User Guide

Franking Machine

IJ-35/40/45/50/60
WARNING!

Do not under any circumstances attempt to remove the machine covers or attempt to repair the IJ-35/40/45/50/60. There are no operator serviceable parts thereunder. The IJ-35/40/45/50/60 product is licensed for use under the conditions of P.O. Authority. This license is issued subject to the product being secure at all times. Any removal of covers or dis-assembly of the product will result in the license being revoked and may result in P.O. Authority requesting Neopost to remove the product from use. The ink cartridge system used within the IJ-35/40/45/50/60 contains P.O. Authority approved ink. This cartridge should not be tampered with in any way or the use of non approved inks be undertaken. This will breach any P.O. Authority licence agreement on the product and may result in P.O. Authority requesting Neopost to remove the product from use.

EC DIRECTIVE 1999/5/EC

Neopost declares that this Franking Machine is in compliance with the Essential Requirements and other provisions of Directive 1999/5/EC. A full copy of this Declaration may be found at www.neopost.co.uk/docs/IJ35Compliance.htm

MODEM APPROVAL REQUIREMENTS

This equipment contains a modem which has been approved in accordance with Council Decision 98/482/WC-CTR21 for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. The modem is designed to work on analogue telephone lines only. In the event of problems, you should contact your equipment supplier in the first instance.
**INSTALLATION**

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

**WARNING: FOR SAFETY THIS EQUIPMENT MUST BE EARTHED**

The IJ-35/40/45/50/60 Franking Machines have been designed to meet the safety requirements of IEC EN60950. The peripheral interfaces meet the SELV requirements of that standard, therefore in order to maintain the level of safety provided by the IJ-35/40/45/50/60, the interface of any equipment connected to the IJ-35/40/45/50/60 interfaces must also meet the SELV requirements of IEC EN 60950.

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INTRODUCTION

Congratulations on choosing the Neopost IJ-35/40/45/50/60 franking system. The IJ-35/40/45/50/60 is the result of the expertise and innovative capabilities of the worldwide Neopost group and, using ink jet technology, it will integrate into your working environment to enhance your mail processing operation.

The IJ-35/40/45/50/60 has many capabilities that will be important to your business:
As well as being productive (up to 6600 items per hour), the IJ-35/40/45/50/60 is designed to be a user friendly machine that can fit into any working environment with its innovative and attractive design, simple user settings and very low noise level. The high volume capacity and sealed inker makes it easy and safe to handle, and the user interface is particularly clear with a graphic interface and 5 memories to store favourite jobs.

The IJ-35/40/45/50/60 is adaptable and as such can handle many different types of mail up to 10mm thick. The optional feeder can be used to process, in a continuous cycle, items of sizes ranging from DL to C5 size and up to 10 mm thickness. For thicker mail items or packages, adhesive labels can be automatically dispensed.

The IJ-35/40/45/50/60 is connectable. It can exchange data with Neopost scales and RS232 serial printers in order to provide optimal mail processing and reporting.

Finally, the IJ-35/40/45/50/60 is a unique communication tool for your company. Its high quality printing combined with its integrated library of message/slogans, mini dies and free format text will afford you extra tools to enhance your company’s image and the impact of your mail.

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<thead>
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<th>Item</th>
<th>Value</th>
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<td></td>
<td>IJ-40</td>
<td>3,900</td>
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<tr>
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<td>5,700</td>
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<td>6,600</td>
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<td><strong>Recrediting Method</strong></td>
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<td>Server only</td>
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<td><strong>Dimensions (w x d x h):</strong></td>
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<td></td>
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<tr>
<td>Franking Machine</td>
<td></td>
<td>265 x 360 x 250 mm</td>
</tr>
<tr>
<td>Autofeed</td>
<td></td>
<td>325 x 240 x 250 mm</td>
</tr>
<tr>
<td>Feed - platform</td>
<td></td>
<td>120 x 240 x 160 mm</td>
</tr>
<tr>
<td><strong>Envelope Size</strong></td>
<td></td>
<td>DL to C5</td>
</tr>
</tbody>
</table>

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2. INSTALLATION

2.1 Introduction

Your IJ-35/40/45/50/60 should be installed on a flat horizontal surface adjacent to easily accessible power and telephone line outlets.

Allow sufficient free space as follows:
- above the machine to enable opening of the covers.
- at the rear of the machine for cooling.

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

Please do not connect your IJ-35/40/50 Franking Machine to the power outlet until you have attached the accessories.

2.2 Franking machine

2.2.1 Attach the Platform Infill to the Hand Feed Platform

When attaching the Platform Infill to the Hand Feed Platform, ensure that the Tabs and Slots interlock as illustrated.
2.2.2 Attach the Platform Infill to the Autofeed (Option)
If an Autofeed is to be fitted, first attach the Platform Infill to the Autofeed ensuring that the slots on the Autofeed fit tightly over the tabs on the Infill Platform as illustrated.

2.2.3 Attach the IJ-35/40/45/50/60 to the Hand Feed Platform or Autofeed
Lower the IJ-35/40/45/50/60 into position so that the slots fit over the tabs as illustrated.
2.2.4 Weigh Platform

Three weigh platform ranges may be connected to the franking machine. The back model number allows to distinguish them.

Attach the WP2 and WP5/10 Weigh Platform & Support (Option)

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

For machine mounting, position the weigh platform on its support. Excess cable can be loosely coiled under the support. Position the Support Platform so that the pins on the underside mate with the locating points on the rear casing of the IJ-35/40/45/50/60.
**WP5/10 type weigh platform installation procedure**

Take the weigh platform out of the packaging and remove the screw which is underneath the weigh platform.

*Keep this screw: it must be used when moving the weigh platform.*
2.2.5 Machine Connections

Unplug the power lead from the base for the following operations.

*Weigh Platform/Scale Connection (Option)*

! Connect the weigh platform to the connector marked “COM 2” at the back of the franking machine.

*Autofeed Connection (Option)*
Installation 15

Telephone Connection

Power Cord Connection
2.2.6 Position Receiving Tray

2.2.7 Fill the Label Hopper
2.3 Entering activation codes

A licence like the one below is in the packaging:

![Licence Image]

It contains the activation codes necessary for the following steps.

*Stick the label with the "AN1" (and "AN2" code if applicable) activation codes at the back of the WP model and below. Keep your codes in an easy to access document. They will be useful in case of further upgrade of your system. The self-adhesive label is at the bottom of the document which is delivered with the WP (inserted in the pouch outside of the box).*

Stick the label here
**Process:**
- Remove any items on the WP, then reconnect the power lead at the back of the franking machine.
- From the Neopost USER/SUPERVISOR screen, go to the User mode as shown in the following screen:

```
0.00
15/01/2002
75.55
USER
```

- Then press on 📅. Check that the number displayed matches with the "WP serial number" which is printed on the label:

```
NO ACTIVATION CODE FOR
410411001211
```

- Then press OK to escape.

