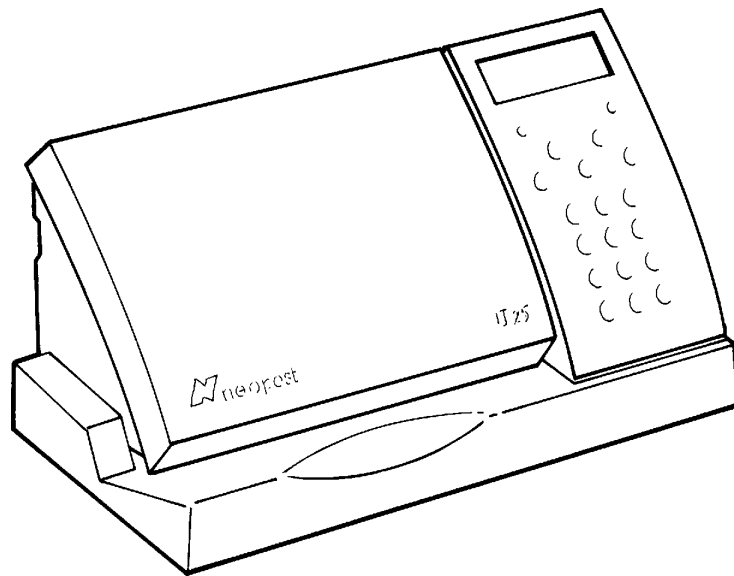


# IJ25 Postage Meter User's Guide



 **neopost**

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### Specifications

Size:	12.2" x 8.3" x 7.5" (W x D x H)		
Weight:	6.5 lbs.		
Envelope Spec:	Length	5.5" minimum	No maximum
	Depth	3.5" minimum	No maximum
	Thickness	.3" maximum	Use labels for over .3 "
Speed:	20 envelopes per minute		

### FCC Compliance Statement

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

### Installation

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

### WARNING

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

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# INTRODUCTION

## INTRODUCTION

Congratulations on your choosing the Neopost IJ25 digital, IBIP postage meter.

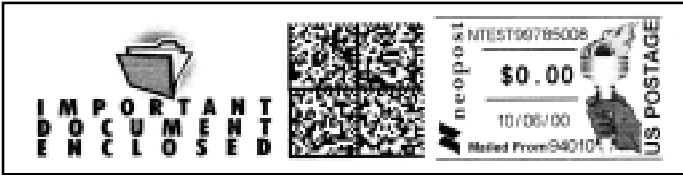
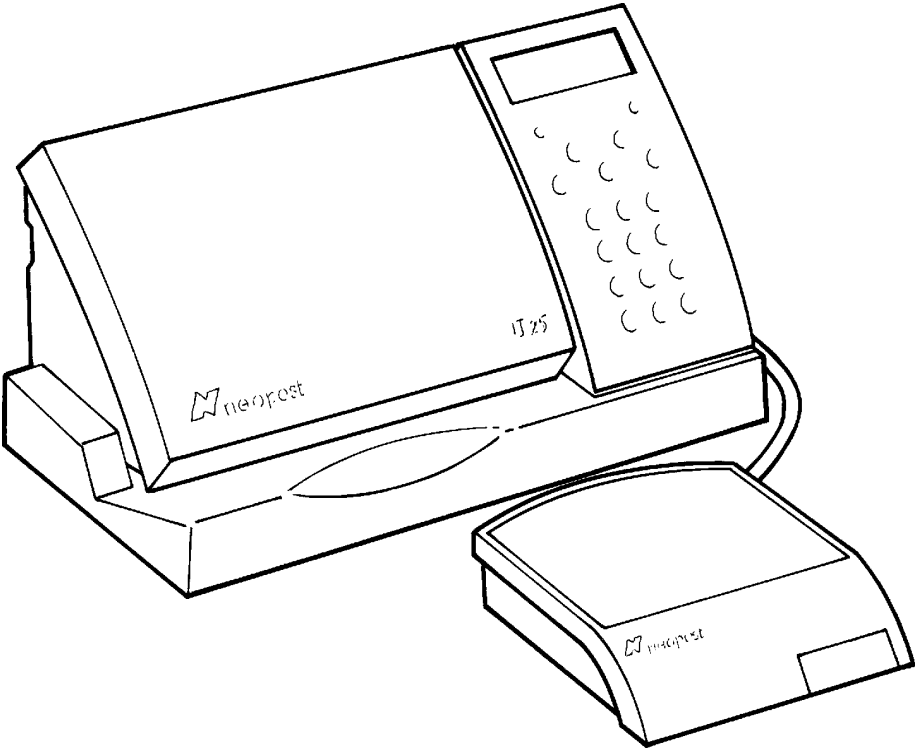
Because this easy to use meter is technologically advanced, it may be the last meter that you'll ever need. This quiet meter aesthetically fits into your work environment and will save you time and effort in processing your daily mail.

Some of the IJ25 postage meter features that will make your office more productive:

- Prints all postage values 24 hours a day, seven days a week at up to 20 envelopes per minute.
- Automatically changes the date, ensuring that you always post your mail with the correct date.
- Postage-On-Call® with direct connect allows you download additional postage quickly and easily.
- Optional scale weighs items up to four pounds and automatically calculates the right postage. Rate updates are loaded via a Memory Card.
- Has digital technology with an IBIP (Information Based Indicia) two-dimensional (square) barcode, which means that your meter exceeds all current USPS regulations and conforms to the most stringent security requirements of USPS.
- Long life inkjet cartridge - 2500 imprints or 9 months life.
- 8 standard pre-loaded advertisements and 2 optional customized advertisements loaded via Memory Card.

# CONTROLS AND FEATURES

The following pages detail the Controls and Features associated with your IJ25 Postage Meter, please take the time to read them carefully.



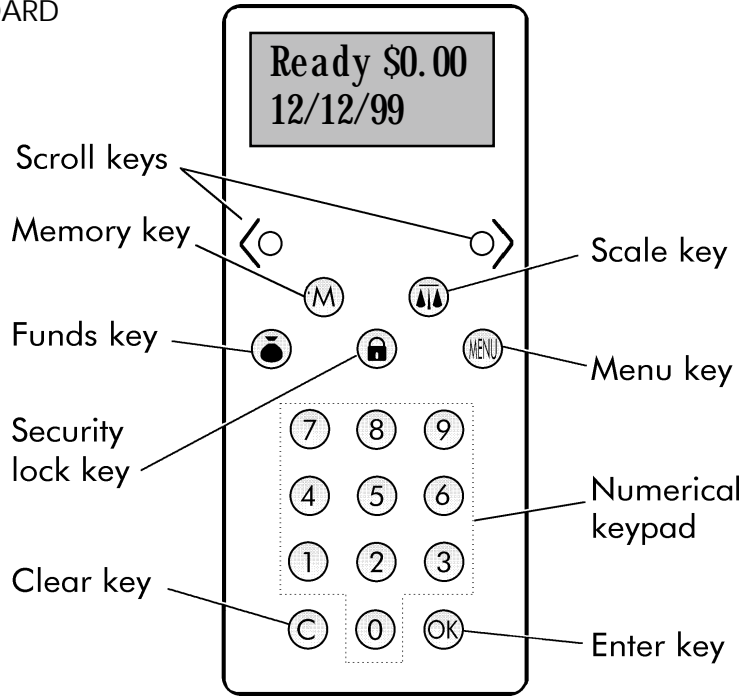
Advertisement Message

IBIP Bar Code

Stamp

# CONTROLS AND FEATURES

## KEYBOARD



## MEMORY CARD

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

To enter data using a Memory Card, please refer to page 24.

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

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



Typical Memory Card

# PRINTING POSTAGE

## INTRODUCTION

In order to achieve the best impression, your IJ25 requires an even surface on which to print, therefore on bulky or uneven items correct folding of the contents will help considerably.

