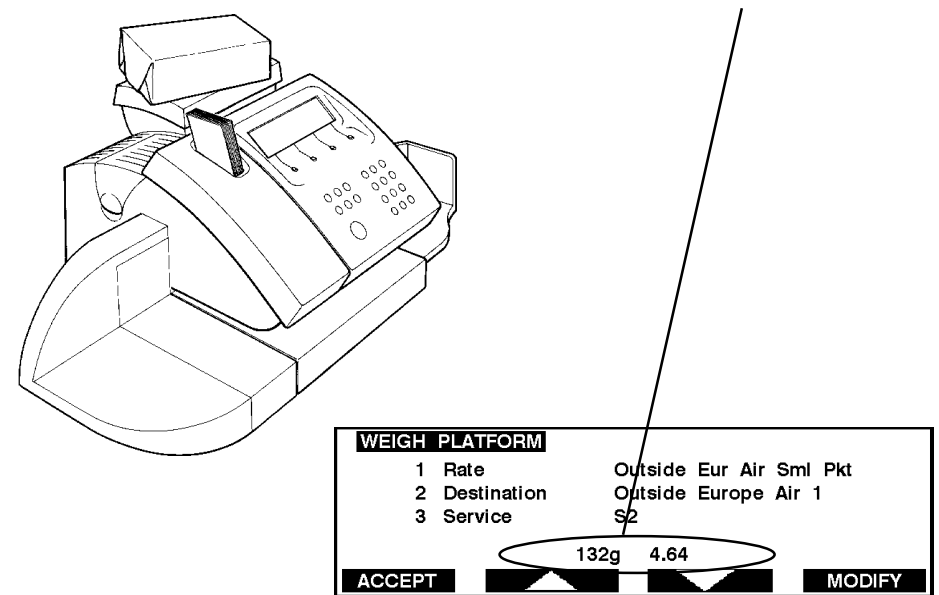
PRINTING WITH WEIGH PLATFORM

If you wish to accept the Postage displayed, press `ACCEPT` to return to Ready Mode with the postage value selected.

Alternatively, press (START STOP) to accept the postage value displayed and frank the

postage value on to your envelope or label.

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

If you wish to reject the Postage displayed, press `MODIFY` , you will be returned to the RATE screen where you may revise your settings.

To weigh further items repeat the procedure.

- Tare Function

    1. Press: ⚖ .

    2. Place an empty container on the platform.

    3. Press: ⚖ , zero weight will now be displayed.

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

    5. To return to normal use, clear the scale platform and press ⚖ the displayed weight will return to 0g.

- Re-zero the Weigh Platform
    If the Weigh Platform indicates a weight over 0g when it is clear, it must be re-zeroed by
    pressing ⚖ when already in scale mode.

WHAT CAN I PRINT?

Your IJ35/45 is capable of operating in various modes:

In Normal (Postage) Mode

In Normal (Postage) mode, you can print postage, select a message from a number of pre-loaded or customised slogans (when ordered from Neopost), in addition to a Slogan, you can compose and print your own Text Message, you can also select from a number of pre-loaded Mini Dies. It is also possible to Advance Date your mail by up to seven days.

Note: The IJ35/45 franking machine offers a choice of up to 10 customised slogans. There are currently 8 preloaded slogans, as a factory setting, which are overwritable.
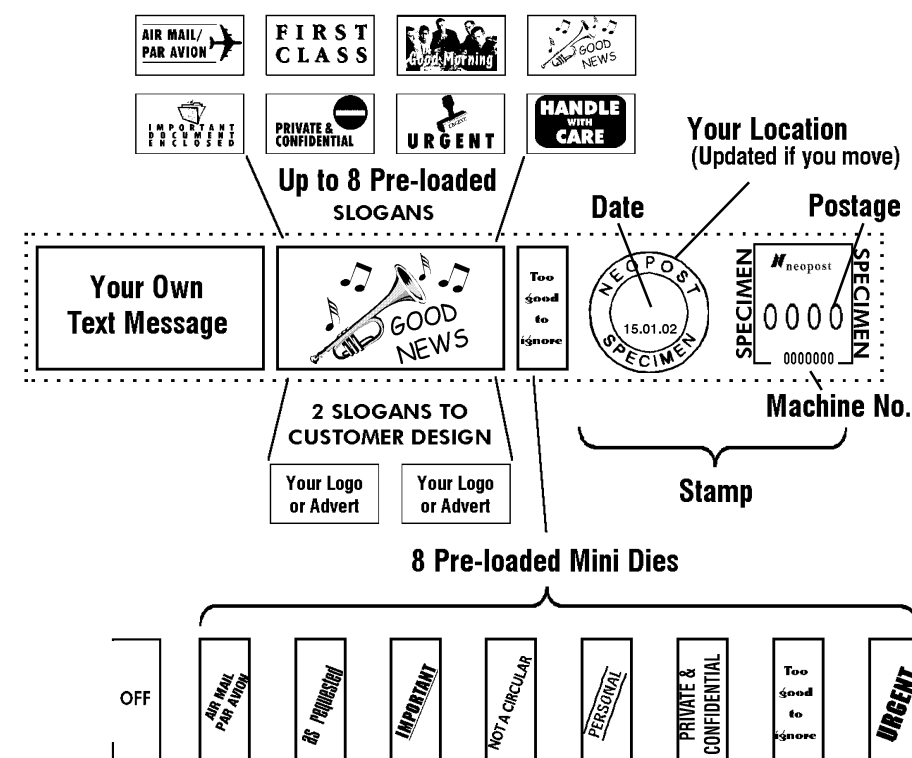
PRINTING OPTIONS

PRINT MODE SELECTION

From Ready Mode, press the `MODE` key, the MODE selection screen will be observed:

Current Mode will be displayed.

```
┌─────────────────────────────────────┐
│ MODE                                 │
│            1  NORMAL                  │
│            2  DATE ONLY               │
│            3  SLOGAN ONLY             │
│            4  SLOGAN & DATE           │
│            5  TEXT ONLY               │
│   ESC      ▲         ▼        OK      │
└─────────────────────────────────────┘
```
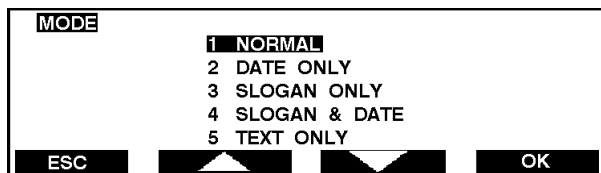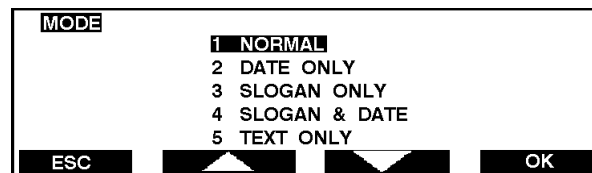
In addition to the Normal (Postage) Mode, the following functions may be accessed directly from the MODE screen:

DATE ONLY	:	Prints the date instead of a franking mark.
SLOGAN ONLY	:	Prints a slogan instead of a frank mark.
SLOGAN & DATE	:	Prints a slogan and the date instead of a frank mark.
TEXT ONLY	:	Prints your personalised text message instead of a frank mark.

Using the `▲` and `▼` keys, or the appropriate number key, select required option from list, (e.g. DATE ONLY) press `OK` to confirm.

```
┌─────────────────────────────────────┐
│                          DATE ONLY   │
│                                      │
│                          15/01/02    │
│                                      │
│  ACCOUNTS                            │
│   DEPT        MODE        IMPRINT    │
└─────────────────────────────────────┘
```
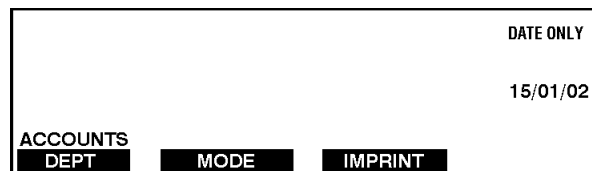
Or to return to Ready Mode with mode setting unchanged, press `ESC` .

MODIFYING THE IMPRINT

The IMPRINT menu is used to modify the setup of the imprint as follows:

From Ready Mode, press the [IMPRINT] key the following screen will be observed:

```
IMPRINT
    1  SLOGAN          Good News
    2  MINI DIE        As Requested
    3  TEXT            OFF
    4  DATE ADVANCE    15/01/02

    ESC        ▲        ▼        OK
```
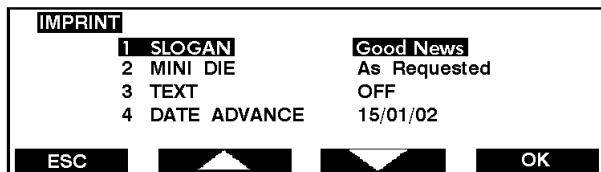
SLOGAN	: you may select one Message from eight pre-loaded Messages (plus two personalised Slogans).
MINI DIE	: you may select one Mini Die from eight pre-loaded Mini Dies.
TEXT	: up to five personal text messages may be set (see Supervisor Settings page 61)
DATE ADVANCE	: the posting date can be advanced by up to seven days.

Choosing a Slogan, Mini Die or Text

You can select a Slogan and/or Mini Die from a number of pre-loaded messages, you can even compose (please refer to Supervisor Settings page 61) and print your own Texts.

Slogans, Mini Dies and Texts may be combined within the same Imprint. (Provided the envelope or label is long enough to take the print).

The method of selection for Slogans, Mini Dies and Texts is the same, therefore for the purpose of this example we will illustrate selecting a Slogan.

Using the [▲] and [▼] keys, or the appropriate number, make your selection from the list e.g. 1 SLOGAN and press [OK] to confirm, the SLOGAN screen will be observed.

If a slogan is already selected, that slogan will be highlighted:

```
SLOGAN
    1  OFF
    2  YOUR SLOGAN 1
    3  YOUR SLOGAN 2
    4  Air Mail
  ▼ 5  First Class

    ESC        ▲        ▼        OK
```
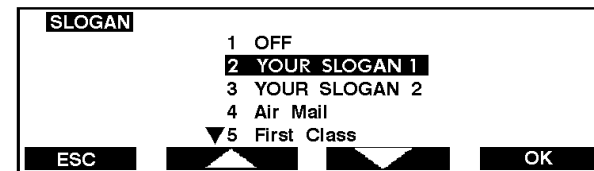
Using the [▲] and [▼] keys, or the appropriate number, make your selection from the list, press [OK] to confirm.

If you wish to retain the current selection, press the [ESC] key to return to the IMPRINT menu screen.

PRINTING OPTIONS

To return to Ready Mode screen press ESC .

```
┌─────────────────────────────────────────┐
│ 🖵                              £0.00     │
│                                          │
│                              15/01/02    │
│                                          │
│ £75.55                                   │
│ ACCOUNTS                                 │
│   DEPT        MODE        IMPRINT        │
└─────────────────────────────────────────┘
```

The Icon displayed in the top lefthand corner of the screen indicates that a slogan has been selected.

Date Advance (for 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.

