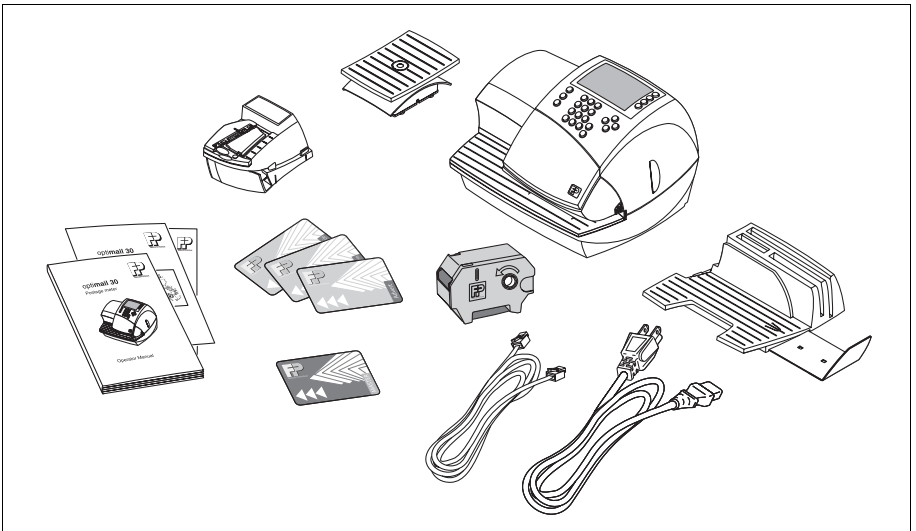




# opti**mail**<sup>™</sup> 30

Postage meter



## Installation Guide

## Registering overview

The following overview lists the operating steps for using your optimail 30 for the first time. You have to perform these steps in the given order before you can use the optimail 30. If certain steps are inapplicable for installation and registering of your optimail 30 (e.g. because you have not ordered the optional catch tray) simply proceed with the next one.

The individual operating steps are described in detail on the following pages.

**Step 1:** Unpacking



**Step 2:** Checking the contents of the package



**Step 3:** Installing the optimail 30



**Step 4:** Installing the ribbon cassette



**Step 5:** Mounting the scale platform



**Step 6:** Installing the catch tray *(optional)*



**Step 7:** Installing the sealer *(optional)*



**Step 8:** Connecting the optimail 30



**Step 9:** Turning on



**Step 10:** Authorization



**Step 11:** Loading postage / TELESET

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The optimail 30 is designed so that you can install and start it yourself with the help of this Installation Guide.

We will gladly provide support for installing and commissioning your optimail 30. Simply contact our service or sales agent.

## Safety tips

Please observe the following tips when installing and commissioning for your own safety:

- Install and commission the optimail 30 according to the instructions in the present manual.
- Check that the machine is complete and undamaged. Do not start operating the optimail 30 if parts are damaged or missing. Please contact the Francotyp-Postalia Service.
- Use only the power and modem cables provided or approved by Francotyp-Postalia. Make sure that cables are not damaged.
- When you move the optimail 30 from a cold environment (i.e. below 50°F): Wait at least 24 hours before connecting the optimail 30. The optimail 30 requires this period to adapt to the ambient conditions.
- Connect the optimail 30 only to a grounded single-phase power socket. Make sure your office power supply conforms to power requirements shown on the serial number plate of the optimail 30.
- Make sure the socket for connecting the optimail 30 is close by and easily accessible at all times.
- Do not remove any parts of the housing.
- Never cover the ventilation slots in the housing.
- 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.
- If you are using an external Francotyp-Postalia communication device (Universal Link Box) for optimail 30: carefully read the product information that came with the Universal Link Box.

This Installation Guide exclusively describes the installation and commissioning of the optimail 30 postage meter. Please read the Operator Manual for further information about optimail 30.

# Installing and commissioning optimail 30

## Step 1: Unpacking

*Postage meter*

- Open the top of the box.
- Remove the accessories box from the packing.
- Remove the upper packing shell.
- Remove the catch tray (*optional*) from the packing.
- Carefully lift the optimail 30 out of the packing.
- Take optimail 30 out of the plastic bag.
- Remove the protective foil from the display.
- Unpack the accessories.

