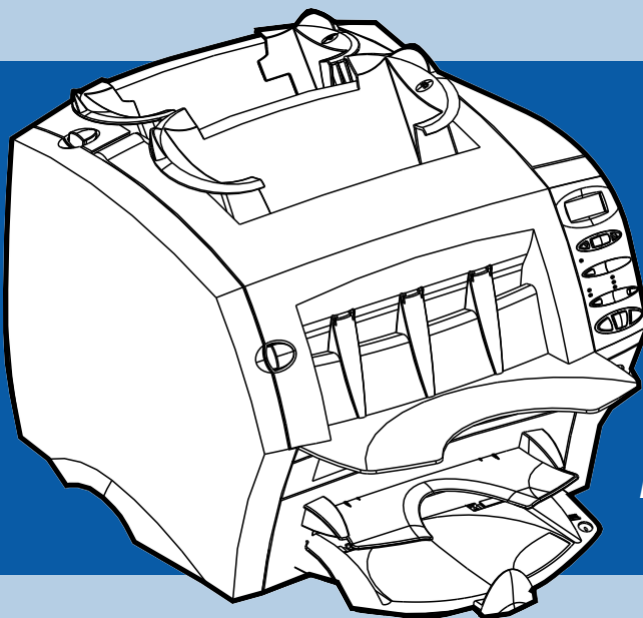


Operating Guide

OfficeRight™ Mailer



*Folding/
Inserting
System*

Contents


1. Introduction	Page
Safety	2
About your machine	3
Machine Configurations	3
Machine Identification	4
The Controls	6
2. Preparing and Loading	
Connecting Power and Turning On	8
Filling the Moistener	9
Loading Sheet Feeders (Feeders A1 and A2).....	10
Loading the Envelope Feeder (Feeder B)	11
Loading the Insert Feeder (Feeder C).....	12
3. Running Jobs	
General Information/Job Listing.....	13
Job 1 - 1 folded sheet into an envelope.....	15
Job 2 - 1 folded sheet, no envelope (fold only).....	16
Job 3 - 1 folded sheet + 1 insert into an envelope	17
Job 4 - 1 insert into an envelope	18
Job 5 - 2 folded sheets into an envelope.....	20
Job 6 - 2 collated folded sheets into an envelope.....	21
Job 7 - 2 folded sheets, no envelope (fold only).....	22
Job 8 - 2 collated folded sheets, no envelope (fold only).....	23
Job 9 - 2 folded sheets and an insert into an envelope	24
Job 10 - 2 collated folded sheets and an insert into an envelope	26
The Manual Feeder M.....	28
4. Advanced Menu Options	
Reset Counter	29
Move the address in the window	29
Sheet double detect on/off.....	30
Insert double detect on/off	31
Turn safe seal on/off.....	31
5. Reference	
Error Messages	32
General Troubleshooting.....	35
Clearing Material Stoppages	37
The Stacker.....	38
Service and Supplies.....	38
Material Specifications.....	39
Machine Specifications	40

Safety

1. INTRODUCTION

Safety

In some countries the OfficeRight™ Mailer is supplied with a moulded mains lead and plug. In other countries, or if the supplied lead is not used, the following information applies:

1. An approved mains lead for the country concerned must be used.
2. As the colours of the wires in the mains lead of this equipment may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:
 - The wire which is coloured green and yellow must be connected to the terminal in the plug which is marked with the letter “E” or by the earth symbol  or coloured green or green and yellow.
 - The wire which is coloured blue must be connected to the terminal which is marked with the letter “N” or coloured black.
 - The wire which is coloured brown must be connected to the terminal which is marked with the letter “L” or coloured red.
3. The wires in the supplied mains lead are coloured in accordance with the following code:

Green and Yellow	-	Earth
Blue	-	Neutral
Brown	-	Live



WARNINGS:

THE OFFICERIGHT™ MAILER MUST BE EARTHED

The socket outlet should be near to the equipment and should be easily accessible.

If you relocate an OfficeRight™ Mailer which has the optional Second Sheet Feeder A2 installed, remove it from the Second Sheet Feeder first. Make sure it fully disengages from the feeder as it is lifted clear. Obtain help if necessary.

To comply with health and safety standards, operators must observe all local standard safety precautions relating to the operation of office equipment. In particular, DO NOT remove covers from the machine. Refer all servicing to qualified personnel.

Keep hands, jewellery, ties, long hair, etc. away from moving parts.

Introduction

About your machine

Your new OfficeRight™ Mailer is a compact folding and inserting machine designed to speed the process of mail creation.

It has a minimal number of user adjustments and an intuitive, easy to use control panel. This simplifies machine operation and enhances the productivity of your mailing operation.

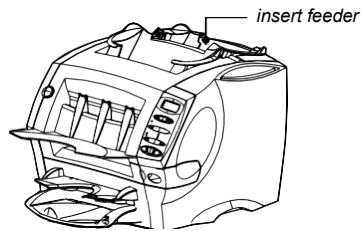
Machine Configurations

There are four configurations of the OfficeRight™ Mailer available. The basic model can be supplied from the factory with or without an insert feeder. In addition, either of these two models can have an optional second sheet feeder added – making four configurations in all.

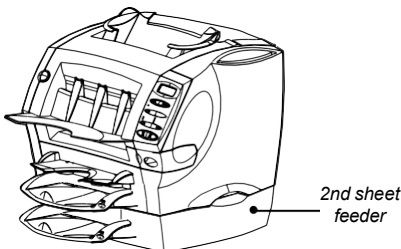
You can purchase the optional second sheet feeder and easily install it yourself at any time.



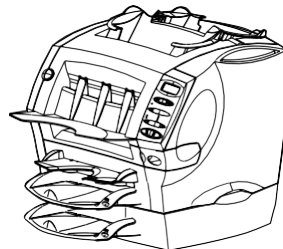
Configuration 1
basic machine - no insert feeder



Configuration 2
machine with insert feeder



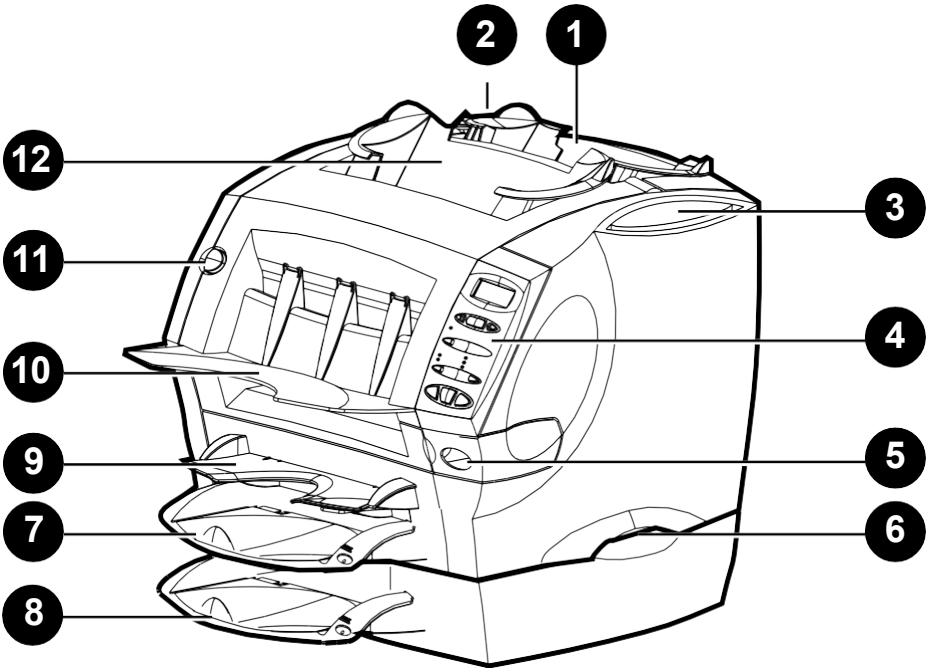
Configuration 3
basic machine - 2nd sheet feeder added