It is sometimes unavoidable that your mail will contain staples, paper clips and other fixings. The machine will accept these, but it is recommended that the fixings are situated at the bottom of the envelope. This will avoid the risk of damage to your printing head.

In the event that a satisfactory print cannot be achieved due to bulky contents (Max. 3/8 inch) the envelope should be treated as a packet and a label used.

## GETTING STARTED

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

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

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

**WELCOME TO IJ25  
PLEASE WAIT . .**

Followed by

**LOCKED  
09:01 12/12/00**

### To Log On

To unlock the machine, enter User PIN.

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

To change the PIN, please see page 25.

Enter PIN, e.g. 1 2 3 4

Press: ① ② ③ ④.

If an incorrect PIN is entered, check PIN for accuracy, press **C** and try again.

**LOCKED  
— — — —**

**Ready \$0.00  
12/12/00**

# PRINTING POSTAGE

## To Select a Postage Value

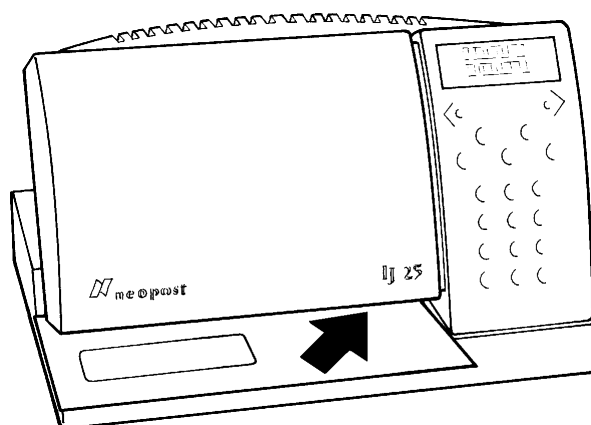
Using the numerical key pad, select the required postage value e.g. 33 cents.

Press:   

**Ready**    **\$0.33**  
**12/12/00**

## YOU ARE NOW READY TO PRINT YOUR POSTAGE

Note: For an envelope exceeding 3/8 inch thick, a label must be used.



## Labels

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

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

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

## To Log Off

Press: 

Machine LOCKED.

**LOCKED**  
**09:02**    **12/12/00**



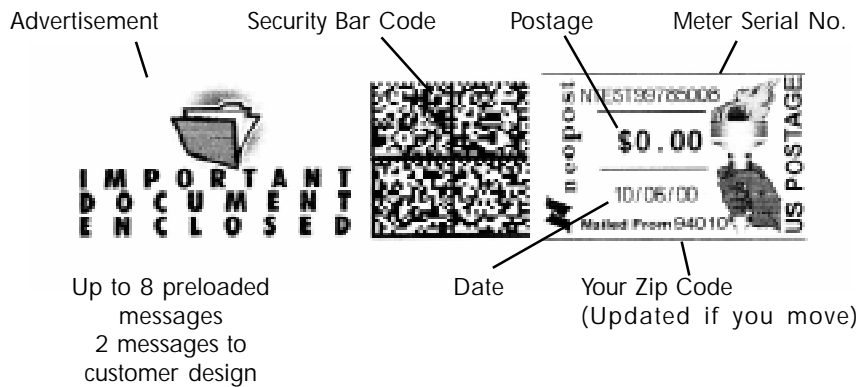
# PRINTING OPTIONS

## WHAT CAN I PRINT?

Your IJ25 is capable of operating in various modes:

### In Stamp (Postage) Mode

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



### In Date Only Mode

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



### In Advert Only Mode

In advert only mode, you may select and print a message from seven pre-loaded advertisements or select from two of your own design.



### In Advert + Date Mode

In advert + date mode, you may select and print an advertisements plus the date received.



# PRINTING OPTIONS

## Stamp No Date Mode

Stamp no date mode, used when preparing return envelopes.



## PRINT MODE SELECTION

From **Ready** mode, press **MENU** and scroll (< >) to the **PRINT MODE** display:



To change the Print Mode, press **OK** and scroll (< >) to the desired mode of operation.

<p><b>PRINT MODE</b> { STAMP }</p>	<b>OK</b> to confirm	<p><b>Ready \$0.33</b> <b>12/12/00</b></p>
<p><b>PRINT MODE</b> { STAMP NO DATE }</p>	<b>OK</b> to confirm	<p><b>Ready 12/12/00</b> <b>STAMP NO DATE</b></p>
<p><b>PRINT MODE</b> { DATE ONLY }</p>	<b>OK</b> to confirm	<p><b>Ready 12/12/00</b> <b>DATE ONLY</b></p>
<p><b>PRINT MODE</b> { ADVERT ONLY }</p>	<b>OK</b> to confirm	<p><b>Ready</b> <b>ADVERT ONLY</b></p>
<p><b>PRINT MODE</b> { ADVERT+DATE }</p>	<b>OK</b> to confirm	<p><b>Ready 12/12/00</b> <b>ADVERT+DATE</b></p>

# PRINTING OPTIONS

## PRE-DATED MAIL

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

If you wish to prepare mail ahead of time it is possible to advance the posting date by up to seven days.

To prepare your post dated mail proceed as follows.

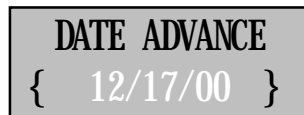
From **Ready** mode, press **MENU**, and scroll (< >) to:



{ DATE ADVANCE }  
12/12/00

Date Advance indicator flashes and the current date is displayed.

To advance the date, press **OK** and scroll forward (>) to the required posting date.



DATE ADVANCE  
{ 12/17/00 }

Confirm date advance, press **OK**,

Machine returns to **Ready** mode with the advanced Post Date displayed.

## ADVERTISEMENT MESSAGE SELECTION

To load an Advertisement Message using a Memory Card, please see page 18.

Advertisement Selection

From **Ready** mode, press **MENU** and scroll (< >) to the **ADVERTS** display.

Current Message (if selected) is displayed.



{ ADVERTS }  
Neopost

To change the Message, press **OK** and scroll (< >) to the desired Message:



ADVERT  
{ URGENT }

To confirm your selection press **OK**, the machine will return to **Ready** Mode with the new Advertisement Message loaded.

It is normal for a Message to take a few seconds to load after you select it.

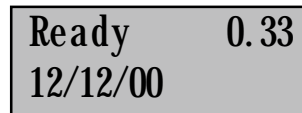
# MEMORY SETTINGS

## INTRODUCTION

To program a commonly used print combination proceed as for the following example:

### Programming a Memory Function

Choose your preferred print combination:  
e.g. Value 33 cents + Message URGENT



Ready 0.33  
12/12/00

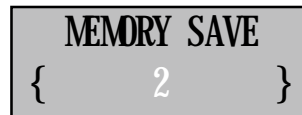
First select MESSAGES (see page 10).

Then select postage value (see page 7).

With preferred print combination displayed,

Press and Hold **M** for at least two seconds,

select the memory location key **1** or **2** as required.



MEMORY SAVE  
{ 2 }

Press **OK** to confirm.

If the selected memory location has a previously programmed function, the following display will be observed.



REPLACE MEMORY?  
2

To replace a memory program, press **OK**, or press **C** to exit and start over to select a new location .

### Recall a Memory Function

To recall a memory function, Press and Release **M**, the following display will be observed.

Select the appropriate memory key **1** or **2**.



MEMORY RECALL  
{ 1 }

Press **OK** to confirm.

# POSTING WITH A WEIGHSCALE

## BENEFITS OF USING A WEIGHSCALE

Used in conjunction with your IJ25, the weighscale will weigh and calculate the correct rate and value for items up to 4 pounds.


Setting of values for postage printing is automatic.