From the IMPRINT screen select DATE ADVANCE, the following screen will be observed:

```
┌─────────────────────────────────────────┐
│ DATE ADVANCE                             │
│                    1   15/01/02          │
│                    2   16/01/02          │
│                    3   17/01/02          │
│                    4   18/01/02          │
│                  ▼ 5   19/01/02          │
│   ESC       ▲          ▼          OK     │
└─────────────────────────────────────────┘
```
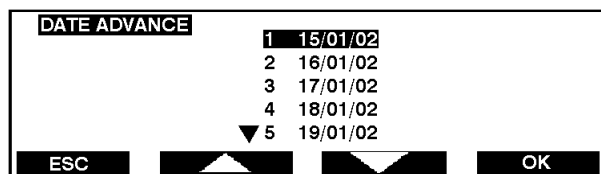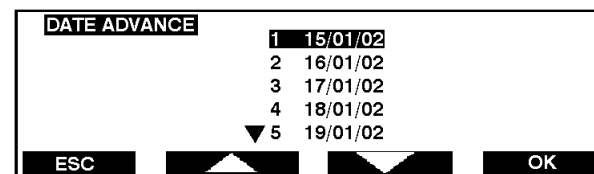
Next, using the ▲ and ▼ keys, select from the list the date on which you wish to post your mail.
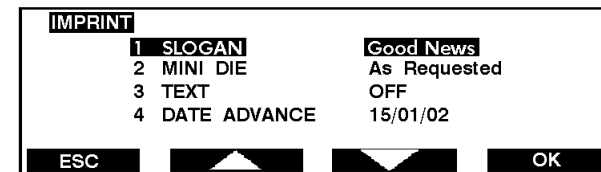
Press OK to confirm and return to the IMPRINT screen.

To return to Ready Mode with all selections confirmed, press ESC .

YOU ARE NOW READY TO FRANK YOUR PRE DATED MAIL

On completion of your pre dated mail run, your meter MUST be reset to the current date.

However, if the Timeout period is exceeded, your meter will go to Standby and the Date Advance setting cancelled.

Under normal operating conditions, your IJ35/45 postage meter will produce excellent quality prints.

However, if lines are missing from the stamp or the machine has remained unused for several days it will be necessary to clean the print-head.

Cleaning the Ink Cartridge

From Ready Mode, press the [MENU] key, the MAIN MENU screen will now be observed:
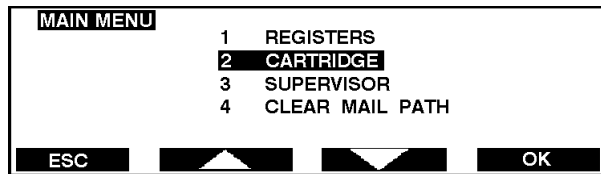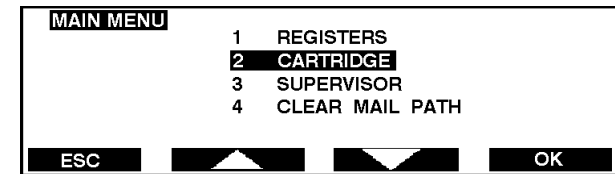
```
MAIN MENU    1    REGISTERS
             2    CARTRIDGE
             3    SUPERVISOR
             4    CLEAR MAIL PATH

    ESC         ▲         ▼         OK
```

Using the [▲] and [▼] keys, or the appropriate number key, move the cursor to CARTRIDGE and press [OK] to confirm.

The CARTRIDGE menu will now be observed:

```
CARTRIDGE    1    TEST PRINT
             2    CLEAN
             3    REMOVE

    ESC         ▲         ▼         OK
```
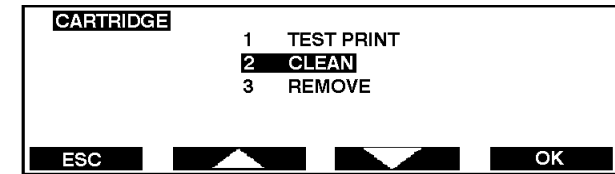
Select the CLEAN option from the list and press [OK] to start the cleaning cycle.

On completion of the cleaning cycle the screen will revert to the CARTRIDGE menu.

You must now make a test print.

Making a Test Print

Select the TEST PRINT option from the CARTRIDGE menu and press [OK] to confirm.

```
CARTRIDGE    1    TEST PRINT
             2    CLEAN
             3    REMOVE

    ESC         ▲         ▼         OK
```
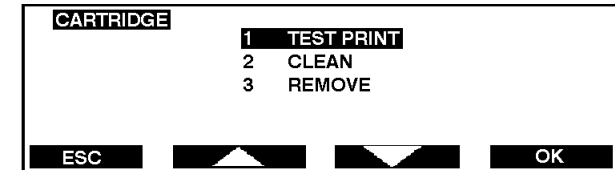
MAINTAINING PRINT QUALITY

The prompt to produce a Test Print will now be displayed.

```
                                    TEST  PRINT

                                    15/01/02


```
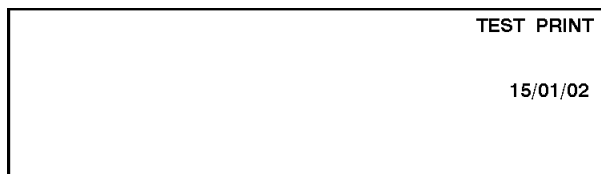
To make a Test Print, insert a blank envelope or card and press ⬭START STOP .

Inspect the Test Print to ensure that all lines are clear and present.


```
1  2  3  4  5  6  7  8  9
```
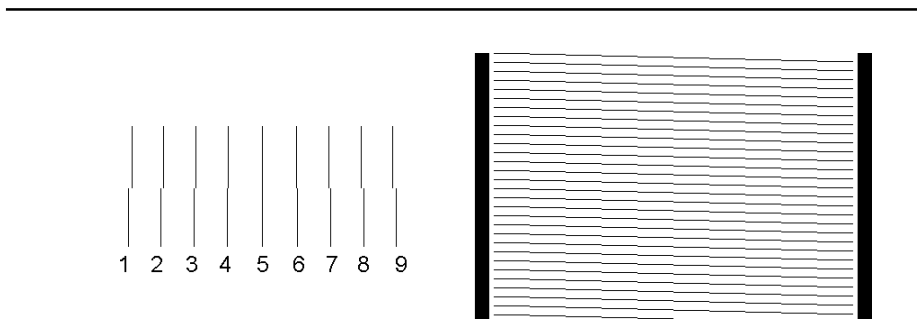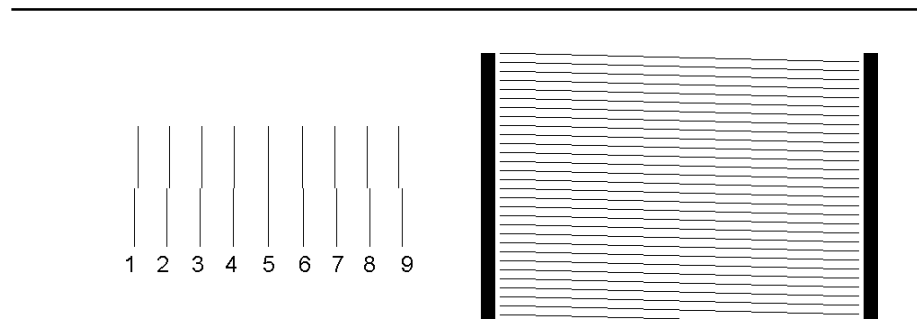
To set the alignment, use the numerical keypad to enter the number that provides the straightest vertical line (for the example above line 5).

```
            ENTER  STRAIGHTEST  LINE  NO.
                         5


  ESC                                   OK
```
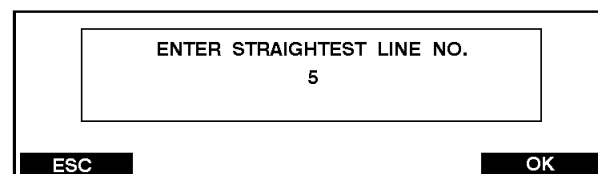
Press **OK** to confirm, you will be returned to the CARTRIDGE menu screen. If any lines are missing, repeat the cleaning and test print process up to three times, if this process fails to restore print quality, fit a new ink cartridge as detailed on page 38.

If the test print is satisfactory, press **ESC** twice to return to Ready Mode.

Low Ink

Should the ink cartridge require replacing, the LOW INK display will be observed:

```
                          £0.27
                             15/01/02
  LOW INK
  £75.55
  ACCOUNTS
    DEPT        MODE        IMPRINT
```
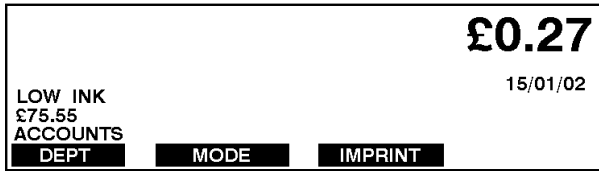
To allow completion of batch, approximately 200 impressions are available, after which the Ink Cartridge MUST be replaced (see below).

No Ink

When the NO INK display is observed, printing is disabled and the Ink Cartridge MUST be replaced immediately.

```
                          £0.27
                             15/01/02
  NO INK
  £75.55
  ACCOUNTS
    DEPT        MODE        IMPRINT
```
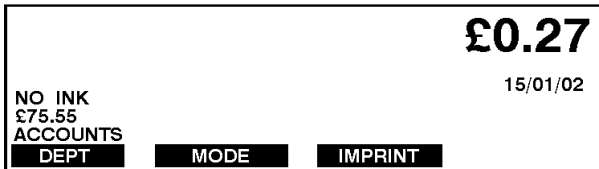
Replacing an Ink Cartridge

From Ready Mode, press the [MENU] key. Using the [▲] and [▼] keys, or the appropriate number key, move the cursor to CARTRIDGE and press [OK] to confirm.

Select the REMOVE option from the CARTRIDGE menu:

```
  CARTRIDGE
            1    TEST PRINT
            2    CLEAN
            3    REMOVE


    ESC        ▲        ▼        OK
```
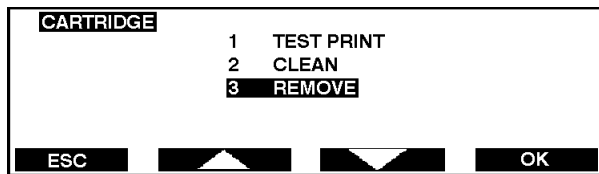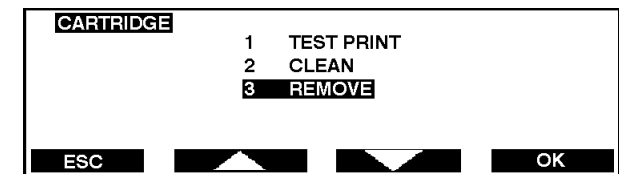
Press [OK] to confirm.

After a short time, the following screen will be observed:

```
              CARTRIDGE
      INSERT CARTRIDGE & PRESS OK


                              OK
```
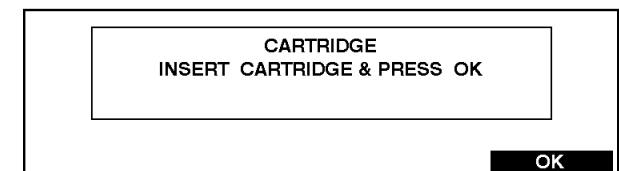
MAINTAINING PRINT QUALITY

Open the machine top cover.