Configuration 4
machine with insert feeder and
2nd sheet feeder added

Introduction

Machine Identification



- 1 Insert Feeder C (not fitted on all models)**
Use this feeder to add additional inserts to your envelope. Material fed from this feeder cannot be folded by the inserter. However, this feeder is especially suited to feeding pre-folded or thicker inserts.
- 2 Insert Cover E Release Button (blue button marked E)**
Press this button to release the insert area cover if a stoppage occurs in this area of the machine. The display prompts you if this cover needs to be opened to access material.
- 3 Operating Guide Slot**
Store this Operating Guide in the slot provided so that it doesn't get lost and is readily available when needed.
- 4 Control Panel**
This is where you enter commands and where the machine informs you of its status. Pages 6 and 7 explain what each button does.

Introduction

5

Moistener Tank

This tank holds EZ-Seal® solution or water to moisten and seal envelope flaps. It slides out to the right for refilling and has an oval level indicator window at the front so that you can easily check the fluid level.

6

Lifting Handles (one each side)

Always lift the OfficeRight™ Mailer using these handles. DO NOT lift the machine by any of the feeders or stacker.

7

Standard Sheet Feeder A1

This feeder enables folding and inserting of a sheet into the envelope. Always load sheets into this feeder **face down** and **bottom edge first**. i.e. the bottom edge of the sheet furthest into the machine.

8

Second Sheet Feeder A2 (optional)

You can add this feeder to enable folding and inserting of a second sheet into the envelope. It functions in exactly the same way as the standard sheet feeder A1.

IMPORTANT: When both sheet feeders A1 and A2 are used together, **always load the address bearing sheet** into sheet feeder **A2**. If you don't, the address won't show in the envelope window. Always load sheets into this feeder **face down** and **bottom edge first**. i.e. the bottom edge of the sheet furthest into the machine.

Refer to the 'Warning' on page 2 before moving a machine which has the second sheet feeder A2 installed.

9

Manual Feeder M

Use this feeder to manually feed stapled or unstapled sets of **up to 3 sheets**. The machine waits for you to feed each set by hand into this feeder before it folds and inserts the set automatically. Sheets are always fed into this feeder **face down** and **bottom edge first**. i.e. the bottom edge of the sheet furthest into the machine.

10

Stacker

Finished items are delivered to this area.

11

Front Cover D Release Button (blue button marked D)

Press this button to release the front cover if a stoppage occurs in this area of the machine. The display prompts you if this cover needs to be opened to access material.

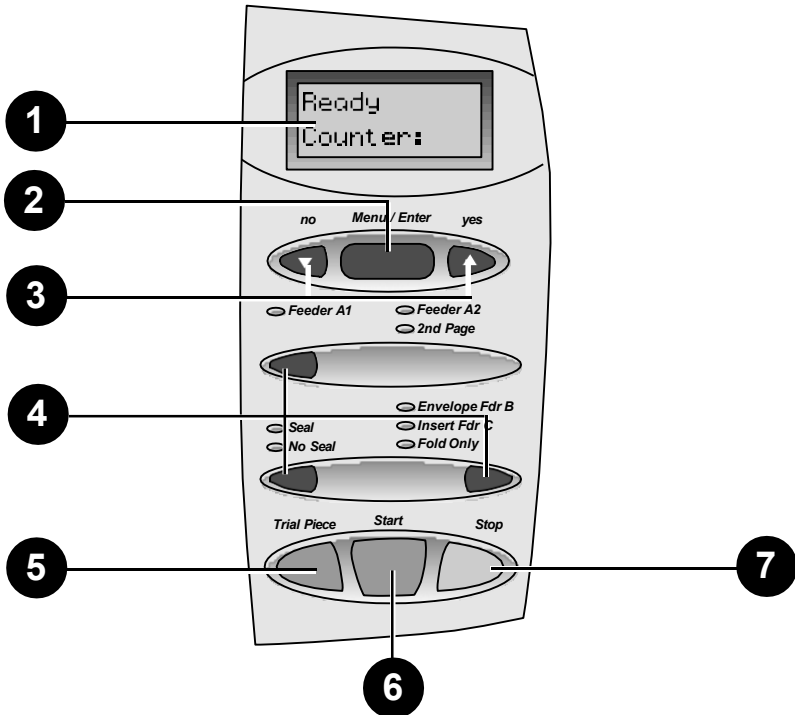
12

Envelope Feeder B

This feeder feeds envelopes into the inserting area where they are filled with sheets or inserts requested from the other feeders.

Introduction

The Controls



1 **Display**
Shows the current status of the machine and displays prompts/error messages which help you operate the machine.

2 **Menu/Enter**
Press this button to enter the menu options. Options available are:

- Reset Counter
- Move Address in Window
- Turn Sheet Double Detection On/Off
- Turn Insert Double Detection On/Off
- Turn Safe Seal On/Off

3 **yes ▲ and no ▼ buttons**
Once you've entered the menu using **Menu/Enter**, press these buttons to answer **yes** or **no** to prompts. They are also used to increase or decrease settings offered by menu options.

Introduction

4 Selection Buttons and Indicator Lights

Press these buttons to step through the feeders/options that are available on your machine.

Depending on your model configuration, some indicator lights and associated feeders may be inoperable. i.e. if your model doesn't have a second sheet feeder, the indicators associated with this feeder will not light – this is normal.

A **green indicator** shows that a feeder or function is selected for use.

A **red indicator** shows that you selected an invalid (impossible) combination of functions. Simply correct the error in selection and the indicator(s) will change back to green.

An **unlit indicator** means that the feeder or function is turned OFF.

5 Trial Piece

After a job has been setup using the control panel, a trial piece must be run. If you press **Start** before running a trial piece, the display will prompt you to run a trial piece first.

Press this button to run one fully collated piece as programmed via the control panel. The envelope will not seal regardless of whether the system has been told to seal or not. This allows you to inspect the processed job to make sure that everything is inserted correctly and that the address appears in the window. The trial piece also allows the system to calibrate itself and set its double detect feature, if selected.

IMPORTANT: Running the trial piece is essential and must be done prior to a start every time a new batch of material is used. This allows the system to recalibrate in case different batches of material vary slightly.

6 Start

Press to begin automatic operation.

7 Stop

Press to stop automatic operation at the end of the next cycle.

