

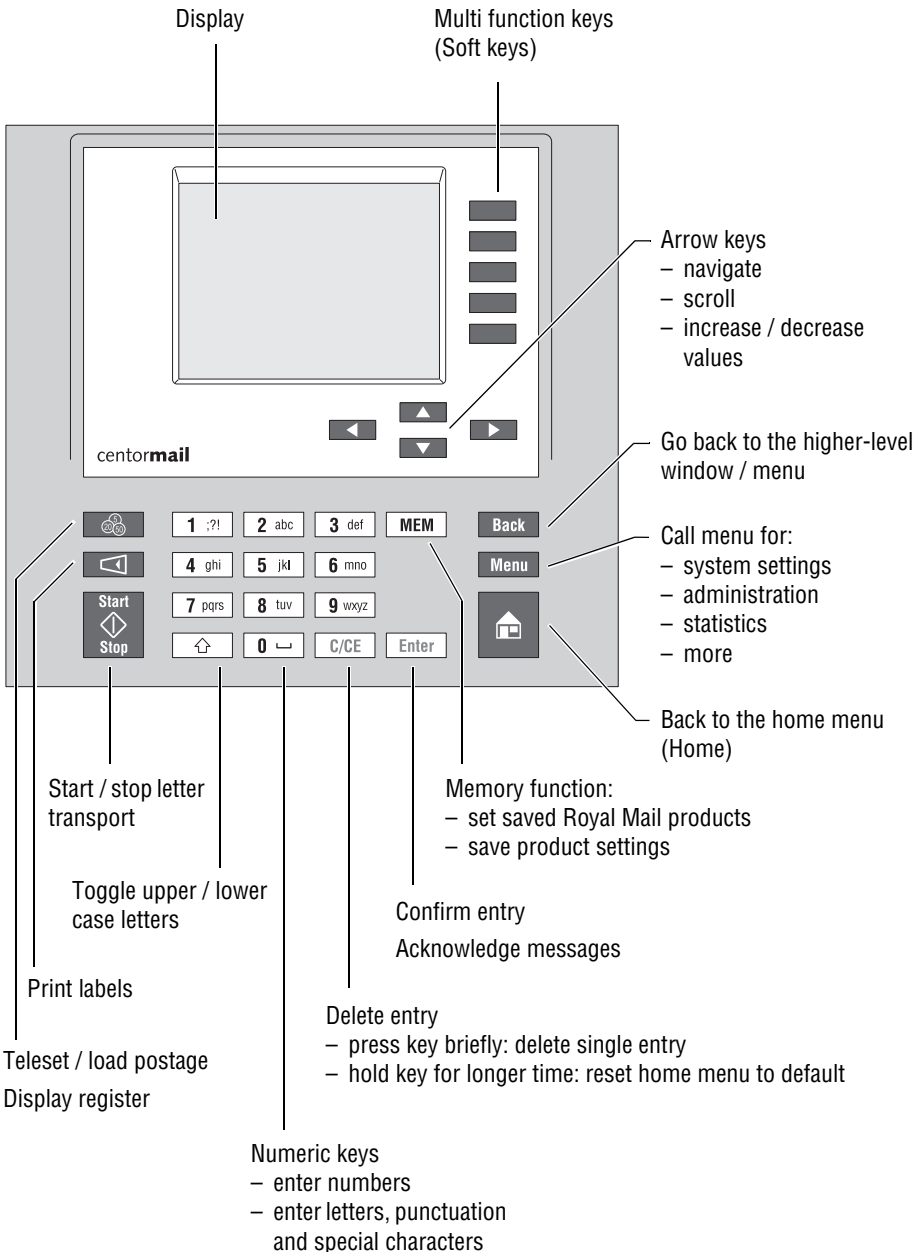


centomail

Franking system



Operator Manual



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About this Operator Manual

Please read this Operator Manual before using the centormail franking system. Please keep this manual near the system for quick reference.

This manual covers all configurations and equipment options of the centormail franking system. Functions that are only available for particular system configurations are marked by an additional note, e.g. *(optional)*.

In this Operator Manual, 'centormail' stands for the franking machines centormail 240, centormail 300 cartridge version and centormail 300 ink tank version.

Quick Reference Guide

A separate quick reference guide provides an overview of the operating menu and on franking with the centormail.

The following keywords and signs identify the safety tips in this Operator Manual:



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



Warning! indicates a potential hazard that may result in injury to the hands. This sign is also used to identify hazardous areas of the franking system.



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

The following symbols and text features are used in this Operator Manual:

- Bullets precede instructions.
- Dashes precede list items.

MENU

Menu names and options from the operating menu are written in small capitals.

“Select entry”

Messages are highlighted by quotation marks.



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

Chapter “The basics of centormail operation” on page 35 explains how operating and menu sequences are described.

1 Safety tips

centormail is a digital franking system with ink-jet print technology for franking mail. centormail complies with the pertinent safety regulations for office information equipment.

Please observe the following tips for your own safety:

- Installation and commissioning of the centormail franking system has to be done by qualified personnel authorised by Francotyp-Postalia.
- Operate the centormail only on grounded single-phase power sockets. Make sure your office power supply conforms to the power requirements indicated on the serial number plates.
- Only use the supplied power and connection cables or cables that have been approved by Francotyp-Postalia. Make sure that cables are not damaged.
- Only use the power supply unit (PSU) supplied with the sealer, or one that has been approved by Francotyp-Postalia. Make sure that the PSU and its cables are not damaged.
- Make sure the sockets for connecting the franking system are close by and easily accessible at all times.
- Do not reach into the danger areas marked with warning signs.
- Keep long hair, fingers, loose clothing pieces, shawls and jewellery away from moving machine parts.
- Do not remove any parts of the housing.
- Do not remove any equipment related to safety or protection. Do not make them inoperative or unable to function. In case of an error (jam or unauthorised interference), the safety cap – a small part of the housing located at the letter exit of the franking machine – is released and the transport stops. You have to bring the safety cap back into position before you can go on using the centormail. By no means must you try to block or fasten the safety cap.
- Never cover the ventilation slots of the housing.
- Pull the power plugs prior to cleaning the centormail franking system.

- Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to moisten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the centormail franking system checked by Francotyp-Postalia after-sales service before using it again.
- Take special care that no foreign objects penetrate the system's interior. If this should happen, have the centormail franking system checked by Francotyp-Postalia after-sales service before using it again
- Pull the power plugs in case of an emergency. Call the Francotyp-Postalia after-sales service.
- We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.
- Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the ink cartridges / print heads and ink tanks away from children. Further instructions for use are enclosed with the ink cartridges / print heads and ink tanks.
- Only use the batteries provided by Francotyp-Postalia. Observe the instructions enclosed with the battery for correct use and disposal.
- Have maintenance and repair work done only by qualified personnel authorised by Francotyp-Postalia. Otherwise, your warranty will become void. You will be liable for any damage.
- If you wish to move the centormail franking system to another location, observe the specific notes on moving the centormail franking system on page 187.

2 A short description of the centormail

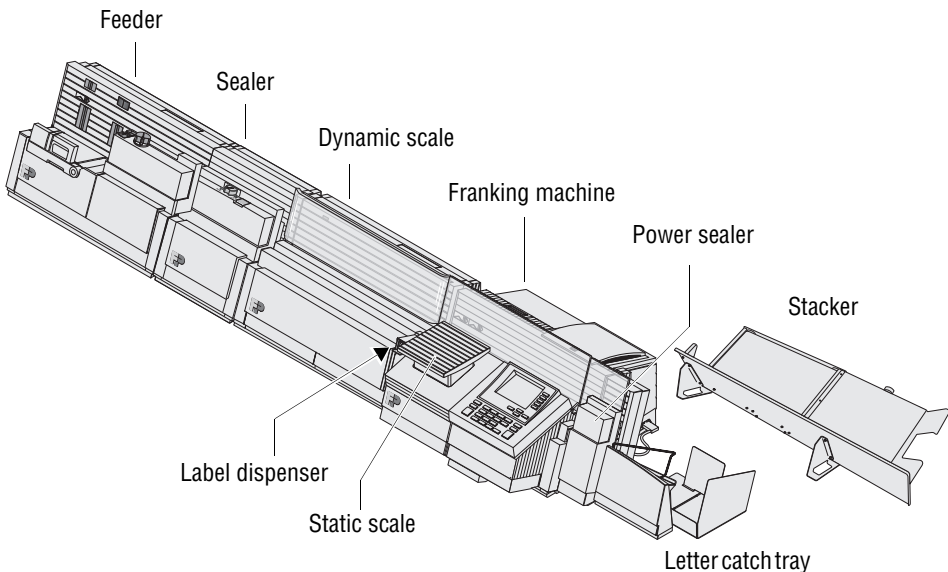
centormail is a digital franking system with ink-jet print technology and vertical letter transport. You can frank mail pieces of all formats that are made of ink-absorbent material – ranging from a post card to letters ISO B4 with a thickness of up to 20 mm – as well as FP franking labels that can be stuck onto the mail piece.

Modular design

In its basic version, the franking system consists of the centormail franking machine with integrated static scale, a hand feed tray, and a letter catch tray (envelope slide with catch brackets). This basic version can easily be extended using components for automatic feeding, moistening / sealing, and weighing. This modular concept allows for a flexible adaptation of the franking system to the type and amount of your mail.

The franking machine is available as model

- **centormail 240** with a processing speed up to 120 letters per minute
- **centormail 300** with a processing speed up to 150 letters per minute.



<i>Menu-based operation</i>	All functions – be it setting up the franking imprint, managing accounts and quick select memories, or changing system parameters – are securely and quickly accessible via the clearly laid out user interface in the back-lit display. The home menu shows all relevant information on the franking process at a glance.
<i>Franking</i>	To frank a letter, simply position it – the centormail franking system will automatically transport and frank the mail piece, after which it is exited to the right side – ready for dispatch.
<i>Weighing – static scale</i>	The space saving, integrated scale quickly and reliably determines the weight for letters and parcels up to 5 kg (optional: up to 7 kg). The determined weight directly affects the product settings.
<i>Letters as advertising medium</i>	In addition to printing postage, you can use centormail to print an advert of your choice and – comparable to an SMS – the latest information on every mail piece.
<i>Teleset</i>	Load postage into the centormail using the Teleset process – fast, easy and, if need be, 24 hours a day.
<i>Protection against unauthorised use</i>	Access cards in cheque card format protect the centormail against unauthorised use and allow individual access rights to be assigned (MASTER / USER).
<i>Flexible and up-to-date</i>	New adverts, endorsements or new Royal Mail pricing – you can load the current data to the centormail franking system yourself.
<i>Additional functions</i>	The centormail franking system offers a range of convenient additional functions. Among these are: <ul style="list-style-type: none"> – Memory function for frequently used Royal Mail products. – Account function for separate registration and billing of postage costs. – Incoming mail stamp. Print date and time on incoming mail. – Print lists of account data, register states, system settings, and further information. – Label dispenser to print self-adhesive labels for large or thick mail pieces or for envelopes that are not suited for ink-jet printing.

Options

The following components and features are available to extend the machine's range of functions:

- **Feeder.** Separates the letters individually from the stack and transfers them to the franking machine. Letters can be added during operation.
- **Sealer** for mail pieces with a thickness of up to 7 mm. The envelope flap is moistened in the sealer module and firmly pressed down in the power sealer.
- **Dynamic scale.** The dynamic scale (for mail pieces up to 1 kg) detects the weight and size of the mail piece while transporting it from the feeder to the franking machine. Both values are transmitted to the franking machine, which automatically determines the correct product setting – this is especially useful for handling of mixed mail.
- **GSM modem** (external modem). As an alternative to the internal modem, the GSM modem can be used for communication with the data centre.
- The **mailcredit Kit** allows you to connect the centormail to a computer and thereby via the internet to the data centre. Furthermore, you can update the software of your centormail franking machine with mailcredit.
- **Stacker** for shingled stacking of franked mail pieces. The stacker holds up to 350 letters and can be used with all configurations and equipment options of the centormail franking system. As a separate, additional component, it is positioned to the right of the franking system, replacing the letter tray.
- **Differential weighing.** A special weighing mode of the static scale that helps you save time when weighing and franking large amounts of similar mail pieces. Can be enabled with a machine-specific code.
- **DX feature.** Franking mail pieces for dispatch by private carrier DX.
- To run **InfoPrint**, a PC-based Francotyp-Postalia data management and archiving software application, you can enable the InfoPrint function of the centormail with a machine specific authorisation code.

For an overview of the system components, see page 10.

3 The basics of centormail operation

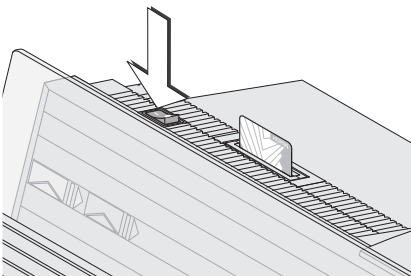
In this chapter you will learn about the basic functions of the centormail franking system and how to handle the user interface.

3.1 Switching centormail on / off

Use the power switch (the toggle switch on the top left side of the franking machine) to turn the centormail and all installed optional components ON or OFF.



Caution! Wait for at least one minute between switching off and back on.

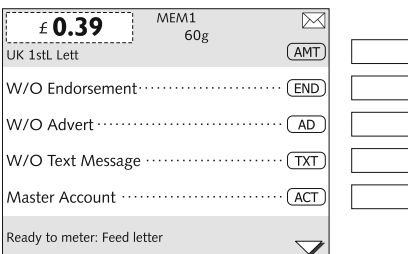


Switch on

- Push the power switch to I (ON) position.

The display illumination turns on and a start routine is initialised. centormail checks and activates all components. If your system features an ink tank system, you will hear distinct sounds from its pump.

When the start routine is completed, the **home menu** is displayed. centormail is now ready for operation with the following settings for franking:

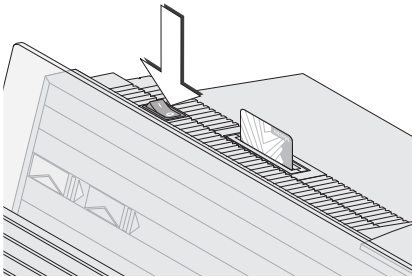


- Mailing data, weight and postage value are reset to default values, as stored in memory MEM1.
- Current date.
- The advert and the text message are determined by the current account.
- An account is selected if either an access card has been plugged in (MASTER / USER), or if access control has been disabled.

Switching off



Caution! Always switch off the centormail franking system using the power switch. Never simply pull the power plug or disrupt the power supply in any other way before the print system is in sealed position. Only in that way can you prevent the ink from drying and thus maintain a constant print quality.

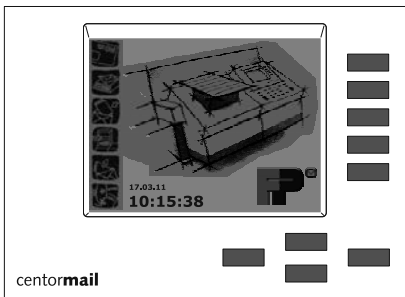


- Push the power switch to **O** (OFF) position.

centormail terminates all current processes and moves the print system to sealed position. This procedure may take some time.

Only afterwards will the franking system switch off. The display illumination turns off.

3.2 Stand-by



If you do not feed letters or press a key for some time, the franking system enters the stand-by mode.

When in stand-by mode, centormail displays a screen saver with date and time. The display is not illuminated.

You can easily 'wake up' centormail by pressing any key.

3.3 Access control – MASTER / USER

By means of the MASTER and USER cards, collectively referred to as access cards, the access rights for using the franking system are determined.

The card with the inscription MASTER provides unrestricted access to all functions.

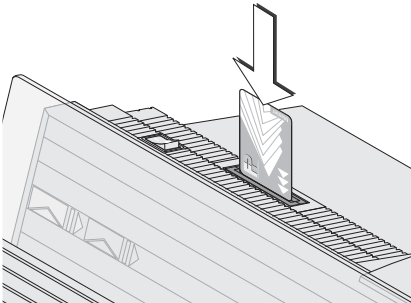
The card with the inscription USER only provides access to certain functions:

- franking to the assigned account
- storing, changing and deleting text messages
- assigning an advert and a text message to the card's account.

Access control by means of access cards can also be completely switched off. Then, franking is possible to all accounts without having to insert an access card.



You will find an overview of the access rights on pages 183 / 184.



Inserting an access card

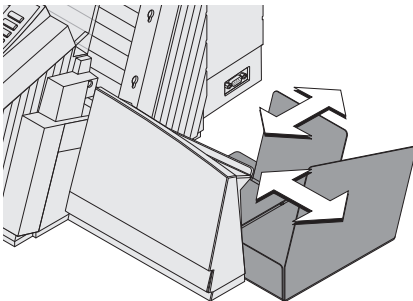
- Insert the access card into the card reader in the direction of the arrow. The chip on the card must face the rear.
- Insert the access card into the card reader, you will feel a slight resistance before the card is locked into position and comes to a stop.

Removing the access card

- Simply pull the card out of the card reader.

3.4 Setting the letter catch tray

The catch tray can be adapted to different envelope sizes – up to ISO B4 (250 x 353 mm).

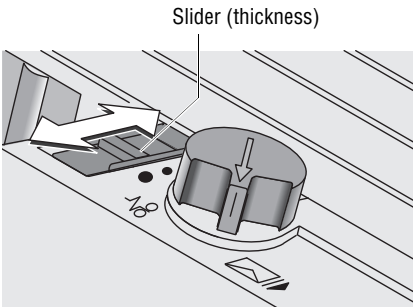


- Adjust both catch brackets so that the franked mail pieces easily slide into the catch tray and are neatly stacked.

3.5 Adjusting the feeder *(optional)*

3.5.1 Adjusting the letter path

You always have to adjust the feeder according to the thickness of the letters being processed. With the slider (thickness) you adjust the letter path of the separation to the thickness of the letters. Thereby, you avoid too many letters being fed at once. There are three settings possible: narrow, medium and wide letter path.



- Release the slider “thickness” by pressing down slightly and move it to appropriate position.

Letter path – possible settings and their meaning:

Narrow letter path ●	to process thin letters up to a thickness of 2 mm
Medium letter path ●	to process letters of medium thickness 3 mm to 5 mm
Wide letter path ●	to process letters of a thickness more than 5 mm

3.5.2 Separation function









In most cases you can use the **default setting**. In case of letters with 'critical' demands for separation you can adjust the feeder easily.

In the following cases an adjustment is recommended:

- very thick letters
- very heavy letters
- thin, unstable letter
- letters with sensitive surfaces.

These 'critical' letters constitute only a small fraction of the whole amount of letters processed.

3.5.2.1 Recommended settings for separation (overview)

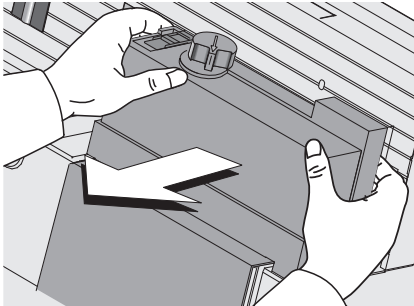
Setting	Left lever (separation)	Right lever (pressure)
1 Soft and unstable letters		
2 Thick letters 7 mm and more		
3 Default setting (recommended)		
4 Very heavy letters with strong stiffness		

3.5.2.2 Adjusting the pressure

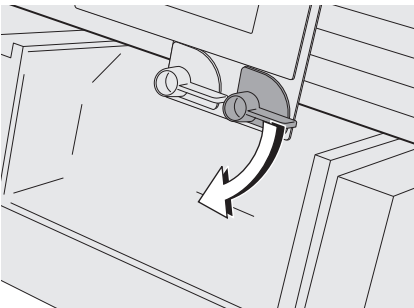
The pressure needs only adjustment, if problems occur while processing letters.

Typical cases:

- exceptionally thick or heavy letters are not drawn in
- the gap between letters drawn in is too large.



- Remove the cover from the feeder using both hands.



- Turn the **right** lever to appropriate position.

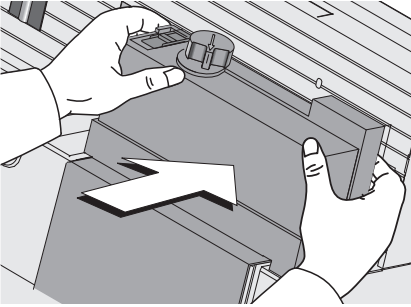
Pressure – possible settings and their meaning:



default setting



increased pressure
(stronger driving for thick and heavy letters)



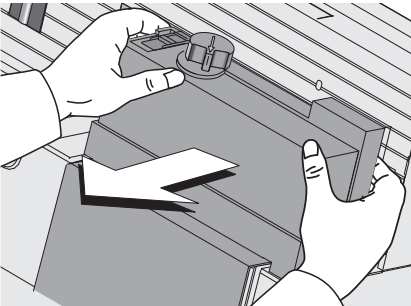
- Re-place cover on feeder. The cover must latch audibly.

3.5.2.3 Adjusting the separation

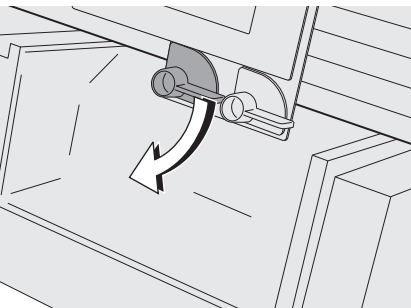
The separation needs only adjustment, if problems occur while processing letters.

Typical cases:

- soft, unstable letters and letters with sensitive surfaces are damaged
- large, unsealed letters are bent during processing.



- Remove the cover from the feeder using both hands.



- Turn the **left** lever to appropriate position.

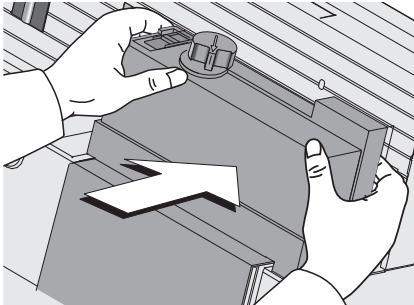
Separation – possible settings and their meaning:



decreased separation
(if sensitive letters are being damaged)



default setting

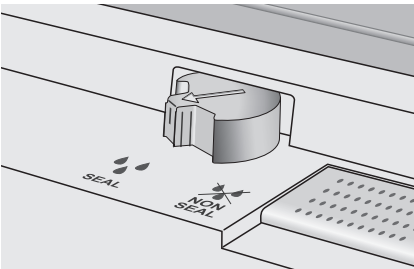


- Re-place cover on feeder. The cover must latch audibly.

3.6 Sealing function *(optional)*


When equipped with the optional components sealer and power sealer, centormail can frank and seal your mail in a single run. Coming from the feeder, the mail pieces pass through the sealer. In the sealer, the sealing flap of the envelope is moistened by a sponge. The flap is then closed and sealed as it passes through the system. After franking, the mail piece is ultimately closed by the power sealer.

You can use the sealing function for letters with a thickness of up to 7 mm. The envelopes must be suitable for machine sealing (see page 214). Also, please mind envelope quality. Please note that we can assure reliable sealing results only when you use Francotyp-Postalia 'sealit' sealing liquid.



Sealing

If the letters are to be sealed:

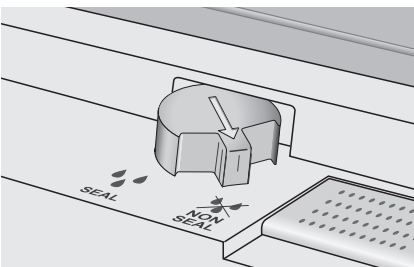
- Turn the envelope sealing switch to the position  **SEAL**.

centormail monitors the level in the sealant tank. You are notified when you have to top up the sealing liquid.

On how to fill the tank, please refer to chapter 16.8 on page 162.




If you have not used the sealing function or if the franking system was switched off for a certain amount of time, sealing liquid is automatically pumped into the moistener. Thus, centormail makes sure the sponge is properly wetted. In the SEALING menu, you can set the optimal moistening level for the envelopes you use (see chapter 15.18, page 131).



No sealing

If the letters are not to be sealed (or if they are already sealed):

- Turn the envelope sealing switch to the position  **NON SEAL**.

3.7 The user interface

This chapter covers the centormail user interface, introducing the different menus, window types, and symbols used. Furthermore, it is shown how menu / operating sequences are presented in this manual.

3.7.1 Key functions



Multi function keys

The multi function keys (also referred to as soft keys) are located to the right of the display. The functions assigned to these keys vary depending on the context. Text and symbols in the display indicate the key's currently assigned function.



Arrow keys

- Scrolling in menus, lists ...
- Moving the cursor (e.g. when entering text).
- Increase / decrease values (when setting selected system parameters).



Memory function (MEM)

- Display and activate pre-configured settings.
- Store Royal Mail product settings as a memory.



Back key

Go back to the previous window / menu level.



Opens the **menu** for system settings, information, and functions related to administration and service.



Home key

Back to the home menu.



Enter key

- Confirm entries.
- Acknowledge messages.

 C/CE**Deleting** entries, characters, and digits ...

Holding the key in home menu (for about 2 seconds) resets the following values for franking to default:

- Postage value / Royal Mail product (MEM 1) and endorsement if applicable
- W/O Advert
- W/O Text Message.



Opens the menu for

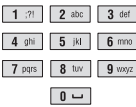
- loading postage (**Teleset**)
- calling up **register** values.

**Label key**



Prints a label.

**Start / Stop key**

Starts / stops letter transport.

**Numeric keys**

- Enter numbers.
- Enter text (text message, the name of a memory, etc.).

Insert a blank:  key.Available special characters using the  key:

. , : ! ; ? % & ' " () * + - / < = > \ ^ _ @ # € \$ £ ¥

**Shift key**

To toggle upper / lower case letters when entering text.

3.7.2 Symbols in the display (selection)



The letter indicates: **centormail is ready for franking**.
You can feed letters to frank.



Dynamic scale is active.
'Always weigh'-mode for processing mixed mail.



Dynamic scale is active. Mode 'Weigh once'
(only the first letter of a stack is weighed).



Static scale is active – 'Standard' mode.
The scale determines the weight of a mail piece placed on its platform.
(The symbol only appears if the 'Differential weighing' option is enabled.)



Static scale is active – Mode 'Differential weighing'.
The scale determines the weight only after you remove the letter from the weighing platform (letter weight = differential weight).
(The symbol only appears if the 'Differential weighing' option is enabled.)



The printer indicates the **print list** function.
A list, report, preview image ... can be printed.

MEM1 MEM and the number indicate that a **memory** has been set.



The **pre-select counter** is turned on.
The number of mail pieces yet to be processed is displayed.

ABC **Text input** in capital letters.

abc **Text input** in lower case letters.



The mailbox indicates that the **incoming mail stamp** has been set and is ready for operation. You can now feed incoming mail.



Water drops and the cancelled stamp indicate the **sealing only** function.
The mail pieces will not be franked.



Feed only. The mail pieces will not be franked.



The 'landscape' indicates the **print advert only** function.
centormail only prints the set advert.



Arrows in the status bar indicate that further display / menu items are available.

Use the arrow keys  /  to scroll forwards or backwards.



The hourglass symbol appears when centormail requires some more time (e.g. when updating data). Please wait until the procedure is completed.



The magnifying glass appears next to explanation on the settings in adjustment menus.

The following symbols are used to indicate the assignment of the multi function keys:

Set **product / postage**.

Set **endorsement**.

Set **advert**.

Set **text message**.

Change **account**.

Set **date**.

Open the menu for **special functions**: Incoming mail, feed only, sealing only, print advert only.

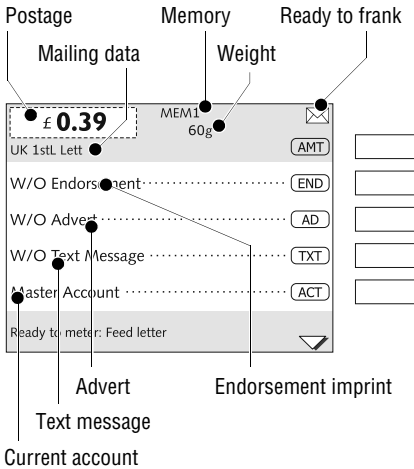
Open the menu for the **batch counter** function. Pre-set the number of mail pieces to be processed.

Display / reset **item counter**.

Open the menu for selecting **alternative carrier** (e.g. second carrier/DX).

Set the **imprint offset** for the imprint.

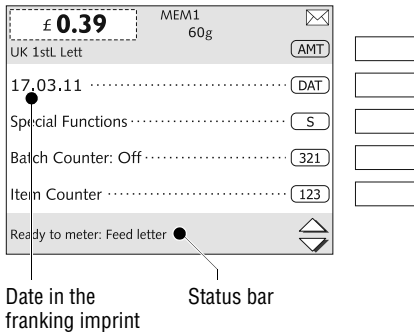
3.7.3 The home menu



The home menu is displayed after switching on, upon successful completion of the start routine. Here, the current settings for franking (postage, endorsement, advert ...) are displayed. The home menu comprises three windows. Use the arrow keys to scroll.

The postage value appears only if all product data has been selected (destination, type of mail, ...) and the displayed weight exceeds 0 g.

An account is selected and displayed in the home menu if either an access card is plugged in (MASTER / USER), or if access control has been disabled.

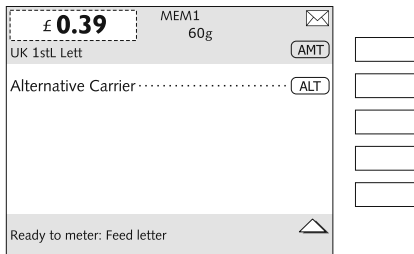


Symbols indicate the assignment of the multi function keys and also show current settings. The symbols used are explained in chapter 3.7.2.

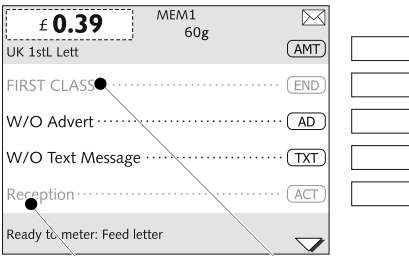
The status bar informs you about the current state of the franking system and provides you with additional hints.

In the home menu ...

- you have direct access to all settings relating to the franking imprint
- you frank the mail pieces
- you can weigh the mail pieces
- you can use the item and batch counter for franking.



- Furthermore, use the home menu to
- change the account (if access to this function is not restricted)
 - call up the special functions menu (e.g. incoming mail).
 - select alternative carrier, e.g. switch to DX mode (if DX option is enabled).



The set account cannot be changed

The set endorsement cannot be changed (automatic setting applies)

Functions / settings which cannot be accessed at the moment (e.g. because a MASTER card has to be inserted to perform the operation) appear in grey letters.

In this case, the assigned multi function key is without function.



You can change the appearance of the home menu to the user profile of your franking system by hiding unused functions. Please refer to chapter 15.10 on page 118.



By holding the key **C/CE** for longer time you can reset the home menu to default values (MEM 1, W/O ADVERT, W/O TEXT MESSAGE).

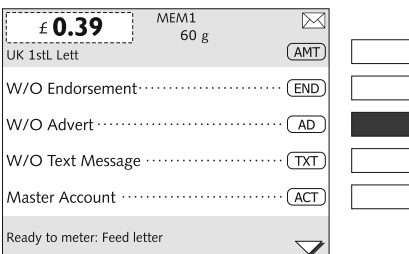
Mode of operation

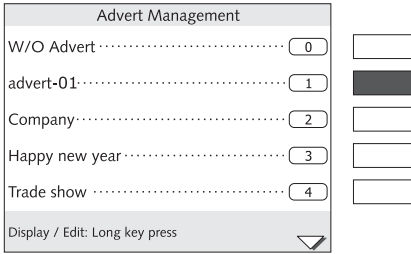
Use the multi function keys to select a function from the home menu.

Depending on the selected function, centormail may open a list, an adjustment menu, or a menu with further options. In the chapters to come, you will become acquainted with the menu and window types.



Example: Change advert

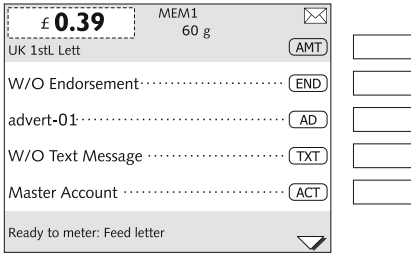
- Press the multi function key **AD** for setting the advert.





centormail opens a list with all available adverts.

- If necessary: Use the arrow keys  /  to scroll through the list.
- Press the multi function key for the desired advert. In the example, this would be “advert-01”.



centormail returns to the home menu. The advert is set for franking.


Fast mode of operation

You can change the settings of selected functions (e.g. postage, advert, date, memory) directly without having to leave the home menu.

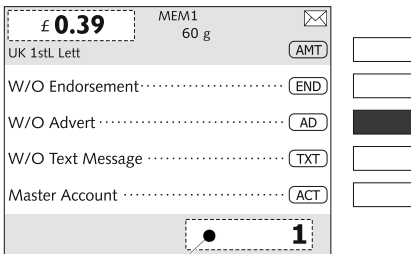
Simply use the numeric keys to type in the desired setting (e.g. the number of the advert, the date) and confirm your entry with the corresponding multi function key.

Your entry appears in an input window in the status bar.

Example:

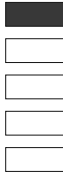
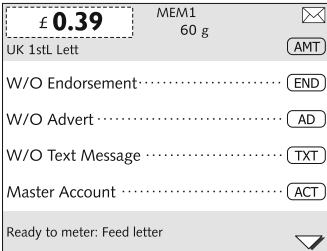
- Type “1” for the number of the advert.
- Press the multi function key  to confirm.

The advert is set for franking.



Input window

3.7.4 The product selection menu



Call up the product selection menu

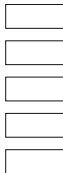
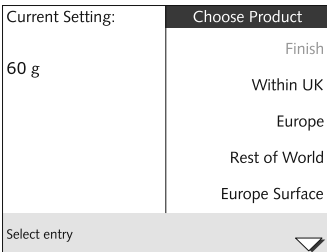
Press the multi function key **AMT** to open the product selection menu where you can set or change the product that is to be franked.

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

For a new product:

- Press the multi function key **AMT** briefly.

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



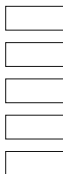
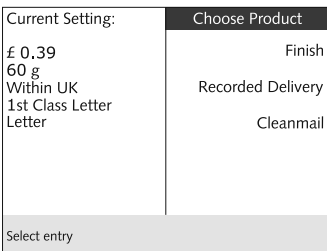
For changing the product setting:

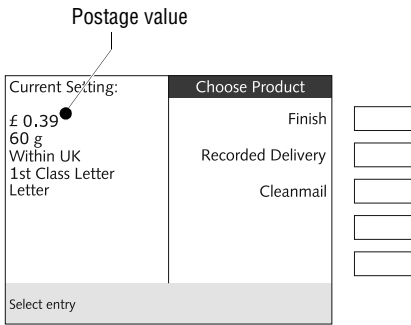
- Press and hold the multi function key **AMT** (for about 2 seconds).

centormail opens the product selection menu, using the product settings (mailing data, weight, postage value) as displayed in the home menu.

You can now

- add settings (e.g. select special services) *or*
- delete the current settings step-by-step and enter different values.



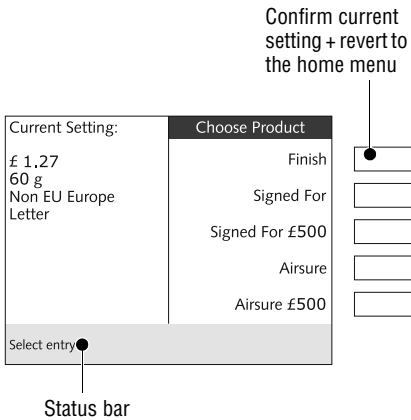


Displaying the product settings

In the left part of the display, the current setting is shown:

- the postage value
- the weight
- the selected mailing data (destination/ type of mail ...).

The postage value is only displayed if all necessary mailing data have been set and the displayed weight is more than 0 g.



Select mailing data

In the product selection menu, the selectable mailing data are shown in the right part of the display.

Use the arrow keys to scroll the list in case there are more than four choices which can be made.

Use the multi function keys to select the mailing data.

Deselect mailing data

Use the **Back** key to delete the mailing data step-by-step from the current setting.

