INTRODUCTION

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

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

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CONTROLS AND FEATURES

The following pages detail the Controls and Features associated with your IJ-25 Franking Machine, please take the time to read them carefully.
CONTROLS AND FEATURES

KEYBOARD

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

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

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

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

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

In order to achieve the best impression, your IJ-25 requires an even surface on which to print, therefore on bulky or uneven items correct folding of the contents will help considerably. It is sometimes unavoidable that your mail will contain staples, paper clips and other fixings. The machine will accept these, but it is recommended that the fixings are situated at the bottom of the envelope. This will avoid the risk of damage to your printing head. In the event that a satisfactory print cannot be achieved due to bulky contents (Max. 8mm) the envelope should be treated as a packet and a label used. It is recommended that the IJ-25 is left powered on at all times. This will assist in maintaining print quality. In the event that you have power the machine down, please wait for one minute after performing the last operation before removing the power.

GETTING STARTED

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

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

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

WELCOME TO IJ 25
PLEASE WAIT . . .

Followed by

LOCKED
09:01 02/12/00

WARNING INSPECTION REQD

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

To Log On

To unlock the machine, enter the user PIN.

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

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

Enter PIN, e.g. 1 2 3 4

Press: 1 2 3 4.

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

To Select a Postage Value

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

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 8mm thick, a label must be used.

Labels

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

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

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

To Log Off

Press: 

Machine LOCKED.

IJ-25 Franking Machine User's Guide
FRANKING WITH WEIGHSCALE

BENEFITS OF USING A WEIGHSCALE
Used in conjunction with your IJ-25, the weighscale will weigh and calculate the correct rate and value for items up to 2kg.
Setting of values for franking is automatic.
When postal rates change, your machine may be updated by installing a Rate Card which can be obtained from Neopost.
For information relating to the installation of new postal rates, please refer to page 22.

Weighscale Connection
Ensure that the weighscale platform is clear of any obstruction.
Connect the weighscale to the socket marked ( ), at the back of the machine.
The red light will then start flashing at the front of the weighscale.

Go to Ready mode (as detailed on page 6).
Press: 
The last Mail Rate selected will be displayed:

If NO SCALE! is displayed, check scale connection and start again.
HOW DO I CALCULATE THE CORRECT POSTAGE?

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

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

To Zero the scale, Press:  

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

Press:  to confirm.

or

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

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

To weigh further items repeat the procedure.

Tare Function
1. Place an empty container on the platform.
2. Press:  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  to zero the scale.

{ 2nd Class }

0g 0.19

{ 2nd Class }

112g 0.44

Ready 0.44
02/12/00

Ready 0.27
02/12/00
PRINTING OPTIONS

WHAT CAN I PRINT?
Your IJ-25 is capable of operating in various modes:

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

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

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

In Message + Date Mode
In message + date mode, you may select and print a message from ten pre-loaded messages.
PRINTING OPTIONS

PRINT MODE SELECTION (depending of P.O. specification)

From Ready mode, press \textbf{OK} and using the brown keys, scroll (\textbf{<} \textbf{>}) to the PRINT MODE display:

To change the Print Mode, press \textbf{OK} and using the brown keys scroll (\textbf{<} \textbf{>}) to the desired mode of operation.

- PRINT MODE \{ \textbf{STAMP} \} \textbf{OK} to confirm
  Ready \begin{tabular}{c}
  02/12/00 \end{tabular}

- PRINT MODE \{ \textbf{DATE ONLY} \} \textbf{OK} to confirm
  Ready \begin{tabular}{c}
  02/12/00 \end{tabular} \textbf{DATE ONLY}

- PRINT MODE \{ \textbf{MESSAGE ONLY} \} \textbf{OK} to confirm
  Ready \begin{tabular}{c}
  MESSAGE ONLY \end{tabular}

- PRINT MODE \{ \textbf{MESSAGE+DATE} \} \textbf{OK} to confirm
  Ready \begin{tabular}{c}
  02/12/00 \end{tabular} \textbf{MESSAGE + DATE}

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

PRE-DATED MAIL

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

If you wish to prepare mail ahead of time it is possible to advance the posting date by up to several days according to P.O. specifications.