*Sealer (optional)*

- Open the cardboard box.
- Take the sealer out of the cardboard box and the plastic bag.



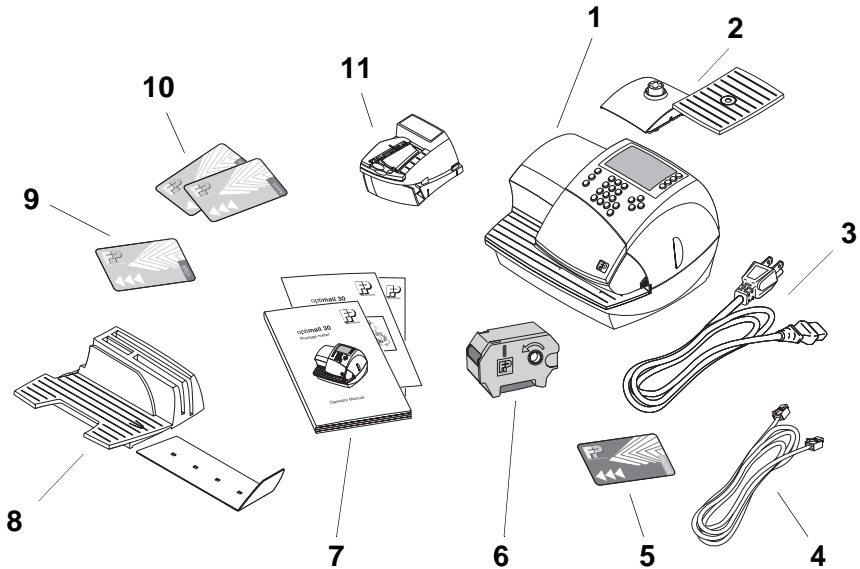
Keep the packing. Use it again when you need to transport the optimail 30 or send it in to Service.

## Step 2: Checking the contents of the package



**Warning!** Do not start operating the optimail 30 if parts are damaged or missing. Please contact the Francotyp-Postalia Service.

- Check that the contents of the package are complete and free from any damage.



Scope of delivery (standard variant):

- 1 optimail 30 postage meter
- 2 Scale (mounted to postage meter), scale platform
- 3 Power cable
- 4 Modem cable
- 5 MASTER card
- 6 Ribbon cassette
- 7 Operator Manual, Installation Guide and Quick Reference Guide

Optional, only when ordered separately:

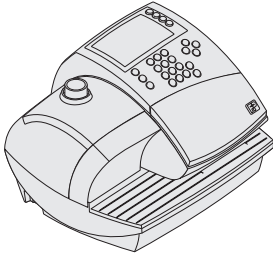
- 8 Catch tray with stop
- 9 USER card
- 10 Data card(s) as ordered
- 11 Sealer

Universal Link Box (*not shown*)

### Step 3: Installing the optimail 30



**Caution!** When you move the optimail 30 from a cold environment (i.e. below 50°F): Wait at least 24 hours before connecting the optimail 30. The optimail 30 requires this period to adapt to the ambient conditions.



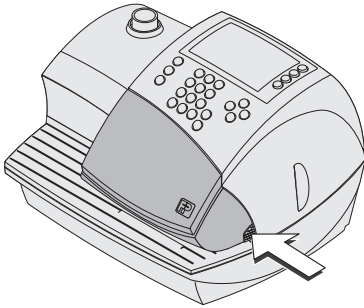
- Choose an installation site with the following ambient conditions:
  - Room temperature: 50°F to 104°F.
  - No direct sunlight.
  - Power socket and telephone jack for connecting the modem in the immediate vicinity.
- Place the optimail 30 on a firm, level, low vibration and horizontal base.