Press down & forward on the Ink Cartridge as shown in order to release it.
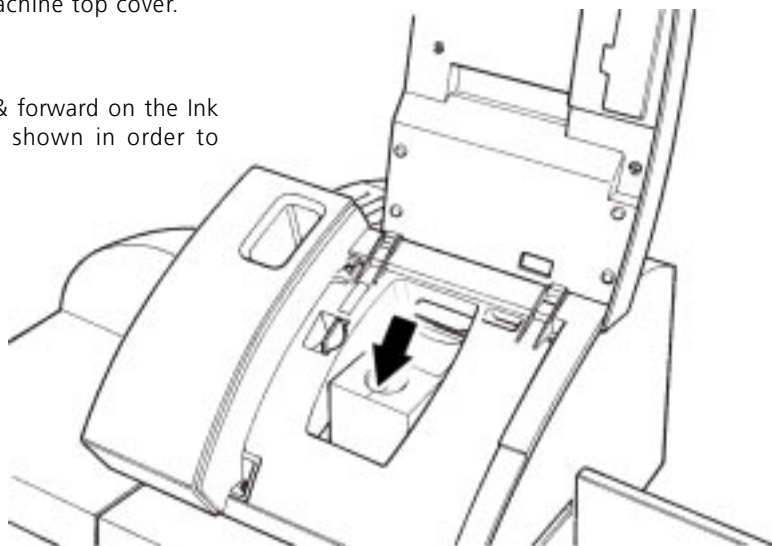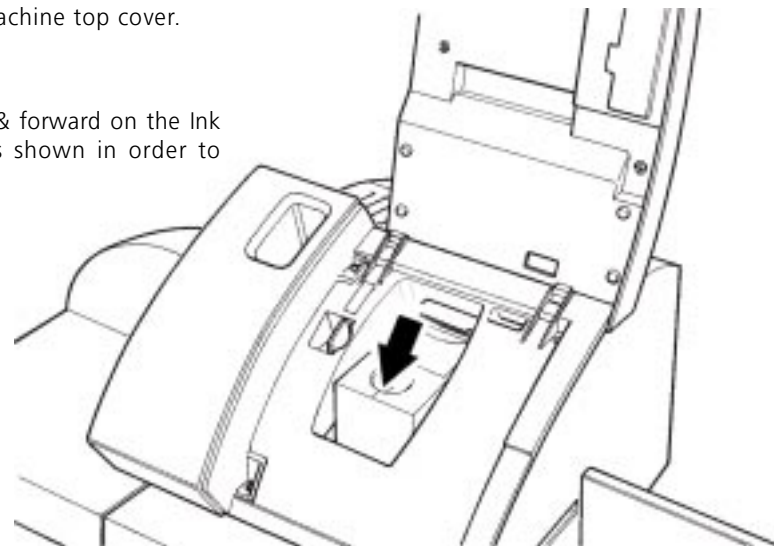
Carefully withdraw the used Ink Cartridge and discard.

Remove the new Ink Cartridge from its packaging and carefully remove the tape seals.
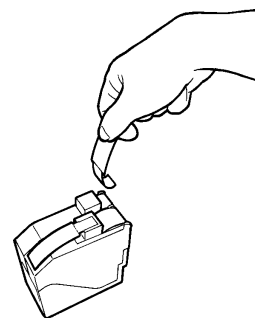
Do NOT touch or remove the copper strip on Ink Cartridges.

Place the new Ink Cartridge into its holder. Hold the Cartridge down with light pressure on the top and firmly push the Cartridge rearwards (see arrow) until it clicks into position.

Close the machine top cover and press **OK** .

After a short delay the prompt to make a Test Print will be observed:

```
                                              TEST  PRINT


                                              15/01/02
```

Please refer to Making a Test Print on page 35 - 36.

Important Note:

Your IJ35-IJ45 is supplied with a complimentary short life cartridge. You should order your next standard cartridge from Neopost Direct.

METER REGISTERS

INTRODUCTION

Your franking machine is equipped with a series of electronic registers to monitor franking transactions. A number of departments are avaliable in which separate registers showing postage used and items printed are stored. The values of these registers may be displayed and printed as follows. (All register values illustrated are typical).

Selection

To select a Meter Register from Ready Mode, press the (MENU) key, the following screen will be observed:

```
MAIN MENU    1    REGISTERS
             2    CARTRIDGE
             3    SUPERVISOR
             4    CLEAR MAIL PATH

   ESC        ▲        ▼         OK
```
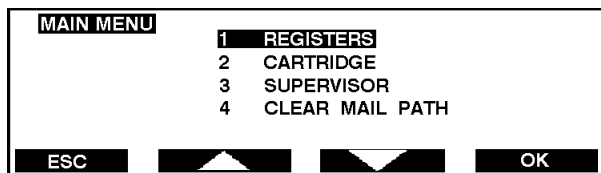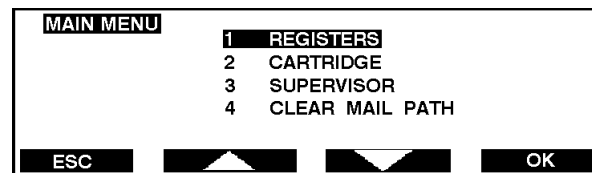
Using the ▲ and ▼ keys, or the appropriate number key, move the cursor to REGISTERS and press OK to confirm, the list of registers available to view will now be displayed:

```
REGISTERS
         1  BATCH REGISTERS
         2  MAIN REGISTERS
         3  RECREDIT STATEMENT
         4  DEPARTMENT REGISTERS

   ESC        ▲        ▼         OK
```
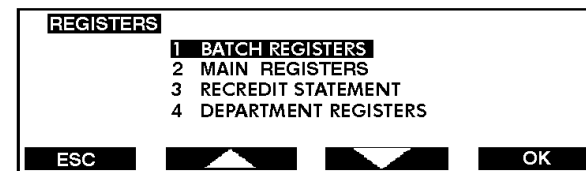
Using the ▲ and ▼ keys, or the appropriate number key, select a register option from the list then press OK to confirm.

e.g. DEPARTMENT REGISTERS:

```
DEPARTMENT REGISTERS
DEPT NAME              MARKETING
TOTAL                     £25.67
ITEMS                         75
LAST RESET              15/01/02

   ESC                      PRINT
```
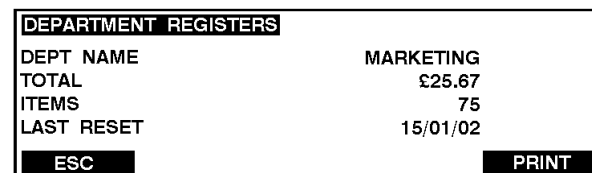
Current Department Displayed.

If no department has been set up, this register will show DEPT NAME   USER.

Printing a Register

To print a register press **PRINT**, if the method of print is set to Internal, the following screen will be observed:

```
                                    REPORTS


              ⊗   1              15/01/02


                      ⧖
```
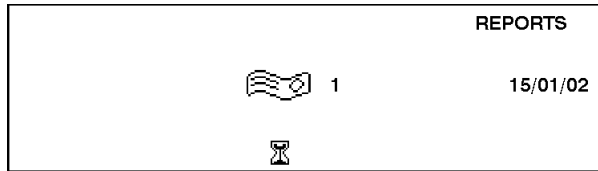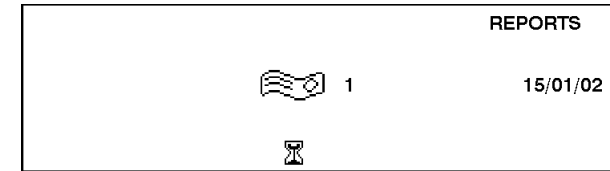
After a few seconds, your register data will be printed on a label and you will be returned to the REGISTERS screen.

If during the register printing process the following display is observed:
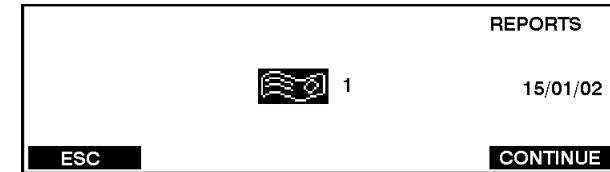
```
                                    REPORTS


              ⊗   1              15/01/02


    ESC                            CONTINUE
```

First replenish the label dispenser as detailed on page 26, then press **CONTINUE** to complete the report printing process.

If after a short wait, you are returned to the register screen your method of print may be set to External Printer, please refer to Printing with External Printer below.

Note: The method of print (Label or External Printer) is set in Supervisor Mode, please refer to page 65.

Press **ESC** to return to the REGISTERS screen.

To return to Ready Mode press **ESC** three times.

Printing with External Printer

Before proceeding to print registers using an external printer ensure that the printer lead is connected to the Upper Accessory Port at the back of the machine, (please refer to Controls and Features on pages 14 & 15) and that the printer power lead is connected to an adjacent power outlet.

Set the printer to ON and the status to ONLINE.

From your selected registers screen press **PRINT**, after a short period of time, you will be returned to the screen and the register data will have been printed.

If the registers screen does not re-appear after a few seconds and the printer does not print, re-check all printer connections and ensure that the printer status is set to ONLINE.

CLEARING MAIL PATH

In the unlikely event of an envelope misfeed, and an item of mail is in the mail path, the following procedure must be followed:

From Ready Mode, press the ⬤MENU key, the MAIN MENU screen will be observed:

```
MAIN MENU      1    REGISTERS
               2    CARTRIDGE
               3    SUPERVISOR
               4    CLEAR MAIL PATH

    ESC          ▲           ▼            OK
```
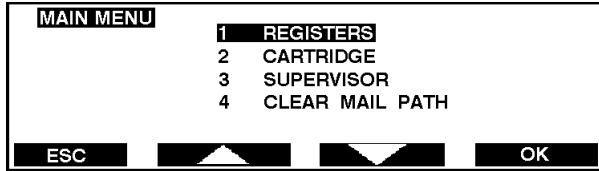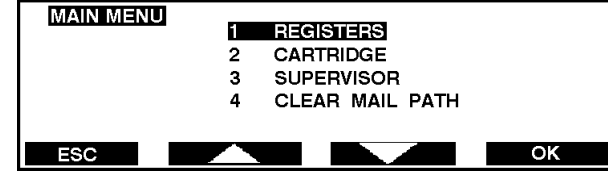
Using the ▲ and ▼ keys, or the appropriate number key, move the cursor to CLEAR MAIL PATH and press OK to confirm, the following screen will be observed:

```
              PRESS START


    ESC
```

Press the ⬤START STOP button.

After a short pause the track should clear and the screen returned to the MAIN MENU.

Press ESC to return to Ready Mode.

If you are using an Autofeed and have completed the above but still have an envelope misfeed, please refer to page 69 'Clearing a Mail Jam from the Autofeeder'.

REMOTE CREDIT SETTING

Credit may be purchased from Neopost Credifon, using the Credifon re-setting system, in units of £10, minimum £50.00, maximum £1000.00.