- Press 📅 then select the SUPERVISOR mode by selecting SUPERVIS (left side on the display). The message ENTER SUPERVISOR PIN will appear:

```
ENTER SUPERVISOR PIN
```

18 Installation
- Enter the supervisor PIN code but

 DO NOT validate the code with OK

- With the key , select the line "SETUP" and confirm using OK:

```
SUPERVISOR
1  SECURITY & DEPT
2  REGISTERS
3  TEXT
4  LOAD FROM MEMORY CARD
5  SETUP
```

- With the key , select the line "WP FEATURE" and confirm using OK:

```
SETUP
6  SERVER
7  LANGUAGE    English
8  REPORT ON    LABEL
9  PC CONNECTION
10 WP FEATURE
```

- Select the line "ACTIVATION CODE" and confirm using OK:

```
WP FEATURE
1  ACTIVATION CODE
2  GEODESIC CODE 00345
```

Installation 19
- Enter the 1st activation code "AN1" (10 digits) which is on the document delivered with the WP (inserted in the pouch outside of the box), then confirm using OK:

![Activation Code](image)

- Validate the message "ACTIVATION SUCCESS FOR 1234567890" by pressing the key OK.
- If the machine is capable of Differential Weighing (DW), repeat the previous operation in order to enter the 2nd activation code "AN2" (10 digits) which is on the same document as the "AN1" code.

The screens for entering the AN2 code are the same as the AN1 code.

- Select now the choice GEODESIC CODE and validate by OK;
- Locate your town on a map, read the latitude and the altitude, and find the geodesic code in the table two pages farther.

London's latitude is between 51° and the 52°, and the altitude is under 200m, so the code is 10344.

- Press , remove any item that might be on the WP then unplug and re-plug the power lead to the base in order to initialise the system. Refer to the IJ-35/40/50 User guide for more details on WP use.

The WP is now ready for use.
Geodesic Map for UK
## Geodesic Codes for UK

### Altitude

<table>
<thead>
<tr>
<th>Latitude</th>
<th>0 m / 0 ft</th>
<th>200 m / 650 ft</th>
<th>400 m / 1300 ft</th>
<th>600 m / 1950 ft</th>
<th>800 m / 2600 ft</th>
<th>1000 m / 3300 ft</th>
<th>1200 m / 3950 ft</th>
<th>1400 m / 4600 ft</th>
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<td>10412</td>
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<td>51 °</td>
<td>10344</td>
<td>10351</td>
<td>10368</td>
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<td>10382</td>
<td>10399</td>
<td>10405</td>
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</tr>
<tr>
<td>52 °</td>
<td>10337</td>
<td>10344</td>
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<td>10351</td>
<td>10368</td>
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<td>53 °</td>
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<td></td>
</tr>
</tbody>
</table>
3. CONTROLS AND FEATURES

3.1 Introduction
The following pages detail the Controls and Features associated with your IJ-35/40/45/50/60 Franking Machine, please take the time to read them carefully.
3.2 Machine

1. Display
   presents a visual indication of the machine set up and status.

2. Soft Keys
   keys with functions as depicted on the display.

3. Numerical Keypad & Function Keys
   enables the operator to access user functions.

4. Start/Stop Button
   used to Start/Stop the Machine.

5. Envelope Guide
   adjustable envelope guide.

6. Side Guide
   adjustable envelope guide.

7. Receiving Tray
   collects franked mail.

8. Precut Label Dispenser
   holds up to 50 labels.

9. Label Release Lever
   release to fill the Precut Label Dispenser.

10. Blanking Unit
    platform infill.

11. Memory Card Reader
    used to load new postage rate and customer data.

12. Ink Cartridge
    Ink Cartridge/Printing Head.

13. Power Input
    220 - 240V AC 50Hz input.

14. Accessory Port
    connection for printer, PC connection.

15. Weigh Platform Connection
    connection for weigh platform or external scale.

16. Autofeed Connector
    connection for Autofeed Unit.

17. Telephone Socket
    enables connection to Server Recrediting Centre if required by P.O. Authority.

18. Meter Cover
    may be removed to allow access to meter.
3.2.1 Display Panel

- Text Message
- Slogan Message
- Mini Die
- Date
- Postage Value
- Low Credit Indicator
- Ink Level Indicator
- Total Credit Indicator
- Department Indicator
- In Use Indicator
- Soft Keys
- Function Keys
- Numerical Keypad

Function Keys:
- M
- MENU
- C
- START
- STOP

Numerical Keypad:
- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

Alternate keys:
- Envelope/Label Feed
- Start/Stop Button
- Clear Key
- Confirmation Key

26 Controls and features
3.2.2 Function Keys

- **Job Memory Key**: Storing and recalling memorised jobs. (please refer to Memory functions)
- **Label Key**: Label mode selection. (please refer to Printing labels)
- **Menu Key**: Access to Function Menu.
- **Lock**: Return to Standby/Locking.
- **Funds Key**: Access to Recredit Server centre if required by P.O. Authority. (please refer to Adding postage)
- **Weigh Platform Key**: Weigh Platform Mode Selection (please refer to Printing with weigh platform)
4. FRANKING YOUR MAIL

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

It is recommended that the IJ-35/40/45/50/60 is left powered on at all times. This will assist in maintaining print quality. In the event that you have to power the machine down, first press \( \text{POWER} \) to allow the machine to return to standby mode, then \( \text{WAIT} \) for approximately \text{ONE MINUTE} to allow the ink cartridge to return to the park position before removing the power.
4.2 Getting started

4.2.1 Log On (Entering User Mode)

To enter USER mode from the Standby screen:

Press the USER key.

If the machine is protected by a USER PIN, the following screen will be observed:

Using the numerical key pad enter the USER PIN. The Default User PIN is factory set to 1 2 3 4.

This number may be changed or removed by the supervisor, please refer to “Supervisor Settings”.

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

If an incorrect PIN is entered the machine will continue to prompt for USER PIN entry.
If an incorrect PIN is entered for eight or more attempts, the meter will be locked and prompt to call the supervisor (please refer to "Supervisor Settings", and follow the instructions to reactivate the user PIN again).

The Default Stamp Value is factory set to a value precognised by P.O. Authority, to change this value, please refer to "IJ-35/40/45/50/60 Machine Setup Menu".

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

### 4.2.2 Departmental Operation

You will need to set up your machine for departmental operation (please refer to "Supervisor Settings"), once this has been done, the following screens will be observed:

1. Using the and keys, or an appropriate number key, select your department from the list and press to confirm.

2. Alternatively if "DEPARTMENT SELECTION" by "ACCOUNT NUMBER" is set up, the following screen will be observed:

   Enter the account number of the department you wish to select using the numerical keypad, and press to confirm, (to change department selection method please refer to "Supervisor Settings").
If your department is protected, you will be prompted to enter your Department PIN:

![ENTER DEPARTMENT PIN][1]

Enter the PIN using the numerical keypad. If the PIN is correct the Department will show in user screen:

![Department PIN Correct][2]

If not you will be prompted to try again. (The Department PIN is not the same as the User PIN. The Department PIN may be changed or removed by the supervisor, please refer to "Supervisor Settings").

If your department is not protected, the Department Ready screen will be observed.

### 4.2.3 How To Select a Postage Value

Using the numerical keypad, enter the required postage, (e.g. 35 cent) the value display will flash:

![Postage Value Entry][3]
If an incorrect value is entered, press ESC and enter the correct value.
To confirm the value, press OK, the following display will now be observed.

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

4.2.4 Low Credit (for machine with credit downloaded by a Server)
When machine credit falls below or equal to the low credit level, the LOW CREDIT indicator will be observed:

It is now time to add more credit, please refer to "Server Recrediting". To change the low credit level, please refer to "IJ-35/40/45/50/60 Machine Setup Menu".