## Step 4: Installing the ribbon cassette



**Caution!** Make sure not to crease or tear the ribbon when inserting it. Otherwise the ribbon might break.

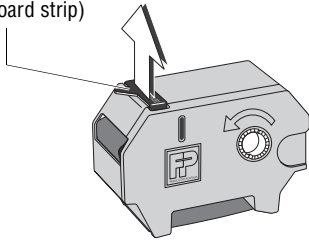
Also make sure the edges of the ribbon do not fold over. Folded ribbons are thicker and prematurely fill the take-up ribbon spool.



- Open the flap of the ribbon cassette compartment by lightly pressing the release catch.

The flap swings up automatically to the stop.

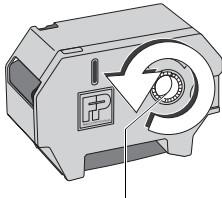
Transport fixture  
(cardboard strip)



- Take the supplied ribbon cassette from the packing.

A cardboard strip may be present in the ribbon cassette as transport fixture (see the illustration).

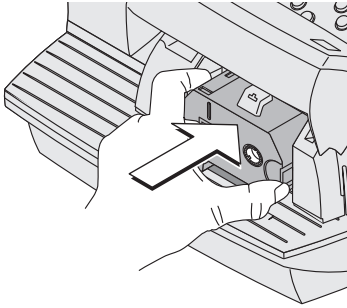
- If present: Remove the cardboard strip.



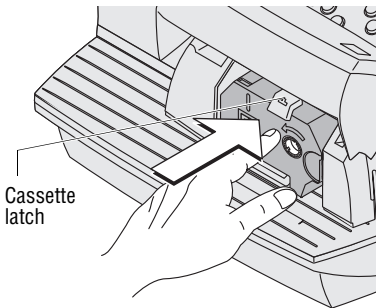
Ribbon spool

- Tension the ribbon. Turn the white ribbon spool in the direction of the arrow.

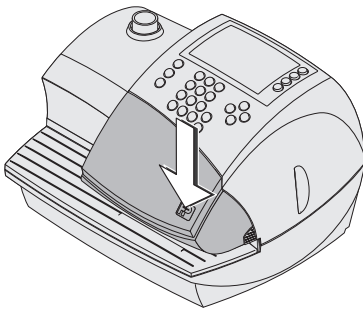




- Place the ribbon cassette on the letter receiving tray with the ribbon facing downwards.
- Hold the ribbon cassette as shown in the illustration and carefully insert it in the cassette slot. The cassette must easily slide into the cassette slot.

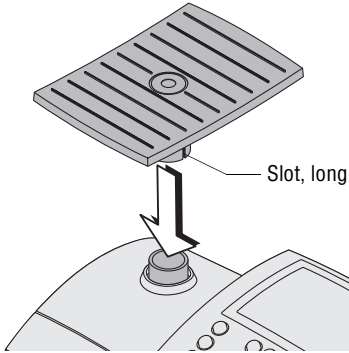


- Insert the cassette until the latch snaps in.



- Close the flap. You can feel the lock snap in.

## Step 5: Mounting the scale platform

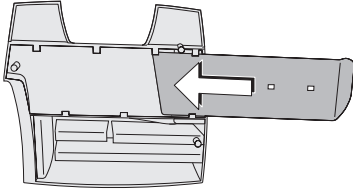


The scale comes mounted to the optimail 30 on delivery. You need only attach the scale platform.

- Hold the scale platform such that the long slot in the scale platform foot points to the right (towards the display).
- Place the scale platform onto the scale receptacle from above. The long slot of the scale platform must slide in the counterpart on the scale receptacle.
- Press down slightly on the scale platform with your flat hand.

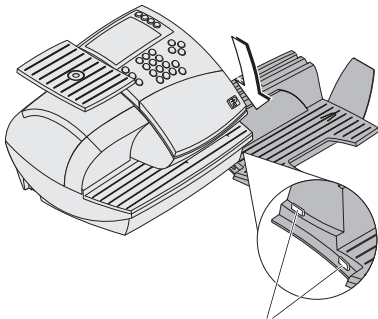
## Step 6: Installing the catch tray

*(optional, as ordered, otherwise continue with Step 7)*



(Bottom view)

- Attach the stop to the catch tray: Slide the stop into the guides on the catch tray bottom.