Check that the Telephone Cable is connected to the Telephone Socket at the rear of the machine and the other end to an adjacent telephone line outlet.

Note:

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

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.

1-   From Ready Mode or 'Inspection Due - Recredit' screen, press ⬭.

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

```
+-------------------------------------+
|   CREDIFON PIN                      |
|   _ _ _ _                           |
|                                     |
| [ESC]                               |
+-------------------------------------+
```
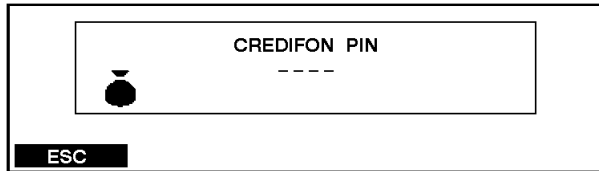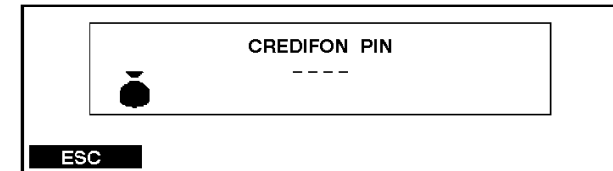
2-   Enter your CREDIFON PIN, the following screen will now be observed:

```
+-------------------------------------+
|   ENTER AMOUNT                      |
|   £0.00                             |
|                                     |
| [ESC]                     [OK]      |
+-------------------------------------+
```

3-   Using the numerical key pad, enter the credit amount you wish to purchase (e.g. £50).

      Press: (5), (0) and [OK] to confirm.

      You will now be asked to verify the amount before proceeding.

```
+-------------------------------------+
|   CONFIRM AMOUNT                    |
|   £50.00                            |
|                                     |
| [ESC]                     [OK]      |
+-------------------------------------+
```
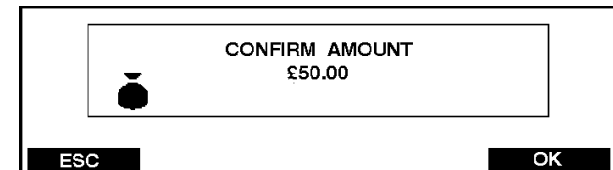
If amount incorrect, press [ESC] and start again from the Enter Amount screen (step 2).

If the amount displayed is correct, press [OK] to confirm.

CREDIFON RECREDITING

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

```
              RECREDIT  DONE
                 £50.00

   ESC                        OK
```

Press **OK** to return to Ready Mode.

If an incorrect CREDIFON PIN was entered, the transaction will be aborted and the following screen will be observed:

```
              WRONG  PIN
           PLEASE  TRY  AGAIN

   ESC                        OK
```

In this case, press **ESC** to return to Ready Mode, then wait for approximately two minutes before attempting to add credit, this time using the Correct CREDIFON PIN.

If for any other reason the re-credit transaction is aborted before the transfer has been completed, the following MESSAGE will be observed:

```
             RECREDIT  FAILED
                TRY  AGAIN
               ⚠

   ESC         MODE        IMPRINT
```

Press **ESC** to return to Ready Mode, then wait for approximately two minutes before attempting to try again. If a re-credit transaction is aborted the value is automatically reset to that previously selected for any subsequent retry.

If recrediting satisfactory, press **OK** to return to Ready Mode.

'INSPECTION DUE - RECREDIT' Call Credifon Procedure

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

```
        INSPECTION  DUE - RECREDIT
             CALL  CREDIFON

   ESC         MODE        IMPRINT
```
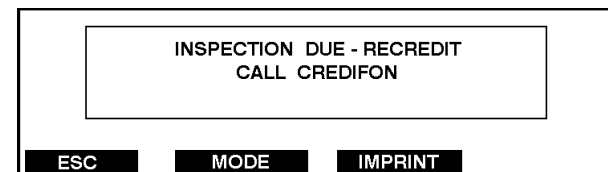
To action this message you should complete a zero value re-credit transaction (see page 43, step 1).

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

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.

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 £1000.00. 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 £1000.00, 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.

MEMORY FUNCTIONS

Frequently used print combinations may be pre-programmed as a memory function, five preset memory slots are available for selection.

Saving a Memory Function

Setup your preferred print combination, then press and hold the **M** key for approximately 5 seconds until the following screen is observed:

```
┌─────────────────────────────────┐
│ MEMORY SAVE                     │
│              1  M1              │
│              2  M2              │
│              3  M3              │
│              4  M4              │
│              5  M5              │
│  ESC      EDIT    ▼▲      SAVE  │
└─────────────────────────────────┘
```
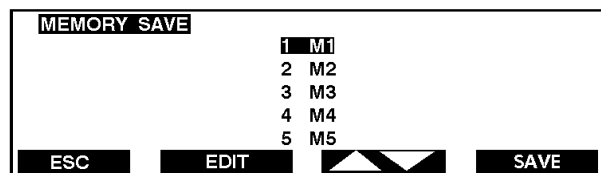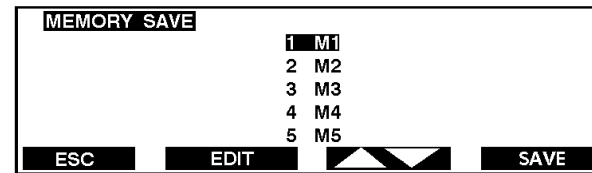
Select the Job Memory in which you wish to save your programme and press **SAVE** to confirm.

If you wish to rename a memory location highlight it using the **▼▲** key then press **EDIT** the following screen will be observed:

```
┌─────────────────────────────────┐
│       MEMORY NAME               │
│   ┌─────────────────────────┐   │
│   │  _                      │   │
│   └─────────────────────────┘   │
│   ABCDEFGHIJKLMNOPQRST          │
│   UVWXYZ   #-↵&£/+$'.?€          │
│  ◀      ▶      ▼▲      NEXT     │
└─────────────────────────────────┘
```
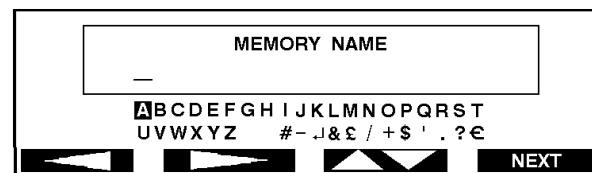
Use the **◀** , **▶** and **▼▲** keys to move the cursor to the character to be defined. These keys can be held for fast scrolling.

The **NEXT** key is used to confirm selection and move the cursor to the next character.

To delete a character press **C** .

To enter a number in the Memory Name use the numeric keypad.

To return to the previous screen with the Memory Name unchanged press **C** .

To confirm your entry press **OK**.
This operation will overwrite the previous memory name.
To return to Ready Mode press **ESC** .

Recalling a Memory Function

From Ready Mode, press and release the (M) key to display the MEMORY RECALL screen:

```
┌─────────────────────────────────────┐
│ MEMORY  RECALL                       │
│                    1  M1             │
│                    2  M2             │
│                    3  M3             │
│                    4  M4             │
│                    5  M5             │
│   ESC          ▲▼         OK         │
└─────────────────────────────────────┘
```
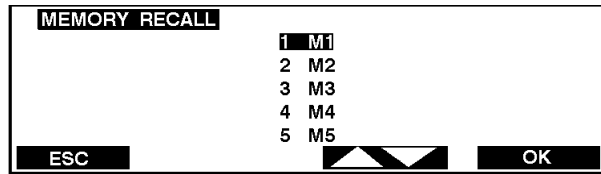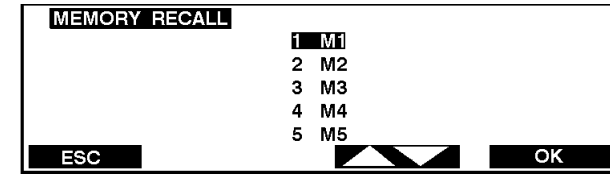
 Using the ▲▼ key or the appropriate numerical key, move the cursor to make your memory recall selection.

To confirm your selection, press OK .

To return to Ready Mode press ESC .

SUPERVISOR SETTINGS

INTRODUCTION

In Supervisor Mode, the supervisor can access all machine functions, except franking. Navigation procedure from screen to screen is the same as in the user mode, except that the supervisor mode includes a number of extra configuration function keys. By definition, the supervisor has free access to all the departments and as such he/she is not prompted by the machine to enter any code after the Supervisor Code has been entered.

For security purposes, only a supervisor or other responsible person should be permitted to make changes to these settings.

SUPERVISOR SETTINGS

ENTRY TO SUPERVISOR mode

To enter SUPERVISOR mode from the Standby screen:

Press the **SUPERVIS** key.

Or from the MENU key in USER Mode by pressing **MENU**, 3 SUPERVISOR and **OK**.

The prompt to ENTER SUPERVISOR PIN will be observed:
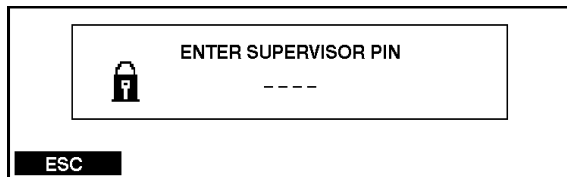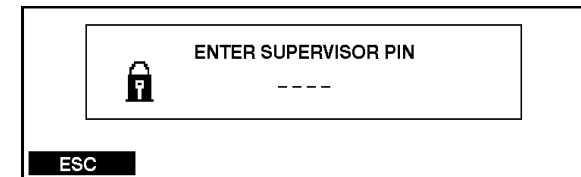
Enter the Supervisor PIN.

If an incorrect PIN is entered the machine will continue to prompt for SUPERVISOR PIN Entry until the correct PIN is used.

Having successfully entered Supervisor Mode, the SUPERVISOR screen will be observed:
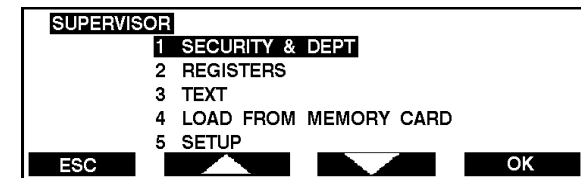
The following functions may be accessed directly from the Supervisor Ready screen:

SECURITY & DEPT	:	allows the supervisor to access the department setup functions and to set the User PIN.
REGISTERS	:	provides access to registers
TEXT	:	enables supervisor to set personalised messages.
LOAD FROM MEMORY CARD	:	enables supervisor to enter data to the machine memory e.g. Slogan Cards, Rate Cards (When postal rates change) and Town Cards (When you change location).
SETUP	:	allows access to machine setup.

SECURITY & DEPT

In Non-Departmental Operating mode, all values are assigned to User.

In Departmental mode IJ35 has 35 departments, whilst IJ45 has 45 departments, available for assignment by the supervisor.

From the SUPERVISOR menu, move the cursor to option 1 SECURITY & DEPT.

Press **OK** to confirm. The following screen will now be observed:

```
SECURITY & DEPT
1  DEPARTMENT MODE           DISABLED
2  SET UP DEPT
3  DEPARTMENT SELECTION      PICK FROM LIST
4  LAST RESET ALL            00/00/00
5  USER PIN                  1234
   ESC                            OK
```

The following functions may be accessed directly from the SECURITY & DEPT screen:

DEPARTMENT MODE: allows supervisor to enable Departmental operation.

