mailcoms

Mailbase Lite Digital Mailing System

Operator Guide
UK, ROI, Channel Islands &
Isle of Man Version

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Glossary

This chapter lists the key features of your mailing system, tells you what's in this book, and presents important safety information.

1 • Introduction

About Your Digital Mailing System

Your digital mailing system's advanced features include:

- Space-saving, compact footprint
- Large, easy-to-read display shows system status and prompts you through setup operations
- Semi-automatic envelope feeding, transport, and auto-eject
- Automatic date advance
- Keyboard-selectable Envelope Messaging (if used)
- Convenient, one-button postage-adding via Postage by Phone®.
- Stacker neatly stacks finished envelopes
- Ink jet printer provides clear, crisp imprints
- Integrated weighing platform weighs mail pieces
- Integrated rating feature calculates correct postage
- Date and time stamp for use on incoming mail or on sensitive documents
- Optional accounting feature tracks postage costs by department (certain models only)
- Password protection limits access to authorised personnel
- Report printing capability provides hard-copy records of your postage transactions
- In-line moistener wets and seals envelopes (certain models only)
- USB communication port for exporting report data to a PC

NOTE: Although this guide describes all the features listed above, your Mailbase Lite is a configurable system and availability of the features will depend on your model, options purchased and your country requirements. Inclusion within this guide does not guarantee availability of a particular model or feature within your country.

What is IntelliLink™

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

Add postage funds conveniently via internal modem
You can add funds to your machine electronically via the Postage by Phone® system (requires an Internet connected PC or an analogue phone line).

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

Add Features On Demand
You can easily download envelope ads, postal inscriptions (if used), and optional product enhancements such as departmental accounting.

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

Postal Requirements

The meter on your mailing machine is licensed by your Postal Authority and you must follow some basic requirements.

- Mail must have the correct date and postage amount in the meter stamp.

- Always ensure that your meter stamp prints are clear and complete. Poor prints may result in your Postal Authority being unable to offer the service you requested and if the prints are illegible the items may be rejected by your Postal Authority. If in doubt regarding the quality of your meter prints, refer to Section 7- Running Print Tests.

- If you move to another address, you must update the Postal Authority records. Call your local machine supplier for advice.

- The tape sheets for putting postage on larger items must conform to postal specifications. For best performance, obtain tape sheets direct from your machine supplier.

- Postal Inspection (mandatory) - UK

  An Audit is made of your meter automatically when you connect to the Data Centre, this uploads information to the Postal Authority. The Data Capture Audit takes place every 30 days. However, there is a grace period of 5 days to allow you to connect to the Data Centre.

- Postal Inspection (mandatory) - REPUBLIC OF IRELAND

  Each time you add postage to the machine, the Data Centre automatically performs a postal inspection as required by the Postal Authority. If the interval between inspections is too long, your machine's display prompt "Inspection Due". Eventually, if an inspection is still not carried out, the display prompts "Inspection Required". You won't be able to use your mailing system until your system is inspected.

Safety

Follow the normal safety precautions for all office equipment:

- Use only Mailcoms approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.

- To obtain supplies, please contact our Supply Line™ to place orders. Material Safety Data Sheets can be obtained on the web or from our Supply Line™. Refer to the Contact Information List for more information.

- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.

- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.

- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.

- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.

- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.

- Do not use an adapter plug on the line cord or wall outlet.

- Do not remove the ground pin from the line cord.

- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.

- Do not route the power cord over sharp edges or trap between furniture.

- Ensure there is no strain on the power cord and that it does not become jammed between the equipment, walls or furniture.

- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.

- Before clearing a stoppage, be sure machine mechanisms come to a stop.

- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.

- To prevent overheating, do not cover any vent openings.

- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.

- Read all instructions before attempting to operate the equipment.

- Use this equipment only for its intended purpose.

- Always follow the specific occupational safety and health standards for your workplace.

1 • Introduction

Specifications

Equipment

Size of Base Model:
215 mm H x 345 mm W x 400 mm D

Size of Base Model with Scale:
230 mm H x 345 mm W x 400 mm D

*Size of Base Model with Scale and Moistene*r:
230 mm H x 470 mm W x 400 mm D

Stacker:
The stacker adds 265mm to the width of the system

Weight: 6.8 kg, approximate.

Power Requirements: 100-240 VAC, 50/60Hz. 1.0A

Communications Ports: 1 USB; 1 RJ-11.

Operating Temperature: 4°C to 42°C

LCD Display: 4 lines, 20 characters long.

Throughput: Up to 40 letters per minute (dependent on model) with no moistener; Somewhat less with optional moistener.

Actual throughput will vary, depending on the material used, machine condition, use of moistener, and the skill of the operator.

Print Resolution: 600 x 400 dpi

Print Image Area: at least 25.4 mm x 170 mm

Ink Cartridge Capacity: 35ml

Tape Sheets: self-adhesive type, dual tape sheets

Internal Graphic Ad Storage; up to 20.

Departmental Accounting: Number of accounts available based on the amount purchased and model.

Meter Specifications

Republic of Ireland Models:

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

UK, Channel Islands and Isle of Man Models:

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

All Mailcoms postage meters are manufactured in accordance with Postal Authority Standards. This includes ascending register security, which will lock the ascending registers when the first frank takes the most significant digit of the ascending register to 9.

$C\epsilon$ It is certified that the system complies with all applicable Directives of the European Union.

For a formal Declaration of Conformity please contact Compliance Engineering. Contact information is given in a separate document supplied with your system.

Material (see figure below)

Minimum Size: 127 mm x 76 mm

Maximum Size: 381 x 330 mm

Minimum Flap Depth: 22 mm

Maximum Flap Depth: 76 mm

Minimum Thickness: 0.18 mm

Maximum Thickness: 9.5 mm

Maximum Stack Height for Mail: 60 mm

IMPORTANT: For best results, always make sure your material conforms to our published specifications.

381mm

76mm

Maximum

330mm

127mm

76mm

22mm

Minimum
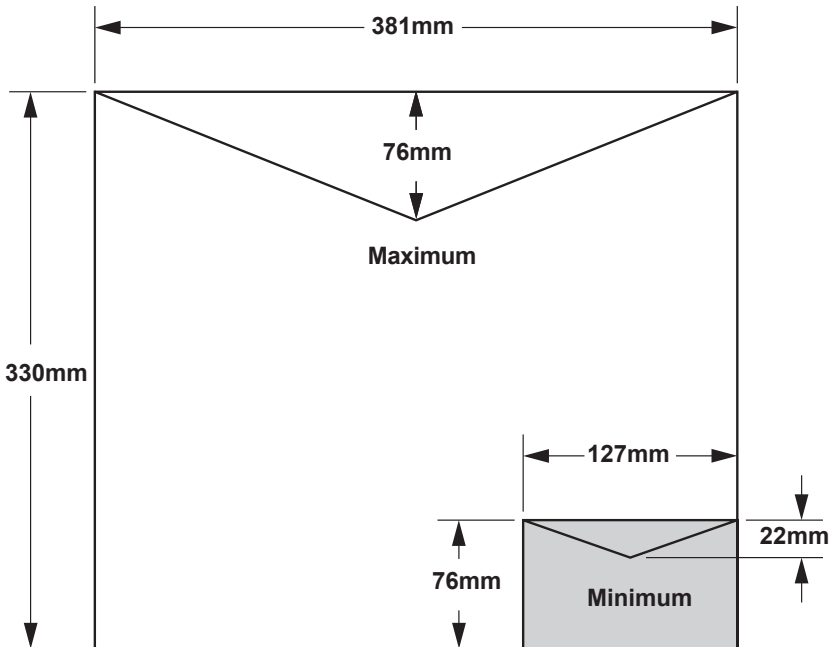
2 • Getting to Know Your System

In this chapter you'll find out where everything is and what it does.

Machine Features–Front

NOTES:
- Some models have a smaller weighing platform and do not have the storage drawer.
- The moistener is an option on certain models only.

1. **Control Panel**—allows you to enter and setup information on your machine.

2. **Top Cover**—opens up to allow replacement of the ink cartridge. See *Chapter 7, Maintenance* for instructions.

3. **Weighing Platform**—allows you to weigh and calculate postage of a mail piece based on the service selected.

4. **Stacker Tray**—allows the neat stacking of finished mail pieces.

5. **Operator Guide Slot** —allows you store the Operator Guide for easy access.

6. **LED**—lights green when your system is on; lights orange when your system is in "sleep" mode.

7. **Transport Release Lever (two position)**
   Home - transport rollers engaged for processing mail (normal)
   Released - transport rollers disengaged so you can clear a stalled mail piece. NOTE: The machine won't process mail when left in the released position.

8. **Feed Deck**—supports your envelope, post card or tape sheet as it passes under the printer mechanism.

9. **Moistener (certain models only)**—applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on how you feed them.

10. **Storage Drawer (certain models only)**—for storage of supplies, etc.

Control Panel

1. **Screen Selection Keys**—allows you to select a line (one key for each line) on the operator display. Whenever the left arrow (◄) occupies the first position in one of the display lines, you may press the corresponding Screen Selection key to select that line.

2. **Operator Display**—shows the current status of your system and prompts you through all setup operations in a four line LCD.

3. **Page Up/Page Down (Scroll Keys)**—allows you to scroll up and down through menu choices in the operator display. If a Page/ Up/Down key is lit, it indicates additional choices are available in a menu (up or down, depending on key) and that Page Up/Down key can be pressed to access these further choices.

4. **Lock/Power Key**—Dual function. Prevents unauthorised use of your system. If lock feature is setup and machine is in "sleep mode"; entering your four-digit password unlocks (awakens) the machine. Also allows you to power up or power down machine.

5. **Yes/Enter and No Keys**—allows you to confirm an operation or answer "Yes" or "No" to a prompt. The Yes key also functions as the Enter key for data entry.

6. **Alpha/Numeric Keypad**—allows you to type in numbers and letters for account names, values and other information. See *Appendix A, How to Enter Text* for more information.

7. **Feature Keys**—allows you quick access to the most common features on the system. Pressing a Feature key takes you immediately to the top-level screen of the feature for that key.

   Home—takes you back to the Home (date/postage) screen.