IMPORTANT – SLEEP MODE

After 10 minutes of inactivity the system will enter a power saving 'sleep mode' and displays **Powersave On**. Press any button to wake the machine up. The machine remembers the last job setup.

Loading

PREPARING AND LOADING

This chapter explains how to connect and load the machine.

Once you understand the subjects covered in this chapter, you can quickly setup and use the machine for a variety of jobs using 'Running Jobs' on page 13.

Before setting up a job, make sure the material meets machine specifications (See 'Specifications' on page 39).

Connecting Power and Turning On



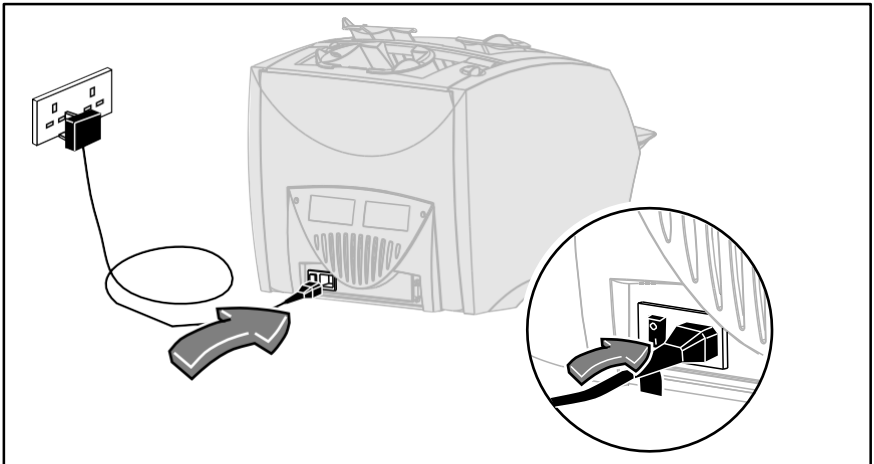
WARNING: Read the safety information on page 2 before connecting the machine.

Connect the power cord to the socket on the back right hand corner of the machine.

Plug the power cord into a suitable power outlet. Make sure the power outlet is near the machine and is easily accessible.

Turn the power switch ON. After a few seconds, the display shows **Ready**.

When turned ON, the machine remembers the last job setup, but resets the item counter back to zero.



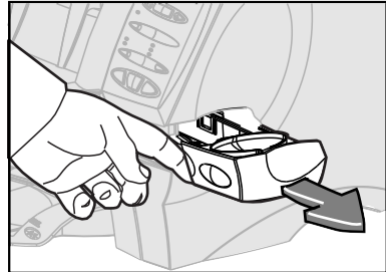
Loading

Filling the Moistener

Refill the moistener when the fluid level drops below the line on the oval viewing window.

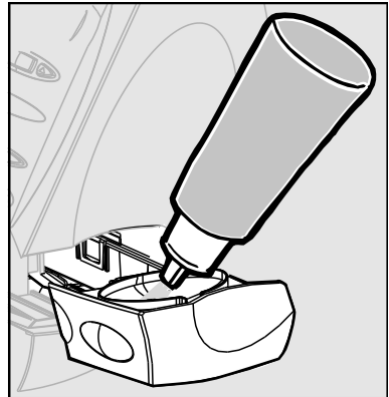
Slide the moistener out to the right.

IMPORTANT: Never open the moistener while the machine is processing material.



Carefully fill the moistener with EZ-Seal® solution or water up to the 'Max' mark in the filler funnel.

We recommend EZ-Seal® to minimise algae growth and scale build-up.



Slide the moistener back into the machine.

From dry, the moistener takes about 5 minutes to become fully wet and ready for use.

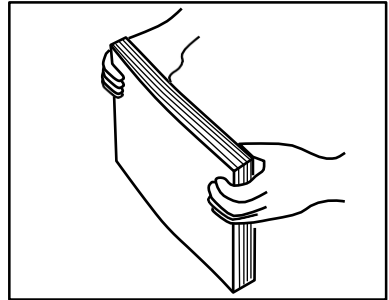
Loading

Loading the Sheet Feeders (Feeders A1 and A2)

Sheet Feeder A1 is fitted to all models and is located immediately below the Manual Feeder M. **Sheet Feeder A2** is an option on all models that allows a second folded sheet to be inserted into an envelope.

Both feeders are used for sheets that require folding before inserting. Load both feeders in exactly the same way.

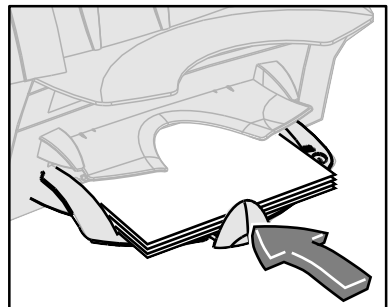
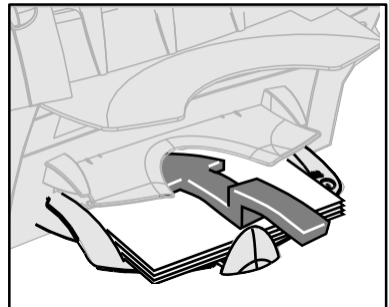
Tap the stack of sheets onto a firm surface to align the edges.



Place the sheets into **Sheet Feeder A1** or **A2** as required.

IMPORTANT:

1. Always load sheets into these feeders **face down** and **bottom edge first**. i.e. the bottom edge of the sheet is furthest into the machine.
2. If you're using both Sheet Feeders A1 **AND** A2 at the same time, the document printed with the address **MUST** be loaded into **Sheet Feeder A2**. If you load the address bearing document into Sheet Feeder A1, the address won't be visible in the envelope window.



Slide the back stop fully in until it stops just behind the paper stack.

Loading

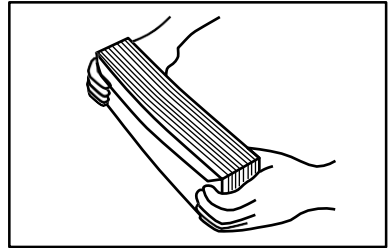
Loading the Envelope Feeder (Feeder B)

A note about envelopes:

The OfficeRight™ Mailer needs to use DL Mailing envelopes (also known as 'machineable' envelopes). For full details, see 'Specifications' on page 39. Suitable envelopes may be ordered from Pitney Bowes (see page 38 for more details).

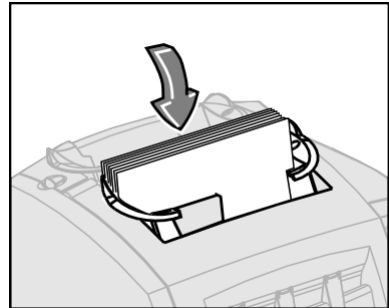
The feeder can hold up to 60 envelopes.

Tap the envelope stack onto a firm surface to align the edges.



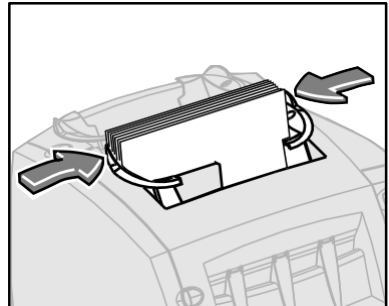
IMPORTANT:

Load envelopes right way up and facing you. This means that the envelope flap is on the back of the envelope and at the top. Any other orientation will prevent the machine inserting properly.