Prolonged pressing of the **Back** key (about 2 seconds) will delete all mailing data from the current setting.

Return to the home menu

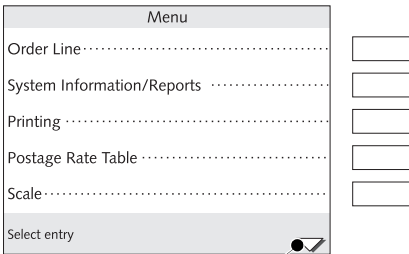
FINISH Press **FINISH** to confirm the current setting and return to the home menu.

FINISH is only available when all necessary data are set. Then **FINISH** is displayed in black.



Press the Home key to leave the product selection menu discarding the current setting.

3.7.5 The menu



Further functions:
scroll with arrow keys

Use the **Menu** key to enter the MENU.

In this menu, you can access administrative and service functions as well as system settings.

Use the arrow keys to scroll the pages of the MENU.

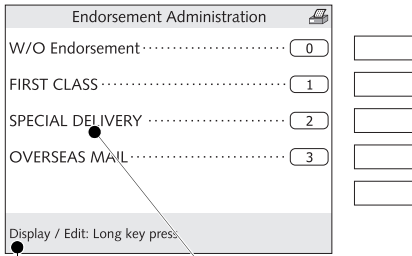
Use the multi function keys to call up a function. Depending on the selected function, a list, an adjustment menu, a menu with further options ... will open.

Menu items which cannot be accessed at the moment (e.g. because a MASTER card has to be inserted to perform the operation) appear in grey letters.

Pressing the **Back** key will always return you to the previous menu level.

For quick reference, please refer to the overview of the most important menu functions on page 185.

3.7.6 Lists



Possible settings to choose from

Status bar

Lists (e.g. for endorsements, memories, adverts, text messages) present all settings available for selection at a glance.

To the right, the assigned number is displayed.

Use the arrow keys to scroll the list in case there are more than five choices which can be made.

Use the multi function keys to select one of the displayed settings.

The name of the list is displayed in the caption.

A symbol in the caption may hint at a certain operation mode. The printer symbol, for example, indicates that you can print the displayed list.

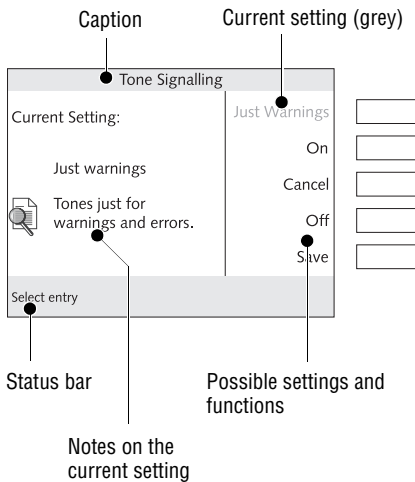
The status bar points out useful additional features.



For the advanced user:

In some lists, you can display a preview by pressing the corresponding multi function key for about 2 seconds, or directly access selected administrative functions. In this way, you can e.g. call up the menu for entering / changing a text message directly from the list view of the text messages.

3.7.7 Adjustment menus



When changing system parameters or entering / changing / deleting user-specific data, a dedicated sub-menu will be opened.

The menu name is shown in the caption. A symbol in the caption may hint at a certain operation mode.

Functioning: In the left part of the display, centormail shows the current setting. To the right, possible different settings and functions are shown, which can be selected using the multi function keys.

SAVE accepts the current setting and leaves the adjustment menu.

CANCEL discards entries or changes and leaves the adjustment menu.

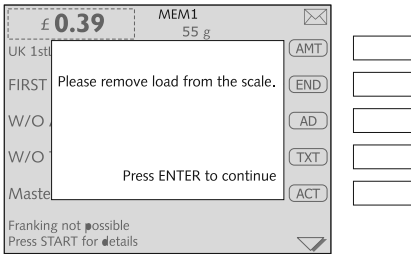
Functions / settings in grey letters cannot be accessed at the moment (e.g. because the corresponding setting has already been chosen).

A cursor (i.e., a flashing underscore _) highlights an input area for text or numbers.

The status bar informs you about special features and provides you with additional hints.

Adjustment menus can also comprise graphical elements for visualisation and a short explanation regarding the function.

3.7.8 Pop up windows

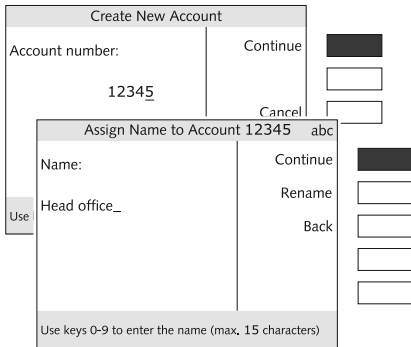


In some cases, a window will appear upon a darkened background (a so-called pop up window). This prompts for an action. Messages may also appear as pop ups.

Confirm messages and entries in pop up windows using the **Enter** key.

Some pop up messages feature auto-confirmation: they automatically close after some time.

3.7.9 Procedures



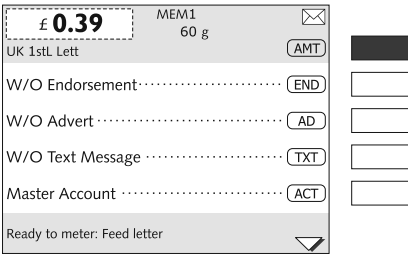
In case of complex settings, e.g. when setting up an account, a so-called 'procedure' (or wizard) is started. centormail guides you step-by-step through all necessary entries.

Press CONTINUE to confirm the current setting and proceed to the next step.

Press BACK to return to the preceding step(s). All settings made are retained.

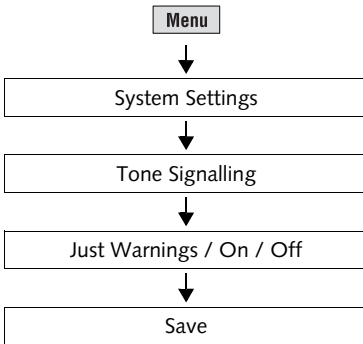
Pressing CANCEL discards all settings and terminates the procedure.

3.7.10 Presentation of operating procedures and menu sequences



Display illustrations depict current settings and show what to type.

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

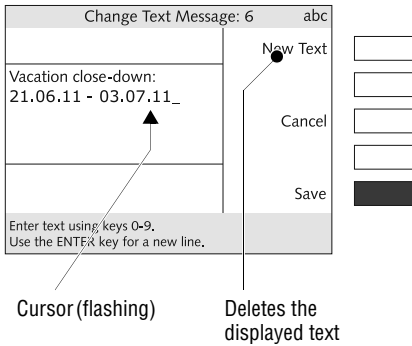


The ‘path’ through the menu to reach a function as well as inputs / settings for this function are illustrated as follows:

- Press the **Menu** key.
- In the menu, select:
SYSTEM SETTINGS → TONE SIGNALLING.
You may have to use the arrow keys **▲** / **▼** to scroll through the menu until the desired menu item appears.
- Select the desired setting:
Press JUST WARNINGS / ON / OFF.
- SAVE the displayed setting.

3.8 Text input

To enter text messages for franking or to assign a name to an account, memory, etc., the numeric keys feature letters as well as symbols / punctuation. Please refer to page 23 for all available symbols. A symbol in the caption indicates the entry of upper or lower case letters.



Insert text

The flashing cursor highlights the position for character entry.

- Press the appropriate numeric key in rapid succession as many times as necessary to display the desired character.

After a brief moment, the cursor moves on to the right of the character that has just been entered. You can now enter the next character.

Toggle upper / lower case letters





- Press the  key.

Insert a line break




You always enter a line break manually:

- Press the  key.

Delete character

- Use the arrow keys    to place the cursor on the character you want to delete.
- Use the  key to delete the character.

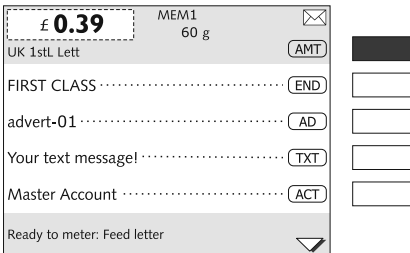
Insert a character

- Use the arrow keys    to place the cursor where you want to insert a character.
- Type in the desired character.

3.9 Zero test print



You can check the settings for franking (e.g. advert, text message) and the print quality by doing a trial run with a postage of £ 0.00 (zero test print). Zero test prints are logged in the postage registers.




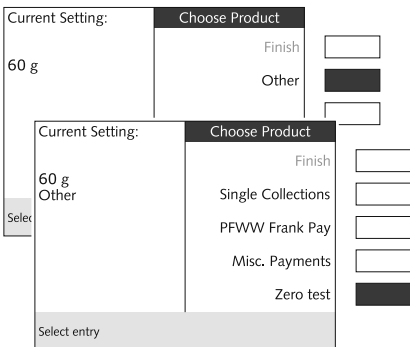
Setting the zero test print

- In the home menu, **briefly** press the multi function key next to **AMT**.

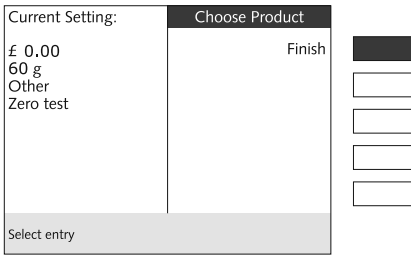


centormail opens the product selection menu.

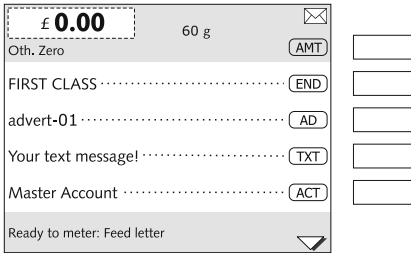
- Use the arrow key  to scroll until the OTHER products option appears.



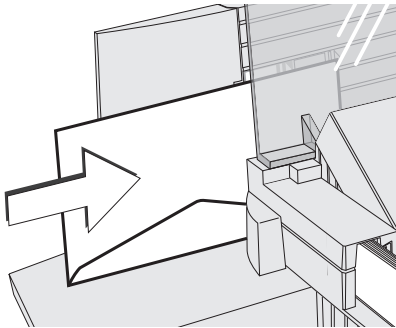
- Select OTHER.
- Select ZERO TEST.



- Press FINISH to return to the home menu.



The postage for the zero test print is set to “£ 0.00”.



- Place an empty envelope (or a post card) on the hand feed tray:
 - The side to be printed faces the back.
 - Envelope flap to the bottom (envelope stands on its upper edge).
- Push the envelope a few centimetres in the direction of the arrow and let go of it.


Letter transport starts automatically as soon as the sensor recognises the envelope. centormail automatically feeds the envelope, prints a zero test print, and exits the envelope to the right side.

- Check the print quality (see page 39).



Please refer to chapter 5.3.2 on how to place an envelope (or a post card) at the feeder.



You can also use the  key to print a zero test print on a label.

Check the print quality

Make sure that centormail always produces undistorted, well legible imprints.

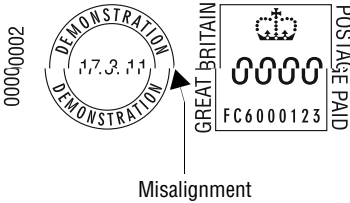
- Check the print image. It must not contain misalignments, blurs, or gaps.

This is a proper imprint.



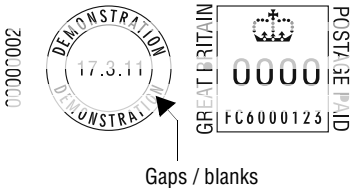
If there are misalignments (offsets) in the print image:

- Adjust the ink cartridges / print heads. Please refer to chapter 16.5 on page 156.

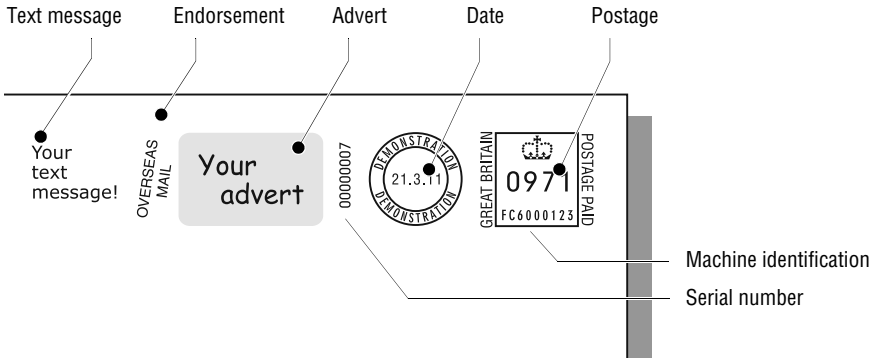


If there are gaps or blurs in the print image:

- Clean the ink cartridges / print heads. Please refer to chapter 16.6 on page 157.



4 Setting the franking imprint



This chapter covers the franking imprint settings required by Royal Mail and the optional advertising imprint possibilities.

The following settings in the home menu define the franking imprint:

- Postage / Royal Mail product (see chapter 4.1)
- Endorsement (see chapter 4.2)
- Advert (see chapter 4.3)
- Text message (see chapter 4.4)
- Date (see chapter 4.5).

4.1 Postage / Royal Mail product

The centormail determines the postage (i.e. the price of the Royal Mail product) itself. You have to

- select the desired mailing data
- weigh the mail piece / enter the weight (*only for certain products*).

How to set the **mailing data** and **weight** depends on your centormail's equipment:

- When using centormail with the static scale, you simply select the mailing data from the product selection menu, then place the mail piece on the weighing platform.
- When using centormail with the dynamic scale, the weight and size – depending on the settings in the product selection menu – are determined while transporting the mail piece through the scale. The results are transmitted to the franking machine.

General information on the product selection menu can be found in chapter “The basics of centormail operation” on page 29.

The following chapters describe in detail how to set the mailing data and the weight. Read

- chapter 4.1.1 on page 41 on how to set a product via the memory function
- chapter 4.1.2.1 on page 42 for centormail with static scale
- chapter 4.1.2.2 on page 46 for centormail with dynamic scale
- chapter 4.1.2.3 on page 49 for manual weight entry.

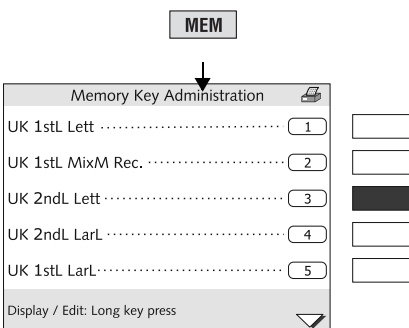
Notes on special features of product setting can be found in chapter 4.1.4 on page 52.

For some products the postage calculation function is not available. In such cases you have to enter the postage manually. Read chapter 4.1.3 on page 51.

4.1.1 Setting the postage / the product using the memory keys (MEM)

The quickest way to set the postage for the franking imprint is using the memory function. The home menu lets you retrieve up to 20 saved products. Ex factory, everyday products of Royal Mail are saved as memory items.

Postage values are not saved to the memory. When calling the memory centormail determines the appropriate postage for the saved product, based on the valid rate table. centormail thus ensures your postage values are correct even when rate tables have changed (price changes). Refer to chapter 13 on page 92 on how to save, edit or delete memory items.



- Press the **MEM** key.

You are presented with a list with all available memory keys.

- Select the desired memory key. In the example, this is MEM no. 3.

centormail returns to the home menu and displays the set memory key (MEM 3).

- Weigh the mail pieces if needed.



Fast mode of operation:

- In the home menu, type in the number of the desired memory key.
- Press **MEM** to confirm.

4.1.2 Setting mailing data and weight

4.1.2.1 Using the static scale

£ 0.39	MEM1 60 g	<input type="checkbox"/>
UK 1stL Lett	<input type="button" value="AMT"/>	<input type="checkbox"/>
W/O Endorsement	<input type="button" value="END"/>	<input type="checkbox"/>
W/O Advert	<input type="button" value="AD"/>	<input type="checkbox"/>
W/O Text Message	<input type="button" value="TXT"/>	<input type="checkbox"/>
Master Account	<input type="button" value="ACT"/>	<input type="checkbox"/>
Ready to meter: Feed letter	<input type="button" value="v"/>	

In the home menu:

- Press the multi function key .

centormail opens the product selection menu. (See also page 29.)

Current Setting:	Choose Product	
60 g	Finish	<input type="checkbox"/>
	Within UK	<input type="checkbox"/>
	Europe	<input checked="" type="checkbox"/>
Select		
Current Setting:	Choose Product	
60 g	Finish	<input type="checkbox"/>
Europe	Letter	<input checked="" type="checkbox"/>
	Small Packets	<input type="checkbox"/>
Select		
Current Setting:	Choose Product	
£ 1.27	Finish	<input type="checkbox"/>
60 g	Signed For	<input type="checkbox"/>
Europe	Signed For £500	<input type="checkbox"/>
Letter	Airsure	<input type="checkbox"/>
	Airsure £500	<input type="checkbox"/>
Select entry		

Select mailing data

centormail queries all necessary entries affecting the mail piece (destination, type of mail, ...).

- Select the desired setting by pressing the corresponding multi function key.

The mailing data selected so far appear in the left part of the display.

In the example, the following product setting is shown:

- EUROPE (destination)
- LETTER (type of mail)



Note:

You must select LETTER or LARGE LETTER if the size of your mail piece exceeds defined limits for length, width and thickness (products priced by size and weight, e.g. First Class mail).

Current Setting:	Choose Product	
60 g	Finish	<input type="checkbox"/>
Europe	Dynamic Scale	<input type="checkbox"/>
Letter	Static Scale	<input checked="" type="checkbox"/>
Select entry		

If you use a centormail with dynamic scale, you must additionally select which scale is to determine the weight.

- Select STATIC SCALE.

Current Setting:	Choose Product	
£ 1.27	Finish	<input type="text"/>
60 g	Signed For	<input type="text"/>
Europe	Signed For £500	<input type="text"/>
Letter	Airsure	<input type="text"/>
	Airsure £500	<input type="text"/>
Select entry		

As soon as all necessary mailing data have been set and the displayed weight exceeds 0 g, the postage will be displayed.

Current Setting:	Choose Product	
£ 8.72	Finish	<input type="text"/>
60 g	Signed For	<input type="text"/>
Europe	Signed For £500	<input checked="" type="text"/>
Letter	Airsure	<input type="text"/>
Signed For £500	Airsure £500	<input type="text"/>
Select entry		

Setting special services

- Select the desired special service by pressing the corresponding multi function key. In the example, this is SIGNED FOR £500.

The selected special service is shown in the left part of the display. The selected special service is also inverted in the right part of the display.

Selected special service



To deselect a special service, press its corresponding multi function key again.

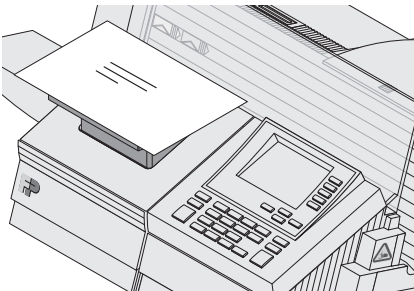
Weigh the mail piece

The following section covers using the static scale in standard weighing mode. On how to use the optional 'Differential weighing' mode of the static scale, please read chapter 6 on page 67.



Caution! Please observe the following notes on handling the static scale:

- The scale is designed for a maximum weight of 5 kg (optional: 7 kg). For heavier mail pieces, you have to enter the weight manually.
- The scale only determines a new weight if it was emptied before. Therefore, always empty the weighing platform prior to putting on a mail piece for weighing.



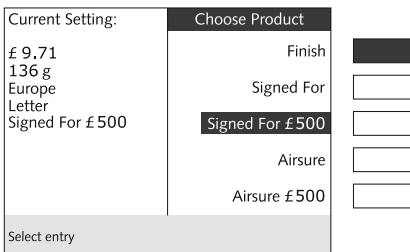
- Place the mail piece on the weighing platform.


A beep signals that the scale has determined the mail piece's weight.

The weight determined by the scale is now set. centormail sets the postage based on the displayed weight and the selected mailing data.

If the desired product has been set:

- Press FINISH to return to the home menu.



£ 9.71		137 g	
Eur. Lett S500	<input type="button" value="AMT"/>	<input type="text"/>	<input type="text"/>
W/O Endorsement.....	<input type="button" value="END"/>	<input type="text"/>	<input type="text"/>
W/O Advert	<input type="button" value="AD"/>	<input type="text"/>	<input type="text"/>
W/O Text Message	<input type="button" value="TXT"/>	<input type="text"/>	<input type="text"/>
Master Account	<input type="button" value="ACT"/>	<input type="text"/>	<input type="text"/>
Ready to meter: Feed letter		<input type="button" value="v"/>	

The product is set for franking.



With the static scale, you can weigh your mail pieces in the home menu, as well as in the product selection menu.

4.1.2.2 Using the dynamic scale



Caution! Please observe the following notes on handling the dynamic scale:

- The dynamic scale is designed for a maximum weight of 1 kg.
- Setting “Letter” or “Large Letter” in the product selection menu will deactivate the dynamic scale.
- You can set the weighing mode of the dynamic scale in the menu. (SCALE → DYNAMIC SCALE).

£ 0.39	MEM1 60 g	<input type="checkbox"/>
UK 1stL Lett	<input type="button" value="AMT"/>	<input type="checkbox"/>
W/O Endorsement	<input type="button" value="END"/>	<input type="checkbox"/>
W/O Advert	<input type="button" value="AD"/>	<input type="checkbox"/>
W/O Text Message	<input type="button" value="TXT"/>	<input type="checkbox"/>
Master Account	<input type="button" value="ACT"/>	<input type="checkbox"/>
Ready to meter: Feed letter	<input type="button" value="v"/>	

In the home menu:

- Press the multi function key .

centormail opens the product selection menu. (See also page 29.)

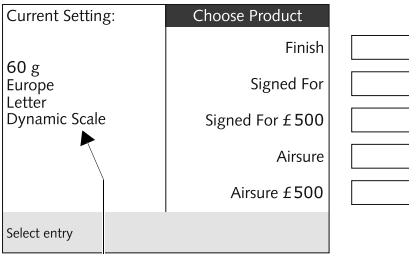
Current Setting: 60 g	Choose Product	Finish <input type="checkbox"/>
		Within UK <input type="checkbox"/>
		Europe <input checked="" type="checkbox"/>
Select		
Current Setting: 60 g Europe	Choose Product	Finish <input type="checkbox"/>
		Letter <input checked="" type="checkbox"/>
		Small Packets <input type="checkbox"/>
Select		
Current Setting: 60 g Europe Letter	Choose Product	Finish <input type="checkbox"/>
		Dynamic Scale <input checked="" type="checkbox"/>
		Static Scale <input type="checkbox"/>
Select entry		

Select mailing data

centormail queries all necessary entries affecting the mail piece (destination, type of mail, ...).

- Select the desired setting by pressing the corresponding multi function key.
- Select DYNAMIC SCALE.

Note: You must select MIXED MAIL for products priced by size and weight, e.g. 1st Class Letter.



Dynamic scale is active
(weight and size are detected)

In the example, the following product setting is shown:

- EUROPE (destination)
- LETTER (type of mail)
- DYNAMIC SCALE (using the dynamic scale)

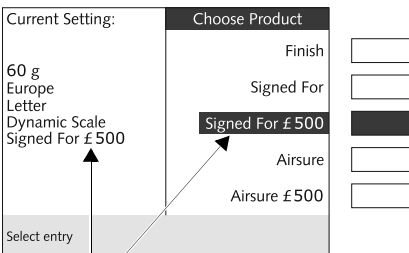
The dynamic scale is active. Depending on the active weighing mode, the dynamic scale determines the weight and size (if necessary) of each mail piece (when set to: ALWAYS WEIGH), or only for the first mail piece (when set to: WEIGH ONCE).



In centormail's home menu, a display symbol indicates the selected weighing mode (see page 48).



Caution! Setting "Letter" or "Large Letter", will disable the weight and size detection feature of the dynamic scale. In that case, the dynamic scale only serves to transport the mail piece(s). You have to determine the weight using the static scale.



Selected special service

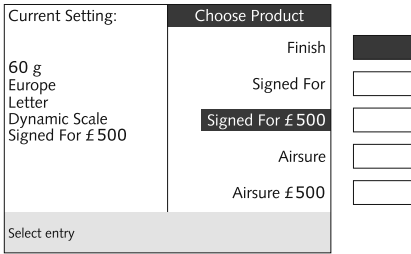
Setting special services

- Select the desired special service by pressing the corresponding multi function key. In the example, this is SIGNED FOR £500.

The selected special service is shown in the left part of the display. The selected special service is also inverted in the right part of the display.

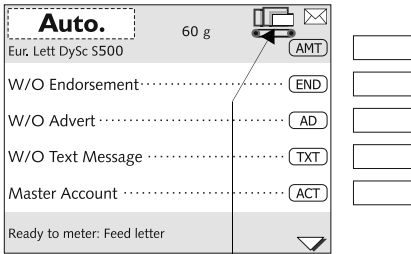


To deselect a special service, press its corresponding multi function key again.



If the desired product setting is shown in the product selection menu:

- Press FINISH to return to the home menu.



Instead of the postage value, **Auto** is displayed in the home menu. Only after the batch processing has been started – after the dynamic scale has determined the weight and size of a mail piece – a postage value is displayed.

Dynamic scale is active;
Weighing mode: Always weigh
(to process mixed mail)

4.1.2.3 Setting / changing the weight manually

For certain products (e.g. parcels), the product selection menu offers the possibility to enter the weight manually. The “Weight entry” feature is shown at the end of the special services list. This feature is necessary for mail pieces that exceed the static scale’s weighing range (>5 kg / optional: >7 kg).

Additionally, the menu function “Set Manual Weight” allows you to enter or modify the current weight.

Current Setting:	Choose Product
£ 1.36	Finish <input type="checkbox"/>
60 g	Recorded Delivery <input type="checkbox"/>
Within UK	Cleanmail <input type="checkbox"/>
1st Class Packet	Weight Entry <input type="checkbox"/>
Select entry	

Using the “Weight Entry” option in the product selection menu

- Select the desired mailing data in the product selection menu. In the example this is ‘First Class Packet’. (See also page 42.)

Current Setting:	Choose Product
£ 1.36	Finish <input type="checkbox"/>
60 g	Recorded Delivery <input type="checkbox"/>
Within UK	Cleanmail <input type="checkbox"/>
1st Class Packet	Weight Entry <input checked="" type="checkbox"/>
Select entry	

- Select WEIGHT ENTRY.

Current Setting:	Choose Product
£ 1.36	Finish <input type="checkbox"/>
60 g	Recorded Delivery <input type="checkbox"/>
Within UK	Cleanmail <input type="checkbox"/>
1st Class Packet	Weight Entry <input checked="" type="checkbox"/>
Select entry	

Please enter the total weight:

8000 g

ENTER to continue

centormail opens a pop up window for entering the weight.

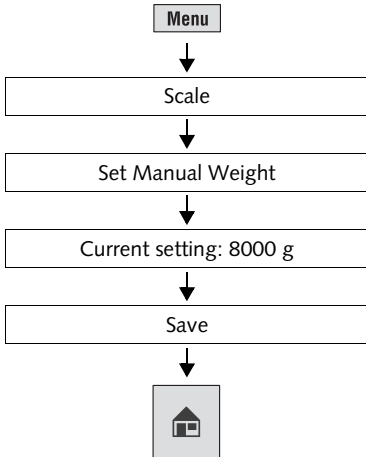
- Enter the weight of the mail piece.
- Confirm with the key.

Current Setting:	Choose Product	
£ 13.17	Finish	<input type="checkbox"/>
8000 g	Recorded Delivery	<input type="checkbox"/>
Within UK	Cleanmail	<input type="checkbox"/>
1st Class Packet	Weight Entry	<input type="checkbox"/>
Select entry		



The product selection menu displays the entered weight and the determined postage.

- Press FINISH to return to the home menu.

The product is set for franking.



Using the menu function “Set Manual Weight”

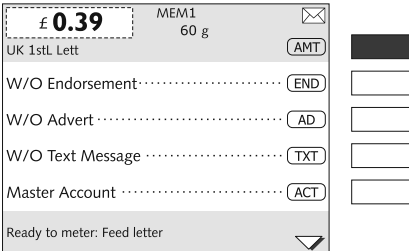
- Press the  key.
- Select SCALE → SET MANUAL WEIGHT.
- Enter the weight of the mail piece.
- SAVE the displayed weight.
- Press the  key.

centormail returns to home menu – the new weight is set.

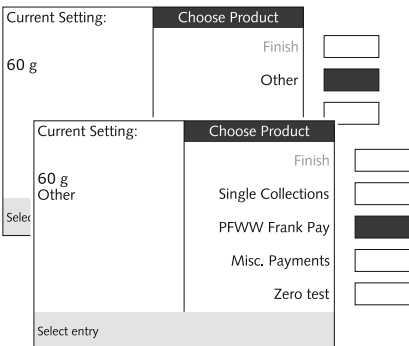
This weight remains set until you weigh a mail piece or enter a new weight.

4.1.3 Entering the postage manually

There may be particular cases where the centromail fails to calculate the postage. In such a situation you have to enter the postage value manually.

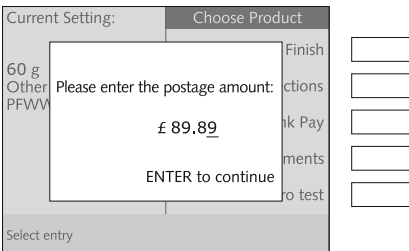


- In the home menu, **briefly** press the multi function key next to **AMT**.



centromail opens the product selection menu.

- Use the arrow key **▼** to scroll until the **OTHER** products option appears.
- Select **OTHER**.
- Select the desired option.
In the example: **PARCEL FORCE WORLD WIDE FRANK PAY**.



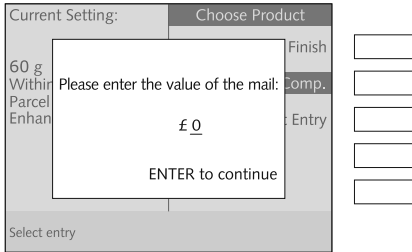
centromail opens a pop up window for entering the postage.

- Enter the postage for the selected product.
- Confirm with the **Enter** key.

- Press **FINISH** to return to the home menu.

The postage is set for franking.

4.1.4 Special features of product setting

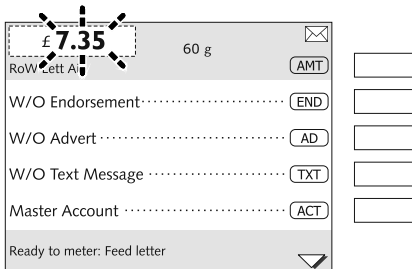


Entries in pop up windows

centormail may use a pop up window to prompt you for additional entries.

For example, you have to

- enter the **value** of the mail piece when using ENHANCED COMPENSATION
- enter the Global Value / Global Economy **Zone**
- enter the **weight** for mail pieces that exceed the static scale’s weighing range
- enter the **postage** for ‘Other’ products.

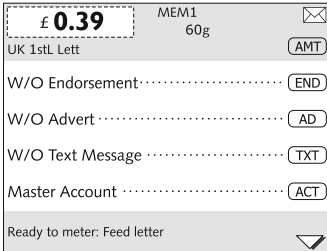


Flashing postage

A flashing postage indicates special features of the product setting (e.g. country-specific particularities, dispatch with selected settings not permitted in all countries). Please contact Royal Mail to be informed of the latest regulations.

4.2 Endorsement

Some mail types may be marked with an appropriate endorsement (e.g. First Class, Special Delivery).

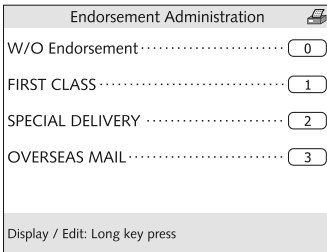


How to set the endorsement

In the home menu:

- Press the multi function key (END).

centormail opens a list of all available endorsements.



- Select the desired endorsement. In the example, this is "OVERSEAS MAIL" (endorsement no. 3).

centormail returns to the home menu. The endorsement is set for franking.



centormail can automatically set the appropriate endorsement according to the selected mailing data.

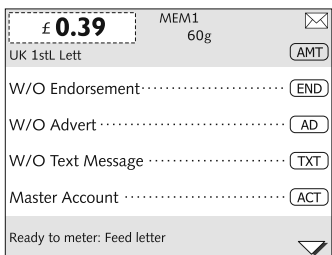
In order for this to function, 'Automatic endorsement printing' has to be enabled in the POSTAGE RATE TABLE menu (see chapter 15.14.4 on page 126).

The automatically selected endorsement imprint appears in the home menu in grey lettering, meaning it cannot be changed manually.

4.3 Advert

In addition to printing postage, you can use centormail to print an advertisement of your choice. centormail offers you the following options:

- Up to 15 different adverts (logos) can be stored in the franking machine. All stored adverts are available to all users.
- Advert on USER card. On request, Francotyp-Postalia will gladly provide you with USER cards that contain a single advert of your choice. When plugging in such a card (if it is assigned to an account), the advert stored on the card can be used.



How to set the advert imprint

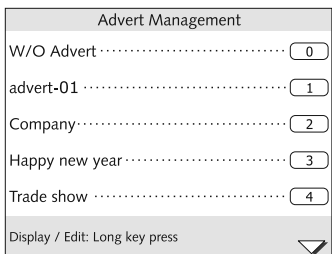
In the home menu:

- Press the multi function key **AD**.

centormail opens a list with all available adverts.

- Select the desired advert.
In the example, this is “Trade show” (advert no. 4).

centormail returns to the home menu. The advert is set for franking.



How to use the advert stored on a USER card

- Insert the USER card containing the advert.
- Press the multi function key **AD**.

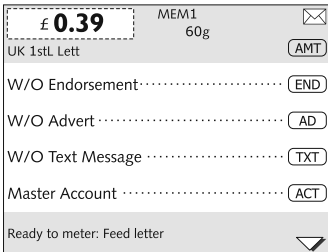
The advert stored on the USER card is shown at the end of the list.

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

centormail returns to the home menu. The advert of the USER card is set for franking.

4.4 Text message

You can print a freely editable text message directly to the mail piece. The text is printed to the very left of the franking imprint. A text message may contain up to 5 lines with 20 characters each. centomail can store up to eight different text messages which are fully user-editable.



In the home menu:

- Press the multi function key **(TXT)**.

centomail opens a selection list for the text message.

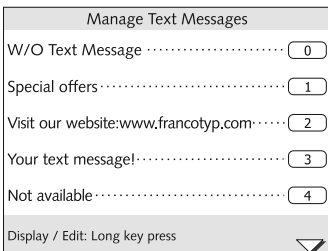


No text has been stored

How to set a text message for franking

- Select the desired text.
In the example, this is "Your text message!" (text no. 3).

centomail returns to the home menu.
The text is set for franking.








How to enter a new text

While in the selection list for text messages:

- Press the multi function key next to an empty memory (= one that reads NOT AVAILABLE).

centomail opens the menu **CHANGE TEXT MESSAGE**.

- Enter a text of your choice.
- **SAVE** the text.

Manage Text Message: 8 	
	Change Text 
centormail - welcome to a new world of franking from FP	Cancel 
	Delete 
	Use 
To print, feed label or paper	

How to change an existing text

While in the selection list for text messages:

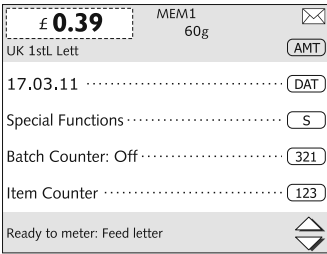
- Press and hold the multi function key corresponding to the text you want to change until the menu **MANAGE TEXT MESSAGE** appears.
- Select **CHANGE TEXT**.
- Change the displayed text, or enter a new one.
- **SAVE** the text.



If you are not familiar with the text entry procedure, please refer to chapter “Text input” on page 36.

4.5 Date

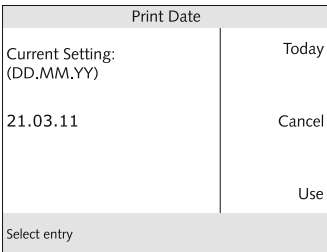
The date for the franking imprint is automatically set to the current date as provided by the built-in clock. You can predate a franking imprint. centormail does not allow backward dating for franking.