To prepare your post dated mail proceed as follows.

From Ready mode, press the brown key and using the brown keys scroll (< >) to DATE ADVANCE.

Date Advance indicator flashes and the current date is displayed.

To advance the date, press the brown key and using the appropriate brown key, scroll forward (>) to the required posting date.

Confirm date advance, press the brown key. Machine returns to Ready mode with the advanced Post Date displayed.

MESSAGE SELECTION

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

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

Selection

From Ready mode, press the brown key and using the brown keys scroll (< >) to the MESSAGES display.

Current Message (if selected) is displayed.

To change the Message, press the brown key and using the brown keys scroll (< >) to the desired Message:

To confirm your selection press the brown key, the machine will return to Ready Mode with the new Message loaded.
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 brown keys (<>), the following registers may be checked:

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

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

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

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

Additional Registers
Low credit Warning (for machine with credit download by a Server)
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 16 - 17).

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 16 - 17).

High Value OK?
The HIGH VALUE OK? display will be observed if you have entered a postage amount greater than the high level limit (refer to page 19).
To accept the higher postage amount, press OK to confirm.
Otherwise press C to cancel.
MAINTAINING PRINT QUALITY

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

Under normal operating conditions, your IJ-25 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 \( \text{CARTRIDGE} \) key. Then using the brown keys scroll (\(< \) \( > \)) to the following display:

Press \( \text{OK} \) to confirm.

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

Press \( \text{OK} \) to confirm.

After a short period you will be asked to produce a test print.
Pass a blank envelope or card through the machine.

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

Press \( \text{OK} \) to return to Ready mode.

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

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

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

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

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

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

The following display will be observed:

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

Open the Blue Latch.
REPLACING AN INK CARTRIDGE

Carefully withdraw the used cartridge and discard.

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

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

Close the top cover and press: OK

The following display will now be observed

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

You will be prompted to produce a test print:

Insert 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.
MEMORY SETTINGS

INTRODUCTION

Your IJ-25 has two memory locations that can store commonly used print combinations. To programme a commonly used print combination proceed as for the following example:

Programming a Function

First select the required message (see Message Selection on page 12).
Then select the required postage value (see page 7).
Next select the print mode required (see page 11).
Press and Hold \[M\] for at least five seconds.
Press the memory location key \[1\] or \[2\] as required.
Press \[OK\] to confirm.

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

Recall a Memory Function

To recall a memory function, press and release \[M\].
Select a memory function by pressing key \[1\] or \[2\] as appropriate.

Press \[OK\] to confirm.
SETUP MODE

Introduction
This section describes how to customise the setup of your IJ-25 franking machine.

To enter SETUP mode,
Press the key. Then using the brown keys scroll (<> to:
Press: OK
Current High Value displayed.

To Change a Setting
HIGH VALUE, LOW CREDIT, PIN, TIMEOUT and DEFAULT VALUE settings are all set in the same way (to disable the user PIN the setting 0000 should be used).
For our example we show how to change the Low Credit Level.
From SETUP mode, using the brown keys scroll (< >) to:
Current Low Credit Level displayed.

To change the Low Credit Level, Press OK
Select new Low Credit Value e.g. 25.00
Press: 2 5 0 0
If value incorrect press C and start again.
If value correct press OK to confirm:

To Change the Key Beep Setting
From SETUP mode, using the brown keys scroll (< >) to:
Current Key Beep setting displayed.

To change the Key Beep Setting press OK.
Then using the brown keys scroll (< >) to setting required (ON or OFF)
Press: OK to confirm:
To exit setup and return to Ready mode press C.
REPORTS

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

**Meter Summary Report**

Provides information relative to current machine status.

