User Guide

Franking machine

IJ-25

NEOPOST
INTRODUCTION

Thank you for choosing Neopost as the supplier of your franking equipment. You have made an important decision, as your IJ25 will save you time and effort processing your daily mail.

This user guide tells you how to operate your machine, please read it carefully.

CONTENTS

Controls & Features 2 - 3

How do I

Frank an Envelope or Label 4 - 5
Use the Scale to get the Correct Postage 6 - 7
Select the correct Print Mode & What can I Print? 8 - 9
Pre-Date my Mail 10
Select a Message 10
Maintain the Print Quality 11
Check Meter Registers 12 - 13
Replace an Ink Cartridge 14 - 15
Print a Machine Report 16 - 17
Setup a Memory Function 18
Make Changes to my Machine Setup 19
Add Data to my Machine Memory When I Change a Message 20 - 21
The Post Office has Changed their Postage Rates 20 - 21
I Move Office to Another Location 20 - 21
Add Credit to my Machine (purchase postage) 22 - 23
Setup Credifon & Service Telephone Numbers 24 - 25
Quick Reference Guide 26 - 27
Display Messages 28 - 31
CONTROLS AND FEATURES

The following pages detail the Controls and Features associated with your IJ25 Franking Machine, please take the time to read them carefully.
CONTROLS AND FEATURES

KEYBOARD

MEMORY CARD

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

To enter data using a Memory Card, please refer to page 20.

Message Card
Containing a message prepared to your requirements (please contact your Neopost dealer/agent).

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

Town Card
In the event of an address change, a town card containing new town data is available from your Neopost dealer/agent.
INTRODUCTION
The IJ25 should be operated on a flat level surface. In order to achieve the best impression, your IJ25 requires that with bulky or uneven items, the contents are correctly folded and inserted into the envelope.

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

In the event that a satisfactory print cannot be achieved due to oversize or uneven contents (Maximum mail thickness 8mm) the envelope should be treated as a packet and a label used.

It is recommended that the IJ25 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, please wait for one minute after performing the last operation before removing the power.

PRINTING POSTAGE
If you are using the franking machine for the first time, please consult the separate ‘Getting Started’ guide supplied with your machine. If you have successfully added credit to your machine, go to Select a Postage Value, otherwise, proceed as follows.

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

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

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

WELCOME TO IJ25
PLEASE WAIT... Followed by
Ready 0.27
03/03/01

If the WARNING INSPECTION REQD display is observed, go to page 22 to add credit to the machine, or complete a zero credit transaction.

Ready Mode (PIN Entry)
The Factory default PIN is set to zero, therefore PIN entry is not necessary.

To set up a PIN, please see page 19.

If the PIN is reset to a number other than zero, the LOCKED display will be observed:

Enter PIN, e.g. 1 2 3 4

Press: 1 2 3 4.

If an incorrect User PIN is entered, check PIN for accuracy and try again.
To Select a Postage Value

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

Press: 2 7 OK

YOU ARE NOW READY TO FRANK YOUR MAIL

Envelopes

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

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

Labels

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

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

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

To Log Off

Press: 🔐

Machine LOCKED.

Note:
This feature is only available if you have set a non zero User PIN. (See page 19)
FRANKING WITH WEIGHSCALE

BENEFITS OF USING A WEIGHSCALE
Used in conjunction with your IJ25, the weighscale will weigh and calculate the correct rate and value for items up to 2 kg.

Setting of values for franking is automatic.

When postal rates change, your machine may be updated by installing a Rate Card which can be obtained from your Neopost dealer or agent.

For information relating to the installation of new postal rates, please refer to page 20.

Weighscale Connection
Ensure that the weighscale platform is clear of any obstruction.

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

Go to Ready mode (as detailed on page 4).

Press: { Class 1 }

The last Mail Rate selected will be displayed:

If NO SCALE is displayed, check scale connection and start again.
FRANKING WITH WEIGHSSCALE

HOW DO I CALCULATE THE CORRECT POSTAGE?

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

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

To Zero the scale, Press: OK

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

Press: OK to confirm.

or

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

YOU ARE NOW READY TO FRANK YOUR MAIL AT THE RIGHT PRICE

To weigh further items repeat the procedure.