4.2.5 Insufficient Credit (for machine with credit downloaded by a Server)
When the value selected exceeds the available credit, franking will be disabled and the INSUFFICIENT CREDIT screen will be observed:

To ADD CREDIT, please refer to "Server Recrediting".

32 Franking your mail
4.2.6 High Value Selection

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

The default High Value Threshold is set at a value fixed by P.O. Authority (To change the High Value setting, please refer to "IJ-35/40/45/50/60 Machine Setup Menu").

Printing a high value

If the high value is set to 1.00, from Ready Mode, set the required postage value (e.g. 1.75) and press OK to confirm.

The High Value warning screen will now be observed:

```
1.75
HIGH VALUE - ARE YOU SURE ?
```

Printing is disabled.
Press OK to return to Ready Mode screen with the High Value confirmed.
If you wish to reject the High Value selection, enter the correct value and press OK to confirm.
If you are franking more than one item at a high value, always check that the value is correct for all items being processed.

YOU ARE NOW READY TO PROCESS YOUR MAIL
4.2.7 Franking an Envelope

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

Press the **START** button, after a short pause the motor will start. Franked envelopes will subsequently be deposited into the receiving tray.

*For an envelope exceeding 10mm thick, a label must be used, refer to “Franking Labels”.*

4.2.8 To Change a Department

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

If the department is protected, you will be prompted to enter your new Department PIN.
If the PIN is correct the new Department will show in the User screen:

If the PIN is incorrect the prompt to enter the Department PIN will be repeated.

4.2.9 To Log Off

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

4.2.10 PC connection for MailManager II (PC Mail accounting)

The Franking machine can be connected to a PC incorporating a Mail Accounting software, MailManager II, which compiles the franking data sent by the franking machine.

When switching on the franking machine, MailManager II is automatically activated on the PC and the following screen is displayed:

- Enter the department number via the numeric keypad.
- Enter the PIN number if required by selecting PIN CODE in the previous screen.
- Validate by pressing .

The department number and PIN are sent to the PC for verification:
If the department number (or the PIN number) is not correct, an error message is displayed. Be aware that the PC should be on and MailManager open before the franking machine is switched on. The postal service, department number and franking type (label or envelope) can be selected from the scale.

In case of a connection problem between the franking machine and the PC, the franking machine will display the following message:

By pressing OK, the machine returns to the main screen.

See "PC absent mode" in section "PC connection recovery mode".

You are now ready to frank items in PC connection recovery mode. When the PC connection is re-established, the franking machine will automatically switch back to PC ABSENT MODE LOCKED, after a screen "PC LINK ERROR".

When in PC (absent) Mode ACTIVE, the franking machine can operate even though the PC connection (and MailManager) indicates a connection problem between the franking machine and the PC.
5. **FRANKING WITH AUTOFEED**

Used in conjunction with the IJ-35/40/45/50/60, the Automatic Feeder permits a large range of envelope sizes and thicknesses to be processed.

**Envelope feeding**

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

Fan the envelopes to separate them.

Bevel the edge of the stack.

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

Move the rear guide forward until the edge of the envelope aligns with the face of the guide. Move the side guide towards the envelope leaving sufficient clearance to allow the envelope to move freely.
Press the [START] button, after a short pause the motor will start. Franked envelopes will subsequently be deposited into the receiving tray.

*Envelopes exceeding 6mm in thickness should be hand fed, for an envelope exceeding 10mm thick, a label must be used, refer to “Franking Labels”.*
6. FRANKING LABELS

6.1 Filling the Label Dispenser

The label dispenser is an integral part of the IJ-35/40/45/50/60 Franking Machine and when filled will hold up to 50 labels. Open the top cover to gain access to the label release lever. Labels are inserted in the dispenser with the tab uppermost and the label side to be franked facing the direction of travel.

Hold the label release lever fully to the left to allow the labels to engage with the feed mechanism, then release the lever. DO NOT force too many labels into the Dispenser or push labels in without operating the release lever. Close the top cover.

Neopost Approved Labels are supplied in boxes of 1000.

Please refer to "Contacting Neopost" for information on ordering Neopost approved supplies.
6.2 Printing a Label

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

To frank a single label press the label key \(\text{\textbf{align}}\). The following screen will be observed:

```
PLEASE ENTER NO. OF LABELS
1
```

Press \(\text{\textbf{ESC}}\).

The printed label will be deposited in the receiving tray and the Screen will return to Ready Mode.

If you do not wish to print a label, press \(\text{\textbf{ESC}}\).

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

If an incorrect quantity is entered, press \(\text{\textbf{ESC}}\) and re-enter the correct quantity.

When the correct quantity is entered, press the \(\text{\textbf{START STOP}}\) button to frank labels.

The machine will print automatically the required number of labels at the displayed value.
If during the label printing process the following display is observed:

First replenish the label dispenser as detailed on "Franking Labels", then press \textit{continue} to complete the label printing process.

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

The machine will return automatically to the Ready Mode screen with label selection cancelled.
7. FRANKING WITH WEIGH PLATFORM

**BENEFITS OF USING A WEIGH PLATFORM (OPTION)**

Used in conjunction with your IJ-35/40/45/50/60, the weigh platform will weigh and calculate the correct rate and value for items up to the weigh platform maximum capacity. Setting of values for printing is automatic. When postal rates change, your machine may be updated by installing a Rate Card which can be obtained from Neopost or Neopost Representative. For information relating to the installation of new postal rates, please refer to "Memory Cards".

7.1 Weigh Platform Preparation

Ensure that the weigh platform is plugged in to the correct port at the back of the machine (please refer to Controls and Features) and that the platform surface is clear of any obstruction. From Ready mode, press \( \text{[3]} \). The **WEIGH PLATFORM** screen will now be observed:

```
WEIGH PLATFORM
1 RATE 2 DESTINATION 3 FORMAT
Accept 5g 0.39 Modify
```

Current **RATE** setting will be displayed. If **NO PLATFORM** is displayed instead of the Weight and Postage Rate, check scale connection and start again.

*If the weight indicated exceeds 0g press \( \text{[3]} \) to Zero the weigh platform.*
7.2 How do I calculate the correct postage and rate?

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

A list of Postage Rates currently available will now be displayed. To return to the previous screen with Rate setting unchanged, press CANCEL.

Using the ▲ and ▼ keys, or the appropriate number key, select required Rate option from list, (e.g. 2 Large env) press SELECT to confirm.

The following typical screen will now be observed:
For some rates you may be prompted to scroll down and make further selections for example:

**DESTINATION** will require in this case a choice between
1 Ireland 2 Britain 3 Europe 4 World.

**FORMAT** will require in this case a choice between
1 Priority 2 Economy. A service can be added to the selected rate by pressing **ON/OFF** then **ACCEPT**.

Make your selections and return to the **WEIGH PLATFORM** screen by pressing **SELECT**.

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

To accept the selection and set the value, press **ACCEPT**.
If you wish to accept the Postage displayed, press ACCEPT to return to Ready Mode with the postage value selected.

Alternatively, press START STOP to accept the postage value displayed and frank the postage value on to your envelope or label.

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

If you wish to reject the Postage displayed, press MODIFY, you will be returned to the RATE screen where you may revise your settings. To weigh further items repeat the procedure.

**TARE FUNCTION**

1. Press: 
2. Place an empty container on the platform.
3. Press: 
4. Place the filled container on the platform. The weight now displayed will be that of the contents of the container.
5. To return to normal use, clear the scale platform and press the displayed weight will return to 0g.