How to set the date

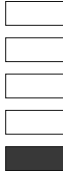
In the home menu:

- Press the multi function key **DAT**.



- Type in the date.
- Press USE to set the entered date.

centormail returns to the home menu.
The franking date is set.

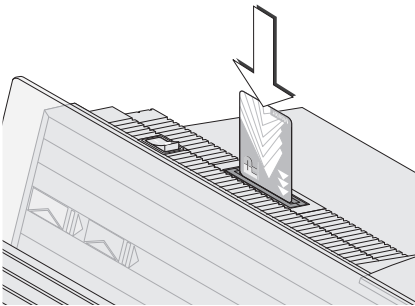


5 Franking

This chapter covers how to set up accounts to register the postage used, how you place letters on the hand feed tray, how to use the feeder, and how to frank self-adhesive labels which can be stuck onto the mail piece. Also, the counter functions available for franking are described. For extensive information on how to set the franking imprint, see chapter 4 on page 40.

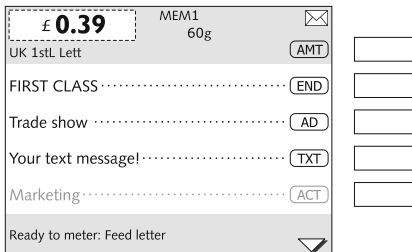
5.1 Setting / changing the account

In order to be able to frank, you always have to select an account first. You can see the current setting in the home menu, next to the **ACT** symbol.



How to set the account via an access card

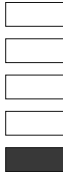
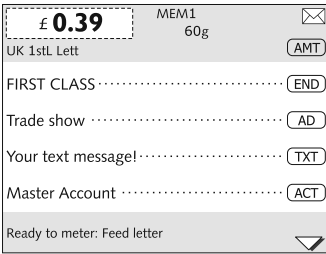
- Insert a USER or MASTER card into the card reader. The chip on the card must face the rear.
- Insert the access card into the card reader, you will feel a slight resistance before the card is locked into position and comes to a stop.



centormail sets the account of the access card along with the defaults selected for advert and text message.

The home menu also shows the name of the account. The postage costs of all subsequent frankings will be charged to the displayed account.

The MASTER card is always assigned to account no. 1.

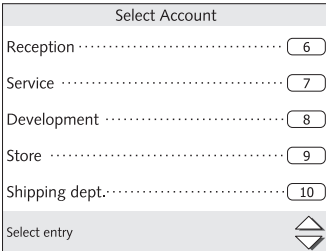


How to change the account

You can only change the account if you work with a MASTER card, or if access control has been disabled.

In the home menu:

- Press the multi function key [ACT].



centormail opens a list with all available accounts. You can see the names and numbers of the accounts.

- Select the desired account. In the example, this is "Service" (account no. 7).

centormail returns to the home menu. The account is now set.



If the list contains many accounts:

- Enter the first digit(s) of the account number.

centormail shows a list of only those accounts that start with the entered digit(s).




Fast mode of operation:

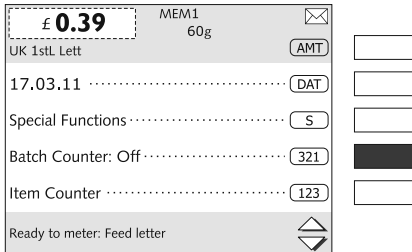
- In the home menu, type in the desired account number.
- Press [ACT] to confirm.

5.2 Using the batch counter

The batch counter provides you with the possibility to define the number of mail pieces to be franked in advance. You can use this function to have a precise number of mail pieces ready for dispatch.

The batch counter comes in very handy when working with the feeder:

- centormail stops as soon the set number of mail pieces has been processed.
- You can start the batch process again by pressing the  key – franking the next stack.



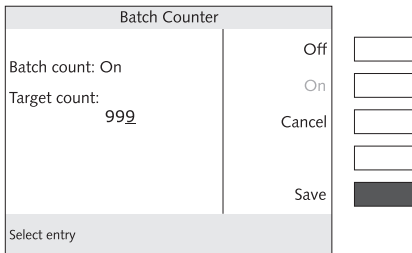
How to set the target count

In the home menu:

- Press the multi function key **321**.

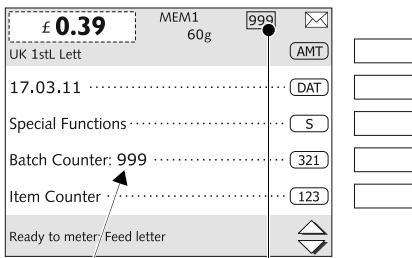
centormail opens the BATCH COUNTER menu.

- Press ON to use the batch counter.
- Type in the desired target count.
- SAVE the displayed setting.



centormail returns to the home menu.

The batch counter is turned on. centormail informs you about the target count after the function BATCH COUNTER. In the top right area of the display you see the number of the letters yet to be processed.



Batch counter turned on

Number of letters yet to be processed

How to disable the batch counter

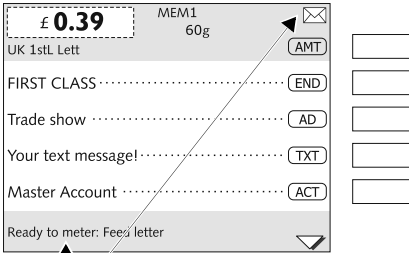
In the home menu:

- Type in "0".
- Press the multi function key **321** to confirm.

You can also set or change the target count of the batch counter in this way. (On the fast mode of operation, see also page 28.)

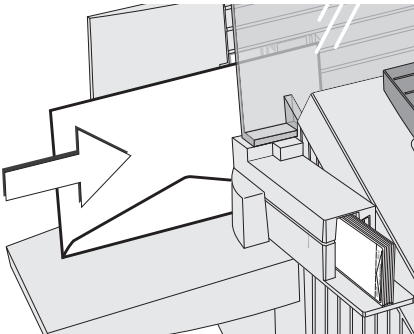
5.3 Positioning letters

5.3.1 Hand feed tray



centromail is ready for franking

If the home menu signals 'Ready to frank' (a letter symbol in the top right corner, combined with information in the status bar), you can place mail pieces to be franked.

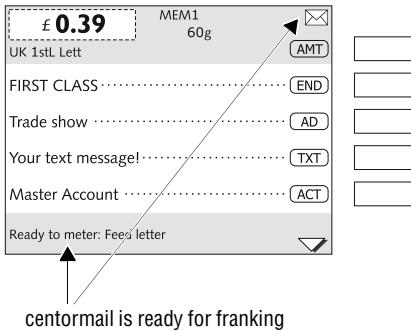


- Place the letter on the hand feed tray:
 - the side to be printed on facing the rear (address field is not visible)
 - envelope flap is to the bottom (letter stands on its upper edge).
- Push the letter in the direction of the arrow and let go of it.

Letter transport starts automatically as soon as the sensor recognises the letter. centromail automatically feeds the letter, prints, and exits the letter to the right side and into the catch tray.

Letters can be added during operation. Keep a **distance of at least 6 cm** between the letters.

5.3.2 Feeder (optional)

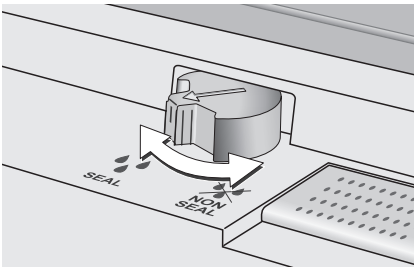


If the home menu signals 'Ready to frank' (a letter symbol in the top right corner, combined with information in the status bar), you can place mail pieces to be franked at the feeder.




Caution! Please observe the following notes on handling the dynamic scale:


- The dynamic scale is designed for a maximum weight of 1 kg.
- Make sure that the correct weighing mode has been set.



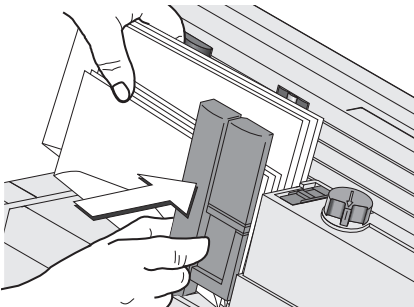
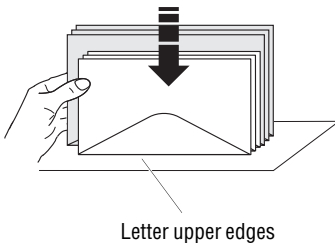
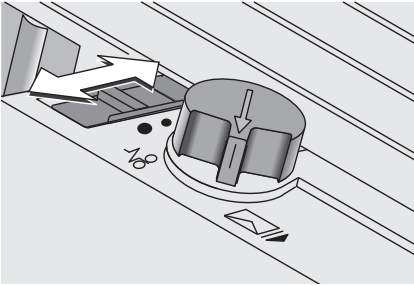
If you are using a franking system with sealer:

- Switching the sealing function on / off.

 **SEAL** = moisten / seal letters.

 **NON SEAL** = no sealing.

(See also chapter 3.6.)



On the feeder :

- Sort the letters by thickness and adjust the letter path (slide control) accordingly. (See also chapter 3.5.1.)
 - = thickness up to 2 mm
 - = thickness 3 mm to 5 mm
 - = thickness more than 5 mm
- If necessary, adjust separation and pressure (chapter 3.5.2).
- Arrange the letter stack:
 - the side to be printed faces the back
 - envelope flaps face the bottom (envelopes stand on their upper edges).
- Make sure the letters are flush at their upper sides: Loosen letter stack with the upper edge on a level base and shake smooth.

Do not place too many letters on the letter guide. The pressure bar should have about 5 mm clearance.

- Grab the pressure bar in the grip recess and pull it to the front.
- Place the letter stack on the letter guide near the separation rollers. Make sure that all letters stand on the letter guide on their upper edges.
- Push the pressure bar against the letter stack.

The batch procedure starts automatically. The letters are separated from the stack, moistened and sealed (if the moistening feature has been engaged), franked, and stacked in the catch tray – ready for dispatch.

5.4 Franking labels

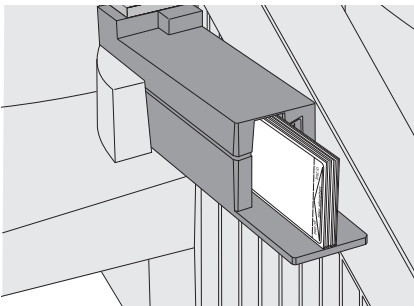
centormail can handle two different types of self-adhesive labels. These are the labels 'centormail' and the extra-long labels 'centormail XL' (e.g. for franking imprints with an advert and a text message) available from Francotyp-Postalia.



Caution! Follow the instructions for printing labels:

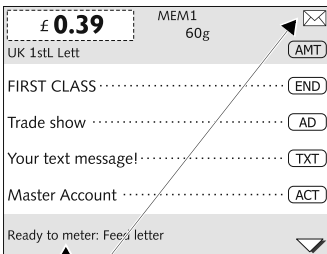
- Only use FP labels.
- Always insert a complete package of labels (25 pieces).
- Make sure the label type you use has been set in the franking machine.

We can ensure correct label processing only when you comply with this.

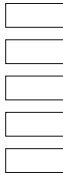


Insert labels

- Remove package band from the package of labels.
- Insert the complete package (25 labels, at least 15 labels) to the label dispenser:
 - The side to be printed on is on the left.
 - Insert the package of labels to stop. **Note:** With labels of the type 'centormail' the rear label edge must flush with the edge of the bearing area.
- Check that in the SYSTEM SETTINGS → LABEL TYPE menu the correct label type has been selected (see also page 102).



centromail is ready for franking



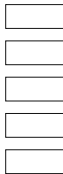
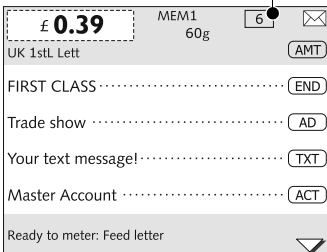
Frank a label

- Press the  key.

centromail prints a label.

Stick the franked label onto the mail piece so that the label is flush with the top right corner of the envelope. Firmly press the label down.

Count of the labels yet to be printed



Frank several identical labels

- In the home menu, type in the desired number of labels.

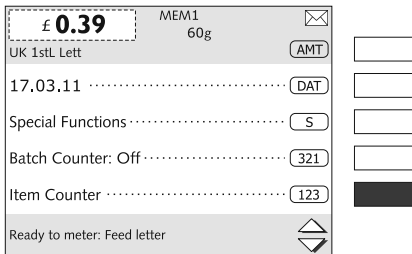
- Press the  key.

centromail prints the desired quantity of labels. The display shows the number of labels yet to be printed.

5.5 Display / reset item counter

In addition to the register (R4) and the counters of each account, centormail features a freely usable item counter to use for the franking function.

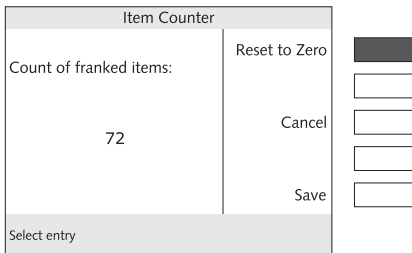
The item counter in the home menu counts all franking imprints (including zero test prints). You can reset this counter – individually – and thus use it to count day totals or job totals.



In the home menu:

- Press the multi function key **123**.

In the ITEM COUNTER menu, you can see the number of franked mail pieces.



How to reset the counter

- **RESET TO ZERO** clears the displayed count.
- Press **SAVE** to leave the menu.

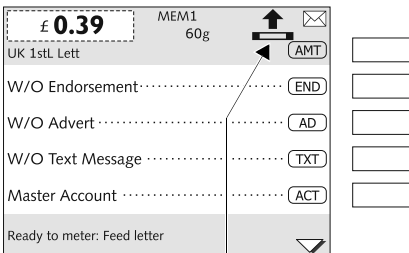
6 Differential weighing and franking *(optional)*

The centomail franking system optionally supports differential weighing with the static scale. With the 'Differential weighing' mode, you can quickly and conveniently weigh and frank large amounts of similar mail pieces. You simply place a stack of mail pieces on the weighing platform, then remove them one by one for franking. centomail constantly checks for changes in weight and sets the postage for each mail piece accordingly.

This chapter describes distinctive features and the approach to weighing and franking in differential weighing mode. For extensive information on how to set the franking imprint, see chapter 4.




For enabling the optional differential weighing feature, please refer to chapter 15.19.2 on page 133.



Static scale is active,
Weighing mode: Differential weighing

Setting the weighing mode

- Set the differential weighing mode:
Menu → **SCALE** → **DIFFERENTIAL WEIGHING ON / OFF** → **ON** → **SAVE**
 (see also chapter 15.15.2, page 127).

In the home menu, the symbol  indicates that the static scale currently operates in 'Differential weighing' mode.

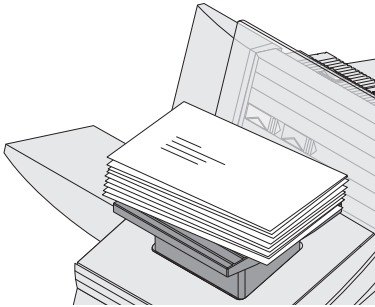
Setting the franking imprint

- Select the desired product setting (see chapter 4.1).
- Determine all other settings for the franking imprint (endorsement, advert, ...).

Using the differential weighing mode

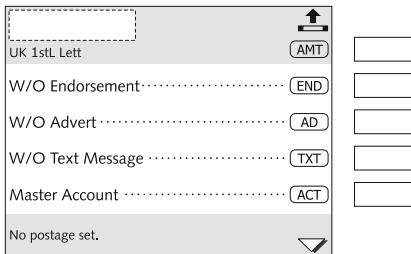


Caution! The static scale is designed for a maximum weight of 5 kg (optional 7 kg).

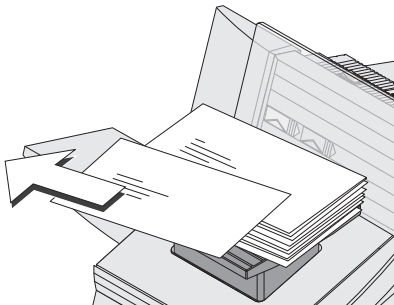


- Place the letter stack or a box with letters on the weighing platform.




Two short beeps indicate that the scale has recognized that a load was placed on the platform.



No weight and postage are displayed.



- Remove one letter from the stack or from the box.

£ 0.39	28g	 
UK 1stL Lett		<input type="button" value="AMT"/>
W/O Endorsement.....		<input type="button" value="END"/>
W/O Advert.....		<input type="button" value="AD"/>
W/O Text Message.....		<input type="button" value="TXT"/>
Master Account.....		<input type="button" value="ACT"/>
Ready to meter: Feed letter		

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

centormail determines the change in weight and calculates the postage.

- Frank the letter as usual.
- Handle the remaining letters in the same way.

Confirmation	
Do you want to use this weight for franking?	Yes
	No
Select entry	

<input checked="" type="radio"/>
<input type="radio"/>
<input checked="" type="radio"/>
<input type="radio"/>
<input type="radio"/>

When you empty the weighing platform the centormail asks you if the set weight is to be used.

- Acknowledge with YES to frank the last letter of the stack.

Or

- Press NO to discard the displayed weight (e.g. because you removed the empty box last). centormail does not determine a postage value.

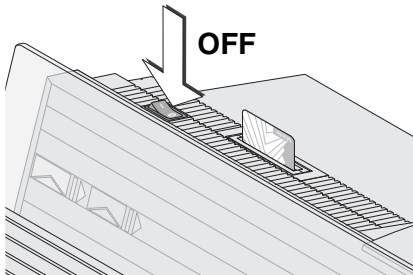
7 Using the flexiscale postage scale

7.1 Connecting the flexiscale to the centormail franking machine

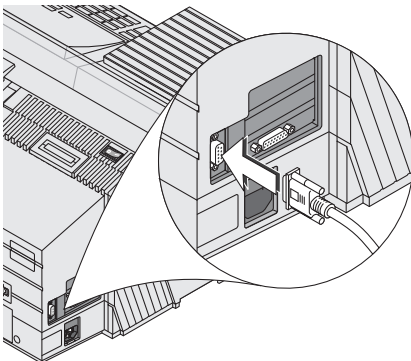
As standard, centormail features a 9-pin interface. You can connect a flexiscale to this interface. You need a special interface cable to connect the flexiscale to centormail. A suitable interface cable is available from Francotyp-Postalia. A suitable interface cable is available from Francotyp-Postalia.



Warning! Read the flexiscale Operator Manual, before you connect the flexiscale to the centormail. Obtain information on how to connect the franking machine to the flexiscale and how to set the postage scale for operation with the franking machine.



- Switch off the centormail franking system.
- Switch off the flexiscale.



- Plug the interface cable supplied by Francotyp Postalia to the 9-pin interface on the centormail franking machine and tighten the screws.
- Connect the interface cable to the flexiscale.
- Switch on the centormail.
- Switch on the flexiscale.
- Set up the flexiscale for operation with the centormail franking machine. Set the franking machine type to "NONE" or "T1000".

7.2 Operating centormail with the flexiscale

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



Warning! Also read the flexiscale Operator Manual. Pay special attention to the information on how to safely operate the flexiscale.

£ 0.55	60g	
UK 1stL LarL	<input type="button" value="AMT"/>	<input type="text"/>
FIRST CLASS.....	<input type="button" value="END"/>	<input type="text"/>
Company.....	<input type="button" value="AD"/>	<input type="text"/>
Your text message!.....	<input type="button" value="TXT"/>	<input type="text"/>
Master Account	<input type="button" value="ACT"/>	<input type="text"/>
Ready to meter: Feed letter	<input type="button" value="v"/>	

- Switch on the centormail and flexiscale.
- At the centormail franking machine set the mailing data.
- Check all other settings for the franking imprint and – if necessary – edit them accordingly (endorsement, advert, text message, ...).

£ 0.79	184g	
UK 1stL LarL	<input type="button" value="AMT"/>	<input type="text"/>
FIRST CLASS.....	<input type="button" value="END"/>	<input type="text"/>
Company.....	<input type="button" value="AD"/>	<input type="text"/>
Your text message!.....	<input type="button" value="TXT"/>	<input type="text"/>
Master Account	<input type="button" value="ACT"/>	<input type="text"/>
Ready to meter: Feed letter	<input type="button" value="v"/>	

When centormail displays the home menu:

- Place the mail piece on the scale tray of the flexiscale.

The flexiscale determines the weight and transfers this data to the centormail franking machine. The weight appears in the home menu.

centormail uses the displayed weight and the selected mailing data to determine the postage.

- Frank the mail piece with centormail.



In case the static scale / the dynamic scale and the flexiscale are active: When calculating the postage, centormail always applies the weight value transmitted last.

8 Using the DX feature *(optional)*

8.1 Things worth knowing about the DX feature

centormail can frank mail pieces for dispatch by the private carrier DX. You can switch between 'Royal Mail mode' and 'DX mode' in the home menu.

In order to use the DX feature it has to be activated in your centormail, the DX imprint and a DX license number have to be stored in the franking machine. Then the 'Second Carrier' is available in the ALTERNATIVE CARRIER menu.



For activation of the DX feature in your centormail please contact the FP after-sales service or your local sales agent.

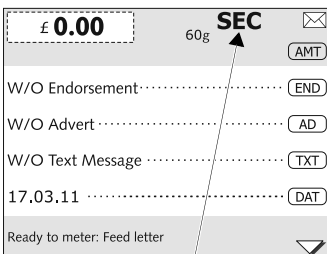
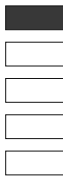
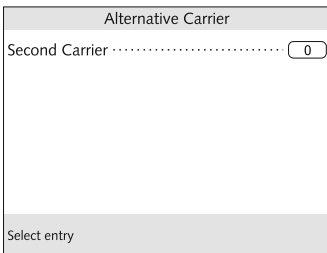
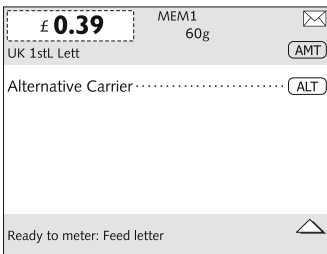
17.3.11



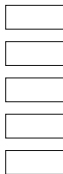
Special features of the DX mode

- centormail captures DX franking procedures in a separate counter for the second carrier.
- The postage costs for DX franking procedures are settled directly with the private carrier.
- The postage calculation function of the centormail is not available in DX mode.
- You can use the external postal scale flexiscale for postage calculation in DX mode.
- You cannot use the account function for DX franking procedures.
- The memory function of the centormail is not available in DX mode.
- DX franking procedures will not be captured in the registers or the resettable item counter.

8.2 Franking DX-mail



DX mode is active



If the access control of the centormail is enabled:

- Insert your access card (MASTER or USER).

The set account is for access control only and is not shown in the DX mode.

The DX franking procedures will not be booked to this account.

Switching DX mode on

In the home menu:

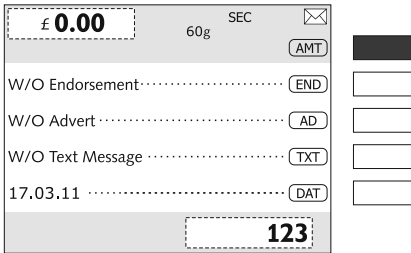
- Press the multi function key (ALT) (ALTERNATIVE CARRIER).

centormail opens a list of all available endorsements.

centormail opens a list of the available alternative carriers.

- Select SECOND CARRIER.

centormail switches to DX mode and displays the current settings.

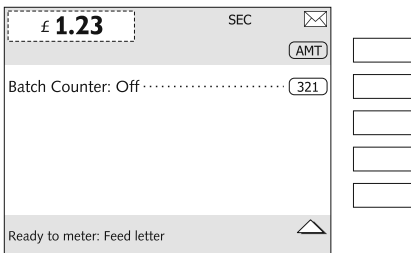


Setting the DX imprint

- Type the desired postage.

The postage is displayed in the status bar.

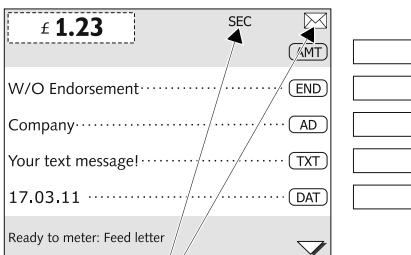
- Press the multi function key **AMT** to confirm.
- Adjust all other settings for the imprint (advert, text message, endorsement and date).
Make the settings exactly as described for the Royal Mail franking imprint (see chapter 4).



Batch counter

The DX mode features its own batch counter.

The counter works as described for the regular franking function. Please refer to chapter 5.2 on page 60.




Franking

When the centormail is ready for franking in DX mode:

- Feed your mail as usual.

Or

- Press the  key to print the DX imprint on a label.

Ready for franking in DX mode

Your text message!


Your advert

17.3.11



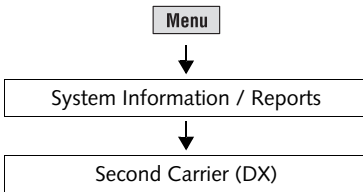
centormail prints the DX imprint.

Switching DX mode off – returning to Royal Mail mode


- Press the  key.

centormail switches to Royal Mail mode.

8.3 Viewing and printing information on DX mode



centormail captures all DX franking procedures in separate piece and value counters. You can view and print the counter states.

- Press the  key.
- Select SYSTEM INFORMATION / REPORTS → SECOND CARRIER (DX).

You see the number and the total value of all DX franking imprints as well as the DX license number.



Only FP after-sales service is authorised to reset the DX counter.

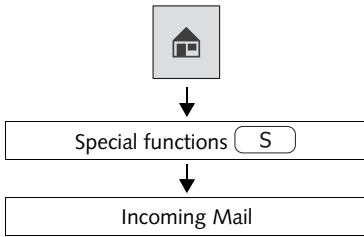


You can use the InfoPrint software tool from Francotyp-Postalia to retrieve and print data on usage of the second carrier (DX). For further information, please refer to chapter 15.19.3 on page 134.

9 Special imprints and functions

9.1 Stamping incoming mail

You can use the 'Incoming mail' function to mark your incoming mail.



Incoming Mail	
17.03.11	DAT <input type="text"/>
Batch Counter: Off	321 <input type="text"/>
Item Counter	123 <input type="text"/>
Imprint Offset: 0 mm	OFS <input type="text"/>
Ready to print: Feed incoming mail Back to franking with HOME	

Setting the incoming mail stamp

In the home menu:

- Press the multi function key .

centormail opens the special functions menu.

- Select INCOMING MAIL.

centormail activates the incoming mail stamp and displays the current settings.

Date of incoming mail

You can set the date in the same way as with a regular franking imprint (see page 57).

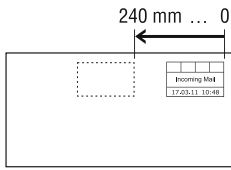
You can set the date of the incoming mail stamp to any date you please. Back-dating is permissible.

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

Item and batch counters

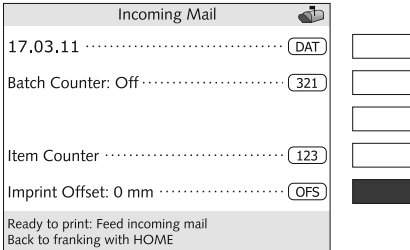
The 'Incoming Mail' function features its own counter functions.

The item and batch counters work as described for the regular franking function. Please refer to chapter 5.2 on page 60 and chapter 5.5 on page 66.



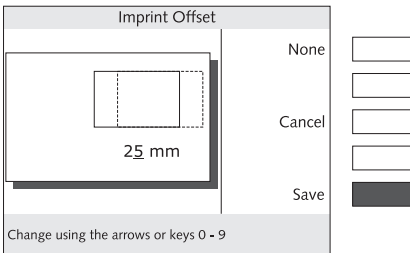
Imprint offset

centromail prints the incoming mail stamp at a fixed offset (about 1 cm) from the right letter edge. You can adjust this offset, thus shifting the imprint to the left.



How to set the imprint offset

- Press the multi function key **OFS**.



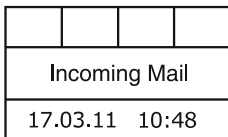
- Type in the desired offset value.
- **SAVE** the displayed offset value.

The new imprint offset value is now effective – even if you switch off centromail – until you change it again.

Stamping incoming mail



Caution! Only use the 'Incoming Mail Stamp' function with mail pieces that comply with the specifications on page 213.

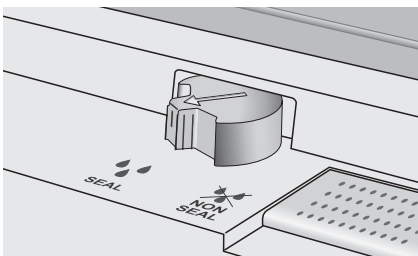


- Insert the incoming mail with the side to be stamped facing the rear.


centromail prints the incoming mail stamp.

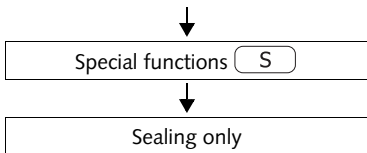
9.2 Seal letters only *(centormail with sealer)*

You can seal letters with the centormail franking system without franking them. Please also see the extensive information on the sealing function in chapter 3.6 on page 21.




Turning moistening on

- Turn the envelope sealing switch to the position  **SEAL**.



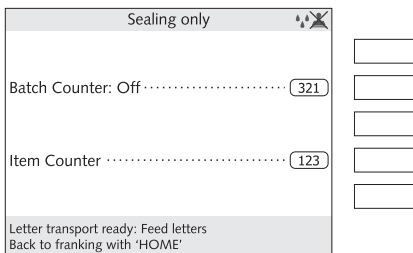
Setting the 'Sealing only' function

In the home menu:

- Press the multi function key  .

centormail opens the special functions menu.

- Select SEALING ONLY.

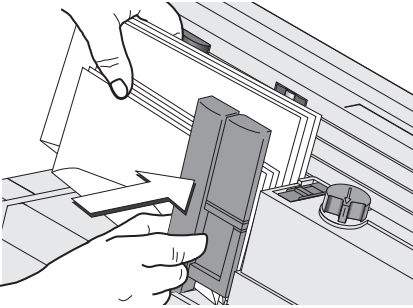


The current settings of the 'Sealing only' function are shown in centormail's display. The print function of the franking system is deactivated.

Item and batch counters

The 'Sealing only' mode features its own counter functions.

The item and batch counters work as described for the regular franking function. Please refer to chapter 5.2 on page 60 and chapter 5.5 on page 66.



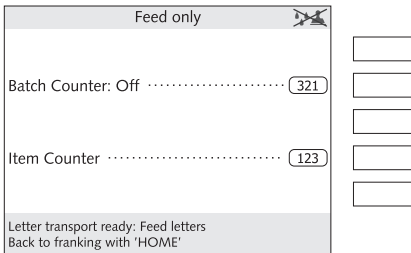
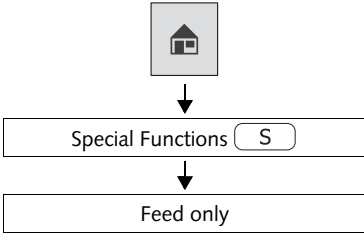
Place letters for sealing

- Check the settings for separation and letter path at the feeder and adjust if necessary (chapter 3.5 on page 16).
- Place letters on the feeder:
 - envelope flaps face front
 - envelope flaps face the bottom (envelopes stand on their upper edges).

Please also see the extensive information on preparing and feeding letter stacks in chapter 5.3.2 on page 62.

9.3 Only feed letters

centormail can feed letters without franking them.



Setting the 'Feed only' function

In the home menu:

- Press the multi function key **S**.

centormail opens the special functions menu.

- Select FEED ONLY.

The current settings of the 'Feed only' function are shown in centormail's display. The print function of the franking system is deactivated.

Item and batch counters

The 'Feed only' mode features its own counter functions.

The item and batch counters work as described for the regular franking function. Please refer to chapter 5.2 on page 60 and chapter 5.5 on page 66.

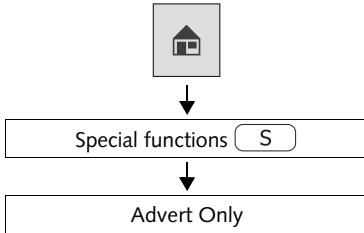
Position letters

If you use a centormail with sealer:

- Make sure that moistening feature has been disabled (~~✗~~ **NON SEAL**).
- Position letters as usual. See chapter 5.3 on page 61.

9.4 Printing advert only

You can print the adverts stored in your centormail separately.



How to set the 'Advert only' function

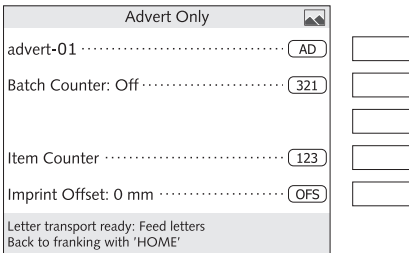
In the home menu:

- Press the multi function key **S**.

centormail opens the special functions menu.

- Select ADVERT ONLY.

centormail activates the advert and displays the current print settings.



Selecting the advert

Select the advert to be printed in the same way as with a regular franking imprint (see page 54).

Item and batch counters

The 'Advert only' function features its own counter functions.


The item and batch counters work as described for the regular franking function. Please refer to chapter 5.2 on page 60 and chapter 5.5 on page 66.

Imprint offset

centormail prints the advert at a fixed offset from the right edge of the mail piece / label.

As for incoming mail stamps, you can adjust the imprint offset (see page 77).

Print advert

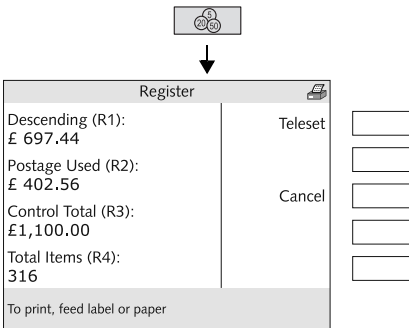
- Press the  key to print the advert on a label.

Or

- Feed an envelope / a card.
See chapter 5.3 on page 61.

10 Display and print registers

The centormail franking system stores 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.

Print register

- Place an empty envelope / a post card on the hand feed tray.

Or

- Use the  key to print the register report on a label.

The following pieces of information are stored in the registers:

DESCENDING (R1)	Postage still available (= credit)
POSTAGE USED (R2)	Total value of all franking imprints performed
CONTROL TOTAL (R3)	Sum total of all amounts that were loaded
TOTAL ITEMS (R4)	Total number of franking imprints performed (including zero test prints)

11 Loading postage – Teleset

Teleset refers to loading the desired postage credit. To load postage, your centormail establishes a connection with the Teleset Data Centre (TDC) and loads the desired amount. Accounting is as per your contract with Royal Mail.

Permissible amounts:

You may load amounts to a maximum of £ 9,990 in steps of £ 10. The permissible maximum amount depends on the postage credit left on your centormail.

When topping up, you must not exceed the upper credit limit of £ 9,999.99 (Register: Descending R1).

There are the following options for connecting with the Teleset Data Centre:

- Internal modem
- External GSM modem
- mailcredit (web access via a PC and the Francotyp-Postalia mailcredit software).

For information on setting up the connection to the data centre, please refer to chapter 15.7.

The Teleset procedure as such runs in the same manner – regardless of the type of connection to the Teleset Data Centre in use.

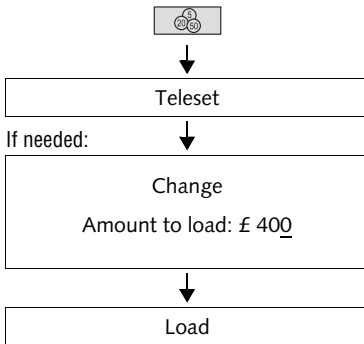
Whenever the centormail connects to the Teleset Data Centre, a number of check and update routines are run in the background. These processes may take some time.

Regular contact to the Teleset Data Centre

For safety reasons, Royal Mail demands that the franking machine connects with the Teleset Data Centre at regular intervals.

centormail reminds you when it is time to establish a connection to the TDC. You then have to load postage as usual. Simply load a sum of £ 0 if you do not need any postage for the time being.