Place the envelope stack into **Feeder B** with the back envelope flat against the feed belts. There's no need to 'shingle' or stagger the envelope stack.

Slide the two side guides up to the envelope stack then *slightly* back them off. The correct setting is when the guides control the envelopes but in no way restrict their feed into the machine.



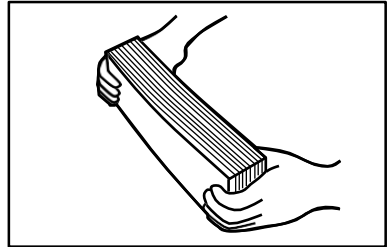
Use the blue handles at the rear of the guides when moving them.

Loading

Loading the Insert Feeder (Feeder C)

The **Insert Feeder C** is only available on certain model configurations. Use this feeder to add additional inserts to your envelope that do not require folding by the inserter. This feeder is especially suited to feeding pre-folded or thicker inserts such as Business Reply Envelopes or Response Cards, etc.

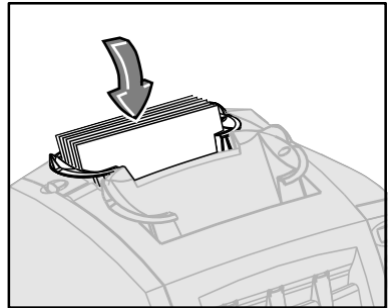
Tap the stack of inserts onto a firm surface to align the edges.



Place the insert stack into **Feeder C**.

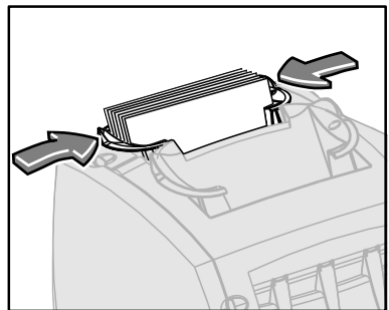
IMPORTANT:

The orientation of the insert stack will depend on the nature of the material being run. For pre-folded inserts it's normally best to load with the 'closed' edge feeding first. Business Reply Envelopes can normally be loaded right way up and facing you. However, if the flaps are pulled open when feeding, try loading with the flaps down and facing you.



Slide the two side guides up to the insert stack then *slightly* back them off. The correct setting is when the guides control the inserts but in no way restrict their feed into the machine.

Use the blue handles at the rear of the guides when moving them.



Running Jobs

RUNNING JOBS

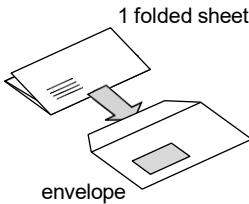
Chapter 1 “Introduction” explained the main features of the machine and how to use the Control Panel. Chapter 2 “Preparing and Loading” described how to turn the machine ON and how to load the feeders and moistener unit.

This chapter assumes you understand the content of the previous chapters. It provides a visual reference to identify the various jobs that can be run on the OfficeRight™ Mailer series of machines, and then gives quick steps to setup and run each job.

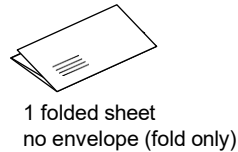
Once you’re familiar with the machine, use this chapter as a quick reference if you have to change a job setup.

The **Manual Feeder M** is used to manually feed sets of **up to 3 sheets**. See page 28 for an explanation of how to setup and use this feeder.

ALL MODELS

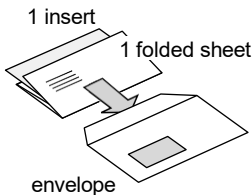


JOB 1 Page 15

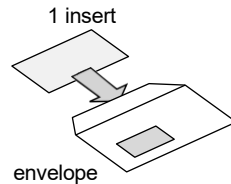


JOB 2 Page 16

MODELS with an INSERT FEEDER C



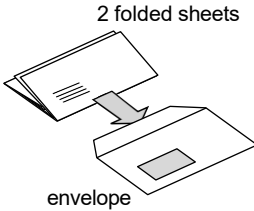
JOB 3 Page 17



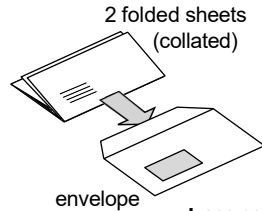
JOB 4 Page 18

Running Jobs

MODELS with an optional SECOND SHEET FEEDER A2



JOB 5 Page 20



JOB 6 Page 21

* see note below



2 folded sheets
no envelope (fold only)

JOB 7 Page 22

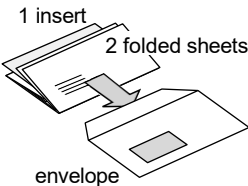


2 folded sheets
(collated)
no envelope (fold only)

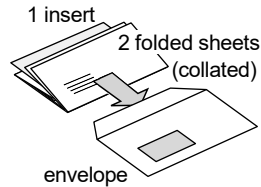
JOB 8 Page 23

* see note below

MODELS with an INSERT FEEDER C and SECOND SHEET FEEDER A2



JOB 9 Page 24



JOB 10 Page 26

* see note below

NOTE: Jobs marked with a * use the Second Sheet Feeder A2 in '2nd Page' mode to feed 2-sheet collated sets. You must load sheets into the feeder in collated sequence: 'first page, second page, first page, second page', etc. as may be printed by a typical office laser printer.

Job 1

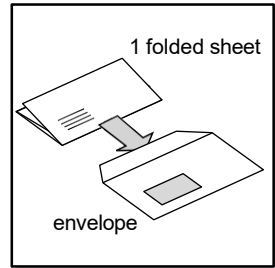
1 folded sheet into an envelope

Model

Required: Any OfficeRight™ Mailer

Notes:

Models with the optional 2nd sheet feeder A2 can use this feeder instead of sheet feeder A1, as long as it is loaded and selected in steps 1 and 3 below.



Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
2	Load envelopes into Feeder B	Load right way up and facing you	Page 11
3	Press button to select Feeder A1	Make sure green indicator lights	Page 6
4	Press button to select Envelope Fdr B	Make sure green indicator lights	Page 6
5	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
6	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
7	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

Problems? Refer to the help sections on pages 32 and 35.

Job 2

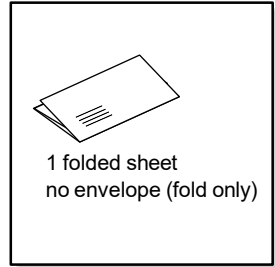
1 folded sheet, no envelope (fold only)

Model

Required: Any OfficeRight™ Mailer

Notes:

Models with the optional 2nd sheet feeder A2 can use this feeder instead of sheet feeder A1, as long as it is loaded and selected in steps 1 and 2 below.



Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
2	Press button to select Feeder A1	Make sure green indicator lights	Page 6
3	Press button to select Fold Only	Make sure green indicator lights	Page 6
4	Press Trial Piece button and check trial piece	Check trial piece for a good fold	Page 6
5	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

Problems? Refer to the help sections on pages 32 and 35.