   Normal Preset—allows you access to the normal settings you use most often. You can assign values such as postage amount, Envelope Messaging, account number, etc. to the Normal Preset using the Feature keys on the control panel. See *Chapter 4, Presets* for details.

   Custom Preset—allows you access up to five custom settings. You can assign values such as postage amount, Envelope Messaging, account number, etc. to the custom presets using the Feature keys on the control panel. See *Chapter 6, System Options* for details.

   Funds—allows you to check your postage funds and number of mail pieces processed. See *Chapter 5, Adding Postage* for details.

   Add Postage—allows you to add (refill) postage funds to your machine conveniently via modem (requires analogue phone line). See *Chapter 5, Adding Postage* for details.

   Reports—allows you to generate reports for postage, accounting, and other types of data. See *Chapter 10, Report*s for details.

   Options—allows you to access system setup information such as date, time, postage, accounts, phone parameters, etc. See *Chapter 6, System Options* for details.

   Weigh/Rate—allows you to weigh and calculate postage based on service selected. See *Chapter 3, Running Mail* for details.

   Print Menu—allows you access to all the information printed on a mail piece such as date, time, postage, Envelope Messaging, inscriptions, etc. See *Chapter 3, Running Mail* for details.

   IMPORTANT: When you press one of the Feature keys, any entry in the preceding screen is lost unless you have first pressed the **Yes/Enter** key to confirm the entry. For example, if you entered an account name on one screen and then immediately pressed another Feature key, the account name will not be recorded by the system.
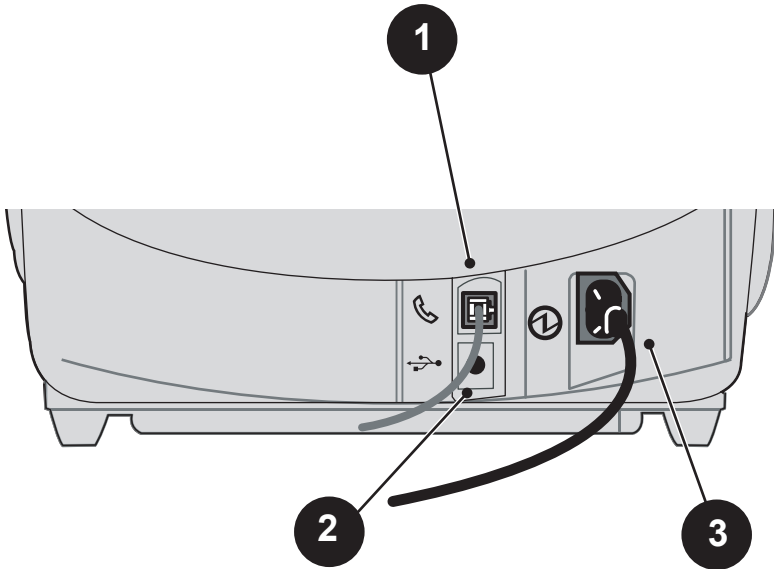
Machine Features—Rear

1. **Phone Connector**—allows you to connect an analogue phone line, such as one a Fax machine uses. The connector accepts a standard phone plug (supplied). When your system is connected to an analogue phone line, you can add postage any time by pressing **Add Postage** and following the prompts. See *Chapter 5, Adding Postage* for details.
2. **USB Port**—allows you to connect a USB cable and connect to intellilink via PC Connect Software (If available), see Chapter 5, Adding Postage. Also allows you to connect to a PC to upload accounting data (requires additional software).
3. **Power Receptacle**—connects to AC power cord (supplied).

This chapter explains how to run mail, your printing options, and using the optional weighing platform.

Before You Begin

Before you run mail on your system, review the Checklist, Home Screen, and Applying Postage sections below and on the next page.

Checklist

- Make sure your mailing system is plugged into a properly grounded power receptacle. Always follow the safety precautions in *Chapter 1, Introduction.*
- Check the level of sealing solution in the optional moistener. If you need to add sealing solution, refer to *Chapter 7, Maintenance*.
- If you plan on printing tape sheets, make sure you've got an adequate supply. See *Chapter 9, Supplies and Options* for ordering tape sheets.
- Check that you have enough postage for your mail run. Press **Funds** key to view your current balance.

Home Screen

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

A typical Home screen is shown below (your screen may vary slightly if you had not purchased the optional accounting feature:

```
03.03.04              ≡0.00≡        Page
◄ACCT:  ****                        Up
◄CLASS: ****                        Page    (lit key indicates
◄SCALE:  0 g                        Down     more menu choices)
```
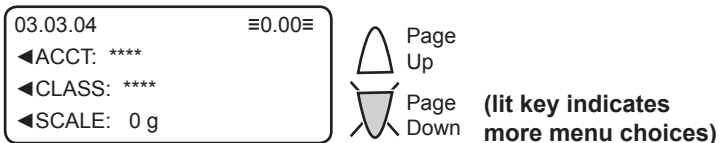
- Use **Page Down** and **Page Up** keys to scroll through menu features. If the key is lit, additional choices are available.
- If you would like to print ads/inscriptions/text messages on your mail or access other print options, press **Page Down** to view these features.

Selecting Postage

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

- Place the mail piece on the integrated weighing platform and have the system calculate the weight and then the postage amount using the system's internal rating feature.

- Enter the weight of the mail piece manually and have the system calculate the postage amount using the system's internal rating feature.

- Key in the postage directly from the keyboard when you already know the amount. **(Not available in the UK)**.

Each method is described in its own section that follows.

NOTE:
The mailing system can only print when the value is displayed between three horizontal bars (i.e. ≡0.50≡). If the value displays with no bars (i.e. 0.50) it means another selection such as an account or class is required before mail processing can commence.

Using the Weighing Platform (Scale)

'Standard' Operation

1. Make sure scale is activated (you will see "0 g" next to SCALE: on the display). See *Chapter 6, System Options* to turn your scale on if necessary.

2. Place mail piece on scale. The weight of the mail piece will appear next to "Scale" on the display.

3. Select the carrier and then the desired class by pressing the key next to "the Class of Mail" (use the scroll keys to see additional classes).

4. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service.

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

Entering Weight Manually

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

1. Press **Weigh/Rate**.
2. Select "Enter manual weight".
3. Select "Change to g/kg" to switch between entering the weight in grammes or kilogrammes, as required.
4. Key in the weight in grammes or kilogrammes then select "Continue".
5. Select the carrier and then the desired class by pressing the key next to "the Class of Mail" (use the scroll keys to see additional classes).
6. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service.
7. Select "Done" when finished entering all the class options and fees.

Keying In the Postage Directly (not available in the UK)

1. From the Home screen, enter the postage using the numeric keys. There is *no need* to enter the decimal point.
2. Press **Yes/Enter** to confirm the amount.

Miscellaneous Payments

Occasionally, your postal authority may need an additional payment (underpayment, etc). To produce a Frank for payment, select "Class", then select "Misc. Payment". You can now enter the value you require, confirm the amount and take a Frank in the normal way.

Parcelforce FrankPay (UK only)

To enter a value for Parcelforce FrankPay, select "Class", then "Royal Mail". Page down and select "Parcelforce". Select "FrankPay", then "Enter Amt". Once the correct amount has been entered, select "Done", then take a Frank on a Tape Sheet.

Differential Weighing

Differential weighing is an option that is available on certain models in the Mailbase series only.

It allows you to process mixed mail using the attached platform (scale). Put a number of pieces of mail onto the scale. The system calculates the postage for each piece of mail you remove from the scale automatically.

1. Make sure scale is activated (you will see "0 g" next to "SCALE" on the display). See *Chapter 6, System Options* to turn your scale on if necessary.

2. Select the desired class by pressing the key next to "CLASS" (use the scroll keys to see additional classes).

3. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service.

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

5. Press the **Weigh/Rate** key.

6. Select "Diff. weighing".

7. Place the mail pieces onto the scale. They can be placed onto the scale in a container, if required.

8. Remove the first mail piece and the value will automatically set. Process this mail piece in the normal way.

9. Continue removing mail pieces at the prompt and processing until the last mail piece is reached. When the last piece (or mail container) is removed from the scale, you will be asked to either "Rate this item" or continue to "Exit Diff. weighing". Select the desired option:

    • "Rate the item" allows you to process the last mail piece.

    • "Exit Diff. weighing" allows you to leave the differential weighing mode without processing the last item. This would be used if the mail pieces had been placed on the scale in a container of some kind.

    • Continue allows you to add more items to the scale platform.

Selecting an Account to Track Postage

You can select an account to track postage if the departmental accounting feature is available on your machine and is turned on. Departmental accounting may not be available on some models. See *Chapter 11, Departmental Accounts,* for information on setting up this feature.

1. From Home screen, press the selection key next to "Select an Account" to display the Accounts menu.
2. Select "Select an account".
3. The "Select an Account" screen displays. Press **Page Down** to see more choices (if Page Down is lit). To select an account, either:
   A. Use the appropriate selection key next to the display.
   B. Key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**.
4. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. You return to the Home screen with the name of the account listed alongside "ACCT".

Envelope Messaging

When printing mail, you can also print Envelope Messaging alongside the postal frank. Envelope Messaging can consist of a Graphic Ad and/or a Text Message.

1. From Home screen, press **Page Down** and select "AD" or "TEXT" as required.
2. Select "Select an Ad/Text Msg.".
3. You may either:
   A. Scroll through the list and then select the required Graphic Ad or Text Message.
   B. Key in the Graphic Ad or Text Message number and press **Yes/Enter** to select it.
4. You return to the Home screen with the name of the Graphic Ad and/or Text Message listed on the second screen.

NOTE: Graphic Ads are available on all models. Text Messages are only available on certain models.

Checking and Clearing the Batch Count

You can view the accumulated postage value and piece count information from the batch register and print this for your records. You can also clear or reset the batch count to zero.

Checking the Batch Count

1. Press **Funds**.
2. Press **Page Down**.
3. The display shows the batch information.
4. Press **Home** to return to the Home screen.

Printing a Record of the Batch Count information

1. Press **Funds**.
2. Press **Page Down** twice and select "Print Funds Report".
3. At the "Insert envelope or tape sheet to print report" prompt, place the envelope/tape strip up against the back wall of the system and slide it to the right until the system grasps it. The Funds Reports is printed (see sample below) and the envelope/tape strip is ejected.
4. Press **Home** to return to the Home screen.