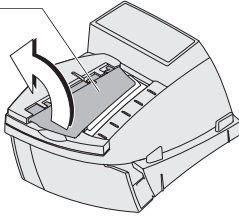
Catches

- Place the catch tray to the right of the postage meter.
- Slightly lift the postage meter on the right. The right side of the housing features two slots where the catch tray is fastened.
- Push the catch tray underneath the postage meter such that the catches on the catch tray engage in the slots.
- Put the postage meter carefully down.

## Step 7: Installing the sealer

*(optional, as ordered, otherwise continue with Step 8)*

Rocker with  
moistening felt

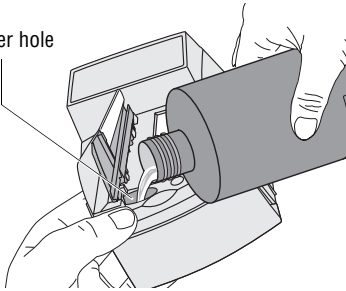


### Filling sealit™ sealing liquid

- Swing up the rocker with the moistening felt.

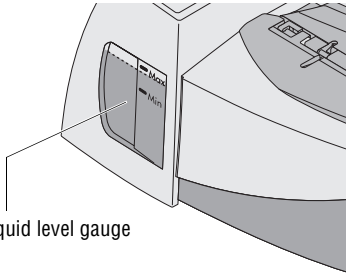
The filler hole for filling the sealer is now accessible.

Filler hole

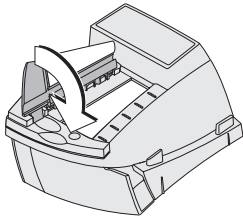


- Fill the sealer with sealit™ sealing liquid.

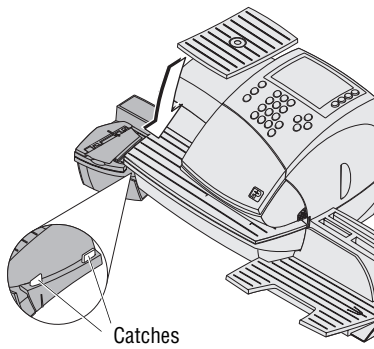
Liquid level gauge



- Check the liquid level.  
The liquid level in the sealer should roughly reach to the “Max” mark.



- Swing down the rocker.
- If necessary: dry the sealer outside.



### Connecting the sealer to the postage meter

- Place the sealer to the left of the postage meter.
- Slightly lift the postage meter on the left. The left side of the housing features two slots where the sealer is fastened.
- Push the sealer underneath the postage meter such that both catches on the sealer engage in the slots.
- Put the postage meter carefully down.

## Step 8: Connecting the optmail 30

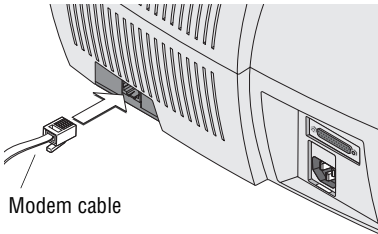


**Warning!** Use only the power and modem cables provided with the optmail 30 or approved by Francotyp-Postalia.

Make sure that cables are not damaged.

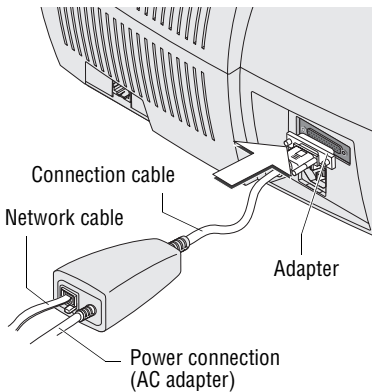
Connect the optmail 30 only to a grounded single-phase power socket. Make sure your office power supply conforms to power requirements shown on the serial number plate of the optmail 30.

Make sure the socket for connecting the optmail 30 is close by and easily accessible at all times.