<table>
<thead>
<tr>
<th>Die No.</th>
<th>N0000000</th>
<th>CREDIT (POSTAGE UNUSED)</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>TOTE (POSTAGE UNUSED)</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POST OFFICE ITEMS</td>
<td>0</td>
</tr>
</tbody>
</table>

**Recredit Report**

Provides recrediting information.

<table>
<thead>
<tr>
<th>Die No.</th>
<th>N0000000</th>
<th>PREVIOUS CREDIT</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>AMOUNT PURCHASED</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NEW CREDIT</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NEW CREDIT TOTAL</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TRANSACTION DATE</td>
<td>25/01/2000</td>
</tr>
</tbody>
</table>

**Setup Report**

Provides machine Setup information, comprises two pages.

<table>
<thead>
<tr>
<th>Die No.</th>
<th>N0000000</th>
<th>LOW CREDIT WARNING</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>HIGH VALUE WARNING</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td></td>
<td>STAMP</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Die No.</th>
<th>N0000000</th>
<th>CREDIFON TELEPHONE NO.</th>
<th>09063420342</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>HELPDESK TELEPHONE NO.</td>
<td>01708714111</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DIAL</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TONE DETECT</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td></td>
<td>KEY PRESS TONE</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TIME OUT (MINUTES)</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PREFIX</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PAUSE</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Die No.</th>
<th>N0000000</th>
<th>CREDIT (POSTAGE UNUSED)</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>TOTE (POSTAGE UNUSED)</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>POST OFFICE ITEMS</td>
<td>0</td>
</tr>
</tbody>
</table>
Printing a Report

From Ready mode, press the key. Then using the brown keys scroll (<> to the display:
Press to confirm.

Next, using the brown keys scroll (<> to the report type you wish to print.
Press 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 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 brown (<>) keys to the MEMORY CARD display.
3. Press OK to confirm.
   INSERT CARD prompt will be displayed.

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

4. Press OK to confirm.
   The slogan title will be displayed.
5. Press OK to confirm.
6. LOADING will be displayed followed by MEMORY CARD LOADING COMPLETE.

MEMORY CARD LOADING COMPLETE
MEMORY CARD

To return to Ready mode, press \[ C \] twice.

7. Power your machine OFF then ON.
8. If entering a SECOND slogan, repeat the procedure from Step 1 to Step 7.
   To select your customised message, please refer to page 12, (Message Selection).

For any additional slogans/messages
Repeat operations 1, 2, 3 and 4 as above, then
a. Press \[ \] to confirm and then replace REPLACE FILE? will be displayed.
   
   If you do not wish to replace a file, press \[ C \] twice to return to Ready mode.

b. If you wish to replace a file, scroll using the brown \(< >\) 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. If you wish to enter further data, press \[ C \] twice to return to Ready mode and repeat the procedure.
   Power your machine OFF then ON.

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

REMOTE CREDIT SETTING
Credit may be purchased from Post Office, using the Server re-setting system, in units of local currency, minimum and maximum defined by the server. The default maximum credit limit will be set at 1000 units of local currency unless you request a higher or lower limit.

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

Go to Ready mode (see page 6).

Then press: 

The following display will be observed.

Press: 

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

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

Press: 2 2 5 4

if PIN correct, the ENTER AMOUNT prompt flashes.

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

Press: 1 0 0

Press to confirm,

The following display will be observed:

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

If amount displayed is correct, press to confirm.

The following displays will be observed.
ADDING CREDIT

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

![RECREDIT DONE 578.64](image)

Press C to return to Ready mode.

![Ready 02/12/00](image)

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](image)

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

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

‘Warning Inspection Reqd’ Procedure

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

![WARNING INSPECTION REQD](image)

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

This allows the P.O. Authority to inspect your meter and help prevent possible fraud.

Note:

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

SERVER RECREDITING SYSTEM (For machine with Server connection)

Using the Server re-setting system, credit may be purchased from Neopost Server, in accordance with P.O. Authority.

Telephone number change

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

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

Press OK to confirm.

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

Press OK to confirm.

The prompt to enter the Server 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, if incorrect, press C to return to Ready mode and start again.

If correct press OK.