SETUP DEPT   :   allows supervisor to setup Departments by naming them and   allocating if needed an account number.

DEPARTMENT SELECTION   :   allows supervisor to select a department from a list or by entering the relevant account number.

LAST RESET ALL   :   allows supervisor to reset All Registers to zero.

USER PIN   :   allows supervisor to set the 4 digit User PIN.

USER STATUS   :   allows supervisor to set User Status. If the User PIN is invalid after 8 attempts, the User Status will become Locked. The Supervisor will have to   open it again for the user to operate the machine.

Note: When in Departmental Operating Mode access to Non-Departmental Operating Mode (Department 0) is disabled.

Changing the User PIN

From the 'Security & Dept' screen, using the **▲** and **▼** keys, or the appropriate number key, move the cursor to 5 USER PIN and press **OK** to confirm, the following screen will be observed:

```
                 USER   PIN
                 – – – –


   ESC                            OK
```
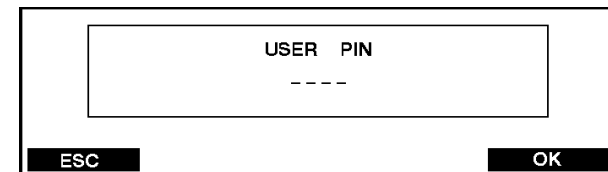
To return to the previous screen with the User PIN unchanged, press **ESC** .

To change the User PIN, enter the new 4 digit value, then press **OK** to confirm.

To return to the SUPERVISOR screen press **ESC** .

SUPERVISOR SETTINGS

Setting the User Status

From the SECURITY & DEPT screen, using the ▲ and ▼ keys, or the appropriate number key, move the cursor to 6 USER STATUS and press `OK` to confirm, the following screen will be observed:

```
USER STATUS
          1    CLOSED
          2    OPEN
          3    LOCKED

    ESC        ▲        ▼        OK
```
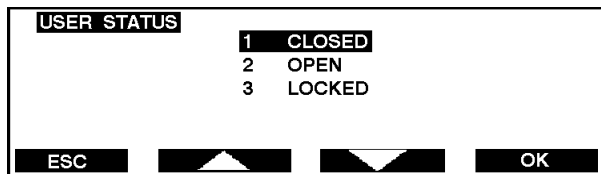
To return to the previous screen with the User Status unchanged, press `ESC` .

Using the ▲ and ▼ keys, or the appropriate number key, make your selection and press `OK` to confirm.

To return to the SUPERVISOR screen press `ESC` .

To reactivate the user PIN select 2 OPEN, then `OK` confirm. Press `ESC` return to the Supervisor main menu, or twice to return to Standby 'Sleep' mode.

To Assign a Department

From the SECURITY & DEPT menu, move the cursor to DEPARTMENT MODE.

Press `OK` to confirm.

The following screen will be observed:

```
DEPARTMENT MODE
          1    DISABLED
          2    ENABLED

    ESC        ▲        ▼        OK
```
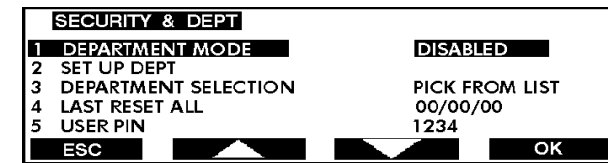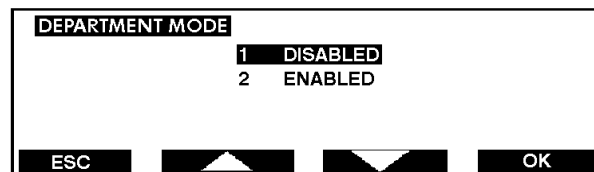
Using the ▲ and ▼ keys, or the appropriate number key, move the cursor to ENABLED and press `OK` to confirm, you will be returned to the SECURITY & DEPT screen with department mode ENABLED.

```
SECURITY & DEPT
1  DEPARTMENT MODE          DISABLED
2  SET UP DEPT
3  DEPARTMENT SELECTION     PICK FROM LIST
4  LAST RESET ALL           00/00/00
5  USER PIN                 1234
    ESC        ▲        ▼        OK
```

Using the ▲ and ▼ keys, or the appropriate number key, move the cursor to SETUP DEPT and press `OK` to confirm.

The following screen will be observed:

```
SETUP DEPT
              1  DEPT    C  1
              2  DEPT    C  2
              3  DEPT    C  3
              4  DEPT    C  4
           ▼ 5  DEPT    C  5
    ESC         ▲        ▽           OK
```

Again using the ▲ and ▽ keys, or the appropriate number key, move the cursor to the Number you wish to set and press OK to confirm, the DEPT SETTINGS screen for the selected department will be observed:

```
DEPT SETTINGS
       1     DEPT NAME        DEPT
       2     DEPT CODE        1
       3     DEPT PIN         0 0 0 0
       4     STATUS           CLOSED
       5     LAST RESET       00/00/00
    ESC         ▲        ▽           OK
```
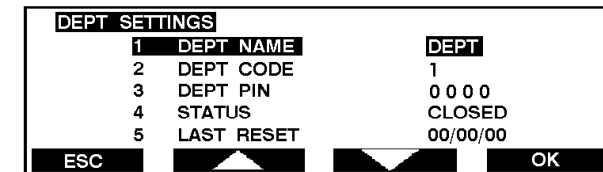
To set a Department Name, move the cursor to DEPT NAME and press OK to confirm, the following screen will be observed:

```
            DEPT NAME
      D E P T

      ABCDEFGH I JKLMNOPQRST
      UVWXYZ    #- ⌐&£ / +$ ' . ?€
       ◀        ▶        ▲▼      NEXT
```
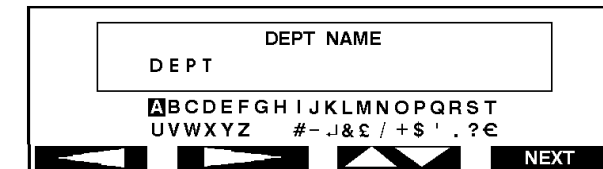
Use the ◀, ▶ and ▲▼ keys to move the cursor to the character to be defined. If a key is held pressed then the cursor will scroll along each character in turn until the key is released.

The NEXT key is used to confirm the selection and move the cursor to the next character.

To delete a character press Ⓒ .

To enter numbers in the text use the numeric keypad, you do not need to press the NEXT key to confirm selection when entering numbers.

A department name is limited to 16 characters including spaces.

To return to the previous screen with the Department Name unchanged press Ⓒ until the screen changes to the previous one.

To confirm your entry press OK.

To Change a Department Name, select DEPT NAME as described above.

Using the Ⓒ key, delete characters of the old Department Name. Press Ⓒ as many times as required to erase the Department Name completely, then enter the new name as previously detailed.

SUPERVISOR SETTINGS

To set a Dept Code, move the cursor to DEPT CODE and press [OK] to confirm, the following screen will be observed:

```
┌─────────────────────────────────┐
│         DEPT CODE               │
│             _                   │
│                                 │
│  ESC                    OK      │
└─────────────────────────────────┘
```
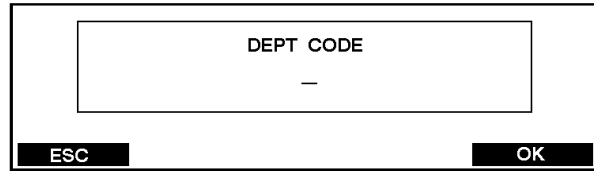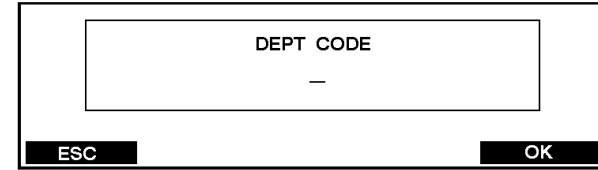
Using the numerical keypad enter/change the dept code, press [OK] to confirm.

To return to the previous screen with dept code unchanged press [ESC] .

To set a Department PIN, move the cursor to DEPT PIN and press [OK] to confirm, the following screen will be observed:

```
┌─────────────────────────────────┐
│         DEPT PIN                │
│         _ _ _ _                 │
│                                 │
│  ESC                    OK      │
└─────────────────────────────────┘
```
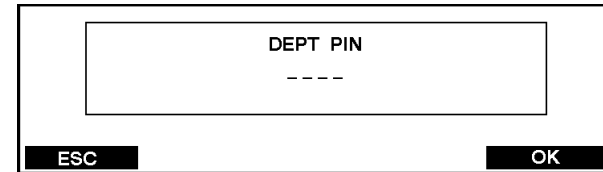
To change the Department PIN, enter the new value, then press [OK] to confirm.

To return to the previous screen with the Department PIN unchanged, press [ESC] .

To Change the Department Status, move the cursor to STATUS and press [OK] to confirm, the following screen will be observed:

```
┌─────────────────────────────────┐
│ STATUS                          │
│          1    CLOSED            │
│          2    OPEN              │
│                                 │
│  ESC    ▲      ▼       OK       │
└─────────────────────────────────┘
```
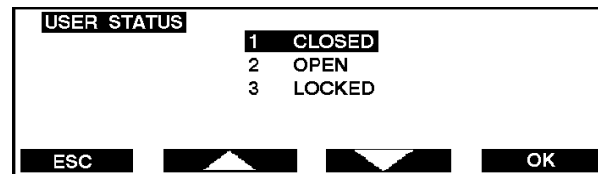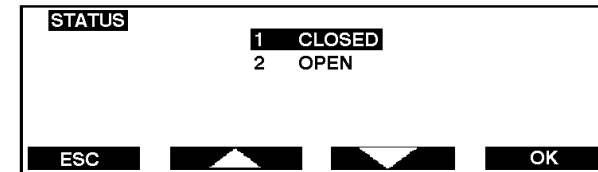
Using the [▲] and [▼] keys, or the appropriate number key, move the cursor to OPEN and press [OK] to confirm.

To Reset the Department Registers, move the cursor to LAST RESET and press [OK] to confirm, the following screen will be observed:
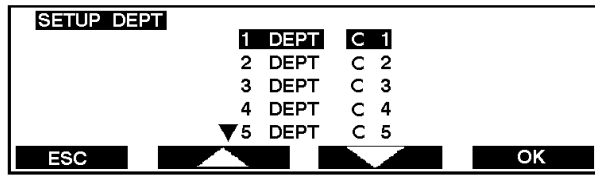
```
┌─────────────────────────────────┐
│   DEPT DATA WILL BE ERASED!     │
│                                 │
│                                 │
└─────────────────────────────────┘
 ESC                     CONTINUE
```
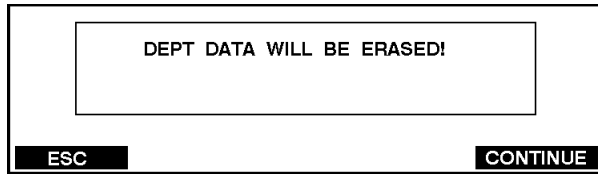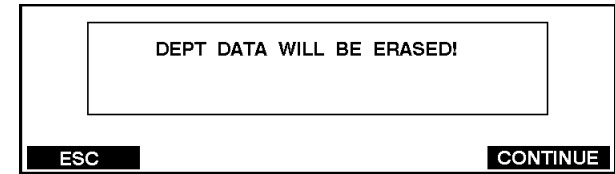
To return to the previous screen with data unchanged, press [ESC] .