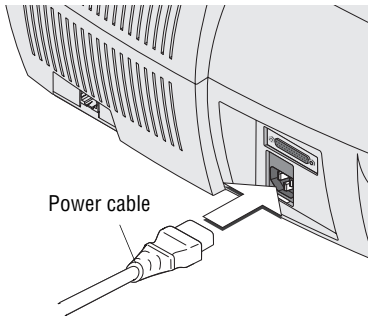
### If you are using the internal modem:

- Plug the modem cable into the modem socket on the postage meter. The modem socket is at the rear of the postage meter. The spring on the plug must face downwards.
- Connect the modem cable to the telephone socket (analog). This is where you would connect a fax machine.



### If you are using the Universal Link Box: (optional)

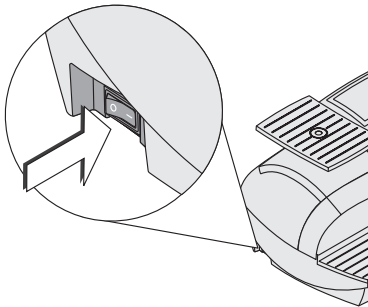
- Set up the Universal Link Box (ULB) according to the enclosed description.
- Use the adapter (D-Sub, 9-pin male / 25-pin male) to plug the connection cable to the serial interface of optmail 30.
- Plug the AC adapter of the ULB into a grounded single-phase power socket. Make sure your office power supply conforms to power requirements shown on the AC adapter's serial number plate.



### Power cable

- Plug the power cable appliance connector into the power connection of the postage meter. The power connection is at the rear of the optimail 30.
- Plug the power plug into a grounded single-phase power socket. Make sure your office power supply conforms to power requirements shown on the serial number plate of the optimail 30.

## Step 9: Turning on

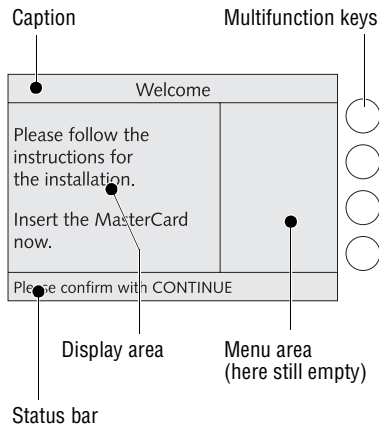


- Push **I** (= ON) on the power switch, the toggle switch on the left side of the postage meter.

The display lights up and the authorization procedure starts.

## Step 10: Authorization

A Security Device protects the optimail 30 against manipulation. This Security Device monitors the status of the postage meter. This is why you must first sign in (authorize) at the Teleset data center and load postage. The optimail 30 guides you through this authorization procedure. Simply follow the instructions on the display.



### Notes on the authorization procedure

The optimail 30 caption indicates the current step of the authorization procedure.

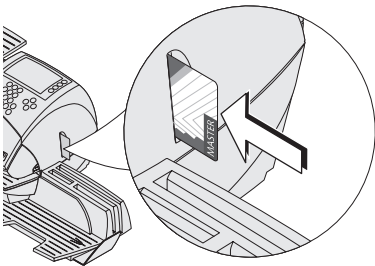
The left window area displays instructions and current settings (display area).

The right window area (menu area) displays the control functions for the authorization procedure (CONTINUE, CANCEL...) and various options, e.g. for modem configuration.

Use the multifunction keys – the keys to the right of the display – to select the desired setting / function.

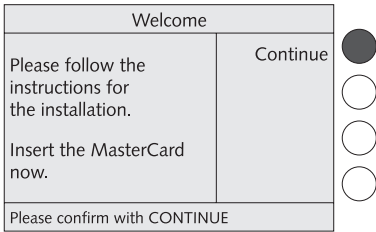
Also consider the information in the status bar.

### Inserting the MASTER card



- Insert the supplied card labeled MASTER into the card reader on the right side of the postage meter. The chip on the card must face the rear.
- Push in the card against a slight resistance all the way to the stop. You can feel the card snap in.