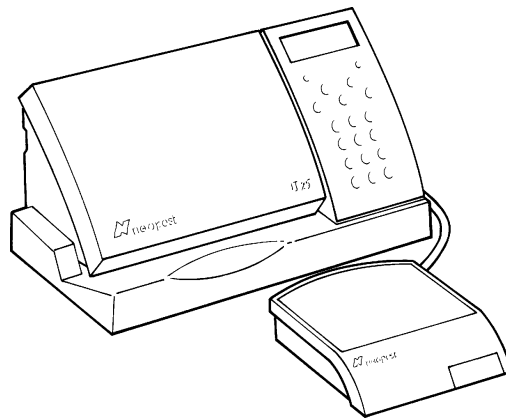
When postal rates change, your machine may be updated by installing a Rate Card which can be obtained from Neopost.

For information relating to the installation of new postal rates, please refer to page 18.


## Weighscale Connection

Ensure that the weighscale platform is clear of any obstruction.

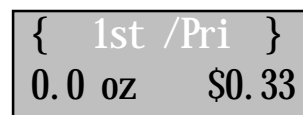
Connect the weighscale to the connector marked (  ), at the back of the machine.





Go to **Ready** mode (as detailed on page 6).

Press: 

The last Mail Rate selected will be displayed:



Note: If the displayed weight is greater than 0.0 oz., with nothing on the scale, the scale must be set to zero.

To Zero the scale, Press:  

If **NO SCALE!** is displayed, check scale connection and start again.

# POSTING WITH A WEIGHSCALE

HOW DO I CALCULATE THE CORRECT POSTAGE?

Scroll (< >) to required Postage Rate

{ EXPRESS PO-ADR }	
0.0 oz	0.00

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

{ EXPRESS PO-ADR }	
2.3 oz	11.25

Press:  to confirm.

Ready	11.25
12/12/00	

**YOU ARE NOW READY TO POST YOUR MAIL  
AT THE RIGHT PRICE**

To weigh additional items repeat the procedure.

# METER REGISTERS

## METER FUNDS REGISTERS

Your postage meter is equipped with a series of electronic funds registers to monitor postage transactions. These registers may be displayed as follows. (All register values shown here are examples).

### Selection

To select a Meter Register, from **Ready** mode,

Press 

{ ADD POSTAGE? }  
478.64

Using the scroll (< >) keys, the following registers may be checked:

### Postage Available Register

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

{ POSTAGE AVAIL }  
478.64

### Postage Used Register

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

{ POSTAGE USED }  
221.36

### Total Items Counter

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

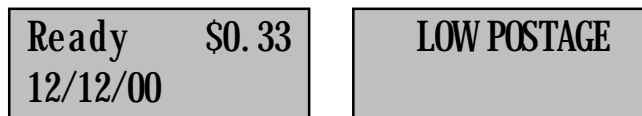
{ TOTAL ITEMS }  
579

# METER REGISTERS

## Additional Registers

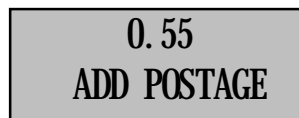
### Low Postage Warning

When machine credit falls below or equal to the low postage level, the display will alternate between **Ready** and **LOW POSTAGE**. (To program or change the low postage level, please see page 27).



### Insufficient Postage

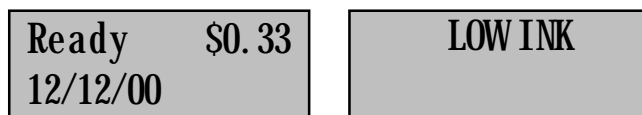
When the value selected exceeds the available postage, printing will be inhibited and the **ADD POSTAGE** warning will be displayed.



### Low Ink

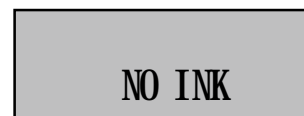
When the ink cassette requires replacing, the display will alternate between **Ready** and **LOW INK**.

To allow completion of batch, an additional 200 printing operations are available, after which the ink cartridge **MUST** be changed (see pages 20 - 21).



### No Ink

When the **NO INK** display is observed change the Ink Cartridge.







# ADDING POSTAGE

## ADDING POSTAGE

Postage may be purchased from the Post Office, using the Neopost Postage-On-Call® system.

Connect one end of the telephone link cable to the Modem Socket (  ) at the rear of the machine and the other end to an adjacent telephone line outlet. The meter only requires connection to the telephone line outlet during the Add Postage or Clear Lockout transaction.

Go to **Ready** mode (see page 6).

Then press: 

The **Add Postage** display will be observed. The value displayed is the current postage available in the meter.

Press  to confirm

{ **ADD POSTAGE?** }  
**\$78.64**


Enter amount of postage you want to add (whole dollars only), e.g. 5 0 0

Press:   

Press  to confirm,

**ENTER AMOUNT**  
**\$0.00**

The **Confirm Amount** display will be observed:

If amount incorrect, press  and enter again.

If amount displayed is correct, press  to confirm.

**CONFIRM AMOUNT**  
**\$500.00**



The following displays will be observed.

**CONNECTING**  
**PLEASE WAIT**

→ **TRANSACTIONING**  
**PLEASE WAIT**

On completion of the Add Postage transaction, the new Postage Available value is displayed:

{ **FUNDING DONE** }  
**578.64**

Press  or  to return to **Ready** mode.


**Ready** **\$0.33**  
**12/12/00**

# ADDING POSTAGE

## CLEARING A PO LOCKOUT

USPS regulations require that your meter must be set at least once every three months. The IJ25 meter has an internal timer that tracks your reset activity. After three months without adding postage, a PO LOCKOUT message is displayed and **postage printing is disabled**.

To clear the lockout:

Press: 

The following display will be observed.



{ PO LOCKOUT }  
PRESS FUNDS KEY


Press  to confirm,

The following displays will be observed.



{ CLEAR LOCKOUT? }



Press  twice to return to Ready mode.

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


## COMPLETING AN INTERRUPTED ADD POSTAGE TRANSACTION


If an Add Postage transaction is accidentally interrupted before the transfer has been completed, the **WARNING PENDING CREDIT** display will be observed when returning from Locked mode.



WARNING  
PENDING CREDIT

In this case, press  to return to Ready mode.

Press the FUNDS key  then select Add Postage to automatically finish the incomplete transaction.

On completion of the Add Postage transaction, press  to return to Ready mode.

# MEMORY CARD

## To Load Data Using a Memory Card

From **Ready** mode, press the **MENU** key and scroll (< >) to the **MEMORY CARD** display:



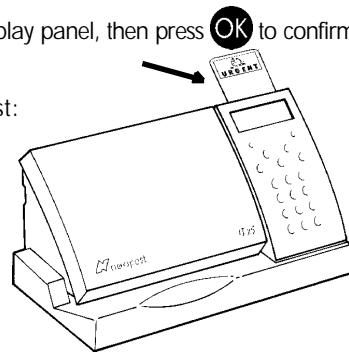
Press **OK** to confirm.

Insert the memory card into the slot at the top of the display panel, then press **OK** to confirm.

Memory Cards currently available from Neopost:

Advertisement Message Cards

Rate Card (when postal rates change)



Next, scroll (< >) to the message or rate option you want to load on the display:



Press **OK** to confirm.

If loading data for the first time, the **REPLACE FILE?** display will not appear and the **LOADING COMPLETE** display will be observed.

If data already exists, **REPLACE FILE?** will be observed. If you do not wish to replace the file displayed, scroll (< >) to another file location or press **C** to return to previous display .

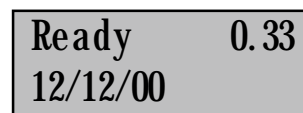


If you wish to replace the file, press **OK** to confirm.

The **ERASING FILE. ./ LOADING. .** sequence will be initiated followed by **LOADING COMPLETE**:



If you wish to enter further data, press **C** to return to previous display and repeat the procedure.



To return to **Ready** mode, press **C**.

## MAINTAINING PRINT QUALITY

Under normal operating conditions, your IJ25 postage meter will produce excellent quality prints.

However, if lines are missing from the stamp, it will be necessary to clean the print-head.