If you do not react to the message within a reasonable time-span, some important features will be blocked until centormail was able to successfully connect to the TDC. Please contact the Francotyp-Postalia after-sales service if you have any questions.



Loading postage

- Make sure the connection set up in the centormail (internal modem, external GSM modem or mailcredit) is ready to establish a connection with the Teleset Data Centre (TDC).

- Press the  key.

- Press TELESET to initiate the transfer procedure.

- Retain the displayed amount.

Or

Press CHANGE to call up the menu for changing amounts.

Type in the desired amount.

- Press LOAD to confirm.

centormail displays the set amount for checking purposes.

To load the displayed amount:

- Confirm the security prompt by pressing YES.

centormail establishes a connection to the TDC. The loading procedure is performed automatically. You can monitor the progress in the display. Please stand by. Data exchange takes some time.

The new residual amount (R1) is displayed when loading is completed.

- Press REPORT to view and print the loading report.
- Press FINISH to return to the home menu.

Teleset: Complete	
Teleset completed successfully.	Finish
New Descending Value (R1):	
£ 1,097.44	
	Report
Select entry	



centormail checks if the amount you entered can be loaded. Note that centormail rejects impermissible amounts – in that case, a message is issued to inform you.

12 Account administration

The account function comes in handy for separate registration and billing of postage costs. For example, you may want to set up accounts for the sections / departments of a company, or for the individual companies of a community office.

You can freely assign a number and name to each account, determine the default settings for advert and text message to be used with the account, limit the available postage (i.e., allocate a budget to the account), and set the access rights of an account in conjunction with MASTER and USER cards.

Account 1 is factory pre-set and assigned to the MASTER card (MASTER account).

centormail 240 is rated for 100 accounts in standard. If need be, the number of accounts can be upgraded to 300. Please contact Francotyp-Postalia. Read chapter 15.19.1 on page 132.

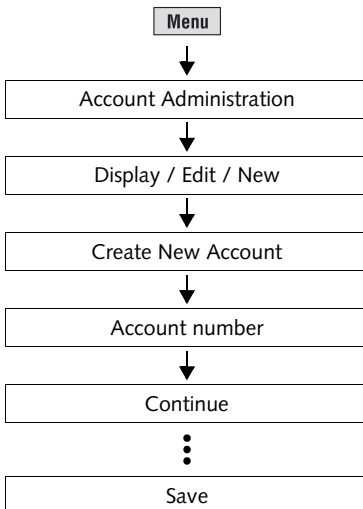
centormail 300 has a standard administration of up to 300 accounts.



To conveniently analyse all accounts, you can use the KARAT program on a PC. Please contact Francotyp-Postalia.

12.1 Creating a new account

When creating an account, centormail guides you step-by-step through all necessary settings (number, name, default advert / text message, access right for loading postage, budget, USER card).



- Press the **Menu** key.
- Select ACCOUNT ADMINISTRATION → DISPLAY / EDIT / NEW → CREATE NEW ACCOUNT.

centormail opens the account creation procedure.

- Follow the instructions in the display.

Please refer to the next page for information on the effects of the available settings.

- When all entries are complete: SAVE the newly created account.

Possible account parameters and their meaning:

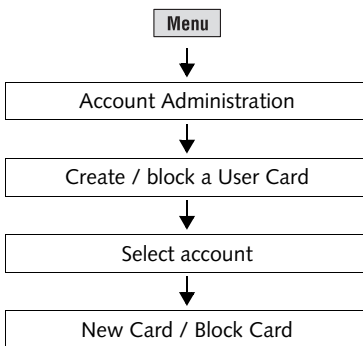
Account number	2 to 99999	Account 1 is assigned to the MASTER card (MASTER account).
Name	Letters, special characters, and numbers	Please refer to page 36 on how to enter text.
Advert	NOT DEFAULT	When switching to this account, the advert currently set in the home menu is retained.
	NONE	The selected setting will automatically become effective as soon as the account is activated.
	All stored adverts	Upon insertion of a USER card with advert, the advert stored on the card is pre-set. <i>The advert from the USER card always appears <u>at the end of the list</u>.</i> <i>Prerequisites:</i> – The account is set up. – The 'USER with advert' card must be assigned to the account and inserted.
Text Message	NOT DEFAULT	When switching to this account, the text message currently set in the home menu is retained.
	NONE	The selected setting will automatically become effective as soon as the account is activated.
Teleset	All available text messages	
	ENABLED	The user of this account is entitled to load postage.
	DISABLED	The user of this account is not entitled to load postage.
Budget	NO LIMIT	The user can wholly consume the credit currently stored in the franking machine.
	LIMITED	A certain credit is available for the account. When the credit is exhausted, centormail deactivates the account until a new credit is assigned (see CHANGE, page 90).

Possible account parameters and their meaning:

<i>(continued)</i>	MONTHLY	Each month, a certain credit is available for the account. Whenever a new month begins, centormail sets the credit to the pre-defined amount.
Budget		
USER card	YES	At least one USER card is assigned to the account.
	NO	No USER card is assigned to the account.

12.2 Create / block USER card

For each account (but not the MASTER account), you can create one or more USER cards. A USER card only enables its holder to access the assigned account. To protect centormail, e.g. in case of card loss, you can block the affected USER card(s).



- Press the **Menu** key.
- Select ACCOUNT ADMINISTRATION → CREATE / BLOCK A USER CARD.
- Select the account for which you want to create / block the card(s).
- Select NEW CARD to assign a USER card to the account.

Or

Press BLOCK CARD to block all USER cards of the current account.

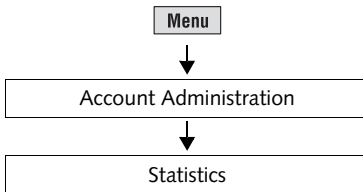
- Follow the instructions in the display.




Obsolete or blocked USER cards can be overwritten with a new account assignment.

12.3 Display / print account statistics

The list covering all accounts contains the account number and name, states the postage consumption and the number of franking imprints performed since the last reset. The list is sorted by numbers. The printed list additionally contains the current settings for Advert, Text Message, Teleset and assignment of USER cards.



- Press the  key.
- Select ACCOUNT ADMINISTRATION → STATISTICS.

centormail displays the account statistics.

Print list

centormail prints the list on pages containing information on 5 accounts each.

- Press the  key.

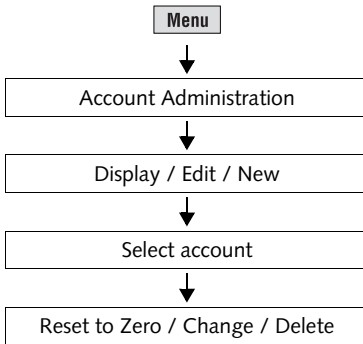


You can also feed blank sheets / cards for printing. Please heed the specifications on page 213.



With the **InfoPrint** software tool from Francotyp-Postalia you can collect and analyse account data comfortably on the PC. For further information, please refer to chapter 15.19.3 on page 134.

12.4 Edit / delete / reset account to zero



- Press the **Menu** key.
- Select ACCOUNT ADMINISTRATION → DISPLAY / EDIT / NEW.
- Select the account to be changed.

centormail displays the current settings and the usage data (postage used and number of franking imprints performed since last clear down) of the account.

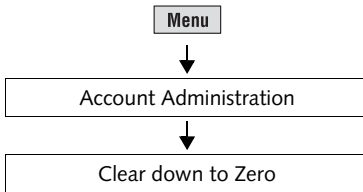
Note: With a USER card, you can only access the account assigned to it. centormail will open the menu to edit the assigned account directly from the ACCOUNT ADMINISTRATION menu.

- You can alter the settings of the displayed account by pressing CHANGE, RESET TO ZERO, or ultimately DELETE the account.

Functions in the ACCOUNT menu and their meaning:

RESET TO ZERO	Sets the amount (used postage) and item counter (number of franking imprints) of the displayed account to zero.
CHANGE	Opens the procedure to change the settings of the displayed account. centormail presents you all the settings that you are entitled to alter step-by-step.
DELETE	Deletes the displayed account and all information on postage used with the account.

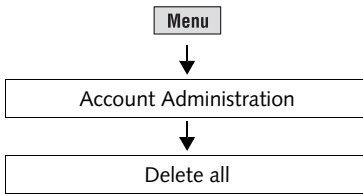
12.5 Clear down to zero all accounts



- Press the **Menu** key.
- Select ACCOUNT ADMINISTRATION → CLEAR DOWN TO ZERO.

After a security prompt, the used postage and the item counters of all accounts are reset to zero.

12.6 Delete all accounts



- Press the **Menu** key.
- Select ACCOUNT ADMINISTRATION → DELETE ALL.

After a security prompt, all accounts – except for the MASTER account (account 1) – will be deleted.

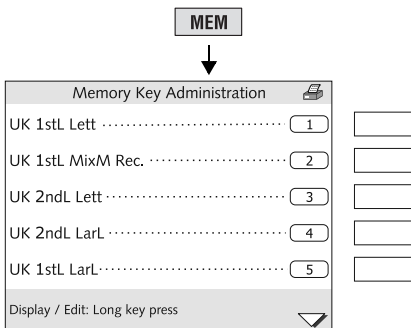
13 Memory keys

centormail features 20 memory keys which can store frequently used Royal Mail products. Ex factory, everyday products of Royal Mail are saved as memory items. centormail continuously refers to the valid rate table to determine the postages for the memory items. centormail thus ensures your postages are correct even when rate tables have changed (price changes).

You can overwrite, delete, and name the memory keys.

Refer to chapter 4.1.1 on page 41 on how to set products for franking using the memory.

13.1 Display and print memory key settings



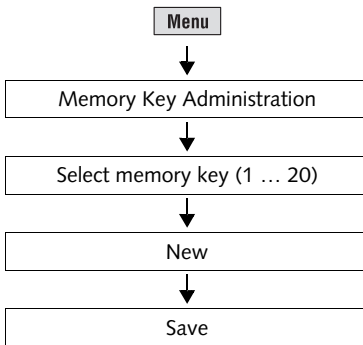
- Press the **MEM** key.

centormail opens the menu MEMORY KEY ADMINISTRATION. You can now access the following functions:

- Display a list of all memory keys (number and name).
- Print a list of all memory keys.
- By briefly pressing the desired MEM key, it is set for franking.
- By holding down a MEM key for about 2 seconds, you directly enter the administration function, enabling you to display / change the MEM key's current settings. Please read the following chapters.

13.2 Storing settings for use with a memory key

For a MEM key, you always store the current product settings (mailing data and weight). For more information on setting mailing data and weight refer to chapter 4.1.2 on page 42. Products for which the postage has to be entered manually ('Other' products) cannot be saved as memory items.



- Press the **Menu** key.
- Select MEMORY KEY ADMINISTRATION.
- Select the MEM key you wish to use for storing the setting.

centromail opens the settings menu for this memory key. To the left, the old setting is displayed.

- Use NEW to overwrite with the current product setting.

The new setting is now displayed.

- Press SAVE to store the displayed setting as a memory key.



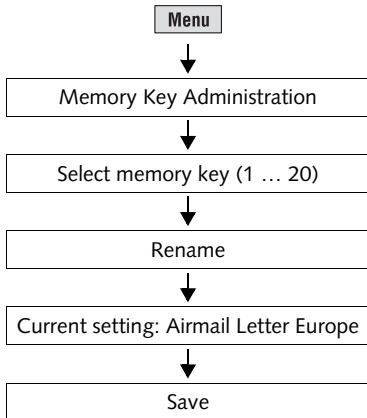
Memory 1: The setting stored as MEM 1 is used as default upon switching on the centromail franking system. MEM 1 cannot be saved without weight.

Functions in the MEMORY KEY ADMINISTRATION menu (New memory key) and their meaning:

WITHOUT WEIGHT	<p>Sets the displayed weight to 0 g.</p> <p>Upon saving, the mailing data (destination, type, format, special postal services) and the weight 0 g are stored as a memory key.</p> <p>Whenever using such a memory key, you either have to weigh the mail piece, or manually enter the weight.</p>
USING WEIGHT	<p>Will display the weight of the product setting again.</p>

13.3 Rename memory key

You can assign a name to each memory key. The name will then appear in the overview list (instead of the stored setting).

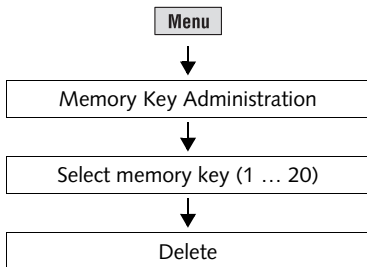


- Press the **Menu** key.
- Select MEMORY KEY ADMINISTRATION.
- Select the memory key you want to rename.
- Press RENAME to call up the menu for the memory key's name.
- Press RENAME to quickly delete the displayed name.
- Enter a name of your choice. In the example, this is "Airmail Letter Europe".
- Use SAVE to store the new name.

Please refer to page 36 on how to enter text.

13.4 Delete memory key

Obsolete memory keys can either be overwritten with new assignments, or deleted.



- Press the **Menu** key.
- Select MEMORY KEY ADMINISTRATION.
- Select the memory key you want to delete.
- Use DELETE to delete the stored setting.

In the memory key list, "Not assigned" is displayed.

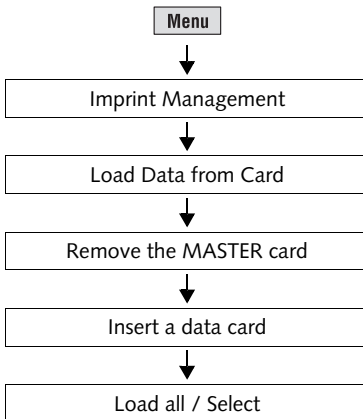
Memory 1 can not be permanently deleted. Upon system start, memory key 1 will automatically have the pre-defined assignment as stored in the rate table.

14 Imprint management

centormail offers you a broad range of powerful functions for administrating the user-specific elements of the franking imprint. You can easily set up text messages, assign custom names to adverts, or delete adverts, text messages and endorsements you do not need. New adverts and endorsements can easily be loaded from a chip card. The following chapters explore these functions in greater detail.

14.1 Load data from card

centormail can store up to 15 adverts and 8 endorsements. You can easily load new imprint data from chip card. Order the desired imprints (e.g. adverts) from Francotyp-Postalia.



- Insert the MASTER card.
- Press the **Menu** key.
- Select IMPRINT MANAGEMENT → LOAD DATA FROM CARD.
- Remove the MASTER card.
- Insert the data card.

centormail displays all imprint data stored on the card.

- You can LOAD ALL or SELECT imprints of your choice.

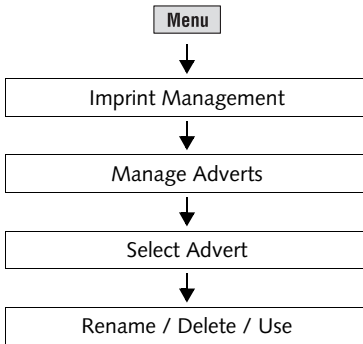
Functions in the LOAD DATA FROM CARD menu and their meaning:

LOAD ALL	Loads all data from the card into the franking machine.
----------	---

SELECT	You have to confirm for each imprint whether or not it shall be loaded into centormail.
--------	---

When you have completed the procedure, press LOAD to save all selected imprints in the franking machine.

14.2 View / print / rename / delete advert



- Press the **Menu** key.
- Select **IMPRINT MANAGEMENT** → **MANAGE ADVERTS**.
- Select the advert.

In the **ADVERT MANAGEMENT** menu, a simplified graphic preview of the advert is displayed.

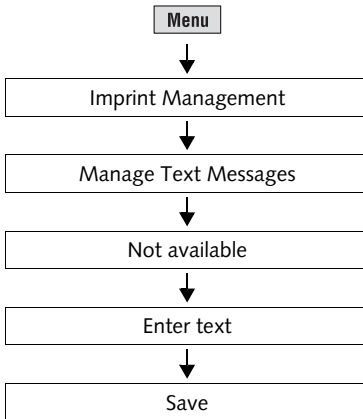
- You can now print, rename, or delete the currently displayed advert, or use (set) it for franking.

Functions in the **ADVERT MANAGEMENT** menu and their meaning:

RENAME	Calls up the menu to rename the advert. You can freely assign a name to each advert. That name will be displayed in the home menu as well as in the advert selection list. Please refer to page 36 on how to enter text.
DELETE	The selected advert will be deleted after a security prompt.
USE	Sets the selected advert for franking and returns to the home menu.

14.3 Entering new text messages

centormail provides 8 memory slots for text messages. A text message may contain up to 5 lines with 20 characters each.

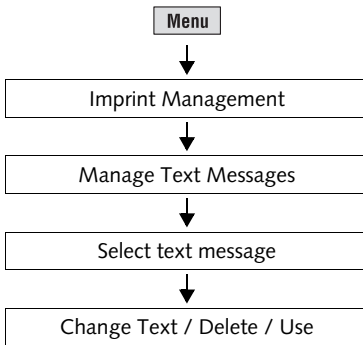


- Press the **Menu** key.
- Select **IMPRINT MANAGEMENT** → **MANAGE TEXT MESSAGES**.
- Select a memory slot that is labelled **NOT AVAILABLE**.
- Enter a text of your choice.
- **SAVE** the text.



Please refer to page 36 on how to enter text.

14.4 View / print / edit / delete text messages



- Press the **Menu** key.
- Select **IMPRINT MANAGEMENT** → **MANAGE TEXT MESSAGES**.
- Select a text message.

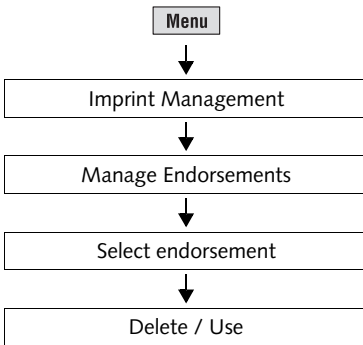
In the **MANAGE TEXT MESSAGE** menu, the stored text is displayed unabridged.

- You can now print, change, or delete the currently displayed text message, or use (set) it for franking.

Functions in the **MANAGE TEXT MESSAGE** menu and their meaning:

CHANGE TEXT	Calls up the menu to change the text. You can freely move the cursor within the text field and enter or delete a character at the marked position. Please refer to page 36 on how to enter text.
DELETE	The displayed text message will be deleted after a security prompt.
USE	Sets the selected text message for franking and returns to the home menu.

14.5 View / delete endorsements



- Press the **Menu** key.
- Select **IMPRINT MANAGEMENT** → **MANAGE TYPES OF MAIL**.
- Select an endorsement.
- You can now delete the currently displayed endorsement, or use (set) it for franking.

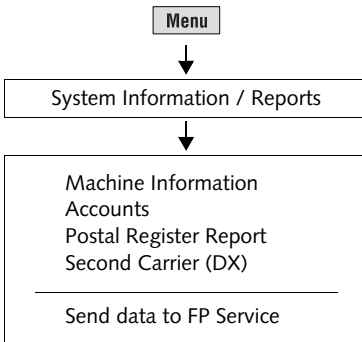
Functions in the ADMINISTER: ENDORSEMENT... menu and their meaning:

DELETE	The displayed endorsement will be deleted after a security prompt.
USE	Sets the selected endorsement for franking and returns to the home menu.

15 Advanced settings & system information

15.1 Display / print / send system information

centomail can display and print all important system parameters as a list. In addition, transmitting the relevant information to the after-sales service is supported.



- Press the **Menu** key.
- Select SYSTEM INFORMATION / REPORTS.
- Select the topic you want information on.

Available reports and information:

MACHINE INFORMATION	Data on software and configuration, on the available rate tables and their validity, and status information relating to the print system.
---------------------	---

ACCOUNTS	List covering all accounts: contains the account number and name, stating the postage consumption and the number of franking imprints performed since the last reset.
----------	---

POSTAL REGISTER REPORT	Important parameters and information on used postage.
------------------------	---

SECOND CARRIER (DX) <i>(optional)</i>	Information on DX feature (DX license, total number and total value of all DX frankings performed).
--	---

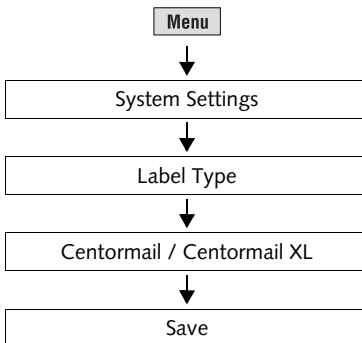
Send data to FP service

Please transmit data to the service only if you are requested to do so by Francotyp-Postalia.

- Make sure the connection set up in the centormail (internal modem, external GSM modem or mailcredit) is ready to establish a connection with the data centre.
- Select SEND DATA TO FP SERVICE to initiate the data transmission.

15.2 Setting the label type

centormail can handle two different types of self-adhesive labels. For correct handling of the labels, you have to set the correct label type.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → LABEL TYPE.

centormail opens the label type selection menu. You are presented with information on the available label types.

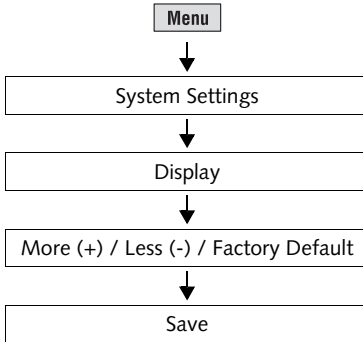
- Select the label type you want to use: CENTORMAIL or CENTORMAIL XL.
- SAVE the current setting.



For the specifications of the labels, please refer to page 213.

15.3 Setting the display contrast

You can adapt the display contrast to fine-tune the grey scales and increase the legibility of the displayed texts.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → DISPLAY.

centormail opens the display contrast adjustment menu.

- Use MORE (+) and LESS (-) to adjust the contrast

or

press FACTORY DEFAULT to reset the display to the default value.

You can monitor the changes immediately in the display. Alter the settings until you can easily read the display.

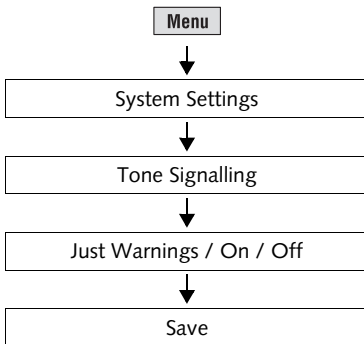
- SAVE the displayed setting.



If you do not press a key (◀ / ▶ or MORE / LESS / SAVE / ...) for about 10 seconds, centormail sets the contrast to the last saved value.

15.4 Setting the tone signalling

centormail confirms each press of a button with a beep. A rapid sequence of beeps indicates an error state. You can set centormail to suppress the regular confirmation beeps (but still enabling the error beeps), or switch off tone signalling completely.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → TONE SIGNALLING.

centormail opens the tone signalling menu.

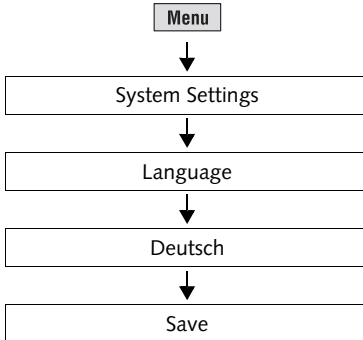
- Select JUST WARNINGS / ON / OFF to select the desired setting.
- SAVE the displayed setting.

Tone Signalling – possible settings and their meaning:

ON	A beep is issued whenever you press a key, whenever a message appears ...
OFF	No tone signalling. Exception: Feedback signal when the static scale has determined a new weight.
JUST WARNINGS	Only important signals, like signals indicating errors.

15.5 Changing the user interface language

centormail's user interface supports English and German.



Switching to German

- Press the **Menu** key.
- Select SYSTEM SETTINGS → LANGUAGE.

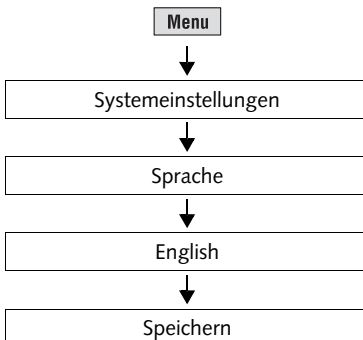
centormail opens the language setting menu.

- Select DEUTSCH.
- SAVE the displayed setting.

The user interface language changes from English to German.

The following elements will stay in their original language: text messages, the rate table, and the names of accounts, adverts, etc.

The set language will be kept until you change it again.



Reset to English

- Press the **Menu** key.
- Select SYSTEMEINSTELLUNGEN → SPRACHE.

centormail opens the language setting menu.

- Select ENGLISH.
- Use SPEICHERN to save the displayed setting.

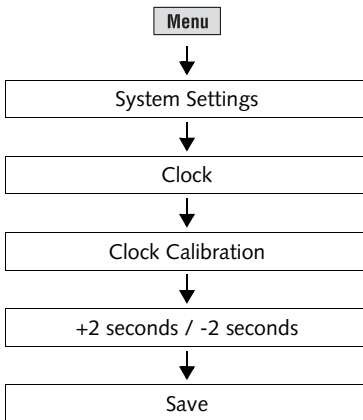
15.6 Clock

centormail features a battery backed system clock which is adjusted in the factory. It will rarely be necessary to correct the time. centormail automatically corrects the time when summer time (daylight saving time) starts and ends. You can disable this automatic feature and carry out the summer time changeover manually.

Use the 'Time Zone' function to set the applicable local time.

The after-sales service is responsible for making changes to the basic setting and for correcting larger time offsets.

15.6.1 Time correction



- Press the **Menu** key.
- Select SYSTEM SETTINGS → CLOCK → CLOCK CALIBRATION.

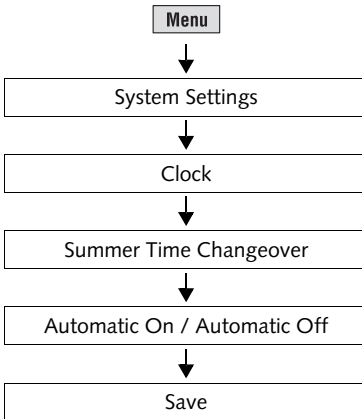
centormail opens the menu to adjust the clock.

- Press +2 SECONDS or -2 SECONDS to adjust the clock offset.

You can set the system clock early or late by up to 5 minutes.

- SAVE the displayed setting.

15.6.2 Summer time changeover



Switch automatic on / off

- Press the **Menu** key.
- Select SYSTEM SETTINGS → CLOCK → SUMMER TIME CHANGEOVER.

To the left of the summer time changeover menu, the current setting is shown for the

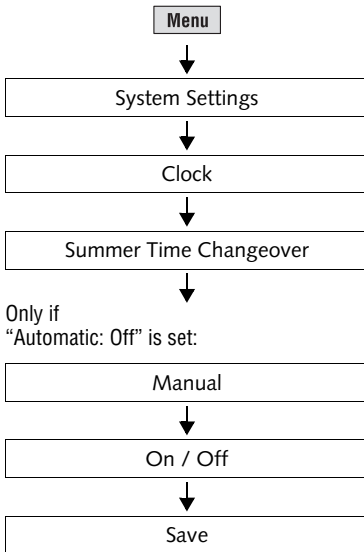
- automatic changeover
- summer time
- clock time.

Please see below for information on the available settings.

- Select AUTOMATIC ON / AUTOMATIC OFF to enable or disable the automatic changeover of the clock.
- SAVE the displayed setting.

Settings / functions in the SUMMER TIME CHANGEOVER menu and their meaning:

AUTOMATIC:	ON	centormail automatically corrects the time when summer time starts and ends.
	OFF	centormail <u>will not</u> automatically correct the time when summer time starts and ends.
SUMMER TIME:	ON	The clock has been set to summer time.
	OFF	The clock displays the set standard time.
MANUAL		Opens a menu for manually setting summer time.



Manually setting summer time

If the automatic changeover function has been disabled, you have to manually correct the time whenever summer time starts or ends.

- Press the **Menu** key.
- Select SYSTEM SETTINGS → CLOCK → SUMMER TIME CHANGEOVER → MANUAL.

centormail opens the menu to manually set summer time on / off. In the left part of the display, centormail shows the current setting for

- summer time and
- clock time.

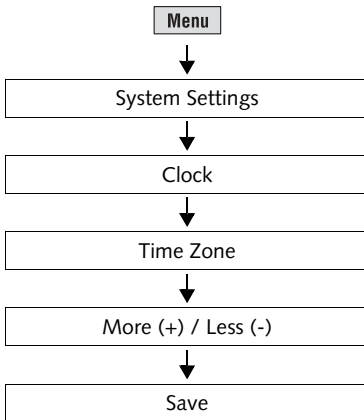
- Press ON / OFF to adjust the clock.
- SAVE the displayed setting.

Functions in the SUMMER TIME CHANGEOVER (manual) menu and their meaning:

ON Setting the clock to summer time.

OFF Switching off summer time.

15.6.3 Setting the time zone



- Press the **Menu** key.
- Select SYSTEM SETTINGS → CLOCK → TIME ZONE.

In the left part of the time zone adjustment menu, the current setting is shown:

- Time offset in relation to UTC.
- Name of the time zone (only where applicable for the entered time shift).

- Use MORE (+) / LESS (-) to set the appropriate time zone.

For use in Great Britain select GMT / UTC / WET (no time offset).

- SAVE the displayed setting.

15.7 Setting the connection to data centre

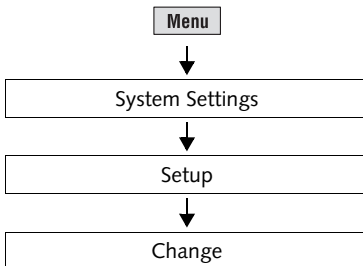
There are the following options of communication between the centormail and the data centre (e.g. to load postage / Teleset):

- Connection using the internal analogue standard **modem of the centormail** and the telephone line. To set up modem parameters, please read chapter 15.7.1.
- Connection via the optional **GSM modem**. You can order the external GSM modem from Francotyp-Postalia. Please refer to chapter 15.7.2 on how to set up centormail for operation with the GSM modem.
- Web access via a personal computer (PC) and the Francotyp-Postalia **mailcredit** software. You can order the respective mailcredit Kit for the centormail franking machine from Francotyp-Postalia. For information on how to connect your franking machine to a PC and on how to establish the internet connection, please refer to the mailcredit User Manual.

The appropriate type of connection must be set up in the centormail franking machine. The table on page 112 lists and explains all the possible settings.

15.7.1 Internal modem

You must set the parameters for the internal modem of the centormail to match your telephone connection. On commissioning, Francotyp-Postalia after-sales service will set the appropriate modem configuration. You should check and – if need be – correct the modem settings if changes were made to your telephone system.

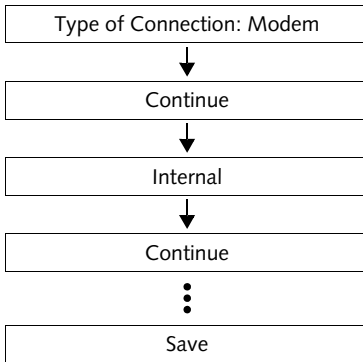


Setting up the connection via the internal modem

- Press the **Menu** key.
- Select **SYSTEM SETTINGS** → **SETUP**.

centormail displays the current connection settings.

- Press **CHANGE** to call up the connection setup procedure.



- Select type of connection MODEM.
- Proceed with CONTINUE.
- Select modem type INTERNAL.
- Proceed with CONTINUE.

centomail will now query each of the parameters necessary for operation of the internal modem:

- connection type
 - access method if applicable
 - the exchange digit if applicable.
- Choose the settings applicable to your telephone connection.

Finally, centomail displays a summary of the selected parameters.

- If the displayed connection settings are correct: SAVE.



The table on the next page shows lists and explains the possible modem settings.

Modem settings and their meaning:

Modem Type	INTERNAL	Using the built-in modem . For the built-in modem you have to set parameters according to your telephone connection (Connection type, ...).
	EXTERNAL	In case the built-in modem is not applicable to your telephone connection: <ul style="list-style-type: none"> – Please refer to chapter 15.7.2 if you want to use the GSM modem. – Order the mailcredit Kit from Franco-tyt-Postalia if you want to operate mailcredit for a fast connection to the data centre. To set up centormail for mailcredit operation, please read the mailcredit User Manual.
Connection Type	DIRECT LINE	centormail is connected to a main exchange line.
	EXTENSION	centormail is connected to an extension (of a telephone system).
Access Method <i>(only on extension)</i>	EXCHANGE DIGIT	Defines how the exchange is dialled from the extension. Usually you would dial EXCHANGE DIGIT.
	HOOK FLASH	For use in a Hook Flash application.
Exchange Digit	The exchange digit depends on your telephone system.	Type in the exchange digit using the numeric keys. The exchange digit may comprise several digits. Usually, a 0 (zero) is used.
	A w indicates that the modem will wait for the dialling tone.	By pressing WAIT you determine that the modem waits for the dialling tone after dialling the exchange digit.
	A comma (,) indicates a dialling pause.	By pressing PAUSE you insert a dialling pause of 2 seconds.

15.7.2 External modem (optional)

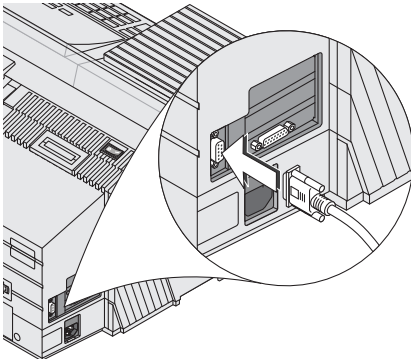
If the internal modem should prove to be incompatible with your telephone connection, you can use the GSM modem (mobile phone modem) offered by Francotyp-Postalia for communication with the data centre.



Warning! Carefully read the product information that came with the GSM modem before connecting it to the centormail. Obtain information particularly, on the safe handling of the GSM modem.

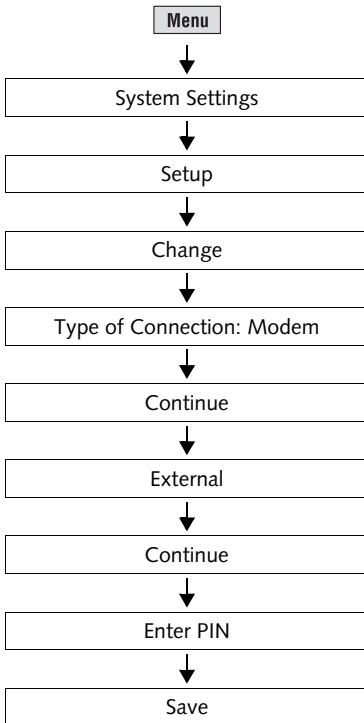


Caution! For the GSM modem to work properly, the phone numbers saved in the centormail must not contain any blank spaces! Please check the phone numbers prior to using the GSM modem. Refer to the chapter 15.8 on page 115.



Connecting the GSM modem to the centormail

- Switch off the centormail franking system.
- Install the GSM modem. Please read the product information that came with the GSM modem.
- Plug the connection cable to the vertical 9-pin interface on the franking machine and screw tight.
- Plug the AC adapter of the GSM modem into a grounded single-phase power socket. Make sure your office power supply conforms to power requirements shown on the AC adapter's serial number plate.
- Switch on the centormail.



Setting up the connection via GSM modem

- Press the **Menu** key.
 - Select **SYSTEM SETTINGS** → **SETUP**.
- centormail displays the current connection settings.
- Press **CHANGE** to call up the connection setup procedure.
 - Select type of connection **MODEM**.
 - Proceed with **CONTINUE**.
 - Select modem type **EXTERNAL**.
 - Proceed with **CONTINUE**.
 - Enter the PIN of your modem's SIM card (at least 4 digits, at most 8 digits).
 - **SAVE** the connection setting.

15.8 Changing phone numbers

All important phone numbers have been factory-preset in the franking machine. You can view the stored numbers and change them.



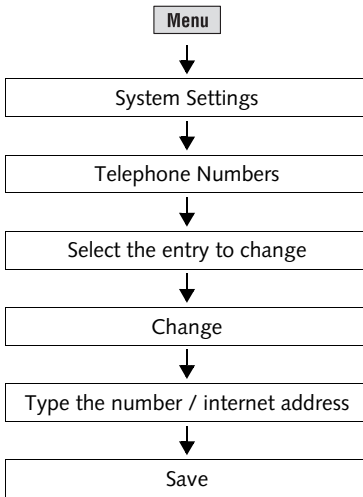
Caution! Only change the phone numbers if you have been advised to do so by Francotyp-Postalia. Incorrect settings may cause problems, e.g. with the Teleset procedure.