Tare Function

1. Place an empty container on the platform.

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

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

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

WHAT CAN I PRINT?
Your IJ25 is capable of operating in various modes:

Stamp (Postage) Mode
In stamp (postage) mode, you can print postage, pre-date your mail, select a message from up to eight pre-loaded messages or select one from two of your own design (when ordered from your Neopost dealer or agent). Other printed message combinations may be possible, dependent on different country requirements.

Stamp No Date Mode ( Certain countries only)
Stamp no date mode, used when preparing bulk mailing.

Date Only Mode
In date only mode, the following typical print may be used to register incoming mail.
PRINTING OPTIONS

Message Only Mode

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

Message + Date Mode

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

PRINT MODE SELECTION (White Text Indicates Flashing)

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

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

<table>
<thead>
<tr>
<th>PRINT MODE</th>
<th>OK to confirm</th>
<th>Ready 0.27</th>
</tr>
</thead>
<tbody>
<tr>
<td>{STAMP}</td>
<td></td>
<td>03/03/01</td>
</tr>
<tr>
<td>{DATE ONLY}</td>
<td></td>
<td></td>
</tr>
<tr>
<td>{MESSAGE ONLY}</td>
<td></td>
<td></td>
</tr>
<tr>
<td>{MESSAGE+DATE}</td>
<td></td>
<td></td>
</tr>
<tr>
<td>{STAMP NO DATE}</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PRINTING OPTIONS

PRE-DATED MAIL

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

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

Note:

Your national Post Office will dictate how many days in advance is possible as a maximum.

To prepare your post dated mail proceed as follows.

From Ready mode, press \( \text{PRE} \), and using the blue keys scroll (\(<\>)\) to:

Date Advance indicator flashes and the current date is displayed.

To advance the date, press \( \text{OK} \) and using the appropriate blue key, scroll forward (\(\text{>}\)) to the required posting date.

Confirm date advance, press \( \text{OK} \),

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

MESSAGE SELECTION

To load a Message using a Memory Card, please see page 20.

It is normal for a Message to take a few seconds to load.

Selection

From Ready mode, press \( \text{PRE} \) and using the blue keys scroll (\(<\>)\) to the Messages display.

Current Message (if selected) is displayed.

To change the Message, press \( \text{OK} \) and using the blue keys scroll (\(<\>)\) to the desired Message:

To confirm your selection press \( \text{OK} \), the machine will return to Ready Mode with the new Message loaded.
MAINTAINING PRINT QUALITY

Under normal operating conditions, your IJ25 franking machine will produce excellent quality prints. However, if lines are missing from the stamp, it will be necessary to clean the print-head.

From Ready mode, press the \[\text{MNL}\] key. Then using the blue keys scroll (< >) to the following display:

Press \[\text{OK}\] to confirm.

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

Press \[\text{OK}\] to confirm.

The following display will be observed:

On completion of the cleaning process the display will return to the \text{CARTRIDGE CLEAN} display.

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

Press \[\text{OK}\] to confirm.

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

Insert a blank envelope or card to make a test print.

All horizontal lines must be clear and present. To set the alignment, enter the number that provides the straightest vertical line. (for the example above line 5)

If horizontal lines still missing, repeat the cleaning and test print process a second and/or third time, if this process fails to restore print quality, fit a new ink cartridge as detailed on pages 14 - 15.

If the test print is satisfactory, press \[\text{OK}\] to return to Ready mode.
**METER REGISTERS**

**METER REGISTERS**

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

**Selection**

To select a Meter Register, from *Ready* mode,

Press 🔄

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

**Credit Register**

The Credit Register will display the postage remaining.
(How much money left in the meter)

{ CREDIT } 478.64

**Total Register**

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

{ TOTAL } 221.36

**Items Counter**

The Items Counter will display the total number of items with a valid postage amount printed to date. (This does not include zero value items)

{ ITEMS } 579

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

Ready £0.27
03/03/01
METER REGISTERS

Additional Registers

Low credit Warning

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

Insufficient Credit

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

Low Ink

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

To allow completion of batch, a further 100 franking operations are available, after which the ink cartridge MUST be changed (see pages 14 - 15).

Warning No Ink

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

Note: When this display is observed, the machine will not operate until a new Ink Cartridge is fitted (see pages 14 - 15).

High Value OK?

The HIGH VALUE OK? display will be observed if you have entered a postage amount greater than the high level limit.

To accept the higher postage amount, press OK to confirm.
REPLACING AN INK CARTRIDGE

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

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

Press OK to confirm.

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

Press OK to confirm.