**TO CALIBRATE OR ZERO THE WEIGH PLATFORM**

If the Weigh Platform indicates a weight over 0g when it is clear, it must be reset to zero by pressing when already in scale mode.
7.3 **Using differential weighing (optional)**

If differential weighing mode is activated:
- In USER MODE, press \( \text{MENU} \);
- Select "WEIGHING MODE" by pressing 5 or \( \text{ } \) and \( \text{ } \), and press \( \text{OK} \); the following screen is displayed:

```
WEIGHING MODE

1 Standard
2 Differential

ESC \( \text{ } \) \( \text{ } \) \( \text{ } \) \( \text{ } \) \( \text{OK} \)
```

- Select "Differential" by pressing 2 or \( \text{ } \) and \( \text{ } \), and press \( \text{OK} \);
- Press \( \text{ESCAPE} \);
- Press \( \text{ } \), the following screen is displayed:

```
DIFFERENTIAL WEIGHING

1 RATE
2 SERVICE
3 DEPT
4 PRINT LABEL MODE

1st Class/Priorit
NONE
PC ABSENT MODE
No label

ESC \( \text{ } \) \( \text{ } \) \( \text{ } \) \( \text{ } \) \( \text{MODIFY} \)
```

- Select RATE and SERVICE like in Standard mode;
- Select DEPT if in PC CONNECTION MODE
- Select PRINT LABEL MODE and press modify (if necessary), the following screen is displayed:
- Select "No label" for example, and press OK. The following screen is displayed:

- Place a stack of items (if it is not yet done) on the weighing platform, remove one item and print it.
8. PRINTING OPTIONS

8.1 What can I print?
Your IJ-35/40/50 is capable of operating in various modes:

IN NORMAL (POSTAGE) MODE

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

The IJ-35/40/50 franking machine offers a choice of up to 10 customised slogans. There are currently 8 preloaded slogans, as a factory setting, which are overwritable.

- up to 10 Slogans*
- up to 8 Pre-loaded Mini Dies
- Your Own Text Message
  up to 32 characters
- Stamp
  (not applicable in Ireland)
- Your Location
  (Updated if you move)
- Date
- Postage
- Machine No.

48 Printing options
* A Pre-loaded slogan can be overwritten by a customised slogan. To download a customised slogan, please refer to Supervisor Settings on "Memory Cards".

8.2 Print mode selection (depending of P.O. Specification)

From Ready Mode, press the MODE key, the MODE selection screen will be observed:
Current Mode will be displayed.

![Mode Selection Screen]

In addition to the Normal (Postage) Mode, the following functions may be accessed directly from the MODE screen:

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

Using the ↑ and ↓ keys, or the appropriate number key, select required option from list, (e.g. **SLOGAN ONLY**) press **OK** to confirm.

![Sample Slogan Only]

Or to return to **Ready Mode** with mode setting unchanged, press **ESC**.
8.3 Modifying the imprint

The **IMPRINT** menu is used to modify the setup of the imprint as follows:
From Ready Mode, press the **IMPRINT** key the following screen will be observed:

```
1 SLOGAN
2 MINI DIE
3 TEXT
4 DATE ADVANCE
```

**SLOGAN**: you may select one Message from a maximum of 10 Messages.

**MINI DIE**: you may select one Mini Die from eight pre-loaded Mini Dies according to P.O. Specification.

**TEXT**: up to five personal text messages may be set (see "IJ-35/40/45/50/60 Machine Setup")

**DATE ADVANCE**: the posting date can be advanced by several days according to P.O. Specification.

8.3.1 Choosing a Slogan, Mini Die or Text

You can select a Slogan and/or Mini Die from a number of pre-loaded messages, you can even compose (please refer to "IJ-35/40/45/50/60 Machine Setup") and print your own Texts.

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

The method of selection for Slogans, Mini Dies and Texts is the same, therefore for the purpose of this example we will illustrate selecting a Slogan.
Using the ↑ and ↓ keys, or the appropriate number, make your selection from the list e.g. 1 SLOGAN and press OK to confirm, the SLOGAN screen will be observed.

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

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

Using the ↑ and ↓ keys, or the appropriate number, make your selection from the list, press OK to confirm.

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

To return to Ready Mode screen press ESC.

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

8.3.2 Date Advance (for Pre Dated Mail) in accordance with P.O. Specification

Your machine is fitted with its own calendar/clock, therefore current date setting is automatic. If you wish to prepare mail ahead of time it is possible to advance the posting date by up to seven days.
From the **IMPRINT** screen select **DATE ADVANCE**, the following screen will be observed:

![DATE ADVANCE](image)

Next, using the **▼** and **▲** keys, select from the list the date on which you wish to post your mail. Press **OK** to confirm and return to the **IMPRINT** screen. To return to Ready Mode with all selections confirmed, press **ESC**.

**YOU ARE NOW READY TO FRANK YOUR PRE DATED MAIL**

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

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

Under normal operating conditions, your IJ-35/40/45/50/60 postage meter will produce excellent quality prints. However, if lines are missing from the stamp or the machine has remained unused for several days it will be necessary to clean the print-head.

9.1 Cleaning the Ink Cartridge

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

Using the keys, or the appropriate number key, move the cursor to CARTRIDGE and press to confirm. The CARTRIDGE menu will now be observed:

Select the CLEAN option from the list and press to start the cleaning cycle. On completion of the cleaning cycle the screen will revert to the CARTRIDGE menu.

You may now make a test print, if you wish.
9.2 Making a Test Print

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

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

To make a Test Print, insert a blank envelope or card and press START & INSERT ITEM.

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

To set the alignment, use the numerical keypad to enter the number that provides the straightest vertical line (for the example above line 5).
Press \textbf{OK} to confirm, you will be returned to the \textbf{CARTRIDGE} menu screen. If any lines are missing, repeat the cleaning and test print process up to three times, if this process fails to restore print quality, fit a new ink cartridge as detailed on "Replacing an ink cartridge".

If the test print is satisfactory, press \textbf{ESC} twice to return to \textbf{Ready Mode}.

\section*{9.3 Low Ink}

Should the ink cartridge require replacing, the \textbf{LOW INK} display will be observed:

\begin{center}
\begin{tabular}{|c|}
\hline
\textbf{LOW INK} \\
75.55 \\
\textbf{ACCOUNTS} \\
\hline
\end{tabular}
\end{center}

To allow completion of batch, approximately 200 impressions are available, after which the Ink Cartridge \textbf{MUST} be replaced (see below).

\section*{9.4 No Ink}

When the \textbf{NO INK} display is observed, printing is disabled and the Ink Cartridge \textbf{MUST} be replaced immediately.
9.5 Replacing an Ink Cartridge

From Ready Mode, press the key. Using the and keys, or the appropriate number key, move the cursor to and press to confirm.

Select the REMOVE option from the CARTRIDGE menu:

![Menu Screen]

Press to confirm.

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

![Cartridge Screen]

Open the machine top cover.

Press down & forward on the front edge of the Ink Cartridge as shown in the direction of the arrow to release it.

56 Maintaining print quality
Carefully withdraw the used Ink Cartridge and discard. Remove the new Ink Cartridge from its packaging and carefully remove the tape seals.

\[ \textit{Do NOT touch or remove the copper strip on Ink Cartridges.} \]

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

Close the machine top cover and press \( \text{OK} \).
After a short delay the prompt to make a Test Print will be observed:

Please refer to Making a Test Print.

