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# mailstation 2™ Digital Postage Meter

## Quick Reference Guide

mailstation 2™  
Digital Postage  
Meter



## Keypad

### Lock

Prevents unauthorized use of your mailstation 2™ Digital Postage Meter.

### Class

Postage rate selection.

### Funds

View the postage you have spent and number of pieces processed.

Connect to PB data center to

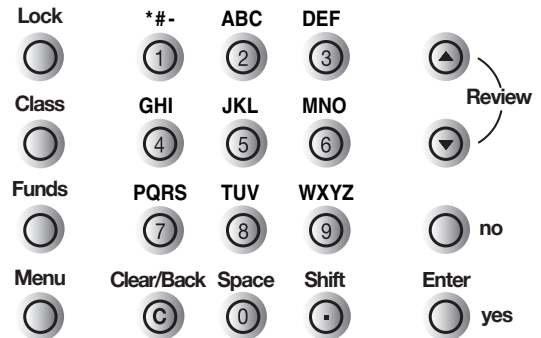
- Refill postage in mailstation 2™
- Check funds in your Postage by Phone® account.

### Menu

- Change Account
- Use Accounting Functions
- Type in a Weight
- Reset the Scale to Zero
- Use Ink Functions
- Recall Preset
- Change Date and Time Settings
- Change Ad
- Change Inscription
- Change Meter Stamp Type
- Connect to Pitney Bowes
- Select a Report
- Change Setup
- Change Language (Alternate language available in some markets)

### Clear/Back

Allows canceling, clearing of a value on the display, or stepping back one or more screens.



## Turning the Lock Function Off

### Lock

- Press **Menu**.
- Answer **no** until Change Setup? displays.

Change setup?

- Press **yes**; at Change Setup?.
- Answer **no** until Use lock code setup? displays.
- Press **yes**; at Use lock code setup?.
- Enter four digit code. Press **Enter**.
- Scroll until Turn lock off displays.
- Press **yes**.

? Forgot your lock code? Call Pitney Bowes.

## To Order Supplies

To order Pitney Bowes supplies and accessories, call **1-800-672-6937** or go to: [www.pitneybowes.ca](http://www.pitneybowes.ca) and click on Online Store.

Supplies/Item	Order Number
Plain Postage Tape Sheets:	
25 Double Sheets (50 Labels)	612-2C
150 Double Sheets (300 Labels)	612-7C
Ink Cartridge	797-M

### If You Need Assistance:

Product Name: mailstation 2™ Digital Postage Meter

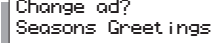
For frequently asked questions, go to: <http://www.pitneybowes.ca/support>

For direct questions, call **1-800-672-6937**. Customer Service Representatives are available Monday through Friday, 8:00 AM – 8:00 PM ET.

## Quick Reference Guide

## Selecting Ads

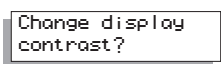
You can print a graphic slogan (ad).

- In ready mode, press **Menu**. 
- Answer **no** until **Change ad?** displays. The currently selected ad, if any, displays.
- Press **yes** to change ad.
- Scroll through the available ads by using the review keys.
- When the ad you want is displayed, press **Enter**. The display shows the selected ad and returns to ready mode.

▶ To turn off ad printing, set ad to **None**.

? Custom ad designs can be downloaded. The mailstation 2™ can store up to 15 personalized ads. Call Pitney Bowes at **1 800 672-6937** to order a customized ad.

## Change Display Contrast

- Press **Menu**.
- Answer **no** until **Change setup?** displays.
- Press **yes**; at **Change setup?**.
- Press **yes**; at **Change display contrast?**. 
- Press any digit between 1 and 9. As you do so, the display shows the change in contrast.
- Press **Enter** to confirm your selection.
- Press **Clear/Back (C)** to return to ready mode.

## Processing Mail

▶ Processing Letters (0g – 500g)

- Step 1. Weigh mail piece by placing envelope on the optional integrated weigh platform or enter weight using the key pad.
- Step 2. Select desired class of mail by scrolling through the menu. The internal rating feature will calculate the correct postage amount.
- Step 3. Follow instructions under Printing the Meter Stamp.

