INTRODUCTION

Congratulations on choosing the Neopost IJ 70 mailing machine. The IJ 70 is the result of the expertise and innovative capabilities of a worldwide Neopost group and, using ink jet technology, it will integrate into your working environment to enhance your mail processing operation.

The IJ 70 has many capabilities that will be important to your business:
As well as being productive (until 150 letters per minute for machine only, and until 85 letters per minute in dynamic scale mode), the IJ 70 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 ink cartridge makes it easy and safe to handle, and the user interface is particularly clear with a graphic interface, pop up menus and 10 memories to store favorite jobs.

The IJ 70 is adaptable and as such can handle many different types of mail. The optional feeder can be used to process, in a continuous cycle, items of different sizes (ranging from postcards to large flats in portrait format) and thick items (up to 5/8 inch), with automatic imprint shift. For thicker mail items or packages, adhesive labels can be automatically dispensed.

The IJ 70 is connectable. It can exchange data with Neopost scales and printers in order to provide optimal mail processing and reporting.

Finally, the IJ 70 is a unique communication tool for your company. Its high quality printing combined with its integrated library of advertisement messages, mail class dies and free format text will afford you extra tools to enhance your company’s image and the impact of your mail.

You will very soon discover for yourself that the IJ 70 is the ultimate in quality and productivity for mail processing equipment.
WARNING!

Do not remove any secured covers or attempt to repair the IJ 70, there are no user serviceable parts contained and the IJ 70 product is licensed for use under the conditions of the Post Office. This license is issued subject to the product being secure at all times. Any removal of covers or dis-assembly of the product will result in the license being revoked and may result in the Post Office requesting Neopost to remove the product from use.

The ink cartridge system used within the IJ 70 contains Post Office approved ink. This cartridge should not be tampered with in any way or the use of non approved inks be attempted. This will breach any Post Office licence agreement on the product and may result in the Post Office requesting Neopost to remove the product from use.

FCC COMPLIANCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

The internal modem of this equipment complies with Part 68 of the FCC rules.

INSTALLATION

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

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GETTING STARTED

1. Switch on the machine;

2. Enter your PIN number using the numeric keys and validate by pressing OK (see "Access Pin Code" section on page 35);

3. Enter the postage print value using the numeric keys;

4. Place an envelope on the feed platform;

5. Press START STOP.

Congratulations! You have succeeded in metering an envelope.

Prior to switching off the machine, be sure to press key 0. Turn off the machine only when the standby screen is displayed (date and time). This will avoid keeping the ink cartridge in the unprotected printing position (which may cause the ink to dry and become unusable).
Special icons

Signals an essential piece of information that cannot be missed.

Signals an important issue.

Indicates an interesting idea or special function.

Illustration through an example.
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1. OVERALL PRESENTATION

1.1 Overview

1.1.1 Overall view (mailing machine and optional feeder)

accessories and documentation storage  pre-cut label dispenser ON/OFF switch (rear) modem connector (rear) memory card reader

cover

removable rear guide adjustable side guide front conveyor graphic screen table keyboard

feed platform autofeed sealer mailing machine

Overall presentation 13
1.1.2 Overall inside view

- A (left) : up to 3/8 inch
- B (right) : from 3/8 to 5/8 inch without the dynamic scale and from 3/8 to 1/2 inch with the dynamic scale
1.1.3 Screen and keyboard

- Text
- Advertisement
- Mail class
- Die
- Postage value
- Dynamic scale
- User definable parameter
- Warning message
- Date
- Moistener mode
- RTD or precut label

```
XX - XX - XX
Low Postage
DEPT123456 MARKET
DES 1235,012
RATE DEPT SEAL IMPRNT NEXT
```

```
XX - XX - XX
Low Postage
DEPT123456 MARKET
DES 1235,012
MENU SCALE SUPERV NEXT
```

Menu selection keys
Overall presentation

- **locking and standby mode**
- **access to memories (storing into memories and memory recall)**
- **label mode selection**
- **input value reset (including postage)**
- **switching on/off envelope or label feed.**
- **numeric entry keys**
- **validating a selection**
- **return to previous menu with no validation**
- **return to user mode (from supervisor mode)**
- **return to main menu with no validation (except timeout)**
- **access to main user menu, or main supervisor menu in supervisor mode**
- **indicates that there are other choices settable in the next page**
- **access to Supervisor mode**
- **allows to access to other choice**
- **allows to access to other choice**
- **allows to access to other choice**
- **allows to access to other choice**
1.2 Installation

1.2.1 Preparation of the mailing machine

The mailing machine should be installed on a flat horizontal surface. Allow sufficient free space as follows:
- above the machine to enable the opening of the covers
- at the rear for the machine cooling.
With the ON/OFF switch in the “O ” position, connect the power cord to the rear of the machine and to an 110V AC electrical outlet. Insert one end the telephone cable into the modem connector at the rear of the machine and the other to an analog telephone wall jack for Postage-On-Call® resetting connection.

For security purposes, please ensure that all the items are correctly assembled prior to switch on the configuration.

1.2.2 Installation with the feed platform

Assemble the feed platform with the mailing machine.

Prior to moving the whole machine, you must separate the mailing machine from the feed platform.
1.2.3 Installation of the automatic feeder (optional)

- Align the feeder with the mailing machine;
- Push the feeder towards the machine, taking care to keep the centering pin aligned as indicated;
- Thread the feeder screw in the mailing machine. Then, using the knurled tightening knob, push and screw to lock (if the two devices are not closing properly, slightly rotate the gear protruding from the feeder and repeat the operation).

Prior to moving the whole machine, the mailing machine, the feeder and the platform must be separated.
1.2.4 Installation of the dynamic scale (optional)

The equipment including a dynamic scale (the whole system representing approximately 120 lbs) requires the use of a steady and rigid table, in order to prevent any weighing problem. Be sure not to install the machine in an area exposed to the sunlight or to air drafts.

- Align the dynamic scale with the mailing machine;
- Push the dynamic scale towards the machine, taking care to keep the centering pin aligned as indicated;
- Thread the dynamic scale screw in the mailing machine. Then, using the knurled tightening knob, push and screw to lock (if the two devices are not closing properly, slightly rotate the gear protruding from the dynamic scale and repeat the operation).

- Align the feeder with the dynamic scale;
- Push the feeder towards the dynamic scale, taking care to keep the centering pin aligned as indicated;
- Thread the feeder screw in the dynamic scale. Then, using the knurled tightening knob, push and screw to lock (if the two devices are not closing properly, slightly rotate the gear protruding from the feeder and repeat the operation).
When the whole system needs to be shifted manually, the mailing machine, the dynamic scale, the feeder and the platform should be separated from one another.

When the machine is to be moved using any mechanical equipment, please, contact the customer service.
**Do not apply pressure on the dynamic scale tray.**

1.2.5 Connections at the rear of the units

*Connections at the rear of the mailing machine*

- **Optional I/O Connector**
  - Port 1: 
    - PC
    - Scale
    - Weighing Platform
    - Remote Control
  - Port 2: 
    - PC
    - Scanner
    - Scale
    - Weighing Platform
    - Remote Control

- **Main Connector**
  - PC
  - RTD (Roll Tape Dispenser))
  - Scanner
  - Scale
  - Weighing Platform
  - Remote Control
  - Feeder
  - dynamic scale
  - terminator

**A connection error may generate a failure.**
**Connections with a feeder**

The feeder will automatically be switched on at the same time as the mailing machine.

**Connections with a feeder and a dynamic scale**

The feeder and the dynamic scale will automatically be switched on at the same time as the mailing machine.
1.2.6 Ink cartridge

The message “ink low” is displayed when less than approximately 7,000 imprints can be printed with the installed ink cartridge. You are strongly recommended to replace the ink cartridge when the message “ink very low” is displayed. When the message “inker empty” appears, the ink cartridge needs to be changed.

**INK CARTRIDGE REPLACEMENT**

- **The machine must be switched on.**

- Open the cover: the ink cartridge will move to the “replacement” position.

- Press on the front of the ink cartridge in order to remove it.

- Insert the new ink cartridge and lock it in position by pinching the rear of the ink cartridge.

- Close the cover (the ink cartridge is automatically reset in the “protection” position).
1.2.7 Print inker servicing

- From the main menu, select the PRINT INKER SERVICING menu; the screen displays:

```
<table>
<thead>
<tr>
<th>PRINT INKER SERVICING</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALIGN</td>
<td></td>
</tr>
<tr>
<td>A B C D E F G H I J K</td>
<td></td>
</tr>
<tr>
<td>HOME</td>
<td></td>
</tr>
<tr>
<td>CLEAN</td>
<td></td>
</tr>
<tr>
<td>PRINT</td>
<td></td>
</tr>
<tr>
<td>&lt; &gt;</td>
<td></td>
</tr>
<tr>
<td>OK</td>
<td></td>
</tr>
</tbody>
</table>
```

- Load short labels (in preference) and select **PRINT**; the machine prints a test impression:

In order to adjust the alignment, select the letter corresponding to the straightest vertical line (letter F in the above example), then press **OK** to confirm.

*Print inker servicing is required every time a new printhead is installed.*

1.2.8 Installation of the Weighing Platform

**INSTALLATION ON SERIAL PORTS**

The abbreviation WP will stand for Weighing Platform. WP supported is "Easyweigh range" Weighing Platform. Port configuration: a Weighing platform can be connected on all serial ports.
**GEO CODE**

The WP SETUP menu is accessible on Supervisor mode, to allow entering the Geo Code number. Those ones allow the settings of the standard Normal mode (AN1 code) and/or Differential weighing Mode (AN2 code): authorization, status and settings for the maximum value capacity.