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

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

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

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

Press OK to change or enter.
Next, enter the appropriate prefix.
Press OK to confirm.

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

Using the brown keys scroll (< >) to the PAUSE display and enter a number between 0 and 9.
Press OK to confirm.

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

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

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

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.

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.
WELCOME TO IJ25
PLEASE WAIT...

LOCKED
09:01    02/12/00

ENTER PIN

IF PIN SET TO 0000

CREDIFON PIN
Enter your 4 digit Credifon PIN

ENTER AMOUNT
0.00
Enter Credit to Purchase

ENTER AMOUNT
100.00

CONFIRM
100.00

RECCREDIT
578.64

MEMORY RECALL

MEMORY SAVE

{ RECREDIT? } 478.64
< >

{ CREDIT } 478.64
< >

{ TOTAL } 221.36
< >

{ ITEMS } 579
C

Ready    0.27
02/12/00

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IJ-25 Franking Machine User’s Guide
### DISPLAY INDEX

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

<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 CHECK FUNDS</td>
<td>Requested credit exceeds meter limit.</td>
<td>Choose lower value and retry.</td>
</tr>
<tr>
<td>AMOUNT TOO SMALL INCREASE AMOUNT</td>
<td>Requested credit less than min.</td>
<td>Choose larger amount and retry.</td>
</tr>
<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>BUSY TRY LATER</td>
<td>Credifon Busy.</td>
<td>Please try later.</td>
</tr>
<tr>
<td>CONFIG. MISSING</td>
<td>System Error</td>
<td>Call Helpdesk.</td>
</tr>
<tr>
<td>CONNECTION ERROR PLEASE RETRY</td>
<td>Connection to Credifon lost.</td>
<td>Check the connection to the telephone line and retry.</td>
</tr>
<tr>
<td>CONNECTION LOST</td>
<td>Connection to Credifon lost.</td>
<td>Check the connection to the telephone line and retry.</td>
</tr>
<tr>
<td>CREDIFON ERROR CALL HELPDESK</td>
<td>Credifon 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>
</tbody>
</table>
## DISPLAY INDEX

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

ERROR MESSAGES
In the event of a malfunction, an error message and a number will be displayed. Refer to the following chart for appropriate action.
Error messages generally may be re-set, if error messages persist after taking the appropriate action and three attempts at reset have been made, call Neopost Helpdesk.
Always quote your meter number and the error number to Neopost Helpdesk.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERROR 4</td>
<td>Press $\mathbb{C}$, then power OFF/ON</td>
</tr>
<tr>
<td>ERROR 6</td>
<td>Press $\mathbb{C}$, then power OFF/ON.</td>
</tr>
<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>
<tr>
<td>ERROR 32</td>
<td>Press $\mathbb{C}$, then power OFF/ON</td>
</tr>
</tbody>
</table>

For all other Error Numbers, call Neopost or Neopost representative
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm Amount</td>
<td>24</td>
<td>Connecting</td>
<td>24</td>
<td>Confirm on Pin</td>
<td>24</td>
</tr>
<tr>
<td>Enter Amount</td>
<td>24</td>
<td>High Value</td>
<td>19</td>
<td>High Value OK?</td>
<td>14</td>
</tr>
<tr>
<td>Inspection Reqd</td>
<td>25</td>
<td>Low Credit</td>
<td>19</td>
<td>Low Ink</td>
<td>14</td>
</tr>
<tr>
<td>No Ink</td>
<td>14</td>
<td>Replace File?</td>
<td>23</td>
<td>Transacting</td>
<td>24</td>
</tr>
<tr>
<td>Weight Over 2kg</td>
<td>9</td>
<td>Welcome to IJ 25</td>
<td>6</td>
<td>Zero Scale</td>
<td>9</td>
</tr>
</tbody>
</table>

IJ 25 Franking Machine User's Guide
MODEM APPROVAL REQUIREMENTS

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

The modem is designed to work on analogue telephone lines only

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

INSTALLATION

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

WARNING

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

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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.