Processing Parcels (500g +)

- Step 1. In ready mode, key in the postage amount and press Enter. Note: Postage amounts for Lettermail rates (eg: \$0.50) cannot be entered manually. Two decimal places are assumed; you need not enter the decimal point.
- Step 2. Press the Clear/Back key (**C**) if you want to change the amount you entered.
- Step 3. Follow instructions under Printing the Meter Stamp.

## Printing the Meter Stamp

- ▶ Hold the envelope by the bottom.
- ▶ Insert it face up into the meter by aligning it with the right wall and sliding it straight back until the meter displays.

Printing  
Please wait...

The amount remains set until you change it or until machine falls asleep.



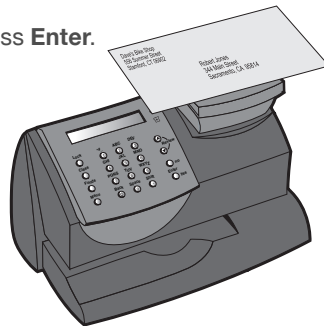
Account Balance Low	Refill amount exceeds funds available or credit limit.	Perform Refill procedure for smaller amount, make an advance payment or call Pitney Bowes for credit.
Cannot Reach Data Center	Trouble getting a connection to the Pitney Bowes Data Center.	Try connecting again in a few minutes.
Connection Lost	Connection made but lost before transaction completed.	Press Clear/Back (C); try again in a few minutes. If problem persists call Pitney Bowes.
Inspection Due Inspection Required	This message displays if a refill has not been performed in 60 days. After 90 days, postage cannot be printed until a Refill / Inspection.	Perform a Refill procedure. If you do not want to add funds at this time check your account balance.
Not Enough Funds	Insufficient postage. Postage amount exceeds maximum funds available in meter.	Select a lower postage amount. Perform a funds refill to add funds to the meter.
Refill Too High	Refill amount entered is more than the maximum mailstation 2™ will allow.	Press Clear/Back (C); Repeat Refill procedure with a smaller postage amount.

If...	Description	Action
Lines missing in meter stamp	Printer maintenance required. May be clogged nozzles or low ink condition.	Perform Printer Maintenance. If problem remains, replace ink cartridge.
Meter stamp does not print	Print head not primed with ink.	Check that tape on cartridge is removed. See Replacing Ink Cartridge section in this guide.
Meter stamp is smudged	Envelope is contacting print head during printing.	Check that envelope does not exceed 5/16" thickness. Do not place objects, such as paper clips, in the meter stamp area.
A four digit number displayed	Meter error.	Press Clear/Back (C). If error remains, unplug meter. Wait 30 seconds, reconnect.
Lock Code Unknown	Cannot remember lock code.	Call Pitney Bowes.
Amber Low Ink light is on	Ink is running low and should be ordered.	Replace ink cartridge with a new one soon.

## Using the Scale

### Using the Scale

- ▶ The scale can be used to help determine correct postage amounts.
- ▶ Place item on the scale.
- ▶ Select class and press **Enter**.



### Weight Hold (WH)

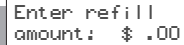
Weight Hold mode allows you to rate a piece of mail even if the weight is removed from the scale. Your mailstation 2™ holds the weight in memory until you select a class and finish the rating process.

- When on the ready screen the weight hold icon **WH** is displayed. If weight is no longer in memory the **WH** indicator disappears.
- When in Weight Hold mode, and on the ready screen, the weight remains for 10 seconds after the weight is removed.
- Pressing the clear key when on the ready screen terminates the 10-second delay and the weight is no longer held.
- To extend the time the weight is held, press the **Enter** key.

## Refill

Before refilling meter, check that the meter is connected to the Internet.

- Press **Funds**.
- Press the down arrow once until **Refill postage?** appears.
- Press **yes** to enter a postage amount.
- Key in refill amount and press **Enter**.
- Press **Enter** again to confirm amount of refill.



Enter refill  
amount: \$ .00

The mailstation 2™ will automatically connect to the Pitney Bowes Postage by Phone system to begin the download of funds into your machine.

The refill successful screen will display.

### 3. Prime Print Head

Close the mailstation 2™ cover.

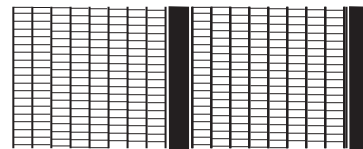
- ▶ Press **Enter**. The meter will refresh the print head. This procedure takes a few minutes.