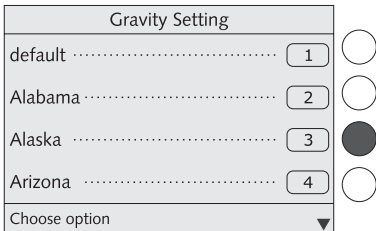





- Press the CONTINUE multifunction key.

### Setting the location (state)

You must set the postage meter location. The optimail 30 needs this data to exactly display the weight.



The optimail 30 opens a list.

- Use the arrow keys  to scroll for the appropriate state.
- Use the multifunction keys to set the state, e.g.: ALASKA.

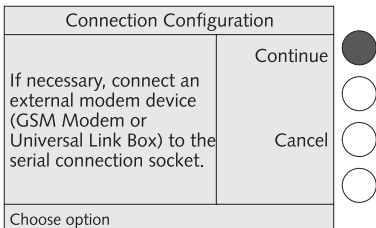
The optimail 30 saves this setting and continues with the next authorization procedure step – Connection Configuration.

### Connection Configuration

There are three ways of connecting optimail 30:

- Internal Modem
- Universal Link Box (ULB)
- GSM Modem (*only in Europe*).

- Start Connection Configuration with CONTINUE.



optimail 30 scans connected devices and offers a list where you can select from available connection types. This can take a few seconds.

Connection Configuration	
Not available:	Internal Modem <input checked="" type="radio"/>
GSM Modem	<input type="radio"/>
Universal Link Box	<input type="radio"/>
Choose option	

**Connection Configuration:  
Internal Modem**

You must edit the configuration to match the internal modem to your telephone connection so the optimail 30 can establish a connection to the Teleset data center.

- Select INTERNAL MODEM.

The optimail 30 prompts you for

- the connection type (phone type)
- the access method
- the exchange digit if necessary.



The table on page 19 shows and explains the possible settings.

The Teleset data center number is stored at the factory.

Modem Connection	
Current setting:	Continue <input checked="" type="radio"/>
Extension	Direct Line <input type="radio"/>
	Cancel <input type="radio"/>
Choose option	

- Use the multifunction keys to select the desired setting.

When the correct setting appears in the display area:

- CONTINUE.

Modem Parameters	
Phone type	Extension <input type="radio"/>
Access method	Exchange Digit <input type="radio"/>
Exchange digit	0, <input type="radio"/>
	Cancel <input type="radio"/>
	Save <input checked="" type="radio"/>
CANCEL discards all entries	

When finished the optimail 30 displays all valid modem parameters.

If the modem parameters shown are correct:

- SAVE.
- Continue with “Authorization” on page 20.

## Modem parameters – possible settings and their meaning

<b>Phone type</b>	DIRECT LINE	optimaill 30 is connected to a direct line.
	EXTENSION	optimaill 30 is connected to an extension.
<b>Access method</b> <i>(only with phone type extension)</i>	EXCHANGE DIGIT	Defines how the exchange is dialed from the extension.
	HOOK FLASH	Usually you would dial EXCHANGE DIGIT.  The hook flash time of the internal modem has been fixed to 500 ms.
<b>Exchange digit</b>	The exchange digit depends on the telephone system.	Use the numeric keys to type the exchange digit. The exchange digit can comprise several digits. Normally, a "0" is used.
	A <b>W</b> indicates the modem waits for the dialing tone.	Use WAIT to define waiting for the dialing tone after the exchange digit was dialed.
	A <b>comma</b> (,) indicates a dialing pause.	Use PAUSE to insert a dialing delay of 2 seconds.

Connection Configuration	
Not available:	Internal Modem <input type="radio"/>
GSM Modem	Universal Link Box <input checked="" type="radio"/>
Choose option	

**Connection Configuration:**  
**Universal Link Box** *(optional)*

You must configure the network connection before optimail 30 can establish a connection with the Teleset data center.

- Have the Francotyp-Postalia customer information with the data for your network at hand. If necessary, contact your network administrator.
- Select UNIVERSAL LINK BOX.

optimail 30 will now try to establish a connection with your network. A message will inform you of the test result.

- Follow the instructions on the display to configure the network.