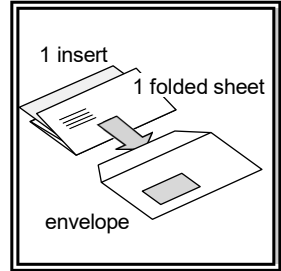
Job 3

1 folded sheet + 1 insert into an envelope

Model Required: OfficeRight™ Mailer must have an **Insert Feeder C**

Notes: Inserts are pre-folded sheets or unfolded items such as Business Reply Envelopes, Booklets or Response Cards, etc.

Models with the optional 2nd sheet feeder A2 can use this feeder instead of sheet feeder A1, as long as it is loaded and selected in steps 1 and 4 below.



Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
2	Load envelopes into Feeder B	Load right way up and facing you	Page 11
3	Load inserts into Insert Feeder C	Loading orientation depends on item	Page 12
4	Press button to select Feeder A1	Make sure green indicator lights	Page 6
5	Press button to select Envelope Fdr B AND Insert Fdr C	Make sure BOTH green indicators are lit	Page 6
6	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6

...continues on next page

Job 3 (continued)

Step	Action	Tips	More Details...
7	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
8	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

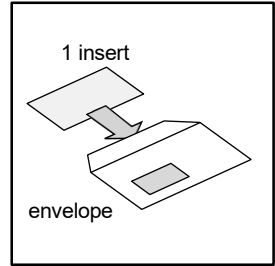
Problems? Refer to the help sections on pages 32 and 35.

Job 4

1 insert into an envelope

Model Required: OfficeRight™ Mailer must have an **Insert Feeder C**

Notes: Inserts are pre-folded sheets or unfolded items such as Business Reply Envelopes, Booklets or Response Cards, etc.



Step	Action	Tips	More Details...
1	Load envelopes into Feeder B	Load right way up and facing you	Page 11
2	Load inserts into Insert Feeder C	Loading orientation depends on item	Page 12
3	Press button to select Envelope Fdr B AND Insert Fdr C	Make sure BOTH green indicators are lit	Page 6
4	Press A1/A2 select button until both feeders and 2nd Page are turned OFF	Make sure NO indicators are lit for A1 or A2 or 2nd Page	Page 6
5	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
6	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
7	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

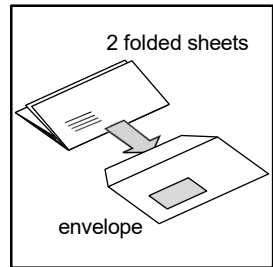
Problems? Refer to the help sections on pages 32 and 35.

Job 5

2 folded sheets into an envelope

Model Required: OfficeRight™ Mailer must have the optional **Sheet Feeder A2**

Notes: Run the address bearing document from **Sheet Feeder A2** and a second sheet which needs folding from **Sheet Feeder A1**.



Step	Action	Tips	More Details...
1	Load <u>addressed</u> sheets into Sheet Feeder A2	Load face down and bottom edge first	Page 10
2	Load second sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
3	Load envelopes into Feeder B	Load right way up and facing you	Page 11
4	Press button to select Feeder A1 AND Feeder A2	Make sure BOTH green indicators are lit	Page 6
5	Press button to select Envelope Fdr B	Make sure green indicator lights	Page 6
6	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
7	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
7	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

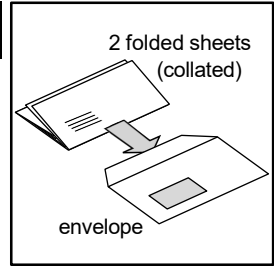
Problems? Refer to the help sections on pages 32 and 35.

Job 6

2 collated folded sheets into an envelope

Model Required: OfficeRight™ Mailer must have the optional **Sheet Feeder A2**

Notes: This job uses the **second sheet feeder A2** in **2nd Page** mode to feed 2-sheet collated sets. Load sheets into the feeder in collated sequence: 'first page, second page, first page, second page' etc.



Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A2	Load face down and bottom edge first See note above for loading sequence	Page 10
2	Load envelopes into Feeder B	Load right way up and facing you	Page 11
3	Press button to select Feeder A2 AND 2nd Page	Make sure BOTH green indicators are lit	Page 6
4	Press button to select Envelope Fdr B	Make sure green indicator lights	Page 6
5	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
6	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
7	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

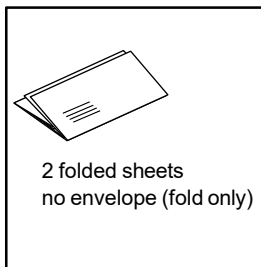
Problems? Refer to the help sections on pages 32 and 35.

Job 7

2 folded sheets, no envelope (fold only)

Model Required: OfficeRight™ Mailer must have the optional **Sheet Feeder A2**

Notes: Run the address bearing document from **Sheet Feeder A2** and a second sheet which needs folding from **Sheet Feeder A1**.

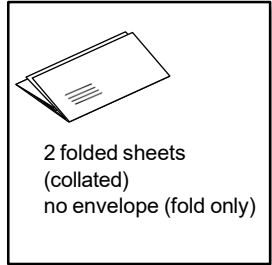


Step	Action	Tips	More Details...
1	Load <u>addressed</u> sheets into Sheet Feeder A2	Load face down and bottom edge first	Page 10
2	Load second sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
3	Press button to select Feeder A1 AND Feeder A2	Make sure BOTH green indicators are lit	Page 6
4	Press button to select Fold Only	Make sure green indicator lights	Page 6
5	Press Trial Piece button and check trial piece	Check trial piece for a good fold	Page 6
6	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

Problems? Refer to the help sections on pages 32 and 35.

Job 8

**2 collated folded sheets,
no envelope (fold only)**



Model Required: OfficeRight™ Mailer must have the optional **Sheet Feeder A2**

Notes: This job uses the **second sheet feeder A2** in **2nd Page** mode to feed 2-sheet collated sets. Load sheets into the feeder in collated sequence: 'first page, second page, first page, second page' etc.

Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A2	Load face down and bottom edge first See note above for loading sequence	Page 10
2	Press button to select Feeder A2 AND 2nd Page	Make sure BOTH green indicators are lit	Page 6
4	Press button to select Fold Only	Make sure green indicator lights	Page 6
5	Press Trial Piece button and check trial piece	Check trial piece for a good fold	Page 6
7	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

Problems? Refer to the help sections on pages 32 and 35.

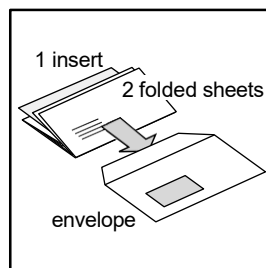
Job 9

2 folded sheets and an insert into an envelope

Model Required: OfficeRight™ Mailer must have an optional **Sheet Feeder A2** AND an **Insert Feeder C**

Notes: Run the address bearing document from **Sheet Feeder A2** and a second sheet which needs folding from **Sheet Feeder A1**.

Inserts are pre-folded sheets or unfolded items such as Business Reply Envelopes, Booklets or Response Cards, etc.