### 4. Print Test Pattern

- ▶ When prompted, insert paper envelope for test.
- ▶ Check the test print. If lines are missing, perform maintenance, as described on previous page.
- ▶ If test print is complete, press **Clear/Back (C)** to return to ready mode.

## Funds - Available, Used/ Pieces Printed

- ▶ Insert a tape or envelope to print the receipt.
- By pressing the **Funds** key repeatedly, the following information will be displayed:
  - Funds Available
  - Funds Used
  - Number of Mail Pieces Printed
- Press **Clear/Back (C)** to return to ready mode.



Good test print - no missing lines  
To view a poor test print, see previous page

## Replacing the Ink Cartridge

If the test prints are poor, but you are not certain the ink is empty, before replacing the ink cartridge, perform maintenance as described on previous page.

**NOTE: To avoid damage to the printer: Do not leave print head without ink cartridge in place**

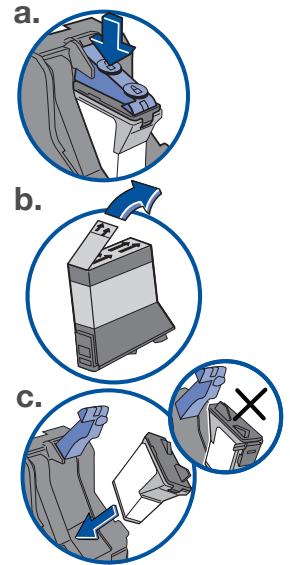
Only replace the ink cartridge using the **Replace ink cartridge?** function described below.

### 1. Replace Ink

- Press **Menu**.
- Answer **no** until **Use ink functions?** displays.
- Press **yes** at **Use ink functions?**
- Answer **no** until **Replace ink cartridge?** displays.
- Press **yes**; at **Replace ink cartridge?**

### 2. Replace Ink Cartridge

- ▶ Open cover.
- a. Press unlock symbol to open the cartridge holder.
- ▶ Remove and discard old ink cartridge.
- b. Prepare new cartridge for installation by removing the tape covering the vent and ink holes.
- c. Install new cartridge as shown.
- ▶ Close ink cover by pressing down on lock symbol in circle nearest to you.



## Change Date

**To change date manually.** (mailstation 2™ automatically changes date at midnight).

- Press **Menu**.
- Press **no** until **Change date and time settings?** displays.
- Press **yes**.
- To change printed date, press **yes**.

Printed date:  
MON 07/07/08

## Change Time

### Change Time

- Press **Menu**.
- Press **no** until **Change date and time settings?** displays.
- Press **yes**.
- Press **no** until **Change time?** displays.
- To adjust the hour, press **yes**. Use the up and down arrows to increase or decrease values.
- Press **Enter** to save your changes.



To adjust values, press the **Review** buttons. Top button to increase value and bottom button to decrease value. Hold **Review** button to quickly increase or decrease values.

## Printer Maintenance

### 1. Clean printer nozzles:

- Press **Menu**.
  - Answer **no** until Use Ink Functions? displays. Press **yes**; at Use Ink Functions?
  - Answer **no** until Clean printer nozzles? displays.
  - Press **yes**; at Clean printer nozzles?
- ▶ Wait about 1 minute then go to step 2.

If lines are missing in the meter stamp, perform maintenance to refresh the print head.

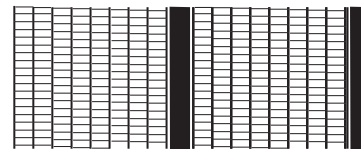
Note: Printing an incomplete image may result in invalid mail and wasted funds.



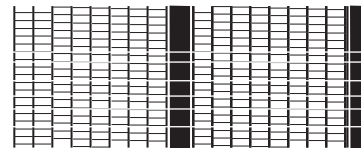
Examples of missing lines in meter stamp.

### 2. Examine the test print for print clarity

- If the **same number of lines or fewer are missing**: Press **no** to perform maintenance and test print again.
- If **more lines are missing**: Press **yes** and replace the ink cartridge using the **Replace Ink Cartridge** function described on the next page.
- If test print is complete, press **Clear/Back (C)** to return to ready mode.



Good test print - no missing lines



Poor test print - missing lines