Caution! For the GSM modem to work properly, the phone numbers saved in the centormail must not contain any blank spaces!

Phone numbers and their meaning:

TDC	The phone number of the Teleset Data Centre. centormail dials this number during a Teleset process.
ORDERLINE	Call this number if you want to order accessories and consumables. To display the number: MENU → ORDER LINE
SERVICE	Phone number of the hotline. In case you have questions or problems concerning the usage of your centormail franking system.
INTERNET ADDRESS	This is where you can reach us on the internet. To display it: MENU → ORDER LINE.
OMI	Online meter initialisation.
RSI	Phone number of the Remote Services Infrastructure. centormail dials this number for service, e.g. loading a new rate table or sending data to FP Service.



Change phone number

- Press the **Menu** key.
- Select SYSTEM SETTINGS → TELEPHONE NUMBERS.
- Select the entry to change.
- Press CHANGE to call up the menu to change the phone number / internet address.
- Type the phone number / internet address.
- SAVE the displayed setting.

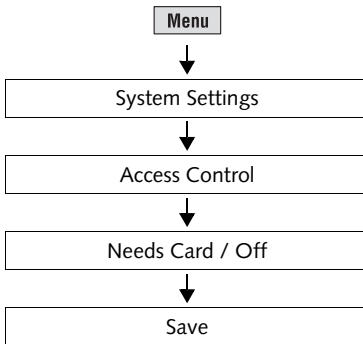
Functions in the TELEPHONE NUMBER / INTERNET ADDRESS menus and their meaning:

CHANGE	Calls up the menu to change the phone number / internet address.
NEW NO. / NEW	Clears the current setting and opens the menu to enter a phone number / internet address.
SPACE	Enters a blank space. Thus, you can arrange the display of the number more clearly. These blanks do not affect the dialling procedure. <u>Note:</u> When using the GSM modem do not insert spaces!
FACTORY DEFAULT	Restores the factory preset phone number / internet address.

15.9 Determining access control



Caution! Disabling access control will cause access restrictions with regard to accounts to lose their effect. Users will then be able to frank to all accounts.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ACCESS CONTROL.

centmail opens the access control menu.

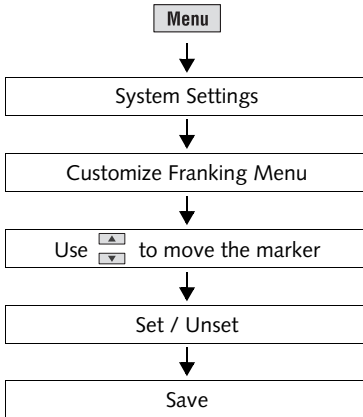
- Select NEEDS CARD or set access control to OFF.
- SAVE the displayed setting.

Access Control – possible settings and their meaning:

ACCESS USING CARD: ON	Franking is only possible when a valid access card (MASTER or USER) is plugged in.
ACCESS USING CARD: OFF	No access restrictions apply for franking. Franking to all accounts is possible without having to insert an access card.

15.10 Customising the home menu

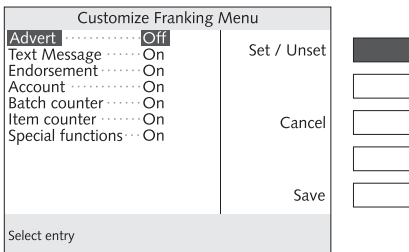
By default, the home menu comprises all available functions and settings for franking. If you are the system administrator bearing a MASTER card, you can hide unused functions. The hidden functions retain their current setting. Thus, you can define certain franking settings as unchangeable presets that apply to all users.





- Press the **Menu** key.
- Select SYSTEM SETTINGS → CUSTOMIZE FRANKING MENU.

centormail opens the menu to customise the home menu.

To the left, you see the current settings for all functions of the home menu that you can hide / unhide.



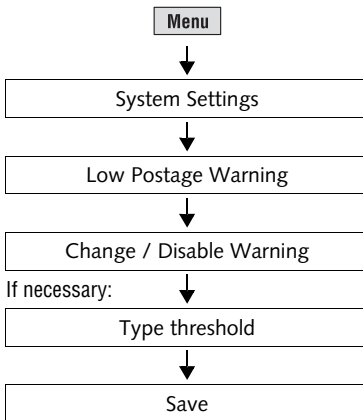
- Use the arrow keys  /  to mark a function.
- Press the multi function key SET / UNSET to change a function's state.
- If all functions feature the desired setting: SAVE.

CUSTOMIZE FRANKING MENU (home menu) – possible settings and their meaning:

- | | |
|-----|--|
| On | The function will appear in the home menu. |
| Off | This function will be hidden from the home menu. Note that the current setting of the given function still affects the franking process. |

15.11 Setting Low Postage Warning

The 'Low Postage Warning' function will notify the user when the available credit of the franking system drops below a preset threshold. You may disable the Low Postage Warning.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → LOW POSTAGE WARNING.

centomail opens the low postage warning menu.

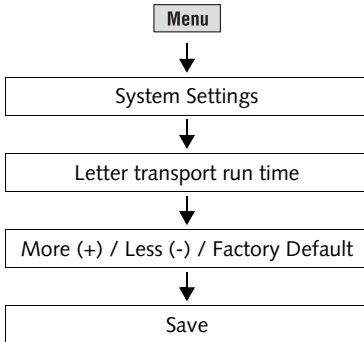
- Select CHANGE.
- Enter a threshold of your choice.

Or

- Select DISABLE WARNING to switch off the function.
- SAVE the displayed setting.

15.12 Setting the letter transport run time *(centormail without feeder)*

The 'Letter transport run time' is the time span that passes from ejecting the last letter till the complete stop of the letter transport mechanics. The setting is only relevant when manually feeding letters. When using the feeder, the time span cannot be adjusted.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → LETTER TRANSPORT RUN TIME.

centormail opens the letter transport run time adjustment menu.

- Press MORE (+) or LESS (-) to adjust the run time

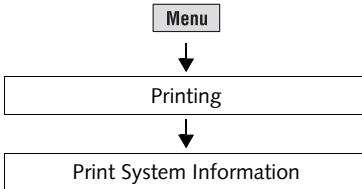
or

press FACTORY DEFAULT to reset the display to the default value.

- SAVE the displayed setting.

15.13 Print system

15.13.1 Display current state / filling level

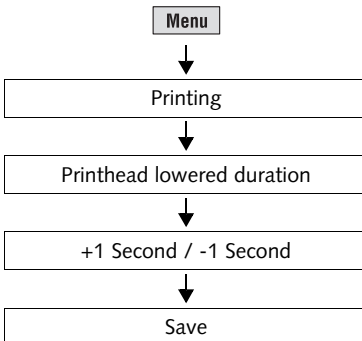


- Press the **Menu** key.
- Select PRINTING → PRINT SYSTEM INFORMATION.

centormail will now display information on the state of the two ink cartridges / print heads as well as on the filling level of the ink tank (*centormail 300 ink tank version*).

15.13.2 Adjusting the print head lowered duration

The print head lowered duration determines for how long the print system remains in 'ready position' after the last printing. After that time, the ink cartridges / print heads move back into 'sealed position'.



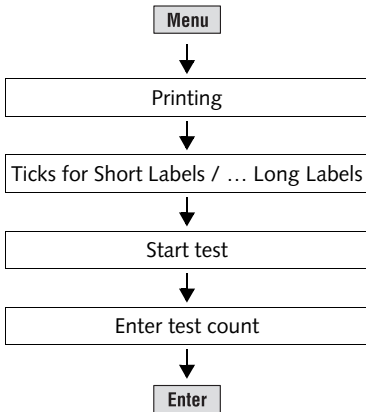
- Press the **Menu** key.
- Select PRINTING → PRINTHEAD LOWERED DURATION.
- Press +1 SECOND to increase the time *or* press -1 SECOND to decrease the time.
- SAVE the displayed setting.

15.13.3 Test / adjust label printing



Caution! Leave the factory presets for the label print function as they are. Improper settings lead to problems with label printing.

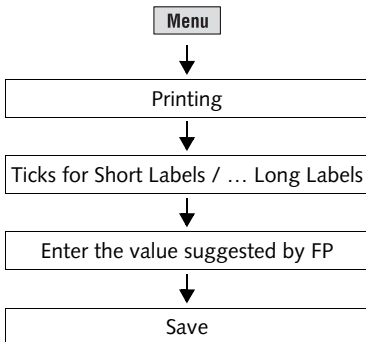
centormail allows to test label print function. You should change the settings in the menu Ticks for SHORT LABELS / Ticks for LONG LABELS only if advised by Franco-typ-Postalia to do so.



Test label printing

- Insert the correct labels in the dispenser.
Short labels: label type centormail.
Long labels: label type centormail XL.
- Press the **Menu** key.
- Select PRINTING → Ticks for SHORT LABELS / Ticks for LONG LABELS → START TEST.
- Enter the number of labels to be processed (= test count).
- Press the **Enter** key to confirm.

centormail processes the entered number of labels.



Adjusting the settings

(only if advised by FP to do so)

- Press the **Menu** key.
- Select PRINTING → Ticks for SHORT LABELS or Ticks for LONG LABELS.
- Enter the value suggested by FP.
- SAVE the displayed setting.

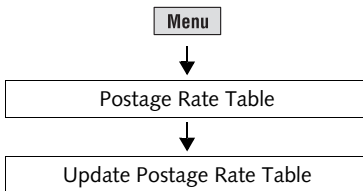
15.14 Rate table

centormail can store up to 2 rate tables. centormail automatically monitors the validity of rate tables. The system clock controls the switchover to the valid rate table.

You must update the rate table if postage regulations or rates have changed. centormail supports loading of new rate tables from chip card as well as rate table update via a connection to the data centre (similar to Teleset).

15.14.1 Loading rate table from the data centre

centormail must establish a connection to the data centre to update the rate table.



- Make sure the connection set up in the centormail (internal modem, external GSM modem or mailcredit) is ready to establish a connection with the data centre.
- Press the **Menu** key.
- Select POSTAGE RATE TABLE → UPDATE POSTAGE RATE TABLE.
- Confirm the security prompt by pressing YES.

The update procedure runs automatically. You can monitor the progress in the display. Please stand by.

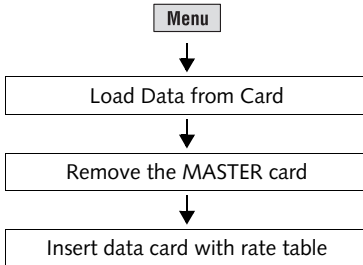
- Carefully read all displayed information and follow the instructions.



Upon activation of a new rate table, the memory keys will be erased and re-programmed.

15.14.2 Loading rate table from card

A new rate table card is available on order from Francotyp-Postalia.



- Keep the card with new rate table ready.
- Insert the MASTER card.
- Press the **Menu** key.
- Select LOAD DATA FROM CARD.
- Remove the MASTER card.
- Insert the data card containing the rate table.
- Confirm the security prompt by pressing YES.

centormail now loads the rate table that is stored on the card.

- Carefully read all displayed information and follow the instructions.
- Remove the data card.

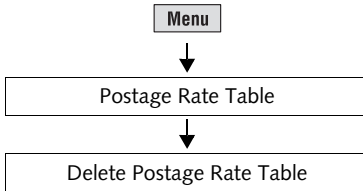


Upon activation of a new rate table, the memory keys will be erased and re-programmed.

15.14.3 Deleting rate table



Caution! *It is not possible to select a single rate table for deletion. Deletion always affects all rate tables stored in the franking machine.*
Franking is impossible without a valid rate table!



- Press the **Menu** key.
- Select POSTAGE RATE TABLE → DELETE POSTAGE RATE TABLE.

If you really want to delete all rate tables currently stored in the franking machine:

- Confirm the security prompt by pressing YES.

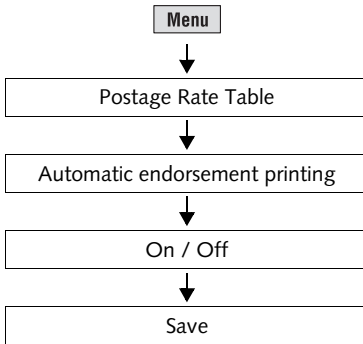
All rate tables saved in the centormail will be deleted. At the same time centormail deletes the memory items.



Before you can frank again you must load a rate table. On how to do this, please see page 123.

15.14.4 Switching automatic endorsement imprint on / off

This setting determines whether the postage calculation function affects the endorsement imprint setting in the home menu.



- Press the **Menu** key.
- Select POSTAGE RATE TABLE → AUTOMATIC ENDORSEMENT PRINTING.
centormail opens the settings menu.
- Press ON / OFF to set the automatic endorsement imprint to the desired setting.
- SAVE the displayed setting.

AUTOMATIC ENDORSEMENT PRINTING – possible settings and their meaning:

AUTOMATIC: ON During postage calculation, centormail determines and activates (sets) an appropriate endorsement imprint based on the entered mailing data.

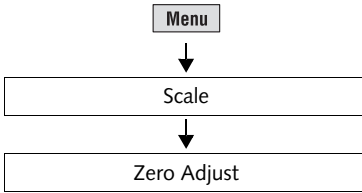
The automatically selected endorsement imprint cannot be changed in the home menu.

AUTOMATIC: OFF centormail will not automatically set endorsement imprints. When franking, the endorsement selected in the home menu will be printed.

15.15 Static scale

15.15.1 Taring static scale

The static scale is automatically tared if deviations from the zero point are detected. This is indicated by a pop up message. If you wish to weigh with a pre-load (e.g. when using an extra weighing tray), you have to tare the scale.

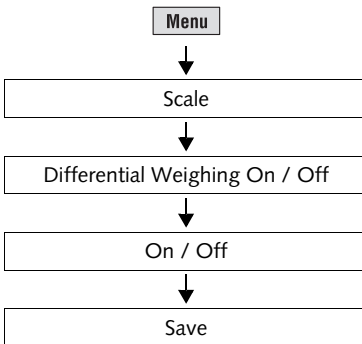


- Press the **Menu** key.
- Select SCALE → ZERO ADJUST.

For a few seconds, a pop up message informs you about the process. As soon as the message disappears, the scale has been tared.

15.15.2 Switching differential weighing mode on / off *(optional)*

The 'Differential weighing' mode is only available if the differential weighing option has been unlocked on your franking system (see chapter 15.19.2).




- Press the **Menu** key.
- Select SCALE → DIFFERENTIAL WEIGHING ON / OFF.
- Select the desired setting: DIFFERENTIAL WEIGHING ON *or* DIFFERENTIAL WEIGHING OFF.
- SAVE the displayed setting.

The selected weighing mode remains in effect until you change the settings in the menu DIFFERENTIAL WEIGHING again.

Differential weighing – possible settings and their meaning:

DIFFERENTIAL WEIGHING ON

*Display in the home menu:
weighing mode 'Differential weighing'* 

Determines the weight of a mail piece after removing it from the weighing platform.

DIFFERENTIAL WEIGHING OFF

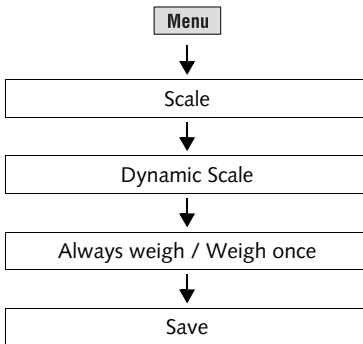
*Display in the home menu:
weighing mode 'Standard'* 

Determines the weight of a mail piece upon placing it on the weighing platform.

15.16 Dynamic scale – changing the weighing mode

(centormail with dynamic scale)

By setting the weighing mode of the dynamic scale, you determine the way your mail pieces are handled. Select ALWAYS WEIGH to process mixed (daily) mail, or WEIGH ONCE to frank mail pieces with the same format and weight (like bulk mail). Upon system start, weighing mode is set to ALWAYS WEIGH by default.



- Press the **Menu** key.
- Press SCALE → DYNAMIC SCALE.
- Select the desired weighing mode: WEIGH ONCE or ALWAYS WEIGH.
- SAVE the displayed setting.

Weighing mode – possible settings and their meaning

ALWAYS WEIGH
(default setting)

Display in the
home menu 

To process mixed mail.
The dynamic scale determines the weight and format of each mail piece.

The ascertained values are used by centormail to calculate the postage for each mail piece.

WEIGH ONCE

Display in the
home menu 

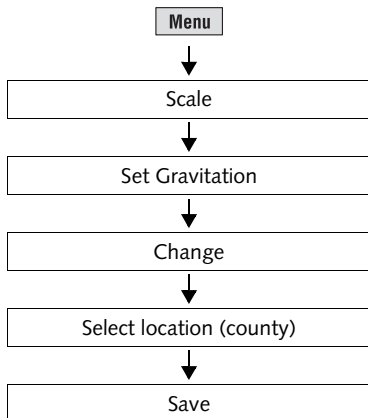
To process uniform mail pieces. The dynamic scale determines the weight and format of the first mail piece only.

The ascertained values, combined with the selected mailing data, are used by centormail to calculate the postage. Postage will be the same for all mail pieces.

A new postage value will only be calculated if you change the settings affecting postage calculation.

15.17 Set gravitation

To determine the weight, the scale measures the gravity between the earth and the object on the weighing platform. This force depends on the latitude and the distance from the geocentre. Therefore, you have to set the location of your franking system for exact weight display.



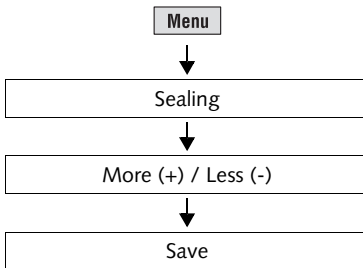
- Press the **Menu** key.
- Press **SCALE** → **SET GRAVITATION** → **CHANGE**.

A list of counties is displayed.

- Select the location of your franking system.
- **SAVE** the displayed setting.

15.18 Adjusting moistening *(centormail with sealer)*

centormail monitors the operational conditions of the sealer. Upon system start, as well as occasionally during operation, sealing liquid from the tank is pumped to the moistening sponge. Thus, centormail makes sure the sponge is always properly wetted. You only need to adjust the moistening if the envelope flaps are moistened too little or too much.



- Press the **Menu** key.
- Select SEALING.
- Use MORE (+) or LESS (-) to adjust the moistening.
- SAVE the displayed setting.

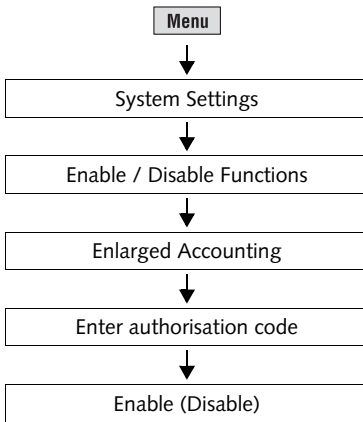
Functions and settings of the SEALING menu and their meaning:

MORE (+)	Increase moistening of envelope flaps.
LESS (-)	Decrease moistening of envelope flaps.
START PUMP	If moistening has been enabled on the sealer, sealing liquid from the tank will immediately be pumped to the moistener.

15.19 Enable / disable functions

15.19.1 Enlarged accounting

As a standard, centormail 240 is provided with 100 accounts. You can increase the number of possible accounts to 300. For this purpose you need an authorisation code which you can order from Francotyp-Postalia.
centormail 300 features 300 accounts as a standard.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ENABLE / DISABLE FUNCTIONS → ENLARGED ACCOUNTING.
- Enter the authorisation code.
- Press ENABLE to proceed.

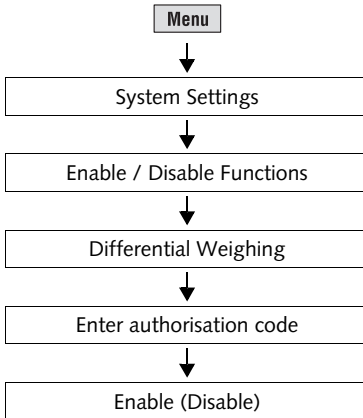
The additional accounts are activated. To check the number of available accounts, call up SYSTEM INFORMATION / REPORTS → MACHINE INFORMATION (also see page 101).



You can reduce the number of accounts back to the standard setting. The steps are the same as shown above. Confirm the authorisation code with DISABLE.

15.19.2 Differential weighing

For the static scale, the optional function 'Differential weighing' is available. For using this feature, you need an authorisation code which you can order from Francotyp-Postalia.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ENABLE / DISABLE FUNCTIONS → DIFFERENTIAL WEIGHING.
- Enter the authorisation code.
- Press ENABLE to proceed.

centromail unlocks the function 'Differential weighing'.

From now on, the static scale offers two weighing modes: 'Standard' and 'Differential weighing' (see page 127).



For information on how to use the differential weighing mode of the static scale, please refer to chapter 6.



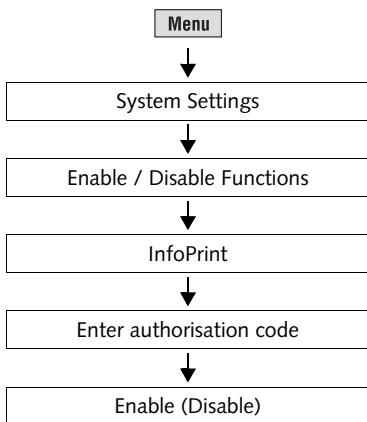
You can disable the differential weighing feature. The steps are the same as shown above. Confirm the authorisation code with DISABLE.

15.19.3 InfoPrint

InfoPrint is a software tool for collecting and archiving account, dispatch and system information on your PC. Among other things it provides you with the following functions:

- display and print account information
- display and print system information and register reports
- display and print information on the usage of a second carrier (DX)
- export data (to use with MS Excel and MS Access for example).

You can only use InfoPrint with your centormail franking system if the InfoPrint function is enabled on centormail. You can order the machine-specific authorisation code, along with the custom interface cable for connection to a PC, from Francotyp-Postalia.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ENABLE / DISABLE FUNCTIONS → INFOPRINT.
- Enter the authorisation code.
- Press ENABLE to proceed.

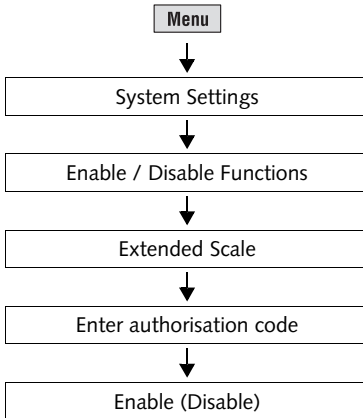
The 'InfoPrint' function is activated. The centormail franking system is now ready to work with InfoPrint. You can now use InfoPrint to manage and archive your franking system's data.



You can disable the InfoPrint feature. The steps are the same as shown above. Confirm the authorisation code with DISABLE.

15.19.4 Extended scale

As a standard, the static scale has a weighing range of 3 g to 5 kg. You can extend this value to 7 kg. For this purpose you need an authorisation code which you can order from Francotyp-Postalia.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ENABLE / DISABLE FUNCTIONS → EXTENDED SCALE.
- Enter the authorisation code.
- Press ENABLE to proceed.

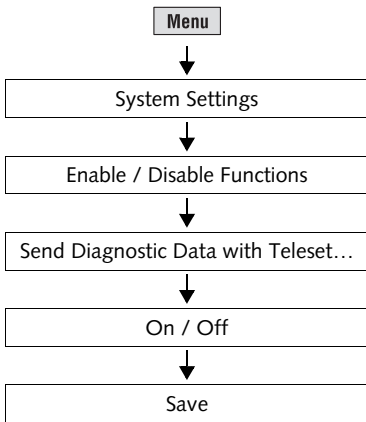
The weighing range is extended. You can now use the static scale for items that weigh up to 7 kg.



You can disable the weighing range extension. The steps are the same as shown above. Confirm the authorisation code with DISABLE.

15.19.5 Send diagnostic data with Teleset

centormail allows transmitting the current settings, software version and possibly occurred errors to a diagnosis server while loading postage, without further inputs. If required, Francotyp-Postalia after-sales service has all relevant information about your centormail system at hand to help quickly and efficiently.



- Press the **Menu** key.
- Select SYSTEM SETTINGS → ENABLE / DISABLE FUNCTIONS → SEND DIAGNOSTIC DATA WITH TELESET: ON / OFF.
- Setting the desired setting for transmitting data with ON / OFF.
- SAVE the displayed setting.

Send Diagnostic Data with Teleset – possible settings and their meaning:

ON <i>(recommended)</i>	With each loading postage (Teleset) centormail transmits all relevant system data to FP Service.
OFF	centormail will <u>not</u> transmit any data to FP Service. If required, use the function 'Send data to FP Service' for transmitting the data.

16 Maintenance and care

Have your centormail franking system regularly checked and maintained by authorised service. This guarantees long-term, trouble-free operation. Contact us for our low-price maintenance and service agreement.

You can perform the following cleaning and maintenance tasks yourself:

- cleaning the outer housing parts
- changing / adjusting the ink cartridges (*cartridge version*)
- changing / adjusting the print heads (*ink tank version*)
- changing the ink tank (*ink tank version*)
- cleaning the print system
- topping up sealing liquid (*centormail with sealer*)
- cleaning / replacing the sponge (*centormail with sealer*)
- replacing the ink fleece
- replacing the battery.

You must not start the service function “Cartridge Calibration” without a request by Francotyp-Postalia to do so.

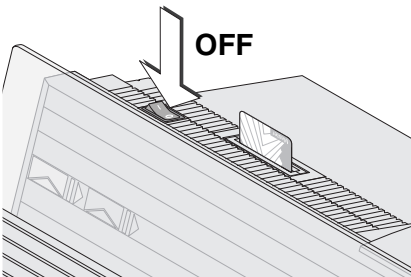
16.1 Cleaning the centormail franking system



Warning! Pull the power plugs prior to cleaning the centormail franking system.



Warning! Be extremely careful when handling liquids. Take special care that no foreign objects penetrate the system’s interior. If this should happen, have the centormail franking system checked by Francotyp-Postalia after-sales service before using it again.



How to clean the franking system

- Switch off the franking system.
- Pull the power plugs of the franking system, as well as all components connected to it (e.g. feeder) from the socket(s).
- Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available soap.

16.2 Changing the ink cartridges *(cartridge version)*

centormail will remind you that the ink cartridges should be exchanged.

If you wish to replace the ink cartridges before the exchange procedure is started automatically, you can start the procedure from the MENU. Please refer to “Start the exchange procedure” on page 143.

We recommend always keeping a new FP Cartridge set in reserve.

We advice to clean the contacts in the cartridge bracket at each cartridge replacement. Use the FP cleaning kit ‘clean & renew for Ink-Jet Printsystem’, available at Francotyp-Postalia.



Warning! *Ingestion of the ink can be insalubrious. Avoid contact with the eyes. Keep the ink cartridges away from children. Further instructions for use are enclosed with the ink cartridges.*



Caution! *Heed the following tips to avoid damage to the print system:*

- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Always replace the ink cartridges in pairs. Only insert new ink cartridges.*
- *Only remove the ink cartridges if you are requested to do so by the centormail franking system. The ink cartridges are automatically moved into the changing position.*



Caution! *There could be ink residues on the used cartridges.*

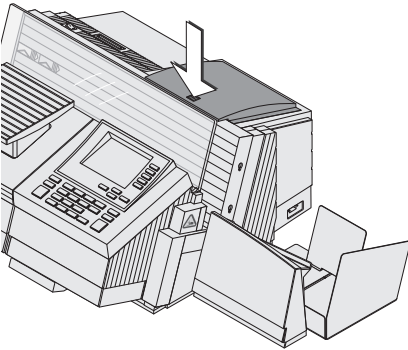
- *Take care not to soil your skin, your clothes, or objects near by.*
 - *Use a mat to place the ink cartridges.*
-

Changing the ink cartridges

centormail tells you when to change the ink cartridges.

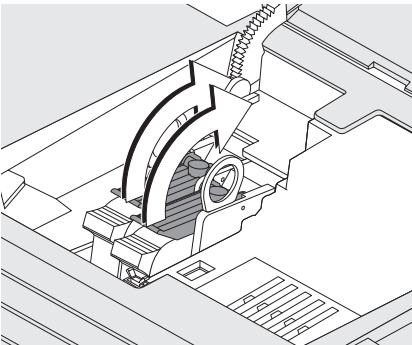
- Follow the instructions in the display.
- Confirm the completion of each step with CONTINUE.

The necessary steps are described in detail on the following pages.

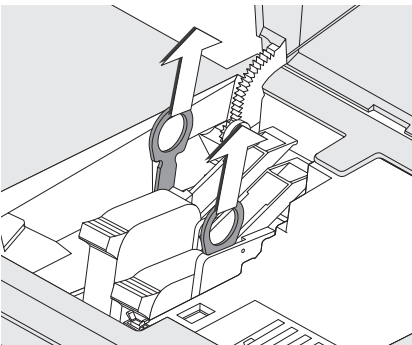


Removing the ink cartridges

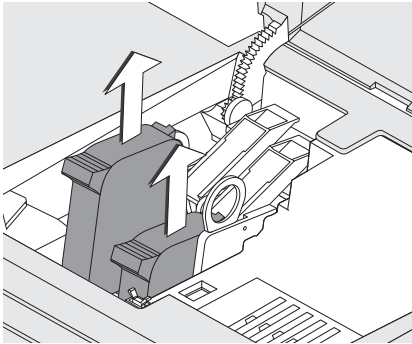
- Open the flap by pressing the release key.



- Release the ink cartridges:
Turn the two blue-green levers upwards.



- Pull both lifters (blue-green) upwards.
The ink cartridges are lifted from their brackets.

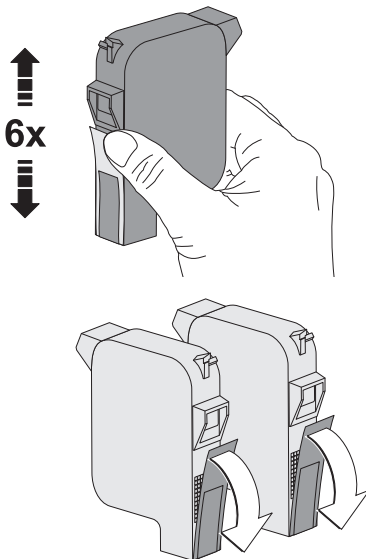


- Pull both ink cartridges upward out of the bracket.
- Confirm the completion of each step with CONTINUE.

Inserting new ink cartridges



Caution! Insert the ink cartridges only after they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.

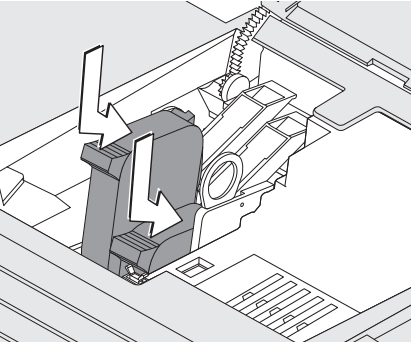


- Unpack the new ink cartridges. Do not remove the protection strips yet.

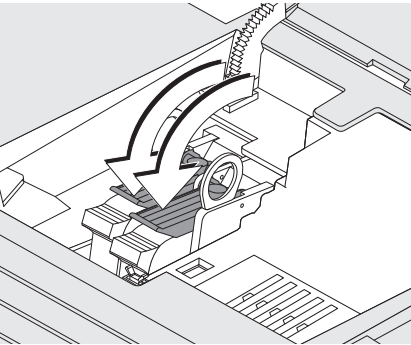
To ensure the pigments, which may have settled, immingle optimally:

- Shake each cartridge vigorously six times.

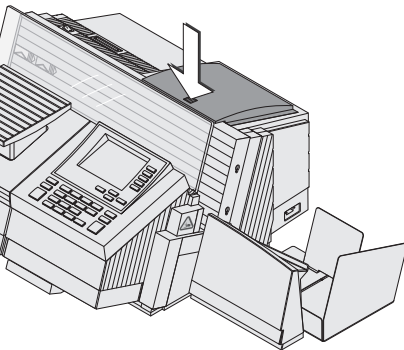
- Remove the protective strip from the ink cartridges.



- Hold the ink cartridge with its connectors facing backwards, i.e. towards the back of the franking system.
- Insert the ink cartridge into its bracket.
- Push down the ink cartridge as far as it goes.
- Finally push the ink cartridge back gently – it will then tilt into the bracket.
- Insert the second ink cartridge in the same way.



- Lock the ink cartridges: Turn the two blue-green levers downwards.



- Close the flap. Press the release key to lock the flap.
- Confirm the completion of each step with **CONTINUE**.

Calibration

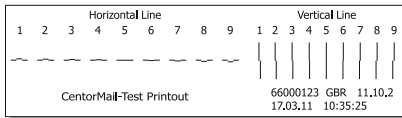
The ink cartridges are calibrated after the exchange procedure. See the display to monitor the process. Please wait until the calibration has finished.

Cleaning

After calibration, the ink cartridges are cleaned. The cleaning procedure is automatically performed.

Adjusting the ink cartridges

centormail continues with the ink cartridge adjustment procedure: It tells you to position a letter.



- Position an empty envelope for the test print.

centormail generates the test imprint.

- On the test imprint, determine the numbers next to which
 - the horizontal bars are best aligned to each other and
 - the vertical bars are best aligned to each other.

Ink cartridges correctly aligned

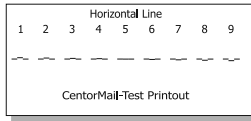
If the horizontal and vertical bars form a straight line below number 5, the ink cartridges are correctly aligned.

- Press FINISH to complete the procedure.

Ink cartridges not correctly aligned

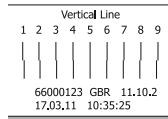
If the horizontal and vertical bars do not form a straight line below number 5:

- Press CONTINUE to proceed with the adjustment procedure.



Horizontal line

- Enter the number below which the horizontal bars are best aligned to each other.
(If necessary: Press **C/CE** to delete the displayed number.)
- Press CONTINUE to proceed.



Vertical line

- Enter the number below which the vertical bars are best aligned to each other.
(If necessary: Press **C/CE** to delete the displayed number.)
- Press CONTINUE to proceed.
- Position an empty envelope for the new test print.
- Check the test print. If necessary, repeat the adjustment procedure until the ink cartridges are correctly aligned.



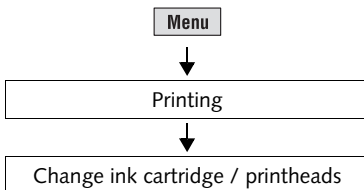
Start the exchange procedure

If you wish to replace the ink cartridges before prompted to do so by centormail, you can start the procedure from the MENU.

- Press the **Menu** key.
- Select PRINTING → CHANGE INK CARTRIDGE / PRINTHEADS.

The exchange procedure starts.

- Follow the instructions in the display. (See pages 138 to 143 for notes.)



16.3 Changing the print heads *(ink tank version)*

centormail will remind you that the print heads should be exchanged. If you wish to replace the print heads before the exchange procedure is started automatically, you can start the procedure from the MENU. Please refer to “Start the exchange procedure” on page 151. We recommend always keeping a new FP Print head kit in reserve.

We advise to clean the contacts in the print head bracket at each print head replacement. Use the FP cleaning kit ‘clean & renew for Ink-Jet Printsystem’, available at Francotyp-Postalia.



Warning! *Ingestion of the ink can be insalubrious. Avoid contact with the eyes. Keep the print heads away from children. Further instructions for use are enclosed with the print heads.*



Caution! *Heed the following tips to avoid damage to the print system:*

- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Always replace the print heads in pairs. Only insert new print heads.*
- *Only remove the print heads if you are requested to do so by the centormail franking system. The print heads are automatically moved into the changing position.*



Caution! *There could be ink residues on the used print heads and the hose couplings.*

- *Take care not to soil your skin, your clothes, or objects near by.*
 - *Wipe the hose couplings with an absorbent cloth immediately after disconnection.*
 - *Use a mat to place the print heads.*
-

Changing the print heads

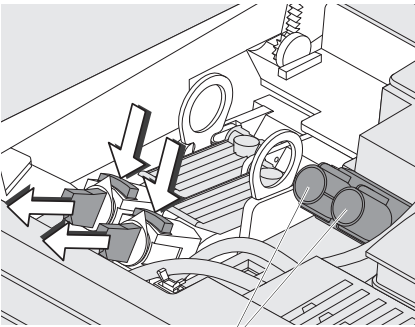
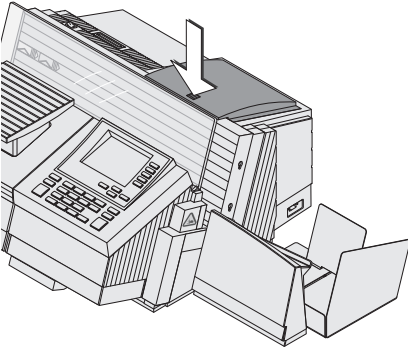
centormail tells you when to change the print heads.