From **Ready** mode, press the **MENU** key and scroll (< >) to the **Cartridge** display:



Press **OK** to confirm.

Next, scroll (< >) to **Clean**:



Press **OK** to confirm.

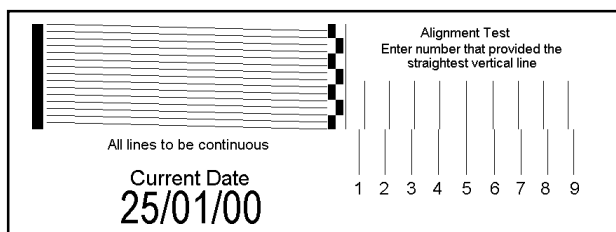
On completion of the cleaning process the display will return to the **CARTRIDGE CLEAN** display.

Next, scroll (< >) to:



Press **OK** to confirm.

Insert a blank envelope or card into the machine to make a test print.



The display prompts to set the alignment:

Enter the number that provides the straightest vertical line. (for the example above - line 5) and press **OK** to return to **Ready** mode.



Note: All horizontal lines in the test print must be clear and present.

If horizontal lines are still missing, repeat the cleaning and test print process a second and/or third time, if this process fails to restore print quality, fit a new ink cartridge as detailed on pages 20 - 21.

# REPLACING AN INK CARTRIDGE

From **Ready** mode, press the **MENU** key and scroll (< >) to the **Cartridge** display:



Press **OK** to confirm.

Next, scroll (< >) to **Remove**:

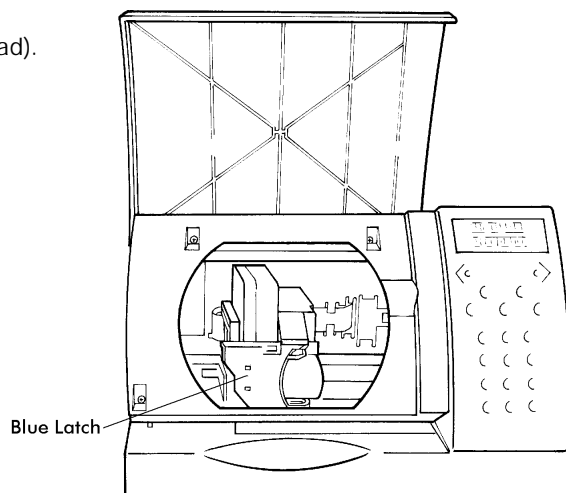


Press **OK** to confirm.

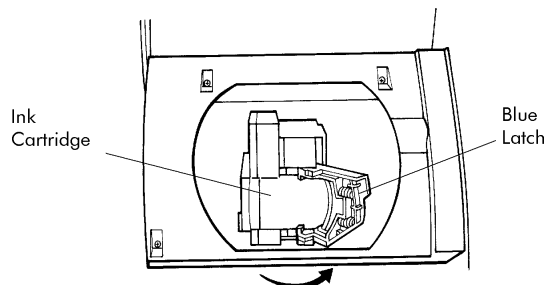
The following display will be observed:



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



Open the Blue Latch.

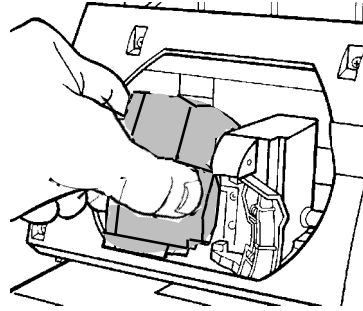


# REPLACING AN INK CARTRIDGE

Carefully withdraw the used cartridge and discard.

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

Place the new cartridge into its holder as illustrated and press gently at the bottom of the cartridge with your thumb until it is fully inserted. Close the blue latch and press gently until it locks the cartridge in place.



Close the top cover and press: **OK**

The following display will now be observed



Notes:

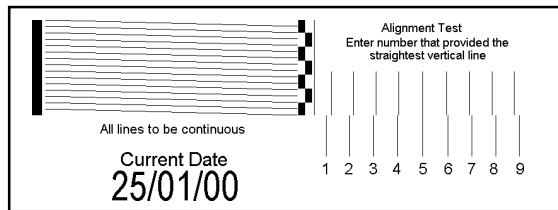
The ink charging process may take a short while to complete, during this time the machine may produce some mechanical sounds, this is normal.

Once installed, do not open the blue latch again until you need to fit a new cartridge. If the ink cartridge is not installed properly the machine will not work.

After a short period of time, you will be prompted to produce a test print:



Insert a blank envelope or card to make a test print



Remove the envelope or card.

The following display will now be observed:

Now enter the number that corresponds to the straightest vertical line (for the example above line 5).

Press **OK** to return to **Ready** mode.



# REPORTS

Machine status reports can be printed on self adhesive labels using the postage meter's own printer.

## Meter Summary Report

Provides information relative to current machine status.

IJ25 Meter Summary Report		
Die No. N042J80000000		01/03/01 14:23
POSTAGE AVAILABLE		110.50
POSTAGE USED		89.50
POST OFFICE ITEMS		126

## Postage Set Report

Provides postage setting information.

IJ25 Postage Set Report		
Die No. N042J80000000		01/03/01 14:23
PREVIOUS POSTAGE AVAIL		110.50
AMOUNT PURCHASED		500.00
NEW POSTAGE AVAIL		610.50
NEW CONTROL TOTAL		700.00
TRANSACTION DATE		01/03/00

## Setup Report

Provides machine Setup information, comprises two pages.

IJ25 Set-up Report			
Die No. N042J80000000			01/03/01 14:23
LOW POSTAGE WARNING	50.00	KEY BEEP	ON
HIGH VALUE WARNING	1.00	TIME OUT (MINUTES)	10
PRESET POSTAGE VALUE	0.33		

IJ25 Set-up Report			
Die No. N042J80000000			01/03/01 14:23
	REFILL TELEPHONE NO.	18662961331	
	HELPDESK TELEPHONE NO.	18008274543	
DIAL	TONE	PREFIX	9
TONE DETECT	ON	PAUSE	0

# REPORTS

## Printing a Report

From **Ready** mode, press the **MENU** key and scroll (< >) to the **REPORTS** display:

Press **OK** to confirm.



Next, scroll (< >) to the report required:

Press **OK** to confirm.



To print a report, feed a label pad into the machine in the same way as you would feed an envelope.

If the report consists of more than one page e.g. Setup Report, you will be prompted for each page.


Press **C** to return to **Ready** mode after printing reports.




# SETUP MODE

## Entering Set Up Mode

To enter **SETUP** mode,

Press:  and scroll (< >) to **SETUP**:



Press: 

The first Set Up option is displayed.




Scroll (< >) to the option you want to change

## To Change a Setting

### HIGH VALUE SETTING


The High Value setting prevents postage printing mistakes. Selecting a postage value above the high value threshold requires user confirmation before printing.

From **SETUP** mode, scroll (< >) to **High Value**:

Press: 

Current High Value Threshold displayed.



To change the High Value Threshold, Press 


Select new High Value Threshold e.g. \$10.00 dollars

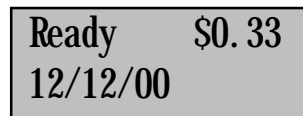
Press:    



If value incorrect press  and start again.

If value correct press  to confirm:

To return to **Ready** mode, press  or scroll (< >) to next **SETUP** mode to change.



# SETUP MODE

## LOW POSTAGE SETTING

When the postage available in the meter falls below the Low Postage setting value, the display will flash Low Credit as a reminder to add postage.

From **SETUP** mode, scroll (< >) to **Low Postage**:

Press: **OK**

Current Low Postage Level displayed.



{ LOW POSTAGE }  
\$15.00

To change the Low Postage Level, Press **OK**

Select new Low Postage Value e.g. \$25.00 dollars

Press: **2** **5** **0** **0**

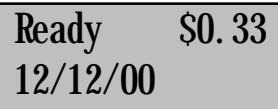
If value incorrect press **C** and start again.