The following display will be observed:

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

Open the Blue Latch.

Open the Blue Latch.
REPLACING AN INK CARTRIDGE

Carefully withdraw the used cartridge and discard.

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

Place the new cartridge into its holder as illustrated, close the blue latch and press gently until it locks the cartridge in place.

Notes:
If the blue latch is not properly closed, the machine will not work.
Ensure that ALL tape is removed from the print head.

Close the top cover and press: OK.

The following display will now be observed.

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

After a short period of time, you will be prompted to produce a test print:

Insert a blank envelope or card to make a test print.

The following display will now be observed:

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

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

Machine status reports can be printed on franking labels.

*Meter Summary Report*

Provides information relative to current machine status.

<table>
<thead>
<tr>
<th>IJ25 Meter Summary Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die No. N0000000</td>
</tr>
<tr>
<td>Date: 03/03/01 14:23</td>
</tr>
<tr>
<td>Credit (Postage Unused)</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>Tote (Postage Used)</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>Post Office Items</td>
</tr>
<tr>
<td>0</td>
</tr>
</tbody>
</table>

*Recredit Report (Certain Countries Only)*

Provides recrediting information.

<table>
<thead>
<tr>
<th>IJ25 Recredit Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die No. N0000000</td>
</tr>
<tr>
<td>Date: 03/03/01 14:23</td>
</tr>
<tr>
<td>Previous Credit</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>Amount Purchased</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>New Credit</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>New Credit Total</td>
</tr>
<tr>
<td>0</td>
</tr>
<tr>
<td>Transaction Date</td>
</tr>
<tr>
<td>03/03/01</td>
</tr>
</tbody>
</table>

*Setup Report*

Provides machine Setup information, comprises two pages.

<table>
<thead>
<tr>
<th>IJ25 SET-UP REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die No. N0000000</td>
</tr>
<tr>
<td>Date: 03/03/01 14:23</td>
</tr>
<tr>
<td>Low Credit Warning</td>
</tr>
<tr>
<td>20.00</td>
</tr>
<tr>
<td>High Value Warning</td>
</tr>
<tr>
<td>1.00</td>
</tr>
<tr>
<td>Stamp</td>
</tr>
<tr>
<td>0.27</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IJ25 SET-UP REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die No. N0000000</td>
</tr>
<tr>
<td>Date: 03/03/01 14:23</td>
</tr>
<tr>
<td>Crediton Telephone No.</td>
</tr>
<tr>
<td>Helpdesk Telephone No.</td>
</tr>
<tr>
<td>Dial Tone Prefix None</td>
</tr>
<tr>
<td>Tone Detect</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None</td>
</tr>
</tbody>
</table>
Printing a Report

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

Press OK to confirm.

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

Press OK to confirm.

The following display will now be observed:

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

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

Once you have printed your report, press to return to Ready mode.
MEMORY SETTINGS

INTRODUCTION

To programme a commonly used print combination proceed as for the following example:

**Programming a Function**

First select the required message (see *Message Selection* on page 10).
Then select the required postage value (see page 5).
Next select the print mode required (see page 9).

Press and Hold \( \text{M} \) for at least two seconds,
select the memory location key \( 1 \) - \( 2 \) as required.
Press \( \text{OK} \) to confirm.

If the selected memory location has a previously programmed function, the following display will be observed.
To replace a memory program, press \( \text{OK} \).
If you do not wish to replace the memory program, press \( \text{C} \) and start again.

**Recall a Memory Function**

To recall a memory function, press and release \( \text{M} \).
Select a memory function by pressing key \( 1 \) or \( 2 \) as appropriate.

Press \( \text{OK} \) to confirm.
**SETUP MODE**

**Introduction**
This section describes how to customise the setup of your IJ25 franking machine.

To enter **SETUP** mode press the **SETUP** key.

Then using the blue keys scroll (< >) to:

Press: **OK**.

Current High Value displayed.

To Change a Value Setting

*HIGH VALUE, LOW CREDIT, USER PIN, TIMEOUT* and *DEFAULT POST* are all Value Settings and may be set in the same way. For our example we show how to change the Low Credit Level.

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

Current Low Credit Level displayed.

To change the Low Credit Level, Press **OK**.

Select new Low Credit Value e.g. 25.00 units.

Press: **2**, **5**, **0**, **0**

If the value is incorrect press **C** and start again.

