

# NEOPOST IS-5000

- For more specific information about your mailing system, see the User Guide.
- For your installation Pin Code please visit [www.neopost.co.uk](http://www.neopost.co.uk)
- Consumables, contact Neopost Supplies: 0845 880 0002

## Getting to know your mailing system

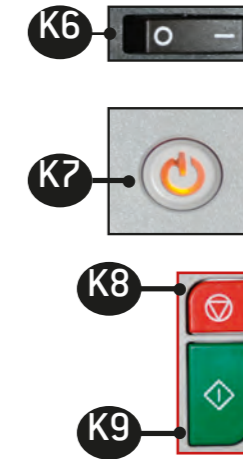
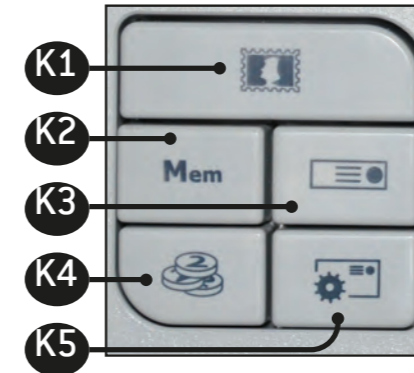
### • Touchscreen main areas



(tactile areas: —●)

- D0 • Rate and services
- D1 • Date printed
- D2 • Weighing type
- D3 • Envelope sealing
- D4 • Imprint position offset
- D5 • Type of imprint (to change: K5)
- D6 • Postage and weight
- D7 • Job memories (can contain rate, stamp settings and account)
- D8 • Current account
- D9 • Credit (adding funds: K4)

### • Shortcut keys



- K1 • Rate selection
- K2 • Job memories
- K3 • Print labels
- K4 • Funds
- K5 • Stamp configuration
- K6 • ON/OFF Switch
- K7 • Sleep / wake
- K8 • Stops printing
- K9 • Starts printing

## Applying postage

### 1 TO RESET PREVIOUS SETTINGS... PRESS CLEAR OR WAKE

- If needed, press to get back to the home screen.
- To get back to default rate settings, press **C** on the keyboard.
- If the system is asleep, press to wake it up with default settings.

### 2a TO WEIGH YOUR MAIL... USE THE DYNAMIC SCALE

- Tap the D2 area on the screen and select

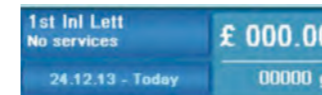
OR

### 2b PUT YOUR MAIL ON THE SCALE

- Tap the D2 area on the screen and select

### 3 CHOOSE RATE AND SERVICES

Current rate and selected services are displayed in this area of the screen.



To change the rate and/or add services:

- 1- Press . The rate selection screen is displayed.
- 2- Use rate buttons 1 to 9 to select an available Class and/or Services, or select **Rate wizard**.



- 3- Press **OK** to validate your selection and return to the home screen.

### 4 PRINT THE STAMP

If you want to print on a label or automatically seal the envelope, check additional options below.

- 1- Press to start the motors of your mailing.
- 2- Insert the mail piece in the feeder loader, the imprint printing position on the upper right side.



#### To print on labels:

- 1- Insert labels into the dispenser until a click, printing side facing the right.
- 2- Press to enter the number of labels .



**To seal the envelopes:** Tap the D3 area on the screen to activate or deactivate the sealer.

## Thickness setting

There is a thin/thick mail latch under the top cover of the feeder. For normal operation, the lever will be to the left. However, for processing a batch of thick mail, move the lever to the right, especially if the thicker envelopes won't feed into the mail path.



- 1- Open the feeder cover.
- 2- Change the lever position:
  - left for normal;
  - right for special thickness
- 3- Close feeder cover

## Changing the ink tank

- 1- On the new ink tank, remove the protective strips.
- 2- Open the ink tank drawer by pulling it towards you.
- 3- Press on the blue release lever to disengage the ink tank.
- 4- Pull out the old ink tank.
- 5- Insert the new ink tank, then push it until you hear the click.
- 6- Close the drawer. The alignment process of the printing heads starts automatically.



## If jamming occurs...

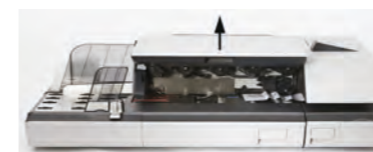
#### In the base:

- 1- Pull the release handle on the lower assembly of the print Base.
- 2- Using your other hand, remove the jammed envelopes. If the jammed envelopes can not be removed, perform the following.
- 3- Press on the blue release lever to disengage the ink tank.



#### In the feeder:

- 1- Open the cover.
- 2- Gently remove jammed envelopes.
- 3- Close the cover.



## Adding credit

Press **MENU**, type 2 and follow instructions on screen.

**Note:** to complete this operation successfully, your postal services account must have a positive credit balance of the corresponding amount.

## Filling the sealer bottle

- 1- Remove the bottle from its base and turn it over.
- 2- Unscrew the cap and fill the bottle with water up to the limit marks.
- 3- Screw on the cap and put the bottle back into place.



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## Getting to know your mailing system

**1 Imprint, postage and rate section**

Account section

Rate display Date Postage amount and weight

ERA selection Slogan selection All rate favorites Rate favorite shortcuts Other rates Date settings

**2 System monitoring section**

Ink level Franking items Reset counter

Insertion control Credit available Credit PC connected

**3 Processing modes section**

Sealing mode Moistening level Weighing type

Quiet mode Print offset Label printing

ON/OFF Switch

Sleep/wake

PC toggle

Stops printing

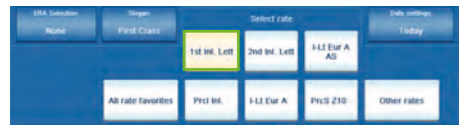
Starts printing

## Applying postage

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- To get back to default rate settings,

tap on the screen.



- If the system is asleep, press to wake it up with default settings.

### 2a TO WEIGH YOUR MAIL... USE THE DYNAMIC SCALE

- Tap and select .

OR

### 2b PUT YOUR MAIL ON THE SCALE

- By default the weighing platform and are automatically selected.
- Otherwise, tap then .

### 3 CHOOSE RATE AND SERVICES

Current rate and selected services are displayed in this area of the screen.



To change the rate and/or add services:

- 1- If Rate favorite button is pressed, parameters of imprint are displayed in the imprint details zone above.
- 2- Use Rate favorite button to select a preset rate.
- 3- If Other rates button is pressed, the following screen appears. Use rate buttons 1 to 9 to select an available Class and or Services, or select Rate wizard.
- 4- Validate your selection to return to the home screen.



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