optimail
Postage meter

Operator Manual
**Display and Keyboard**

**Multifunction keys** (soft keys)

- Confirm input
- Acknowledge messages

Press briefly back to higher-level menu / window

Hold key pressed: back to the home menu

**Arrow keys**
- navigate
- scroll
- increase / decrease values

**Shift key:**
Switch upper / lower case letters

**Numeric keys**
- Enter numbers
- Enter letters, punctuation and special characters

**Loading postage / TELESET**

**Show registers**

**Call up menu for:**
- Special functions
- Administration and Statistics
- System settings
- ...

**Memory:**
- display / select saved Canada Post products

**Clear inputs**
- In the home menu: holding C/CE pressed sets home menu back to default
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About this Operator Manual

Please read this Operator Manual before using the optimail postage meter. Please keep the manual near the optimail at all times for reference.

This Operator Manual describes the optimail postage meter in its standard version and with the integrated scale as well as the optional accessory. Functions which are only available with certain configurations are recognizable by a suffix, e.g. (optional).

Quick Reference Guide  The Quick Reference Guide gives you an overview of the operating menu and metering with the optimail.

Installation Guide  For installation and commissioning of the optimail please read the Installation Guide optimail.

The following keywords and symbols identify the safety tips in this Operator Manual.

Warning! indicates a potential hazard which may result in injury.

Caution! indicates a potential hazard that may result in damage to the optimail or impair the metering process.

The following symbols and text features are used in this operator manual:

- Bullets precede instructions.
- Dashes precede list items.

ITEM COUNTER  Menu names and options from the operating menu are written in capital letters.

“Incorrect value”  Messages are highlighted by quotation marks.

A tip offers advice or additional suggestions for improving the operation.

Chapter ‘The basics of operation’ on page 16 explains how operating and menu sequences are described.

Notice  The information contained in this optimail documentation (consisting of Installation Guide, Operator Manual and Quick reference Guide) is subject to change without notice.

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1 Safety tips

The optimail is a digital postage meter with a thermal printer for metering letter mail. The optimail complies with the pertinent safety regulations for office information equipment.

Please observe the following tips for your own safety:

• Install and commission the optimail according to the instructions in the Installation Guide.

• When you move the optimail from a cold environment (i.e. below 50°F / 10°C): Wait at least 24 hours before connecting the optimail. The optimail requires this period to adapt to the ambient conditions.

• Use only the power and modem cables provided or approved by Francotyp-Postalia. Make sure that cables are not damaged.

• Only operate the optimail on a grounded single-phase power socket. Make sure your office power supply conforms to the power requirements shown on the serial number plate of the optimail.

• Make sure the socket for connecting the optimail is close by and easily accessible at all times.

• Do not remove any parts of the housing.

• Never cover the ventilation slots in the housing.

• Switch off the optimail before cleaning the postage meter or moving it to another location.

• Make sure that no liquids or foreign objects penetrate the interior of the optimail. If this happens, pull out the power plug immediately. Have the optimail checked by a service technician before using it again.

• Pull out the power plug in the event of danger! Call the Francotyp-Postalia service.

• Only use original ribbon cassettes from Francotyp-Postalia. Observe the information enclosed with every package.

• Only use the batteries provided by Francotyp-Postalia. Observe the instructions enclosed with the battery for correct use and disposal.

• Only have maintenance and repair work done by qualified personnel authorized by Francotyp-Postalia. Otherwise your warranty will be voided. You will be liable for any damages.
2 A short description of the optimail
**Things worth knowing about optimail**

The optimail is a postage meter for small and medium-sized mail volumes. It meters letters up to a thickness of 6 mm (0.24") and self-adhesive FP labels.

With up to 30 meter imprints per minute you manage your daily mail volume in virtually no time at all.

**Menu-controlled operation**

No matter which function you need – from setting the meter imprint to editing system parameters – with the clearly structured user interface on the backlit display you quickly and easily perform these tasks.

**Metering**

The optimail shows all major metering information at a single glance. You only have to put the letter in place – the optimail feeds the letter, meters it and ejects the ready to send letter to the right.

**Letters as advertising medium**

In addition to the meter imprint the optimail can simultaneously print an advert of your choice on the envelope.

**TELESET**

Load postage into the optimail with the TELESET process via a built-in modem – fast, comfortable and, if need be, 24 hours a day.

**Protection against unauthorized use**

Access cards in check card format protect the optimail against unauthorized use and allow individual access rights (MASTER / USER) to be assigned.

**Flexible and up to date**

Using your optimail, you can be sure that you always work with the latest tariffs and rates of Canada Post. When tariffs change, the optimail receives a new rate table via modem from the data center.

New logos can easily be loaded into your optimail from the chip card.

**Thermal printing**

The thermal printing process provides a clean, smudge-proof imprint. The solid ink on the ribbon is heated up as it passes the thermal printhead, the liquefied ink penetrates the paper of the envelope and remains permanently bonded.

The ribbon cassette is simple to replace with just a few actions.
**Additional functions**

The optimail offers a number of convenient additional functions that will soon be among your favorites:

- **Memory function** for frequently used products of Canada Post.
- **Account function** for separate registration and billing of portage costs.
- **Redate** and **postage correction** for correcting wrong meter imprints.
- **Reply Mail** metering.
- **Incoming mail stamp.** Print date and time on incoming mail.
- **Print lists** for account data, register states, system information and other information.

**Options**

The following components are available to extend the machine’s range of functions:

- **Integrated scale.** The space-saving, integrated 3 kg-scale quickly and reliably determines the weight for letters and parcels. The determined weight directly affects the product settings. There is no need to enter the weight manually.
- **Sealer.** Manually pass the open envelope through the sealer. The moistened flap is pressed down during metering in the optimail.
- **Catch tray.** The convenient catch tray with adjustable stop is ideal for stacking the processed letters and provides additional storage space.
3 The basics of operation

In this chapter you will learn about the basic optimail functions and how to handle the postage meter user interface.

3.1 Turning on / off

Push the power switch, the toggle switch on the left side of the postage meter, to turn the optimail ON or OFF.

⚠️ Caution! Wait for at least one minute before you turn the optimail on again.

Turning on

- Push I (= ON) on the power switch.

The display light goes on and a selfcheck starts. The optimail tests and activates all machine components. This procedure takes some time and is accompanied by signal tones and display messages.

Finally the home menu appears.

The optimail is ready and displays the following metering options:

- Dispatch data, weight and postage value are set to default values that are saved to MEM 1.
- Current date.
- The advert is ruled by the current account.
- An account has been set when an access card (MASTER or USER) has been plugged or access control was disabled.

Turning off

- Push O (= OFF) on the power switch.

The optimail switches off. The display light goes out.
3.2 Stand-by

When in stand-by, the optimail displays a clock. The display is dark.

The optimail goes to stand-by if you do not feed any letters or press any keys for some time. You can reactivate the optimail by pressing any key.

Refer to Chapter 12.8 on page 72 on how to set the stand-by period.

3.3 Access control – MASTER / USER

The MASTER and USER cards, commonly referred to as access cards, control the access rights to the postage meter.

The card labeled MASTER allows access to all functions.
Cards labeled USER allow access to certain functions only.
– Metering to the assigned account
– Saving and editing memory items
– Assigning an advert to the current account.

Access control with cards can also be disabled. Metering is then possible without access card on all accounts.

For an overview of all access rights refer to page 98.

Inserting an access card

• Insert access card into the card reader in the direction of the arrow. The chip on the card must face the rear.
• Push in the access card against a slight resistance all the way to the stop. You will feel the card snap in.

Removing an access card

• Simply pull the access card out of the card reader.
3.4 The user interface

This chapter covers the optimail user interface. You will be introduced to the menu and window types, the used symbols, the modes of operation and how the present manual presents menu / operating sequences.

3.4.1 Key functions

- **Multifunction keys**
  - The keys to the right of the display are multifunction keys (also called soft keys). These keys are assigned different functions.
  - Display text and symbols indicate the currently assigned function.

- **Arrow keys**
  - For scrolling in menus, lists...
  - For cursor movement (e.g. when typing text).
  - For increasing / decreasing values (when changing selected system parameters).

- **Memory**
  - Display saved settings and selects them for metering.

- **Enter key**
  - Confirm input.
  - Acknowledge messages.

- **Clear**
  - Special function in the home menu:
    - Keeping the key pressed for longer (approx. 2 seconds) sets the optimail back to default values in the home menu.
  - Special functions in the product selection menu (selection of dispatch data):
    - Pressing the key briefly clears one item each.
    - Keeping the key pressed for longer (approx. 2 seconds) clears all selected dispatch data.
Opens the TELESET menu for
– displaying the register values.
– loading postage.

Opens the MENU for system settings, administration, special
and service functions for the optimail.

Back key
– Key pressed briefly: back to last menu / window.
– Keeping the key pressed for longer (approx. 2 seconds): back to the home menu.

Numeric keys
– For typing numbers.
– For typing text (account names, etc.).
   To insert blanks: key 0 . . . . . . . . . . . . . .
   available special characters, key $ & 1 2 3 4 5 6 7 8 9 0

Shift key
Switch upper/lower case letters during typing.
3.4.2 Display symbols

The letter symbol indicates: The optimail is ready for metering.
You can feed and meter mail.

The letter box symbol indicates the Incoming mail stamp is enabled and ready. You can load incoming mail.

The printer symbol indicates the Print lists function.
A list, report, preview image... can be printed.

The text symbol indicates that text can be typed.
The numerical keys are released for text input.

MEM The letter symbol indicates: The optimail is ready for metering.
The letter box symbol indicates the Incoming mail stamp is enabled and ready. You can load incoming mail.
The printer symbol indicates the Print lists function.
A list, report, preview image... can be printed.
The text symbol indicates that text can be typed.
The numerical keys are released for text input.

MEM and the memory location number indicate the selected memory item.
The hourglass symbol appears when the optimail requires some more time (e.g. when updating data). Please wait until the procedure is finished.

Arrows in the status bar indicate the presence of further options that you can select.
Use the arrow keys to scroll forward or backward.

The following symbols indicate the multifunction key assignment:

\[\begin{align*}
\text{AMT} & \quad \text{Setting the postage value / product of Canada Post.} \\
\text{AD} & \quad \text{Setting the advert.} \\
\text{ACT} & \quad \text{Changing the account} \\
\text{DAT} & \quad \text{Setting the mailing date.} \\
\text{IMS} & \quad \text{Switching to the Incoming mail stamp function.} \\
\text{RDT} & \quad \text{Switching to the Redate function.} \\
\text{COR} & \quad \text{Switching to the Correction function.} \\
\text{MTR} & \quad \text{Returning to the Meter function.} \\
\text{1} & \quad \text{In lists: Selecting a setting saved in the displayed location (e.g. a memory item, an advert,).} \\
\text{2} & \\
\vdots & 
\end{align*}\]
3.4.3 Description of operating procedures and menu sequences in the present Operator Manual

Illustrations of display screens show current settings and show what to type.