Your IJ-35/40/45/50/60 is supplied with a cartridge. You should order your next standard cartridge from Neopost or Neopost representative.

THE USE OF INK CARTRIDGES IN UNLICENSED METERS OR OTHER PRINTERS IS PROHIBITED.
10. METER REGISTERS

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

10.1 Selection

To select a Meter Register from Ready Mode, press the \[ MENU \] key, the following screen will be observed:

```
MAIN MENU
1 REGISTER
2 CARTRIDGE
3 SUPERVISOR
4 CLEAR MAIL PATH
5 WEIGHING MODE
6 DIFFERENTIAL

ESC \[ \[ \]\[ OK ]
```

Using the \[ \[ \] \] and \[ \] \] keys, or the appropriate number key, move the cursor to REGISTER and press \[ OK ] to confirm, the list of registers available to view will now be displayed:

```
REGISTER
1 BATCH REGISTER
2 MAIN REGISTERS
3 RECRREDIT STATEMENT
4 DEPARTMENT REGISTERS

ESC \[ \[ \]\[ OK ]
```

Using the \[ \[ \] \] and \[ \] \] keys, or the appropriate number key, select a register option from the list then press \[ OK ] to confirm.
e.g. DEPARTMENT REGISTERS:

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

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

After a few seconds, your register data will be printed on a label and you will be returned to the REGISTERS screen.
If during the register printing process the following display is observed:

First replenish the label dispenser as detailed on "Franking Labels", then press CONTINUE to complete the report printing process.
If after a short wait, you are returned to the register screen your method of print may be set to External Printer, please refer to Printing with External Printer below.

The method of print (Label or External Printer) is set in Supervisor Mode, please refer to “Reports”.

Press \textbf{ESC} to return to the \textbf{REGISTERS} screen.
To return to Ready Mode press \textbf{ESC} three times.

\textbf{10.3 Printing with External Printer}

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

Set the printer to \textbf{ON} and the status to \textbf{ONLINE}.

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

If the registers screen does not re-appear after a few seconds and the printer does not print, re-check all printer connections and ensure that the printer status is set to \textbf{ONLINE}.
11. CLEARING MAIL PATH

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

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

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

Press the button.

After a short pause the track should clear and the screen returned to the MAIN MENU. Press to return to Ready Mode.

If you are using an Autofeed and have completed the above but still have an envelope misfeed, please refer to "Clearing a Mail Jam from the Autofeeder".
12. SERVER RECREDITING

12.1 Remote credit setting (for machine with Server Connection)

Credit may be purchased from Neopost Server, using the Server re-setting system, in accordance with P.O. Authority. Check that the Telephone Cable is connected to the Telephone Socket at the rear of the machine and the other end to an adjacent telephone line outlet.

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

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

1. From Ready Mode or ‘Inspection Due - Recredit’ screen, press .
   The prompt to enter your CREDIT PIN will be observed, please remember this is NOT the same as your User PIN.

2. Enter your CREDIT PIN, the following screen will now be observed:
3. Using the numerical key pad, enter the credit amount you wish to purchase (e.g. 50).
   Press: 5, 0 and OK to confirm.
   You will now be asked to verify the amount before proceeding.

   ![Confirm Amount Screen]

   If amount incorrect, press ESC and start again from the Enter Amount screen (step 2).
   If the amount displayed is correct, press OK to confirm.
   On completion of recrediting, the following screen will be observed:

   ![Recredit Done Screen]

   Press OK to return to Ready Mode.

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

   ![Wrong PIN Screen]

   In this case, press ESC to return to Ready Mode, then wait for approximately two minutes before attempting to add credit, this time using the Correct CREDIT PIN.
If for any other reason the re-credit transaction is aborted before the transfer has been completed, the following MESSAGE will be observed:

![MESSAGE]

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

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

12.2 ‘INSPECTION DUE - RECREDIT’ Call Server Procedure

If you do not apply for credit or connect to Server within a number of days fixed by P.O. Authority, the following display will be observed:

![MESSAGE]

To action this message you should complete a zero value re-credit transaction (see "Remote Credit Setting", step 1).

This allows P.O. Authority to inspect your meter and help prevent possible fraud.
12.3 Unused or Spoilt Impressions
The entire envelope (wrapper, label or form), including post mark, should be returned within three months to P.O. Authority. Provided that the franking is legible, the face value (less 5%) will be refunded.

12.4 Application for a new Credit PIN
If you lose or forget your Credit PIN you must apply for a new PIN in writing on your company headed paper to Neopost or Neopost representative.

If you find your old Credit PIN at a later date, it must be destroyed immediately.
Please do not attempt to use an old Credit PIN to effect a transaction.
When you receive your new Credit PIN, keep it in a safe place and separate from your Franking Machine code.
13. MEMORY FUNCTIONS

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

13.1 Saving a Memory Function

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

```
<table>
<thead>
<tr>
<th>MEMORY SAVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 M1</td>
</tr>
<tr>
<td>2 M2</td>
</tr>
<tr>
<td>3 M3</td>
</tr>
<tr>
<td>4 M4</td>
</tr>
<tr>
<td>5 M5</td>
</tr>
<tr>
<td>ESCAPE</td>
</tr>
<tr>
<td>EDIT</td>
</tr>
<tr>
<td>SAVE</td>
</tr>
</tbody>
</table>
```

Select the Job Memory in which you wish to save your programme and press \( \text{SAVE} \) to confirm.

If you wish to rename a memory location highlight it using the \( \text{key} \) then press \( \text{EDIT} \) the following screen will be observed:

```
<table>
<thead>
<tr>
<th>MEMORY NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________</td>
</tr>
</tbody>
</table>
```

Use the \( \text{key} \), \( \text{key} \) and \( \text{key} \) keys to move the cursor to the character to be defined.

These keys can be held for fast scrolling.

The \( \text{key} \) is used to confirm selection and move the cursor to the next character.
To delete a character press C.
To enter a number in the Memory Name use the numeric keypad.
To return to the previous screen with the Memory Name unchanged press C.
To confirm your entry press OK.
This operation will overwrite the previous memory name.
To return to Ready Mode press ESC.

13.2 Recalling a Memory Function

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

Using the ▲▼ key or the appropriate numerical key, move the cursor to make your memory recall selection.

To confirm your selection, press OK.

To return to Ready Mode press ESC.
14. SUPERVISOR SETTINGS

14.1 Introduction

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

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

To enter **SUPERVISOR** mode from the Standby screen:

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

The prompt to **ENTER SUPERVISOR PIN** will be observed:

Enter the Supervisor **PIN**.

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

Having successfully entered Supervisor Mode, the **SUPERVISOR** screen will be observed:

70  Supervisor settings
The following functions may be accessed directly from the Supervisor Ready screen:

**SECURITY & DEPT**: allows the supervisor to access the department setup functions and to set the User PIN.

**REGISTERS**: provides access to registers

**TEXT**: enables supervisor to set personalised messages.

**LOAD FROM MEMORY CARD**: enables supervisor to enter data to the machine memory e.g. Slogan Cards, Rate Cards (When postal rates change) and Town Cards (When you change location) in accordance with P.O. Authority.