To reset current Department Data to zero, press [OK] to confirm, the following screen will now be observed with the current date displayed as LAST RESET:

```
DEPT SETTINGS
  1   DEPT NAME        ACCOUNTS
  2   DEPT CODE        01
  3   DEPT PIN         1 1 1 1
  4   STATUS           OPEN
  5   LAST RESET       15/01/02
 ESC      ▲         ▼        OK
```
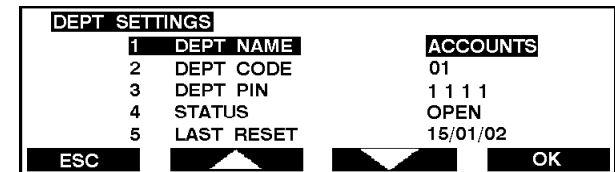
Your Department is assigned and ready for use.

To return to the SUPERVISOR screen press [ESC] three times.

SUPERVISOR SETTINGS

IJ35/45 MACHINE SETUP MENU

The SETUP menu, provides access to the following supervisor functions :

1. High Value

   A High Value Warning will be displayed in User Mode when a value exceeding or equal to the High Value threshold is selected, this value may be changed as described on page 57. (Default High Value set to £1.00)

2. Low Credit

   The Low Credit Warning will be displayed in User Mode when the credit level falls below or equal to the Low Credit threshold, this value may be changed as described on page 57. (Default Low Credit value set to £50.00)

3. Time

   The machine clock is set to local time, the year cannot be changed, however to facilitate Summer/Winter time changes please refer to page 58.

4. Sleep Mode

   If the machine is left running for a period of time it will automatically return to Sleep Mode, this is called time out. To change the time out period please refer to page 58. (Default Timeout period set to 10 mins)

5. Motor Timeout

   This can be set to LONG, MEDIUM or SHORT. After the last impression, the motor will stop according to the setting, please refer to page 58. (Default set to SHORT)

6. Key Beep

   It may be set to sound when a key is pressed, this setting may be changed, please refer to page 59. (Default set to ON)

7. Default Stamp Value

   Enables the supervisor to define a default postage value, please refer to page 59. (Default Stamp Value set to £0.00)

8. Telephone Settings

   The telephone numbers of the Neopost Credifon Credit Re-setting Centre and Helpdesk are stored in the postage meter.

   If required, the telephone numbers may be changed. Such a change may be necessary in case of modification of your telephone network (for example a new prefix for an external line), or if you are advised that the number/s have changed, please refer to pages 59 - 60.

9. Language

   Details Language setting (Factory set to English).

10. Report ON

    Enables the supervisor to determine report printing mode e.g. label or external printer (Factory set to label).

11. Firmware Update
    Neopost Service Only.

Machine Setup

From the SUPERVISOR menu, move the cursor to the SETUP option.

Press [OK] to confirm.

The following screen will now be observed:

```
SETUP
   1  HIGH VALUE          £1.00
   2  LOW CREDIT          £50.00
   3  TIME                09:50
   4  SLEEP MODE          10
 ▼ 5  MOTOR TIMEOUT       LONG
   ESC      ▲         ▼          OK
```
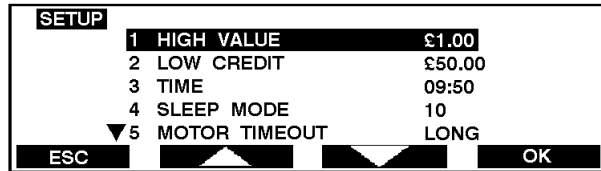
High Value

From the SETUP screen select HIGH VALUE and press [OK] to confirm, the following screen will be observed:

```
           HIGH VALUE
             £0.00


   ESC                    OK
```
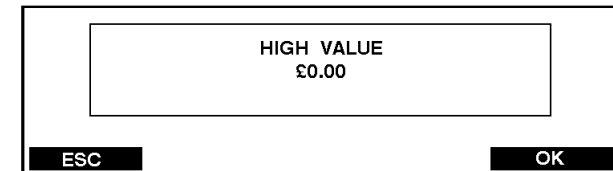
To return to the SETUP menu with the original value unchanged, press [ESC].

To change the High Value, enter the new value (with no point or comma, e.g. 100 corresponds to £1.00), then press [OK] to confirm.

To return to the Supervisor screen press [ESC] twice.

Low Credit

From the SETUP screen select LOW CREDIT and press [OK] to confirm, the following screen will be observed:

```
           LOW CREDIT
             £0.00


   ESC                    OK
```

To return to the previous screen with the original value unchanged, press [ESC].

To change the Low Credit Threshold, enter the new value (with no point or comma, e.g. 5000 corresponds to £50.00), then press [OK] to confirm.

To return to the Supervisor screen press [ESC] twice.

SUPERVISOR SETTINGS

Time

From the SETUP screen select TIME and press `OK` to confirm, the following screen will be observed:

```
              TIME
             --:--


  ESC                          OK
```
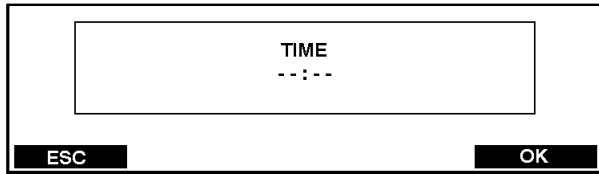
To return to the previous screen with the Time Setting unchanged, press `ESC` .

To change the Time Setting, enter the new value, (with no point or comma, e.g.:1345 corresponds to 1.45 pm, maximum variance ± 3hours), then press `OK` to confirm.

To return to the Supervisor Ready screen press `ESC` twice.

Sleep Mode

From the SETUP screen select SLEEP MODE and press `OK` to confirm, the following screen will be observed:
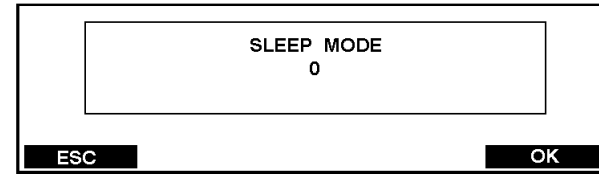
```
           SLEEP MODE
                0


  ESC                          OK
```

To return to the previous screen with the original value unchanged, press `ESC` .

To change the Time Out period, enter the new value (with no point or comma, e.g. 5 corresponds to 5 minutes), then press `OK` to confirm.

To return to the Supervisor Ready screen press `ESC` twice.

Motor Timeout

From the SETUP screen select MOTOR TIMEOUT and press `OK` to confirm, the following screen will be observed:

```
  MOTOR TIMEOUT
              1   LONG
              2   MEDIUM
              3   SHORT

  ESC                          OK
```

To return to the previous screen with the Setting unchanged, press `ESC` .

Use the ▲ and ▼ keys to change the setting, then press `OK` to confirm.

To return to the Supervisor Ready screen press `ESC` twice.

Key Beep

From the SETUP screen select KEY BEEP and press `OK` to confirm, the following screen will be observed:
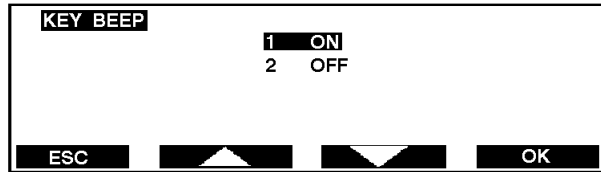
```
┌─────────────────────────────────────────┐
│ KEY BEEP                                 │
│                    1    ON               │
│                    2    OFF              │
│                                          │
│                                          │
│   ESC    [▲▲▲]    [▼▼▼]        OK        │
└─────────────────────────────────────────┘
```

To return to the previous screen with the Setting unchanged, press `ESC` .

Use the `▲` and `▼` keys to change the setting, then press `OK` to confirm.

To return to the Supervisor screen press `ESC` twice.

Default Stamp Value

From the SETUP screen select DEFAULT STAMP VALUE and press `OK` to confirm, the following screen will be observed:

```
┌─────────────────────────────────────────┐
│                                          │
│        DEFAULT STAMP VALUE               │
│              £0.00                       │
│                                          │
│                                          │
│   ESC                         OK         │
└─────────────────────────────────────────┘
```
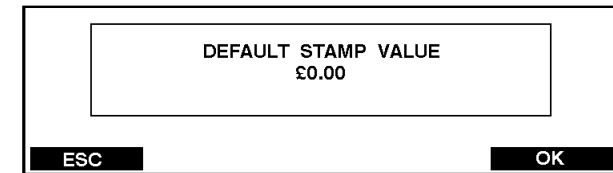
To return to the SETUP menu with the original value unchanged, press `ESC` .

To change the DEFAULT STAMP VALUE, enter the new value (with no point or comma, e.g. 27 corresponds to 27 pence), then press `OK` to confirm.
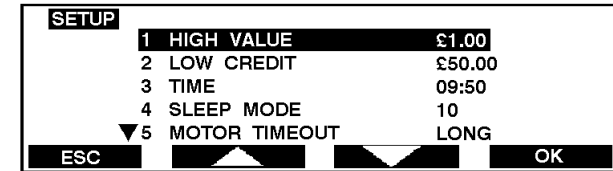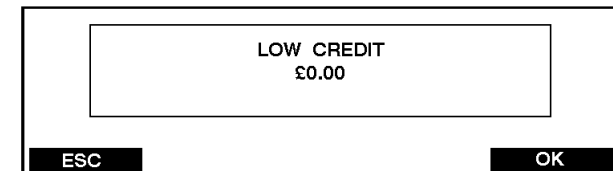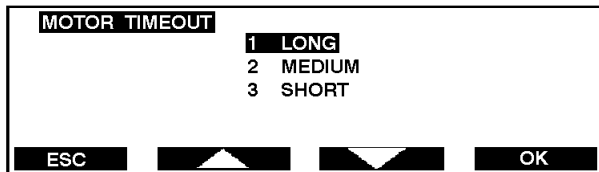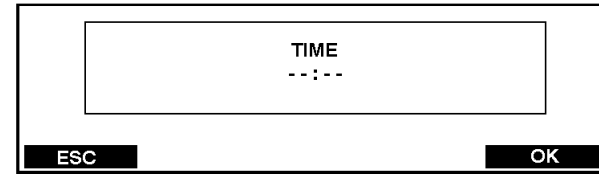
To return to the Supervisor screen press `ESC` twice.

Telephone Settings

The telephone number of the Neopost Credifon credit re-setting centre is stored in your franking machine. This is used when you want to purchase credit.

Modification of the telephone number is permitted only by the supervisor. Such a setting may be necessary in case of modification of your telephone network (for example a new prefix for an external line), or if you are advised that the Neopost Credifon Centre number has changed.