The multifunction key that must be pressed to trigger an action / function is shown in black.

The ‘way’ through the menu to reach a function as well as inputs / settings for this function are indicated as follows:

- Press the key.
- Select in the menu:
  SYSTEM SETTINGS → STANDBY TIME. (To do so, scroll down with the key, press the softkey next to SYSTEM SETTINGS, scroll down with the key and press the softkey next to STANDBY TIME.)
- Type the desired time (= Current setting).
- SAVE the setting shown.
3.4.4 The home menu

The home menu appears after the machine was turned on and the selfcheck has been successfully completed. It displays the current settings for metering (product of Canada Post, advert…).

The postage value appears only if all product data has been selected (destination, type of mail…).

An account has been set and is indicated in the home menu when an access card (MASTER or USER) has been plugged or access control was disabled.

Symbols indicate the multifunction key assignment and inform about the current settings. Chapter 3.4.2 explains the used symbols.

The status bar informs of the current operating state and gives additional hints.

In the home menu you can
- press the multifunction key $\text{AMT}$ to go to the product selection menu to change or set a product
- select an advert $\text{AD}$
- change the mailing date $\text{DAT}$
- weigh (only optimail with scale)
- meter.

You can also
- switch to the special functions “Incoming mail stamp” $\text{IMS}$, “Redate” $\text{RDT}$ and “Correction” $\text{COR}$
- change the account $\text{ACT}$ (when access to this function is permitted).
3.4.5 The product selection menu

Opening the product selection menu

Press the multifunction key [AMT] to open the product selection menu where you can set or change the product that is to be metered.

You can either choose to set a new product or to change the current product settings.

For a new product:
• Press multifunction key [AMT] briefly.

For changing the product setting:
• Keep the multifunction key [AMT] pressed for longer (approx. 2 seconds).

Display of current product settings

The display left shows
– the selected dispatch data (destination, type …)
– the weight
– the postage value.

The displayed weight may come from various sources:
– determined by the scale or
– entered manually during the product selection (optimail without scale) or
– adopted from the memory or
– entered manually in the SCALE AND POSTAGE RATE MAINTENANCE menu.

The postage value appears only if all product data has been selected.
The basics of operation

Selecting dispatch data

Selectable dispatch data are shown in the display right. You can scroll the list with the arrow keys if more than four memory items are available. Use the multifunction keys to select the dispatch data.

Deselecting dispatch data

You can delete the dispatch data of the current product setting step by step using the key. Keeping the key pressed for longer (approx. 2 seconds) deletes all selected dispatch data of the current product setting.

Return to home menu

With the key you go back to the home menu. The optimail saves the current product settings to the home menu when the product selection menu is left.
3.4.6 The menu

Use key (Menu) to open the MENU.

From this menu you can access the administration and special functions as well as the system settings and the service functions.

Use the arrow keys to scroll to the next page and back in the MENU.

Use the multifunction keys to select the functions. Depending on the function a menu with further options, an adjustment menu, a list... appear.

Pressing the (Back) key always returns you to the higher-level menu.

A quick overview of MENU has been provided on page 100.
3.4.7 Lists

Lists (e.g. for memory items, adverts) offer all available settings in list form. The assigned number appears on the display right.

You can scroll the list with the arrow keys if more than four memory items are available.

Use the multifunction keys to select one of the available settings.

The caption displays the list’s title.

A symbol in the caption can indicate a certain operating state. In the example shown the printer symbol indicates the list can be printed.

The caption indicates useful additional functions.

For the advanced user:

Keeping the multifunction key pressed (for approx. 2 seconds) in some lists displays a preview and gives you access to a choice of administrative functions.

For example: from the memory list you have direct access to a menu where you can save / delete / rename the memory items.
### 3.4.8 Adjustment menus

The optimail opens a separate menu each for editing system parameters and for typing, editing, clearing user-specific data.

Structure and function of these menus are similar. On the display left the optimail shows the current setting. To the right you see other settings and functions you can select with the multifunction keys.

A cursor, the flashing underscore _, indicates a box where you can type text or numbers.

The caption displays the menu title. A symbol in the caption can indicate a certain operating state.

The status bar informs of special features and gives additional hints.

Adjustment menus can also comprise graphical elements for visualization.

### 3.4.9 Popup windows

A popup window prompting for input opens for some settings. Messages also appear as a popup.

Confirm messages and popup input with the key.

Some popup messages feature auto-confirmation, i.e. they automatically close after some time.
3.5 Text input

Letters including accents, punctuation marks and special characters are assigned to the numeric keys for entering texts such as account names or advert names. Page 14 shows available special characters.

Typing characters
A cursor \_ marks the point where a character can be typed in a text box.
- Press the appropriate numeric key as many times in rapid succession until the desired character appears in the display.

After a short time the cursor jumps one digit to the right. You can now type the next character.

Switching upper / lower case letters
- Press the \u21b4 key.

Deleting characters
- Use the arrow keys \u2191 to position the cursor on the character to be deleted.
- Press the \u232f key to delete the character.

Inserting characters
- Use the arrow keys \u2193 to position the cursor on the point in the text where the character is to be inserted.
- Type the desired character.
3.6 Test imprint (zero-rated postal imprint)

You can check the settings for the metering process by doing a zero-rated postal imprint, i.e. a normal meter imprint with postage value “00.00”.

- Press the key.
- Select in the menu: IMPRINT MANAGEMENT → ZERO-RATED POSTAL IMPRINT.

- Fold a sheet (letter size) down the middle.
- Place the folded sheet on the letter receiving tray:
  - side to be printed face up
  - the folded edge must touch the letter guide.
- Push the sheet in direction of the arrow until the optimail feeds the sheet.

A roller pushes the sheet against ribbon and print head and printing starts as soon as the letter sensor detects the sheet.

The optimail prints the zero imprint and ejects the sheet to the right.

End “Zero-rated postal imprint”

Keep the key pressed (approx. 2 seconds), until the display again shows the symbol for product selection / setting the postage value in the top right.
The present chapter describes the meter imprint settings required by Canada Post and the optional advertising imprint.

The following settings in the home menu define the meter imprint:
- Postage value / product of Canada Post (see Chapter 4.1)
- Mailing date (see Chapter 4.2)
- Advert (see Chapter 4.3).

### 4.1 Setting the postage value / product of Canada Post

How to set the postage value (i.e. the value of the Canada Post product) depends on your optimail’s rate table variant:

**PLUS-Variant:** The optimail determines the postage value for all Canada Post products itself. The desired dispatch data (destination, type…) has to be selected and the weight has to be set.

**BASE-Variant:** The optimail only determines the postage value for standard products of Canada Post (e.g. Lettermail) by itself. The desired dispatch data (destination, type…) has to be selected and the weight has to be set.

For a number of products (e.g. Incentive Lettermail, Regular Parcel, Xpresspost) the automatic rate calculation is not available. For such products you have to enter the postage value manually. Read Chapter 4.1.3.
The following chapters describe in detail how to set the dispatch data. Read
– Chapter 4.1.1, if you wish to select all dispatch data anew.
– Chapter 4.1.2, if you wish to change / modify the current setting.

How to set the weight depends on your optimail's equipment:
– Simply put your mailpieces on the scale if you work with an optimail with scale. For details on how to use the scale, please refer to Chapter 4.1.4.
– An optimail without scale prompts you to enter the weight after having selected the dispatch data.

Additionally, the menu function “Manual Weight Entry” allows you to enter or modify the current weight. Read Chapter 4.1.5.

Use the memory to fast and easily set a product. Ex factory, typical products of Canada Post are saved as memory items. Chapter 7 describes the memory function.

4.1.1 Setting a new product

In the home menu:
• Press the key next to (AMT) briefly.

The optimail opens the product selection menu. The display area for the current product setting is empty. You can now select the desired dispatch data.
Selecting dispatch data

The optimail successively prompts you to specify all necessary details: destination → type...

- Select the desired setting by pressing the appropriate multifunction key.

All selected dispatch data are shown in the display area (display left).

The example shows the following settings:
- Destination: USA
- Type: Letter-Post
- Size: Short & Long (Standard)

Press the \( \text{clear} \) key to clear (deselect) dispatch data from the display area.
- To clear separately: Press key briefly.
- To clear all: Keep the key pressed for approx. 2 seconds.

Setting the weight

An optimail without integrated scale prompts you to enter the weight in a popup.

- Enter the weight.
- Confirm with the \( \text{enter} \) key.

Using the integrated scale you can determine the weight at any point in time – either in the product selection menu or in the home menu. Read Chapter 4.1.4.
The postage appears as soon as all necessary dispatch data are selected and the displayed weight exceeds 0 g.

Selecting special services

- Select the desired special service by pressing the appropriate multifunction key. This is REGISTERED MAIL in the example.

You can select several special service items. The optimail supports you in observing postal regulations and does not permit any illegal combinations.

All selected special services are shown in the display area (display left). The selected special services are also inverted in the display area (display right).

You can press the appropriate multifunction key to deselect a special service.

There are some special services Canada Post only allows in combination with another special service. “Insurance” for instance is only possible in combination with “Registered Mail”.

When the desired product is set:

- Press the (key) to return to the home menu.
Please note the following special features of product setting:

**Specifying the mailpiece value**

When choosing INSURANCE, optimail opens a popup window for entering the weight.
- Specify the mailpiece value.
- Confirm with the key.

**Statement of Mailing / Manifest**

When choosing STAT. OF MAIL, optimail opens a popup window for entering the postage value.
- Enter the postage value for the entire order.
- Confirm with the key.

**Note:**
- Only print the statement of mailing imprint on a **self-adhesive label**. It is meant to be attached to the special delivery form.
- Adverts cannot be used with this product.

**Enter destination Zip code** *(only PLUS-Variant)*

For some products (e.g. Regular Parcel, Xpresspost) you must specify the destination postal code.

The optimail opens a popup window for entering the postal code.
- Enter the first three characters of the destination postal code.
- Confirm with the key.
Entering the destination state  
(only PLUS-Variant)

For dispatch to the USA you have to specify the destination state for several products (e.g. Expedited Parcel, Xpresspost).