If value correct press **OK** to confirm:



LOW POSTAGE  
\$25.00

To return to **Ready** mode, press **C** or scroll (< >) to next **SETUP** mode to change.



Ready \$0.33  
12/12/00

## USER PIN SETTING

User Pin controls access to the postage meter. User Pin entry is required after power on or returning from Locked mode.

From **SETUP** mode, scroll (< >) to **User Pin**:

Press: **OK**

Current User Pin displayed.



{ USER PIN }  
1234

To change the User Pin, Press **OK**

Select new four digit User Pin e.g. 5555

Press: **5** **5** **5** **5**

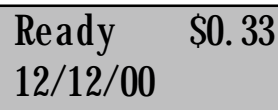
If value incorrect press **C** and start again.

If value correct press **OK** to confirm:



USER PIN  
5555

To return to **Ready** mode, press **C** or scroll (< >) to next **SETUP** mode to change.



Ready \$0.33  
12/12/00

# SETUP MODE

## TIME SETTING

The meter clock can be adjusted 3 hours forward or back. Time is set and displayed in the 24 hour format, e.g. 13:30 = 1:30 PM.

From **SETUP** mode, scroll (< >) to **Time**:

Press: **OK**

Current Time displayed.



{ TIME }  
13:30

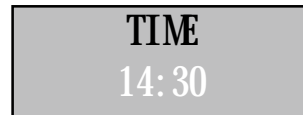
To change the Time, Press **OK**

Select new time e.g. 14:30 (2:30 PM)

Press: **1** **4** **3** **0**

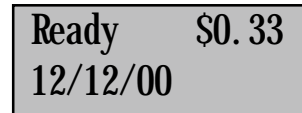
If value incorrect press **C** and start again.

If value correct press **OK** to confirm:



TIME  
14:30

To return to **Ready** mode, press **C** or scroll (< >) to next **SETUP** mode to change.



Ready \$0.33  
12/12/00

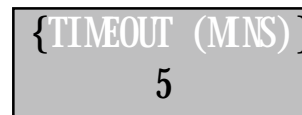
## TIME OUT (MINS) SETTING

Time Out (Mins) is a security setting that determines the number of minutes the meter will remain in the Ready mode before it automatically goes into Locked mode.

From **SETUP** mode, scroll (< >) to **Time**:

Press: **OK**

Current Timeout (Mins) displayed.



{ TIMEOUT (MNS) }  
5

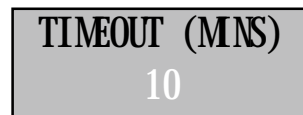
To change the Timeout (Mins), Press **OK**

Select new timeout e.g. 10 minutes

Press: **1** **0**

If value incorrect press **C** and start again.

If value correct press **OK** to confirm:



TIMEOUT (MNS)  
10

To return to **Ready** mode, press **C** or scroll (< >) to next **SETUP** mode to change.



Ready \$0.33  
12/12/00

## SETUP MODE

### KEY BEEP SETTING

From **SETUP** mode, scroll (< >) to:

Press: **OK**

Current Key Beep setting displayed.



{ KEY BEEP }  
ON

To change the Key Beep Setting, Press **OK**

Scroll (< >) to setting required (ON or OFF)

Press: **OK** to confirm:



KEY BEEP  
OFF

### PRESET POSTAGE SETTING

Preset Postage setting allows the user to determine the default postage value that is displayed each time the meter is powered on or returns from Locked mode.

From **SETUP** mode, scroll (< >) to **Preset Postage**:

Press: **OK**

Current Preset Postage value displayed.



{PRESET POSTAGE}  
\$0.00

To change the Preset Postage value, Press **OK**

Select new Preset Postage Value e.g. 33 cents

Press: **3** **3**


If value incorrect press **C** and start again.

If value correct press **OK** to confirm:



PRESET POSTAGE  
\$0.33

To return to **Ready** mode, press **C** or scroll (< >) to next **SETUP** mode to change.



Ready 0.33  
12/12/00

# SET-UP MODEM TELEPHONE

## NEOPOST POSTAGE-ON-CALL® TELEPHONE NUMBER CHANGE

Using the Neopost Postage-On-Call® re-setting system, postage can be purchased from the Post Office.

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

From **Ready** mode, press the **MENU** key and scroll (< >) to the **SETUP** display:

Press **OK** to confirm.



Next, scroll (< >) to the **TELEPHONE** display:

Press **OK** to confirm.



The prompt to enter the Neopost Postage-On-Call® refill telephone number will be observed.

To change or enter a new telephone number, press **OK**.



Using the numeric key pad, enter the appropriate telephone number. Carefully check the number, if incorrect, press **C** and start again.

If correct press **OK**.

## NEOPOST HELPDESK TELEPHONE NUMBER CHANGE

In the unlikely event of a machine failure requiring Help Desk action, an Error Number will be displayed along with the Help Desk telephone number.

To change the Help Desk telephone number, go to the **SETUP TELEPHONE** display, scroll(< >) to the **HELP DESK NO.** display and enter the telephone number as previously detailed.



# SET-UP MODEM TELEPHONE

## OTHER TELEPHONE NUMBER SETTING OPTIONS

### PREFIX

If your analog telephone line is routed through an internal system, the telephone number must be prefixed by the appropriate outside line digit (for most systems this is a 9 or a 0).

Next, scroll (< >) to the **PREFIX** display:

Press **OK** to confirm.

Next, use the numeric key pad to enter the appropriate prefix.

Press **OK** to confirm.



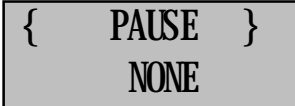
{ PREFIX }  
NONE

### PAUSE

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

Scroll (< >) to the **PAUSE** display and use the numeric key pad to enter the number of seconds.

Press **OK** to confirm.



{ PAUSE }  
NONE

### TONE DETECT

To change the telephone dialling mode from PULSE to TONE or vice versa, scroll (< >) to the **TONE DETECT** display and set accordingly.

Press **OK** to confirm.



TONE DETECT  
{ ON }

### BLIND DIAL

A **BLIND DIAL** facility is available to set a delay before dialing if there is no dial tone on your phone system.

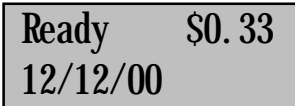
Scroll (< >) to the **BLIND DIAL** display and use the numeric key pad to enter the number of seconds.

Press **OK** to confirm.



BLIND DIAL  
{ 2 }

To return to **Ready** mode, press **C** twice.



Ready \$0.33  
12/12/00

# SET-UP REGISTRATION

## CHANGING ADDRESS

If you have changed your address, call the Neopost Helpdesk at 1-800-827-4543. A customer service representative will take your information and guide you through the update procedure.

## AUDIT TRANSACTION

USPS regulations require that your meter must be set at least once every three months. The IJ25 meter has an internal timer that tracks your reset activity. After three months without adding postage, a PO LOCKOUT message is displayed and can be cleared by performing a Clear Lockout transaction (see page 17).

If you wish to avoid a PO LOCKOUT, you can perform an AUDIT transaction any time prior to the timer expiration.

From **Ready** mode, press the **MENU** key and scroll (< >) to the **SETUP** display:

Press **OK** to confirm.



Next, scroll (< >) to the **REGISTRATION** display:

Press **OK** to confirm.



Next, scroll (< >) to the **AUDIT** display:

Press **OK** to confirm.



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

## WITHDRAWING METER

The Withdraw procedure is only required if you are cancelling your meter contract or if there is a technical problem with your meter. Call the Neopost Helpdesk at 1-800-827-4543 and a customer service representative will take your information and guide you through the withdraw procedure. **Your meter should always be withdrawn before returning it to Neopost.**

# MAINTAINING YOUR ACCOUNT

## ACCOUNT NUMBER

After you sign a rental agreement for your meter, you will be assigned a **POSTAGE-ON-CALL® (POC)** depositor account number. An account confirmation statement will be mailed to you indicating your account number. This number should be kept in a safe place, yet be readily available, because it is used for all **POC** account maintenance transactions.