If the value is correct press **OK** to confirm:

To Change the Key Beep Setting

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

Current Key Beep setting displayed.

To change the Key Beep Setting press **OK**.

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

Press: **OK** to confirm:

To exit setup and return to **Ready** mode press **C**.
MEMORY CARD

The following memory cards are currently available from Neopost:

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

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

How To Load Data Using a Memory Card

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

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

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

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

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

4. Press OK to confirm.
The slogan title will be displayed.

5. Press OK to confirm.

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

7. To return to Ready mode, press twice.
8. Power your machine OFF then ON.

To select your customised message, please refer to page 10, (Message Selection).

For any additional slogans/messages

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

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

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

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

c. Press OK to confirm.

The ERASING FILE.../LOADING... sequence will be initiated followed by MEMORY CARD LOADING COMPLETE.

d. Press twice to return to Ready mode. Power your machine OFF then ON.

e. If you wish to enter further data, repeat the procedure for additional Slogans/messages.

To select your customised Slogan/message please refer to Page 10 (Message Selection).
ADDING CREDIT

REMOTE CREDIT SETTING (Certain Countries Only)
Credit is purchased using the Credifon re-setting system.
Connect one end of the telephone link cable to the Modem Socket ( ) at the rear of the machine and the other end to an adjacent telephone line outlet.
As a Credifon user you will have been issued with your own Credifon PIN, therefore to initiate a valid credit-resetting sequence, the correct PIN must be used.
Ensure the machine is in Ready mode (see page 4).

Then press: 
The following display will be observed.

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

Enter your Credifon PIN, e.g. 2 2 5 4
Press: 2 2 5 4
the ENTER AMOUNT prompt flashes.

Enter the credit amount you wish to purchase (e.g. 100 units),
Press: 1 0 0.
Press OK to confirm.
The following display will be observed:
If the amount is incorrect, press C and start again from ENTER AMOUNT.
If the amount displayed is correct, press OK to confirm.
The following displays will be observed.
On completion of recディング, the following display will be observed:

```
RECREDIT
DONE 578.64
```

Press C to return to Ready mode.

```
Ready 0.31
03/03/01
```

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

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

```
WARNING
```

If the re-credit transaction is cancelled before the transfer has been completed, a WARNING message will be observed, please refer to pages 28 - 29.

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

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

‘Warning Inspection Reqd’ Procedure

If the following display is observed, you should connect the IJ25 to the Credifon system and complete a zero credit transaction.

```
WARNING
INSPECTION REQD
```

If trouble is experienced when attempting to recredit your machine, please refer to the ’DISPLAY MESSAGES - CREDIFON’ section at the back of this guide.

If several unsuccessful attempts to recredit are encountered, please refer to ’Credifon Procedures’ on pages 24 to 25 to ensure that your machine is correctly setup to connect to the Credifon Resetting Centre.
CREDIFON PROCEDURES

CREDIFON RECREDITING SYSTEM

Telephone number change

The telephone number of the credit re-setting centre is stored in the IJ25. This is used when you want to purchase credit. If you are advised that this number has changed, it must be entered as detailed below.

From Ready mode press the **key**, then using the blue keys, scroll (<> ) to the SETUP display:

Press **OK** to confirm.

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

Press **OK** to confirm.

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

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

Using the numerical key pad, enter the appropriate telephone number. Carefully check the number and if incorrect, press **C** and re-enter the correct number, then press **OK**.

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

Dialling via a Switchboard

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

To Enter a Prefix, use the blue keys scroll (< >) to the PREFIX display:

Press **OK** to confirm.

Next, input the appropriate prefix using the numerical keypad e.g. 9.

Press **OK** to confirm.
It may be necessary to enter a pause between the outside line digit and the new telephone number.

To Enter a Pause, use the blue keys to scroll (<>) to the PAUSE display.
Press OK to confirm.

Again using the blue keys, scroll (<>) to enter a pause, then press OK to confirm.

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

To Set the Tone Detect, use the blue keys to scroll (<>) to the TONE DETECT display.
Press OK to confirm.

Again using the blue keys, scroll (<>) to ON or OFF, then press OK to confirm.

To return to Ready mode, press C.

NEOPOST ASSISTANCE

In the unlikely event of a machine failure occurring, help is available from your Neopost dealer or agent. The Neopost Help Centre Telephone Number is stored in your IJ25.