The optimail opens a popup window for entering the state.

• Enter the abbreviation for the state and confirm with the key.

or

• You can use the key to open a list of states.

• Set the state using the appropriate multifunction key.

Entering the destination country  
(only PLUS-Variant)

For some products (e.g. International Parcel, International Xpresspost) you must specify the destination country.

The optimail opens a popup window for entering the destination country.

• Enter the abbreviation for the destination country according to ISO 3166.

• Confirm with the key.

Refer to page 101 for a list of country codes according to ISO 3166.
4.1.2 Changing the product settings

In the home menu:
- Keep the key next to \( \text{AMT} \) pressed for longer (approx. 2 seconds).

When the popup window for the weight appears (only optimail without scale):
- Retain the displayed weight
  or
- enter a new weight.
- Confirm with the \( \text{enter} \) key.

The optimail opens the product selection menu and displays the current product settings.

In the product selection menu you can
- make additions to the current settings (e.g. choose special services)
- or
- delete the current setting step by step and select new dispatch data.

How to change the dispatch data
- Use the \( \text{esc} \) key to delete the current settings step by step as far as necessary.
- In the example, the size is to be changed from “Standard” to “Non-Standard”.
- Select the new dispatch data.
- Press the \( \text{back} \) key to return to the home menu.
- Press \( \text{esc} \) for approx. 2 seconds to entirely delete the current product setting.
4.1.3 Entering the postage value manually (BASE-Variant only)

If the optimail is unable to determine a postage value with the selected dispatch data automatically, you have to enter the postage value manually.

In the home menu:
- Press the key next to AMT briefly.
- Select the desired dispatch data in the product selection menu. In the example this is CANADA XPRESSPOST.

The optimail opens a popup window for entering the postage value.
- Enter the postage value for the selected product.
- Confirm with the key.
- Press the back key to return to the home menu.

The postage value is set for metering.
4.1.4 Determining / setting the weight using the integrated scale (optional)

Caution! Please heed the following notes on how to use the integrated scale:

- The scale is designed for a maximum weight of 3 kg.
- The optimail can determine a new weight only if the scale has been emptied beforehand. You must therefore empty the scale platform before you place a new mailpiece to be weighed.

You can perform weighing in the home menu as well as in the product selection menu.

- Place the mailpiece on the scale platform.

A beep signals the scale has determined the mailpiece weight.

Note: This tone cannot be heard if the optimail tone signal was disabled.

The weight determined by the scale is set. The optimail uses the displayed weight and the selected dispatch data to set the postage value.

The postage value is set for metering.
4.1.5 Entering / changing the weight manually

Additionally, the menu function “Manual Weight Entry” allows you to enter or modify the current weight. You also use this function for determining the postage value of mailpieces heavier than 3 kg.

This function is available in machines with and without integrated scale.

- Press the **Menu** key.
- Select in the menu: **SCALE AND POSTAGE RATE MAINTENANCE → MANUAL WEIGHT ENTRY**.
- Enter the weight.
- Press SAVE to register the displayed weight.
- Keep the **Back** key pressed for approx. 2 seconds.

The optimail returns to the home menu – the new weight is set.

This weight remains set until you put a mailpiece on the scale (optimail with scale) or change the product settings / enter a new weight in the product selection menu (optimail without scale).
4.2 Mailing date

The mailing date for the meter imprint is set automatically to the current date by the system clock. You can set the date forward by up to 30 days. The optimail does not allow backward dating for metering.

Setting the mailing date

In the home menu:

• Press the key next to \( \text{DAT} \).

• Type the desired mailing date.

• Press USE to set the date.

The optimail returns to the home menu. The mailing date is set.

Note: When the product RETURN POSTAGE PREPAID is set, optimail will not print the mailing date.

Quick results for the advanced user.

In the home menu:

• Enter the mailing date.

The numbers you typed are displayed in the status bar.

• Confirm with the key next to \( \text{DAT} \).
4.3 Advertising imprint

You can print an advert of your choice on your mailpieces. The optimail offers the following options for advert printing:

– The postage meter can hold a maximum of 6 different adverts. The saved adverts are available to all users.

– Advert on USER card. On request Francotyp-Postalia will supply USER cards with an advert of your choice. The advert is read from the card as soon as the card is inserted.

Setting the advertising imprint

In the home menu:

• Press the key next to AD.

You see a list with all available adverts.

• Select the desired advert. In the example it is TRADE SHOW (advert no. 3).

The optimail returns to the home menu. The advert is set.

Quick results for the advanced user.

In the home menu:

• Type the desired advert number.

The number is displayed in the status bar.

• Confirm with the key next to AD.
Using the advert from the USER card

- Insert USER card with advert.
- Press the key next to \text{AD}.

The advert from the USER card appears at the end of the list.

- Press the key next to the last advert in the list.

The optimail returns to the home menu. The advert on the USER card is set for metering.

You can also define the advert on the USER card as the default advert for this account (see page 58). The advert is then used for the meter imprint immediately after the USER card is plugged.
5 Metering

In this chapter you can read how to set the account to record postage costs and how to insert letters, postcards and metering labels correctly. You will receive important information and tips on how to prevent incomplete or illegible meter imprints and how to protect the printing system from damage. Please refer to Chapter 4 for detailed information on how to set meter imprint parameters.

5.1 Selecting / changing an account

An account must always be selected for metering. The current setting is visible in the home menu; you can recognize it by the \( \text{ACT} \)-symbol.

Setting the account via an access card

- Insert the USER or MASTER card in the card reader. The chip on the card must face the rear.
- Push in the card against a slight resistance all the way to the stop. You will feel the card snap in.

The optimail selects the account configured on the access card as well as the defaults for adverts it contains.

The home menu shows the account name. The postage costs of all subsequent metering procedures will be charged to this account.

Account 1 is always assigned to the MASTER card (account 1 = MASTER account).
Changing the account

You can only change the account when working with the MASTER card or when access control was disabled.

In the home menu:

- Press the key next to (ACT).

The optimail opens a list containing all accounts. You see the account names and numbers.

- Select the desired account.
  - In the example: “Customer Service” (account no. 7).

The optimail returns to the home menu. The account is set.

You can only select those accounts that were defined in the ACCOUNT ADMINISTRATION menu. You cannot select accounts tagged “Not Assigned”.

Quick results for the advanced user.

In the home menu:

- Type the account number.

The number is displayed in the status bar.

- Confirm with the key next to (ACT).
5.2 Positioning and metering a letter

The optimail allows letters up to a thickness of 6 mm (0.24”) and postcards to be metered. Format and material of mailpieces must meet the specifications on page 109.

Caution! Canada Post reserves the right to reject illegible meter imprints. Make sure your optimail always prints perfect meter imprints. You can avoid poor meter imprint quality, ribbon breaks and print head damage by simple, preventive measures:

– Several sheets in an envelope may result in thickness differences in the print area that may cause an irregular imprint. In this case meter the empty envelope or use the special FP double labels.

– Use envelopes with as smooth a surface as possible. This gives the best printing results.

– Make sure the letters do not contain any staples or paper clips in the imprinting area.

– Jog the top edge of the envelopes on a flat surface prior to metering. By aligning the letter contents at the top edge you create a smooth area for the meter imprint.

– A standard size letter you best let go during printing. Larger envelopes could do with some support.

– Do not try to align or move a letter once the optimail has started feeding it.

– Please observe the length of the meter imprint (e.g. for ‘Incentive Lettermail’ and ‘Addressed Admail’ with advert). Use sufficiently sized envelopes or extra large labels provided by Francotyp-Postalia.
The catch tray (available as accessory) can be adapted to different envelope sizes by displacing the stop. The stop features four catches for the most common sizes.

Metering...

You can start metering when optimail is ready for metering (letter symbol in the top right corner and appropriate information in the status bar).

Positioning a letter / postcard

- Place the letter on the letter receiving tray:
  - side to be printed face up (address field is visible)
  - the top edge must touch the letter guide.
- Push the letter in direction of the arrow until the letter sensor detects the letter.

A roller pushes the sheet against ribbon and print head and printing starts as soon as the optimail detects the letter.

The illustration shows the approximate position where the optimail starts feeding the letter.

The imprinted letter is ejected to the right.

Refer to Chapter 6.4 on page 46 on how to simultaneously moisten and meter letters.
**Metering on labels**

The optimail can imprint self-adhesive double labels. Double labels suitable for optimail are available from Francotyp-Postalia.

- Place the double labels on the letter receiving tray:
  - side to be printed face up
  - the long edge must touch the letter guide.

- Push the double label in direction of the arrow until the letter sensor detects the double label.

The illustration shows the approximate position where the optimail starts feeding the double label.

The imprinted double label is ejected to the right.
6 Special functions

6.1 Postage correction

With the optimail, you can correct faulty meter imprints. If you have metered with a postage value which is too low, print a correction with the missing amount on the non-address-side of the mail piece. You cannot print logos when using this function.

### Print Correction

In the home menu:

- Press the key next to \textgreater\textgreater\textgreater \textit{COR}.

optimail sets the \textbf{Correction} imprint.

- Enter the amount to be imprinted on the mail piece in addition to the postage value already metered.
- Confirm with the key next to \textgreater\textgreater\textgreater \textit{AMT}.
- Position the mail piece, the non-address-side face up.

The optimail prints the correction imprint with the additional postage value.

Press the key next to \textgreater\textgreater\textgreater \textit{MTR}, to return to the normal metering mode.
6.2 Redate

If the meter imprint shows an incorrect mailing date, you can print a correction with the correct date on the non-address-side of the mail piece.

Print Redate

In the home menu:

- Press the key next to RDT.

  optimail sets the Redate imprint.

- Type the new mailing date.

- Confirm with the key next to DAT.

- Position the mail piece, the non-address-side face up.

  The optimail prints the redate imprint with the new mailing date.

Press the key next to MTR, to return to the normal metering mode.
6.3 Stamping incoming mail

You can use the incoming mail stamp function to mark your incoming mail (up to 6 mm / 0.24" thickness).

### Setting the incoming stamp

In the home menu:

- Press the key next to \( \text{IMS} \).

The optimail sets the **Incoming Mail Stamp** and displays the set date.

### Date of incoming mail

You can set the incoming mail stamp date as desired. Redating is permissible. Read page 35 to find out how to set the date.

The time is included in incoming mail stamps with the current date only.

### Stamping incoming mail

- Load incoming mail with the side to be printed face up.

The optimail prints the incoming mail stamp and ejects the mailpiece to the right.

The incoming mail stamp shown to the left bears date and time.