You will find extensive information about the procedure of the network configuration and the explanation of technical terms and abbreviations used in network installation online at [www.francotyp.com](http://www.francotyp.com).

Load Postage	
Authorization has finished without errors.	Continue <input checked="" type="radio"/>
To complete the installation, please run a Teleset transaction.	Cancel <input type="radio"/>
Choose option	

**Authorization**

optimail 30 will call the data center when Connection Configuration has been completed successfully.

It takes some time to establish the connection and to authorize your optimail 30. Please stand by.

The optimail 30 displays a message when the authorization was successful and prompts you to "load money".

- Select CONTINUE to start the Teleset process (Step 11).

## Step 11: Loading postage / TELESET

You now load the first postage into your postage meter. The sum you enter is loaded into your optimail 30 as a postage credit. The called amount is paid according to your contract with the United States Postal Service.

Teleset	
Amount to load: \$0	Load <input type="radio"/>
	Change <input checked="" type="radio"/>
	Cancel <input type="radio"/>
Choose option	

- Use CHANGE to open the menu for the amount to be loaded.

Change Amount	
Amount to load: \$10 <u>0</u>	Load <input checked="" type="radio"/>
Note: please enter amount in increments of \$1	Cancel <input type="radio"/>
Enter using keys 0-9	

- Type the desired amount.
- Continue with LOAD.

For verification the optimail 30 indicates the set amount to be loaded.

To load this amount:

- Use LOAD to establish the connection to the Teleset data center.

Teleset Loading Finished	
Teleset completed successfully.	Continue <input type="radio"/>
New Register R1: \$100.00	Report <input type="radio"/>
Choose option	

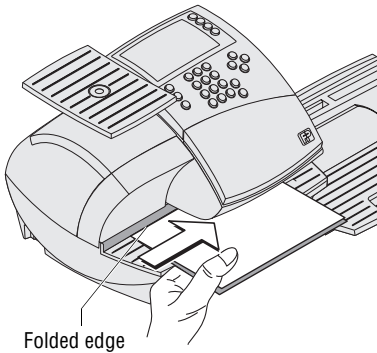
Loading continues automatically. You can monitor the progress in the display. Please stand by. Data exchange takes some time.

The residual sum is indicated when loading ends. This represents the available postage credit of your optimail 30.

Teleset Loading Finished	
Teleset completed successfully.	Continue
New Register R1: \$100.00	Report
Choose option	



Transaction Report	
Date of last Teleset	03/19/2010
Time of last Teleset (UTC)	10:57:01 AM
Loaded amount	\$100.00
New amount available (R1)	\$100.00
Return with BACK	




### Viewing and printing a report

- Use REPORT to view the loading report.

- Use the arrow keys  to scroll through the report.

- Fold a sheet (letter size) in the middle.
- Place the folded sheet on the letter receiving tray:
  - side to be printed face up
  - the folded edge must touch the letter guide.
- Push the sheet in direction of the arrow until the optimail 30 feeds the sheet.

A roller pushes the sheet against ribbon and print head and printing starts as soon as the letter sensor detects the sheet. The optimail 30 prints the report and ejects the imprinted sheet to the right.

- Press the  key to exit the Report function.



You can also print the report on an empty envelope or a self-adhesive FP double label.

Teleset Loading Finished	
Teleset completed successfully.	Continue
New Register R1: \$100.00	Report
Choose option	

- Select CONTINUE to finish the Teleset process.

\$0.44	MEM1	
FstC Let.	0lb1.0oz	AMT
W/O Advert .....	AD	
Without Text Message .....	TXT	
W/O Endorsement .....	END	
Ready to meter; feed letter. ▼		

The optimail 30 displays the home menu.

**Installation is complete.**



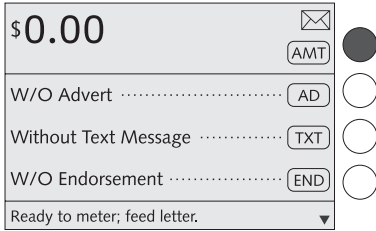
You received the adverts and / or endorsements you ordered with your optimail 30 on chip card(s). Refer to the Operator Manual for instructions on how to load data from a chip card to the optimail 30.