- Follow the instructions in the display.
- Confirm the completion of each step with CONTINUE.

The necessary steps are described in detail below.

Removing the print heads

- Open the flap by pressing the release key.



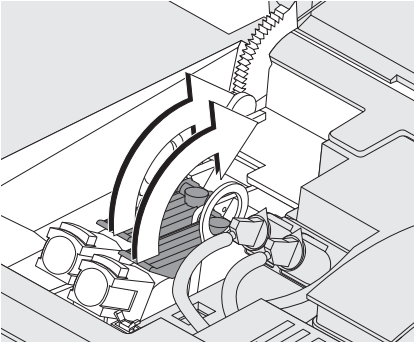
Stand-by position for
hose coupling (L / R)

Disconnect hose couplings:

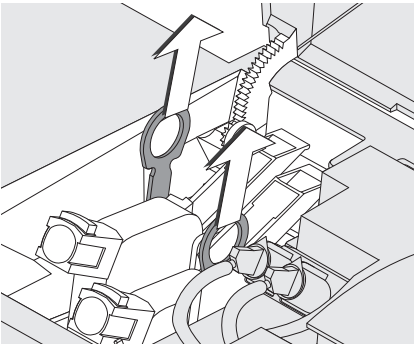
- Hold an absorbent cloth ready.
- Press to release and remove the coupling to the front.
- Wipe the hose coupling with an absorbent cloth.
- Put hose coupling in according stand-by position (**L** / **R**).
- Disconnect the coupling of the second hose in the same way.



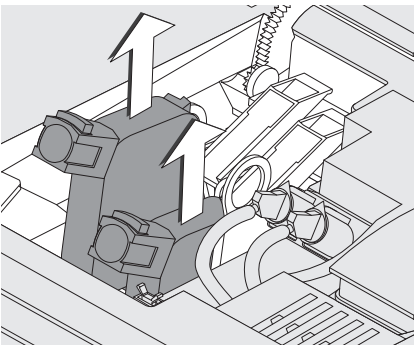
Use the stand-by position for the hose couplings also when using cartridges instead of print heads. The hoses will be fixed and not lay loosely.



- Release the print heads: Turn the two blue-green levers upwards.



- Pull both lifters (blue-green) upwards.
The print heads are lifted from their brackets.

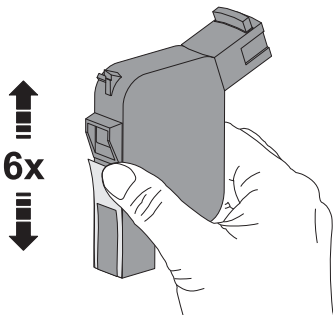


- Pull both print heads upward out of the bracket.
- Confirm the completion of each step with CONTINUE.

Inserting new print heads



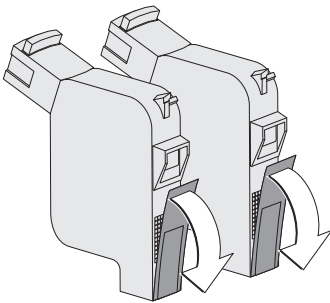
Caution! Insert the print heads only after they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.



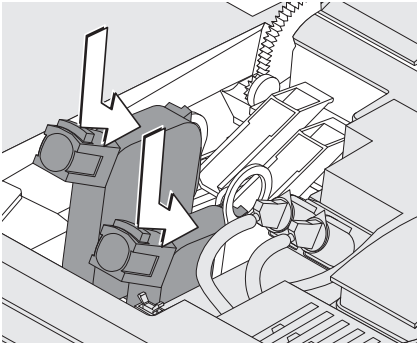
- Unpack the new print heads. Do not remove the protection strips yet.

To ensure the pigments, which may have settled, imingle optimally:

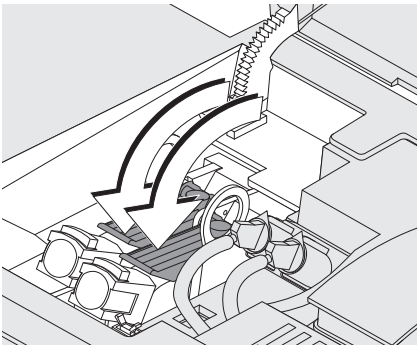
- Shake each print head vigorously six times.



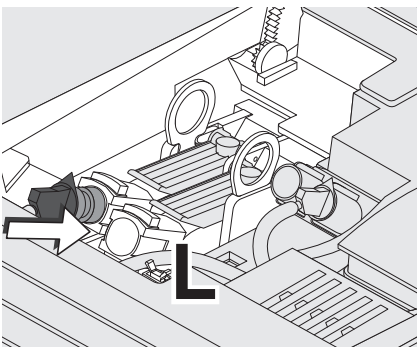
- Remove the protective strip from the print heads.



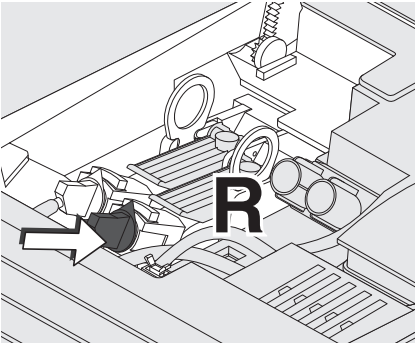
- Hold the print head with its connectors facing backwards, i.e. towards the back of the franking system.
- Insert the print head into its bracket.
- Push down the print head as far as it goes.
- Finally push the print head back gently – it will then tilt into the bracket.
- Insert the second print head in the same way.



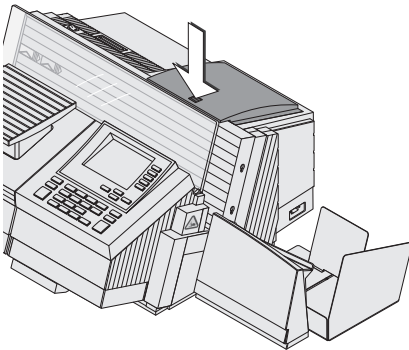
- Lock the print heads: Turn the two blue-green levers downwards.



- Take hose coupling of the hose connection marked with **L** from stand-by position.
- Put hose coupling in **left** print head and push in firmly. Feel the coupling lock in place.



- Take hose coupling of the hose connection marked with **R** from stand-by position.
- Put hose coupling in **right** print head and push in firmly. Feel the coupling lock in place.



- Close the flap. Press the release key to lock the flap.
- Confirm the completion of each step with CONTINUE.

Note:

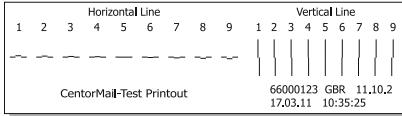
If the flap cannot be closed correctly, adjust the position of the hoses by gently turning the black handles on the connection pieces.

Calibration

The print heads are calibrated after the exchange procedure. See the display to monitor the process. Please wait until the calibration has finished.

Cleaning

After calibration, the print heads are cleaned. The cleaning procedure is automatically performed.



Adjusting the print heads

centormail continues with the print head adjustment procedure: It tells you to position a letter.

- Position an empty envelope for the test print.

centormail generates the test imprint.

- On the test imprint, determine the numbers next to which
 - the horizontal bars are best aligned to each other and
 - the vertical bars are best aligned to each other.

Print heads correctly aligned

If the horizontal and vertical bars form a straight line below number 5, the print heads are correctly aligned.

- Press FINISH to complete the procedure.

Print heads not correctly aligned

If the horizontal and vertical bars do not form a straight line below number 5:

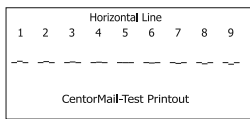
- Press CONTINUE to proceed with the adjustment procedure.

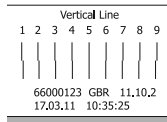
Horizontal line

- Enter the number below which the horizontal bars are best aligned to each other.

(If necessary: Press to delete the displayed number.)

- Press CONTINUE to proceed.





Vertical line

- Enter the number below which the vertical bars are best aligned to each other.
(If necessary: Press **C/CE** to delete the displayed number.)
- Press **CONTINUE** to proceed.
- Position an empty envelope for the new test print.
- Check the test print. If necessary, repeat the adjustment procedure until the print heads are correctly aligned.



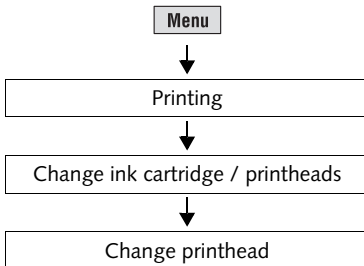
Start the exchange procedure

If you wish to replace the print heads before prompted to do so by centormail, you can start the procedure from the MENU.

- Press the **Menu** key.
- Select **PRINTING** → **CHANGE INK CARTRIDGE / PRINTHEADS** → **CHANGE PRINTHEAD**.

The exchange procedure starts.

- Follow the instructions in the display.
(See pages 144 to 151 for notes.)



16.4 Changing the ink tank *(ink tank version)*

centormail will remind you when it is time to change the ink tank. If the ink tank is empty, centormail automatically initiates the tank change procedure. The franking system is no longer ready for operation. You have to replace the ink tank before you can go on printing with centormail. We recommend always keeping a new ink tank in reserve.



Warning! *Ingestion of the ink can be insalubrious. Avoid contact with the eyes. Keep the ink tank away from children. Further instructions for use are enclosed with the ink tank.*



Caution! *Heed the following tips to avoid damage to the print system:*

- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Only insert new ink tanks.*



Caution! *There could be ink residues on the used ink tank.*

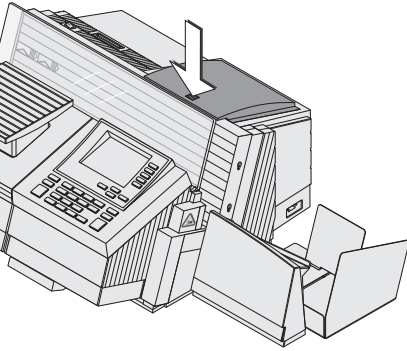
- *Take care not to soil your skin, your clothes, or objects near by.*
 - *Use a mat to place the ink tank.*
-

Changing the tank

centormail tells you when to change the ink tank.

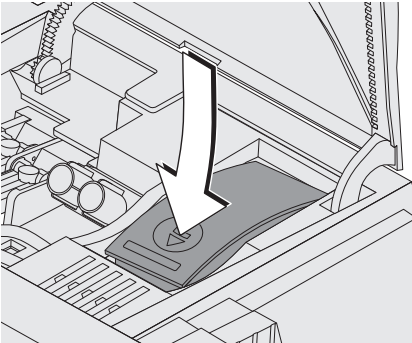
- Follow the instructions in the display.

The necessary steps are described in detail on the following pages.



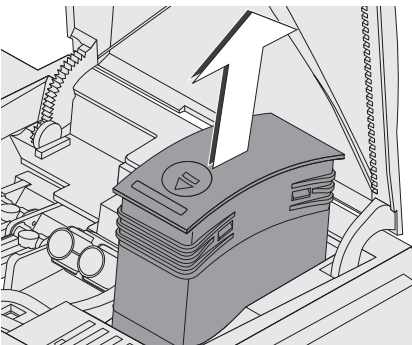
Remove the ink tank

- Open the flap by pressing the release key.

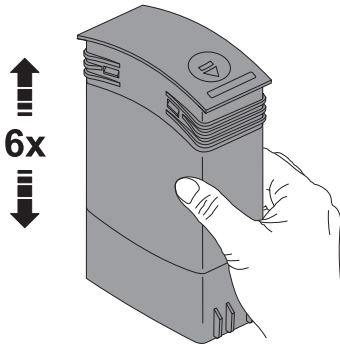


- Press on the recess on the tank lid, press down the tank and pull forward at the same time.

The tank is now unlocked and rests loose in its bracket.



- Pull the tank upward out of the bracket.

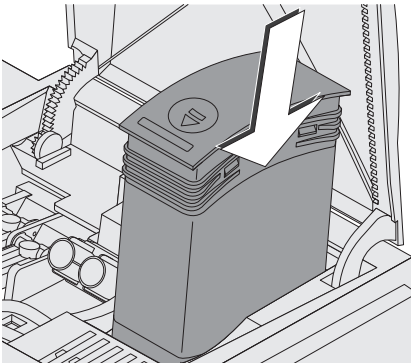


Insert new ink tank

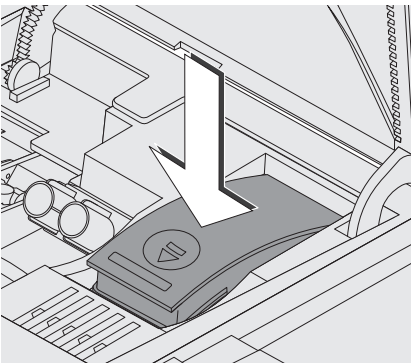
- Unpack the new ink tank.

To ensure the pigments, which may have settled, imingle optimally:

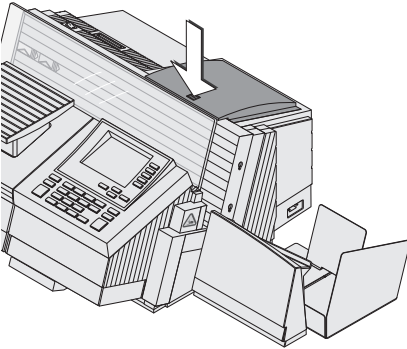
- Shake the ink tank vigorously six times.



- Insert the ink tank as illustrated.



- Push down the ink tank. The ink tank locks into its bracket.

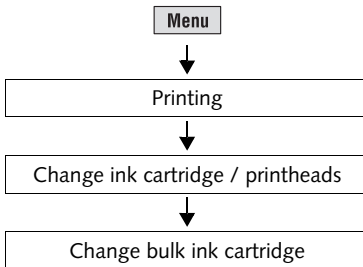


- Close the flap. Press the release key to lock the flap.
- Confirm the completion of each step with FINISH.



Start the exchange procedure

If you wish to replace the tank before prompted to do so by centormail, you can start the procedure from the MENU.



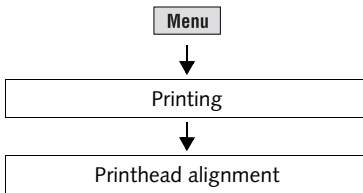
- Press the **Menu** key.
- Select PRINTING → CHANGE INK CARTRIDGE / PRINTHEADS → CHANGE BULK INK CARTRIDGE.

The exchange procedure starts.

- Follow the instructions in the display. (See pages 153 to 155 for notes.)

16.5 Adjusting the ink cartridges / print heads

You have to adjust the ink cartridges / print heads if the franking imprint contains misalignments. By adjusting the ink cartridges / print heads, you will achieve a perfect printing image again. The adjustment procedure is done in the same way on the cartridge version and the ink tank version.



Start the adjustment procedure

- Press the **Menu** key.
- Select PRINTING → PRINthead ALIGNMENT.

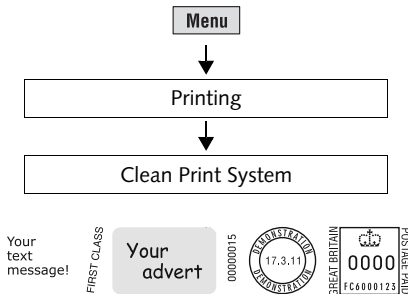
centormail now starts the adjustment procedure. Follow the instructions in the display.

For an overview of the procedure, see pages 142/143 or pages 150/151.

16.6 Cleaning the print system

16.6.1 Start automatic cleaning the print system

You should start the cleaning process for the print system if the quality of the stamp is not good enough (e.g. gaps in the imprint after longer periods out of use).

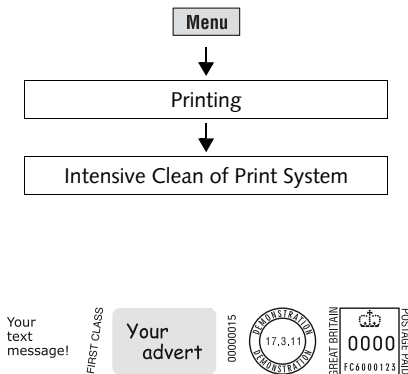


Cleaning

- Press the **Menu** key.
- Select PRINTING → CLEAN PRINT SYSTEM.

A message will inform you about the cleaning in progress.

- Generate a zero test print (see page 37) to check the print quality.



Intensive cleaning

You should start the intensive cleaning process if the normal cleaning does not significantly improve the imprint quality.

- Press the **Menu** key.
- Select PRINTING → INTENSIVE CLEAN OF PRINT SYSTEM.

A message will inform you about the cleaning in progress.

- Generate a zero test print (see page 37) to check the print quality.



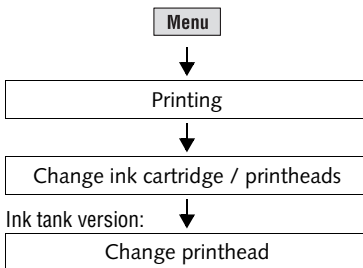
When the print system is heavily stained, it is possible that even intensive cleaning process does not improve the print quality as expected. In such cases, it may help to manually clean the ink cartridges / print heads (see page 158).

16.6.2 Manually cleaning the ink cartridges / print heads




Caution! Improper cleaning may damage the ink cartridges / print heads or render them unusable. Heed the following tips to avoid damage to the print system:

- If you encounter imprint quality issues, always perform one of the system cleaning functions available from the MENU first. Please refer to chapter 16.6 on page 157.
- You should only clean the ink cartridges / print heads manually in exceptional cases, when automatic cleaning fails to restore the normal print quality.
- Only use a soft, fibreless cloth that is moistened with de-ionised water for cleaning. Small fibres might clog the nozzles. A cloth that is dry or not soft enough may cause scratches. Such scratches make the cartridge / print head become unusable, because they prevent the ink jet from being correctly positioned during printing.
- Do not use chemical cleaning agents.



Moving the ink cartridges / print heads into the changing position

- Press the  key.
- Select PRINTING → CHANGE INK CARTRIDGE / PRINTHEADS → CHANGE PRINTHEAD.

The exchange procedure starts.

Removing the cartridges / print heads



Caution! Swapped cartridges / print heads may cause print system errors. When cleaning, you are advised to only remove one cartridge / print head at a time. Thus, you cannot accidentally swap them on re-insertion.

- Open the print system flap by pressing the release key.

- Remove one ink cartridge / print head.



centormail cartridge version: For detailed instructions on how to remove and insert the ink cartridges, see chapter 16.2.

centormail ink tank version: For detailed instructions on how to remove and insert the print heads, see chapter 16.3.

Cleaning

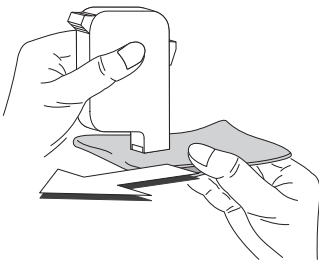
- Moisten a soft, fibreless cloth with de-ionised water.



If you do not have de-ionised water at hand, you can also use distilled or tap water. However, tap water contains minerals that may stain the cartridge / print head.



Best results are achieved with the FP contact cleaner and cleaning clothes of the FP cleaning kit 'clean & renew for Ink-Jet Printsystem', available at Francotyp-Postalia.



- Hold the cartridge / print head as indicated. The nozzles face down!
- Wipe the cartridge / print head slowly and very softly with the cloth in the direction of the arrow. Repeat this procedure a few times.

The water will blend with ink residues and clean the nozzles.

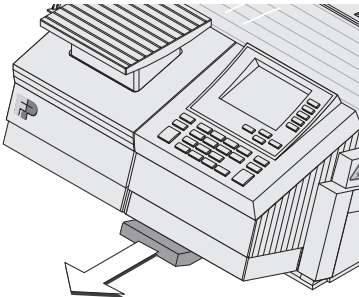
- Re-insert the cartridge / print head.
- Remove the other cartridge / print head and clean it in the same way.
- Re-insert the cartridge / print head.
- Close the print system flap.
- Adjust the ink cartridges / print heads (see chapter 16.5, page 156).

16.7 Replacing the ink fleece

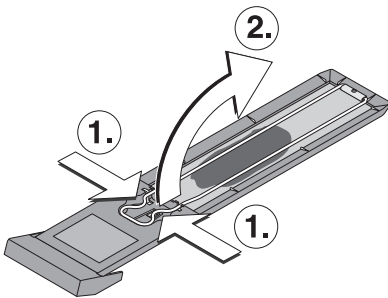
centormail will remind you when it is time to change the ink fleece.



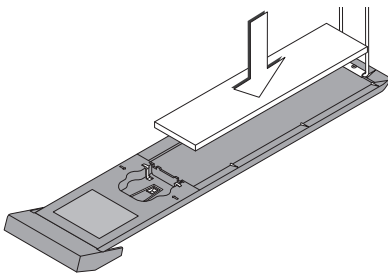
Caution! Take care not to soil your skin, your clothes, or objects near by. Use a mat to place the fleece tray.



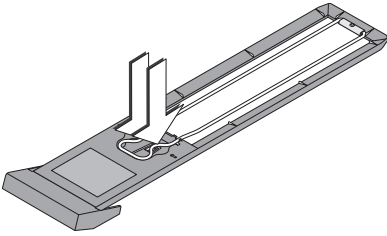
- Remove the fleece tray to the front.
- Place the fleece tray on a mat.



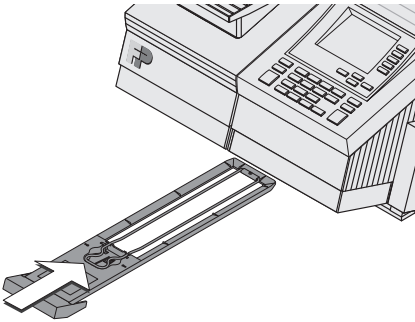
- Compress the clamp at its indentations with two fingers (1) and lift it upwards (2).
- Remove the ink fleece.



- Insert a new ink fleece.



- Move the clamp downwards until it snaps back into place.



- Push in the fleece tray as far as it will go.

The franking system is now ready for operation again.

16.8 Topping up sealing liquid *(centormail with sealer)*

With the sealer, you received a bottle with 'sealit' sealing liquid. Please note that we can assure reliable sealing results only when you use 'sealit'. This special sealing liquid is available from Francotyp-Postalia.

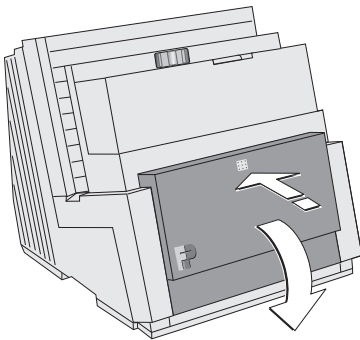
Using tap water is possible. Note, however, that the sealing process may be less reliable when using water.



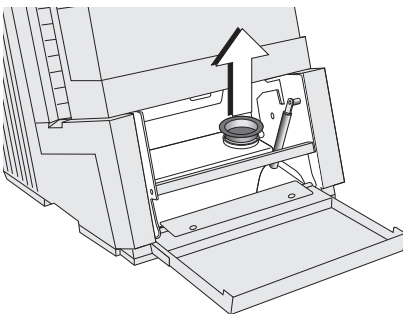
Warning! Switch off the centormail franking system and all components connected to it prior to topping up sealing liquid.



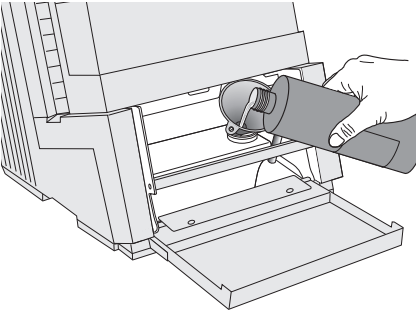
Warning! Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wetten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the centormail franking system checked by Francotyp-Postalia after-sales service before using it again.



- Switch off centormail and all components connected to it.
- Open the lid: Press on the marker, then flap down the lid.



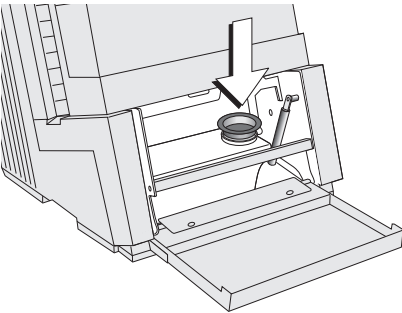
- Pull out the yellow plug of the sealant tank.



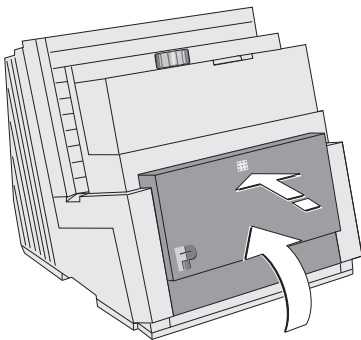
- Put a funnel in the filler hole.
- Fill the tank with sealing liquid. The sealant tank holds up to 800 ml.
- Pull out the funnel.



Retain the funnel, the closing with suction pipe and an empty bottle of the sealing liquid. You need the original bottle in case you have to drain the tank.



- Re-insert the plug into the filler hole of the sealant tank.

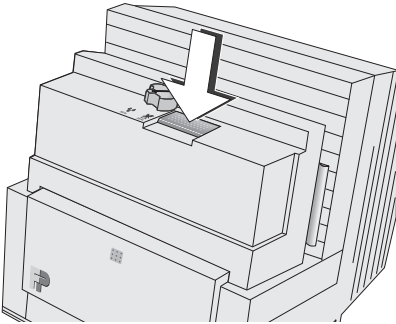


- Close the lid and gently snap it in its lock.

It is now safe to switch the franking system back on.

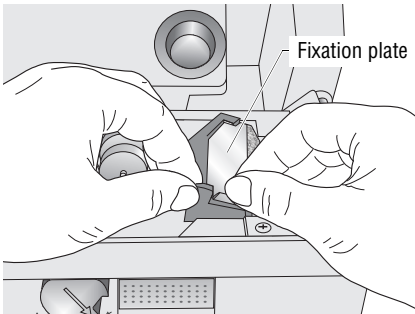
16.9 Clean / replace the sponge *(centormail with sealer)*

The sponge for moistening the envelope laps should be cleaned regularly (e.g. always after weekend). Check the condition of the sponge and replace it if exhausted. We recommend always keeping a new sponge in reserve.

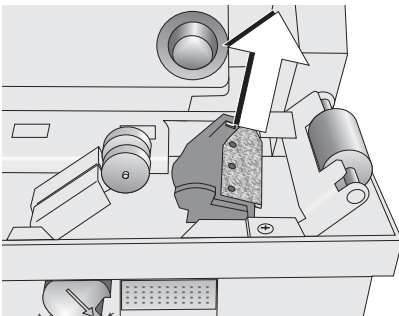


- Switch off centormail and all components connected to.
- Press the release key.

The moistening unit swings to the front by itself.



- Hold the moistener as illustrated.
- Slightly press down the lug of the fixation plate and remove the fixation plate.

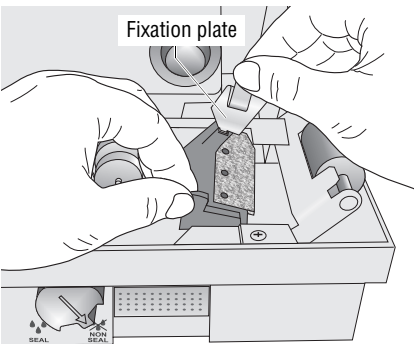
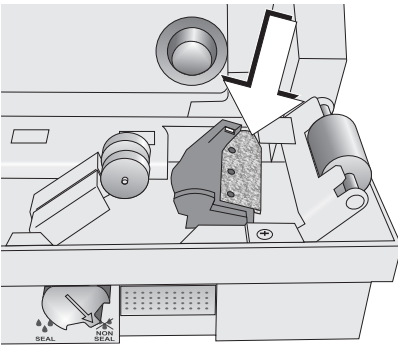


- Remove sponge.

- Check if the sponge is in proper state.
- To clean the sponge: rinse with plenty of water to remove glue residues.

Or

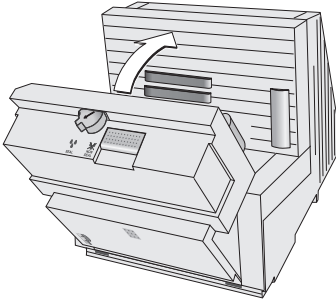
- Replace the exhausted sponge.
- Moisten the new sponge prior to insertion. Thus, you make sure that the flaps will be correctly moistened from the start.
- Insert a new / the cleaned sponge.



- Hook the fixation plate into the lower part of the moistener as illustrated.
- Snap in the upper part of the fixation plate.



Warning! Potential hazard that may result in injury to the hands. When closing the unit, do not reach into the area between the moistening unit and the letter guide face.



- Lock the moistening unit back in place.

It is now safe to switch the franking system back on.

16.10 Replacing the battery

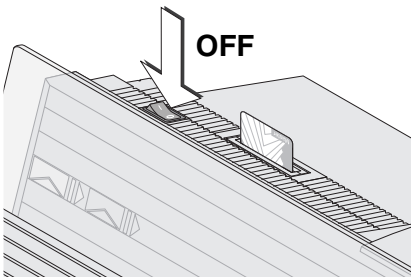
The franking system monitors the charging state of the battery. A display message appears when it is time to replace the battery.



Caution! Only use batteries provided by Francotyp-Postalia, 90.4701.8004.00. Observe the instructions enclosed with the battery for usage and disposal.

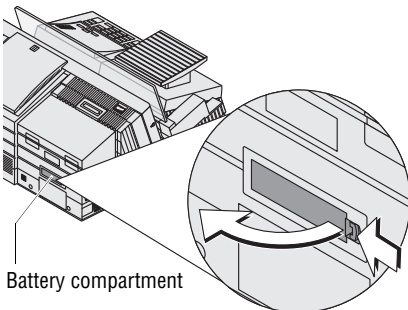


Caution! Switch off the centormail. Pull the power plugs out of the power socket prior to replacing the battery.



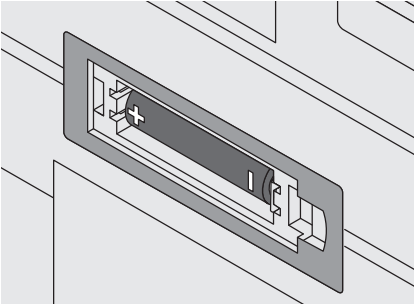
- Switch off the centormail franking machine and all connected peripheral devices (e.g. feeder).
- Pull the power plugs of all components from the socket.

The battery compartment is located at the rear of the machine. If you have to turn the centormail to get access to the machine's back:

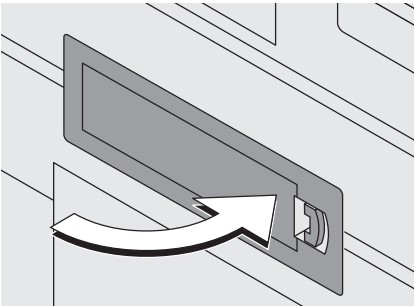


Battery compartment

- Dismantle the franking system as far as necessary (see appendix, page 188).
- Push in the clip-lock of the battery compartment cover in the direction of the arrow and remove the cover.
- Remove the empty battery.



- Insert new battery (90.4701.8004.00). Make sure that the polarity is correct! Symbols in the battery compartment depict the correct polarity.

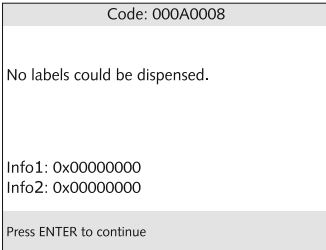


- Close the battery compartment.
- Set up all additional components of the franking system if necessary (see appendix, page 197).
- Re-insert the power cable(s) of the franking system.

It is now safe to switch the franking system back on.

17 Troubleshooting

17.1 Error messages



An error message appears on the display in case of an error or handling error. In addition, a beep may also indicate an error (see chapter 15.4 on page 104).

Carefully read the error message. You will be given hints on the error's cause and what you can do to remedy it.

You can correct many minor errors and issues occurring during centormail 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 this Operator Manual.

Problem	Possible cause and remedy
---------	---------------------------

... during franking

Franking not possible

No access card inserted.
Insert an access card (USER or MASTER).

No postage available in the franking machine / credit completely spent.
Load postage (see chapter 11, page 84).

No product / postage is set.
Set postage (see chapter 4.1, page 40).

Postage could not be determined, because
– mailing data are incomplete or
– weight was not determined (display reads "0 g").
Check the product settings (see chapter 4.1, page 40).

Problem	Possible cause and remedy
<p><i>(continued)</i> Franking not possible</p>	<p>The card reader does not recognise the card. Remove and re-insert the card.</p> <hr/> <p>The current account's credit is too low. Have new credit allocated to the account by the system administrator.</p>
<p>Label franking: – separation error – jam</p>	<p>Labels stick to one another. Take the labels out of the dispenser. Slacken / fan the label stack and re-insert it <i>(see page 64)</i>.</p> <hr/> <p>The labels used were not well suited. Only use FP labels.</p> <hr/> <p>Too many labels in the dispenser. Never insert more than 1 package (25 labels) at a time.</p> <hr/> <p>Too few labels in the dispenser. Insert a complete package (25 labels, at least 15 labels) to the label dispenser <i>(see page 64)</i>.</p> <hr/> <p>Label package incorrectly inserted (slid in too far). Take labels from label dispenser. Put them in correctly <i>(see page 64)</i>.</p> <hr/> <p>Wrong label type was set in the menu / wrong label type placed in the dispenser. Check the label type, correct the setting if necessary <i>(see chapter 15.2, page 102)</i>.</p> <hr/> <p>Internal problem with the label print function. Call the after-sales service.</p>
<p>Letter transport does not start</p>	<p>centormail's home menu is not displayed. Press the home key to enter the home menu, then try again.</p> <hr/> <p>Sensor does not recognise letter. Place the letter once more or start letter transport by pressing the Start / Stop key.</p>
<p>Letter transport stops or does not start</p>	<p>Safety cap has been released. Please refer to <i>chapter 17.4 on page 180</i>.</p>

Problem	Possible cause and remedy
Postage is flashing	Country-specific regulations apply to the selected product. Please consider the current Royal Mail regulations.
Print quality: gaps / blanks	Clean the print system (<i>see chapter 16.6, page 157</i>).
Print quality: misalignments / offsets in the imprint	Adjust the ink cartridges / print heads (<i>see chapter 16.5, page 156</i>).
Text message does not fit on the mail piece	A franking imprint that contains an advert and a text message is too long for the envelopes / cards used. Use envelopes / cards with a sufficient length.
This combination is not allowed	Royal Mail does not offer the selected combination of special postal services.
... during weighing	
Dynamic scale indicates a pre-load that is too heavy	A foreign object is stuck in the letter transport. Check the letter transport / weighing area of the dynamic scale for foreign objects (visual inspection). Carefully remove any foreign object(s). If the error occurs repeatedly: Call the after-sales service.
Static and / or dynamic scale fail to determine the weight	Either centormail does not recognise the scale, or the scale is defective. Call the after-sales service. The mail piece is too light or too heavy. Only use the scale for mail pieces that are within its weighing range (<i>see page 209</i>).