Press the key next to \( \text{MTR} \), to return to the metering mode.
6.4 Moistening and sealing letters (optional)

Operating the optimail with the specially available sealer lets you seal and meter letters in a single step.

The sealer is filled with tap water and installed on the left side of the optimail. Two catches fasten the sealer to the postage metering housing. For further information on how to set up the sealer please refer to the Installation Guide.

The sealer is suitable for all commercially available gummed envelopes whose flaps are not longer than 78 mm (3").

The present chapter explains how to use the sealer. Please refer to chapters 4 and 5 on how to set the meter imprint and to meter.

Moistening the envelope flap

- Hold the letter with the open flap facing downward.
- Engage the letter at the sealer in arrow direction.

The illustration shows the correct letter position in the sealer:
- the flap is positioned underneath the stop
- the stop edge is exactly in the flap groove.
• Guide the letter through the sealer with an arched motion as shown in the illustration. This will pass the gummed flap edge along the moistening felt and moisten it.

• Align the letter top edge with the postage meter letter guide and push in the letter in arrow direction until the optimail feeds and meters the letter.

Sealing moistened envelope flaps
We recommend that you firmly press on the envelope flaps after metering to make sure the envelopes are firmly sealed.
• Stroke your hand firmly over the envelope’s / letter stack’s flap area.

Large-sized mailpieces
You best guide large-sized mailpieces with both hands during moistening. You should support the mailpiece only slightly as soon as the postage meter has started feeding it.
6.5 Using an external postage scale

6.5.1 Connecting the postage scale to the optimail

As standard, the optimail features a 25-pin interface. You can connect an existing Francotyp-Postalia letter and parcel scale (e.g. a flexiscale) to this interface. You need a special interface cable to connect the postage scale to the optimail. A suitable interface cable is available from Francotyp-Postalia.

Caution! Read the Operator Manual for your FP postage scale before you connect it to the optimail. Obtain information on how to connect the postage meter to the FP postage scale and how to set the scale for operation with the postage meter.

1. Turn off the optimail.
2. Turn off the FP postage scale.
3. Plug the 25-pin interface cable supplied by Francotyp Postalia to the 25-pin interface on the optimail and tighten the screws.
4. Connect the interface cable to the FP postage scale.
5. Turn the optimail on again.
6. Turn on the FP postage scale.
7. Set up the FP postage scale for operation on optimail.
6.5.2 Operating optimail with an external postage scale

You only use the external postage scale with the optimail to determine and set the weight. The postage calculation of the scale is not used in connection with the optimail.

**Caution!** Also read the Operator’s Manual for your FP postage scale. Pay special attention to the information on how to safely operate the postage scale.

- Turn on the optimail and FP postage scale.
- Set the dispatch data at the optimail.
- Select all other settings for the meter imprint (logo account...).

When the optimail displays the home menu:
- Place the mailpiece on the scale platform of the postage scale.

The scale determines the weight and transfers this data to the optimail. The weight appears in the home menu.

The optimail uses the displayed weight and the selected dispatch data to determine the postage value.

- Meter the mailpiece.

In case the integrated scale and an external scale are active: When calculating the postage value, optimail always applies the weight value transmitted last.
7 Memory

The quickest way to set the postage value for the meter imprint is using the memory function. You can save frequently used Canada Post products as memory items. These can be called at any time by simply pressing a key. The basic optimail version features 4 memory slots. An optimail with integrated scale features 9 memory items. Ex factory, everyday products of Canada Post are saved as memory items.

Postage values are not saved to the memory. When calling the memory the optimail determines the appropriate postage value for the saved product, based on the valid rate table. The optimail thus ensures your postage values are correct even when rate tables have changed (price changes).

In the MEMORIZED RATES menu you can save and delete memory items, overwrite them with a new assignment and assign them names of your choice.

7.1 Setting a postage value / product of Canada Post using the memory

- Press the MEM key.

You see a list with all available memory items.

- Select the desired product setting.

  In the example: Canada Non-standard lettermail (memory no. 3).

  The optimail returns to the home menu and displays the set memory (MEM 3).

If necessary:
- Enter the weight or place the mailpiece on the scale.

  The product and the appropriate postage value for the meter imprint are displayed.

Quick results for the advanced user:
- Type the memory item number in the home menu.
- Confirm with the MEM key.
7.2 Saving memory items

For the memory you always save the current product settings (dispatch data and weight). For further information on ‘setting dispatch data and weight’ refer to Chapter 4.1, starting on page 25.

Press the menu key.

Select in the menu: MEMORIZED RATES.

Select the memory number under which you wish to save the product.

The optimail opens the memorized rates menu. The display left shows the old assignment.

Adopt the current product settings with NEW.

The new assignment is shown.

Press SAVE to save the current assignment as memory item.

Memory 1

The optimail uses the product saved under Memory 1 as power-on default. Memory 1 can not be saved LESS WEIGHT.

Functions in the NEW MEMORIZED RATE menu and their meaning:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LESS WEIGHT</td>
<td>Sets the displayed weight to “0 g”. Saving writes the dispatch data (destination, type, size, special services) and the “0 g” weight to a memory item. You must enter the weight / weigh your mail-piece each time you call up such a memory item.</td>
</tr>
<tr>
<td>INC WEIGHT</td>
<td>Indicates the current weight of the product setting again.</td>
</tr>
</tbody>
</table>
7.3 Renaming memory items

You can name each of the memory items. The memory item selection list shows this name instead of the saved assignment.

- Press the key.
- Select in the menu: MEMORIZED RATES.
- Select the memory the name of which you wish to change.
- Use RENAME to open the menu for the memory names.
- With NEW NAME you can delete the entire name shown.
- Type the desired name. In the example this is “Basic letter up to 30 g”.
- Press SAVE to save the name.

The memory item selection list now shows this name instead of the saved product setting.
7.4 Deleting memory items

You can overwrite superfluous memory items with a new assignment or clear them.

- Press the \[ \text{menu} \] key.
- Select in the menu: MEMORIZED RATES.
- Select the memory you wish to delete.
- Press DELETE to delete the saved product setting.

The memory list indicates “Not Assigned”.

\[ \text{Memory 1 cannot be deleted permanently.} \]

After switching the machine on, memory 1 again has the assignment determined by the rate table.

The optimail automatically deletes those memory items that do not comply with the new tariff table as soon as the new table has come into force. This is the case when Canada Post has ceased to offer the product saved in the memory item.
8 Displaying and printing registers

The optimail saves important parameters and information on used postage in registers. You can view and print the register states.

- Press the key.

The REGISTER menu displays the current register states.

**Printing registers**

- Load an empty sheet or a double label as usual.

The optimail prints the register report.

<table>
<thead>
<tr>
<th>Register</th>
<th>Postage still available</th>
<th>Total value of all meter imprints performed</th>
<th>Sum total of all loaded sums</th>
<th>Total number of all meter imprints performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Descending (R1)</td>
<td>$ 950.15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ascending (R2)</td>
<td>$ 149.85</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Control Total (R3)</td>
<td>$ 1,100.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Items (R4)</td>
<td>175</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9 Loading postage – TELESET

TELESET is the loading of the desired postage credit via modem. The modem is built into the optimail. To load postage a connection is made to the TELESET data center (TDC) with the optimail and the desired amount is loaded. Accounting is as per your contract with Canada Post.

During every connection to the TELESET data center, a number of check and update routines are run. For instance the new rate table will be provided by Canada Post well before it comes into effect. These processes may take some time.

Permissible amounts
You may load amounts to a maximum of $4,990 in steps of $10.

The permissible maximum amount depends on the postage credit left on your optimail. When topping up, you must not exceed the upper credit limit of $4,999.99 (Register: Descending R1).

Regular contact with the TELESET data center
For reasons of safety Canada Post demands that the postage meter connects with the TELESET data center at regular intervals.

The optimail displays a message when a contact with the TELESET data center is due. You have to load postage as usual. Simply load a sum of $0 if you do not need any postage for the time being.

The optimail will disable vital functions until a contact with the TELESET data center could be established if you fail to react to the message within an adequate period of time. Please contact the Francotyp-Postalia Service if you have any questions.
Loading postage

The optimail must be connected to the telephone line for the duration of the loading process. Make sure that the dialing parameters for the modem are correctly set up.

- Press the key.
- Select TELESET to call up the loading procedure.
- Accept the amount to be loaded
  or
  use CHANGE to open the menu for the amount to be loaded. Type the desired amount.
- Confirm with LOAD.

The optimail checks whether the desired amount can be loaded. The optimail will not accept impermissible amounts – an appropriate message appears.

To load the displayed amount:
- Use LOAD to establish the connection to the TELESET data center.

Loading continues automatically. You can monitor the progress in the display. Please stand by. Data exchange takes some time.

The new residual amount is indicated when loading ends.

Use REPORT to view and print the loading report.
10 Account administration

With the optimail account administration function you can record and evaluate metering procedures separated by accounts. Accounts can be sections / departments of a company or individual companies within a community office.

You can define up to nine accounts in your optimail and set up access rights with MASTER and USER cards. Account 1 is defined ex factory and permanently assigned to the MASTER card (MASTER account).

Refer to Chapter 5.1 on page 38 on how to select accounts for metering.

10.1 Setting up a new account

• Press the \( \text{Menu} \) key.

• Select in the menu: ACCOUNT ADMINISTRATION \( \rightarrow \) DISPLAY / EDIT / NEW.

• Select a NOT ASSIGNED account in the account list.

The optimail opens the procedure for setting up the account.

• Now simply follow the instructions in the display.

You are prompted by the optimail to enter, one after the other, all required information.

Possible settings are explained on the next page.

• Press CONTINUE to save the displayed parameter.

• If all parameters are complete: SAVE the new account.
### Possible account parameters and their meaning:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Letters, special characters and numbers</td>
<td>Refer to page 23 for information on how to type text.</td>
</tr>
<tr>
<td><strong>Default advert</strong></td>
<td>NO DEFAULT</td>
<td>The advert selected last remains set in the home menu when you select an account.</td>
</tr>
<tr>
<td></td>
<td>WITHOUT ADVERT</td>
<td>The selected advert is automatically set to the account during the change.</td>
</tr>
<tr>
<td></td>
<td>FROM CARD</td>
<td>All saved adverts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The advert from the USER card always appears at the end of the list.</td>
</tr>
<tr>
<td>Prerequisites:</td>
<td></td>
<td>– The account is set up</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– The ‘USER with advert’ card must be assigned to the account and inserted.</td>
</tr>
<tr>
<td><strong>Teleset access</strong></td>
<td>YES</td>
<td>TELESET is released. The account user is authorized to load postage.</td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td>TELESET is blocked.</td>
</tr>
<tr>
<td><strong>Cards</strong></td>
<td>YES</td>
<td>At least one USER card is assigned to the account.</td>
</tr>
<tr>
<td></td>
<td>NO</td>
<td>No USER card is assigned to the account.</td>
</tr>
</tbody>
</table>
10.2 Assigning / blocking USER card(s) for an account

Each account (except for the MASTER account) can be assigned one or several USER cards. The USER card allows access to the assigned account only. You can block the USER card(s) in order to protect the optimail, e.g. when a card is lost.