Step	Action	Tips	More Details...
1	Load <u>addressed</u> sheets into Sheet Feeder A2	Load face down and bottom edge first	Page 10
2	Load second sheets into Sheet Feeder A1	Load face down and bottom edge first	Page 10
3	Load envelopes into Feeder B	Load right way up and facing you	Page 11
4	Load inserts into Insert Feeder C	Loading orientation depends on item	Page 12
5	Press button to select Feeder A1 AND Feeder A2	Make sure BOTH green indicators are lit	Page 6
6	Press button to select Envelope Fdr B AND Insert Feeder C	Make sure BOTH green indicators are lit	Page 6

Job 9 (continued)

7	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
8	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
9	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6

Problems? Refer to the help sections on pages 32 and 35.

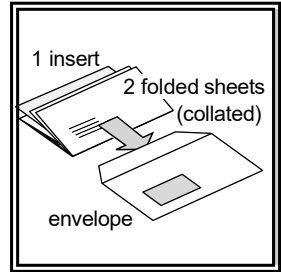
Job 10

2 collated folded sheets and an insert into an envelope

Model Required: OfficeRight™ Mailer must have an optional **Sheet Feeder A2 AND an Insert Feeder C**

Notes: This job uses the **second sheet feeder A2** in **2nd Page** mode to feed 2-sheet collated sets. Load sheets into the feeder in collated sequence: 'first page, second page, first page, second page' etc.

Inserts are pre-folded sheets or unfolded items such as Business Reply Envelopes, Booklets or Response Cards, etc.



Step	Action	Tips	More Details...
1	Load sheets into Sheet Feeder A2	Load face down and bottom edge first See note above for loading sequence	Page 10
2	Load envelopes into Feeder B	Load right way up and facing you	Page 11
3	Load inserts into Insert Feeder C	Loading orientation depends on item	Page 12
4	Press button to select Feeder A2 AND 2nd Page	Make sure BOTH green indicators are lit	Page 6
5	Press button to select Envelope Fdr B AND Insert Feeder C	Make sure BOTH green indicators are lit	Page 6

Job 10 (continued)

6	Press button to choose Seal or No Seal	Make sure moistener has EZ-Seal® or water	Page 6
----------	--	---	--------

7	Press Trial Piece button and check trial piece	Trial piece will not seal - this is normal	Page 6
----------	---	--	--------

8	Press Start button to run job	Stop button will stop machine at end of cycle	Page 6
----------	--------------------------------------	--	--------

Problems? Refer to the help sections on pages 32 and 35.

Manual Feed

The Manual Feeder M

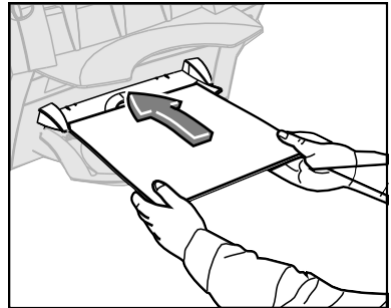
All OfficeRight™ Mailer models have a **Manual Feeder M** which allows you to feed stapled or unstapled sets of **up to 3 sheets** of 80 g/m² maximum. The sets are fed by hand, one set at a time, for processing by the machine.

Using the Manual Feeder **automatically turns off both sheet feeders**. You can, however, use the Manual Feeder in conjunction with the envelope, insert, fold only and sealer selections to run a variety of jobs manually.

To use the Manual Feeder, set the machine as normal for the job to be run. The selections shown by the indicators for Sheet Feeders A1 and/or A2 will be ignored by the machine. All other selections apply to the manual job.

Feed sets into the Manual Feeder in the normal orientation for sheets fed into the OfficeRight™ Mailer. i.e. **face down** and **bottom edge first**.

Take one set and feed it gently into the Manual Feed until the machine automatically starts and draws the set from you. The machine will process and eject the set into the stacker in the normal way.



NOTES:

- Take care to feed the set squarely, or poor folding and/or stoppages may occur.
- Offer the set into the machine gently – very little force is needed.
- The first set will **not seal** regardless of whether the system has been told to seal or not. This allows you to inspect the processed job and ensure that everything is inserted correctly and the address appears in the envelope window.



Feeding more than 3 sheets in a set may damage your machine.

The Menu

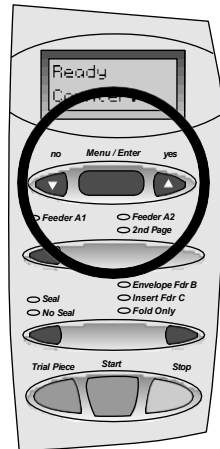
ADVANCED MENU OPTIONS

Access the advanced menu options by pressing **Menu/Enter**. The options allow you to...

- Reset the counter
- Move the address in the window
- Turn sheet double detection on or off
- Turn insert double detection on or off
- Turn safe seal on or off

The options appear in the order listed. To scroll through the options, press **Menu/Enter** repeatedly until the desired option is reached, or press **Menu/Enter** once and answer **no** to each of the options as they appear.

To return to the **Ready** screen at any time, press **Menu/Enter** repeatedly.



Reset Counter

Allows you to reset the counter back to zero.

To access it, press **Menu/Enter** once. The screen will display...

Press **yes** (▲) to reset or press **no** (▼) to go to the next option.

**Reset
Counter?**

Move the address in the window

Allows you to change the fold panel length so that the address is located centrally in the envelope window. Use it if your trial piece shows a misaligned address.

It operates on a scale of 1-9. The *higher* the number, the *lower* the address will appear in the window.

The Menu

Press **Menu/Enter** repeatedly until the screen displays...

Press **yes** (▲) to enter the function.

The screen will display:
(where X is the current setting)

**Move address
In window?**

Shift.. X
▼ Down **Up ▲**

Set the desired number using **yes** (▲) and **no** (▼), then press **Trial Piece** to run another trial piece.

If the address is now centred in the window, press **Start** and run your job. If the address is not in the correct position, repeat the procedure until you get the result you want.

Pressing **no** (▼), when given the option to move the address in the window, takes you to the next option.

Sheet double detect on/off

Allows you to turn the sheet feeder(s) double detection (Sheet DD) on or off.

When turned on...

The machine stops if it senses a double feed (two sheets feeding when only one should). If you're running individually addressed sheets, it's best to turn double detect on. The double detect feature is automatically calibrated for the sheets as you run a trial piece.

When turned off...

The machine ignores any double feeds that may occur. You may choose to turn double detect off if you're running a mail shot and it's of little concern if one recipient receives duplicate sheets.

Press **Menu/Enter** repeatedly until the display shows the Sheet DD status:

**Sheet DD is
On. Change?**

Press **yes** (▲) to change the sheet double detect status. The screen will confirm the change.

Press **no** (▼) to go to the next menu option leaving this setting unchanged.

The Menu

Insert double detect on/off

Allows you to turn the insert feeder double detection (Insert DD) on or off.

When turned on...

The machine stops if it senses a double feed (two inserts feeding when only one should). If you're running individually addressed inserts, it's best to turn double detect on. The double detect feature is automatically calibrated for the inserts as you run a trial piece.

When turned off...