Problem	Possible cause and remedy
Static scale does not determine the weight of a mail piece placed on the weighing platform	<p>When placing the mail piece, another mail piece had already been placed on the pan. The scale only determines the weight if it was emptied before.</p> <p>Empty the weighing platform. Place the mail piece.</p> <hr/> <p>The scale operates in the 'Differential weighing' mode. The weight is determined upon emptying the weighing platform (<i>see page 68</i>).</p>
flexiscale fails to transfer the weight to centormail	<p>Check that the flexiscale is properly connected and set up for operation with centormail (<i>see chapter 7, page 70</i>) and <i>flexiscale Operator Manual</i>).</p> <hr/> <p>Problem with flexiscale. (<i>For troubleshooting see flexiscale Operator Manual.</i>)</p> <p>In case there is a problem with the flexiscale, the displayed weight will not be transmitted to centormail.</p>
... general errors	
Blank display	Check whether the power cable has been properly plugged in and the power switch has been engaged.
centormail makes sounds without any apparent reason	The print system and the ink tank may cause sounds due to pumping and deairing. These are normal sounds that are related to their function, thus they are no errors.
centormail refuses to perform an operation and 'beeps' repeatedly	<p>The beeps indicate that centormail cannot perform the desired function (e.g. if you press a key that is without function in the current menu, or if a previous operation has not been completed).</p> <p>Carefully read the displayed message(s).</p>
Chip card not recognised	<p>The card is not properly plugged in. Remove the card from the card reader, then re-insert it (chip facing the rear).</p> <hr/> <p>Wrong card type has been plugged in. Carefully read the displayed information.</p>

Problem	Possible cause and remedy
Functions <ul style="list-style-type: none"> – are presented in grey letters – are ‘missing’ from the display 	You cannot access those functions. Please heed the access rights (<i>see pages 183 to 185</i>). <hr/> This function has been hidden from the home menu. Adapt the menu to your needs (<i>see page 118</i>).
centormail ‘behaves strangely’ or does not seem to react anymore	Software problem. Switch off centormail. Wait for at least 1 minute, then switch centormail back on.
<hr/> ... during Teleset <hr/>	
centormail fails to establish a connection to the Teleset Data Centre	Check the connection configuration for communication with the TDC (<i>see chapter 15.7, page 110</i>). <hr/> Check the TDC’s phone number (<i>see chapter 15.8, page 115</i>). <u>Note:</u> When using the GSM modem, the phone numbers must not contain any blank spaces! <hr/> Data centre issue. Try again later. <hr/> When using mailcredit, please refer to the <i>mailcredit User Manual</i> .
Desired amount cannot be loaded	Amount not permissible. Enter a permissible amount and try again (<i>see page 84</i>).
No access to Teleset functions	From the current account, loading postage is not permitted.

Problem	Possible cause and remedy
... with menu settings, during maintenance and care	
centormail fails to recognise the ink cartridges / print heads or the ink tank	<p>The ink cartridges / print heads / the ink tank were not inserted properly. Remove and re-insert the ink cartridges / print heads / the ink tank.</p> <hr/> <p>Wrong ink cartridges / print heads / ink tank inserted. Please heed the specifications (<i>see page 212</i>).</p> <hr/> <p>Contacts are dirty. Clean contacts in print system with FP cleaning kit 'clean & renew for Ink-Jet Printsystem'.</p> <hr/> <p>Ink cartridges / print heads / ink tank defective. Call the after-sales service.</p> <hr/> <p>Software problem. Switch off centormail. Wait for at least 1 minute, then switch centormail back on.</p>
Cleaning the print system fails to improve the print quality	<p>The ink cartridges / print heads are either heavily soiled or dried out. Repeat the cleaning process: Use the function "Intensive Clean of Print System" (<i>see page 157</i>).</p> <p>If this fails to correct the error: Manually clean the ink cartridges / print heads (<i>see page 158</i>).</p>
Data (e.g. adverts) cannot be loaded from chip card	<p>The card used does not contain valid data. Wrong card plugged in? Insert a data card.</p> <hr/> <p>Card is defective. Call the after-sales service.</p>

Problem	Possible cause and remedy
Data transfer to FP-service impossible	centormail fails to establish a connection to the data centre.
Rate table update (loading from data centre)	<p>Check the connection configuration for communication with the data centre (<i>see chapter 15.7, page 110</i>).</p> <p>Check the RSI phone number (<i>see chapter 15.8, page 115</i>).</p> <p>For more troubleshooting tips regarding connection problems please refer to <i>page 173</i>.</p>
Memory key: product cannot be saved	<p>MEM 1 can not be saved 'Without weight'. MEM 1 is used as default upon switching on the centormail franking system.</p> <hr/> <p>Products for which the postage has to be entered manually ('Other' products) cannot be saved as memory items.</p>
Print system flap is jammed	<p>On systems with an ink tank system, the connecting hoses leading from the tank to the print heads might push against the flap.</p> <p>Gently turn the black handles of the connection pieces on the print head. Thus, you can alter the position of the hoses.</p>

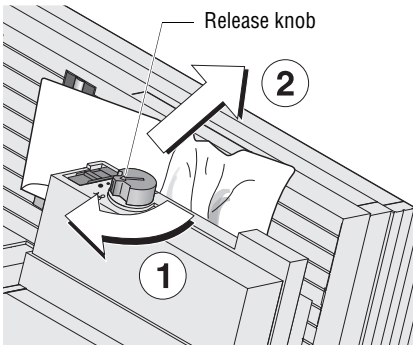
Problem	Possible cause and remedy
... with automatic feeding	
Feeding deforms or damages letters	Reduce separation (<i>see chapter 3.5.2.3 on page 19</i>). Notice the suggested settings for separation (<i>see table on page 17</i>).
Jam	Check setting of letter path (slide control) and adjust accordingly (<i>see chapter 3.5.1, page 16</i>). Check and adjust settings for separation (<i>see chapter 3.5.2, page 17</i>). On how to clear a letter jam, please see <i>chapter 17.2, page 178</i> and <i>chapter 17.3, page 179</i> .
Letters are not correctly separated	Check setting of letter path (slide control) and adjust accordingly (<i>see chapter 3.5.1, page 16</i>).
Letter transport does not start	centormail's home menu is not displayed. Press the Home key to enter the home menu, then try again. Sensor does not recognise letters. Place the letter once more or start letter transport by pressing the Start / Stop key. Re-place cover correctly on the feeder. The cover must latch audibly. (<i>See page 19</i> .)
Letter transport is stopped / batch processing was interrupted	Jam. Carefully read the displayed information. On how to clear a letter jam, please see <i>chapter 17.2, page 178</i> and <i>chapter 17.3, page 179</i> . The batch counter is turned on. After the pre-set number of mail pieces have been processed, centormail will automatically stop. Disable the batch counter or adjust the target count (<i>see chapter 5.2, page 60</i>).
Separation error, letter interval too close	Reduce pressure (<i>see chapter 3.5.2.2, page 18</i>). Notice the suggested settings for separation (<i>see table on page 17</i>).


Problem	Possible cause and remedy
... with envelope sealing	
<p>Envelopes are not properly sealed</p>	<p>Sponge is dirty or worn. Clean or replace the sponge (<i>see chapter 16.9, page 164</i>).</p> <hr/> <p>Sponge is too dry. Pump sealing liquid into the moistening unit: MENU → SEALING → START PUMP (<i>see also chapter 15.18, page 131</i>).</p> <hr/> <p>The envelope flaps are not properly moistened. Adjust the moistening level (<i>see chapter 15.18, page 131</i>).</p> <hr/> <p>Use 'sealit' sealing liquid, available from Francotyp-Postalia.</p> <hr/> <p>You have used improper envelopes. Only use envelopes that are suited for sealing by machine. Observe specifications (<i>see page 214</i>).</p>
<p>Envelopes are not sealed</p>	<p>Sealing is disabled. Turn the envelope sealing switch to the position  SEAL.</p>
<p>centormail warns you about an empty sealant tank, although there is still enough sealing liquid in the tank</p>	<p>Tap water might produce air bubbles (depending on the water quality of your local water supply), which may interfere with correct filling level detection.</p> <p>On the sealer: Open the lid. Pull out the yellow plug. (<i>See also page 162.</i>)</p> <p>The filling level sensor is located front-right of the inner side of the tank. Using a finger, wipe over the sensor several times.</p> <p>Close the sealant tank. Close the lid. (<i>See also page 163.</i>)</p> <p>If problem persists: Use 'sealit' sealing liquid or distilled water.</p>

17.2 Clearing a letter jam in the feeder




Warning! Danger of injury! The mechanism is pressed by springs to the letter guide. It does not lock when released, but snatches back. Be cautious when removing jammed letters from the letter path.



- Turn release knob toward the position  till stop and **hold in that position (1)**.

The pressure mechanism is released and unclamps the letter.

- Carefully remove the stuck letter to the top right (2).
- Let the release knob snatch back guardedly to initial position .

The pressure mechanism is set back to processing position. The feeder is ready to operate.

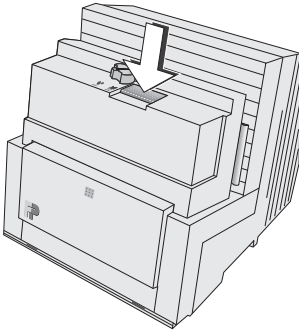
- Please heed the information on the display of the franking machine.



If you cannot clear a letter jam by following the above instructions:

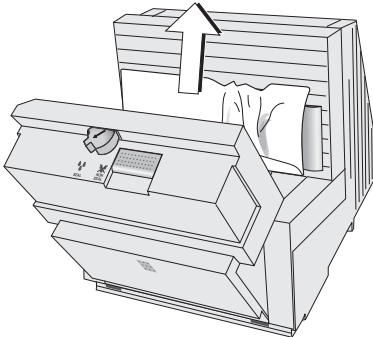
- Pull cover from feeder (refer to page 18).
- Remove letter as described above.
- Re-place cover on feeder (refer to page 19).

17.3 Clearing a letter jam in the sealer



- Press the release key.

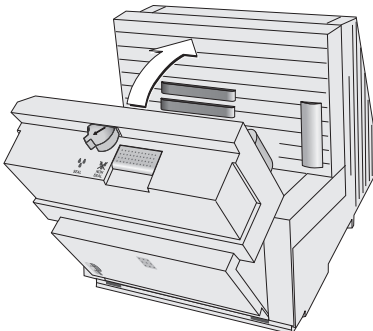
The moistening unit swings to the front by itself.



- Remove the letter.

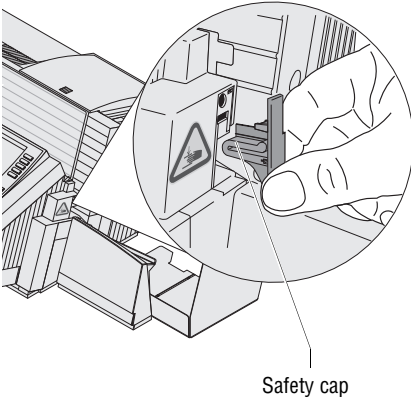


Warning! Potential hazard that may result in injury to the hands. When closing the unit, do not reach into the area between the moistening unit and the letter guide face.



- Lock the moistening unit back in place.
- Please heed the information on the franking machine's display.

17.4 Safety cap has been released – letter transport stops



The safety cap helps to avoid injury that may be caused by improper handling within the letter exit of the franking machine.

When the safety switch is activated, the safety cap is released and the letter transport stops immediately. An error message is issued, informing you about the problem.

- Remove the cause which led to the activation of the safety switch.
- Clip the safety cap back into place.



Warning! Potential hazard that may result in injury to the hands! By no means must you try to block or fasten the safety cap. Any fastening of the safety cap prevents it from being released in the case of a jam or an unauthorised interference, thus rendering the whole safety switch concept inoperative.

18 Withdrawal and disposal of the centormail franking system



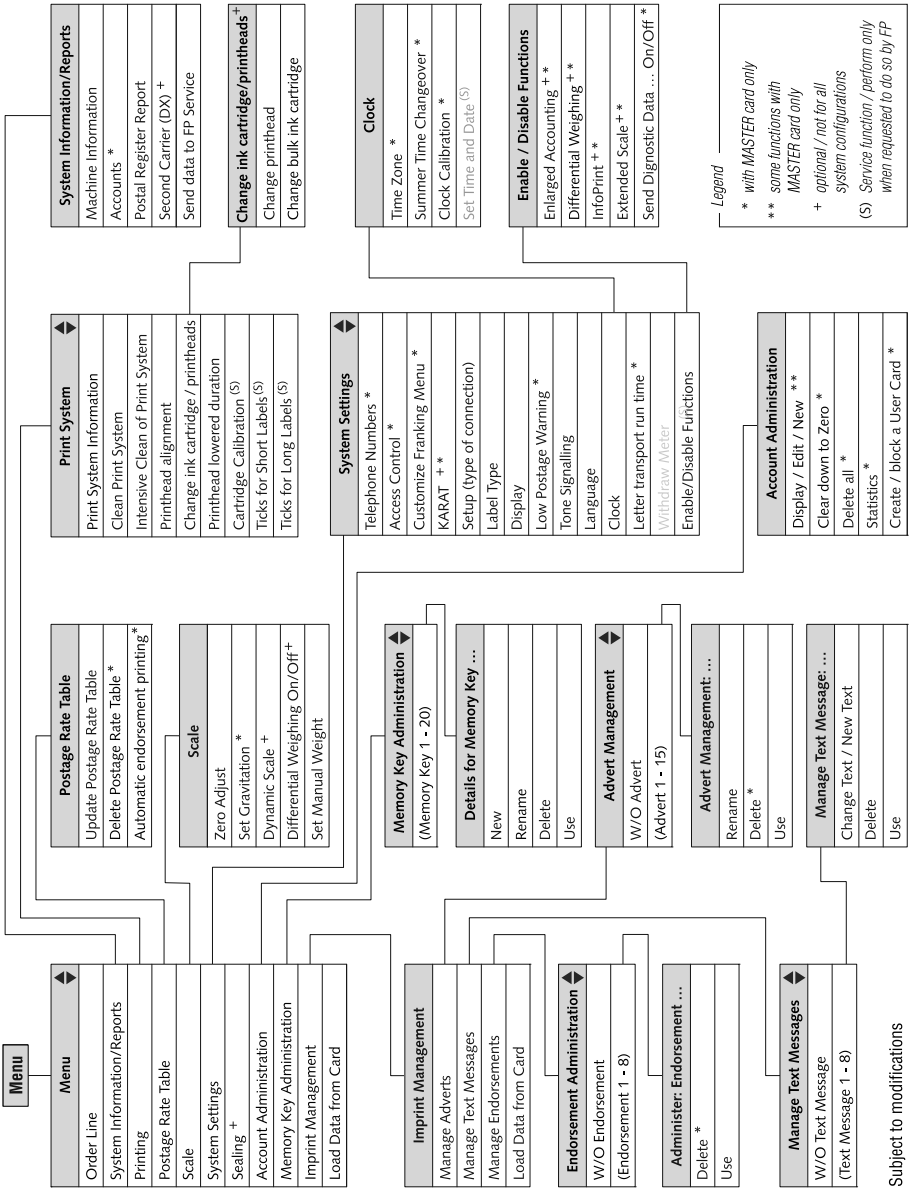
When withdrawing the centormail franking system, all relevant postal services must be signed off properly.

For withdrawal and disposal of your franking system, please contact the Francotyp-Postalia after-sales service.

Access rights for selected functions

Functions ▼	Status ►	Without access card	With USER card	With MASTER card	Access using card: Off
Accounts: assign budget				●	
Accounts: clear down				●	
Accounts: create				●	●
Accounts: delete				●	
Accounts: preset advert / text message			● <i>only your own</i>	●	●
Accounts: release Teleset access				●	
Accounts: view statistics				●	
Advert only (print)		●	●	●	●
Adverts: delete				●	
Adverts: rename			●	●	●
Batch counter: change setting		●	●	●	●
Create / block USER cards				●	
Feed only		●	●	●	●
Franking on all accounts				●	●
Franking on assigned account			●	●	
Incoming mail		●	●	●	●

Functions ▼	Status ►	Without access card	With USER card	With MASTER card	Access using card: Off
Item counter: display / reset		●	●	●	●
Memory administration		●	●	●	●
Print system: maintain (e.g. adjusting, cleaning)		●	●	●	●
Rate table update			●	●	●
Rate table: delete				●	
Register: display / print		●	●	●	●
Sealing only		●	●	●	●
System information: display / print		●	●	●	●
System settings		● <i>not all</i>	● <i>not all</i>	●	● <i>not all</i>
Teleset (load postage)			● <i>if released</i>	●	●
Text message: enter / change / delete			●	●	●
Zero test print			●	●	●



Legend

- * with MASTER card only
- ** some functions with MASTER card only
- † optional / not for all system configurations
- (S) Service function / perform only when requested to do so by FP

Subject to modifications

Moving the centormail franking system to another location



Warning! When moving the centormail franking system to another location, please observe the following tips for your own safety:

- Switch off the centormail franking system and all components connected to it prior to dismantling and transporting them.
- The centormail franking machine weighs more than 20 kg. You are advised to seek the help of another person when moving the franking machine.



Warning! Potential hazard that may result in injury to the hands! Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.



Caution! Please observe the following tips to avoid damage to the centormail franking system:

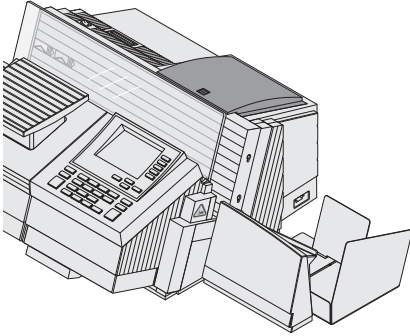
- Have the centormail franking system with dynamic scale moved by Francotyp-Postalia after-sales service. Improper moving or transport of the dynamic scale may result in damage to the scale system.
 - Empty the sealant tank completely before transporting the sealer.
 - Do not use attached parts like the hand feed tray, the protective glass, the label dispenser, or the weighing platform as 'handles' during transport. The best way to handle the components is to hold them at the lower part of the housing at the clearance normally used for the housing connectors.
 - Always move the franking system in a horizontal position.
 - We recommend using the original packaging in case you have to move the centormail or send it to the Francotyp-Postalia after-sales service.
 - Once you have brought the franking system from a cold environment to the new location: Wait for at least two hours before starting up the franking system again. The centormail adapts to the room temperature. Any condensation evaporates.
-



This chapter describes how to dismantle and install the centormail franking system including all of its optional components. Should a step not apply to your configuration, just continue with the next step.

Dismantling the centormail franking system

Remove ink cartridges (*cartridge version*) / print heads and ink tank (*ink tank version*)



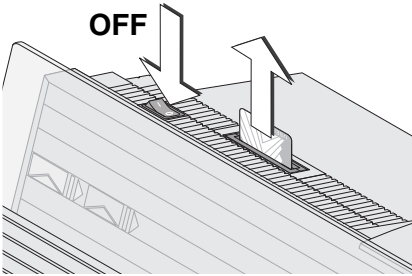
You only need to remove the ink cartridges / print heads and the ink tank if you move the franking system to another location or when it is brought to service. During a transport within a building, the cartridges / print heads and the ink tank may remain in the franking machine.

centormail cartridge version:

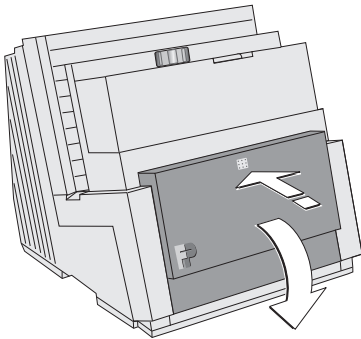
- Start the exchange procedure to remove the ink cartridges. Please refer to chapter 16.2, page 138.
- Mark cartridges (left / right) and pack them separately. Best suited are plastic bags.
- Close the flap.
- Press CANCEL to exit the exchange procedure.
- Confirm all error messages (e.g. on missing print heads / ink cartridges).

centormail ink tank version:

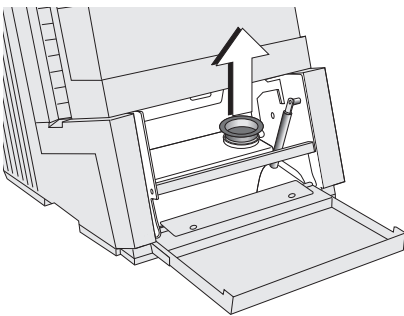
- Start the exchange procedure to remove the print heads and the ink tank. Refer to chapter 16.3, page 144.
- Mark print heads (left / right) and pack them separately. Best suited are plastic bags.
- Follow the instructions how to remove the ink tank on page 153.
- Pack up the ink tank (plastic bag).
- Close the flap.
- Press CANCEL to exit the exchange procedure.
- Confirm all error messages (e.g. on missing print heads).

Switch off

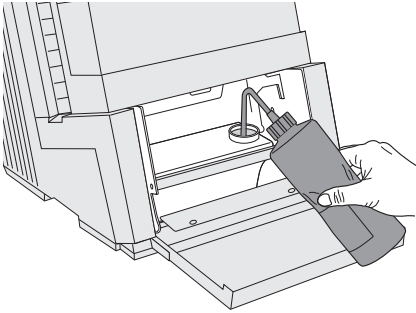
- Switch off the franking system.
- Remove card.
- Empty the label dispenser.
- Switch off connected external devices (PC, postage scale).
- Pull the power plugs of the franking system, as well as all components connected to it (feeder, power supply unit of the sealer, ...) from the socket(s).
- Pull the phone cable out of the phone socket.

Empty the sealant tank

- Open the lid: Press on the marker, then flap down the lid.

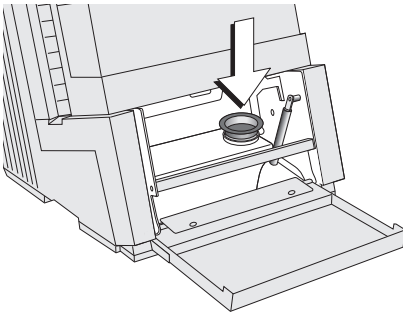


- Pull out the yellow plug of the sealant tank.

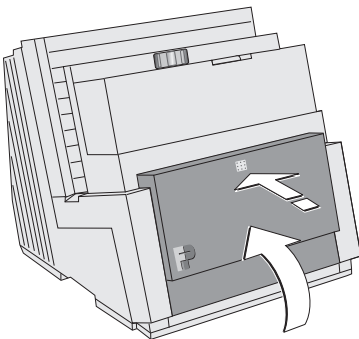


You need an original sealing liquid bottle and the suction hose, which came as an accessory with the sealer.

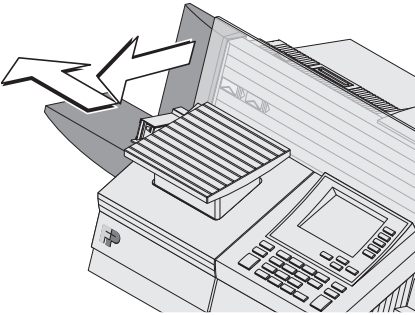
- Screw the suction hose onto the empty original bottle.
- To drain the sealant tank: Slightly compress the bottle, immerse its suction hose in the tank, then loosen your grip of the bottle. Repeat this procedure until the sealant tank is empty.
- Re-insert the plug into the filler hole of the sealant tank.



- Close the lid and gently snap it in its lock.



Remove the hand feed tray

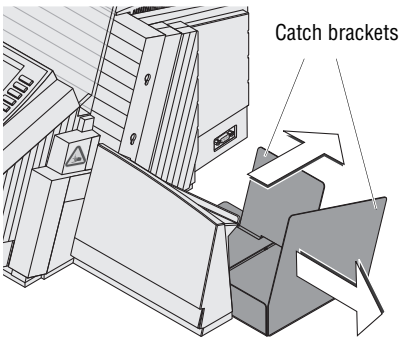


When using the original packaging for transport, you have to remove the hand feed tray.

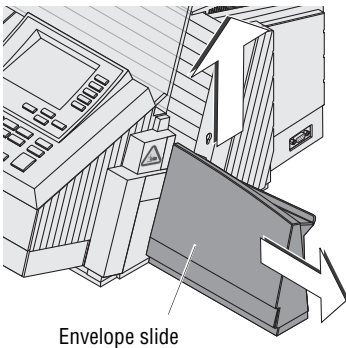
- Push the hand feed tray forward to release it from the locking device.
- Pull the hand feed tray to the left and away from the franking machine.

Remove the letter catch tray from the franking machine

(centormail *without* power sealer)

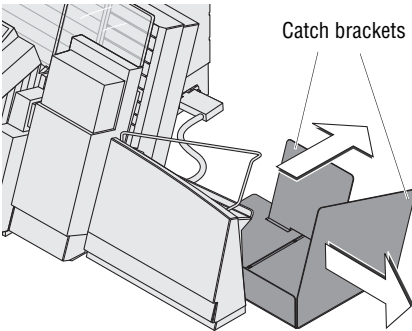


- Pull out both catch brackets.

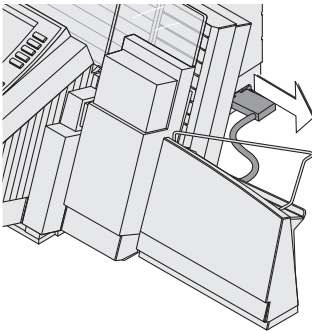


- Slightly lift the franking machine on its right side and remove the envelope slide to the right.

Remove the power sealer and letter catch tray (*centormail with power sealer*)



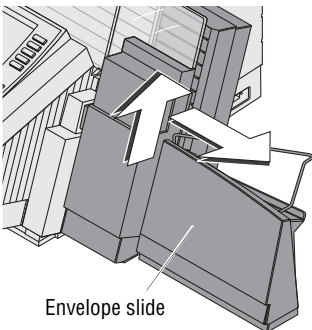
- Pull out both catch brackets.



- Remove the connection cable of the power sealer from the franking machine: Unscrew and carefully pull off the plug.

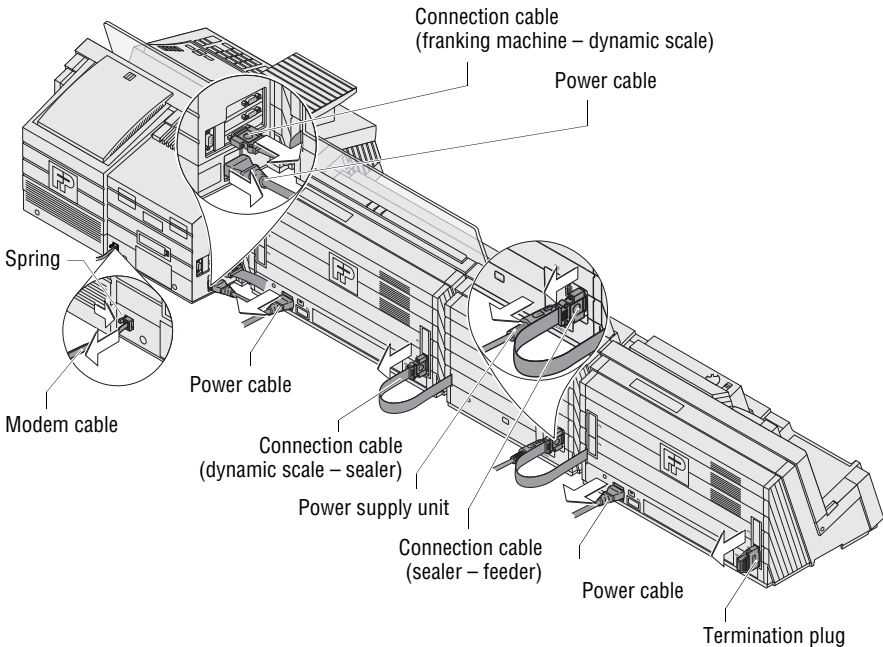


Warning! Potential hazard that may result in injury to the hands! Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.



- Slightly lift the power sealer and remove it to the right.
- The envelope slide, which is secured to the power sealer with two hooks, can now be easily separated from the power sealer.

Remove cables



On the franking machine (left side of machine)

- Remove all connection cables to optional components and external devices (e.g. PC): Unscrew and carefully pull off the plug.
- Pull out power cable.
- Remove termination plug (*centormail without feeder*): Unscrew and carefully pull off the termination plug.

On the franking machine (back cover)

- Remove modem cable: Press the spring on the plug and pull the plug out of the modem socket.

On the dynamic scale (back cover)

- Remove the connection cable of the sealer / feeder: Unscrew and carefully pull off the plug.
- Pull out power cable.

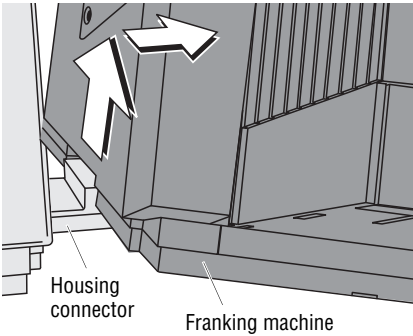
On the sealer (back cover)

- Remove the power supply unit.
- Remove the connection cable of the feeder: Unscrew and carefully pull off the plug.

On the feeder (back cover)

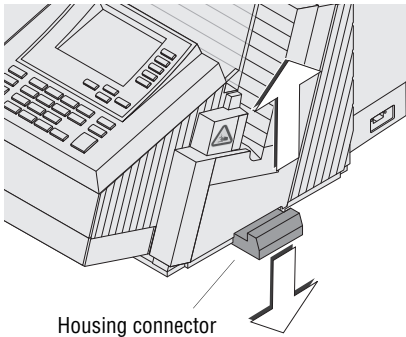
- Pull out power cable.
- Remove termination plug: Unscrew and carefully pull off the termination plug.

Separate the components of the franking system



- Slightly lift the franking machine and move it to the right.
- Slightly lift the dynamic scale and move it to the right.
- Slightly lift the sealer and move it to the right.

Remove housing connector

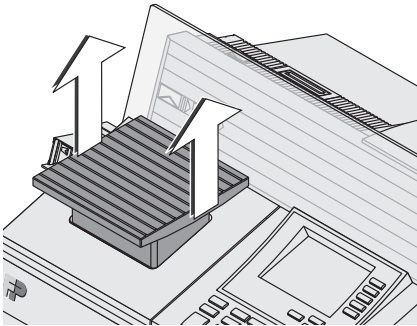


The connectors for mechanic coupling of the housings are located in the clearances of the side walls.

To remove the connectors:

- Slightly lift the affected component and remove the connector to the bottom.

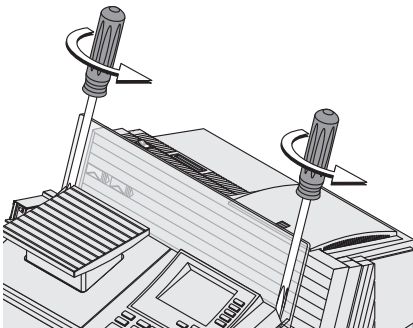
Removal of the weighing platform



When using the original packaging for transport, you have to remove the weighing platform.

- Grab the weighing platform of the static scale with both hands and pull it upwards vertically.

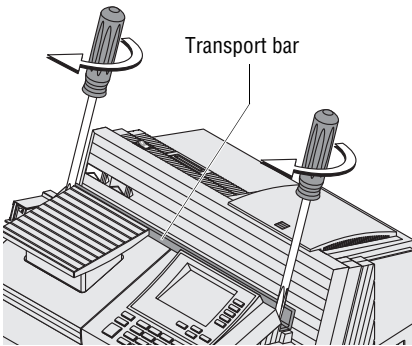
Remove the protective glass from the franking machine



When using the original packaging for transport, you have to remove the protective glass, mounting a transport bar instead.

The protective glass is fastened to the housing of the franking machine with two screws.

- Remove the two screws.
- Remove the protective glass.

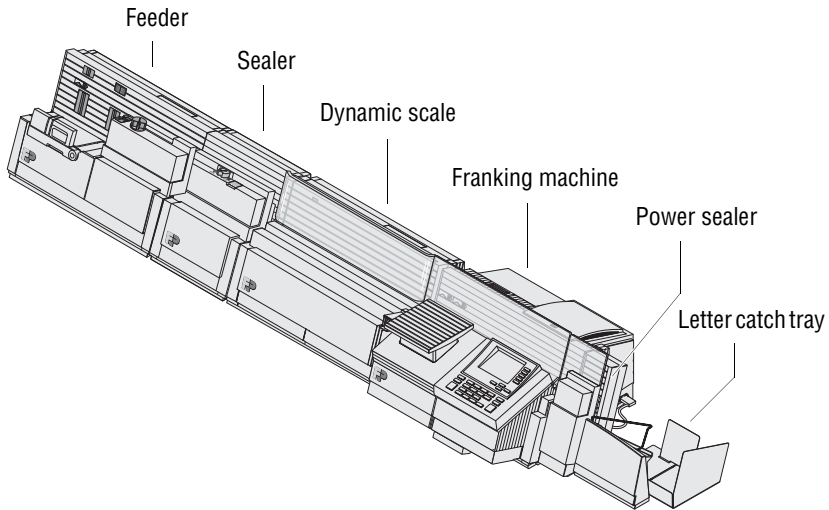


- Fasten the transport bar (part of the original packaging) to the housing of the franking machine with the two screws.

Transport

- Make sure the franking machine and all its components are safely packed before transporting them. If possible, use the original packaging(s).
- Always transport the franking system in a horizontal position.

Installing the centormail franking system at a new location



Caution! Please observe the following notes on systems with a dynamic scale:

- Have the centormail franking system installed by a service technician.
- As for the choice of the place of installation, make sure that the feeder and the dynamic scale rest on the same base (table / pedestal base).
- By no means must the base vibrate or be mechanically unstable.

Location

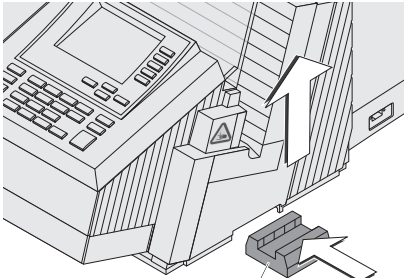
- Make sure that the new location meets the following requirements:
 - room temperature: +15°C to +35°C (59°F to 95°F)
 - not exposed to direct sunlight
 - relative humidity: 20% to 70%, non-condensing
 - power socket and telephone jack for connecting the modem in the immediate vicinity.

- Place the centormail and its optional components on a firm, level, low vibration horizontal base.



Please refer to page 210 for the standing surface values of the system in different configurations.

Insert housing connector



Housing connector

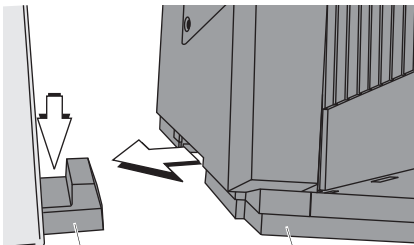
The components of the franking system are mechanically coupled and thus fixed with regard to their position in relation to one another by means of housing connectors.

- Slightly lift the franking machine on its right side and slide the connector into the clearance of the housing.

On the dynamic scale and the feeder:

- Insert the connectors in the same way into the right side wall.

Coupling feeder – sealer – dynamic scale – franking machine



Housing connector

Franking machine

- Slightly lift the sealer on its left side, move it close to the feeder and position it on the connector.
- Slightly lift the dynamic scale on its left side, move it close to the sealer and position it on the connector.
- Slightly lift the franking machine on its left side, move it close to the dynamic scale, and position it on the connector.

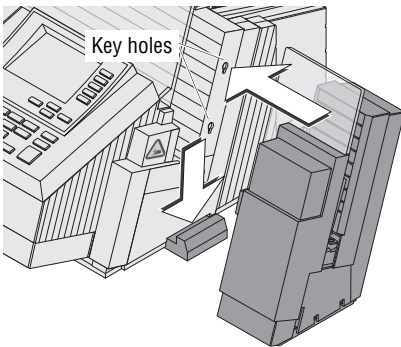


If your franking system does not comprise all components mentioned, couple those you use in the described way.

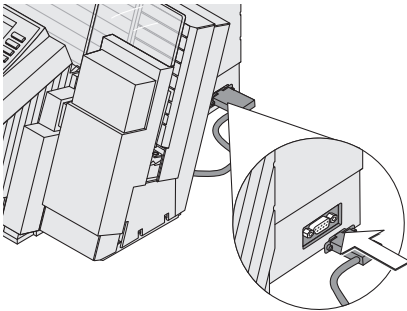
Connect the power sealer to the franking machine



Warning! Potential hazard that may result in injury to the hands! Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.