- Press the key.
- Select in the menu: ACCOUNT ADMINISTRATION → DISPLAY / EDIT / NEW.
- Select the account for which a card is to be programmed.
- Use CHANGE to open the procedure for changing the account parameters.
- Press CONTINUE until the menu for card assigning / blocking appears.
- Select NEW CARD to assign the account a USER card or BLOCK CARD to block all USER cards for this account.
- Follow the instructions on the display to assign a USER card.
- Complete the procedure of changing account parameters with SAVE.

You can overwrite no longer used or blocked USER cards with a new account assignment.
10.3 Viewing and printing account statistics

You can view and print the postage used by the separate accounts and the number of metering procedures in an overview. The printed list also includes the current settings of all accounts.

- Press the "Menu" key.
- Select in the menu:
  ACCOUNT ADMINISTRATION → STATISTICS.

Printing account statistics

The account statistics comprise 2 pages.
- Load an empty sheet or a double label for each page.

10.4 Changing / clearing down / deleting an account

- Press the "Menu" key.
- Select in the menu:
  ACCOUNT ADMINISTRATION → DISPLAY / EDIT / NEW.
- Select the account to be changed.

The ACCOUNT ADMINISTRATION menu appears. The display left indicates the current account parameters (name, default advert...) and the usage data (postage used and number of metering procedures since last clear down).

Refer to page 58 for an explanation of the account parameter meanings.

Note: The USER card allows access to the assigned account only. The administration menu for this account opens immediately after ACCOUNT ADMINISTRATION.
You can CHANGE, CLEAR DOWN or DELETE the account shown.

Functions in the ACCOUNT ADMINISTRATION menu and their meaning:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEAR DOWN</td>
<td>Clears down all incurred postage data (Postage used) and number of meter imprints performed (Items) for the account shown.</td>
</tr>
<tr>
<td>DELETE</td>
<td>Deletes the account shown, including all account data.</td>
</tr>
<tr>
<td>CHANGE</td>
<td>Opens the procedure for changing the account parameters (name, default advert...). The optimail successively displays the parameters you are authorized to change. You can keep or change the current parameters. Press CONTINUE to save the displayed parameters. When the procedure is finished, select SAVE or CANCEL to either save or discard all changes.</td>
</tr>
</tbody>
</table>
10.5 Clearing down all accounts

- Press the \textit{Menu} key.
- Select in the menu: \textit{ACCOUNT ADMINISTRATION} \rightarrow \textit{CLEAR DOWN ALL}.

Following a security prompt the postage used and the number of metering procedures are cleared down for all accounts.
11  Imprint management

The optimail offers a number of powerful management functions for managing individual imprint elements. Among these are the assignment of custom names for adverts, graphical preview and printing of adverts as well as deleting of superfluous adverts. You can load new adverts from chip cards. The following chapters explain the functions in more detail.

11.1  Using / renaming / deleting adverts

• Press the  key.
• Select in the menu: IMPRINT MANAGEMENT → MANAGE ADVERTS.
• Select the desired advert.

The ADVERT MANAGER menu shows a simplified graphical preview of the advert.
• You can RENAME or DELETE the displayed advert.

Functions in the ADVERT MANAGER menu and their meaning:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENAME</td>
<td>Opens the menu where you can change the name.</td>
</tr>
<tr>
<td></td>
<td>You can change the name that appears in the home menu and in the advert lists as you like. For notes on how to type text see page 23.</td>
</tr>
<tr>
<td>DELETE</td>
<td>Deletes the advert on display after a security prompt.</td>
</tr>
<tr>
<td>USE</td>
<td>Selects the advert for metering.</td>
</tr>
</tbody>
</table>
11.2 Loading adverts from card

optimail can store up to 6 adverts. You can easily load adverts from chip card yourself. Order new adverts from Francotyp-Postalia.

- Press the \textit{Menu} key.
- Select in the menu: LOAD FROM CHIP CARD.
- Remove the access card and insert the card with adverts.

The optimail shows all adverts stored on the card.

- You can LOAD ALL or SELECT individual adverts.

Functions in the LOAD FROM CARD menu and their meaning:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOAD ALL</td>
<td>Loads all adverts from the card into the optimail.</td>
</tr>
<tr>
<td>SELECT</td>
<td>optimail prompts for each advert: “Do you want to load: Yes/NO”. When you have answered all prompts, the selected adverts are flagged with \textbf{OK}. Use LOAD to load the selected adverts into the optimail.</td>
</tr>
</tbody>
</table>
12 Advanced settings & system information

12.1 Viewing / printing / sending system information

You can view and print all major machine parameters as a list. optimail also lets you send the data to the Francotyp-Postalia service.

- Press the Menu key.
- Select in the menu: SYSTEM INFORMATION.
- Choose the topic you want information on.

Sending system information

With the ALL INFORMATION function you transmit – only upon request by Francotyp-Postalia please – data to the FP after-sales service.

Available reports and information:

| MODEM / TELEPHONE | Modem name and dialing parameters  
| Saved telephone numbers |
| RATE TABLE | Available rate tables and validity |
| SECURITY DEVICE | Technical information, among others the machine state, validity and battery state |
| SYSTEM | Machine number, software and imprint data |
| INK RIBBON | Ink ribbon parameters and usage information |
12.2 Displaying and clearing down the item counter

Apart from storing the total number of meter imprints in register (R4) and the account counters the optimail features a customizable item counter. This item counter counts all meter imprints. Independently of other optimail counter functions you can reset the item counter to zero or use it as a daily or job counter.

- Press the \( \text{Menu} \) key.
- Select in the menu: ITEM COUNTER.
- CLEAR DOWN clears the displayed counter state without security prompt.

12.3 Low postage warning – setting the threshold

The ‘Low postage warning’ function warns you when the available postage in your optimail drops below a preset threshold. You can also disable the low postage warning.

- Press the \( \text{Menu} \) key.
- Select in the menu: SYSTEM SETTINGS \( \rightarrow \) LOW POSTAGE WARNING
- Enter the desired threshold or select WARNING OFF to disable the warning function.
- SAVE the setting shown.
12.4 Setting the access rights

**Caution!** Disabling the access rights will disable the account access restrictions. Every user can meter on all accounts.

You can only change the access right status if the MASTER card is fitted.

- Press the key.
- Select in the menu: SYSTEM SETTINGS → ACCESS RIGHTS.

The ACCESS RIGHTS menu appears. The current access rights setting is shown in the display left.

- Turn access rights ON or OFF.
- SAVE the setting shown.

**Access rights – possible settings and their meaning:**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>Metering is possible with a valid access card (MASTER or USER) only.</td>
</tr>
<tr>
<td>OFF</td>
<td>No access restrictions for metering. Metering is possible <strong>without access card</strong> on all accounts.</td>
</tr>
</tbody>
</table>
12.5 Setting the display contrast

You can adapt the display contrast to increase the readability.

- Press the **key**.
- Select in the menu: SYSTEM SETTINGS → DISPLAY CONTRAST.
- Use INCREASE or DECREASE to adapt the display contrast.

You can see the change immediately in the display. Change settings until you can easily read the display.

- SAVE the setting.
12.6 Setting audible signals

The optimaMail acknowledges every press of a key with a beep. A series of audible signals indicates an error. You can restrict the scope of audible signals to warnings or turn off the audible signal altogether.

- Press the \( \text{Menu} \) key.
- Select in the menu: SYSTEM SETTINGS \( \rightarrow \) AUDIBLE SIGNALS.
- Use ALL SIGNALS OFF / ON or JUST WARNINGS to adapt the current setting.
- SAVE the setting shown.

Audible signal – possible settings and their meaning:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>Audible signal with each keypress, with each message…</td>
</tr>
<tr>
<td>OFF</td>
<td>No audible signals</td>
</tr>
<tr>
<td>JUST WARNINGS</td>
<td>Important audible signals only, audible signals with errors</td>
</tr>
</tbody>
</table>
12.7 Clock

The optimail features a battery-backed system clock adjusted at the factory. The optimail automatically corrects the time when summer time starts and ends. You can disable this automatic function and manually correct the time for summer time. Use the ‘Time Zone’ function to set the applicable local time.

12.7.1 Summer time changeover

• Press the \textit{key}.
• Select in the menu: SYSTEM SETTINGS → CLOCK → SUMMER TIME CHANGEOVER.

The SUMMER TIME CHANGEOVER menu in the display left shows the recent setting for
– automatic changeover
– summer time
– time.

The table below explains the possible settings.

• You can turn the automatics ON or OFF.

If the automatics function is turned off:
• Set the correct summer time by hand.
• SAVE the setting shown.

<table>
<thead>
<tr>
<th>Summer time changeover – possible settings and their meaning:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Automatic:</strong></td>
</tr>
<tr>
<td><strong>OFF</strong></td>
</tr>
<tr>
<td><strong>Summer time:</strong></td>
</tr>
<tr>
<td><strong>OFF</strong></td>
</tr>
</tbody>
</table>
Advanced settings & system information

End of summer time
After setting optimail back to standard time:
• Connect optimail to the TELESET data center. To do so, start TELESET (see Chapter 9 on page 55). An amount of $ 0 is sufficient.

Thus you make sure that there are no discrepancies between the current optimail time and the printing date / the printing time in the meter imprint.

12.7.2 Setting the time zone

• Press the key.
• Select in the menu: SYSTEM SETTINGS → CLOCK → TIME ZONE.

The TIME ZONE menu shows the current setting in the display left
– time offset relative to UTC
– time zone name (only if applicable to the set time offset).
• Use +0.5 / -0.5 (hours) to set the appropriate time zone.
• SAVE the setting shown.
• Connect optimail to the TELESET data center. To do so, start TELESET (see Chapter 9 on page 55). An amount of $ 0 is sufficient.