- Go in supervisor Mode by pressing **SUPERV** softkey (enter the supervisor pin code to validate).
- From the main screen, press **NEXT** until **MENU** appears, and press **MENU**; the following screen is displayed:

```
<table>
<thead>
<tr>
<th>MENUS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 USER SETUP</td>
<td>1 SUPERV SETUP</td>
</tr>
<tr>
<td>2 DISPLAY SETUP</td>
<td>3 DEPARTMENTS</td>
</tr>
<tr>
<td>4 PRINT INKER SERVICING</td>
<td>5 REPORTS</td>
</tr>
<tr>
<td>6 WP SETUP</td>
<td></td>
</tr>
</tbody>
</table>
```

- Select the WP SETUP menu using the ↑ and ↓ keys, then **OK**:

```
<table>
<thead>
<tr>
<th>WP SETUP</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LICENCE NUMBER : 0000000</td>
<td>GEO CODE : 10053</td>
</tr>
<tr>
<td>SERIAL NUMBER : 123456789</td>
<td>ROUNCING MODE : POSTAL</td>
</tr>
<tr>
<td>CAPACITY : 10 lb</td>
<td>DIFF. WEIGH : 10 lb</td>
</tr>
</tbody>
</table>
```

- Select the Geo Code mode using the ↓ key, then **MODIFY**
- Enter the Geo Code specified for the latitude and altitude of your location. Use the charts on pages 27-28. The correct Geo Code assures weighing accuracy.
- Press C then enter the Geo Code and press OK.

```
WF SETUP

<table>
<thead>
<tr>
<th>LICENCE NUMBER :</th>
<th>GEO CODE :</th>
</tr>
</thead>
<tbody>
<tr>
<td>SERIAL NUMBER :</td>
<td>OLD VALUE : 2252384299</td>
</tr>
<tr>
<td>ROUNDEING MODE :</td>
<td>NEW VALUE : BIS</td>
</tr>
<tr>
<td>CAPACITY : 10 lb</td>
<td></td>
</tr>
</tbody>
</table>
```

**Washington DC**’s latitude is between 39° and the 40°, and the altitude is under 650 ft, so the code is 10528.
1.3 Envelope feeding (with the autofeed sealer)

- Fan the envelopes to separate them

- Bevel the edge of the stack

- Place the envelopes on the feed platform, with their upper edge resting against the back of the feed platform.
- Ensure that the envelopes are stacked along the side and front guides.

**Adjustment of the rear guide (1)**

Adjust the rear guide according to the envelope size. The bottom envelope should rest in the "v" of the guide.

**Adjustment of the side guide (2)**

Adjust the side guide by resting it against the envelopes without pressing.
- It is possible to set to portrait feed a few large size envelopes (10”x13” approx.).
- The guides may be retracted when required.
- Do not mix moistening and non-moistening.
- Arrange the mail according to the size (the largest letters beneath).
- Envelopes of different thickness may be mixed together.

Adjustment according to letter thickness
- Open the top cover of the feeder;
- Move the blue lever to the desired position.

Position A of the conveyor should be used for feeding thin and medium letters (from 0 to 3/8 inch). Sealing is available in this position.

Position B of the conveyor is designed to facilitate the feeding or manual insertion of thick letters (from 3/8 to 5/8 inch without the dynamic scale and from 3/8 to 1/2 inch with the dynamic scale; please use labels instead for thicker mail). Care should be used when sealing thick envelopes. Bulky envelopes could cause a stoppage.
1.4 Label feeding

- Open the flap (1) of the label dispenser.
- Press the blue key (2) and insert the labels by stacking them at the bottom of their recess, with the peel off tab facing upwards and the side to be printed facing to the right, in the dispenser.
- Maximum capacity is 80 labels.
- Release the button.
1.5 Filling of the removable water bottle

- Open the feeder cover.
- Remove the bottle from its recess and turn it over.
- Unscrew the cap.
- Fill the bottle up to the limit marks.
- Screw the cap back on again.
- Put the bottle back in its place.
- Lift the bottle lightly once or twice in order to drive out the air and start the water flow.

- Close the cover.

When there is no water left in the bottle, the feeder and the mailing machine can still be operated but no envelope sealing can be done.

In case of an intensive use of the moistener and for optimal operation of your machine, use Neopost sealing solution.
1.6 Envelope moistening

Use the moistening for thin or medium letters in the A position. Press [SEAL], then [SETUP]. In the moistening mode, the symbol is displayed on the screen.

Do not insert envelopes that are already sealed when the mail machine is in the moistening mode: This might cause a stoppage.

For productivity purpose, you can preset job memories including the [SEAL] mode (see section B, 2.1).

1.7 Operation with an inserter

From the main screen, press [MENU] and select USER SETUP using the [▲] and [▼] keys (press [OK] to confirm); the following screen will appear:

[Image of the USER SETUP screen]

Insert mode is only available with no feeder attached
- Select the INSERTER mode using the [▲] key, and select "ON" with [MODIFY] if the mailing machine is behind an inserter;
- Press [DEFLT] to confirm.
In this case, the automatic feeder and the mailing machine operate continuously when key START is pressed once and until STOP is pressed again.

`In order to use the mailing machine alone, it is necessary to select OFF. If there are double envelopes, make sure that ON has not been selected.`

`The timeouts are maintained (see Supervisor Mode in section B) but are not taken into account in inserter mode ON.`
2. PROTECTION BY AN ACCESS PIN CODE

At power-up or when pressing a key if the machine is in the sleep mode, the screen prompts you to enter the 4-digit user pin code (only when access to the machine has been protected by the supervisor)

- If the department mode option is activated, the list of the departments available is displayed as follows:

  - Select the desired department using the \( \uparrow \) and \( \downarrow \) keys;
  - Validate the selection by pressing \( \text{OK} \);
  - If the department is protected by a code, enter the code (4 digits), using the numeric pad.

The machine is ready and displays the main menu, as follows:
3. USING A SCALE

DEFAULT SCALE

From the main menu, it is possible to select, in supervisor mode, the default Scale (Dynamic scale or WP in the case where both are connected), by pressing SCALE:

- Select the default scale using the or keys;
- Press on DEFRT.

With the weighing platform, it is possible to select a default mode:
- From the previous screen above, select the WP scale menu;
- Press OK, the following screen is displayed:

- Select the default mode using the or keys;
- Press DEFRT.

Differential Weighing is a special option that must be ordered separately.
**MANAGEMENT OF SCALES**

In the main screen, press NEXT, then press SCALE; the screen below is displayed:

```
<table>
<thead>
<tr>
<th>WEIGHING MODE</th>
<th>T. DYNAMIC OFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUP</td>
<td>3 DYNAMIC BATCH</td>
</tr>
<tr>
<td></td>
<td>4 WP STANDARD</td>
</tr>
</tbody>
</table>

ESCAPE H.A ← → DEF1T
```

Select the scale (WP or Dynamic Scale).

**SCALE ICONS**

- Dynamic Scale Weighing mode
- Dynamic Scale Batch mode
- Dynamic Scale Off, Transport mode
- WP Standard mode
- WP Differential Weighing mode
- External Scale mode
- Manual Weight Entry
3.1 Using dynamic scale

In the main screen, press **NEXT**, then press **SCALE**; the screen below is displayed:

<table>
<thead>
<tr>
<th>WEIGHING MODE</th>
<th>0 DYNAMIC WEIGHING ON</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 DYNAMIC BATCH</td>
</tr>
<tr>
<td></td>
<td>2 DYNAMIC WEIGHING OFF</td>
</tr>
<tr>
<td></td>
<td>3 WP STANDARD</td>
</tr>
<tr>
<td></td>
<td>4 WP DIFFERENTIAL WEIGHING</td>
</tr>
</tbody>
</table>

Select one of the 3 modes using the **↑** and **↓** keys and validate by pressing **OK**.

### 3.1.1 Dynamic scale OFF mode

The displayed icon is 🔄esco

In this mode, the envelopes are only transported by the dynamic scale; they are not weighed.

### 3.1.2 Dynamic scale ON mode

The displayed icon is 🔄esco

In this mode, each envelope is weighed on the dynamic scale (it is the default mode on power on except if supervisor changed it).

The user selects a postal product. Each mail piece is:
- Transported (one by one) from the feeder to the dynamic scale, which send the weight, the length, the over-size and the thickness to the rate calculator;
- Printed by the mailing machine at the corresponding value, calculated by the rate calculator.
3.1.3 Dynamic batch mode

The displayed icon is \[\text{Icon}].

This mode allows to print a whole envelope series at the same value, weighing only the first one. After validation, the whole envelope series is printed at the defined value, at highest speed. A new envelope is weighed each time the motor has stopped and the key START/STOP is pressed.

3.2 Operation with an external weighing platform

3.2.1 Standard Mode

If you put any weight on the WP platform, the weight and Amount (depending on the current rate) are automatically displayed on the screen. If you remove the weight on WP, the weight and Amount will not change, until an other weight is placed on the WP platform. This function is used to print a label from the dispenser or an envelope via the feeder and the path of the mailing machine.

When you put a new weight on the WP platform, the weight value

Using a scale 39
and the amount are recalculated with the current Rate, and are displayed on the screen.
The \textbf{WPZERO} button resets the weighing platform to zero the weight. This operation should be processed with no weight on the WP platform.

When the weight is under zero, the value of weight display is set to "— LB —.- OZ".
Press \textbf{NEXT}, then \textbf{WPZERO} to reset the Zero of WP scale.

3.2.2 Differential Weighing Mode

By pressing \textbf{IMPRNT}, then \textbf{TAPE} until the appropriate mode to activate the differential weighing:

- Press \textbf{TAPE} until the target Tape Mode for the printing process is selected.

\textit{Differential Weighing is a special option that must be ordered separately.}
- Start Differential Weighing by pressing \textbf{DIFF} key.

- Remove all items on WP and press \textbf{OK}.

The zeroing process will start, you have to wait the end of the zero process.

Put some envelopes or parcels on WP and press \textbf{OK} to start Differential Weighing.
Wait for end of zeroing to remove items.

When you remove one item (Envelope or parcel) the weight of the removed item and associated rate is displayed on the screen.

Launch print cycle by pressing the green START key or ESCAPE to cancel.

Depending upon the weight of the parcel, the screen may prompt to enter the destination zip code then press OK.

42 Using a scale
Repeat the operation until there is no weight on WP pan.

Check if it is the last item to print.

### 3.3 Operation with an external scale

The IJ 70 can be connected to an external Neopost scale to select the desired mail service.

Place the letter to be weighed on the scale and select the mail service. The scale display will indicate the corresponding price.

At this stage, you may:

- Transfer the postage rate to the machine: press **SET METER** key (on the scale) and then you may use the mailing machine for one or more letters.
- Print one label (press \texttt{PRINT TAPE} key on the scale) or several labels (press \texttt{FUNCTION} key on the scale, and indicate the number of labels if connected to an SE 37/57).

When the scale and the machine are in the "department" mode, the open departments may be selected from the scale, provided that they are not protected by an access code in the machine.

Refer also to your scale user's guide.

3.4 Addition Of The Insurance Value Into The Rate And Job

- Select the 1ST PRIORITY menu and press \texttt{MORE}.
- Select the SERVICES mode, then press \texttt{MODIFY}.

- Press \texttt{ADD}.

- Select one of the Services menus, then press \texttt{OK}.