Clearing the Batch Count

⚠️ **CAUTION:** Make sure you really want to clear the batch register; once you do, you can't restore the data.

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

   NOTE: This function may require entry of the Supervisor Password. If this is the case, enter the 4-digit Supervisor Password. The batch value and batch piece registers return to zero.
5. Press **Home** to return to the Home screen.

Printing Mail

To apply postage to large items of mail and parcels that can't be run through the machine, use the optional tape sheets. Feed the tape sheets into the machine the same way you would feed an envelope. After printing, apply the postage tape sheets to the mail piece or parcel in the proper location.

To print and envelope or tape sheet:

1. Select the postage required, account (if accounting is on), Envelope Messaging and batch function as described on pages 3-4 to 3-7.

2. If using the moistener, place the envelope flap along the moistener and move the envelope towards the right.
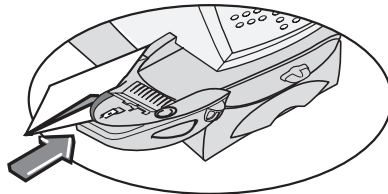
3. Position the envelope or tape sheet against the registration wall of the system and slide it to the right until the system grasps it. The system prints the digital meter stamp and ejects the envelope/tape sheet.
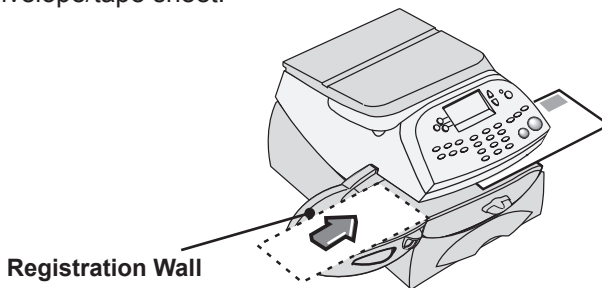
Registration Wall

![warning icon] **IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority. If you notice missing lines in the print as shown in the illustrations below, perform a printhead purge as described on page 7-11 of this guide.

UK   *ROI*

Channel Islands

Isle of Man

The indicia above are black and white representations of the approved Red indicia. Only Red Non-Fluorescent approved ink should be used in the machine.

Printing Options

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

• Bypass printing and seal the envelope only

• Print Envelope Messaging/time/date on incoming mail

These options are available by pressing **Print Menu** and selecting your choice. They are described fully on the following pages.

Bypass Printing and Seal the Envelope Only
(if a moistener is available)

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

1. Press **Print Menu**.

2. Select "Seal Only".

   The "SEAL ONLY- NO PRINTING" screen appears.

3. Place flap along moistener and move towards the right.
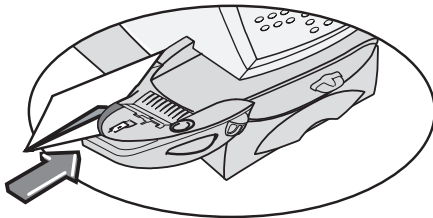
4. Slide the envelope to the right until the system takes hold of it. The system seals and ejects the piece.

5. Select "Exit" when finished to return you to the Home screen.

Printing the Date and Time on Incoming Mail

You can set up your mailing system to print the date and time on incoming pieces of mail. This feature is only available on certain models in the Mailbase series.

1. Press **Print Menu**.

2. Select "Date & Time Only".

   The "DATE AND TIME ONLY - NO POSTAGE PRINTING" screen appears.

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

   NOTE: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.

4. Select "Exit" when finished to return you to the Home screen.
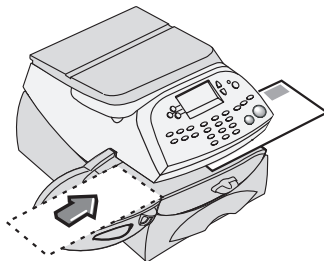
Printing Envelope Messaging, Date and Time on Incoming Mail

You can set up your mailing system to print Envelope Messaging, the date and time on incoming pieces of mail. This feature is only available on certain models in the Mailbase series.

1. Press **Print Menu**.
2. Select "Ad and Text and Date".
   The "AD, TEXT AND DATE" screen appears.
3. Select a Graphic Ad. Once you have selected a Graphic Ad, you will also be able to select a Text Message. (A 'Received' Graphic Ad is supplied for this purpose).
4. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the Envelope Messaging, time and date and ejects the envelope/tape sheet.
   NOTE: Make sure you orient the mail piece so the print is on a blank section of the mail piece.
5. Select "Exit" when finished to return you to the Home screen.
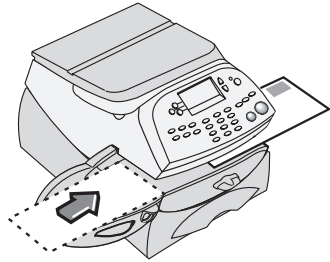
Printing Envelope Messaging only

You can set up your mailing system to just print Envelope Messaging of your choice onto pieces of mail.

1. Press **Print Menu**.
2. Select "Ad with Text Only".

   The "AD WITH TEXT ONLY" screen appears.
3. Select a Graphic Ad and/or Text Message you require to print.
4. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the Envelope Messaging with no other postal information.
   NOTE: Make sure you orient the mail piece so the Envelope Messaging prints in the required position.
5. Select "Exit AD WITH TEXT" when finished to return you to the Home screen.
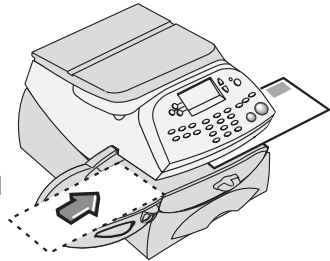
Text Messages

Text Messages are only available on certain models in the Mailbase series.

What is a Text Message?

A Text Message is a user defined message typed in via the machine's keyboard that can be printed on your digital meter stamp.

It can be up to 5 lines, each of 20 alpha/numeric characters and prints in a position to the left of the meter stamp.

Up to 5 Text Messages can be programmed into the machine.

Selecting a Text Message

1. Press **Page Down**.
2. Select "TEXT", then "Select Text Msg.". The display lists all messages created on your system.
3. Press **Page Down** to see additional choices (if available).
4. Select the message you want to use. You return to the Home screen with the name of the message on the second screen.

Viewing a Text Message

1. Press **Page Down**.
2. Select "TEXT", then "View a Text Msg.". The display lists all messages created on your system.
3. Press **Page Down** to see additional choices (if available).
4. Select the message you want to view. It will be displayed on the screen.
5. Press **Home** to return to the Home screen.

Creating a new Text Message

1. From the Home Screen, press **Page Down** once.

2. Select "TEXT", then "Create a Text Msg.".

3. Accept the warning regarding the use of Text Messages.

4. Select "Start" and enter your first line of text. It can be up to 20 alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays (for more information see *Appendix A How To Enter Text*). When finished, select "Enter and continue".

5. The display moves on to line two. Continue entering up to 5 lines of text. When you have completed your message, select "Done".

6. Enter the name you wish to call this Text Message and select "OK".

7. Select "Create another Msg" or "Quit" if you are finished.

IMPORTANT INFORMATION

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

Delete a Text Message

1. Press **Page Down**.

2. Select "TEXT", then **Page Down**, then "Delete a Text Msg.". The display lists all messages created on your system.

3. Press **Page Down** to see additional choices (if available).

4. Select the message you want to delete.

5. You will be asked to confirm the deletion by pressing **Yes/Enter** or cancel the deletion by pressing **No**.

Edit a Text Message

1. Press **Page Down**.
2. Select "TEXT", then **Page Down**, then "Edit a Text Msg.". The display lists all messages created on your system.
3. Press **Page Down** to see additional choices (if available).
4. Select the message you want to edit.
5. The first line of the message will be displayed. You can edit the text by using the Screen Selection Keys to move the cursor and the alpha/numeric keys to amend the text.
6. When your first line edit is complete, select "Continue".
7. Repeat this process until you reach the end of the message, at which time the display will show EDIT COMPLETE. You can now chose to rename the message, review the message or select "Quit" to save the changes you have just made.

IMPORTANT INFORMATION

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

This chapter discusses the Normal and Custom Presets feature available on your machine.

What is a Preset?

A preset is a setting you can call up at the touch of a button that holds the class of mail, Envelope Messaging, account number, etc. within your machine. Your system has a "normal" preset (stores the settings you use most often) which is accessed by pressing **Normal Preset**. It also has the ability to store up to 5 custom presets which are accessed by pressing **Custom Presets** and choosing the desired preset from the menu.

You don't have to *program* the values that go into a preset in the traditional sense. Instead, the system takes a "snapshot" of the current values on your machine when you define a preset. For example, if the machine is set up to print a Graphic Ad and has a class of mail already on the screen, this is the condition that will be recorded by system when you define a preset (either Normal or Custom).

If you need to change the values of a preset, just change the machine condition by pressing the appropriate **Weigh/Rate, Print Menu,** or **Home** keys and establishing the proper settings. The Custom or Normal Preset will then pick these new settings when you define them in the Custom Presets menu.

IMPORTANT
- You cannot delete the Normal Preset.
- You cannot modify the name of the Normal Preset.
- There is no option to "edit" the Normal Preset, but you can define new values for the Normal Preset based on the current condition of the machine.

Normal Preset

Selecting the Normal Preset

The Normal Preset can be selected by simply pressing **Normal Preset**.

The system will always set itself to the Normal Preset values when power is turned on.

Viewing the Normal Preset

1. Press **Custom Presets**.
2. Press **Page Down**.
3. Select "View Preset". The display lists all presets.
4. Select "Normal Preset" (it will be the first preset on the list). The first screen of defined values for Normal Preset is listed. Press **Page Down** to see the remainder of the defined values.
5. If you continue to press **Page Down**, you have a choice:
   A. If you want to use the Normal Preset as is, select "Select this preset". You return to the Home screen with the Normal Preset chosen (using the values just shown).
   B. Select "Continue" to return to the first screen in Step 4.