Thus you make sure that there are no discrepancies between the current optimail time and the printing date / the printing time in the meter imprint.
12.8 Changing the stand-by time

The stand-by time is the time after the last metering procedure or the last keypress the optimail waits until it switches to the clock display. The factory setting is 5 minutes.

- Press the \textit{Menu} key.
- Select in the menu: SYSTEM SETTINGS $\rightarrow$ STANDBY TIME.
- Type the desired time.
- SAVE the setting shown.
12.9 Changing the user interface language

The optimail user interface supports the languages English and French. Language change-over will have immediate effect. Account names, logo names… remain unchanged.

Switching the user interface to French

- Press the key.
- Select in the menu: SYSTEM SETTINGS → CHANGE LANGUAGE.
- Select the language FR (French).

The menu language immediately changes from English to French. Account names, logo names… remain unchanged.
- Save the language setting (MÉMORISER).

Switching the user interface to English

- Press the key.
- Select in the menu: RÉGLAGES SYSTÈME → COMMUTER LANGUE.
- Select the language EN (anglais).

The menu language immediately changes from French to English. Account names, logo names… remain unchanged.
- SAVE the language setting.
12.10 Modem settings – changing dialing parameters

You must set the modem parameters for the optimail to match your telephone connection. The modem configuration is part of the log-in procedure during commissioning. You should verify and, if necessary, correct the settings if changes were made to your telephone system.

- Press the  key.
- Select in the menu:
  MODEM AND TELEPHONE NUMBERS
  → SET MODEM PARAMETERS.

The optimail opens the procedure for setting up the dialing parameters.

- Follow the instructions in the display.

The optimail prompts you for:
- phone type
- access method if applicable
- the exchange digit if applicable.

- Press CONTINUE to save the displayed parameter.

When finished the optimail displays all valid parameters.

- If the modem parameters shown are correct: SAVE.

The table on the next page shows and explains the possible settings.
Modem parameters – possible settings and their meaning

<table>
<thead>
<tr>
<th>Phone type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECT LINE</td>
<td>The optimail is operated on a main line.</td>
</tr>
<tr>
<td>EXTENSION</td>
<td>The optimail is operated on an extension of the phone equipment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Access method (extension only)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCHANGE DIGIT</td>
<td>Defines how you access central office from an extension.</td>
</tr>
<tr>
<td>HOOK FLASH</td>
<td>Usually you would choose EXCHANGE DIGIT.</td>
</tr>
<tr>
<td></td>
<td>The hook flash time of the integrated modem has been set to 500 ms.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exchange digit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The exchange digit depends on the telephone system.</td>
<td>Use the numeric keys to type the exchange digit. The exchange digit can comprise several digits. Normally, a “0” is used.</td>
</tr>
<tr>
<td>A W indicates waiting for the dialing tone.</td>
<td>Use WAIT to define waiting for the dialing tone after the exchange digit was pressed.</td>
</tr>
<tr>
<td>A comma (,) indicates a dialing pause.</td>
<td>Use PAUSE to insert a dialing delay of 2 seconds.</td>
</tr>
</tbody>
</table>
12.11 Changing dialup numbers

The optimail comes with major dialup numbers for postage meter operation saved ex-factory.

The phone numbers and their meaning:

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TDC</td>
<td>Dialup number of the TELESET data center. The optimail dials this number during the TELESET process.</td>
</tr>
<tr>
<td>ORDERLINE</td>
<td>Use this phone number to order accessories and consumables. View the number under: MENU → ORDERLINE.</td>
</tr>
<tr>
<td>SERVICE</td>
<td>Hotline dialup number. For your questions and issues regarding optimail operation.</td>
</tr>
<tr>
<td>REMOTE DIAGNOSE</td>
<td>The optimail dials this number when sending data to after-sales service.</td>
</tr>
</tbody>
</table>

**Caution!** Change the dialup numbers only when instructed to do so by Francotyp-Postalia. Wrong dialup numbers can cause troubles, e.g. during postage loading.

**Changing a dialup number**

- Press the **Menu** key.
- Select in the menu: MODEM AND TELEPHONE NUMBERS → CHANGE DIALUP NUMBERS.
- Select the dialup number to be changed.
- The optimail opens the menu where you can change the stored dialup numbers.
  - Change the stored dialup number or type a new number.
  - SAVE the displayed dialup number.
Functions in the TELEPHONE NUMBER menu and their meaning:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPACE</td>
<td>Inserts a blank. This can improve the dialup number readability. Spaces are ignored during dialing.</td>
</tr>
<tr>
<td>NEW NO.</td>
<td>Deletes the displayed dialup number. You can then type a new number.</td>
</tr>
</tbody>
</table>

12.12 Rate Table

The optimail automatically monitors the validity of rate tables. When Canada Post changes postage regulations, the optimail receives a new rate table – in time and without further input – when loading postage. The system clock controls the switch-over to the valid rate table. Even when predating meter imprints, the optimail checks the validity of the rate table and, if necessary, activates the valid rate table for the chosen date.

Additionally you can load a new rate table, independently from the TELESET process. The optimail can save up to 2 rate tables.

12.12.1 Update rate table

Optimal must establish a connection to the data center to update the rate table. Make sure the optimail is connected to the telephone line and the dialing parameters for the modem are correctly set up.

- Press the \( \text{Menu} \) key.
- Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE ➔ UPDATE RATE TABLE.

The update procedure runs automatically. You can monitor the progress in the display. Please stand by. Data exchange takes some time.
12.12.2 Delete Rate Table

Caution! You cannot select a rate table to be deleted. All rate tables saved in the optimail will be deleted. Metering is impossible without valid rate table!

- Press the key.
- Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE ➔ DELETE RATE TABLE.
- Confirm the security prompt with YES.

All rate tables saved in the optimail will be deleted after a security prompt.

Before you can meter again you must load a rate table. To do so, you can either use the 'update rate table' function or run TELESET.
12.13 Integrated scale (optional)

12.13.1 Zeroing

The integrated scale is automatically zeroed if deviations from the zero point are detected. This is indicated by a popup message.

You must zero the scale if you wish to weigh with a pre-load (e.g. when using an extra tray).

• Setting the desired initial state for the scale: Remove load from scale or place pre-load in position.
• Press the key.
• Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE → ZERO ADJUST.

A popup message indicating that the scale is being zeroed appears in the display for some seconds. The scale is zeroed as soon as the message disappears.

12.13.2 Setting the gravity

To determine the weight the scale measures the gravity between the earth and the object on the scale platform. This force depends on the latitude and the distance to the geocenter. To have the exact weight displayed you must therefore specify the location of your postage meter with scale.

• Press the key.
• Select in the menu: SCALE AND POSTAGE RATE MAINTENANCE → GRAVITY SETTING.
• Select the location (province).

The optimaI saves the setting and returns to the SCALE AND POSTAGE RATE MAINTENANCE menu.
12.14 Creating a MASTER card

MASTER card holders can generate another MASTER card with this function.

- Press the \textbf{Menu} key.
- Select in the menu: \textbf{SYSTEM SETTINGS} $\rightarrow$ \textbf{CREATE MASTER CARD}.
- To create a new MASTER card, simply follow the instructions in the display.

12.15 Re-authorization

If you wish to use the optimail elsewhere (e.g., after moving to new premises), you must register the new location of your optimail with Francotyp Postalia. At the new location you must re-authorize your optimail by establishing a modem connection to the data center. During the process, the optimail gets a new origin postal code.

- Make sure the optimail is connected to the telephone line and the dialing parameters for the modem are correctly set up.
- Press the \textbf{Menu} key.
- Select in the menu: \textbf{SYSTEM SETTINGS} $\rightarrow$ \textbf{RE-AUTHORIZE (REMOTE)}.
- Confirm the security prompt with YES.

Re-Authorization starts. You can monitor the progress in the display. It takes some time to establish the connection and to exchange data. Please stand by.
13  Maintenance and care

Have your postage meter serviced and cleaned regularly by a service technician. This guarantees long-term, trouble-free operation. Contact us for our low-price maintenance and service agreement.

You can carry out the following cleaning and servicing jobs yourself:
– Cleaning the outside
– Changing the ribbon cassette
– Changing the battery
– Topping up water for envelope flap moistening (at the sealer)
– Clean / replace rocker with moistening felt (at the sealer)
– Replace absorption felt (at the sealer).

13.1  Cleaning the postage meter

⚠️  Warning! Make sure that no liquids or foreign objects penetrate the interior of the optimail. If this happens, pull out the power plug immediately. Have the optimail checked by a service technician before using it again.

- Turn off the postage meter.
- Unplug the power cable from the socket.
- Clean the outside of the postage meter machine housing, the scale platform and the catch tray with a slightly damp cloth.

You can also use a commercially available washing-up liquid.
13.2 Changing the ribbon cassette

Caution! Only use original ribbon cassettes from Francotyp-Postalia.

- Open the flap of the ribbon cassette compartment by lightly pressing the release catch.
  The flap swings up automatically.

- Holding it as shown in the illustration pull out the used ribbon cassette in arrow direction.

- Take the new ribbon cassette from the packing.
  A cardboard strip may be present in the ribbon cassette as transport fixture (see the illustration).
  - If present: Remove the cardboard strip.

- Tension the ribbon. Turn the white ribbon spool in the direction of the arrow.
Caution! Make sure not to crease or tear the ribbon when inserting it. Otherwise the ribbon might break.

Also make sure the edges of the ribbon do not fold over. Folded ribbons are thicker and prematurely fill the take-up ribbon spool.

- Place the ribbon cassette on the letter receiving tray with the ribbon facing downwards.
- Hold the ribbon cassette as shown in the illustration and carefully insert it in the cassette slot. The cassette must easily slide into the cassette slot.
- Insert the cassette until the latch snaps in.

- Close the cover. You can feel the lock snap in.
13.3 Sealer *(optional)*

13.3.1 Cleaning

To remove glue residues the sealer should be cleaned once a month.

- Separate the sealer from the postage meter: Slightly lift the postage meter on the left side and pull the sealer away to the left.

- Swing up the rocker with the moistening felt.

- Thoroughly rinse absorption and moistening felts under running water.

- Wipe the housing with a damp cloth. You can also use a commercially available dishwashing detergent.

- Top up the water (see page 85).

- Dry the sealer.

- Connect the sealer to the postage meter.

For further information on how to connect the sealer to the postage meter please refer to the Installation Guide.
13.3.2 Checking the water level and topping up water

• Check the water level in the sealer regularly.

Make sure the sealer is always filled at least to the ‘Min’ mark to prevent the felts from drying up. When felts with glue residues dry up they harden to the point of becoming prematurely useless.