44 Using a scale
- Press **ADD**.
- Enter the needed value.

- Press **INSUR.**.
- Enter the needed value.
- Press **OK**.
4. ENTERING POSTAGE VALUE AND MAIL PROCESSING

4.1 Entering postage value

4.1.1 Manually
Press the \[C\] key if a value different from zero is displayed and enter the postage value required, using the numeric keys. In case of error, press the \[C\] key. When a dynamic scale is present, mode Dynamic Scale Off should be selected to print on envelope.

4.1.2 With an external scale
Place a mail item on the external scale and press "Set Meter" or "Print Tape" to transmit the calculated value to the mailing machine. When a dynamic scale is present, mode transport should be selected to print on envelope.

4.1.3 With a dynamic scale

Do not lean on or disturb the system while it is processing in the dynamic weighing mode; it will affect the amount of postage applied to the mail.

- From the main screen, press NEXT, then SCALE from the main menu.

- Select Dynamic Scale On weighing mode and press OK.

- Press NEXT, until RATE is displayed; press RATE; the screen below appears:
where:
- Select a rate configuration from both the user’s configuration and the configurations predefined by the supervisor, using the ↑ and ↓ keys (MORE provides details on the rate configuration selected).
- Press OK to confirm.

To modify a configuration:
The USER RATE configuration may be modified by the user. Other configurations should be modified by the supervisor.

Select a predefined rate configuration, close to that desired. Once it is modified, this configuration becomes the USER RATE (the predefined configuration selected first remains unchanged).

Follow the order: MAIL CLASS, DESTINATION and SERVICES.

In order to modify a configuration, press MORE, from the previous RATE tab; the following screen appears:

Select the (MAIL CLASS, DESTINATION or SERVICES) parameter to be modified, using the ▲ key, then press MODIFY.
- if MAIL CLASS is selected: the list of available mail types appears. Select the mail type desired and confirm by pressing OK.
- if DESTINATION is selected: the list of available destinations appears. Select the desired destination and confirm by pressing OK.
- if SERVICES is selected: the list of associated services appears; press ADD, in order to display the list of proposed services for the mail type and destination already selected. You may add one service at a time. Select a service using the ▲ and ▼ keys and press OK to confirm. Repeat the procedure if another service needs to be added.
- Depressing DELETE deletes all the services.

Press OK to confirm the selections.

To set a predefined rate configuration as a default parameter, see the supervisor mode.
To modify the name or the characteristics of a predefined rate configuration, the same procedure should be followed in the supervisor mode.

4.2 Mail processing

4.2.1 Envelopes with Autofeed Sealer (except batch mode)

Place a stack of envelopes on the feed platform and press the START key.

To stop the envelope feeding, press the STOP key again (or wait for a few seconds until the machine stops automatically when there are no more envelopes to be processed).
If the selected Mail Class has a ZIP code dependant destination, perform the following steps:
- select a ZIP as the destination in the rate selection screen;
- put on the feeder a stack of envelopes with same destination ZIP;
- when START STOP is pressed, the mailing machine will ask for input of the destination ZIP code (used for the whole batch of envelopes).

4.2.2 Envelopes with dynamic scale in batch mode
- Place an envelope or a stack of envelopes on the feed platform and press START STOP: the first envelope is weighed. The rate calculator defines the corresponding value and displays it.
- Press OK to confirm (or ESCAPE to cancel).
- Press START STOP: the whole envelope series is printed at the defined value.

To stop the batch, press START STOP again (or wait for a few seconds until the machine stops automatically when there are no more envelopes to be processed).

4.2.3 With the feed platform alone

Press START STOP to start the mailing machine. Place one envelope at a time on the platform, with its upper edge resting against the back guide and push the envelope towards the mailing machine, until it is fed into the machine.
To stop the envelope feeding, press **STOP** again.

### 4.2.4 Labels

- Press **START**;
- If required, enter the number of labels to be processed (from 1 to 999) at the same value (default value is 1).

- Press **START STOP**: The machine will automatically provide the required number of labels at the displayed value.

**For a single label, simply press **, then **START STOP**.

**When an RTD is connected to the mailing machine, please refer to paragraph "Operation with a roll tape dispenser (RTD)" on page 58.**
5. MODIFICATION OF THE IMPRINT

The **IMPRINT** button is used to modify the setup of the imprint by selecting:
- the date;
- the slogan;
- the text;
- the mail class die;
- the shift value (for thick items).

*To allow a quicker access, the supervisor may store configurations in memories M1 to M9 (see section B, paragraph "Programming memories 1 to 9").*
- Press [IMPRNT]. Then, by pressing the selection key as many times as required, select the area to be modified. The area will automatically appear highlighted.

- Press [LIST], in order to display the available options.
- Select an option using the and keys or by pressing directly the numeric key corresponding to the selection.
- To confirm and return to the previous screen, press [OK].

Date modification:
- Press [IMPRNT]. Then, by pressing selection the key as many times as required, select the date area which will automatically appear highlighted.
- Press [LIST], in order to display the available options.
- Select the date required, using the and keys. To confirm and return to the previous screen, press [OK].

The procedure described above is the same for the advertisement, the text, the mail class die and the shift.

- In the lists displayed, selection “0” means “absence of” (no advertisement, no postdating, etc.).
- Selections can also be made simply via the numeric keys (equivalent to [LIST]).

Whenever the machine is switched on or when resuming operation following a standby period, the machine restores the default values defined by the supervisor (advertisement, text, etc.).
Slogans and Mail class dies:
The mail class dies and standard slogans are already loaded in the machine; the supervisor may set a slogan or mail class die active to add it to the list available for use. (see example in Section B, 4.1. The procedure is the same for slogans and mail class dies).
6. USING DEPARTMENTS

- In order to use departments, the supervisor must have selected first the department mode (see section B, paragraph “Defining security”).

- The machine is supplied with DEPT OFF. In order to use departments, select DEPT ON in supervisor mode.

Total postage used and a number of pieces may be assigned to a department selected from a list, as described below.

- Press **DEPT**:

<table>
<thead>
<tr>
<th>DEPARTMENTS</th>
<th>1 MARKETING OPEN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 DIRECTION</td>
</tr>
<tr>
<td></td>
<td>3 DESIGN</td>
</tr>
<tr>
<td></td>
<td>4 RESEARCH</td>
</tr>
<tr>
<td></td>
<td>5 D005</td>
</tr>
<tr>
<td></td>
<td>6 D12</td>
</tr>
</tbody>
</table>

- Select a department, using the arrows or by keying in directly the department number via the numeric pad.
- Validate your selection by pressing **OK**.
- If the department is protected by a code, enter the code to allow access to the department (a PIN can be up to 4 digits).

- Departments sharing the same access pin code make up a group.

  *When you have entered the access pin code once, you will not be prompted to enter the pin code again within the same group.*

- The last department selected will be proposed by default when operation is resumed after a standby period or after the machine power-up.
7. OPERATION WITH AN EXTERNAL PC REMOTE CONTROL

Refer to your PC remote control user's guide.
8. POSTAGE-ON-CALL® CONNECTION

8.1 Adding Postage

Postage may be purchased from the Post Office, using the Neopost Postage-On-Call® (POC) 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 analog telephone line outlet. Postage may be purchased from the Post Office, using the Neopost Postage-On-Call® (POC) system. The meter only requires connection to the telephone line outlet during the Add Postage or Clear Lockout transaction.

If access to adding postage (crediting) has been protected by the supervisor, the screen prompts up to enter a 4 digit POC code.

- Press NEXT then press MENU
- Select POSTAL SERVICES and press OK
- Select Credit and press OK
- Enter the credit Pin code and press OK:

  ![Credit Screen]

- Enter the amount in units of $ to be added and press OK. You will be asked confirmation by pressing OK.
Press 1 0 0 0 for $1000.

The machine will connect to the Postage-On-Call® System. At the end of the transaction, you should see displayed:

**TRANSACTION SUCCESSFUL**
**AMOUNT CREDITED : 1000.000**

8.2 Clearing a PO lockout

USPS regulations require that your meter must be set at least once every three months. The IJ70 meter has an internal timer that tracks your reset activity. After three months without adding postage, a PO LOCKOUT message is displayed and postage printing is disabled.

To clear the lockout:
- Press **CREDIT**;
- Press **OK** to confirm.

When the Clear Lockout transaction is completed, postage printing is enabled for another 3 months.

8.3 Completing an interrupted add postage transaction

If an Add Postage transaction is accidentally interrupted before the transfer has been completed, an error message (M250) is displayed.

Press **CREDIT** and confirm with **OK** to automatically finish the incomplete transaction.
9. OPERATION WITH A ROLL TAPE DISPENSER (RTD)

9.1 Overview

Do not put your fingers on the printhead.

58 Operation with a roll tape dispenser (RTD)
9.2 Connections at the rear of the units
- Turn power OFF before attaching the power module or interface cable.

- Power ON the base and the RTD

9.3 Loading label roll
- Open RTD cover.
- Check the two green halves of the label roll core holders are set downward.

Operation with a roll tape dispenser (RTD)  59
- Use approved label roll only.
- Place label roll onto the label roll holder (green guides).

- Close cover and remove excess label by tearing it off (upward):

- It is recommended to wipe off the printhead with the clean pen when replacing the roll, it is mandatory every 5 rolls (i.e. every new box).
- Do not clean the black print roller.

- To ensure that the RTD isn't misplaced, it is recommended that it be fastened with the enclosed velcro to the table: attach the mating strips of velcro to the velcro strips under the RTD. Remove the paper backing from the strips. Position the RTD on the table and apply pressure to fasten it.

**YOUR RTD IS READY TO USE.**

Switching on the RTD, the connection may take an average 3 minutes for the first connection to a new postage meter. Then, any other switching on takes usually 30 seconds.
9.4 Using the RTD

Printing is controlled from the base.

**Selecting the roll tape dispenser option**

- From the main screen above, press IMPRNT, then TAPE.
- Press TAPE until (label) or (RTD) is selected.

**Printing a label**
- Set the value or use a scale.
- To print the label, press , and press START STOP.
- Remove the label by pulling upwards.

**Printing multi labels**
- Set the value or use the "set meter" mode on the scale;
- Press .
- Enter the desired number of labels (up to 99), then press START STOP.
  
  *(You may directly type on the "multi label" keys with a Neopost external scale to get the labels)*
- Remove the label by pulling upwards.
- Press the blinking RTD label button to get the next label, or press START STOP to cancel label printing.
**Indicator light display**

1) At initialization, the display is amber when downloading information from the base.
2) When ready the RTD displays a plain green light.
   When printing, the light turns amber.
   The green is blinking if multilabelling.
3) The indicator light turns to red when:
   - You have reach the end of roll;
   - The cover is open;
   - There is no paper;
   - RTD non operational.