To enter a new Help Centre Telephone Number, go to the SETUP TELEPHONE display, scroll(<>) to the SERVICE NO. display.
Press OK to confirm.

Next, enter the Help Centre Telephone Number in accordance with the procedure detailed on page 24.

IMPORTANT:
If a machine failure occurs it is likely that an ERROR number will be displayed. Please make a note of this error number as you may be asked for it by your Help Centre advisor.

To return to Ready mode, press C.
QUICK REFERENCE GUIDE

LOG ON
WELCOME TO IJ25
PLEASE WAIT

PIN SET TO ZERO

LOCKED

Enter your 4 digit User PIN

1 2 3 4
Ready 0.00
03/03/01

FUNDs KEY

{RECREDIT?} 478.64
< >

{ CREDIT } 478.64
< >

{ TOTAL } 221.36
< >

{ ITEMS } 579

C
Ready 0.27
03/03/01

MEMORY KEY

CREDIFON PIN
Enter your 4 digit Credifon PIN

ENTER AMOUNT 0.00

Enter Credit to Purchase

CONFIRM 100.00

OK

OK

RECCREDIT 578.64

C
Ready 0.27
03/03/01

MEMORY RECALL

{ 1 }

MEMORY SAVE

Page 12

Page 12

Page 12

Page 22

Page 18

26

IJ25 Franking Machine User Guide
**DISPLAY MESSAGES**

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

**CREDIFON MESSAGES**

<table>
<thead>
<tr>
<th>SCREEN DISPLAY</th>
<th>CAUSE</th>
<th>REMEDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCOUNT HELD</td>
<td>Credifon Account on hold.</td>
<td>Call the Helpdesk.</td>
</tr>
<tr>
<td>AMOUNT TOO BIG</td>
<td>Requested credit exceeds meter limit.</td>
<td>Choose lower value and retry.</td>
</tr>
<tr>
<td>CHECK FUNDS</td>
<td>Requested credit less than minimum permitted amount.</td>
<td>Choose larger amount and retry.</td>
</tr>
<tr>
<td>BUSY</td>
<td>Credifon Busy.</td>
<td>Please try later.</td>
</tr>
<tr>
<td>TRY LATER</td>
<td>Connection to Credifon lost.</td>
<td>Check the connection to the telephone line and retry.</td>
</tr>
<tr>
<td>CONNECTION ERROR</td>
<td>Connection to Credifon lost.</td>
<td>Check the connection to the telephone line and retry.</td>
</tr>
<tr>
<td>PLEASE RETRY</td>
<td>Connection to Credifon lost.</td>
<td>Check the connection to the telephone line and retry.</td>
</tr>
<tr>
<td>CREDIFON ERROR</td>
<td>Credifon Error.</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>CALL HELPDESK</td>
<td>No Credifon account set up.</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>NO ACCOUNT</td>
<td>Wrong number dialled.</td>
<td>Set the correct Credifon Number into the machine.</td>
</tr>
<tr>
<td></td>
<td>Check Prefix if dialling via a switchboard. (see page 24)</td>
<td></td>
</tr>
<tr>
<td>NO DIAL TONE CHECK TEL.</td>
<td>Machine not connected to telephone line.</td>
<td>Connect to telephone socket.</td>
</tr>
<tr>
<td>NO</td>
<td>Inspection Timer Expired.</td>
<td>Recredit Meter.</td>
</tr>
<tr>
<td>WARNING INSPECTION</td>
<td>Credifon transaction not completed.</td>
<td>Recredit second time - Press FUNDS key.</td>
</tr>
<tr>
<td>PENDING CREDIT</td>
<td>Wrong Credifon PIN used.</td>
<td>Try again using the correct PIN.</td>
</tr>
<tr>
<td>WRONG PIN</td>
<td>Note: Use the special Credifon PIN and NOT the User PIN.</td>
<td></td>
</tr>
</tbody>
</table>
## DISPLAY MESSAGES