Defining New Values for the Normal Preset

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

1. Establish the proper settings on the machine (such as No Graphic Ad, a particular class of mail, etc.) that you want the preset to contain.
2. Press **Custom Presets**.
3. Select "Define Normal Preset".
4. You will be prompted if all current values are correct:
   A. If you select **YES**, the new values are saved and you return to the Custom Presets menu.
   B. If you select **NO**, the system will display the current values. Press **Page Down** to see the remainder of the current values.
5. Select "Continue" at the last screen to return you to the Custom Presets menu (if necessary), or press **Home** to return to the Home screen.

Custom Presets

Your system can store up to 5 custom presets. Press **Custom Presets** to access the Custom Preset menu:

Selecting a Custom Preset

1. Press **Custom Presets**.
2. Select "Select Preset". The display lists all presets created on your system. A sample list is shown below.
3. Press **Page Down** to see additional choices (if available).
4. Select the preset you want to use. You return to the Home screen with the preset values chosen.

Viewing a Custom Preset

1. Press **Custom Preset**.
2. Press **Page Down**.
3. Select "View Preset". The display lists all presets.
4. Select the preset you want to view. The first screen of defined values for the Custom Preset is listed. Press **Page Down** to see the remainder of the defined values.
5. If you press **Page Down** to the fourth screen, you have a choice:
   A. If you want to use this Custom Preset as is, select "Select this preset". You return to the Home screen with this Custom Preset chosen (using the values just shown).
   B. Select "Continue" to return you to the first screen in Step 4.

Defining a New Custom Preset

To define (create) a new Custom Preset:

1. Establish the proper settings on the machine (such as No Graphic Ad, a particular class of mail, a specific account, etc.) that you want the preset to contain.

2. Press **Custom Presets**.

3. Select "Define New Preset".

4. You will be prompted if all current values are correct.

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

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

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

4 • Normal and Custom Presets

Editing a Custom Preset Name

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

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

Deleting a Custom Preset

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

> ⚠️ CAUTION! Once you delete a preset, its values are gone. You can't recover a deleted preset.

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

5 • Adding Postage/Connecting to Data Centre

This chapter explains how to add postage to your system using the Postage by Phone® Service and connecting to the Data Centre.

Adding Postage

Adding postage funds to your system is fast, easy and convenient. It can be carried out using the internal modem connected to an analogue phone line as described below or using a PC connected to the internet with PC Meter Connect software installed.

Connection Using PC Meter Connect or Phone?

Your Mailing System can connect to other systems via your PC's exisiting internet connection using PC Meter Connect software instead of an analogue telephone line.

NOTE: PC Meter Connect software may not be available in all markets.

To do this, you will need to install PC Meter Connect Software onto your internet enabled PC.

You will obtain much quicker connection speeds when your Mailing System connects for services such as; Postage by Phone®, System Updates, Features On Demand, Electronic Postal Inspection and Data Centre Information Exchange.

In addition, because your Mailing System will be connected via your PC, you'll no longer need a dedicated analogue phone line for it. This means that if you're paying line rental for a single analogue phone line solely for the Mailing System you will no longer need it.

Connecting Your System Using PC Meter Connect

As you install PC Meter Connect software, you will be prompted to connect your mailing system to your PC using a USB cable. PC Meter Connect will then test your internet connection and and take you through the software installation process.

Once installed there will be a PC Meter Connect icon in your PC's system tray. Clicking this icon will give you access to PC Meter Connect's internet settings and language selection (if available in your country).

Connecting Your System to an Analogue Phone Line

Plug the telephone line (supplied) into the connector on the back of the machine (see the figure below). Remember to use an analogue phone line (your FAX machine is usually connected to one).

Plug phone line in here
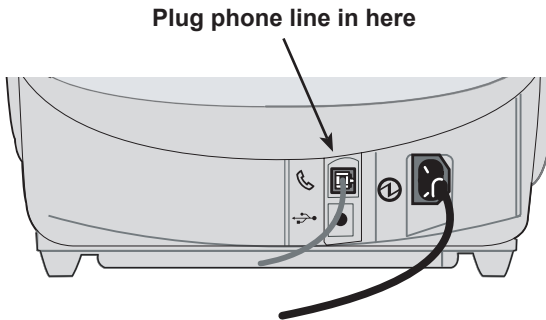
Checking Funds (Postage) Available in Machine

1. Press **Funds**.
2. View the funds available.
3. Press **Page Down** for additional information on batch values.
4. Press **Home** to return to Home screen.

Checking Your Postage by Phone® Account Balance

You can check your Postage by Phone® account balance at any time, as long as your system is connected to an analogue phone line.

1. Press **Add Postage**.
2. Select "Check PbP balance".
3. The system dials into the Data Centre (this may take a few minutes). Various screens display, letting you know the status of the process.
4. The Postage by Phone account balances display. Select "Continue" to return to the Home screen.

Adding Postage

You can add postage to your machine any time you need to, as long as you have enough funds in your Postage by Phone® account and your system is connected to an analogue phone line or PC Meter Connect (if available).

1. Press **Add Postage**.
2. You may select "Add xx" to add the amount shown.

   OR

   Select "Add another amount". Key in amount you want to add and select "Continue". (Value must be in increments of €50 in the ROI, and £50 in the UK/Channel Islands/Isle of Man).

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

   ---

3. The system dials into the Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.
4. The Amount Added and Available balances display.
5. You will be asked if you want to print a receipt.

   EITHER   Press **Yes/Enter** and insert an envelope/tape sheet through machine to print a receipt.

   OR   Simply press **Home** to return to Home Screen without printing a receipt.

Printing a Funds (Postage) Report

A funds report allows you to print a record of how much postage has been used and how much is remaining in the machine.

1. Press **Funds**.
2. Press **Page Down** to the third screen.
3. Select "Print Funds Report".
4. At the insert envelope or tape sheet prompt, insert an envelope or tape sheet into machine. The machine prints the funds report.
5. Press **Home** to return to Home screen.

Downloads from the Data Centre to Your Machine

When you connect to the Data Centre to add postage or perform other transactions, the Data Centre may perform the following:

- Download required software updates to your machine.
- Download advertisements or inscriptions you ordered.
- Perform a remote inspection of your machine as required by the Postal Authority.
- Download new postal rates.
- Upload Data Capture Information.

Generally speaking, downloads are considered either mandatory (you must do them at the time you are prompted to on the screen), or non-mandatory (you may decide to download at a later time). However, even non-mandatory downloads can become mandatory if you wait too long to do the download.

Once a download is finished, you will either be prompted to select "Restart Now" to restart the machine or select "Continue" to return you to the screen that you started from, depending on the type of download performed.

A description of the type of downloads that can occur in your machine are presented on the following pages.

System Update
If there has been a feature enhancement or other non-essential update to the software that runs your machine, you will be notified that a system update is available.

Graphic Ads/Postal Inscriptions
If there are new postal inscriptions or ads that you ordered available, you will be notified that you can perform a download to obtain these.

Software Update (mandatory)
If there has been an important update to the software that runs your machine, you will be notified that a required update is necessary.

Postal Code Update (mandatory)
If the Postal Code/Town Circle on record at the Data Centre does not match the Postal Code/Town Circle of your mailing system, the correct information will be downloaded into your machine. (When a machine is moved to a new location, the Data Centre enters the new Postal Code/Town Circle into the record. Your system is updated when a connection is made to the Data Centre.)

Postal Inspection (mandatory)
An audit is made of your meter. This uploads information to the Postal Authority. The Data Capture audit takes place every 30 days. However, there is a grace period of 5 days to allow you to connect to the Data Centre.

Each time you add postage to the machine, the Data Centre automatically performs a postal inspection as required by the Postal Authority. If the interval between inspections is more than 60 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 90 days, the display prompts "Inspection Required." You won't be able to use your mailing system until your system is inspected.

To satisfy the inspection requirement, simply:

- Add postage (see *Adding Postage* earlier in chapter for procedure).
- Connect to the Data Centre as described in the *Connecting to the Data Centre (other than for postage)* later in this chapter.

When an inspection is performed, an "Inspection Complete" screen displays upon completion. The display also notifies you of the date the next inspection is due.

Postal Rate Update (mandatory)

Postal rates change periodically as defined by your Postal Authority. If new rates are available, you can download them quickly and easily directly from the Data Centre.

The new rates are normally available for download at least 7 days before the effective date. If you connect to the Data Centre and there is time before the effective date, you have a choice whether to download the new rates or not. Once the effective date has been reached (or passed), however, you will have to download the new rates.

The screens on your machine will give you information regarding the status of the rate update and the choices available to you.

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

When a rate change update takes place it may also affect other presets you have set in your mailing machine. You should check all your presets to insure that they conform to the new rates. See *Chapter 4, Normal and Custom Presets* for instructions on changing preset values.

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

Connecting to the Data Centre (other than for Postage)

If you need to connect to the Data Centre for purposes other than adding or checking postage, follow these steps.

NOTE: Machine must be connected to PC Meter connect (if available) or an analogue phone line.

---

1. Press **Options**.
2. Press **Page Down** to the third screen.
3. Select "Connect-Data Centre".
4. Select "Uploads & Downloads".
5. The system dials into the Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.
6. After connection is made, if a software/postal update or download is available, a message displays.
   A. If a download is *not* mandatory, you will be prompted with either "Get Update now" or "Skip; get later". Select the option desired.
   B. If a download is mandatory, only "Get update now" displays and you must perform the download.
7. After the download has completed, a confirmation message displays.
   A. If you need to restart the system, the prompt "Restart now". displays. Select this to restart the system.
   B. If no restart is necessary, simply select "Continue" to return to the Data Centre menu.

NOTE: When selecting a Graphic Ad or Inscription, menu options "Install an Ad" or "Install an Inscript." will also be available. Selecting either of these will cause the system to connect to the Data Centre in exactly the same way as described above.

This chapter presents system options you can setup or modify, such as setting time, date, passwords, warnings, etc.

System Options

System options allow you to customise the machine settings for the way you run your mail and add security to those features that are sensitive to your organisation. Because of the many options available, the options are categorised into "Basic" and "Advanced".

Basic options include:

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

Most of the basic system options are accessed by pressing **Options** and selecting your choice from the menu accessed by using **Page Up** and **Page Down**.

The one exception is Scale settings, which is accessed by the selection key next to "SCALE" at the Home screen.

Advanced options include:

- Maintenance Mode (refer to *Chapter 7, Maintenance* for information on this option)
- Meter Withdrawal

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

Basic Options

Advancing the Date on the Machine
NOTE: You can only advance the date for your mail, you can never "backdate" mail to a date prior to the current date.