9.5 Maintenance:

**Periodic cleaning**

- Switch off the RTD.
- Clean the printhead with the cleaning pen, when loading a new roll.
  Only use approved cleaning pen (provided with the RTD) to clean the printhead. Order a new one when it is getting dirty or dry.
- Other parts of the machine need no cleaning.
- Check sensors (see overview, § 8.1), and remove paper or blow out dust if any.
- Switch on again.

Never clean the black platen roller
**Jam clearing**

Remove the label, pull media, close the cover, and cut excess of paper.

**Stand alone test**

- Switch off the RTD.
- Disconnect the RTD from the base or switch the base off.
- Switch on the RTD.
- Wait 10 seconds.
- Press and hold the feed button until the test label output.
- Cut the test label.
- To reconnect to the base:
  - Switch off the RTD;
  - Connect the cable to the base;
  - Switch on the RTD.

**Supervisor mode**

In case of paper type change **ONLY**, it is possible to adjust the print density:
- Select the SUPERV. SETUP menu, the following menu is displayed:
SECTION B: ADVANCED FUNCTIONS

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4.15  Text modification  
4.16  Exiting the supervisor mode
1. FURTHER FUNCTIONS

1.1 Pass through (Seal Only) mode

- Press [IMPRNT], the screen below will appear:

```
<table>
<thead>
<tr>
<th>TEXT</th>
<th>SLOGAN</th>
<th>MD</th>
<th>MODE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>XX-XX-XX</td>
<td></td>
</tr>
</tbody>
</table>

- Select MODE with the [◀ ▶] key, then [LIST], the screen below will appear:

```

- Select the PASS THROUGH menu using the [◀ ▶] and [▼ ▲] keys or numeric key [1] then press OK.

This function is designed for the machine to function only as a conveyor; it is commonly used to seal envelopes without printing postage on them. 

**PASS THROUGH** is displayed on the screen.

*This mode is compatible with the moistening mode to seal envelopes without any postage printing.*

It is possible to use the batch registers to count items processed in this mode (see the following paragraph "Batch registers").
1.2 Dater mode

- Press the **IMPRNT** key, the screen below will appear:

![Screen 1](image1.png)

- Select MODE with the **_menu key, then press **LIST**, the screen below will appear:

![Screen 2](image2.png)

- Select the DATER menu using the ** and ** keys or numeric key **3**.

- Press OK to confirm the selection.

**DATER** will appear on the screen.

This function is designed to print the date instead of a postage imprint.

*In this mode, you may select for instance the text “letter received on” and you will get the following:*

![Example](image3.png)

It is possible to use the batch registers to count items processed in this mode (see the paragraph "Batch registers").
1.3 Mailing machine general configuration

The following parameters may be set up:
- the language,
- the buzzer, activated in case of error and/or when pressing a key,
- the display screen contrast,
- the labels selection.

- In the main screen press **MENU**, and select USER SETUP using the **▲** and **▼** keys or by pressing directly the numeric key corresponding to the selection.
- To confirm, press **OK**:

```
<table>
<thead>
<tr>
<th>USER SETUP</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LANGUAGE</td>
<td>AMERICAN</td>
<td>ENGLISH</td>
</tr>
<tr>
<td>BUZZER</td>
<td>OFF</td>
<td>ON ERR</td>
</tr>
<tr>
<td>CONTRAST</td>
<td>M/N</td>
<td>LOW/MED</td>
</tr>
<tr>
<td>INSERTER</td>
<td>OFF</td>
<td>ON</td>
</tr>
</tbody>
</table>

HOME MODIFY ▲▼ DEFLT
```

- Select the options required using the **▲▼** keys, the **MODIFY**;
- Validate the whole configuration by pressing **OK**.

“CONTRAST” modification:
- Press the **USER SETUP**;
- Select the CONTRAST mode using the **▲▼** key;
- Select for example “MAX” using the **MODIFY** key;
- Confirm by pressing **OK**.
1.4 Configuration of the main screen display

After selecting the DISPLAY SETUP menu, the following is displayed:

<table>
<thead>
<tr>
<th>DISPLAY SETUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 ASCENDING</td>
</tr>
<tr>
<td>1 TOTAL ITEMS</td>
</tr>
<tr>
<td>2 POSTAL ITEMS</td>
</tr>
<tr>
<td>3 DEPT NAME</td>
</tr>
<tr>
<td>4 DEPT ASCENDING</td>
</tr>
<tr>
<td>5 DEPT ITEMS</td>
</tr>
<tr>
<td>6 BATCH ASCENDING</td>
</tr>
</tbody>
</table>

and the next menu is:

<table>
<thead>
<tr>
<th>DISPLAY SETUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 ASCENDING</td>
</tr>
<tr>
<td>8 TOTAL ITEMS</td>
</tr>
<tr>
<td>9 POSTAL ITEMS</td>
</tr>
<tr>
<td>10 DEPT NAME</td>
</tr>
<tr>
<td>11 DEPT ASCENDING</td>
</tr>
<tr>
<td>12 DEPT ITEMS</td>
</tr>
<tr>
<td>13 BATCH ASCENDING</td>
</tr>
</tbody>
</table>

The above menus enable you to select the element to be displayed on the second line of the main menu.

When “DESCENDING” (the abbreviation of which is “DES”) is selected in normal operating mode (user), the following screen is displayed:

XX - XX - XX
Low Postage
DEPT 123456 MARKET
DES 1235.012
RATE_NAME1
00.00
0 LB 0.0 OZ
RATE DEPT SEAL IMPRINT NEXT
It is useful to select DESCENDING so the amount of postage in your meter is always displayed on the main menu.

**Abbreviations table**

- ASCENDING .................... TOT
- TOTAL ITEMS .................. TOI
- POSTAL ITEMS ................. POI
- DEPT NAME ..................... DEPT
- DEPT ASCENDING ............. DTO
- DEPT ITEMS .................. DIT
- BATCH ASCENDING .......... BTO
- BATCH ITEMS ................. BIT
- PASS THRU ITEMS ........... PTH
- MESSAGE ITEMS ............. MES
- DATER ITEMS ................ DAT
- DESCENDING ................ DES
- CONTROL TOTAL ............ CTL
2. JOB MEMORY SAVING

2.1 Storing in user memory "0"
After selections have been made (postage value, advertisement slogan, mail class die, moistening, shift, etc.) it is possible to take a “photograph” of the machine status. To do so, press key twice. The whole configuration is automatically stored into memory “0” (this operation overwrites the previous content in memory 0).

This operation may be very useful when a job in progress has to be interrupted (e.g.: a few items of another type need to be processed as a priority, a phone call, etc.). You are certain to restore the machine to the previous status by recalling memory “0”.

2.2 Recalling memories
To recall a memory, simply press key ; the list of active memories is displayed:

```
0 USER JOB MEMORY
1 MARKETING
2 MODEM INFORMATION
3 DESIGN
4 M4
5 M5

Then key in the memory number, using numeric keys from 0 to 9.

Memories 1 to 9 are preprogrammed by the supervisor - see paragraph "Programming memories 1 to 9" in this section.
3. REPORT PRINTING

Various reports (or statements) may be printed on a printer, on labels, or sent to a PC.

3.1 Operating mode:
- Select the REPORTS menu. The machine indicates whether it is in the label, printer or PC mode and the below menu is displayed:

```
<table>
<thead>
<tr>
<th>REPORTS</th>
<th>1 GENERAL REGISTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 BATCH REGISTERS</td>
</tr>
<tr>
<td></td>
<td>3 THIS MONTH REPORT</td>
</tr>
<tr>
<td></td>
<td>4 PREV MONTH REPORT</td>
</tr>
<tr>
<td></td>
<td>5 ANNUAL REPORT</td>
</tr>
<tr>
<td></td>
<td>6 POSTAGE SET REPORT</td>
</tr>
<tr>
<td></td>
<td>7 DEPARTMENT REPORT</td>
</tr>
</tbody>
</table>
```

- Press SETUP to select the label, printer, PC mode (a printer using the optional I/O board, or a PC is connected to the machine) or RTD:

```
<table>
<thead>
<tr>
<th>REPORTS ON</th>
<th>1 LABEL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 PRINTER</td>
</tr>
<tr>
<td></td>
<td>3 PC</td>
</tr>
<tr>
<td></td>
<td>4 RTD</td>
</tr>
</tbody>
</table>
```

- Select with the ↑ or ↓ keys and validate with OK.

In the label mode, make sure that there are labels in the label dispenser. In the printer mode, make sure that the printer is switched on and ready for operation.
- Choose the desired report, using the arrows and confirm by pressing **OK**.
- Press **PRINT**: the reports will be automatically printed out (press **NEXT** if there is more than one page).

### 3.2 Batch Registers

Select the BATCH REGISTERS menu to view counters for items processed:

<table>
<thead>
<tr>
<th>BATCH REGISTER</th>
<th>ITEMS</th>
<th>ASCENDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>BATCH REGISTERS</td>
<td>XXXXXXXX</td>
<td>XXXXXXXX.XXX</td>
</tr>
<tr>
<td>PASS THRU</td>
<td>XXXXXXXX</td>
<td></td>
</tr>
<tr>
<td>MESSAGE</td>
<td>XXXXXXXX</td>
<td></td>
</tr>
<tr>
<td>DATER</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The batch register counts non-zero postage printing (number of items and total postage). The other register indicates the number of items processed in the pass through, message, or dater mode. The batch register is referred to in the Registers report (subtotal and subtotal of items).

*The batch register is useful for counting the total number of pieces and postage printed when doing presort mail.*

Each of these registers may be reset (zeroed) separately by pressing **RESET**.

<table>
<thead>
<tr>
<th>BATCH REGISTER</th>
<th>ITEMS</th>
<th>ASCENDING</th>
</tr>
</thead>
<tbody>
<tr>
<td>BATCH REGISTERS</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>PASS THRU</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MESSAGE</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>DATER</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select a batch register using the **key; then, when pressing **RESET**: the selected batch register is reset to zero.
3.3 Automatic Call List
- Select the AUTOMATIC CALL LIST tab to view the report data:

<table>
<thead>
<tr>
<th>REASON CALL</th>
<th>CALL DATE AND TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATIC UPLOAD</td>
<td>MM/DD/YYYY HH:MM</td>
</tr>
<tr>
<td>E.CONFIRMATION</td>
<td>MM/DD/YYYY HH:MM</td>
</tr>
<tr>
<td>FILE DOWNLOAD</td>
<td>MM/DD/YYYY HH:MM</td>
</tr>
</tbody>
</table>

The report includes all scheduled automatic calls. The automatic calls not scheduled will not be displayed on this list. It includes the calls planned for OLS server and for the postal server.

3.4 Active Feature List
- Select the ACTIVE FEATURE LIST tab to view the report data:

<table>
<thead>
<tr>
<th>REASON CALL</th>
<th>CALL DATE AND TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>REMOTE CONTROL</td>
<td>MM/DD/YYYY HH:MM</td>
</tr>
<tr>
<td>INSERTER</td>
<td>MM/DD/YYYY HH:MM</td>
</tr>
</tbody>
</table>

This menu is used to display the features that are activated in the system and the amount of time these features are valid. Only active features are displayed. The feature planned to be activated in the future will not be displayed. The extend parameters of the feature such as the serial number for the WP can not be displayed on screen, they are not useful for the user.
3.5 Modules Details
- Select the MODULES DETAILS tab to view the report data:

<table>
<thead>
<tr>
<th>MODULE</th>
<th>SWVER</th>
<th>SERIALS #</th>
<th>CYCLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>METER</td>
<td>30.11</td>
<td>123456789012</td>
<td></td>
</tr>
<tr>
<td>BASE</td>
<td>1.00.f</td>
<td>123456789012 12346</td>
<td></td>
</tr>
<tr>
<td>ALD</td>
<td>04.07B</td>
<td>12347</td>
<td></td>
</tr>
</tbody>
</table>

- Select REF to view the reference data:

<table>
<thead>
<tr>
<th>REFERENCE DATA</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>MODULE</td>
<td>SW PART NB BOARD PART NB</td>
</tr>
<tr>
<td>BASE BOARD</td>
<td>4127511Q-B PPPPPPPCISSSSSS</td>
</tr>
<tr>
<td>METER BOARD</td>
<td>4132243J-A PPPPPPCIESSSSSSS</td>
</tr>
<tr>
<td>RATE</td>
<td>NOT AVAILABLE NOT AVAILABLE</td>
</tr>
</tbody>
</table>

3.6 Activity Error List
- Select the ACTIVITY ERROR LIST tab to view the report data:

<table>
<thead>
<tr>
<th>ACTIVITY ERROR LIST</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td># ERROR</td>
<td>OCCURRENCE</td>
</tr>
<tr>
<td>01</td>
<td>P23</td>
</tr>
<tr>
<td>02</td>
<td>P65</td>
</tr>
<tr>
<td>03</td>
<td>S03</td>
</tr>
</tbody>
</table>

The improved error code management is done on the base board which includes the error code, the number of occurrences of the error and the time and date of the last occurrence. All selected errors (use of error component flags) are stored into a specific table with all possible errors. This table can be uploaded to OLS server; at the end of the call,
if no error occurred during the log upload, the table will be deleted. The table can also be deleted by the user on the report screen after confirmation.

- Press **RESET**.

![INFO]

**DO YOU REALLY WANT TO RESET ACTIVITY REPORT?**

- Press **OK** to reset activity report and get the confirmation.

![INFO]

**CONNECTION TO SERVER IS REQUIRED PRIOR TO ACTIVITY REPORT RESET TO AVOID INCOHERENCE. DO YOU WANT TO CONNECT NOW?**

When the user requests to reset the activity report, a confirmation message is displayed to be sure the user wants to reset the report. If the user validates this message and if the OLS server is declared on the device a second message is displayed to request to send the logs to the server prior to resetting them.
3.7 Activity History Report

- Select the ACTIVITY HISTORY REPORT tab to view the report data:

<table>
<thead>
<tr>
<th>#</th>
<th>T</th>
<th>REASON CALL</th>
<th>CALL DATE AND TIME</th>
<th>ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>M</td>
<td>STATISTICS UPLOAD</td>
<td>MM/DD/YYYY HH:MM</td>
<td>CX</td>
</tr>
<tr>
<td>2</td>
<td>M</td>
<td>STATISTICS UPLOAD</td>
<td>MM/DD/YYYY HH:MM</td>
<td>OK</td>
</tr>
<tr>
<td>3</td>
<td>A</td>
<td>GENERIC</td>
<td>MM/DD/YYYY HH:MM</td>
<td>CM</td>
</tr>
<tr>
<td>4</td>
<td>A</td>
<td>GENERIC</td>
<td>MM/DD/YYYY HH:MM</td>
<td>OK</td>
</tr>
</tbody>
</table>

This report is used to display all calls made to the postal or Online Services server. It informs the user with the call type (automatic or manual) and with the communication status (connection error, communication error, protocol error or session OK).

This table can be uploaded to OLS server.

The following status can be displayed:
- OK: The session completes successfully,
- CX: The connection cannot be established with the server,
- CM: A time out occurred during the connection or the session had been stopped with no reason,
- PR: An error occurred during the session and a process did not complete (for example if the statistics are not sent to the server during a statistics upload session.)
4. SUPERVISOR MODE

Under this mode, the Supervisor can access all the machine functions, except postage printing. The scrolling 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 is not prompted by the machine to enter any code after the Supervisor PIN has been entered.

Mail processing cannot be done in SUPERVISOR mode.

4.1 Enabling the supervisor mode

The supervisor mode may be activated by entering the supervisor code (4 digits):
- at power-up (or by pressing any key if the machine is in the standby mode);
- or by pressing NEXT twice on main screen, then SUPERV.

The screen below will appear:

```
PIN NUMBER ?  ******
```

- Enter the supervisor code (4 digits) and press OK or OK key.
From the main screen press **MENU**. The main menu in the supervisor mode will appear:

![Main Menu](image)

then (by pressing the **key**)

![Menu Selections](image)

The mini-message "SUP" indication or the menu headings at the top, on the right, indicates that the user is in the supervisor mode.

**GENERALITIES**

A number of menus or selection keys can only be accessed in the supervisor mode:

- The **MODIFY** function used to modify for instance names (departments, memory, advertisement, etc.) or status (slogan, or mini die),
- The **DEFAULT** function designed to select a default value,
- The **C** key designed to do a backspace in the alphanumeric entry screen.
In the supervisor mode, the complete lists are displayed on the screen (and not only the opened elements in a list).

On the screens, the default values are signaled by a tick "✓". To change a default value, select a new value and press DEF LT. The "✓" checkmark moves to indicate the new selection.

Selecting a value as then pressing DEF LT, means that it will be active when the mail machine is powered on or returns from sleep mode.

In the "AD DIE" mode, select "SLOGAN 3", using the ↑ and ↓ keys or numeric key 3:

<table>
<thead>
<tr>
<th>ADVERT DIE</th>
<th>0  NO ADVERT</th>
<th>1  FLAG</th>
<th>2  RECYCLE</th>
<th>3  FIRST CLASS</th>
<th>4  AIR MAILS</th>
<th>5  SEASONS GREETINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When pressing DEF LT, the following screen is displayed:

<table>
<thead>
<tr>
<th>ADVERT DIE</th>
<th>0  NO ADVERT</th>
<th>1  NEW ADVERT</th>
<th>2  RECYCLE</th>
<th>3  FIRST CLASS</th>
<th>4  AIR MAILS</th>
<th>5  SEASONS GREETINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To set an advertisement slogan "ACTIVE", select it in the previous screen and press MODIFY. The following screen is displayed:
Select **ACTIVE** by simply using the ▼ key and **MODIFY**. Validate with **OK**.

Principle for making a mail class die or text message active is the same as for advertisement slogan.

### 4.2 User setup (in supervisor mode)

When pressing the USER SETUP menu the screen below appears:

Select the language, the buzzer function and the contrast simply by using the ▼ key, and then **MODIFY**. Press **OK** to validate all the selections.

### 4.3 Supervisor setup

When selecting the SUPERVISOR SETUP menu (after entering in supervisor mode), the screen below appears:

then (by pressing the ▼ key)
4.3.1 Security

After selecting the SECURITY menu in the main supervisor menu, the below menu will be displayed:

- **USER PIN NO**: is used to define the user access code (4 digits). *Note: '0000' = free access.*

- **MACHINE STATUS**: becomes “LOCKED” when the maximum number of pin code attempts is reached.

- **PC ABSENT MODE**: when active, it will allow the machine to process mailing connected to a PC managing mailing accounts, even if a connection problem happens between the machine and the PC.

Press **OK** to validate all the selections.
DEFINING THE HIGH VALUE ALERT

In the SECURITY menu screen, after selecting the HIGH VAL THRESLD menu, press MODIFY; the below screen will be displayed:

Simply enter the new value, using the numeric keypad (with no point or comma, e.g.:99000 corresponds to 99.000). Validate with OK.

4.3.2 Time

After selecting the TIME menu in the main supervisor menu, the screen below will be displayed:

To set the time, simply enter the new value, using the numeric keys (max ±3hours). Validate with OK.
4.3.3 Timeout

After selecting the TIME OUT menu in the main supervisor menu, the below screen is displayed:

<table>
<thead>
<tr>
<th>TIMEOUT (SEC.)</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>START (10-9999)</td>
<td>0015</td>
</tr>
<tr>
<td>STOP (1-9999)</td>
<td>0005</td>
</tr>
<tr>
<td>STANDBY (1-9999)</td>
<td>0120</td>
</tr>
<tr>
<td>SLEEP (30-9999)</td>
<td>0240</td>
</tr>
</tbody>
</table>

The next delays are determined by the supervisor (between 0 and 3600 seconds, with increments of 1 second) and are expressed in seconds:

- **START**: waiting time for the first document with the transport motor in operation (this is not settable with an autofeed attached).
- **STOP**: time-out before the machine stops after the last document processing.
- **STANDBY**: time-out before the printhead returns to the protection position, after the motor stops (advised value: 150s).
- **SLEEP**: time-out before the machine goes into sleep mode after the printhead returns to the protection position (advised value: 120s).

To modify the "SLEEP" time, select "SLEEP" using the key; enter the desired time (in seconds) using the numeric keys. Confirm with OK.

In inserter ON mode, the timeouts are maintained but are not taken into account.
4.3.4 Roll paper density
See section A the chapter "Operation with a roll tape dispenser (RTD)".

4.3.5 Load rate table
- Select the LOAD RATE menu in the main supervisor menu.
- Insert the memory card into the reader, on the right side of the machine;
- Press OK to initiate the downloading operation.

then:

INFO
LOADING SUCCESSFUL

OK
4.3.6 DS tests
This function should only be used at the technical department's request.

<table>
<thead>
<tr>
<th>DS TESTS</th>
<th>DYNAMIC</th>
<th>STATIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>WEIGHT</td>
<td>01 b: 0.0 oz</td>
<td>01 b: 0.0 oz</td>
</tr>
<tr>
<td>THICKNESS</td>
<td>0 mm</td>
<td>0 mm</td>
</tr>
<tr>
<td>LENGHT</td>
<td>LOW</td>
<td>LOW</td>
</tr>
<tr>
<td>OVERSIZE</td>
<td>LOW</td>
<td>LOW</td>
</tr>
</tbody>
</table>

4.3.7 Serial port setup
This menu allows to define which peripheric is connected to a port. When selecting the SERIAL PORT SETUP menu, the following is displayed:

This function should only be used at the technical departments request.

<table>
<thead>
<tr>
<th>SERIAL PORT SETUP</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>PORT 1</td>
<td>SCALE</td>
</tr>
<tr>
<td>PORT 2</td>
<td>RTD</td>
</tr>
</tbody>
</table>

4.4 Display setup
This mode is also accessible in User and Supervisor mode.

See the paragraph "Configuration of the main screen display" in this section.
4.5 Departments

After selecting the DEPARTMENTS menu in the main supervisor menu, the following menu is displayed:

<table>
<thead>
<tr>
<th>DEPARTMENTS</th>
<th>1</th>
<th>MARKETING</th>
<th>OPEN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>DIRECTION</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>DESIGN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>RESEARCH</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>D005</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>D12</td>
<td></td>
</tr>
</tbody>
</table>

After selecting a department using the ▲ and ▼ keys (or by pressing directly the numeric key corresponding to the selection), when pressing MODIFY from the above screen, the following menu is displayed:

<table>
<thead>
<tr>
<th>DEPARTMENT MODIF</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATUS</td>
<td>DEPT</td>
</tr>
<tr>
<td>DEPT NAME</td>
<td></td>
</tr>
<tr>
<td>DEPT NUMBER</td>
<td></td>
</tr>
<tr>
<td>DEPT PIN</td>
<td>12345678</td>
</tr>
</tbody>
</table>

Then, using MODIFY, then the ▼ key, the supervisor may:
- create a department (OPEN),
- close a department (CLOSED),
- unlock an automatically locked department: lock out occurs if more than 8 attempts have been made to access this department with a wrong pin code. The department name will disappear in user mode from the menu selection when locked out.
- choose a name (12 characters),
- choose a department number (8 digits only when an external scale is not interfaced, 4 digits with a scale),
- choose an access pin code (code 0000 = free access),
- reset the current department register (RESET).
To clear all the registers, select **SETUP** in the **DEPARTMENT** menu:

```
<table>
<thead>
<tr>
<th>DEPARTMENT SETUP</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT</td>
<td>ON</td>
</tr>
<tr>
<td>ESCAPE</td>
<td>RESET</td>
</tr>
</tbody>
</table>
```

Then, press **RESET** and press **OK** to confirm.

**DEPARTMENT**: is used to enable the department mode. When this mode is activated, the **DEPARTMENT** menu is displayed on the main screen.

The machine is supplied with **DEPARTMENT OFF**; in order to use the departments, select **DEPARTMENT ON** (using the **[ ]** key). Validate with **OK**.

You should then select **DEPARTMENT** in the main supervisor menu to open and define the departments you want to use (see on previous page).

The machine is configured by default as follows:
- With 0000 code for all departments opened by the supervisor,
- With names from D1 to D50 (optionally 200) corresponding to n° 1 to 50 (or 200 according to the option).

In the no department mode, all the values are assigned to a dummy department (D0 MISCELLANEOUS) which cannot be accessed by the user. This department will be reset with the other ones, when the registers are cleared. This department appears on the printed reports.
4.6 Print inker servicing

- From the main menu, select the PRINT INKER SERVICING menu; the screen displays:

![Print inker servicing screen]

- Load short labels (in preference) and select "PRINT"; the machine prints a test impression:

![Test impression]

In order to adjust the alignment, select the letter corresponding to the straightest vertical line (letter F in the above example), then press "OK" to confirm.

*Print inker servicing is required every time a new printhead is installed.*

4.7 Reports

After selecting the REPORTS menu in the main supervisor menu, the following menu is displayed:

![Reports menu]

90 Supervisor Mode
then (pressing key ▼): 

Like in user mode, it is possible to select the label, roll tape or printer (a printer using the optional I/O board is connected to the machine); see this chapter.

Select the DEPT SETUP REPORT menu and press OK:

4.8 Ink information
Select the INK INFORMATION menu from the main supervisor menu list:
4.9 Postal services

The telephone number for the modem connection to the Postage-On-Call® (POC) credit re-setting center is stored in the mailing machine. This is used when you want to purchase postage.

Modification of the telephone number is possible by selecting the POSTAL SERVICES menu in the supervisor main menu:

See “Ordering Supplies” section for information on replacement ink cartridge.

Press SETUP then GENERAL SETUP and press OK. 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 this number has changed, it must be entered as detailed below.
To add or to modify a number, press MODIFY and enter a number using the numeric keys. Confirm pressing OK.

It may be necessary to enter a pause between the outside line digit and the new telephone number: add a " - " character after the prefix.

POC PIN NO: is used to define the credit access (4 digits)

"0000" = free access.

**LOW POSTAGE THRESHOLD**

After selecting the LOW FUNDS THRESHOLD menu (use the key to select, then press MODIFY), the below screen will be displayed:

```
LOW POSTAGE THRESHOLD
OLD VALUE : 1417
NEW VALUE : 1455
```

Simply enter the new value, using the numeric keypad (with no point or comma, e.g.:99000 corresponds to 99.000).

When the postage is below the low postage threshold value, a message will be prompted in the main menu.
4.9.1 Audit
USPS regulations require that your meter must be set at least once every three months. The IJ 70 meter has an internal timer that tracks your reset activity. After three months without adding postage, a PO LOCKOUT message is displayed and can be cleared by performing a Clear Lockout transaction. If you wish to avoid a PO LOCKOUT, you can perform an AUDIT transaction any time prior to the timer expiration. After selecting the AUDIT menu, then press **OK**. When the Audit transaction is completed, postage printing is enabled for another 3 months.

4.9.2 Update registers
If you have changed your address, call the Neopost Helpdesk. A customer service representative will take your information and guide you through the update procedure. After selecting the UPDATE REGISTERS menu, then press **OK**.

4.10 Online services
See the "Online services" guide.

4.11 Load an advertisement slogan or a mini die

```
Principle for downloading an advertisement slogan or a mini die is the same.
```

- From the main menu, select the AD DIE menu, pressing **IMPRNT**, the **key**, then by pressing **LIST**; the following is displayed:
- Select a slogan, using the \( \uparrow \) and \( \downarrow \) keys or numeric key.
- Press MODIFY; the following will be displayed on the screen:

<table>
<thead>
<tr>
<th>AD DIE MODIF</th>
<th>SUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATUS</td>
<td>NOT ACTIVE</td>
</tr>
<tr>
<td>NAME</td>
<td>MARKETING</td>
</tr>
<tr>
<td>NUMBER</td>
<td>1</td>
</tr>
<tr>
<td>EXIST</td>
<td>YES</td>
</tr>
</tbody>
</table>

- Modify the NAME mode, or insert the memory card into the reader, on the right side of the machine and press LOAD to initiate the downloading operation.

- Press OK.
- The downloaded slogan is now accessible in the AD DIE mode.
4.12 Rate configuration

To set a predefined rate configuration as a default parameter, see paragraph 4.1 "Enabling the supervisor mode" in this section.

To modify the name (except for "user rate") or the characteristics of a predefined rate configuration, the procedure is the same as in the user mode, followed by pressing STORE. Then the screen displays:

STORE RATE CONFIGURATION ?

Then, press OK.

4.13 Dynamic scale high accuracy configuration mode

The high accuracy mode (H.A.) is used to improve the weighing accuracy. When this mode is selected, the speed may be decreased.
To enable or disable the "high accuracy" mode:
- From the main screen (in supervisor mode), press SCALE; the following screen is displayed:

```
DYN SCALE MODE
1  DYNAMIC OFF
2  DYNAMIC WEIGHING ON
3  DYNAMIC BATCH
```

- Press H.A., the below screen appears:
- Enable (or disable) the function ON or OFF (using the key), and confirm with OK.

### 4.14 Programming memories 1 to 9

Up to 9 configurations may be stored into memories 1 to 9.

- From the main menu, make all the required selections on the machine (amount, department, text, slogan, moistening, etc., verifying that they are active);
- Press OK to return to the main menu:

- To select a memory to be configured, press M in order to display the memory list:

- Select a memory using the and keys or by entering its number.
- In order to assign a name to the memory, press MODIFY instead of OK:
To modify the NAME of memory, press MODIFY to have access to the alphanumerical entry screen (see next paragraph). Validate the name change by pressing OK.

- Press OK again to confirm the changes to the Memory Setup screen.

- Press STORE to validate the memory; the screen displays:
or (if the memory "X" is already used):

- To validate, press \texttt{OK}; the screen displays:

  
  CONFIRM OVERWRITING OF
  JOB MEMORY X

  \begin{tabular}{c}
  \hline
  ESCAPE & OK \\
  \hline
  \end{tabular}

  

- Press \texttt{YES} to validate the department previously selected.

You will keep a photograph of the machine status before returning to the initial screen.
4.15 Text modification

From the main menu, press [IMPRNT], select the text area and press [LIST]:

<table>
<thead>
<tr>
<th>TEXT / MESSAGE</th>
<th>0</th>
<th>NO TEXT</th>
<th>1</th>
<th>TEXT 1</th>
<th>2</th>
<th>TEXT 2</th>
<th>3</th>
<th>TEXT 3</th>
<th>4</th>
<th>TEXT XXX</th>
<th>5</th>
<th>TEXT XXX</th>
<th>6</th>
<th>TEXT XXX</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td></td>
<td>4</td>
<td></td>
<td>5</td>
<td></td>
<td>6</td>
<td></td>
<td>7</td>
<td></td>
<td>8</td>
<td></td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

Select the text to modify with the ▲ and ▼ keys, and then press [MODIFY]:

<table>
<thead>
<tr>
<th>TEXT MODIF</th>
<th>STATUS</th>
<th>NOT ACTIVE</th>
<th>ACTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEXT NUMBER</td>
<td>3</td>
<td>TEXT 3</td>
<td></td>
</tr>
</tbody>
</table>

Select the TEXT mode with the ▼ key. Then, press [MODIFY], the below menu is displayed:

- Use the arrow keys to move the cursor to the character to be defined:
  - the NEXT button to select highlighted character and move to the next position in name.
  - the C key to return to backspace (with deletion).
- Selection of the desired character:
  - The arrows are used to select a character from the list proposed.
  - Numbers may also be defined using the numeric keys.
  - Validate completed name with OK.

You can use the "|" character to print your text within two lines.

The alphanumeric entry screen functions are the same everywhere it is used.

4.16 Exiting the supervisor mode
To deactivate the supervisor mode, press EXIT from the supervisor menu (return to the main menu) or press \ which will set the machine to the sleep mode.
SECTION C: MAINTENANCE ADVICE

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   2.5 Removal of the postage meter ............................... 120
1. TROUBLE SHOOTING

1.1 Misfeed

1.1.1 In the autofeed sealer
- Open the feeder cover,
- Unlock the conveyor. Press back on the central blue button then lift the conveyor,
- Remove the misfed envelopes,
- Press the conveyor to put it in place again,
- Shut the cover.

1.1.2 In the mailing machine
- With your fingers, lift and pull the handle located on the right side of the machine, in direction (1).
- Remove the misfed envelopes,
- Push the handle into the machine to close.

When more free space is required to facilitate the access to the machine, you may shift the whole machine table sideways by lifting the tab under the handle in direction (2).

- With handle open, push lever underneath in an upwards direction and pull the drawer open.
- Then the drawer is fully open

- After the misfeed has been cleared, firmly push the whole assembly into the machine.
1.1.3 In the dynamic scale
In the event of a jam under the conveyor
- Open the cover of the dynamic scale;
- Press the handle on the left side in order to raise the conveyor;
- Remove the envelope jam;
- Release the handle to restore the conveyor to its position;
- Close the cover.
### 1.2 Problems machine and feeder

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The machine cannot get started.</td>
<td>Check the power cord and the connection.</td>
</tr>
</tbody>
</table>
| The printer does not operate (optional with I/O board).                 | - Is it switched on? Is it connected?  
|                                                                          | - Is the printer mode selected in the SETUP menu?  
| The feeder does not operate.                                             | Make sure that it is properly connected (see page 21).                                                                                                                                 |
| The machine displays the message "COVER OPEN" at start-up.              | - Make sure that the feeder and machine covers are closed.  
|                                                                          | - Is the feeder connected?  
|                                                                          | - If you have no feeder, make sure that the terminator is fitted (see page 21).                                                                                                                                 |
| The machine does not print and displays no message.                     | - Make sure in menu IMPRNT/MODE that the machine is not in the PASS THR or the MESSAGE mode (with no message selected). Return to NORMAL mode.  
|                                                                          | - Did you remove the protections from the ink cartridge before inserting it into the machine?  
<p>|                                                                          | - Clean the ink cartridge (menu SETUP/CLEAN).                                                                                                                                                     |</p>
<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor printing quality</td>
<td>- See paragraph &quot;Cleaning the ink cartridge&quot;.</td>
</tr>
<tr>
<td></td>
<td>- Make sure that the side drawer is properly closed.</td>
</tr>
<tr>
<td>Envelopes are stained</td>
<td>- Make sure that the side drawer is properly closed.</td>
</tr>
<tr>
<td></td>
<td>- Clean rollers (see “General maintenance” section) and the table.</td>
</tr>
<tr>
<td>Poor moistening</td>
<td>- Is the machine in the moistening mode?</td>
</tr>
<tr>
<td></td>
<td>- Make sure that the bottle is not overfilled or empty.</td>
</tr>
<tr>
<td></td>
<td>- Slightly shake the bottle to eliminate air bubbles.</td>
</tr>
<tr>
<td></td>
<td>- Check the brush and the sponges (see “General maintenance” section).</td>
</tr>
<tr>
<td>Envelopes are not fed properly or are double.</td>
<td>- Fan the envelopes (see &quot;Envelope feeding&quot;).</td>
</tr>
<tr>
<td></td>
<td>- Bevel the edge of envelope stack (&quot;Envelope feeding&quot;).</td>
</tr>
<tr>
<td></td>
<td>- Make sure that the feeder A position is selected for thin items.</td>
</tr>
<tr>
<td>Items are not properly ejected.</td>
<td>- Make sure that the side drawer is properly closed.</td>
</tr>
<tr>
<td></td>
<td>- Clean the rollers.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Labels are not properly fed.</td>
<td>- Avoid leaving the labels too long in the machine.</td>
</tr>
<tr>
<td></td>
<td>- Avoid placing too many labels in the dispenser (80 max.)</td>
</tr>
<tr>
<td>The scale does not communicate with the machine.</td>
<td>Make sure that it is properly connected (see page 21).</td>
</tr>
<tr>
<td>Communication error</td>
<td>Check the insertion of the meter module.</td>
</tr>
</tbody>
</table>
### 1.3 Problems roll tape dispenser

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>M267 - RTD absent or not ready&lt;br&gt;Switch RTD off on. Check the cable</td>
<td>STEP 1: Power machine off and on (by switching the on/off button). If the fault is cleared then, print a zero value label to confirm.&lt;br&gt;STEP 2: Check if the serial cable is fitted correctly.</td>
</tr>
<tr>
<td>M281 - Unsupported operation&lt;br&gt;Please Set Meter to print Multilabels on the RTD</td>
<td>Wait 5 sec between two labels.</td>
</tr>
<tr>
<td>M282 - Operation not allowed on the RTD&lt;br&gt;Please choose ALD</td>
<td>Operation not allowed on the RTD&lt;br&gt;choose ALD for print the IJ test pattern.</td>
</tr>
<tr>
<td>R100 - End of RTD roll. Clean printhead, then install new roll.</td>
<td>Step 1: change roll media.&lt;br&gt;Step 2: clean the print head.&lt;br&gt;Step 3: install the roll correctly.</td>
</tr>
<tr>
<td>R101 - Missing RTD roll. Clean printhead, then install new roll.</td>
<td>Step 1: install new roll media.&lt;br&gt;Step 2: clean the print head.&lt;br&gt;Step 3: install correctly the paper.</td>
</tr>
<tr>
<td>R110 - RTD country code error&lt;br&gt;Call Services</td>
<td>Turn Power machine off and on.&lt;br&gt;If after 2 attempts the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>R120 – RTD busy</td>
<td>Just wait and retry.</td>
</tr>
<tr>
<td>R130 – RTD motor error</td>
<td>Turn Power machine off and on. If after 2 attempts the fault is cleared then, print a zero value label to confirm. If the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>Call Services</td>
<td></td>
</tr>
<tr>
<td>R140 - RTD top case open</td>
<td>Step 1: close the top case Step 2: If not cleared, turn Power machine off and on. If after 2 attempts the fault is cleared then, print a zero value label to confirm. If the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>Close the top case</td>
<td></td>
</tr>
<tr>
<td>R150 – RTD printhead error Call services</td>
<td>Turn Power machine off and on. If after 2 attempts the fault is cleared then, print a zero value label to confirm. If the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>R151 - RTD Voltage printhead error Call services</td>
<td>Check the power supply. If it is appropriate to the RTD: 20 V, 2.5 A output.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>R152 - RTD overheating printhead</td>
<td>Step 1: check if the RTD is close to a heat source or is exposed to direct sunlight. Step 2: if yes, move the RTD. Step 3: wait 15 min to cool down.</td>
</tr>
<tr>
<td>Call services</td>
<td></td>
</tr>
<tr>
<td>R160 - Communication error</td>
<td>Step 1: turn Power machine off and on. If after 2 attempts the fault is not cleared then, Step 2: check if the cable is correctly connected; if not, Step 3: change the cable or ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>Check Cables</td>
<td></td>
</tr>
<tr>
<td>R170 – Invalid slogan for RTD. Choose another slogan</td>
<td>Step 1: switch OFF/ON the RTD to reload slogan. Step 2: retry to print a &quot;0&quot; value label to confirm. Step 3: if not, choose another slogan.</td>
</tr>
<tr>
<td>R180 – Signature error. Call services</td>
<td>Turn Power machine off and on. If after 2 attempts the fault is cleared then, print a zero value label to confirm. If the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>R190 – Wrong meter identification</td>
<td>Turn Power machine off and on. If after 2 attempts the fault is cleared</td>
</tr>
<tr>
<td>Call services</td>
<td>then, print a zero value label to confirm.</td>
</tr>
<tr>
<td></td>
<td>If the fault is still not cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>R200 – RTD printhead error</td>
<td>Turn Power machine off and on. If after 2 attempts the fault is not</td>
</tr>
<tr>
<td>Call services</td>
<td>cleared, then ask for RTD exchange procedure.</td>
</tr>
<tr>
<td>R210 – RTD unknown command</td>
<td>The RTD software version is older than the mailing machine software</td>
</tr>
<tr>
<td>Call services</td>
<td>version. Ask for RTD exchange procedure.</td>
</tr>
</tbody>
</table>
1.4 Problem dynamic scale

<table>
<thead>
<tr>
<th>MESSAGE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>S105 Oversize sensor error. Clear and clean window under dynamic scale unjam handle.</td>
<td>See below</td>
</tr>
</tbody>
</table>
2. GENERAL MAINTENANCE

2.1 Replacement of the brush and moistening sponges
- Switch off the mailing machine;
- Separate the feeder from the mailing machine (see "Installation of the automatic feeder" section);
- Unlock the conveyor (central blue button) and lift it;
- To remove the brush, raise it and lightly pull it.
- Install new brush by snapping the clips onto the brush holder.

- To remove the sponges, take off the metal sponge retainer.
- Replace sponges (3 required) and reinstall retainer.