**SETUP**: allows access to machine setup.

### 14.3 Security & Dept

In Non-Departmental Operating mode, all values are assigned to User. In Departmental mode:
- IJ-35/40 has 35 departments,
- IJ-45 has 45 departments,
- IJ-50 has 45 departments (option 1) or 100 (option 2),
- IJ-60 has 50 departments (option 1) or 150 (option 2), available for assignment by the supervisor.

From the **SUPERVISOR** menu, move the cursor to option 1 **SECURITY & DEPT**.
Press **OK** to confirm. The following screen will now be observed:

![Security & Dept Screen]

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

- **DEPARTMENT MODE**: allows supervisor to enable Departmental operation.
- **SETUP DEPT**: allows supervisor to setup Departments by naming them and allocating if needed an account number.
- **DEPARTMENT SELECTION**: allows supervisor to select a department from a list or by entering the relevant account number.
- **LAST RESET ALL**: allows supervisor to reset All Registers to zero.
- **USER PIN**: allows supervisor to set the 4 digit User PIN.
- **USER STATUS**: allows supervisor to set User Status. If the User PIN is invalid after 8 attempts, the User Status will become Locked. The Supervisor will have to open it again for the user to operate the machine.

---

*When in Departmental Operating Mode access to Non-Departmental Operating Mode (Department 0) is disabled.*
14.3.1 Changing the User PIN
From the "Security & Dept" screen, using the ▲ and ▼ keys, or the appropriate number key, move the cursor to **5 USER PIN** and press **OK** to confirm, the following screen will be observed:

![User PIN Screen]

To return to the previous screen with the User PIN unchanged, press **ESC**.
To change the User PIN, enter the new 4 digit value, then press **OK** to confirm.
To return to the **SUPERVISOR** screen press **ESC**.

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

![User Status Screen]

To return to the previous screen with the User Status unchanged, press **ESC**.
Using the and keys, or the appropriate number key, make your selection and press OK to confirm. To return to the SUPERVISOR screen press ESC.

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

**14.3.3 To Assign a Department**

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

The following screen will be observed:

```
DEPARTMENT MODE

1 DISABLED
2 ENABLED

ESC OK
```

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

```
SECURITY & DEPT

1 DEPARTMENT MODE ENABLED
2 SETUP DEPT
3 DEPARTMENT SELECTION PICK FROM LIST
4 LAST RESET ALL 00/00/00
5 USER PIN 1234

ESC OK
```

Using the and keys, or the appropriate number key, move the cursor to SETUP DEPT and press OK to confirm.
The following screen will be observed:

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

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

Use the ▲, ▼ and ▶ keys to move the cursor to the character to be defined. If a key is held pressed then the cursor will scroll along each character in turn until the key is released. The NEXT key is used to confirm the selection and move the cursor to the next character. To delete a character press C.

To enter numbers in the text use the numeric keypad, you do not need to press the NEXT key to confirm selection when entering numbers.
A department name is limited to 16 characters including spaces. To return to the previous screen with the Department Name unchanged press 🔄 until the screen changes to the previous one. To confirm your entry press 🔄.

**To Change a Department Name,** select **DEPT NAME** as described above. Using the 🔄 key, delete characters of the old Department Name. Press 🔄 as many times as required to erase the Department Name completely, then enter the new name as previously detailed.

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

![DEPT CODE Screen]

Using the numerical keypad enter/change the dept code, press 🔄 to confirm. To return to the previous screen with dept code unchanged press 🔄.

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

![DEPT PIN Screen]
To change the Department PIN, enter the new value, then press OK to confirm.
To return to the previous screen with the Department PIN unchanged, press ESC.
To Change the Department Status, move the cursor to STATUS and press OK to confirm, the following screen will be observed:

Using the ▲ and ▼ keys, or the appropriate number key, move the cursor to OPEN and press OK to confirm.
To Reset the Department Registers, move the cursor to LAST RESET and press OK to confirm, the following screen will be observed:

To return to the previous screen with data unchanged, press ESC.
To reset current Department Data to zero, press OK to confirm, the following screen will now be observed with the current date displayed as LAST RESET:

Your Department is assigned and ready for use.
To return to the SUPERVISOR screen press ESC three times.
14.4 IJ-35/40/45/50/60 machine setup menu

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

1. **High Value**
   A High Value Warning will be displayed in User Mode when a value exceeding or equal to the High Value threshold is selected, this value may be changed (Default High Value set to the P.O. Specification).

2. **Low Credit**
   The Low Credit Warning will be displayed in User Mode when the credit level falls below or equal to the Low Credit threshold, this value may be changed (Default Low Credit value set to the P.O. Specification).

3. **Time**
   The machine clock is set to local time, the year cannot be changed, however to facilitate Summer/Winter time may be changed.

4. **Sleep Mode**
   If the machine is left running for a period of time it will automatically return to Sleep Mode, this is called time out. The time out period may be changed (Default Timeout period set to 10 mins)

5. **Motor Timeout**
   This can be set to LONG, MEDIUM or SHORT. After the last impression, the motor will stop according to the setting (Default set to LONG)

6. **Key Beep**
   It may be set to sound when a key is pressed, this setting may be changed (Default set to ON).
7. **Default Stamp Value**
Enables the supervisor to define a default postage value (Default Stamp Value set to the P.O. Specification).

8. **Telephone Settings**
The telephone numbers of the Neopost Server Credit Re-setting Centre and Helpdesk are stored in the postage meter. If required, the telephone numbers may be changed. Such a change may be necessary in case of modification of your telephone network (for example a new prefix for an external line), or if you are advised that the number/s have changed.

9. **Language**
Details Language setting (Factory set to English).

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

11. **PC Connection**
Allows the supervisor to enable or disable the PC LINK and/or PC ABSENT MODE.

12. **Lock keyboard**
Keep it on DISABLED

13. **WP Feature**
Allows the supervisor to activate the weigh platform if supplied, to select the appropriate geographic code and (optional) to activate the differential weighing.
MACHINE SETUP

From the **SUPERVISOR** menu, move the cursor to the **SETUP** option.
Press **OK** to confirm.
The following screen will now be observed:

<table>
<thead>
<tr>
<th>1</th>
<th>HIGH VALUE</th>
<th>0.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>LOW CREDIT</td>
<td>50.00</td>
</tr>
<tr>
<td>3</td>
<td>TIME</td>
<td>09:50</td>
</tr>
<tr>
<td>4</td>
<td>SLEEP MODE</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>MOTOR TIME OUT</td>
<td>LONG</td>
</tr>
</tbody>
</table>

**High Value**

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

High Value

0.00

To return to the **SETUP** menu with the original value unchanged, press **ESC**.
To change the High Value, enter the new value (with no point or comma, e.g. 100 corresponds to 1.00), then press **OK** to confirm.
To return to the Supervisor screen press **ESC** twice.

**Low Credit**

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

Low Credit

0.00

80 Supervisor settings
To return to the previous screen with the original value unchanged, press \textit{ESC}.

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

To return to the \textbf{Supervisor} screen press \textit{ESC} twice.

\textbf{Time}

From the \textbf{SETUP} screen select \textit{TIME} and press \textit{OK} to confirm, the following screen will be observed:

\begin{center}
\begin{tabular}{|c|c|}
\hline
\textbf{TIME} & \textit{OK} \\
\hline
\textit{ESC} & \\
\hline
\end{tabular}
\end{center}

To return to the previous screen with the Time Setting unchanged, press \textit{ESC}.