The machine ignores any double feeds that may occur. You may choose to turn double detect off if you're running a mail shot and it's of little concern if one recipient receives duplicate inserts.

Press **Menu/Enter** repeatedly until the display shows the Insert DD status:

**Insert DD is
On. Change?**

Press **yes** (▲) to change the insert double detect status. The screen will confirm the change.

Press **no** (▼) to go to the next menu option leaving this setting unchanged.

Turn safe seal on/off

Allows you to turn safe seal on or off. If you are experiencing problems with envelope flaps not sticking down, try turning this option on.

Safe seal slows the machine slightly, allowing more time for moisture to transfer to the envelope flap. Some gums require this added time to break down properly and become sticky. This function therefore improves sealing of certain envelopes.

Press **Menu/Enter** repeatedly until the display shows the safe seal status:

**Safe Seal is
On. Change?**

Press **yes** (▲) to change the safe seal status. The screen will confirm the change.

Press **no** (▼) to exit the menu options.

Reference

5. REFERENCE

Error Messages

Message	Meaning and Action
CANNOT SHIFT ADDRESS ON INSERTS	No sheet feeder has been selected in the job setup. The display will automatically timeout from this message after two seconds and move on to the turn sheet double detect On/Off menu function.
CLOSE COVER D	The machine has detected that front cover D is open. Check that cover D is closed properly.
CLOSE COVER E	The machine has detected that insert cover E is open. Check that cover E is closed properly.
CHECK AREAS A1 & D	Check for an unsuccessful clearance of a stoppage between sheet feeder A1 and the area beneath cover D. Remove the paper in sheet feeder A1. Open front cover D and check that the machine is clear of material. Close front cover D, reload and restart.
CHECK AREAS A1, A2 & D	Check for an unsuccessful clearance of a stoppage between sheet feeders A1, A2 and the area beneath cover D. Remove the paper in sheet feeders A1 and A2. Open front cover D and check that the machine is clear of material. Close front cover D, reload and restart.
CHECK / CLEAR INSERT FDR C	Inserts failed to feed. Check that insert feeder C side guides are set correctly (see page 12). Reload feeder C and restart.
CHECK SHEET FEEDER A1	Sheet feeder A1 is empty, has failed to feed or there is a material stoppage in this area. Check that there are sheets loaded. If not, reload and restart. If there are sheets, remove the paper in sheet feeder A1, reload and restart.

Reference

Message	Meaning and Action
CHECK SHEET FEEDER A2	Sheet feeder A2 is empty, has failed to feed or there is a material stoppage in this area. Check that there are sheets loaded. If not, reload and restart. If there are sheets, remove the paper in sheet feeder A2, reload and restart.
CHECK SHEET FEEDER A2 LIFT COVER D REMOVE ALL	The machine has detected a material stoppage between sheet feeder A2 and the area beneath cover D. Open the front cover D and remove all material inside. Close front cover D. Remove material from sheet feeder A2. Reload and restart.
CLEAR FEEDER M	The Manual Feeder M was blocked prior to powering the machine up or starting it. Check that there's no material in the feeder. If there is, remove the material and restart.
CLEAR STACKER AREA	Check for a stoppage in the stacker area. Check that the stacker area is clear. Remove any material and restart.
DOUBLE FEED CHECK FDR A1	The machine has detected a double feed from sheet feeder A1. Remove the paper in sheet feeder A1, taking care to remove any partially fed sheets. Reload and restart.
DOUBLE FEED CHECK FDR A2	The machine has detected a double feed from sheet feeder A2. Remove the paper in sheet feeder A2, taking care to remove any partially fed sheets. Reload and restart.
FOLD ONLY REQUIRES SHEETS	Fold only has been selected but no sheets, either from feeder A1 or A2 (if fitted) have been selected. In this state the indicator for sheet feeder A1 will be red. Press the sheet feeder selection button until the required feeder is selected.
INSERT DOUBLE FEED	The machine has detected a double feed from the insert feeder. Lift cover D and remove material. Reload inserts and restart.

Reference

Message

Meaning and Action

LIFT COVER D
REMOVE ALL

This message displays if there has been a material stoppage in or near the insertion area, or a previous stoppage has not being cleared successfully. It can also be caused by dust covering a sensor. Lift open front cover D and remove any material that is in the machine. Also blow out any dust that may have accumulated in the area. Close cover D and restart.

LIFT COVER D
REMOVE ENV

Check for an envelope stoppage in the area beneath cover D. Lift open front cover D, remove envelope and restart. If no envelope is visible in the machine, remove all material visible in the feeder then reload and restart.

NVM ERROR
CALL SERVICE

This is an unrecoverable error within the system software. Call Pitney Bowes service.

OPEN COVER E
REMOVE ALL

Check for a material stoppage in the area beneath cover E. Open insert cover E and remove any material that is in the machine. Close insert cover E and restart.

RELOAD
ENVELOPES

Feeder B may be out of envelopes, or an envelope feed failed or was slow. Check that there are envelopes loaded. If not, reload and restart. If there are envelopes, check the side guides on feeder B are not too tight and that you have not loaded over 60 envelopes. Reload feeder B and restart.

RELOAD
INSERT FDR C

Insert feeder C is empty. Reload inserts and commence run.

REMOVE ALL
FROM D & E

This could be due to a material stoppage in fold plate 1 or near the insertion area. Lift open front cover D and remove any material that is there. Close cover D. Open insert cover E and remove any material in the area. Close insert cover E and restart.

Reference

Message	Meaning and Action
REMOVE ALL FROM M & D	This is due to a poor feed from manual feeder M. Check that there is no material in manual feeder M. If there is, then remove it. Also open front cover D and remove any material inside. Close front cover D, reload and restart.
REMOVE ALL FROM A1	A sheet has failed to feed from sheet feeder A1. Remove paper from A1, then reload and restart.
REPLACE FDR A1 TRAY	Check that sheet feeder A1 is pushed fully into position.
SHEETS REQUIRED	Envelopes have been selected but no sheet feeder has. The indicators for sheet feeder A1 and envelopes will be red. Press the sheet feeder selection button until the required feeder is selected.
SYSTEM ERROR CALL SERVICE	This is an unrecoverable error within the system software. Call Pitney Bowes service.
SYSTEM ERROR POWER ON/OFF	Turn power to the machine off, wait for a minute and then turn the power back on.

General Troubleshooting

Poor Folding

If the material being run has a perforation on it, the machine may have problems folding. If a machine fold almost corresponds with the perforation, a 'box fold' may occur. This is where another fold is created just off of the perforation and buckles slightly, in effect, creating a third fold.

If this happens, you must adjust the machine fold slightly. After running a trial piece, inspect the fold. If there is a box fold, access the advanced menu options and select the **move address in window** function. Change the setting higher or lower and re-run a trial piece. Inspect the fold again and, if required, change the 'move address in window' function until the box fold is eliminated.

Reference

Machine stops for 'Doubles' that aren't there

If you have problems with incorrect double detection, it may be due to the fact that a new batch of material is being used which is slightly thicker. While running the original trial piece, the machine would have calibrated itself to the material thickness. When it senses the new, thicker material, it thinks that a double was fed. Press **Trial Piece** to recalibrate to the new material.