1. Press **Options**.
2. Select "Advance the date".
3. The current date displays. You may either:
   A. Select "Add one day" to advance the date one day for each press of the key.
   B. Key in a number representing the number of days you want to advance the date, then select "Add x days (1-30)".
4. Select "Continue". The new date now shows in the Home screen.

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

Adjusting the Contrast of the Display
1. Press **Options**.
2. Select "Adjust the Contrast".
3. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary.
4. Press **Clear** (back arrow key) to return to Options menu.

6 • System Options

Turning Features (Already Purchased) On and Off

You can turn on and off features that you have already purchased and downloaded into your machine. For turning on or off the scale (if purchased), see *Setting Scale Options* later in this chapter.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Turn items ON/OFF".
4. Depending on the options purchased, you may have one or more features listed.
5. Select the feature you want to turn on or off. You will be prompted to turn the feature ON or OFF, depending on the current state of the machine.

    • Accounting - you can turn on or off the accounting feature. See *Chapter 11, Departmental Accounting*, for more information on accounting and accounting passwords.

    • Accounting Passwords - you can turn on or off the requirement for all operators to enter passwords (if passwords are set up) when choosing an account.

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

6. If you selected one of the Accounting features to turn on or off, you return to the Home screen. Otherwise, you return back to Options menu.

Setting the Time, Timeouts and Auto Date Advance

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

Setting the Normal Preset Timer

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

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

Setting Sleep Mode Activation Time

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

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

Setting Auto Date Advance
Your system automatically advances the date at a time you specify.

The date advance time is factory set to 00:00 (midnight). If your mail is picked up at a certain time each day, you can set the system to advance the date at the mail pickup time.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Time and Timeouts".
4. Select "Autodate advance".
5. Type in the time in 24 hour format.
6. Select "Continue". The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

> **NOTE:** If you want to turn the date advance feature off so that the date changes at midnight, select the 'Disable' option.

Correct Drift

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

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

   A. To add minutes:

   • Select "Add 1-120 min" to add minutes.

   • Key in the number of minutes you need to add and select "Continue".

   B. To subtract minutes:

   • Select "Subtract 1-120 min" to subtract minutes.

   • Key in the number of minutes you need to subtract and select "Continue".
7. The display returns to Time and Timeouts menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Setting Daylight Savings Time

When Daylight Savings Time is enabled, the machine's internal clock is advanced by 1 hour. Daylight Savings Time is also known as 'Summer Time'.

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

Setting Postage Values (Funds Warnings)

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

Setting the High Value Warning
(applicable to ROI, Channel Islands and Isle of Man only)

You can have the system warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This feature prevents you from accidentally printing a postage value that's more than you need.

1. Press **Options**.
2. Press **Page Down**.
3. Select "Postage Values".
4. Select "High value warning".
5. Key in the value you want. Select "OK".
6. Press **Clear** (back arrow key) to return to Options menu.

Setting the Low Funds Amount

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

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

Changing the Lock Code and Password

Setting/Disabling the Lock Code

The Lock Code prevents unauthorised access to your mailing system after the machine has entered sleep mode or it is in a "soft" power-down mode (by pressing the Lock/Power key on upper right corner of the control panel).

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "LockCode/Passwords".
4. Select "Meter Lock Code". Enter a 4-digit code, this becomes your lock code/ password. You are asked to confirm the code. If there is an existing lock code, you are prompted to key in the existing 4-digit code and then confirm the code.
5. When 'Meter lock code has been enabled' is displayed you can then press Continue to return to the Options menu.

To either disable or enable the lock code (if previously used) or to change the lock code.

1. Select "Meter Lock Code".
2. Select "Change Lock Code".
   - A. To disable the lock code:

      Select "Disable Lock Code". At the confirmation message, select "Continue".
   - B. To change or create a new lock code:

      Select "Change Lock Code". At the prompt, type in a *new* lock code (4 digits) and select "Continue". Re-enter the new lock code again to confirm and select "Continue". At the "Meter Lock Code has been enabled" message, select "Continue".
3. Press **Clear** (back arrow key) twice to return to Options menu.

IMPORTANT INFORMATION

Your Mailbase Lite mailing machine contains postal funds and if you opt to use the 4-digit Lock Code to secure the funds, it is important that you do not allow your Lock Code to be compromised if the machine is used in an open area. If you believe your Lock Code has been compromised, it should be changed immediately. Alternatively, you may wish to consider locking the machine in a secure area.

Setting/Disabling the Supervisor Password
The supervisor password prevents unauthorised access to the account setup procedures.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "LockCode/Passwords".
4. Select "Supervisor Password". Enter a 4-digit code, this becomes your supervisor password. You are asked to confirm the code. If there is an existing supervisor password, you are prompted to key in the existing 4-digit code and then confirm the code.
5. You can then press Continue to return to the Options menu.

To either disable or enable the supervisor password (if previously used) or to change the lock code.

1. Select "Supervisor Password".
2. Select "Change Supervisor Password".
   A. To disable the lock code:

   Key in 0000 and at the confirmation message, select "Continue".

   The machine will confirm that the supervisor password has been disabled. Press "Continue".
   B. To change or create a new lock code:

   At the prompt, type in a *new* Supervisor Password (4 digits) and select "Continue".

   Re-enter the new supervisor password again to confirm and select "Continue".
3. Press **Clear** (back arrow key) to return to Options menu.

Setting Scale Options

There are several options you can set with your scale such as zeroing the weight on the scale, turning the scale on/off and saving/ changing class when weight changes on your scale. The scale options are accessed by pressing the selection key next to the SCALE: line at the Home screen. Each available option is explained in the following sections:

Zero the Scale

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

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

Turning Scale On or Off

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

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

View Imperial Weight

This function will not be available in all countries.

You may view the weight currently displayed on the scale in pounds and ounces.

1. At the Home screen, press the selection key next to SCALE:.
2. Select "View imperial wgt.".
3. The current weight displays in pounds and ounces.
4. Select "Continue" to return to the Home screen.

Setting Weight Change Options

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

1. At the Home screen, press the selection key next to "SCALE".
2. Press **Page Down**.
3. To change Class settings, select "Change/Retain class". Select either change class or retain class when weight changes. The current condition is displayed at the bottom of the screen.
4. Press **Clear** (back arrow key) twice to return to the Home screen.

Connecting to Data Centre

You can modify the phone connection settings on your machine, from basic settings (dial prefix, etc.) to advanced settings such as user ID, password, and server IP address. The Data Centre menu choices are:

- Uploads and Downloads
- Phone Parameters
- Distributor Values

⚠️ **CAUTION:** Do not change these parameters unless directed to do so by a representative of the company you purchased the system from.

Uploads and Downloads

Use this feature to connect to the Data Centre for software downloads, new updates, etc. See also *Chapter 5, Adding Postage/ Connecting to Data Centre* for more information on this feature.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Centre".
4. Select "Uploads and Downloads". The system automatically dials in to the centre. NOTE: Make sure the machine is connected to either a computer running PC Meter Connect (if available) or a phone cord that is attached to an analogue phone line (the type your Fax machine uses).
5. After connection is made, follow the prompts (if any). The appropriate files are downloaded and you return to the Home screen.

Phone Parameters

This menu option allows you to modify the phone connection settings on your machine (dial prefix, etc.)

Selecting Tone/Pulse

Use this to tell the system whether your exchange requires tone or pulse dialling.

NOTE: In the UK and ROI almost all exchanges are now equipped to handle tone dialling.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Centre".
4. Select "Phone Parameters".
5. Select "Tone/Pulse".
6. Select Tone or Pulse, whichever is appropriate. In either case you return to the Data Centre menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Entering the Dial Prefix

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

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Centre".
4. Select "Phone Parameters".
5. Select "Dialling Prefix".
6. Key in the prefix number you want (such as a "9").

   NOTE: You can use the decimal point (.) to insert a pause after the dial prefix, if required by your exchange.
7. Select "OK". You return to the Data Centre menu.
8. Press **Clear** (back arrow key) to return to Options menu.

Change Postage by Phone (PbP) Number

Use this if you need to change the number for Postage by Phone but only if you are directed to by a representative of your machine supplier

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

Change Local Number

Not used.

Change Modem Parameters

Use this if you need to change the modem settings used to dial into the Data Centre but only if you are directed to by a representative of your machine supplier.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Centre".
4. Select "Phone Parameters".
5. Press **Page Down**
6. Select "Modem Parameters".
7. Key in the new modem parameters (they will contain both alpha-numeric characters) as given by your machine supplier.
8. Select "Set New Value". You return to the Data Centre menu.
9. Press **Clear** (back arrow key) to return to Options menu.

Distributor Values
This option allows you to modify the phone connection parameters that your machine uses to call to the Data Centre. A brief description of each parameter is provided on the next page.

> **CAUTION:** Do not change these parameters unless directed to do so by a representative of your machine supplier.

To access the Distributor Values:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select "Connect-Data Centre".
4. Select "Distributor Values".
5. Select the parameter you want to modify from the list appearing in the display. Use **Page Down** if needed to access your choice.
6. A warning message displays that reminds you that entering a wrong value may result in errors connecting to the Data Centre. If you want to continue, press **Yes/Enter**; otherwise, press **No** to return to the Select to View/Edit menu.
7. Key in a new entry for that parameter (some entries may require alpha-numeric characters). When finished, either select "Restore Default" (if you made a mistake or changed your mind) or "Set the new value" (if you are satisfied with your new entry).
8. If you have changed a parameter, a message confirming the new setting displays. If you selected "Restore Default", a message informing you that the parameter has been set to the original Factory setting displays. In either case, select "Continue" to return to the Select to View/Edit menu.
9. Press **Clear** (back arrow key) to return to Options menu.

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

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

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

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

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

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

Distributor URL
The Universal Resource Locator, URL, is the web page to which your system connects during dial-up.

Back Up PbP URL

This is the secondary URL to which your system connects during dial-up.

Advanced Options

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

- Maintenance Mode (refer to *Chapter 7, Maintenance* for information on this option)
- Meter Withdrawal (for withdrawing postage funds)
- Run Install Mode.

Meter Withdrawal (Withdrawing Postage Funds)

This function is used to withdraw your machine from use.