2.2 Cleaning of the rollers

Shift the machine table sideways by releasing handle (see paragraph 1.1.2 "In the mailing machine" in this section).

Clean the rollers with a damp cloth.
2.3 Cleaning the ink cartridge

In case of poor printing quality:
- Press key **CLEAN**, in order to run a cleaning cycle for the ink cartridge, when the printing quality is getting poor or if the machine has remained unused for several days.
- If it is not enough, remove the ink cartridge (see paragraph "Ink cartridge" in section A) and **clean the ink cartridge print heads**.

*Prior to switching off the machine, be sure to press key **i**. Turn off the machine only when the standby screen is displayed (date and time). This will avoid keeping the ink cartridge in the unprotected printing position (which may cause the ink to dry out and become unusable).*
2.4 Replacing the envelope pressure units (dynamic scale)
- Squeeze (1) the pressure unit at the position indicated and pull (2).
- Insert the new pressure unit and press firmly to lock in place.
2.5 Removal of the postage meter
- Switch off the mailing machine,
- Open the cover,
- Hold the handle and pull it upwards
SECTION D: MAINTAINING YOUR DIGITAL POSTAGE-ON-CALL® ACCOUNT

1. ACCOUNT NUMBER ...................................................... 123
2. ACCOUNT BALANCE ..................................................... 123
3. STATEMENTS .............................................................. 123
4. POST OFFICE REGULATIONS ....................................... 123
5. NO DEPOSIT POSTAGE-ON-CALL ACCOUNT .............. 124
6. STANDARD DEPOSIT POSTAGE-ON-CALL ACCOUNT 124
1. ACCOUNT NUMBER
After you sign a rental agreement for your meter, you will be assigned a POSTAGE-ON-CALL® (POC) depositor account number. An account confirmation statement will be mailed to you indicating your account number. This number should be kept in a safe place, yet be readily available, because it is used for all POC account maintenance transactions.

2. ACCOUNT BALANCE
You can use the Neopost Automated Postage-On-Call® system to check your account. Simply call 1-800-867-3738 and use your touchtone phone to enter your account number and select the Account Query menu. You can then hear details regarding your Account Balance (includes the current balance, the available balance and any unpaid advances), Last Deposit (includes the check number, amount and date of deposit) or Last Meter Resetting (includes the date of the last setting transaction). For special account problems, you have the option of speaking to a customer service operator.

3. STATEMENTS
You will receive a monthly statement of all activity in your Postage-On-Call account. It includes deposits, remote meter settings, transaction fees and the ending account balance.

4. POST OFFICE REGULATIONS
United States Postal Service regulations require that your meter must be audited at regular intervals (currently set at 90 days). For your convenience an audit is automatically performed each time you add postage. If you do not add postage or perform an audit within a 90 day
period, a “PO LOCKOUT” message is displayed on the meter and postage printing is disabled. To clear the lockout, simply press the CREDIT key and a CLEAR LOCKOUT transaction will be processed via the modem connection. When the transaction is completed, postage printing is enabled for another 3 months. See paragraph "Clearing a PO Lockout" in section A chapter "Postage-On-Call® Connection", and paragraph "Audit" in section B chapter "Configuration of the POC telephone connection".

5. NO DEPOSIT POSTAGE-ON-CALL ACCOUNT

No Deposit Postage-On-Call® Accounts do not require deposits to a USPS trust account. Postage and setting fees are electronically transferred direct from your bank account when you reset your meter. If you have a No Deposit Postage-On-Call® Account, do not send checks for postage to the USPS trust account bank.

If you are interested in setting up a No Deposit Postage-On-Call® Account, call the Neopost Help Desk for information.

6. STANDARD DEPOSIT POSTAGE-ON-CALL ACCOUNT

Standard Postage-On-Call accounts are prefunded and require that money be in your USPS trust account to add postage to your meter. After using the Neopost Postage-On-Call® system to add money to your meter, your account decreases by the amount of the postage added plus any applicable POC transaction service charge. Remember to deposit sufficient funds to cover all service charges in addition to your planned setting withdrawals. Upon receipt of the check, your POC account will be credited with your deposit (allow 4 to 6 working days for the check to be received and posted). Note: Send only your POC deposit, Do Not include any other payments to Neopost along with your check

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for postage.

**Checks**

Make your check out to United States Postal Service, and write your POC account number on the check.

**Deposit Slips**

Always enclose your preprinted deposit slip with your check. This will assure the fastest and most accurate bank processing. You will receive a package of 24 personalized deposit slips in the mail shortly after setting up your POC account. Replacements are re-ordered automatically when you submit your 20th deposit slip with your check.

**Where To Mail Your Deposit**

There are three regional USPS Trust Account Lock Boxes to facilitate faster receipt of your deposit checks: **PA** - Pennsylvania, **IL** - Illinois and **NV** - Nevada. Refer to the reference table on the next page for the correct lock box for your zip code.
USPS Trust Account Regional Remittance Lock Boxes

PA
Regular Mail
CMRS-POC
P.O. Box 7247-0255
Philadelphia, PA 19170-0255

Overnight Mail
Citibank Delaware
Mgmt.
Attn: Lockbox #0255
1615 Brett Road
New Castle, DE 19720

Wire Transfers To:
Citibank
CMRS / Neopost
Account # 4067-8625
Routing # 021000089

ACH Transfers To:
Citibank
CMRS / Neopost
Account # 4067-8625
Routing # 021000089

Regular Mail
CMRS-POC
P.O. Box 0575
Carol Stream, IL 60132-0575

Overnight Mail
Citibank Services
8430 W. Bryn Mawr Ave.
3rd Floor
Chicago, IL 60631

Regular Mail
CMRS-POC
P.O. Box 504715
The Lakes, NV 88905-4715

Overnight Mail
Citibank Global Cash
Attn: Lockbox #4715
8725 West Sahara
The Lakes, NV 89117

Zip Code to Regional Remittance Lock Box Reference Table
(Use first 3 digits of zip code)

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Mail To</th>
<th>Zip Code</th>
<th>Mail To</th>
<th>Zip Code</th>
<th>Mail To</th>
<th>Zip Code</th>
<th>Mail To</th>
</tr>
</thead>
<tbody>
<tr>
<td>004</td>
<td>PA</td>
<td>117-139</td>
<td>PA</td>
<td>267</td>
<td>PA</td>
<td>889-898</td>
<td>NV</td>
</tr>
<tr>
<td>0010-011</td>
<td>IL</td>
<td>140-147</td>
<td>IL</td>
<td>268-279</td>
<td>IL</td>
<td>900-906</td>
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<tr>
<td>012</td>
<td>PA</td>
<td>148-149</td>
<td>PA</td>
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<td>PA</td>
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<td>IL</td>
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<td>PA</td>
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<td>038-049</td>
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<td>PA</td>
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<td>PA</td>
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<td>NV</td>
<td>950-953</td>
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<td>110-114</td>
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<td>220-253</td>
<td>IL</td>
<td>856-857</td>
<td>IL</td>
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<tr>
<td>115</td>
<td>PA</td>
<td>254</td>
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<td>859-884</td>
<td>NV</td>
<td>956-969</td>
<td>NV</td>
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<tr>
<td>116</td>
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<td>IL</td>
<td>885</td>
<td>IL</td>
<td>970-999</td>
<td>IL</td>
</tr>
</tbody>
</table>

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# International Letter Post Country Code Chart

## Country to Rate Group Reference Table

<table>
<thead>
<tr>
<th>Country</th>
<th>Rate Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td>5</td>
</tr>
<tr>
<td>Albania</td>
<td>5</td>
</tr>
<tr>
<td>Algeria</td>
<td>5</td>
</tr>
<tr>
<td>Andorra</td>
<td>3</td>
</tr>
<tr>
<td>Angola</td>
<td>5</td>
</tr>
<tr>
<td>Anguilla</td>
<td>5</td>
</tr>
<tr>
<td>Antigua &amp; Barbuda</td>
<td>5</td>
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<tr>
<td>Argentina</td>
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</tr>
<tr>
<td>Armenia</td>
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<td>Aruba</td>
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<td>Ascension</td>
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<td>Australia</td>
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<tr>
<td>Austria</td>
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<tr>
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<td>Bahrain</td>
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<td>Bangladesh</td>
<td>5</td>
</tr>
<tr>
<td>Barbados</td>
<td>5</td>
</tr>
<tr>
<td>Belarus</td>
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</tr>
<tr>
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</tr>
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<td>Belize</td>
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<td>Benin</td>
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<td>Bermuda</td>
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<td>Bolivia</td>
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</tr>
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<td>Botswana</td>
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<tr>
<td>Brazil</td>
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**Countries**

- Tanzania
- Thailand
- Togo
- Tonga
- Trinidad & Tobago
- Tristan da Cunha
- Tunisia
- Turkey
- Turkmenistan
- Turks & Caicos Islands
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Vanuatu
- Vatican City
- Venezuela
- Vietnam
- Wallis & Futuna Islands
- Western Samoa
- Yemen
- Zambia
- Zimbabwe
SPECIFICATIONS

• **Speed:**
  - IJ 70 in weighing mode* ........: up to 85 envelopes/minute
  - IJ 70 only .......................: up to 150 envelopes/minute
  * with dynamic scale

• **Ink cartridge capacity ..... : 31,000 imprints with indicium only**

• **Departments: 50 or 200 according to the option**

• **10 job memories**

• **Dimensions and weight**
  - Mailing machine width ...... : 13 "
  - Feeder width ................. : 10.5 "
  - Dynamic scale width ........ : 21.5 "
  - Feed platform width ......... : 9 "
  - Depth .......................... : 18 "
  - Height .......................... : 10 "
  - Mailing machine weight ..... : 35 lbs.
  - Feeder weight ............... : 26 lbs.
  - Dynamic scale weight ...... : 48.5 lbs.
  - Feed platform weight ...... : 3 lbs.

• **Envelopes dimensions**
  - Min. length ........................ : 5.5 "
  - Max. length ........................ : 13 "
  - Min. width .......................... : 3.5 "
  - Max. width .......................... : 10 "
  - Max. thickness (without dynamic scale): 5/8 "
  - Max. thickness (with dynamic scale) ... : 1/2 "
  - Moistening max thickness ........ : 3/8 "
  - Min. weight (dynamic scale) ........ : 0.1 oz
  - Max. weight (dynamic scale) ........ : 35 oz
• **Resolution in dynamic weighing mode:** 0.1 oz

• **Label dimensions (pre-cut and self-adhesive)**
  - Max. width : 1.6 "
  - Min. length : 6 "
  - Max. length : 8.3 "

• **Rolls for roll tape**
  - Width : 1.45 "
  - Length : 150 yd
  - Capacity : 600 imprints (+ 10 %) with indicium only

• **Power requirements**
  - Power supply : 120 V (+ 10% -5%) 3 wire grounded circuit (up to standards NFC15-100)
  - Frequency : 60 Hz
  - Max. current rating (full configuration) : 2 A

• **Operating conditions**
  - Ambient temperature : 41 to 104 °F
  - Relative humidity : 15 to 80 % with no condensation

• **Storage of labels:**
  It is recommended at room temperature (77°F) and 50% relative humidity. Mind the "best before" date.

• **Noise:** < 73 dBA
## ORDERING SUPPLIES

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<td>Platen roller kit (RTD)</td>
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For Custom Advertisement Memory Cards: Call Consumable Supplies Order Desk for assistance.

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Hayward, CA 94544-7084

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1-800-867-3738
Call to check Account Balance, Last Deposit or Last Meter
Resetting information via touch-tone telephone

Postage-On-Call® Modem Telephone Number
1-866-296-1331
Modem telephone number set up in meter
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