## ACCOUNT BALANCE


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

## STATEMENTS

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

## POST OFFICE REGULATIONS

United States Postal Service regulations require that your meter must be audited at regular intervals (currently set at 90 days). For your convenience an audit is automatically performed each time you add postage.

If you do not add postage or perform an audit within a 90 day period, a "PO LOCKOUT" message is displayed on the meter and postage printing is disabled. To clear the lockout, simply press the  key and a CLEAR LOCKOUT transaction will be processed via the modem connection. When the transaction is completed, postage printing is enabled for another 3 months.

See Clear Lockout, page 17 and Audit, page 30.



# MAINTAINING YOUR ACCOUNT

## NO DEPOSIT POSTAGE-ON-CALL ACCOUNT

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

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

## STANDARD DEPOSIT POSTAGE-ON-CALL ACCOUNT

Standard Postage-On-Call accounts are prefunded and require that money be in your USPS trust account to add postage to your meter. After using the **Neopost Postage-On-Call®** system to add money to your meter, your account decreases by the amount of the postage added plus any applicable **POC** transaction service charge. Remember to deposit sufficient funds to cover all service charges in addition to your planned setting withdrawals.

Upon receipt of the check, your **POC** account will be credited with your deposit (allow 4 to 6 working days for the check to be received and posted). **Note:** Send only your **POC** deposit, **Do Not** include any other payments to Neopost along with your check for postage.

- **Checks**

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

- **Deposit Slips**

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

- **Where To Mail Your Deposit**

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

# MAINTAINING YOUR ACCOUNT

## USPS Trust Account Regional Remittance Lock Boxes

PA	IL	NV
Regular Mail CMRS-POC P.O. Box 7247-0255 Philadelphia, PA 19170-0255	Regular Mail CMRS-POC P.O. Box 0575 Carol Stream, IL 60132-0575	Regular Mail USPS/Neopost P.O. Box 4715 Los Angeles, CA 900096-4715
Overnight Mail Citibank Delaware Attn: Lockbox #0255 1615 Brett Road New Castle, DE 19720	Overnight Mail Citibank Services Attn: Lockbox #0575 8430 W. Bryn Mawr Ave. 3rd Floor Chicago, IL 60631	Overnight Mail Postmaster Relationship- Lockbox Processing Mgmt. Attn: (4715) Neopost 5860 Upland Way Culver City, CA 90230

### Wire Transfers To:

Citibank  
CMRS / Neopost  
Account # 4067-8625  
Routing # 021000089

Detail Payment Field: POC Account #

### ACH Transfers To:

Citibank  
CMRS / Neopost  
Account # 4067-8625  
Routing # 021000089

Format CCD plus  
Addenda Format:  
REF\*IC\*xxxxxxx [xxxxxxx=your POC Acct #]  
or  
NTE\*ALL\*xxxxxxx [xxxxxxx=your POC Acct #]

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

Zip Code	Mail To	Zip Code	Mail To	Zip Code	Mail To	Zip Code	Mail To
004	PA	117-139	PA	267	PA	889-898	NV
0010-011	IL	140-147	IL	268-279	IL	900-906	IL
012	PA	148-149	PA	280-282	PA	907-916	NV
013-022	IL	150-154	IL	283-286	IL	917-918	IL
023-026	PA	155	PA	287-289	PA	919-922	NV
027-035	IL	156	IL	290-296	IL	923-931	IL
036-037	PA	157-159	PA	297	PA	932-939	NV
038-049	IL	160-165	IL	298-316	IL	940-941	IL
050-066	PA	166	PA	317-319	PA	942	NV
067	IL	167	IL	320-816	IL	943-944	IL
068-089	PA	168-199	PA	820-831	NV	945-948	NV
100-104	IL	200-208	IL	832-847	IL	949	IL
105-109	PA	209-219	PA	850-855	NV	950-953	NV
110-114	IL	220-253	IL	856-857	IL	954-955	IL
115	PA	254	PA	859-884	NV	956-969	NV
116	IL	255-266	IL	885	IL	970-999	IL

# DISPLAY INDEX

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

SCREEN DISPLAY	CAUSE	REMEDY
ACCOUNT HELD	Postage-On-Call Account on hold.	Call the Helpdesk.
AMOUNT TOO BIG CHECK FUNDS	Requested reset exceeds meter limit.	Choose lower value and retry.
AMOUNT TOO SMALL INCREASE AMOUNT	Requested zero value reset.	Choose larger amount and retry.
BAD CARD	Memory Card damaged.	Request a new card - Call Helpdesk.
BAD STORAGE	Load Memory Card failed.	Reload Memory Card.
BUSY TRY LATER	Postage-On-Call Busy.	Please try later.
CONFIG. MISSING	System Error	Call Helpdesk.
CONNECTION ERROR PLEASE RETRY	Connection to Postage-On-Call lost.	Check the connection to the telephone line and retry.
CONNECTION LOST	Connection to Postage-On-Call lost.	Check the connection to the telephone line and retry.
CREDITFON ERROR CALL HELPDESK	Postage-On-Call Error.	Call Helpdesk.
ERRONEOUS FILE	Memory Card damaged.	Request a new card - Call Helpdesk.
FILE NOT VALID	Memory Card damaged.	Request a new card - Call Helpdesk.
FONT MISSING	System Error	Call Helpdesk.
INK EXPIRED	Ink Cartridge older than 9 months.	Replace Ink Cartridge.

## DISPLAY INDEX

SCREEN DISPLAY	CAUSE	REMEDY
<b>INK UNKNOWN</b>	Wrong ink installed.	Replace Ink Cartridge
<b>INSERT CARD</b>	Memory Card not installed.	Insert Card and press OK.
<b>NO ACCOUNT</b>	No Postage-On-Call account set up.	Call Helpdesk.
<b>NO ANSWER CHECK TEL. NO.</b>	Wrong number dialed.	Check Telephone Number set-up in the machine.
<b>NO DIAL TONE CHECK CONNECTION</b>	Machine not connected to telephone line.	Connect to telephone socket. Check Telephone Number set-up
<b>NO RATES</b>	No valid rate table available.	Request Update - Call Helpdesk.
<b>NO SCALE</b>	Scale missing or damaged.	Check connection - Call Helpdesk
<b>REPLACE FILE?</b>	File exists in machine.	Accept 'Replace File?' - OK.
<b>WARNING DIE MISSING</b>	System Error	Call Helpdesk.
<b>PO LOCKOUT PRESS FUNDS KEY</b>	Inspection Timer Expired.	Press Funds key to clear lockout
<b>WARNING MAIL NOT PRESENT</b>	Mail removed during print.	Place mail firmly into the machine.
<b>WARNING PENDING CREDIT</b>	Add Postage transaction not completed.	Press FUNDS key and select Add Postage to automatically finish transaction

For Neopost Helpdesk call: 1-800-827-4543

# DISPLAY INDEX

## ERROR MESSAGES

In the event of a malfunction, an error message and a number will be displayed. Refer to the following chart for appropriate action.

Error messages generally may be re-set, if error messages persist after taking the appropriate action and three attempts at reset have been made, call Neopost Helpdesk.

Always quote your meter number and the error number to Neopost Helpdesk.

Error Message	Remedy
ERROR 16	Power ON/OFF.
ERROR 17	Power ON/OFF.
ERROR 18	Power ON/OFF.
ERROR 19	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 20	Ensure that mail is removed Power OFF/ON
ERROR 21	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 22	Power ON/OFF.
ERROR 23	Power ON/OFF.
ERROR 24	Remove & Reinstall Ink Cartridge Close Blue Latch Ensure that mail is removed Power OFF/ON
ERROR 25	Power ON/OFF.
ERROR 26	Power ON/OFF. Remove & Reinstall Ink Cartridge
ERROR 27	Power ON/OFF.
ERROR 28	Power ON/OFF.
ERROR 29	Ensure that mail is removed Power ON/OFF. Call Neopost Helpdesk.
ERROR 30	Ensure that mail is removed Power ON/OFF. Remove & Reinstall Ink Cartridge
ERROR 31	Ensure that mail is removed Remove & Reinstall Ink Cartridge Power ON/OFF.