It should only be used under direct instruction of your machine supplier.

Run Install Mode

This function is used to reset some options such as time and scale code.

It should only be used under direct instruction of your machine supplier.

This chapter explains how to maintain your mailing system.

Replacing the Ink Cartridge/Printhead

IMPORTANT INFORMATION

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

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

Ink usage will vary, depending on whether you routinely print ads, how many pieces of mail you print a day and other factors. We recommend that you keep a spare ink cartridge on hand at all times.

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

"Low Ink"

Replace the ink cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. See *Chapter 9, Supplies and Options* for instructions.

CAUTION: Replace the ink cartridge as soon as you see the "Low Ink" alert.

"Ink Out"

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

1. If your machine has an extended weighing platform, remove the platform by lifting it straight upwards. This is not necessary on models with a small platform.

2. Open the top cover. A "Top Cover Open" message displays.

3. Select "Replace Ink Tank" to continue (if you don't want to change the ink cartridge at this time, simply close the top cover). The message "Moving ink tank to replacement position" displays.
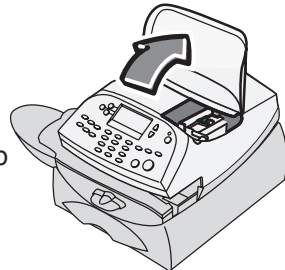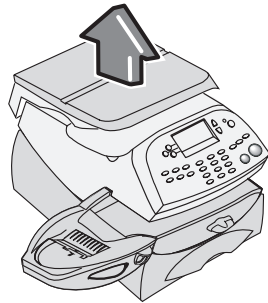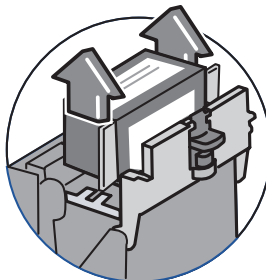
Replacing the Ink Cartridge/Printhead (continued)

4. Flip open the ink cartridge guard.

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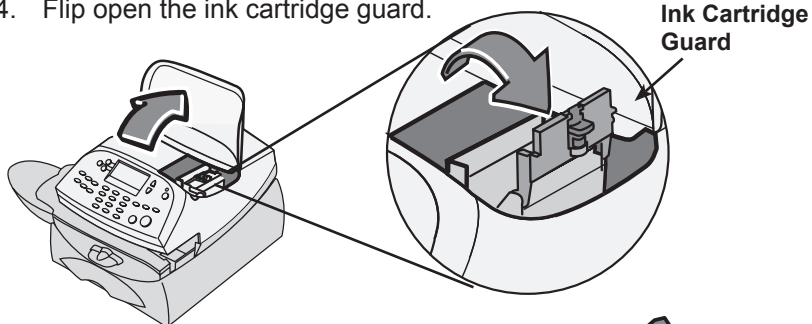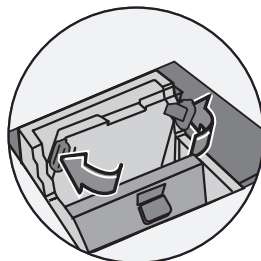
5. Lift up and remove old ink cartridge.

NOTE: If you are NOT changing the printhead, skip to Step 6. If you have been directed by a representative of your machine supplier to change the Print Head, continue with step 5A below.

5A. Squeeze the two grey tabs on either side of the printhead.

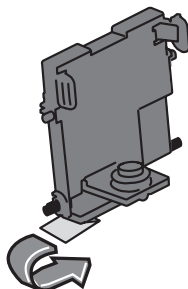5B. While squeezing, lift and tilt to the right the printhead. The printhead should come up out of the machine.
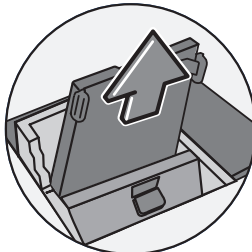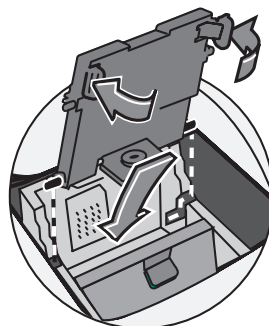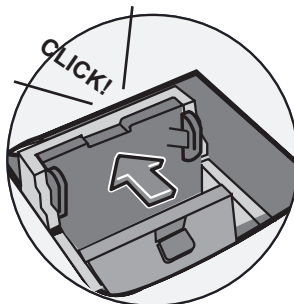
Replacing the Ink Cartridge/Printhead (continued)

5C. Remove the protective tape from the bottom of the printhead.

5D. Squeeze the two grey tabs on either side of the new printhead and slightly angle the printhead while sliding it back into its holder.

5E. Push the printhead back into place. You should hear a click when it is seated correctly.

Replacing the Ink Cartridge/Printhead (continued)

6. Remove the tape from the bottom of the new ink cartridge.
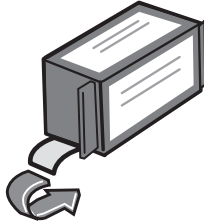
7. Lower the ink cartridge into the cavity. The ridges on either side of the cartridge will slide into the grooves.
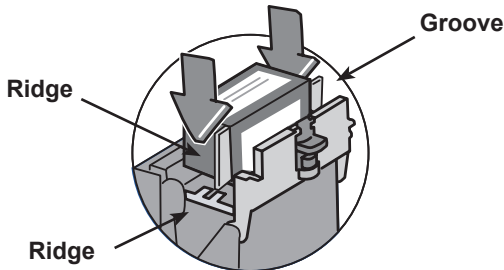
8. Rotate the guard back to the closed position.
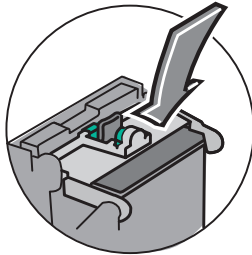
9. Close the top cover. The system automatically recognises the new cartridge and in a few moments returns you to the Home screen.

   Refit the weighing platform if it was removed previously.
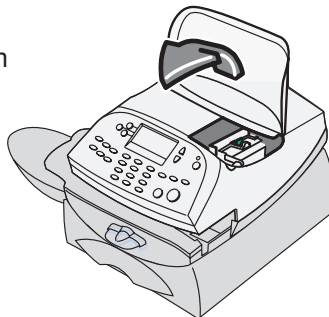
Filling the Moistener (if fitted)

Refer to the following procedure to refill the moistener.

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

Fill Here

Check Level Here
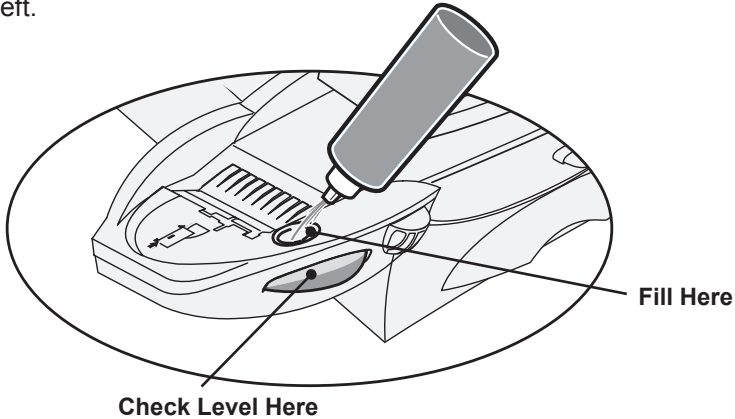
2. Add enough sealing solution or water to bring the sealant level up to the bottom of the fill hole. We recommend sealing solution because it helps keep your moistener clean and improves sealing efficiency.

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

⚠ **CAUTION!** Don't overfill the moistener tank.

Maintaining the Moistener (if fitted)

If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the moistener brush or wick as needed. See *Chapter 9, Supplies and Options* for instructions on ordering these supplies for your machine.

Removing the Moistener Brush

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

Release Lever
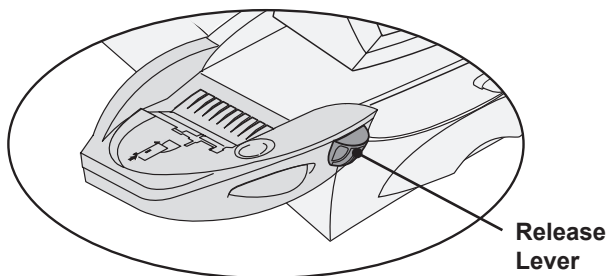
2. Pull the moistener straight out to the left.
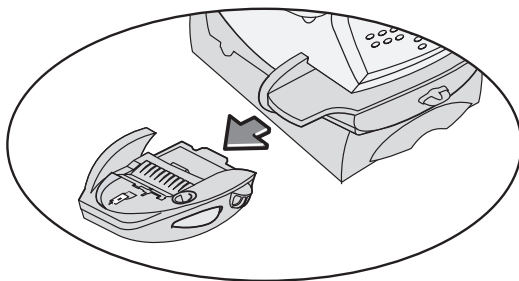
3. Open the hinged brush holder.
4. Grasp the bristles and slide the brush out of the hinged brush holder, towards the front of the moistener tank.

Brush Holder
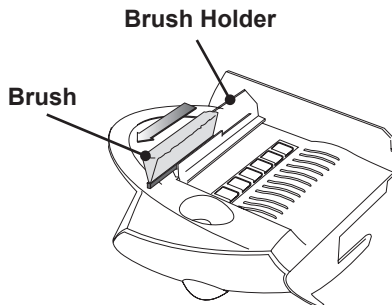
Brush

Removing the Moistener Brush (continued)

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

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

7. Slide the brush back towards the rear of the moistener.
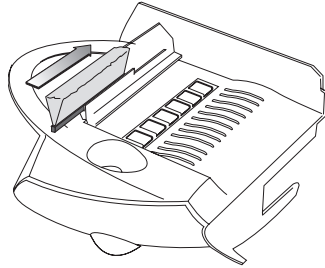
8. If you need to clean the wick and holder, continue with Removing the Holder and Wick procedure on the next page. Otherwise, push down on the blue release lever on the moistener.

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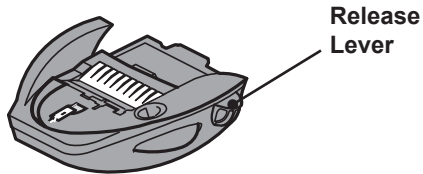
9. Slide the moistener back onto the machine. You should hear a click as it engages.