**Topping up water**

• Separate the sealer from the postage meter: Slightly lift the postage meter on the left side and pull the sealer away to the left.

• Swing up the rocker with the moistening felt.

The filler hole for topping up the sealer is now accessible.

• Top up sealer with tap water.

• Check the water level. The water level in the sealer should roughly reach to the ‘Max’ mark.

• Swing down the rocker.

• If necessary: dry the sealer outside.

• Connect the sealer to the postage meter.

Francotyp-Postalia offers a special bottle with filling hose as accessory. This bottle lets you top up the sealer right at the installation site.
13.3.3 Replacing felts

- Separate the sealer from the postage meter: Slightly lift the postage meter on the left side and pull the sealer away to the left.
- Empty the water reservoir.

Removing the rocker with moistening felt

- Slightly tilt the rocker and pull it off in an obliquely upward direction.

Removing the absorption felt

- Grip the absorption felt with pliers or tweezers and pull it out upwards.
Installing the absorption felt

- Install a new absorption felt as shown in the illustration. The felt should be halfway in the sealer.

- Bend the upper part of the felt to the right and push it beneath the letter receiving tray until it reaches the stop in the contour.

- Evenly push the arched absorption felt with your hand into the water reservoir. Make sure that the felt is correctly seated, in particular at the edges. The stop in the positioning contour must fit precisely in the opening of the letter receiving tray.

- As a final measure, stroke with your finger over the felt repeatedly to eliminate any irregularities.
Installing the rocker with moistening felt

The rocker features two clips that engage on the two bolts at the sealer.

• Fit the new rocker such that one leg of the leg spring is located in the rocker groove and the other leg in the sealer slot.

• Hold sealer in place, and exerting moderate pressure, push the rocker onto the sealer such that the two clips engage on the bolts.

Check

• Check the correct seat:
  – The absorption felt must be perpendicularly suspended in the water reservoir. Its lower edge should roughly reach the bottom.
  – The gap between rocker and sealer housing must be uniform. (The rocker must neither ‘jut out’ nor touch the housing.)

• Top up water (see page 85).

• Connect the sealer to the postage meter.

For further information on how to connect the sealer to the postage meter please refer to the Installation Guide.
13.4 Changing the battery

The optimail monitors the charging state of the battery. An appropriate message appears in the display when it is time to change the battery.

**Caution!** Only use a battery 90.4701.8004.00 as provided by Francotyp-Postalia. Observe the instructions enclosed with the battery.

- Remove the access card.
- Turn off the optimail.
- Unplug the power cable from the socket.
- Unplug the power cable.
- Remove the modem cable.
  Push down the spring on the connector and pull the connector out of the modem socket.
- Remove the catch tray (if present): Slightly lift the postage meter on the right side and pull the catch tray away to the right.
- Remove the sealer (if present): Slightly lift the postage meter on the left side and pull the sealer away to the left.
- Remove the scale platform (if present): Pull off scale platform upwards.
• Turn the postage meter on its back and hold it in place.

You now have access to the battery compartment on the bottom of the postage meter.

• Press the clip lock on the battery compartment cover and remove the battery compartment cover.

• Remove exhausted battery.

• Insert new battery (90.4701.8004.00). Make sure that the polarity is correct! The symbols in the battery compartment indicate the correct position.

• Close the battery compartment.
• Put the postage meter on its feet again.
• Reattach accessories (catch tray, scale platform…).
• Reestablish all cable connections.

You can now use the postage meter again.

For further information on how to install the catch tray, scale platform and sealer and how to connect the machine please refer to the Installation Guide.
14  Tips for troubleshooting

An error message appears on the display in case of an error or handling error. An additional beep may also indicate an error (see Chapter 12.6 on page 69).

Make sure to carefully read the error message. You will be given hints on the error cause and what you can do to remedy it.

You can correct many minor errors and issues occurring during optimail operation yourself.

Please contact the after-sales service if you cannot remedy an error by means of the display information and the hints given in the present Operator Manual.

<table>
<thead>
<tr>
<th>Code: 00600007</th>
</tr>
</thead>
<tbody>
<tr>
<td>An unexpected internal error has occurred. Please ring FP-Service.</td>
</tr>
<tr>
<td>Info 1:0x00000000</td>
</tr>
<tr>
<td>Info 2:0x00000000</td>
</tr>
<tr>
<td>Press ENTER to acknowledge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>…general errors</td>
<td></td>
</tr>
<tr>
<td>Blank display</td>
<td>Check whether the power cable is plugged in correctly and the power switch is turned on.</td>
</tr>
<tr>
<td>Functions are ‘missing’ in the display.</td>
<td>Access to these functions is not possible with the access card inserted. Heed the access rights (see pages 98 to 100).</td>
</tr>
<tr>
<td>optimail fails to recognize the chip card</td>
<td>Card is inserted incorrectly. Remove the card and insert it in the card reader again (chip facing the rear)!</td>
</tr>
<tr>
<td>optimail behaves ‘erratically’ or fails to react</td>
<td>Software issue. Turn off the optimail. Wait at least one minute. Turn the optimail on again.</td>
</tr>
<tr>
<td>Issue</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>…during metering / during meter imprint setting</strong></td>
<td></td>
</tr>
<tr>
<td>Advert is missing</td>
<td>A special meter imprint is set (e.g. Correction, Statement of Mailing). Therefore no advert can be printed.</td>
</tr>
<tr>
<td>Flashing postage</td>
<td>Please contact Canada Post to be informed of the latest regulations for the dispatch of this product.</td>
</tr>
<tr>
<td>Imprint quality (e.g. imperfections, distorted imprint) <strong>Canada Post reserves the right to reject illegible meter imprints!</strong></td>
<td>Envelope paper quality does not meet specification or too great thickness differences in the imprint area of the letter. &lt;br&gt; Only use material that meets the specifications (see page 109). &lt;br&gt; Heed the comprehensive notes on how to avoid poor imprints (see page 40). &lt;br&gt; The use of a label may solve this issue. &lt;br&gt; If these measures fail to correct the error: Call the after-sales service.</td>
</tr>
<tr>
<td>Jam / machine blocked</td>
<td>Turn off the optimail. Wait at least one minute. Turn the optimail on again.</td>
</tr>
<tr>
<td>Metering is impossible</td>
<td>No access card inserted. Insert access card (USER or MASTER). &lt;br&gt; Card reader does not recognize access card. Remove access card and insert it again. &lt;br&gt; No product / postage value set because – dispatch data incomplete or – weight is missing (display = 0 g). Check product settings (see Chapter 4.1, page 25). &lt;br&gt; No more postage credit in the postage meter. Load new postage (see Chapter 9, page 55).</td>
</tr>
<tr>
<td>Issue</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>(continued) Metering is impossible</td>
<td>The last postage loading / last connection to the TELESET data center was too long ago. Perform TELESET (amount of $ 0 is sufficient).</td>
</tr>
<tr>
<td></td>
<td>Ribbon cassette is missing.</td>
</tr>
<tr>
<td></td>
<td>Insert new ribbon cassette (see Chapter 13.2, page 82).</td>
</tr>
<tr>
<td>Weight display: no weight is determined for</td>
<td>The scale platform was still occupied when another letter was placed on it. A new weight can only be determined if the scale has been emptied beforehand.</td>
</tr>
<tr>
<td>the letter on the scale</td>
<td>Empty the scale platform. Place the letter.</td>
</tr>
<tr>
<td></td>
<td>The weight on the pan is too low or the scale is overloaded.</td>
</tr>
<tr>
<td></td>
<td>Use scale for mailpieces within the permissible weight range only (see page 108).</td>
</tr>
<tr>
<td></td>
<td>Scale fails to detect zero point.</td>
</tr>
<tr>
<td></td>
<td>Zero the scale (see page 79).</td>
</tr>
<tr>
<td></td>
<td>optimail fails to detect the integrated scale or scale is defective.</td>
</tr>
<tr>
<td></td>
<td>Set the weight manually (see pages 27 and 34).</td>
</tr>
<tr>
<td>Weight display: external FP postage scale</td>
<td>Check that the postage scale is properly connected and set up for operation with optimail (see Chapter 6.5.1, page 48 and postage scale Operator Manual).</td>
</tr>
<tr>
<td>fails to transfer data to the optimail</td>
<td>Problem with postage scale (e.g. error message, no postage value displayed).</td>
</tr>
<tr>
<td></td>
<td>(For troubleshooting see postage scale Operator Manual.)</td>
</tr>
<tr>
<td></td>
<td>In case there is a problem with the postage scale, the displayed weight will not be transmitted to the optimail!</td>
</tr>
<tr>
<td>Weight is outside the permitted limits</td>
<td>The displayed weight does not match the selected dispatch data.</td>
</tr>
<tr>
<td></td>
<td>Select other dispatch data or change the weight / weigh the mailpiece.</td>
</tr>
</tbody>
</table>
### Issue Possible cause and remedy

### …with TELESET (postage loading)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desired amount cannot be loaded</td>
<td>Impermissible amount. Change amount and repeat loading.</td>
</tr>
<tr>
<td>No access to TELESET function</td>
<td>Current account has no permission to load postage.</td>
</tr>
<tr>
<td>TELESET-process is aborted</td>
<td>optimail fails to establish a connection to the TELESET data center. Check modem setting. Check TDC phone number.</td>
</tr>
</tbody>
</table>

### …with menu settings, during maintenance and care

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to load adverts from data card</td>
<td>The card contains no valid data. Wrong card inserted? Insert card with new adverts. optimail fails to recognize the card. Card is defective. Call the after-sales service.</td>
</tr>
<tr>
<td>Update rate table: Process aborts</td>
<td>optimail fails to establish a connection to the data center. Check modem setting. Check TDC phone number.</td>
</tr>
</tbody>
</table>

### …when moistening / sealing envelopes (optimail with sealer)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Envelopes are not properly sealed</td>
<td>Stroke your hand firmly over the envelope’s / letter stack’s flap area.</td>
</tr>
<tr>
<td>Envelope flaps are not moistened properly</td>
<td>Felts are soiled / dried out. Clean sealer (see Chapter 13.3.1, page 84). Top up water (see Chapter 13.3.2, page 85). Moistening felt is worn. Replace rocker with moistening felt (see Chapter 13.3.3, page 86).</td>
</tr>
<tr>
<td>Issue</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>(continued) Envelope flaps are not moistened properly</td>
<td>Absorption felt is worn. Replace absorption felt (see Chapter 13.3.3, page 86).</td>
</tr>
<tr>
<td></td>
<td>Moistening felt incorrectly seated in the rocker. Correct moistening felt position (see page 97).</td>
</tr>
<tr>
<td></td>
<td>Absorption felt incorrectly seated in the sealer. Surface is curved. Check and if necessary correct absorption felt position in the sealer (see page 88).</td>
</tr>
</tbody>
</table>
Correcting the moistening felt position on the rocker

- Slightly tilt the rocker and pull it off in an obliquely upward direction.