For all other Error Numbers Call Neopost Helpdesk at 1-800-827-4543

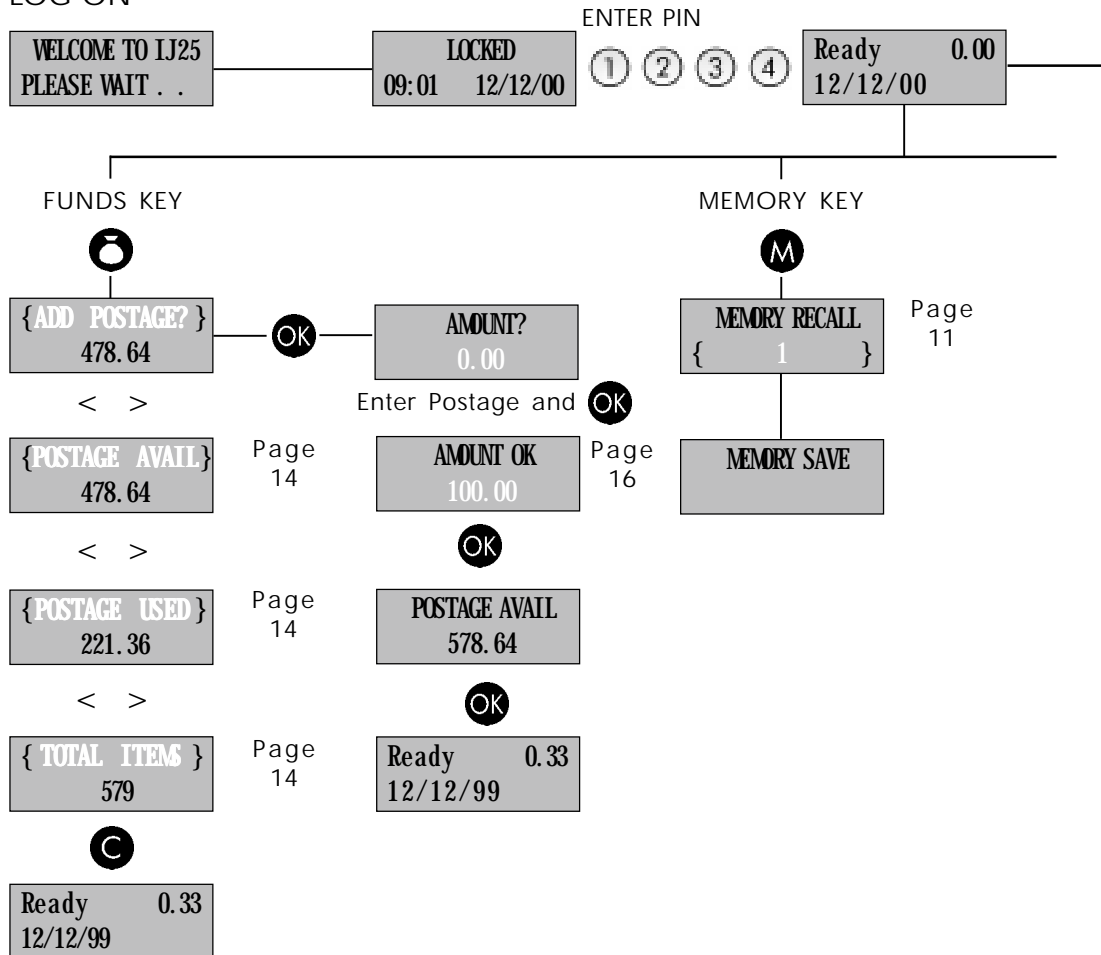
# DISPLAY INDEX

## SCREEN DISPLAY REFERENCE

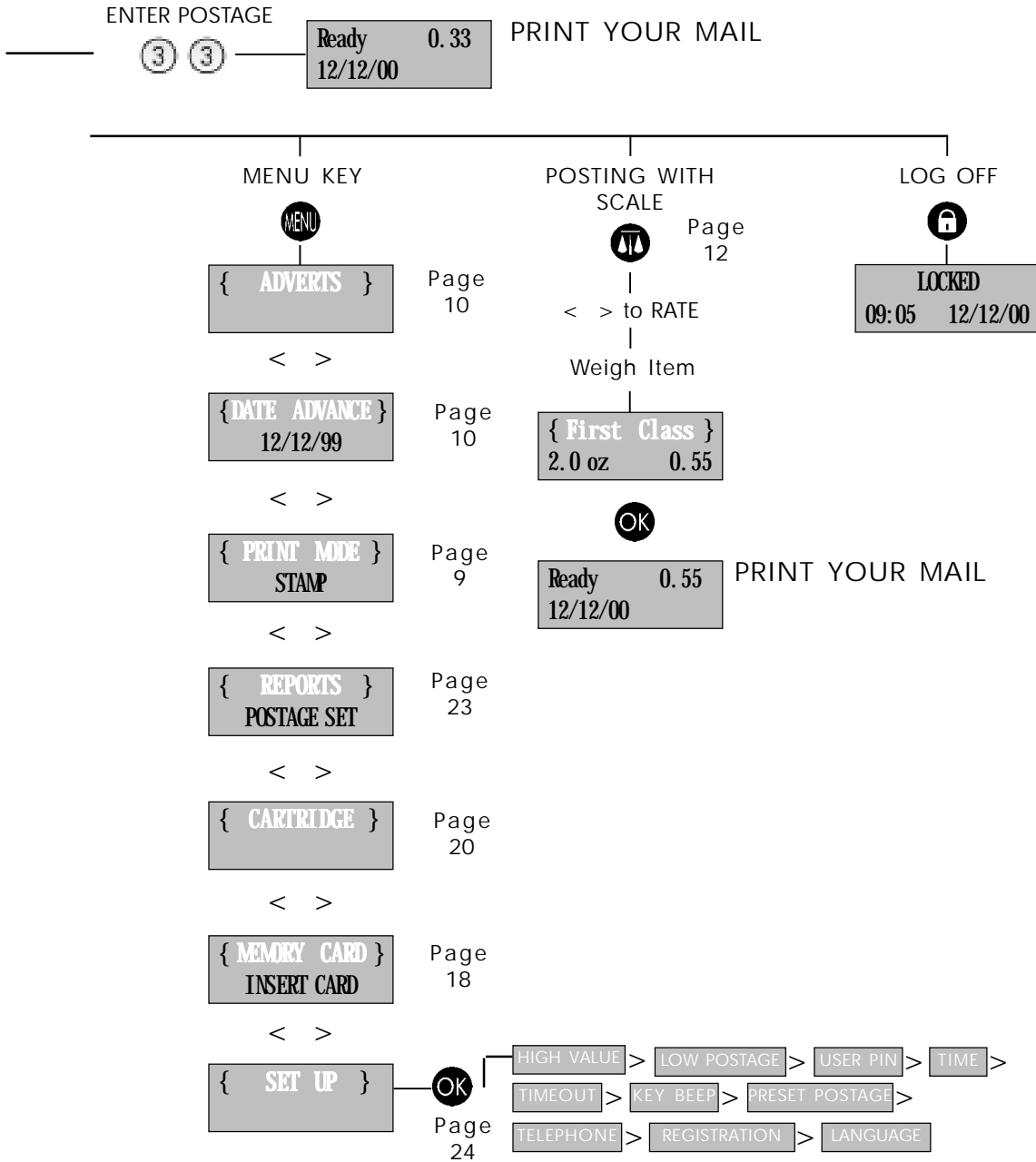
	Page No.		Page No.		Page No.
<b>CONFIRMAMOUNT</b>	16	<b>CONNECTING</b>	16	<b>ENTER AMOUNT</b>	16
<b>HIGH VALUE</b>	24	<b>HIGH VALUE OK?</b>	24	<b>LOWPOSTAGE</b>	15
<b>LOWINK</b>	15	<b>NO INK</b>	15	<b>PO LOCKOUT PRESS FUNDS KEY</b>	17
<b>REPLACE FILE?</b>	18	<b>SCALE OVER</b>	13	<b>TRANSACTION</b>	16
<b>WELCOME TO IJ25</b>	6	<b>ZERO SCALE</b>	12		

# QUICK REFERENCE GUIDE

## LOG ON



# QUICK REFERENCE GUIDE





# ORDERING SUPPLIES

For IJ25 Meter Supplies, call: **1-800-735-5343**.