To change the Time Setting, enter the new value, (with no point or comma, e.g.:1345 corresponds to 1.45 pm, maximum variance in accordance with P.O. Specification), then press \textit{OK} to confirm.

To return to the \textbf{Supervisor Ready} screen press \textit{ESC} twice.

\textbf{Sleep Mode}

From the \textbf{SETUP} screen select \textit{SLEEP MODE} and press \textit{OK} to confirm, the following screen will be observed:

\begin{center}
\begin{tabular}{|c|c|}
\hline
\textbf{SLEEP MODE} & \textit{OK} \\
\hline
\textit{ESC} & \\
\hline
\end{tabular}
\end{center}

To return to the previous screen with the original value unchanged, press \textit{ESC}.

Supervisor settings
To change the Time Out period, enter the new value (with no point or comma, e.g. 5 corresponds to 5 minutes), then press OK to confirm.
To return to the Supervisor Ready screen press ESC twice.

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

```
MOTOR TIMEOUT
1 LONG
2 MEDIUM
3 SHORT
ESC OK
```

To return to the previous screen with the Setting unchanged, press ESC.
Use the ▲ and ▼ keys to change the setting, then press OK to confirm.
To return to the Supervisor Ready screen press ESC twice.

Key Beep
From the SETUP screen select KEY BEEP and press OK to confirm, the following screen will be observed:

```
KEY BEEP
1 ON
2 OFF
ESC OK
```

To return to the previous screen with the Setting unchanged, press ESC.
Use the ▲ and ▼ keys to change the setting, then press OK to confirm.
To return to the Supervisor screen press ESC twice.
**Default Stamp Value**

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

![Default Stamp Value Screen]

To return to the **SETUP** menu with the original value unchanged, press **ESC**.
To change the **DEFAULT STAMP VALUE**, enter the new value with no point or comma (e.g. 0.35 corresponds to 35 cent), then press **OK** to confirm.
To return to the Supervisor screen press **ESC** twice.

**Telephone Settings**

The telephone number of the Neopost Server credit re-setting centre is stored in your franking machine. This is used when you want to purchase credit.
Modification of the telephone number is permitted only by the supervisor.
Such a setting may be necessary in case of modification of your telephone network (for example a new prefix for an external line), or if you are advised that the Neopost Server Centre number has changed.
**Telephone Number Change**

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

![TELEPHONE SETTINGS](image)

If you are advised of a telephone number change, move the cursor to the number to be changed (e.g. **1 SERVER NUMBER**) and press **OK** to confirm, the following screen will now be observed:

![CREDIFON NO.](image)

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

Or enter the new number using the numeric key pad, then press **OK** to confirm.

**Changes to Prefix, Pause, Dialing method, Tone Detect and Dial Delay Settings**

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

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

**DIALING METHOD** You may change from "pulse" (different value) to the "tone" mode.

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

**DIAL DELAY** ........... You may wish to enter a delay between dialling attempts (in seconds).
Using the and keys, or the appropriate number key, move the cursor to make a selection and press to confirm, the following typical screen will be observed:

Using the numerical key pad enter your prefix and press to confirm.
Or, to return to the TELEPHONE SETTINGS screen with the prefix unchanged press .

14.5 Texts

Starting from the SUPERVISOR menu, move the cursor to the TEXT option.
Press to confirm.
The following screen will now be observed:
Using the \( \uparrow \) and \( \downarrow \) keys, or the appropriate number key, move the cursor to the message you wish to set and press \( \text{OK} \) to confirm, the TEXT screen will be observed:

Use the \( \leftarrow \), \( \rightarrow \) and \( \uparrow \) keys to move the cursor to the character to be defined.
Press and hold keys to scroll cursor.
The \( \text{NEXT} \) key is used to confirm the selection and move the cursor to the next character.
To delete a character press \( \text{C} \).
To enter numbers in the text use the numeric keypad, you do not need to press the \( \text{TEXT} \) key to confirm selection when entering numbers.
A text is limited to two lines of 16 characters including spaces.
To return to the previous screen with the text message unchanged press \( \text{C} \) until the screen changes to the previous one.
To confirm your entry press \( \text{OK} \).

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

Using the \( \text{C} \) key, delete characters of the old text message. Press \( \text{C} \) as many times as required to erase the message completely, then enter the new message as previously detailed.
14.6 Memory Cards
The following memory cards are currently available from Neopost or Neopost representative:

- **Message/Slogan Cards** (one message per card)
- **Rate Card** (when postal rates change) in accordance with P.O. Specification
- **Town Card** (if you move to a different postal area) in accordance with P.O. Specification

14.6.1 How To Load Data Using a Memory Card

The following example illustrates the loading of a slogan. Two additional customised slogans can be added to the eight slogans which are pre-loaded in the meter but these can be replaced with up to ten customised versions.

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

   ![Insert Memory Card Screen](image)

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

2. Press **OK** to confirm.

   The name of the slogan will now be observed:

   ![Load Slogan Screen](image)

   To return to the previous screen press **ESC**.
3.  Press **OK** to initiate the downloading operation:
On completion of the downloading process the following screen will be observed:

Once all slogan memory locations are full, you will be asked to select a file to replace.

### 14.6.2 How To Replace Data Using a Memory Card

Repeat operations 1 and 2 then:
Press **OK** to confirm.
The following display will now be observed:

If you do not wish to replace a file, press **ESC** twice to return to the Supervisor screen.
If you wish to replace a file, use the **↑** and **↓** keys, or the appropriate number key to move the cursor to the slogan to be replaced.
Now press **OK** to initiate the downloading operation, the following screens will now be observed:

---

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

![Loading from memory card](loading_from_memory_card.png)

To return to the **Supervisor** screen press **Esc** twice.

### 14.7 Reports

Supervisor Reports can be printed using your franking machines own printer (printed on self adhesive labels) or by connection to an approved external printer. Your IJ-35/40/50 has been factory set for internal *(LABEL)* printing, to select external *(PRINTER)* printing, see below.

#### 14.7.1 Typical Reports

<table>
<thead>
<tr>
<th>DEPARTMENT REGISTERS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td>ACCOUNT</td>
<td>TOTE</td>
</tr>
<tr>
<td>LASTRESET</td>
<td>ITEMS</td>
<td></td>
</tr>
</tbody>
</table>

**EXAMPLE**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8.52</td>
<td>18</td>
</tr>
<tr>
<td>00/00/00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 14.7.2 Printing a Report

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

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

Using the \[ \text{\downarrow} \] and \[ \text{\uparrow} \] keys, or the appropriate number key, select a register option from the list and press \[ \text{OK} \] to confirm. e.g. DEPARTMENT REGISTERS:

The \[ \text{\downarrow} \] and \[ \text{\uparrow} \] keys may be used to view department registers in blocks of four registers to each screen.

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

On completion of printing, the DEPARTMENT REGISTERS screen will be observed.
If the method of print is set to **EXTERNAL PRINTER**, please refer to Printing with External Printer below.

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

Press **ESC** to return to the **REGISTERS** screen. To return to Supervisor screen press **ESC** twice.

14.7.3 Setting the Report Destination

From the **SETUP** screen select **REPORT ON** and press **OK** to confirm, the following screen will be observed:

![Report Settings Menu](image)

Using the **↑** and **↓** keys, or the appropriate number key, move the cursor to make a selection and press **OK** to confirm. Or, to return to the **SETUP** screen with the print destination unchanged press **ESC**.