Caution! Make sure to always hold the leg spring on the pin with one hand while positioning the moistening felt. This will prevent the leg spring from jamming or jumping out.

- Push the long moistening felt side fully underneath the clamping strip such that
  - the felt’s recesses are perfectly aligned with the rocker stop edge and
  - both outer edges of the moistening felt uniformly project over the rocker edge by approximately 1 - 2 mm (0.04" - 0.08"). See illustration.

- Carefully displace the moistening felt in the clamping strip if necessary.

- Reattach the rocker on the sealer (see page 88).
## Access rights for selected functions

<table>
<thead>
<tr>
<th>Functions ▼</th>
<th>Status</th>
<th>Without access card</th>
<th>With USER card</th>
<th>With MASTER card</th>
<th>Access control OFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assign / block USER cards</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Change logo name</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change system settings</td>
<td>● not all</td>
<td>● not all</td>
<td>●</td>
<td>● not all</td>
<td></td>
</tr>
<tr>
<td>Commissioning:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>– Sign in (authorize postage meter)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>– Load postage, amount &gt; $ 0 (validate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete accounts</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Display / clear down item counter</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Display / print system information</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Load data from chip card</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Memory administration</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Metering to all accounts</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Metering to the assigned account only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
</tbody>
</table>
Access restrictions for functions are also indicated in the MENU overview on page 100.

<table>
<thead>
<tr>
<th>Functions ▼</th>
<th>Status</th>
<th>Without access card</th>
<th>With USER card</th>
<th>With MASTER card</th>
<th>Access control OFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preset logo for account</td>
<td></td>
<td></td>
<td>● (only your own)</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Release TELESET access for accounts</td>
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<tr>
<td>Set an account to zero</td>
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<tr>
<td>Setting up accounts</td>
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<td></td>
<td>●</td>
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<tr>
<td>Stamping incoming mail</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>TELESET / load postage</td>
<td></td>
<td></td>
<td>● (if released)</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>View account statistics</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>View / print register</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Zero-rated postal imprint</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
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</tr>
</tbody>
</table>
The MENU (overview)

- Orderline
- Scale and Postage Rate Maintenance
- System Information
- Item Counter
- Memorized Rates
- Account Administration

- Imprint Management
- System Settings
- Load from Chip Card
- Modem and Telephone Numbers
- Memory
- Display / Edit / New Account No. 1-9

- Manage Adverts
  - Rename *
  - Delete *
  - Use
  - Zero-Rated Postal Imprint

- Zero Adjust +++ Manual Weight Entry Update Rate Table Delete Rate Table Gravity Setting*

- Set Modern Parameters Change Dialup Numbers *(TDC, Service...)*

- Display
  - Clear down

- Modern / Telephone Rate Table
- Security Device
- System
- Ink Ribbon
- Send All Information

- Low Postage Warning *
- Clock *
- Time Zone
- Summer Time Changeover

- Audible Signals
  - Control access with card: on/off

- Access Rights *
- Display Contrast
- Standby Time *
- Change Language
- Create Master Card *
- Re-Authorize (remote) *

* with MASTER card only
** some functions with MASTER card only
+++ with optional integrated scale only
<table>
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<tr>
<td>Syrian Arab Republic</td>
<td>SY</td>
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<tr>
<td>Taiwan, Province of China</td>
<td>TW</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>TJ</td>
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<tr>
<td>Tanzania, United Republic of</td>
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<td>Thailand</td>
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<td>Timor-Leste</td>
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<td>TM</td>
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<tr>
<td>Turks and Caicos Islands</td>
<td>TC</td>
</tr>
<tr>
<td>Tuvalu</td>
<td>TV</td>
</tr>
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<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
</tr>
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<tbody>
<tr>
<td>Uganda</td>
<td>UG</td>
</tr>
<tr>
<td>Ukraine</td>
<td>UA</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>AE</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>GB</td>
</tr>
<tr>
<td>Uruguay</td>
<td>UY</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>UZ</td>
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<tr>
<td>Vanuatu</td>
<td>VU</td>
</tr>
<tr>
<td>Venezuela</td>
<td>VE</td>
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<tr>
<td>Vietnam</td>
<td>VN</td>
</tr>
<tr>
<td>Virgin Islands, British</td>
<td>VG</td>
</tr>
<tr>
<td>Wallis and Futuna</td>
<td>WF</td>
</tr>
<tr>
<td>Yemen</td>
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<tr>
<td>Zambia</td>
<td>ZM</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>ZW</td>
</tr>
</tbody>
</table>
Glossary

2D barcode
The machine readable, two dimensional code contains encrypted information about the piece of mail and the postage meter. Special security features provide protection against fake meter imprints.

Label
Special self-adhesive label which you can meter and stick onto your mailpieces. Necessary for large, heavy and thick mailpieces.

Only use double labels from Francotyp-Postalia with the optimail (two labels on one backing sheet).

MASTER card
Chip card, device specific.
Access card for system administrator.
A MASTER card allows access to all system functions.

Meter imprint
Metering mail for carrying by Canada Post.
The imprint consists of the Canada Post logo, postage value, origin postal code, mailing date and a 2D barcode. Furthermore, with every meter imprint the optimail prints the machine identification number, a counter, a security code and the creation date and time.
Additionally the meter imprint may contain an advertising imprint.

Modem
Built-in electronic device that enables the optimail to exchange data via telephone lines (e.g. for loading postage and new rate tables).

TELESET data center (TDC)
Data center of Francotyp-Postalia.
Here the called postage is released and accounts are managed. The TELESET data center is at your service for loading postage 24 hours a day via the built-in modem.
**TELESET**  
(remote value setting)  
Postage meter accounting system of Francotyp-Postalia. The optimail and the Teleset data center exchange value specifications via modem when loading postage which release the desired postage amount. Accounting is as per your contract with Canada Post. The update of rate tables is done in the same way. Well before new tariffs and rates of Canada Post come into effect, the optimail receives the new rate table when connecting with the TELESET data center.

**USER card**  
Chip card, device specific. Access card for an account. A USER card allows metering to an account and access to selected system functions.

**Zero-rated postal imprint**  
(Test imprint)  
The optimail prints a normal meter imprint with the postage value "0.00". This test imprint enables you to check the settings for metering.
Technical Data

**Dimensions**

<table>
<thead>
<tr>
<th>Description</th>
<th>Measurements</th>
</tr>
</thead>
<tbody>
<tr>
<td>optimail</td>
<td>320 mm x 290 mm x 220 mm (12.6&quot; x 11.4&quot; x 8.7&quot;)</td>
</tr>
<tr>
<td>optimail with scale</td>
<td>320 mm x 290 mm x 235 mm (12.6&quot; x 11.4&quot; x 9.3&quot;)</td>
</tr>
<tr>
<td>optimail with scale + sealer</td>
<td>410 mm x 290 mm x 235 mm (16.2&quot; x 11.4&quot; x 9.3&quot;)</td>
</tr>
</tbody>
</table>

**Weight**

<table>
<thead>
<tr>
<th>Description</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>optimail without scale</td>
<td>5.7 kg (12.6 lb.)</td>
</tr>
<tr>
<td>optimail with scale</td>
<td>6.1 kg (13.5 lb.)</td>
</tr>
<tr>
<td>sealer without water filling</td>
<td>0.3 kg (0.7 lb.)</td>
</tr>
</tbody>
</table>

**Power connection**

- 100 - 240 V / 500 - 300 mA / 50 - 60 Hz

**Power consumption**

- approx. 40 W

**Fuse**

- 2 x 250 V / 3.15 A T

**Battery**

- 3.6 V / 2 Ah / 20 mA lithium battery
- order no 90.4701.8004.00

**Display**

- LCD, illuminated

**Printing process**

- Thermal printing

**Performance**

- 20 up to 30 letters/minute
- (depending on letter size / contents, imprint length, machine state and operating mode)

**Noise emission**

- $L_{eq} = 66$ dB (A)

**Operating conditions**

- 50°F to 104°F (+10°C to +40°C)
- only use in closed rooms
- do not expose to direct sunlight
- recommended for optimum printing quality:
- 59°F to 95°F (+15°C to +35°C)

**Ribbon cassette**

- Ribbon cassette fluorescent red for optimail
- Storage conditions: 32°F to 89.6°F (0°C to +32°C),
- do not expose to direct sunlight,
- rel. humidity max. 65%, non-condensing
Equipment

Standard
– Postage loading via integrated modem (TELESET)
– Card reader and MASTER card
– 4 short code memories (optimail without scale)
– 9 short code memories (optimail with integrated scale)
– 9 accounts
– up to 6 logos
– Rate table BASE or PLUS (as ordered)
– ‘Correction’ and ‘Redate’ function
– Return postage-prepaid imprint
– Incoming mail stamp
– Low postage warning
– Serial interface (25-pin)

Options
– Integrated scale
– Catch tray
– Sealer
– USER cards

Integrated scale (optional)

Weighing range
3 g to 3,000 g

Weighing accuracy
± 1 g from 3 g to 1,999 g
± 5 g from 2,000 g to 3,000 g

Subject to short-term modification.
Mail piece specifications for metering

<table>
<thead>
<tr>
<th>Format ( (\text{Length} \times \text{Width}) )</th>
<th>min. 140 mm x 90 mm ( (5.5'' \times 3.5'') )</th>
</tr>
</thead>
</table>
| Thickness | letters: up to 6 mm \( (0.24'') \)  
postcards: up to 1 mm \( (1/25'') \) |
| Material | smooth paper  
no extremely fibrous paper  
no structured paper  
no dark paper |
| Label | self-adhesive double labels by Francotyp-Postalia |

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

The RINGER EQUIVALENCE NUMBER (REN) for this terminal equipment is 2.0. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface.

The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five \( (5.0) \).
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ZIP code. See postal code
Every optimail postage meter is thoroughly checked before leaving the factory. Should any faults occur with your optimail in spite of our extensive quality control, please contact your local Francotyp-Postalia dealer.

Our main office will be pleased to tell you the address of your local servicing dealer.

Francotyp-Postalia, Inc.
82 Corstate Ave.
Concord Ontario CAN - L4K 4X2