Item	Part Number
Ink Cartridge, Fluorescent Red .....	3300028D
Double Labels (2 per sheet, 150 sheets per pkg.) .....	7449704
Use when printing meter stamps with or without advertisements	
Pinwheel Labels (4 per sheet, 50 sheets per pkg.) .....	7465252
Use only when printing meter stamps without advertisements	
IJ25 Getting Started Guide .....	80765
IJ25 Postage Meter User's Guide .....	80766
Power Supply Transformer .....	3900160R
Modem Telephone Cable .....	3100028V
Weighscale Cable .....	3200277W
Custom Advertisement Memory Cards .....	Call Consumable Supplies Order Desk for assistance

# CONTACTING NEOPOST

Neopost Inc.  
30955 Huntwood Avenue  
Hayward, CA 94544-7084  
**[www.Neopostinc.com](http://www.Neopostinc.com)**

**Customer Support Helpdesk .....** **1-800-259-2678**  
Call for Product Questions and Technical Support

**Consumable Supplies Order Desk .....** **1-800-735-5343**  
Call to order meter supply items and accessories

**Postage-On-Call® Automated Account Information .....** **1-800-867-3738**  
Call to check Account Balance, Last Deposit or Last Meter Resetting via touch-tone  
telephone  
You can also get your Postage-On-Call account information by registering at  
**[www.neopostinc.com](http://www.neopostinc.com)**

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

## INTERNATIONAL LETTER POST

### COUNTRY TO RATE GROUP REFERENCE TABLE

Country	Rate Group	Country	Rate Group	Country	Rate Group
<b>A</b>		Chad	5	Great Britain & Northern	
Afghanistan	5	Chile	5	Ireland	3
Albania	5	China	5	Greece	3
Algeria	5	Colombia	5	Greenland	3
Andorra	3	Comoros	5	Grenada	5
Angola	5	Congo, Democratic		Guadeloupe	5
Anguilla	5	Republic of the	5	Guatemala	5
Antigua & Barbuda	5	Congo, Republic of the	5	Guinea	5
Argentina	5	Costa Rica	5	Guinea-Bissau <sup>1</sup>	5
Armenia	5	Cote d'Ivoire		Guyana	5
Aruba	5	(Ivory Coast)	5	<b>H</b>	
Ascension	5	Croatia	5	Haiti	5
Australia	4	Cuba	5	Honduras	5
Austria	5	Cyprus	5	Hong Kong	5
Azerbaijan	5	Czech Republic	5	Hungary	5
<b>B</b>		<b>D</b>		<b>I</b>	
Bahamas	5	Denmark	3	Iceland	3
Bahrain	5	Djibouti	5	India	5
Bangladesh	5	Dominica	5	Indonesia	5
Barbados	5	Dominican Republic	5	Iran	5
Belarus	5	<b>E</b>		Iraq	5
Belgium	3	Ecuador	5	Ireland (Eire)	3
Belize	5	Egypt	5	Israel	3
Benin	5	El Salvador	5	Italy	3
Bermuda	5	Equatorial Guinea	5	<b>J</b>	
Bhutan	5	Eritrea	5	Jamaica	5
Bolivia	5	Estonia	5	Japan	4
Bosnia-		Ethiopia	5	Jordan	5
Herzegovina	5	<b>F</b>		<b>K</b>	
Botswana	5	Falkland Islands	5	Kazakhstan	5
Brazil	5	Faroe Islands	3	Kenya	5
British Virgin Islands	5	Fiji	5	Kiribati	5
Brunei Darussalam	5	Finland	3	Korea, Democratic	
Bulgaria	5	France	3	People's Republic of	
Burkina Faso	5	French Guiana	5	(North)	5
Burma (Myanmar)	5	French Polynesia	5	Korea, Repub. of (South)	5
Burundi	5	<b>G</b>		Kuwait	5
<b>C</b>		Gabon	5	Kyrgyzstan	5
Cambodia	5	Gambia	5	<b>L</b>	
Cameroon	5	Georgia,		Laos	5
Canada	1	Republic of	5	Latvia	5
Cape Verde	5	Germany	3	Lebanon	5
Cayman Islands	5	Ghana	5	Lesotho	5
Central African Republic	5	Gibraltar	3	Liberia	5

## INTERNATIONAL LETTER POST

### COUNTRY TO RATE GROUP REFERENCE TABLE

Country	Rate Group	Country	Rate Group	Country	Rate Group
Libya	5	Poland	5	Tanzania	5
Liechtenstein	3	Portugal	3	Thailand	5
Lithuania	5	<b>Q</b>		Togo	5
Luxembourg	3	Qatar	5	Tonga	5
<b>M</b>		<b>R</b>		Trinidad & Tobago	5
Macao	5	Reunion	5	Tristan da Cunha	5
Macedonia, Republic of	5	Romania	5	Tunisia	5
Madagascar	5	Russia	5	Turkey	5
Malawi	5	Rwanda	5	Turkmenistan	5
Malaysia	5	<b>S</b>		Turks & Caicos Islands	5
Maldives	5	St. Christopher (St. Kitts) & Nevis	5	Tuvalu	5
Mali	5	Saint Helena	5	<b>U</b>	
Malta	5	Saint Lucia	5	Uganda	5
Martinique	5	Saint Pierre & Miquelon	5	Ukraine	5
Mauritania	5	Saint Vincent & Grenadines	5	United Arab Emirates	5
Mauritius	5	San Marino	3	Uruguay	5
Mexico	2	Sao Tome & Principe	5	Uzbekistan	5
Moldova	5	Saudi Arabia	5	<b>V</b>	
Mongolia	5	Senegal	5	Vanuatu	5
Montserrat	5	Serbia-Montenegro (Yugoslavia)	5	Vatican City	3
Morocco	5	Seychelles	5	Venezuela	5
Mozambique	5	Sierra Leone	5	Vietnam	5
<b>N</b>		Singapore	5	<b>W</b>	
Namibia	5	Slovak Republic (Slovakia)	5	Wallis & Futuna Islands	5
Nauru	5	Slovenia	5	Western Samoa	5
Nepal	5	Solomon Islands	5	<b>Y</b>	
Netherlands	3	Somalia <sup>11</sup>	5	Yemen	5
Netherlands Antilles	5	South Africa	5	<b>Z</b>	
New Caledonia	5	Spain	3	Zambia	5
New Zealand	4	Sri Lanka	5	Zimbabwe	5
Nicaragua	5	Sudan	5		
Niger	5	Suriname	5		
Nigeria	5	Swaziland	5		
Norway	3	Sweden	3		
<b>O</b>		Switzerland	3		
Oman	5	Syrian Arab Republic (Syria)	5		
<b>P</b>		<b>T</b>			
Pakistan	5	Taiwan	5		
Panama	5	Tajikistan	5		
Papua New Guinea	5				
Paraguay	5				
Peru	5				
Philippines	5				
Pitcairn Island	5				

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Publication No. 80766



Neopost Inc. 30955 Huntwood Ave., Hayward, CA 94544.