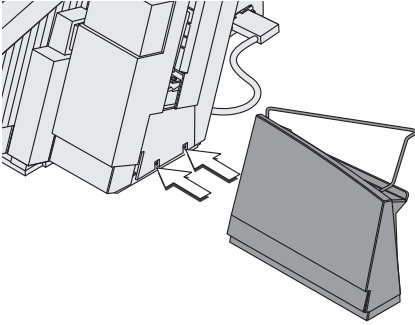
- Position the power sealer on the connector while inserting the two pegs of the power sealer into the key holes of the right side wall of the franking machine.
- Push the power sealer down as far as it goes. Make sure that the letter guide face (blue) of both the franking machine and the power sealer are flush at the upper side.



- Insert the connection cable of the power sealer into the 9-pin interface on the right side wall of the franking machine and tighten screws.

Mounting the envelope slide

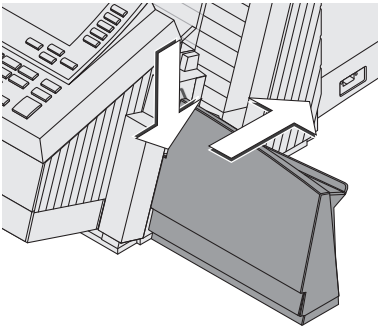
On the power sealer



If you use a power sealer:

- Attach the appropriate envelope slide to the power sealer. Both hooks of the envelope slide must snap into the housing of the power sealer.

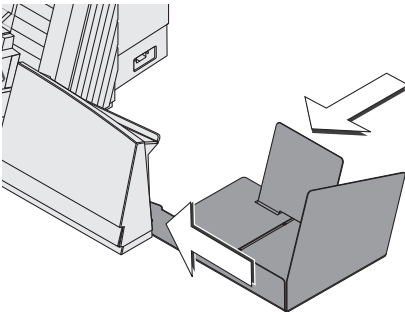
On the franking machine



If you do not use a power sealer:

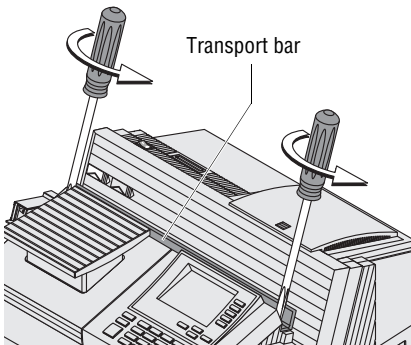
- Position the envelope slide (standard version for systems without power sealer) on the connector as shown in the illustration and push it back firmly. You will feel the envelope slide lock into place.

Insert the catch brackets



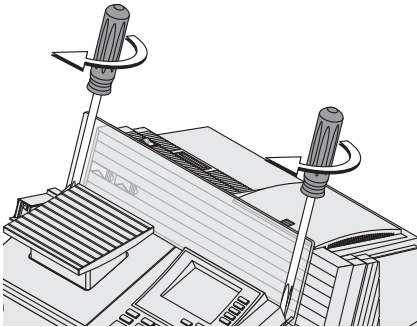
- Push the catch bracket into the slot of the envelope slide from the right.
- Push in the back bracket.

Mounting the protective glass to the franking machine



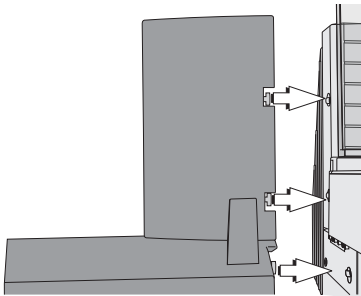
Remove the bar that was attached for transport:

- Remove the two screws.
- Remove the transport bar.



- Fasten the protective glass to the housing of the franking machine with the two screws.

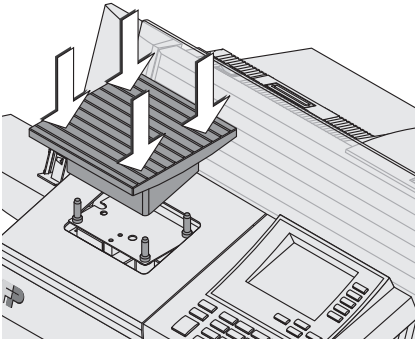
Mounting the hand feed tray



If you use centormail with no additional components:

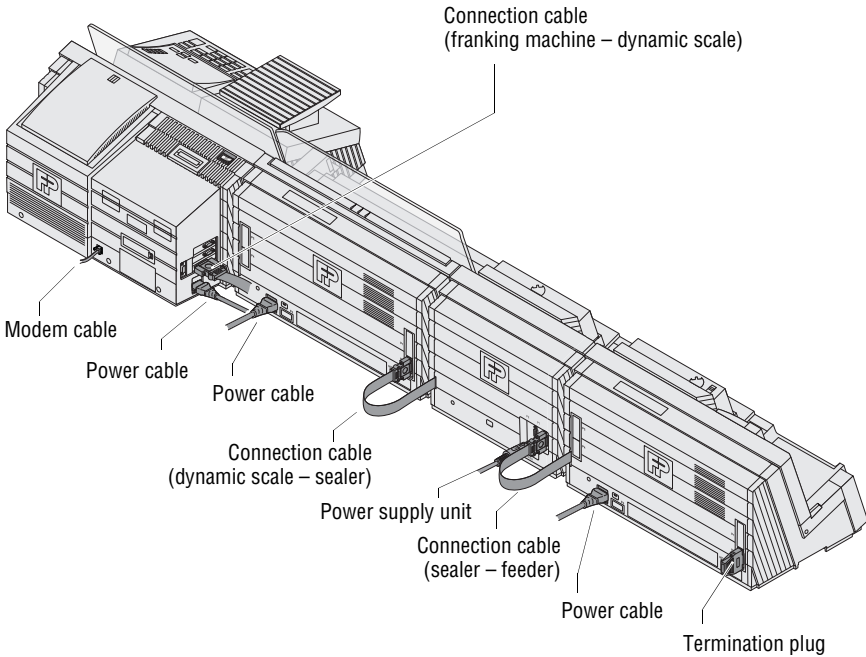
- Mount the hand feed tray on the left side of the franking machine's housing. Insert the three pegs into the key holes of the side wall of the franking machine.
- Push the hand feed tray backwards as far as it will go.

Installation of the weighing platform

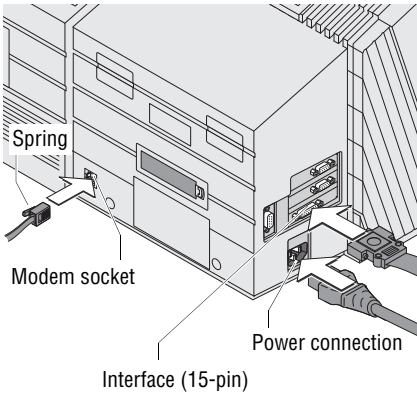


- Hold the weighing platform in a way that
 - the higher side of its base faces forward and
 - the weighing tray is even.
- Place the weighing platform from above, so that its four hollow shafts cover the four pegs of the scale.
- Gently push down the weighing platform, applying constant pressure.

Insert cables



On the franking machine

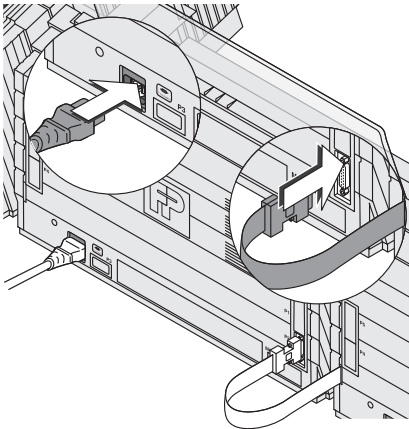


- Connect the phone cable to phone socket at the rear of the franking machine. Please check the correct position of the spring.
- Plug the power cable into the power socket of the franking machine.

Depending on the system's configuration:

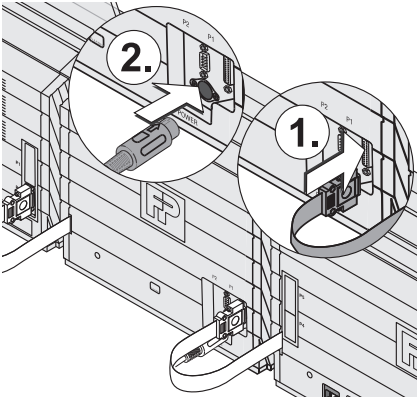
- Insert either the connection cable of the dynamic scale / the sealer / the feeder or the termination plug into the 15-pin interface and tighten screws.

On the dynamic scale

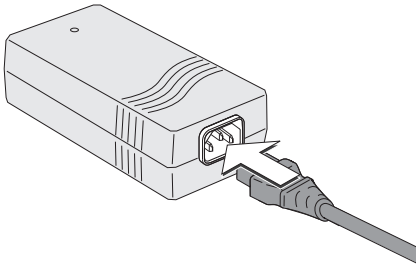


- Insert the connection cable of the sealer / the feeder into the 15-pin interface (P2) and tighten screws.
- Plug the power cable into the power socket of the dynamic scale.

On the sealer

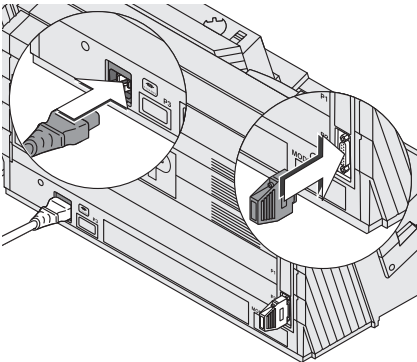


- Insert the connection cable of the feeder into the 15-pin interface (P1) and tighten screws.
- Connect the power supply unit.



- Plug the power cable into the power supply unit.

On the feeder



- Insert the termination plug into the 15-pin interface (P2) and tighten screws.
- Plug the power cable into the power socket of the feeder.

Commissioning and functions check

- Recommendation: Cleaning the contacts in the cartridge bracket with the FP cleaning kit 'clean & renew for Ink-Jet Printsystem', available at Franco-typ-Postalia.
- Fill the sealant tank with sealing liquid. Please refer to chapter 16.8, page 162.
- Connect the power cables of the franking machine, the dynamic scale, the power supply unit of the sealer, and the feeder to grounded single-phase power sockets. Make sure your office power supply conforms to the power requirements indicated on the serial number plates.
- Connect the phone cable to a phone socket (analogue). This is usually a fax connection.
- Switch on the centormail franking system. Please refer to chapter 3.1, page 13.

centormail cartridge version:

- Insert the ink cartridges. To do this, call up the exchange procedure from the menu (see page 143).

centormail ink tank version:

- Insert the ink tank (see page 154).
- Insert the print heads. To do this, call up the exchange procedure from the menu (see page 151).
- Finally generate and check a zero test print (see page 37).

Your
text
message!

FIRST CLASS

Your
advert

00000015



POSTAGE PAID

FC0000123

Glossary

DX	Private carrier. In case the DX feature is enabled, your centormail can also frank mail pieces for delivery by DX. All DX frankings will be counted separately and balanced directly with the private carrier.
Franking imprint	Franking mail for carrying by Royal Mail. When franking, centormail prints the Royal Mail logo, the postage, the machine identification, the place of posting and the mailing date as well as a serial number. An advertisement, a text message and an endorsement can also be printed.
GSM	Global System for Mobile Communications. Describes a mobile communication standard.
Label	Special self-adhesive FP-label which you can frank and stick onto your mail pieces. Necessary for large, heavy and thick mail pieces. Also use labels to attach on the mail piece when the envelope material is not suited for ink-jet printing. Francotyp-Postalia offers two types of self-adhesive labels for using with centormail: <ul style="list-style-type: none">– label centormail (168 mm)– label centormail XL (220 mm).
mailcredit	Software for PCs to connect FP franking machines to the data centre via the internet. Lets you also update the software of the franking machine.
MASTER card	Chip card, machine specific. Access card for system administrator. A MASTER card allows access to all system functions.

Modem	The built-in modem or an external modem enables the centormail franking system to establish a connection to the data centre (e.g. for loading postage and updating the postage rate table).
RSI	Remote Services Infrastructure. Allows the online update of data in the franking system, e.g. loading new postage rate table, and transmitting diagnosis data to Francotyp-Postalia.
Teleset (Remote value setting)	Franking machine accounting system of Francotyp-Postalia. The centormail franking system and the Teleset Data Centre exchange value specifications when loading postage which release the desired postage amount. Accounting is as per your contract with Royal Mail.
Teleset Data Centre (TDC)	Data centre of Francotyp-Postalia. Here the called postage is released and accounting is managed. The Teleset Data Centre is at your service for loading postage 24 hours a day.
USER card	Chip card, machine specific. Access card for an account. A USER card allows franking to an account and access to selected system functions.
Zero test print	Franking imprint with the postage value '0000'. This enables you to check the settings for the franking imprint and the print quality.

Technical Data

	centormail – components				
	Franking machine (base)	Dynamic scale	Feeder	Sealer	Power sealer
Dimensions					
Width	550 mm (<i>housing</i>) 200 mm (<i>hand feed tray</i>) 302 to 415 mm (<i>catch tray min/max</i>)	550 mm	550 mm	305 mm	103 mm
Depth	540 mm	315 mm	315 mm	315 mm	245 mm
Height	340 mm	340 mm	290 mm	290 mm	340 mm
Weight	23 kg (<i>basic version with static scale</i>) 25 kg (<i>with static scale and ink tank system</i>)	13.5 kg	13 kg	7.5 kg	2.7 kg
Power connection	220 V - 240 V / 50 Hz 0.5 A	220 V-240 V, 50 Hz 0.3 A	0.3 A	24Vdc, 2A (<i>using an external power supply unit</i>)	–
Battery	3.6 V / 2 Ah / 20 mA lithium battery, order no. 90.4701.8004.00	–	–	–	–
Display	LCD, 320 x 240 pixel, with LED-illumination	–	–	–	–

centormail – components					
	Franking machine (base)	Dynamic scale	Feeder	Sealer	Power sealer
Print system					
Print technology	Ink-jet printing	–	–	–	–
Printing area	max. 185 mm x 25 mm	–	–	–	–
Print resolution	≥ 300 dpi	–	–	–	–
Weighing range	Static scale: 3 g to 5 kg 3 g to 7 kg (<i>optional</i>)	3 g to 1 kg	–	–	–
Operating conditions	+15°C to +35°C / 59°F to 95°F For indoor use only Do not expose to direct sunlight Relative humidity 20% to 70%, non-condensing				
Storage conditions	+15°C to +35°C / 59°F to 95°F Relative humidity 5% to 80%, non-condensing				

Subject to short-term modification.

centormail – System configurations					
	centormail franking machine <i>(without ink tank system)</i>	centormail franking machine + Feeder	centormail franking machine + Feeder + Sealer + Power sealer	centormail franking machine + Feeder + Dynamic scale	centormail franking machine + Feeder + Dynamic scale + Sealer + Power sealer
Footprint					
Width *	1,165 mm	1,515 mm	1,925 mm	2,070 mm	2,480 mm
Depth	540 mm	540 mm	540 mm	540 mm	540 mm
Weight	23 kg	36 kg	46,2 kg	49,5 kg	59,7 kg
Power consumption	115 W	185 W	225 W	260 W	300 W
Noise emission	< 67 dB(A) <i>(normal operation)</i> < 45 dB(A) <i>(stand-by)</i>				
Performance ** (Letters per minute)	centormail 240: up to 120 letters/min centormail 300: up to 150 letters/min			– up to 60 letters/min <i>(mixed mail)</i>	
Performance per day **	Average Usage: 1,000 letters Maximum Usage: 5,000 letters				
* All values regarding the length take into account the catch tray for ISO B4 letters. ** Depending on envelope size / content, imprint length, machine state and operating mode.					

Subject to short-term modification.

●	= Standard
○	= Option
–	= not available

	centormail 240	centormail 300
Hand feed tray	●	●
Letter catch tray	●	●
Feeder	○	○
Sealer and power sealer	○	○
Dynamic scale	○	○
Static scale	●	●
Label dispenser	●	●
Stacker	○	○
Internal modem	●	●
System clock, battery backed	●	●
Chip card reader	●	●
MASTER cards	2	2
USER cards / USER cards with advert	○	○
Postage loading via TELESET	●	●
Performance (letters per minute)	up to 120	up to 150
Memories	20	20
Accounts	●100 / ○300	300
Adverts	max. 15	max. 15
Text message function (8 memory slots)	●	●
Endorsements: First Class / Special Delivery / Overseas Mail	●	●
Incoming mail stamp	●	●
Low postage warning	●	●
Differential weighing	○	○
DX feature	○	○
Interfaces for connecting optional components	●	●
Serial interface (2x)	●	●
InfoPrint	○	○
GSM modem	○	○
mailcredit Kit	○	○
Ink supply – 2 ink cartridges	●	cartridge version
Ink supply – 2 print heads + ink tank	–	ink tank version

Subject to short-term modification.

Ink cartridges / Print heads / Ink tank

Ink cartridges FP Cartridge set for centormail cartridge version
(2 pcs. FP cartridges, red), order no. 58.0038.3189.00

Ink tank system FP Print head kit for centormail ink tank version
(2 pcs. FP easy connect print heads for ink tank system,
red), order no. 58.0038.3310.00
FP Ink tank for centormail (red) 175 ml,
order no. 58.0038.3170.00
FP Ink tank for centormail (red) 350 ml,
order no. 58.0038.3172.00

Operating and storage conditions +15°C to +35°C (59°F to 95°F)
For indoor use only
Do not expose to direct sunlight
Relative humidity 20% to 70%, non-condensing

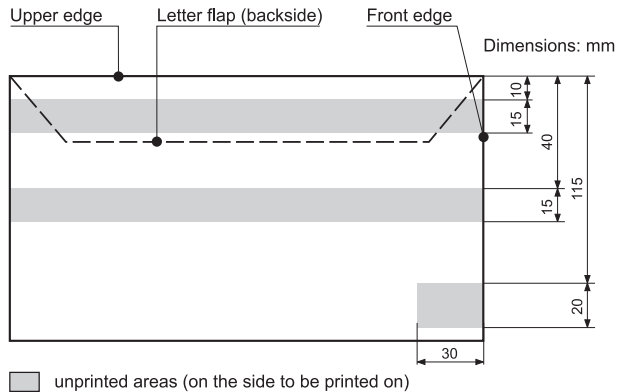


The Material Safety Data Sheet is available at <http://www.francotyp.com/en/mail-management/material-safety-data-sheets-msds.html>.

Subject to short-term modification.

Mail piece specifications

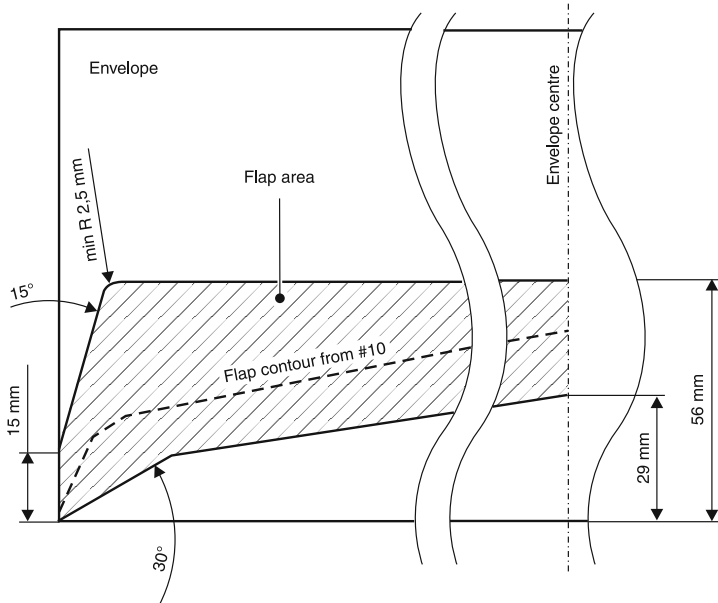
Format	Post card to format ISO B4, rectangular-shaped No envelopes with extra large bottom (where the bottom is flapped and can cause jamming)
Thickness	Up to 20 mm – franking (non seal)
Weight	Up to 1 kg
Material	Ink-absorbent material (suited for ink-jet printing) No dark paper Paper must not be glossy on the side to be printed on No material with ink cushions No corrugated paper No extremely fibrous paper on which the imprint could smear
Processing direction	Only process envelopes in longitudinal direction (not upright)
Labels	Self-adhesive labels by Francotyp-Postalia: – centormail (168 mm) – centormail XL (220 mm)
Pre-printed envelopes	In the areas that are monitored by sensors (the areas marked grey in the illustration below), the envelopes must not contain any pre-printed surfaces.



Envelope specifications for sealing

Format	Post card size to format ISO B4
Thickness	Up to 7 mm
Material	Envelopes must be suitable for sealing by machine. The flap must be at the envelope's long side.
Sealing area	Sufficient closure can only achieved with continuous sealing area.

Flap shape and size



Declaration of Conformity

We, Francotyp - Postalia GmbH,
located in D-16547 Birkenwerder, Triftweg 21 - 26

herewith declare in our own responsibility that our

FRANKING SYSTEM Centormail, consisting of :

Franking Machine, Model: Centormail

with optional Automatic Feeder, Model: Feeder Centormail
or with optional Sealer, Model: Sealer Centormail
or with optional Sealer, Model: Power Sealer Centormail
or with optional Scale, Model: Dynamic Scale Centormail

.....
(Type Designation)

is designed and assembled in conformity with the following harmonized standards:

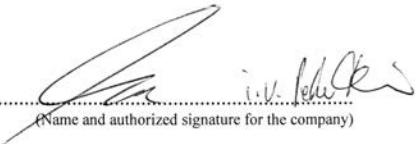
EN 60950
EN 55022 , Class B
EN 55024
EN 61000-2-3
EN 61000-3-3
TBR 21

.....
in accordance with the rules of European Directives

89 / 336 / EEC (Electromagnetic Compatibility Directive)
73 / 23 / EEC (Low Voltage Directive)

11. June 2007

.....
(Date)


.....
(Name and authorized signature for the company)

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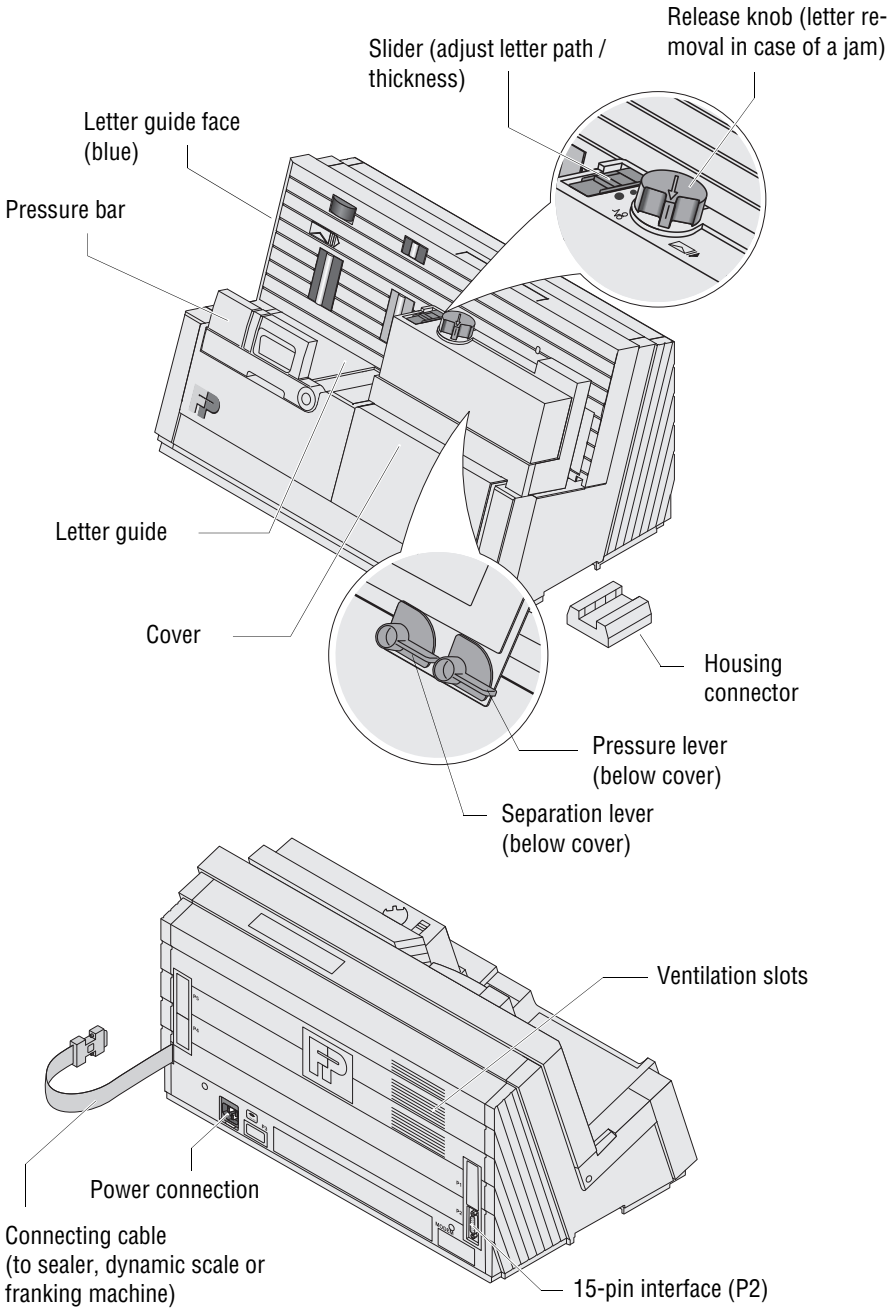
See also Text message

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See also Item counter

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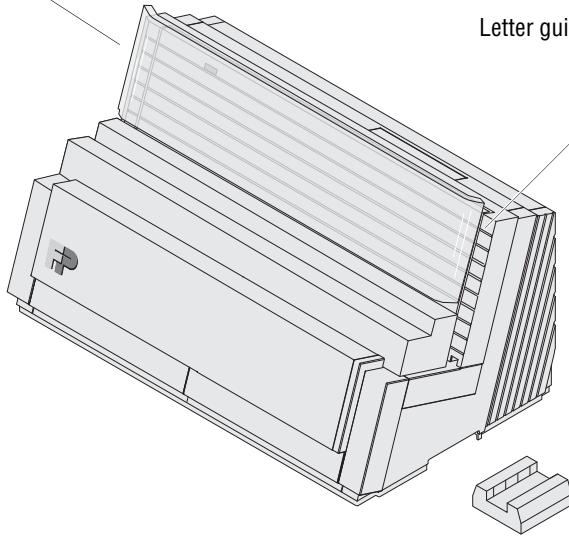
See also Batch counter



Protective glass

Letter guide face (blue)

Housing connector

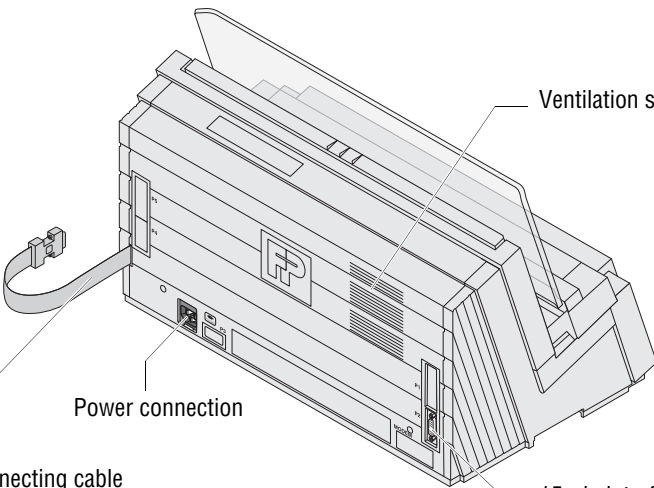


Ventilation slots

Power connection

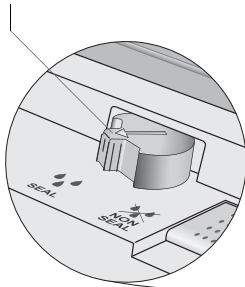
Connecting cable
(dynamic scale – franking machine)

15-pin interface (P2)



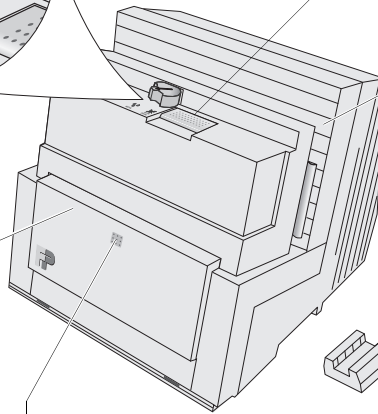
* optional

Switch seal / non seal envelopes



Release key
(moistening unit)

Letter guide face (blue)



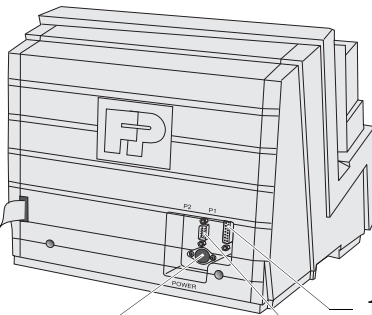
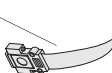
Housing connector

Lid, behind
sealant tank



To open / close the cover:
briefly press on the marker

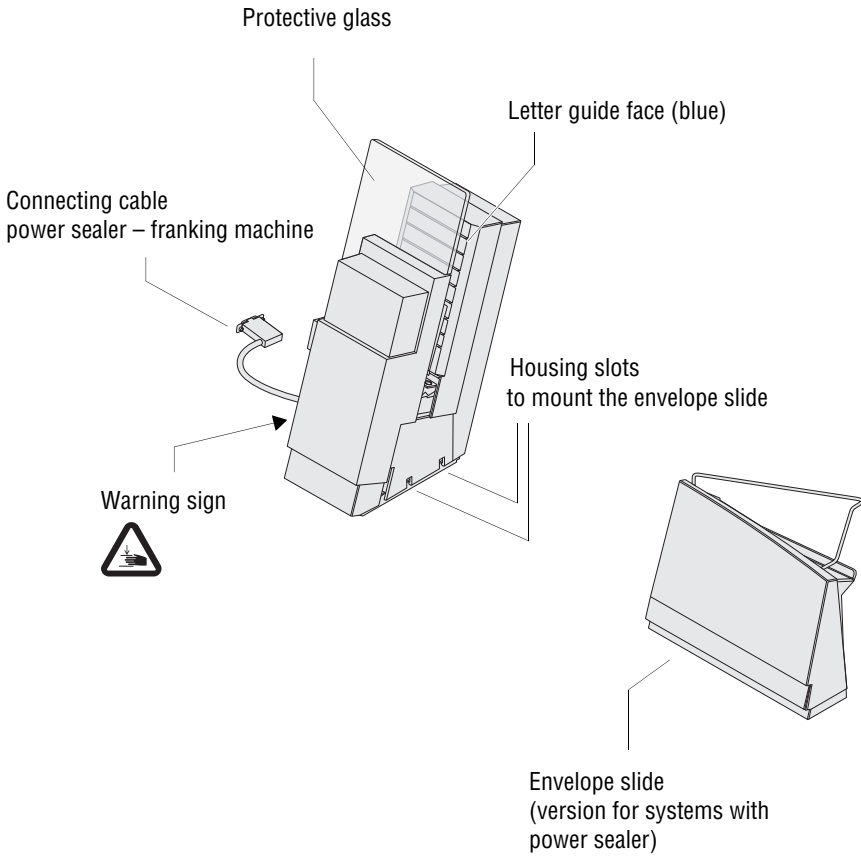
Connecting cable
(to dynamic scale or
franking machine)

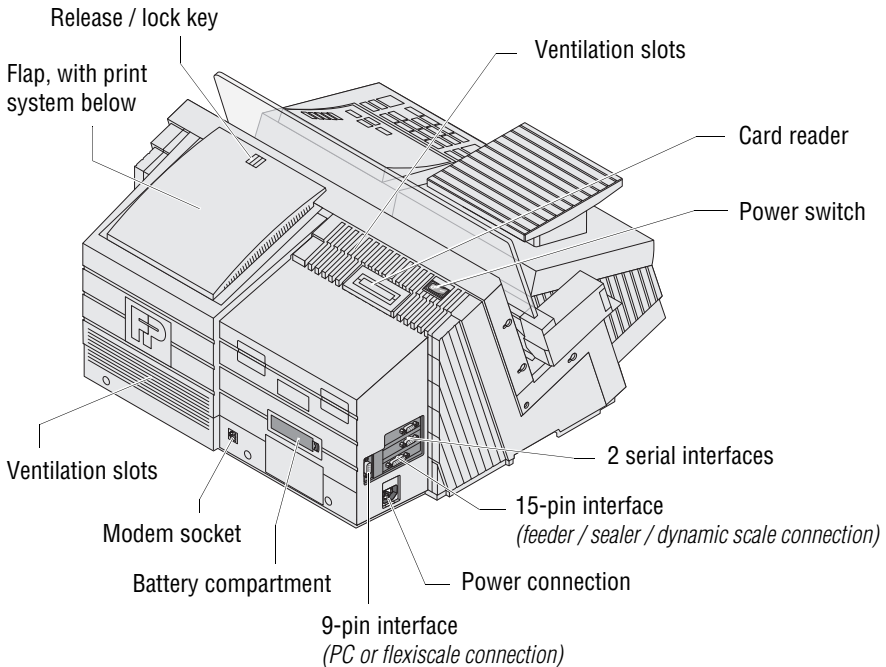
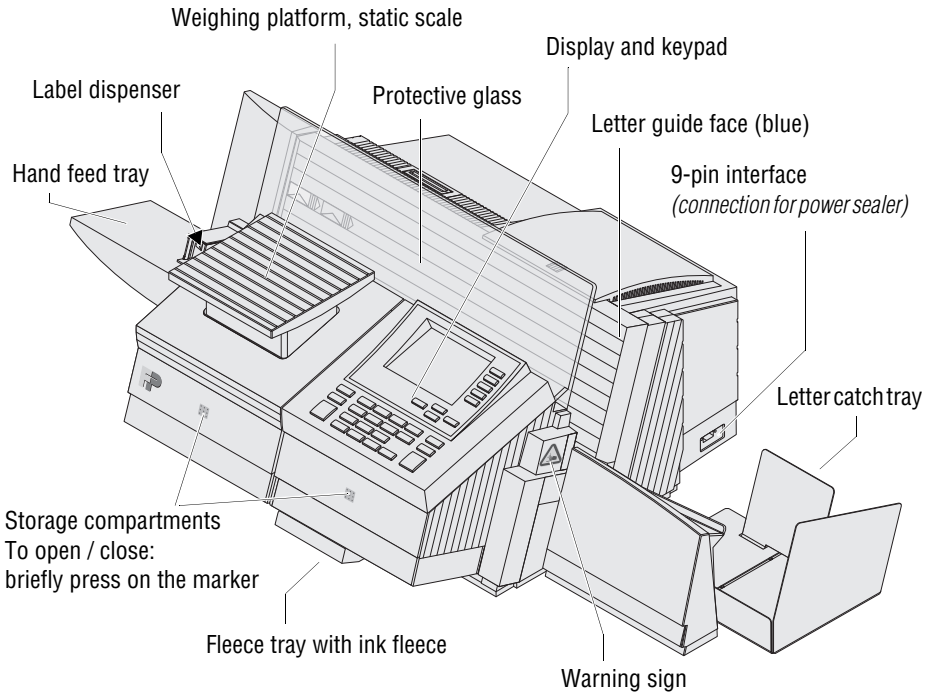


15-pin interface (P1)

Socket used for the
power supply unit

9-pin interface (P2)
(for service purposes only)





Every centormail franking system is thoroughly checked before leaving the factory. Should any faults occur with your centormail franking system in spite of our extensive quality control, please contact Francotyp-Postalia help line.

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



Francotyp-Postalia, Ltd.
Lakeside House,
74 Questor, Powdermill Lane,
Dartford, Kent DA1 1EF

Phone 0844 225 2233
Website www.fpmailing.co.uk



FP Recycling Centre
 Francotyp-Postalia Ltd.
 Lakeside House
 74 Questor, Powdermill Lane
 Dartford, Kent, DA1 1EF



Francotyp-Postalia applies DQS-certificated integrated management systems with quality and environmental management (DIN EN ISO 9001, 14001). These are valid for design and manufacturing of franking machines and postal equipment.

(registration no: 275570 QM 08, UM)

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2011-04 / xxx / helbig.berlin