<table>
<thead>
<tr>
<th>SCREEN DISPLAY</th>
<th>CAUSE</th>
<th>REMEDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAD CARD</td>
<td>Memory Card damaged.</td>
<td>Request a new card - Call Helpdesk.</td>
</tr>
<tr>
<td>BAD STORAGE</td>
<td>Load Memory Card failed.</td>
<td>Reload Memory Card.</td>
</tr>
<tr>
<td>CONFIG. MISSING</td>
<td>System Error.</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>ERRONEOUS FILE</td>
<td>Memory Card damaged.</td>
<td>Request a new card - Call Helpdesk.</td>
</tr>
<tr>
<td>FILE NOT VALID</td>
<td>Memory Card damaged.</td>
<td>Request a new card - Call Helpdesk.</td>
</tr>
<tr>
<td>FONT MISSING</td>
<td>System Error.</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>INK EXPIRED</td>
<td>Ink Cartridge older than 9 months.</td>
<td>Replace Ink Cartridge.</td>
</tr>
<tr>
<td>INK UNKNOWN</td>
<td>Wrong ink installed.</td>
<td>Replace Ink Cartridge with correct type - Call Helpdesk.</td>
</tr>
<tr>
<td>INSERT CARD</td>
<td>Memory Card not installed.</td>
<td>Insert Card and press OK.</td>
</tr>
<tr>
<td>NO RATES</td>
<td>No valid rate table available.</td>
<td>Request Update - Call Helpdesk.</td>
</tr>
<tr>
<td>NO SCALE</td>
<td>Scale missing or damaged.</td>
<td>Check connections - Call Helpdesk.</td>
</tr>
<tr>
<td>REPLACE FILE?</td>
<td>File exists in machine.</td>
<td>Accept 'Replace File?' - OK.</td>
</tr>
<tr>
<td>WARNING DIE MISSING</td>
<td>System Error.</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>WARNING MAIL NOT PRESENT</td>
<td>Mail removed during print.</td>
<td>Place mail firmly into the machine.</td>
</tr>
</tbody>
</table>

For Neopost Helpdesk call Tel:
ERROR MESSAGES

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

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

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

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERROR 16</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 17</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 18</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 19</td>
<td>Remove &amp; Reinstall Ink Cartridge. Close Blue Latch. Ensure that mail is removed. Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 20</td>
<td>Ensure that mail is removed. Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 21</td>
<td>Remove &amp; Reinstall Ink Cartridge. Close Blue Latch. Ensure that mail is removed. Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 22</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 23</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 24</td>
<td>Remove &amp; Reinstall Ink Cartridge. Close Blue Latch. Ensure that mail is removed. Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 25</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 26</td>
<td>Power OFF/ON. Remove &amp; Reinstall Ink Cartridge.</td>
</tr>
<tr>
<td>ERROR 27</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 28</td>
<td>Power OFF/ON.</td>
</tr>
<tr>
<td>ERROR 29</td>
<td>Ensure that mail is removed. Power OFF/ON. Call Neopost Helpdesk.</td>
</tr>
<tr>
<td>ERROR 30</td>
<td>Ensure that mail is removed. Power OFF/ON. Remove &amp; Reinstall Ink Cartridge.</td>
</tr>
<tr>
<td>ERROR 31</td>
<td>Ensure that mail is removed. Remove &amp; Reinstall Ink Cartridge. Power OFF/ON.</td>
</tr>
</tbody>
</table>

For all other Error Numbers Call Neopost Helpdesk
# DISPLAY MESSAGES

## SCREEN DISPLAY REFERENCE

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CONFIRM AMOUNT</td>
<td>22</td>
<td>CONNECTING</td>
<td>22</td>
<td>CREDIFON PIN</td>
<td>22</td>
</tr>
<tr>
<td>ENTER AMOUNT</td>
<td>22</td>
<td>HIGH VALUE</td>
<td>13</td>
<td>HIGH VALUE OK?</td>
<td>13</td>
</tr>
<tr>
<td>INSPECTION EQD</td>
<td>23</td>
<td>LOW CREDIT</td>
<td>13</td>
<td>LOW INK</td>
<td>13</td>
</tr>
<tr>
<td>NO INK</td>
<td>13</td>
<td>REPLACE FILE?</td>
<td>21</td>
<td>TRANSACTING</td>
<td>22</td>
</tr>
<tr>
<td>WEIGHT OVER 2kg</td>
<td>6</td>
<td>WELCOME TO IJS</td>
<td>4</td>
<td>ZERO SCALE</td>
<td>7</td>
</tr>
</tbody>
</table>
MODEM APPROVAL REQUIREMENTS

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

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

INSTALLATION

The DC power unit supplied with this equipment is intended to serve as the device for isolation of the power supply. The equipment should be installed in close proximity to an accessible power supply and telephone socket.

WARNING

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

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/doc/ij25.
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.