CLICK!
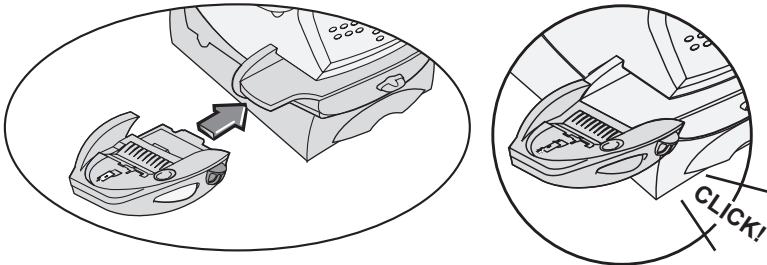
Removing the Holder and Wick

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

2. Separate the wick from its metal holder. Clean the wick in plain water, and rinse thoroughly.
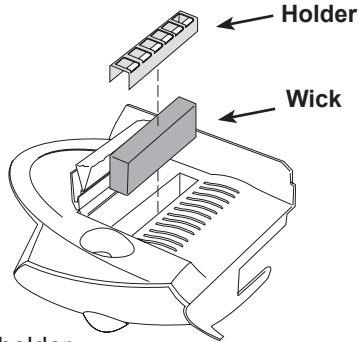
Holder

Wick

3. Place the wick back into the holder.
4. Reinstall the wick and holder assembly into the moistener.
5. Reinstall the moistener. Push down on the blue release lever on the moistener.

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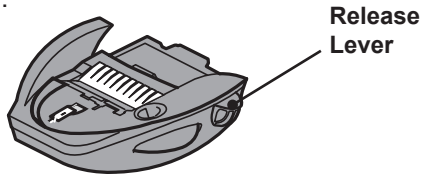
6. Slide the moistener back onto the machine. You should hear a click as it engages.

CLICK!
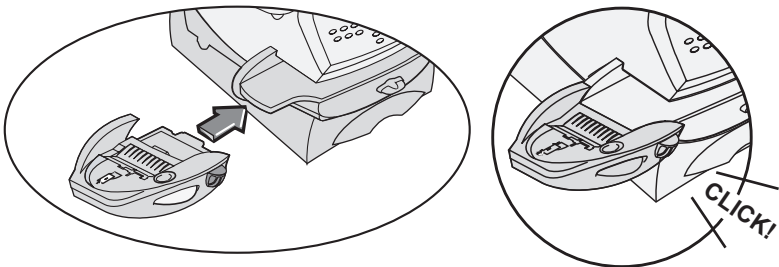
Running Print Tests

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

Test Print

The test print allows you to print a test pattern to see if the printhead is functioning properly and has no blocked printing jets.

Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority. If you notice missing lines in the print, perform a purge as described on the following page.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Test Print".
7. When prompted, insert an envelope through the machine.
8. You are asked if the test pattern is OK.
    A. If yes, press **Yes** and you return to the PM Maintenance menu.
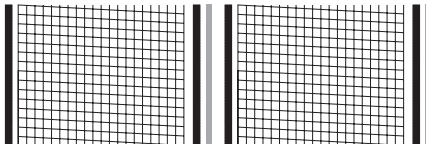
   **Good Test Print
   (No Missing Lines)**

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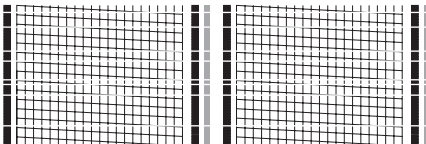
   **Poor Test Print
   (Missing Lines)**

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

Purge

This function allows you to purge the printheads in an effort to fix a printing problem.

⚠️ **IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority. If you notice missing lines in the print as shown in the illustrations below, perform a printhead purge as described below.

UK   *ROI*

Channel Islands

Isle of Man

The indicia above are black and white representations of the approved Red indicia. Only Red Non-Fluorescent approved ink should be used in the machine.

---

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Purge".

---

7. You have a choice of 4 purges to use. Normally selecting "Purge A" is sufficient to purge the system, unless directed by a representative of your machine supplier to do otherwise.

8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.

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

    OR

    Press **Clear** (back arrow key) to return to the Printer Maintenance screen and perform a Test Print as described on page 7-10 to check that the purge has worked.

Replacement (of Printhead or Cartridge)

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

> **NOTE:** See "Replacing the Ink Cartridge/Printhead" at the beginning of this chapter which explains this procedure in detail using illustrations.

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "Printer maintenance".
6. Select "Replacement".
7. You have a choice to replace the printhead or ink tank (cartridge).
8. Follow the steps in "Replacing the Ink Cartridge/Printhead" at the beginning of this chapter.

This chapter explains how to troubleshoot your mailing system.

Getting Help

Please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. You can often restore normal operation by turning your system off and then back on.

If you still cannot resolve the problem, call your machine supplier for help. Contact details can be found on the back cover of this guide.

IMPORTANT INFORMATION

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

Display Messages

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

Power Problems (nothing displays)

1. Is power cord plugged into both mailing machine base and wall outlet? Make sure the power cord is not connected to a switched wall outlet with the outlet turned off.
2. Check power lamp on the machine. If it is on, power is reaching the machine.
3. Machine may be in sleep mode. Press any key to wake it.

Printing Problems

Machine won't print
Machine is in seal-only mode

This mode disables printing. Press **Home** to return to Home screen and resume printing.

Digital meter stamp is incomplete or streaked; poor print quality
Print nozzles clogged

> **IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority. If you notice missing lines in the print as shown in the illustrations below, perform a printhead purge as described on page 7-11 of this guide.

UK *ROI*

Channel Islands

Isle of Man

The indicia above are black and white representations of the approved Red indicia. Only Red Non-Fluorescent approved ink should be used in the machine.

If printer maintenance fails to correct the problem, call your machine supplier. You may have to replace the printhead.

Feeding Problems

Clearing a stalled envelope

1. Rotate transport release lever clockwise to the "released" position.
2. Carefully pull envelope out from right.
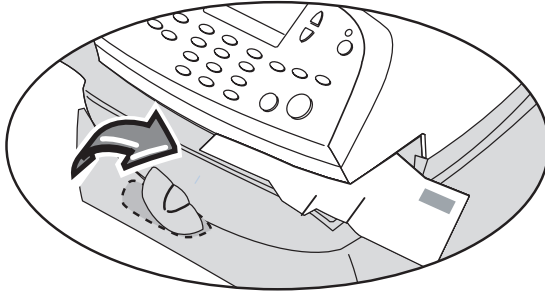
3. Make sure deck is clear of paper fragments.
4. Rotate transport release lever anticlockwise to the "home" position.

To avoid stalled (jammed) envelopes

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

Display Problems

Display hard to read

Display contrast needs adjustment (see page 6-3).

Problems Adding Postage

The display shows a series of messages during the adding postage process
Normal

The machine is designed to display the progress of the postage refill. If the procedure fails for any reason, the display tells you why. Make the necessary corrections.

Machine fails to connect to Postage by Phone Data Centre — no dial tone
Machine not connected to analogue phone line

Make sure you've connected your machine to a working analogue phone line (the same type you connect your Fax to). Also make sure the phone line connectors are firmly seated.

Incorrect setup of System Options

One or more of the system options may be setup wrong. Go to the system options instructions and check the following:

If connecting via an analogue telephone line:

- Does your phone system require you to dial a prefix number to get an outside phone line? Make sure to include these in the setup if needed. See *Chapter 6, System Options*.

If you are using PC Meter Connect:

- Is your machine connected to your computer (via USB) to connect through your PC and PC Meter Connect?
- Can your PC access the Internet?

Moistening Problems (if moistener is fitted)

Envelopes don't seal
Incorrect feeding

Make sure you slide the envelope flap under the blue edge of the feed deck. If you don't, the moistener can't wet the flap.

Low sealant level

Check the sight glass on the left side of the moistener tank. If the sealant level is low, add sealing solution until it reaches the bottom of the fill hole. See the instructions in *Chapter 7, Maintenance.*

Dry moistener brush

Try wetting the moistener brush. If the brush dries out quickly, clean the moistener wick as explained in *Chapter 7, Maintenance.*

Dirty moistener brush

Remove the moistener brush. Clean it in plain water and rinse thoroughly (see *Chapter 7, Maintenance)*

Worn moistener brush

Call service (also see *Chapter 7, Maintenance* for cleaning instructions).

Viewing System Configuration Levels

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

1. Press **Options.**
2. Press **Page Down** twice.
3. Select "Advanced Features".
4. Select "Maintenance mode".
5. Select "View system info".
6. There are 3 screens of information available about your machine. Press **Page Down** to scroll through all the screens if needed.
7. Press **Clear** (back arrow key) 4 times to return to the Home screen.

This chapter explains how to order supplies and
accessories for your digital mailing system. It also tells
you a little about options that can help you get the most
value from your equipment

Options

A number of flexible options are available so you can tailor your mailing system to meet your exact needs today, and expand it as your business grows tomorrow. Contact your machine supplier who will advise you about the options available on your model.

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

Envelope Messaging (Graphic Ads)
Envelope Messaging gives your mail a professional appearance and can turn your mailings into a powerful promotional tool. You can purchase Graphic Ads if your needs require it, up to a total of 20 Ads.

Optional Graphic Ads are conveniently loaded into your machine over your internet connection or your telephone line via software downloads.

Departmental Accounting
The accounting feature tracks postage costs for departmental accounts. See *Chapter 11, Departmental Accounts* for details.

How to Order

All supplies, accessories and options are available from your machine supplier.

Contact details are given on the rear page of this guide and/or on a 'sticker' applied to the machine.

IMPORTANT INFORMATION

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

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

This chapter explains how to take advantage of the reports feature of your system.

10 • Reports

Overview of Reports

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

Printable Reports on Your Machine

Printable reports include:
- Add Postage Report
- Single Account Report
- Multi-Account Summary Report
- Register (Funds) Report
- Configuration Report
- Error Report
- Rates Summary Report

Add Postage Report

This report lists the last 5 postage refills.

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

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

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

Single Account Report

This report provides the postage history for a single account (if the Departmental Accounting feature is set up on your system).