You can turn double detection off if an occasional duplicate insert is not important - see pages 30 and 31.

Machine feeds 'Doubles' without stopping

Check that double detection is turned on - see pages 30 and 31.

Make sure you've run a trial piece to calibrate the double detection - see page 6.

Envelope flaps won't seal

Check that **Seal** is selected (green indicator lit) - see page 6.

Check that the moistener isn't empty - see page 9.

Try selecting safe seal mode - see page 31.

Address position wrong or address doesn't appear in envelope window

Check that the addressed sheet is loaded properly - see page 10.

Check that the addressed sheet is loaded into **Sheet feeder A2** (if it's installed).

Try adjusting the address position - see page 29.

Inserts or business reply envelopes feed poorly from Insert Feeder C

Changing the orientation of the insert stack may help. For pre-folded inserts it's normally best to load with the 'closed' edge feeding first. Business Reply Envelopes can normally be loaded right way up and facing you. However, if the flaps are pulled open when feeding, try loading with the flaps down and facing you.

Following installation of Sheet Feeder 2, the system doesn't work

Check that the OfficeRight™ Mailer is correctly located onto Sheet Feeder 2.

Turn the machine off, wait a few seconds and then turn back on.

Check that no debris (dust, paper, etc.) has fallen into the Sheet Feeder 2 electrical connector.

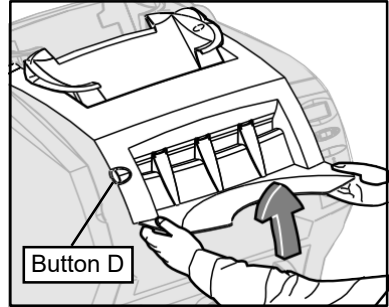
Clearing Material Stoppages

...from area beneath cover D

If the display indicates a stoppage beneath cover D, press the blue button marked **D** to release the cover. Lift the cover **using the finger grips** each side of the stacker.

Any stalled material can then be carefully removed from the machine.

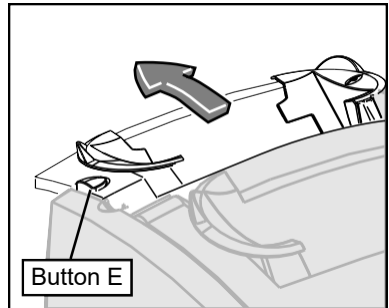
When closing the cover, latch the cover closed by pressing down on the finger grips or the central part of the cover in front of the envelope feeder. **DO NOT** press down on the stacker.



...from area beneath cover E

If the display indicates a stoppage beneath cover E, press the blue button marked **E** to release the cover. Push the cover backwards to gain full access.

Any stalled material can then be carefully removed from the machine.

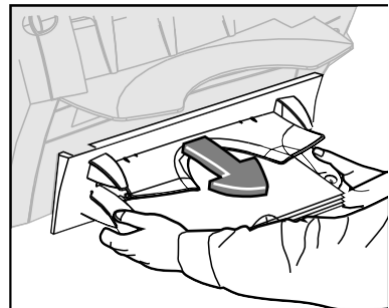


...from sheet feeders/manual feeder

If the display indicates a stoppage in the sheet feeder(s) or manual feeder areas, access can be gained by pulling the feeder assembly from the machine as shown.

Any stalled material can then be carefully removed from the machine.

This is **NOT** necessary if a sheet has simply failed to feed. In this case, remove the sheets and then reload the feeder.



Reference

The Stacker

The stacker can be removed from the machine if required.

To Remove

Pivot the stacker up slightly and pull it away from the machine.

To Refit

Position the stacker pivots against the mounting studs and push into place.



Service and Supplies

A service maintenance contract is available to keep your machine in top condition at nominal cost. Pitney Bowes is also available if you have questions about your OfficeRight™ Mailer, or require service or assistance.

EZ-Seal® solution and/or suitable envelopes for the OfficeRight™ Mailer may also be ordered from Pitney Bowes.

Contact Pitney Bowes or the dealer serving your area. The phone number and address will be found on the back of this guide or on a 'sticker' on the machine.

Alternatively, in the UK or Ireland, you can use our web sites for technical support or ordering supplies:

UK www.pitneybowes.com/uk

Rep. of Ireland www.pitneybowes.com/ie

Material Specifications

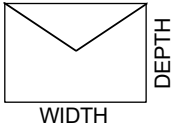
Sheet Feeders A1 and/or A2

Sheet Size	DIN A4 (297mm x 210mm)
Paper Weight	75g/m ² to 90g/m ²
Capacity	to Max fill line (approx. 80 sheets of 80g/m ²)
Type	Suitable for normal copier/laser printer bond paper. Do not run perforated, NCR or <u>coated</u> papers.

Insert Feeder C (Optional)

Insert Size	Width 127mm to 225mm Depth 86mm to 114mm
Material Weight	Unfolded document 70g/m ² to 200g/m ² Trifolded document 70g/m ² to 90g/m ²
Capacity	60 off 90g/m ² Business Reply Envelopes maximum
Type	Suitable for pre-folded, single panel inserts or Business Reply Envelopes, etc.

Envelope Feeder B

Envelope Size	'DL' Mailer only Width 225mm to 235mm Depth 110mm to 121mm	
Envelope Weight	70g/m ² to 90g/m ²	
Capacity	60 off 90g/m ² envelopes maximum	
Envelope Flap Type	Executive (triangular) flap	
Envelope Flap Length	32mm to 57mm	
End Clearance	End clearance between the contents and envelope is a minimum of 5mm each side (10mm overall). This measurement should be taken with all contents placed into the envelope.	
Depth Clearance	The contents must allow a minimum clearance of 6mm below the flap crease after being fully inserted into the envelope.	

Manual Feeder M

Stapled or unstapled sets of up to 3 sheets of 80g/m² paper can be processed. Sheet Feeders A1 and A2 cannot be used in conjunction with the Manual Feeder. Glossy/coated sheets are not recommended.

Reference

Sealer

The machine can seal up to a maximum of 1,000 envelopes between refills.

Stacker

Stacker capacity is up to 60 filled envelopes, depending on contents of envelope.

Material Requirements

Materials should be good quality and properly stored.

Recommended storage conditions: 18°C to 25°C
40% to 60% relative humidity

Machine Specifications

Physical Dimensions:

Width	440mm
Depth	530mm
Height	365mm (without optional sheet feeder 2) 440mm (with optional sheet feeder 2)
Weight	17kg

Noise Level:

Running < 70dBA

Electrical:

240V, 50Hz, 1A


Speed:

Up to a maximum of 900 cycles per hour

Duty Cycle:

Up to a maximum of 2,000 cycles per month

Compliance:

 Pitney Bowes certifies that the OfficeRight™ Mailer series complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC. The products were tested in a typical configuration.

ALL SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTIFICATION AND ARE FOR INFORMATION ONLY

Operating Guide

We have made every reasonable effort to assure the accuracy and usefulness of this guide, however we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

FOR SERVICE AND SUPPLIES:



3001 Summer Street,
Stamford, Connecticut 06926

www.pitneybowes.com