SUPERVISOR SETTINGS

Telephone Number Change

From the SETUP screen select TELEPHONE SETTINGS and press `OK` to confirm, the following screen will be observed:

```
TELEPHONE SETTINGS
 1   CREDIFON NO           09063420342
 2   HELPDESK NO.          01708 714111
 3   REMOTE NO.            NONE
 4   PREFIX               NONE
▼5   PAUSE                0
  ESC        ▲        ▼         OK
```
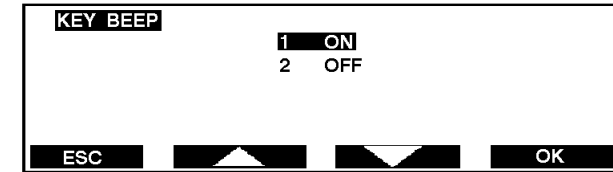
If you are advised of a telephone number change, move the cursor to the number to be changed (e.g. 1 CREDIFON NUMBER) and press `OK` to confirm, the following screen will now be observed:

```
            CREDIFON NO.
               NONE


  ESC                      OK
```

To return to the SETUP menu with the telephone number unchanged, press `ESC` .

Or enter the new number using the numeric key pad, then press `OK` to confirm.
Changes to Prefix, Pause, Tone Delay and Dial Delay Settings

PREFIX
If your outside line is routed through a switchboard, telephone numbers must be prefixed by the appropriate outside line digit (for most systems this is a 9 or a 0).

PAUSE
With some telephone networks it may be necessary to enter a pause between the outside line digit and the telephone number.

TONE DETECT
You may wish to wait for a dial tone to be detected before dialling out.

DIAL DELAY
You may wish to enter a delay between dialling attempts (in seconds).

Using the `▲` and `▼` keys, or the appropriate number key, move the cursor to make a selection and press `OK` to confirm, the following typical screen will be observed:

```
              PREFIX
               NONE


  ESC                      OK
```

Using the numerical key pad enter your prefix and press `OK` to confirm.

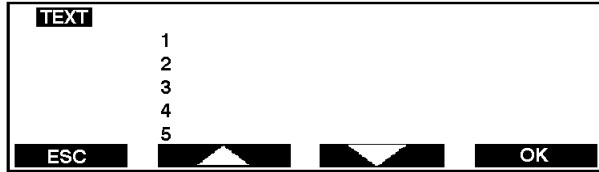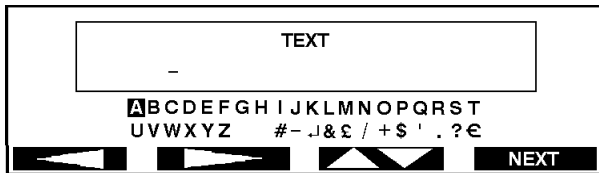Or, to return to the TELEPHONE SETTINGS screen with the prefix unchanged press `ESC`
.

TEXTS

Starting from the SUPERVISOR menu, move the cursor to the TEXT option.

Press **OK** to confirm.

The following screen will now be observed:

```
┌─────────────────────────────────────┐
│ TEXT                                 │
│         1                            │
│         2                            │
│         3                            │
│         4                            │
│         5                            │
│  ESC        ▲        ▼        OK     │
└─────────────────────────────────────┘
```

Using the **▲** and **▼** keys, or the appropriate number key, move the cursor to the message you wish to set and press **OK** to confirm, the TEXT screen will be observed:

```
┌─────────────────────────────────────┐
│          ┌──────────────────┐        │
│          │      TEXT        │        │
│          │      –           │        │
│          └──────────────────┘        │
│   ABCDEFGHIJKLMNOPQRST               │
│   UVWXYZ    #–⅃&£/+$'.?€             │
│   ◄    ►      ▲▼          NEXT       │
└─────────────────────────────────────┘
```

Use the **◄ ►** and **▲▼** keys to move the cursor to the character to be defined.

Press and hold keys to scroll cursor.

The **NEXT** key is used to confirm the selection and move the cursor to the next character.

To delete a character press **C** .

To enter numbers in the text use the numeric keypad, you do not need to press the **NEXT** key to confirm selection when entering numbers.

A text is limited to two lines of 16 characters including spaces.

To return to the previous screen with the text message unchanged press **C** until the screen changes to the previous one.

To confirm your entry press **OK**.

To Change a Text Message, select TEXT as described above.

Using the **C** key, delete characters of the old text message. Press **C** as many times as required to erase the message completely, then enter the new message as previously detailed.
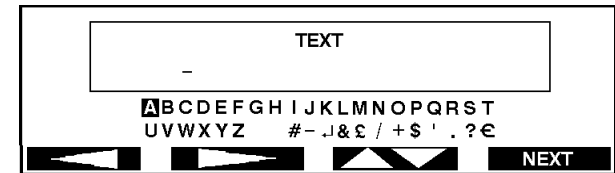
Memory Cards

The following memory cards are currently available from Neopost:
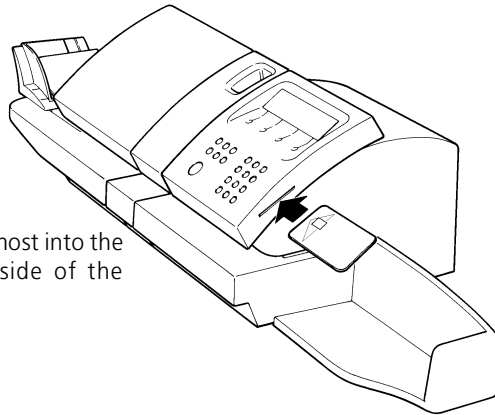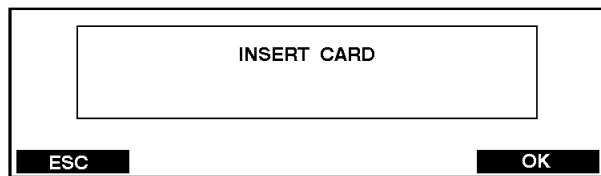
Message/Slogan Cards (one message per card)

Rate Card (when postal rates change)

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

How To Load Data Using a Memory Card

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

1. From the SUPERVISOR screen select LOAD FROM MEMORY CARD and press `OK` to confirm, the following screen will be observed:

```
          INSERT  CARD


 ESC                              OK
```
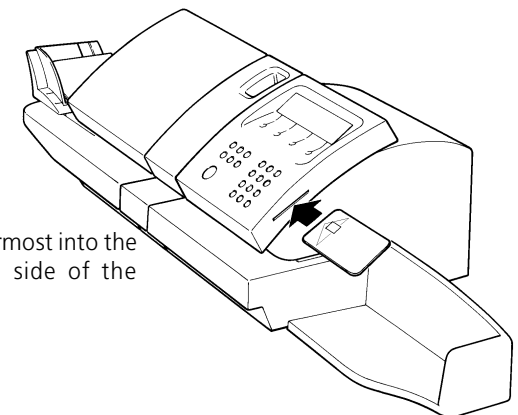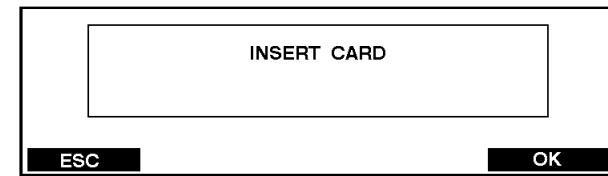

Insert the memory card face uppermost into the card reader, on the right hand side of the machine as illustrated:

2. Press `OK` to confirm.

The name of the slogan will now be observed:

```
 LOAD FROM MEMORY CARD
          1  SLOGAN  NAME



 ESC      △       ▽       OK
```
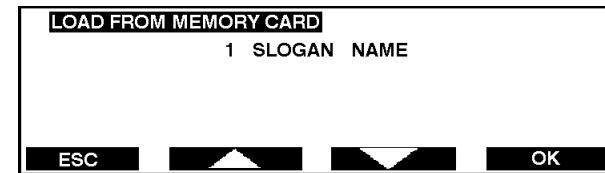
To return to the previous screen press `ESC` .

3. Press **OK** to initiate the downloading operation:

On completion of the downloading process the following screen will be observed:

```
LOAD FROM MEMORY CARD
LOADING COMPLETE

ESC
```
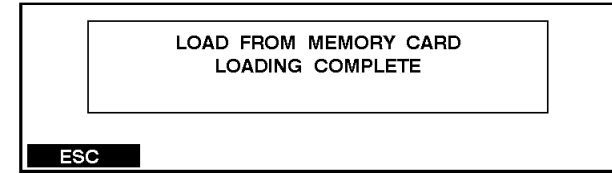
How To Replace Data Using a Memory Card

Repeat operations 1 and 2 then:

Press **OK** to confirm.

The following display will now be observed:

```
REPLACE FILE ?
        1  SLOGAN  NAME  1
        2  SLOGAN  NAME  2

ESC        [▲]    [▼]        OK
```
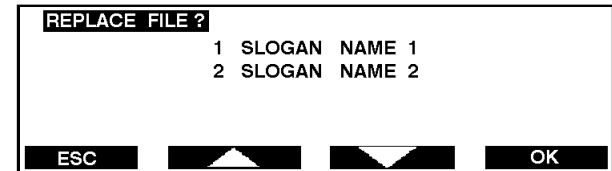
If you do not wish to replace a file, press **ESC** twice to return to the Supervisor screen.

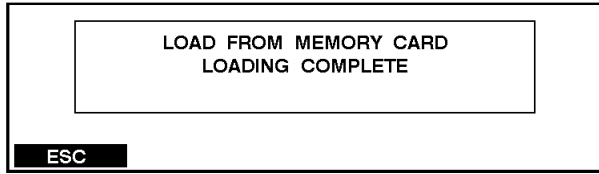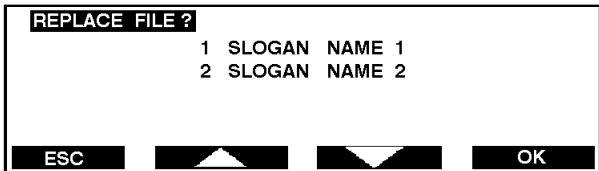If you wish to replace a file, use the [▲] and [▼] keys, or the appropriate number key to move the cursor to the slogan to be replaced.

Now press **OK** to initiate the downloading operation, the following screens will now be observed:

and

```
   LOADING...
```

```
   ERASING FILE...
   SLOGAN NAME 1
```

On completion of the downloading process the following screen will be observed:

```
LOAD FROM MEMORY CARD
LOADING COMPLETE

ESC
```
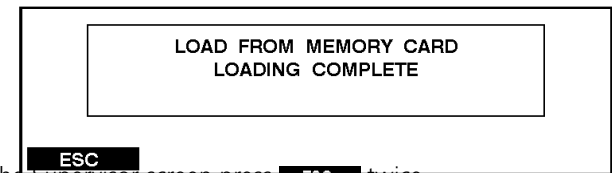
To return to the Supervisor screen press **ESC** twice.

REPORTS

Supervisor Reports can be printed using your franking machines own printer (printed on self adhesive labels) or by connection to an approved external printer. Your IJ35 has been factory set for internal (LABEL) printing, to select external (PRINTER) printing, see p65.

Typical Reports

DEPARTMENT REGISTERS

NAME	ACCOUNT	TOTE
	LAST RESET	ITEMS
EXAMPLE	1	8.52
	00/00/00	18

Printing a Report

Starting from the SUPERVISOR menu, move the cursor to the REGISTERS option.