1. Press **Reports**.
2. Select "Printable report".
3. Select "Single Account Rpt".
4. Key in an account.
5. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.

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

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

Multi-Account Summary Report

This report provides the postage history for multiple accounts (if the Departmental Accounting feature is set up on your system).

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

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

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

10 • Reports

Register Report (Funds Report)

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

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

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

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

Configuration Report

This report lists configuration information about your machine and Postage by Phone® account.

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

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

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

Error Report

This report provides a history of error codes that your machine has encountered.

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

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

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

Rates Summary Report

This report provides a history of postages rates that your machine has loaded and the status of the rate table.

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

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

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

This chapter explains how to take advantage of the optional accounting feature of the system.

Overview of the Accounting Feature

If your model has the departmental accounting feature, you can setup your system to track postage costs incurred by individuals or departments in your organisation (e.g., Engineering, Sales, etc.). The number of accounts available on your system is based on the amount purchased or supplied with your model. Your system stores the following information for each account:

- A name up to 12 alphanumeric characters long.
- An account number.
- The item total. This is the total number of pieces of mail charged to an account since it was last cleared.
- The value total. This is the total amount of postage charged to an account since it was last cleared.
- An account password

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

Each Accounts menu option is discussed in this chapter.

Turning On Accounting (if available)

1. At the home screen, press **Options**.
2. Press **Page Down** and select "Turn items ON/OFF".
3. Select "Accounting".
4. Select "Turn Accounting ON".
5. You return to the Home screen with "Select an Account" displayed.

Turning Off Accounting

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

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

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** twice and select "Turn accounting OFF".
3. You return to the Home screen with no account displayed.

Creating an Account

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

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.

2. Select "Create an Account"

3. The system will prompt for the name of this account. Key in a name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays.

   For more information on entering text, see *Appendix A, How to Enter Text*.

4. When finished, select "Continue". At the prompt to create another account, either:

   A. Press **Yes/Enter** and go back to Step 3 to create another account OR

   B. Press **No** to continue. You return to the Accounts menu.

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

Editing an Account/Setting Up Account Passwords

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

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** and select "Edit an Account".
3. The "Edit an Account" screen displays. Press **Page Down** (if lit) to see more choices. To select an account:
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. After the account is selected, you have a choice to edit the account name or edit the account password.

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

   For more information on entering text, see *Appendix A, How to Enter Text*.
   B. Select "OK" when done.
   C. If account passwords are turned on, you are asked if you want to change the account password also. If you select "Yes", continue with Step B from *Edit Account Password Option* below; otherwise, you return to the "Edit an Account" screen.

   Edit Account Password option
   A. If you select "Edit Acct Password", the system confirms you want to change the password. Press **Yes/Enter**.
   B. The system prompts you for the new password. Key in the new 4-digit password.
   C. Select "Continue" when done.
   D. At the confirmation password prompt, re-enter the new password.
   E. Select "Set". You return to the "Edit an Account" screen.
5. Press **Clear** (back arrow key) three times or **Home** (once) to return to the Home screen.

Turning On Account Passwords

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

NOTES:
- The Supervisor Password must be turned on before you can use this feature. If it is not turned on, you will be presented with an option to enter the Supervisor Password (also, see page 6-10).
- Turning on the account password feature forces you to select a new account, just in case your existing account uses a password.

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1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** twice and select "Acct Passwords".
3. Select "Turn Passwords ON". You return back to the Accounts menu.
4. Select "Select an account".
5. The "Select an Account" screen displays. Press **Page Down** to see more choices (if lit). To select an account:
   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
6. Key in the 4-digit password for that account (if required).
7. You return to the Home screen with the name of the account listed.

Turning Off Account Passwords

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

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** twice and select "Acct Passwords".
3. Select "Turn Passwords OFF". You return back to the Accounts menu.
4. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Selecting an Account

You can select an account to track postage if the optional departmental accounting feature has been bought and turned on.

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Select "Select an account".
3. The "Select an Account" screen displays. Press **Page Down** to see more choices (if lit). To select an account:
   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. You return to the Home screen with the name of the account listed.

Displaying Account Totals

You can view your account totals anytime using this option.

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** and select "Display acct totals".
3. The "Display an Account" screen displays. Press **Page Down** to see more choices (if lit). To select an account:
   A. You may either key in the first digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. The account number, name, pieces, and value of the postage used displays.
5. You have a choice to either clear the account, view another account, or exit.
   A. Select "Print Account Report" if you would like a print of the Account details. At the prompt insert an envelope or tape sheet to obtain a print.
   B. Select "Clear this Account" if you want to clear account totals. At the confirm clear prompt, press **Yes/Enter.**
   C. Select "View another Acct" and go back to Step 3 to enter another account to view.
   D. Select "Done" if you are finished.
6. You return back to the Accounts menu. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Clearing an Account

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

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

1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** and select "Clear an account".
3. The "Clear an Account" screen displays. Press **Page Down** to see more choices (if lit). To select an account:
   A. You may either key in the <u>first</u> digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). The account is cleared and you return back to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Clearing All Accounts

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

⚠️ **CAUTION:** Make sure your really want to clear all your accounts. Once you do, the account information is gone forever.

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1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Press **Page Down** twice and select "Clear all accounts".
3. At the confirm clear prompt, select "Clear ALL Accts" (or Cancel if you change your mind). All the accounts are cleared and you return back to the Accounts menu.
4. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

Deleting an Account

You can delete an account and remove it and its contents from the system.

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

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1. From Home screen, press the selection key next to "ACCT" or "Select an Account" to display the Accounts menu.
2. Select "Delete an account".
3. The "Delete an Account" screen displays. Press **Page Down** to see more choices (if lit). To select an account:
   A. You may either key in the *first* digit of the account number if you know it and press **Yes/Enter**, OR
   B. Use the appropriate selection key next to the display.
4. At the confirmation prompt to delete the account selected, press **Yes/Enter** to delete (or **No** if you change your mind).
5. In either case, you return to the Accounts menu screen. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

When is Text Entry Used?

Text is entered for these functions:

- International mail (selecting a country)
- Entering Postal Codes
- Naming a Custom Preset
- Naming an Account (with optional Departmental Accounting)
- Naming a Text Message

How is Text Entry Done?

Text entry is done via the numeric keypad in a fashion similar to current mobile phone text entry. Each key, 2 to 9, has three or four letters displayed above it.

There is no dedicated key to switch between alpha and numeric mode. On those screens (and only those screens) where either an alpha or numeric character may be entered (e.g. preset names, postal codes, account names), press a numeric key to cycle through the 4 possibilities for that key. For example, pressing the "2" numeric key cycles through "2" - "A" - "B" - "C". Extended character sets are provided for foreign markets on a country-by-country basis. In those cases, a numeric key may need to be pressed several times to cycle through the complete character set associated with a key.

Postal Codes

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

Custom Preset Names, Account Names, Text Messages

For Preset names, Account names, and Text Messages, the first letter of the first word automatically defaults to uppercase.

If you wish to enter two consecutive alpha characters that are located on the same numeric key (such as "DE"), you must wait for the cursor to automatically move right to the second character's position before entering the second character. There is about a one second delay following an alpha entry before the cursor moves one position to the right.

Special Characters

Special characters are accessed by repeatedly pressing the "1" key. Special characters include:

Symbol	Name
,	Comma
&	Ampersand
*	Asterisk
.	Period
:	Colon
£, €, etc.	Currency symbol*
-	Minus sign (dash)
?	Question mark
/	Forward slash
\	Backward slash
(	Open parenthesis
)	Close parenthesis
!	Exclamation point
@	"at" sign
+	Plus sign
#	Hash mark

NOTE: * Currency symbol varies by country.

The 0 (zero) key on the keypad functions as the space key.

The decimal point key also functions as the Shift key. In the alpha character entry mode (any screen that accepts alpha characters), this key toggles between "all uppercase letters" and "all lowercase letters." An indication of the current mode is presented at the lower right corner of the display. The indication is **ABC** to indicate the uppercase mode, or **abc** to indicate the lowercase mode.

Account—A department (e.g., "Human Resources") to which postage is charged. Your machine may allow you to set up and choose a number of different accounts. You can assign a unique name to each. The machine stores the total postage used and the number of mail pieces processed for each account.

The accounting feature is optional and the total number of accounts available on your machine depends on the option purchased.

Ascending Register (Used)—The total amount of postage used since the machine was placed in service.

Batch Register—A part of the machine's memory that stores the total postage spent and the number of pieces of mail processed. Your machine stores this information in memory for each account. You can clear the contents of the batch register if you want.

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

Descending Register (Available/Unused)—The postage funds available for use.

Digital Meter Stamp—The imprint produced by the machine.

This may include:

- The postage amount.
- The Date.
- The machine's Serial Number.
- Postal Code.
- Information for Postal Authority use.
- Envelope Messaging. This is an optional part of the machine stamp that lets you convey your own special message to the mail recipient. An Envelope Message may consist of a Graphic Ad and/or a Text Message.

  A Graphic Ad can be purchased and downloaded into your system.

  A Text Message is text that you define which prints alongside the Graphic Ad. Text Messages are only available on certain models.

Envelope Messaging—An additional message that appears next to the meter's printed postal information. See "Digital Meter Stamp" above for more information.

Glossary

Graphic Ad (Advertisement)—An advertising message that appears next to the machine's digital meter stamp. You can choose from a range of standard and custom Graphic Ads. See *Chapter 9, Supplies/Options* for ordering.

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

Inspection—The process of examining the postage usage through the machine to assure accurate postal funds accounting. Your machine is subject to remote inspection whenever you add postage to it. To do an inspection, simply add postage or connect to the Data Centre as explained in *Chapter 5, Adding Postage/Connecting to Data Centre*.

IntelliLink—A technology that allows you to download machine features, and postal rate and system software updates via a digital link. Future IntelliLink features will also provides online access to manage your account, purchase supplies and take advantage of a range of professional services.

Lock Code—A four-digit code that serves as a user password. It prevents unauthorised machine use.

Modem—The part of the machine that dials into the Data Centre and transfers information over the phone line.

Postage by Phone®—A service that allows you to buy postage and check account status over the phone. It also permits convenient postal inspection by phone.

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

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

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

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

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