You may also have to load the current rate table for postage calculation. Please refer to the Operator Manual.

## The first stamp

Your optmail 30 is ready for operation when commissioning has been completed successfully. We recommend that you now make a trial print with postage value \$ 00.00 (zero imprint).

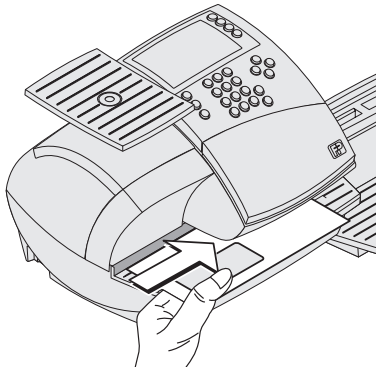


- Type the postage value "0" in the home menu.

"0" is displayed in the status bar.

- Confirm the postage value with the multi-function key (AMT).

The postage value \$ 0.00 is set.



- Place an empty envelope or a folded sheet on the letter receiving tray:
  - side to be printed face up
  - the top edge must touch the letter guide.
- Push the envelope in direction of the arrow until the optmail 30 feeds the envelope. The illustration shows the approximate position where the optmail 30 starts feeding the letter.

A roller pushes the envelope against ribbon and print head as soon as the letter sensor detects the envelope. The optmail 30 imprints and ejects the imprinted envelope to the right.

*The first stamp*




Please read the Operator Manual for further information on how to operate the optmail 30 postage meter.



## Tips for dealing with issues occurring during commissioning

Issue	Possible cause and remedy
<p>Authorization aborted</p>	<p>An error message with troubleshooting information appears in case of authorization issues.</p> <p>If necessary:</p> <ul style="list-style-type: none"> <li>• Turn off the optimail 30. Wait one minute.</li> <li>• Turn the optimail 30 on again.</li> </ul> <p>The authorization procedure restarts.</p> <p>Make sure that the Connection Configuration is set correctly (<i>see page 17</i>).</p>
<p>Blank display</p>	<p>Check whether the power cable is plugged in correctly and the power switch is turned on.</p>
<p>Connection Configuration: Universal Link Box cannot be set up</p>	<p>optimail 30 fails to detect the Universal Link Box.</p> <p>Turn off the optimail 30.</p> <p>Check whether the Universal Link Box has been installed correctly and connected to optimail 30. (<i>See page 14 and the product information that came with the ULB.</i>)</p> <p>Turn on optimail 30 again and restart Connection Configuration.</p> <p>If you cannot solve the problem: Call Service.</p>
<p>Delivery is incomplete / damaged</p>	<p>Do not start operating the optimail 30.</p> <p>Call Service.</p>
<p>Failure to load adverts, ... from data card</p>	<p>The card contains no valid data.</p> <p>Insert a card with valid data. If the issue persists: Call Service.</p>
<p>optimail 30 fails to recognize the MASTER or data cards</p>	<p>Card is inserted incorrectly.</p> <p>Remove the card. Insert the card in the card reader again (chip facing the rear!).</p> <hr/> <p>Card is defective. Call Service.</p>

Issue	Possible cause and remedy
Teleset aborted	<p>An error message with troubleshooting information appears in case of Teleset procedure issues. You must repeat the loading procedure before you can start metering with the optimail 30. To do this:</p> <ul style="list-style-type: none"><li>• Press the  key.</li><li>• Select TELESET.</li></ul> <p><u>Or</u></p> <ul style="list-style-type: none"><li>• Switch off the optimail 30. Wait one minute.</li><li>• Switch the optimail 30 on again.</li></ul> <p>The optimail 30 starts the loading procedure.</p> <p>Please read the Operator Manual for further information regarding the Teleset topic.</p>
Other errors ...	<p>See Operator Manual.</p> <p>If you cannot remedy an error yourself, please call Service.</p>











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The Francotyp-Postalia quality management system for the scope Design and Manufacturing of Franking Machines and Inserters is certified according to DIN EN ISO 9001.

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