Press OK to confirm.

The following screen will now be observed:

```
REGISTERS
        1   MAIN REGISTERS
        2   SET UP
        3   DEPARTMENT REGISTERS
        4   EVENTS
   ESC        ▲        ▼        OK
```

Using the ▲ and ▼ keys, or the appropriate number key, select a register option from the list and press OK to confirm.

e.g. DEPARTMENT REGISTERS:

```
DEPARTMENT REGISTERS
NAME         ACCOUNT              TOTE
             LAST RESET           ITEMS
EXAMPLE      1                    0.00
             00/00/00             0
   ESC        ▲        ▼        PRINT
```

The ▲ and ▼ keys may be used to view department registers in blocks of four registers to each screen.

To print department registers press [PRINT], if the method of print is set to LABELS, the following screen will be observed:

```
                                    REPORTS

              🖎  10              15/01/02


              PRINTING...
```
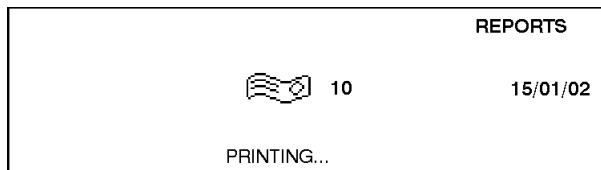
On completion of printing, the DEPARTMENT REGISTERS screen will be observed.

If the method of print is set to EXTERNAL PRINTER, please refer to Printing with External Printer below.

Note: To change the method of print please refer to Setting the Print Destination below.

Press [ESC] to return to the REGISTERS screen.

To return to Supervisor screen press [ESC] twice.

Setting the Report Destination

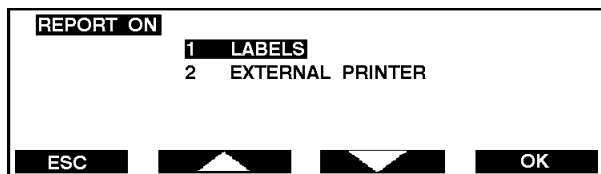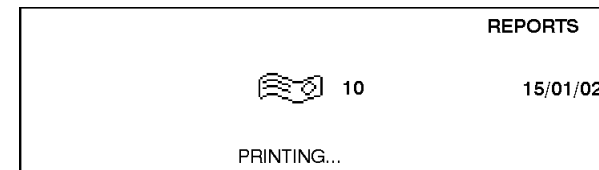From the SETUP screen select REPORT ON and press [OK] to confirm, the following screen will be observed:
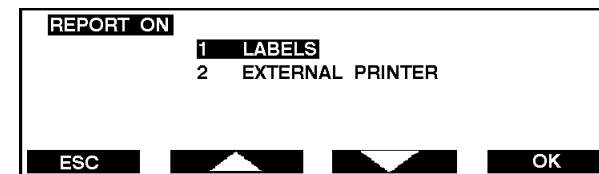
```
  REPORT ON
              1    LABELS
              2    EXTERNAL  PRINTER



     ESC         ▲          ▼          OK
```

Using the [▲] and [▼] keys, or the appropriate number key, move the cursor to make a selection and press [OK] to confirm.

Or, to return to the SETUP screen with the print destination unchanged press [ESC].

SUPERVISOR SETTINGS

Printing with External Printer

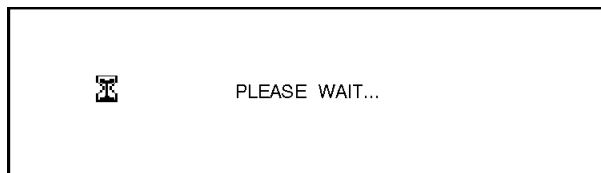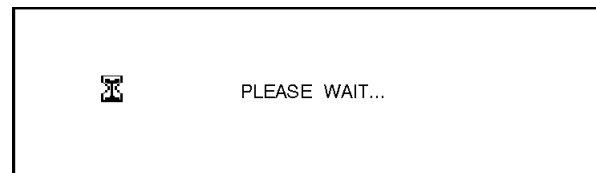Before proceeding to print registers using an external printer ensure that the printer lead is connected to the Upper Accessory Port at the back of the machine, (please refer to Controls and Features on pages 14 & 15) and that the printer power lead is connected to an adjacent power outlet.

Set the printer to ON and the status to ONLINE.

From your selected registers screen, press **PRINT**, the WAIT screen will now be observed:

```
┌─────────────────────────────────────────┐
│                                         │
│                                         │
│      ✕         PLEASE WAIT...            │
│                                         │
│                                         │
└─────────────────────────────────────────┘
```

After a short period of time, the screen will return to DEPARTMENT REGISTERS and the registers will have been printed.

PLEASE NOTE:

THERE IS NO EXTERNAL PRINTER FEEDBACK TO YOUR FRANKING MACHINE, THEREFORE IF THE DEPARTMENT REGISTERS SCREEN DOES NOT RE-APPEAR AFTER A FEW SECONDS AND THE PRINTER DOES NOT PRINT, RE-CHECK ALL PRINTER CONNECTIONS AND ENSURE THAT THE PRINTER STATUS IS SET TO ONLINE.

PRINTER INFORMATION

It is recommended that you use the Seiko SP2400 or Epson printers with your IJ35/IJ45. Please use the following Printer settings.

Baud Rate	9600
Data	8 Bits
Xon/Xoff Control	ON
Carriage Return & Line Feed	ON
Interface Selection	Serial Interface
CSF Mode	OFF
Parity Selection	No Parity

TROUBLE SHOOTING

PROBLEM	SOLUTION
IJ35/45 will not start:	Is the IJ35/45 connected to the power supply? Is the main power outlet switch set to ON? Is the machine Top Cover properly closed? Check plug fuse (5A). Check machine fuse (1.6A).
The printer does not operate:	Is the printer switched to ON? Is the printer connected to the power supply? Is the main power outlet switch set to ON? Is the printer connected to IJ35/45? Check plug fuse. Have you selected the correct print mode? (please see page 65).
The Autofeed does not operate:	Check the connection to the IJ35/45. (please see page 10).
The machine does not print:	Check that you have made the correct Print Mode Selection. (please see page 65). Did you remove the protective tape from the Ink Cartridge before fitting? (please see pages 37 - 38).
Poor print quality:	Clean the Ink Cartridge. (please see page 35).
Envelopes not fed properly or fed double:	Autofeed incorrectly loaded. (please see page 25).
Labels do not feed properly:	Avoid leaving the labels in the machine for too long. Avoid overloading the dispenser (50 max). Ensure labels are fed correctly (please see page 26).
The scale does not communicate with the machine:	Check the scale connection. (please see page 10).
"NO DIAL TONE CHECK CONNECTION & RETRY"	Refer to 'Machine Connection' (page 11). Check the modem cable is connected to the rear of the machine. The telephone line may not be available. Try another telephone line (analogue only). Call our Helpdesk if the above actions do not solve the problem.

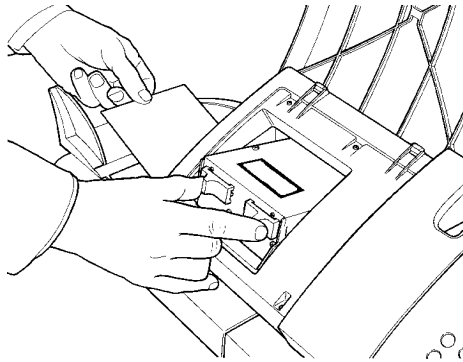CLEARING A MAIL JAM FROM THE AUTOFEEDER

Envelope misfeed

In the unlikely event of an envelope misfeed, the following procedure must be followed:

WARNING!

POWER DOWN MACHINE BEFORE CONTINUING.

DO NOT RUN MACHINE WITH FEED MECHANISM OPEN

1. Remove all free envelopes from the feed tray;

2. Open the Autofeed top cover;

3. Using the thumb and fore finger, squeeze the sliders to release the feed mechanism as illustrated;

4. Remove the obstruction;

5. Close the feed mechanism by applying downwards pressure to the top of the feed mechanism until it is heard to click home;

6. Close the Autofeed top cover;

7. Power Up your machine.

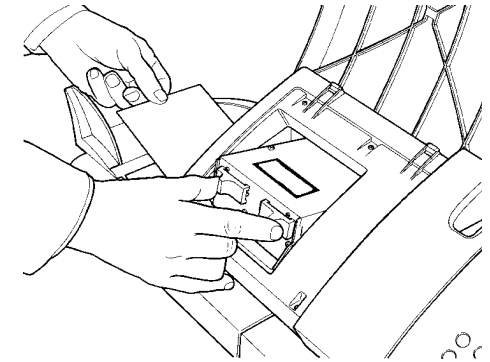## You are now ready to resume franking your mail

CLEARING ERROR MESSAGES

In the unlikely event of an error message being displayed, the following procedure must be followed:

ERROR MESSAGES   REMEDY

Error 1 to Error 43   Press **C** until back to User screen.

If the Error does not clear, please call our Customer Care Centre.
(Telephone No.on page 71)

HOW TO

Enter Department/User Mode **[USER]** USER PIN **[▼]** To Dept Choice **[OK]** DEPT PIN

Enter PIN (e.g. 1 2 3 4) (1) (2) (3) (4)

Set Value (e.g. 27 pence) (2) (7) **[OK]**

Confirm High Value
(e.g. 175 pence) (1) (7) (5) **[OK]** Are you sure **[OK]**

Set Print Mode **[MODE]** **[▼]** To Choice **[OK]**

Select Slogan **[IMPRINT]** **[▼]** Slogan **[OK]** **[▼]** To Choice **[OK]** **[ESC]**

Select Text Message **[IMPRINT]** **[▼]** Text Message **[OK]** **[▼]** To Choice **[OK]** **[ESC]**

Advance Date **[IMPRINT]** **[▼]** Date Advance **[OK]** **[▼]** Advanced Date **[OK]** **[ESC]**

Print Label (2) (7) **[OK]** (label icon) Label Quantity (START STOP)

Recall Memorised Jobs (M) **[▲▼]** Memory 1 to 5 **[OK]**

Recredit (e.g. £50.00) (recredit icon) Credifon PIN (5) (0) **[OK]** **[OK]** **[OK]**

Display Registers (MENU) Registers **[OK]** **[▼]** To Choice **[OK]**

To Print Registers As Registers **[PRINT]** **[ESC]** **[ESC]** **[ESC]**

- To order your Neopost Supplies

  NEOPOST DIRECT   by telephone   :   01708 714114
                                        0800 7319563

                       by fax.   :   01708 739060

                       by internet   :   www.neopost.co.uk

- To contact the Credifon Helpdesk:

                       by telephone   :   01708 714111
                       by fax.   :   01708 714142

- To contact the Helpdesk:

                       by telephone   :   01708 714111
                       by fax.   :   01708 714142

- To contact your Account Manager

                       by telephone   :   01708 714700

- General Information

                       by telephone   :   01708 746000
                       by internet   :   www.neopost.co.uk

- To contact Royal Mail Sales Centre

                       by telephone   :   08457 950950

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