14.7.4 Printing with External Printer

Before proceeding to print registers using an external printer ensure that the printer lead is connected to the Upper Accessory Port at the back of the machine, (please refer to "Controls and Features") and that the printer power lead is connected to an adjacent power outlet.
Set the printer to **ON** and the status to **ONLINE**.

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

![PLEASE WAIT...]

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

**There is no external printer feedback to your franking machine, therefore if the DEPARTMENT REGISTERS screen does not re-appear after a few seconds and the printer does not print, re-check all printer connections and ensure that the printer status is set to ONLINE.**

**PRINTER INFORMATION**

The output from the IJ-35/40/45/50/60 is serial therefore it will only operate correctly with a serial printer. Alternatively connect a serial to parallel converter to the IJ-35/40/45/50/60 and then connect a parallel printer to the converter. (Suitable printers and converters can be purchased from Neopost Ltd.) Please use the following Printer settings.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baud Rate</td>
<td>9600</td>
</tr>
<tr>
<td>Data</td>
<td>8 Bits</td>
</tr>
<tr>
<td>Xon/Xoff Control</td>
<td>ON</td>
</tr>
<tr>
<td>Carriage Return &amp; Line Feed</td>
<td>ON</td>
</tr>
<tr>
<td>Interface Selection</td>
<td>Serial Interface</td>
</tr>
<tr>
<td>CSF Mode</td>
<td>OFF</td>
</tr>
<tr>
<td>Parity Selection</td>
<td>No Parity</td>
</tr>
</tbody>
</table>

For further information about printer compatibility, please contact Neopost or Neopost representative.
14.8 PC connection setup

- Start the PC application on the PC and connect the PC to the base (on the connector named COM1).
- In the supervisor screen, select SETUP, then PC CONNECTION

- Scroll down to “PC ABSENT MODE” and select “ENABLED”:

- Then do a power cycle of the base. The supervisor may choose the recovery mode of the PC connection (see the following paragraph)

**PC CONNECTION RECOVERY MODE**

In case of a connection problem between the franking machine and the PC, the PC connection recovery mode enables the franking machine to store in memory the partial franking data and to transmit them to the PC as soon as the connection is re-established. These data will show the total amount franked and the total number of items without distinguishing postal services used.
If the PC link status changes, then the following screen will be displayed:

![PC Link Status Changed]

- Pressing **OK** will reboot the franking machine to regenerate the link.
- Pressing **ESCAPE** will set the franking machine in the supervisor mode, so that the user may come back in the previous menu.

**To switch the system to Recovery Mode (PC absent mode)**

Enter in supervisor mode:

![Enter Supervisor Pin]

- The supervisor PIN number must be entered, then press **OK**.
- Select "SETUP", then "PC CONNECTION":

94 Supervisor settings
- Scroll down to “PC ABSENT MODE” and select “ENABLE”:

- Press **OK** and then **ESCAPE**.
## 15. TROUBLE SHOOTING

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>IJ-XX will not start:</td>
<td><strong>SOLUTION</strong></td>
</tr>
<tr>
<td></td>
<td>Is the IJ-XX connected to the power supply?</td>
</tr>
<tr>
<td></td>
<td>Is the main power outlet switch set to ON?</td>
</tr>
<tr>
<td></td>
<td>Is the machine Top Cover properly closed?</td>
</tr>
<tr>
<td></td>
<td>Check plug fuse (5A) if there is one.</td>
</tr>
<tr>
<td></td>
<td>Check machine fuse (1.6A).</td>
</tr>
<tr>
<td>The printer does not operate:</td>
<td><strong>SOLUTION</strong></td>
</tr>
<tr>
<td></td>
<td>Is the printer switched to ON?</td>
</tr>
<tr>
<td></td>
<td>Is the printer connected to the power supply?</td>
</tr>
<tr>
<td></td>
<td>Is the main power outlet switch set to ON?</td>
</tr>
<tr>
<td></td>
<td>Is the printer connected to IJ-XX?</td>
</tr>
<tr>
<td></td>
<td>Check plug fuse.</td>
</tr>
<tr>
<td></td>
<td>Have you selected the correct print mode? (please see &quot;Setting the report destination&quot;).</td>
</tr>
<tr>
<td>The Autofeed does not operate:</td>
<td><strong>SOLUTION</strong></td>
</tr>
<tr>
<td>The machine does not print:</td>
<td>Check the connection to the IJ-XX (please see &quot;Machine connections&quot;).</td>
</tr>
<tr>
<td></td>
<td>Check that you have made the correct Print Mode Selection (please see &quot;Printing options&quot;).</td>
</tr>
<tr>
<td></td>
<td>Did you remove the protective tape from the Ink Cartridge before fitting?</td>
</tr>
<tr>
<td></td>
<td>(please see &quot;Replacing an ink cartridge&quot;).</td>
</tr>
<tr>
<td>Poor print quality:</td>
<td><strong>SOLUTION</strong></td>
</tr>
<tr>
<td>Envelopes not fed properly or fed double:</td>
<td>Clean the Inker (please see &quot;Cleaning the ink cartridge&quot;).</td>
</tr>
<tr>
<td></td>
<td><strong>SOLUTION</strong></td>
</tr>
<tr>
<td></td>
<td>Autofeed incorrectly loaded (please see &quot;Postage printing with autofeed&quot;)</td>
</tr>
</tbody>
</table>
Labels do not feed properly: Avoid leaving the labels in the machine for too long. Avoid overloading the dispenser (50 max). Ensure labels are fed correctly (please see "Franking labels").

The scale does not communicate with the machine: Check the scale connection. (please see "Machine connections").

"NO DIAL TONE CHECK CONNECTION & RETRY". Refer to "Machine Connections Check the modem cable is connected to the rear of the machine.

The telephone line may not be available. Try another telephone line (analogue only). Call Neopost or Neopost representative if the above actions do not solve the problem.

PC connection link In supervisor mode:
1) check your PC connection parameters;
2) - check your MMII PC application is open on your PC
- check your physical connection between the PC and the mailing machine.
- switch OFF and ON your mailing machine to reboot the link.

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15.1 Clearing a mail jam from the autofeeder

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

**WARNING!**
POWER DOWN MACHINE BEFORE CONTINUING.
DO NOT RUN MACHINE WITH FEED MECHANISM OPEN

1. Remove all free envelopes from the feed tray;
2. Open the Autofeed top cover;
3. Using the thumb and fore finger, squeeze the sliders to release the feed mechanism as illustrated;
4. Remove the obstruction;
5. Close the feed mechanism by applying downwards pressure to the top of the feed mechanism until it is heard to click home;
6. Close the Autofeed top cover;
7. Power Up your machine.

You are now ready to resume franking your mail

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

<table>
<thead>
<tr>
<th>ERROR MESSAGES</th>
<th>REMEDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error 1 to Error 43</td>
<td>Press until back to User screen.</td>
</tr>
</tbody>
</table>

If the Error does not clear, please call our Customer Care Centre. (please see Telephone No. on "Contacting Neopost")
HOW TO

Enter Department/User Mode

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

Set Value (e.g. 35 cent)

Confirm High Value (e.g. 175 cent)

Set Print Mode

Select Slogan

Select Text Message

Advance Date

Print Label

Recall Memorised Jobs

Recredit (e.g. 50.00)

Display Registers

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

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