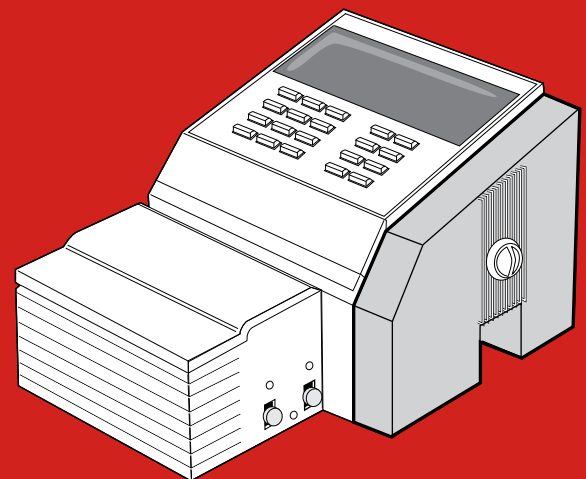
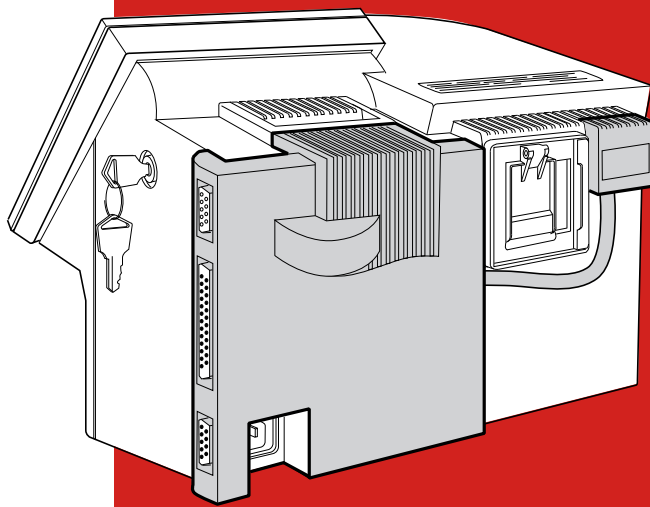


Datalink Electronic Interface Units



Models A800/B400

ABOUT THIS GUIDE

These instructions give full details of Operating, Configuring and resolving problems on the Datalink Electronic Interface Unit (EIU).

Normally, the unit will be fitted to your Postage Meter and configured by a Pitney Bowes Service Engineer.

To use the EIU, you only need to read section 1. Only refer to sections 2 or 3 if you wish to change the EIU configuration or if you have problems.

1. OPERATION

This section introduces you to the EIU and explains how to use the EIU's functions...

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2. CONFIGURATION

This section explains how to configure the EIU to suit the needs of your system...

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3. PROBLEMS?

This section explains what to do if things go wrong...

General problems	9
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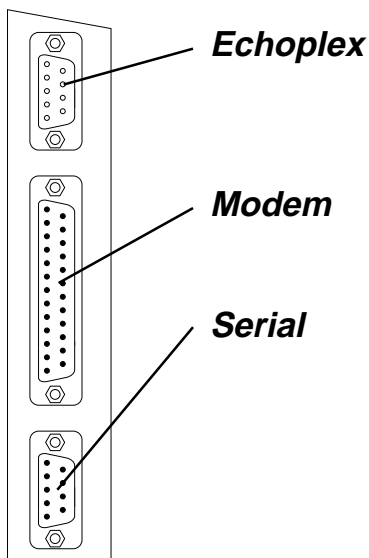
Operation

1. OPERATION

A description of the EIU

The Datalink **E**lectronic **I**nterface **U**nit (EIU) is a small unit fitted to your Pitney Bowes postage meter. It provides an expanded accounting system, one button 'automatic' Postage by Phone reset and the ability to connect to certain devices through three external ports.

The ports available are:



For direct connection to existing Pitney Bowes electronic scales which use the 'echoplex' connection protocol.

For connection of a Hayes compatible Modem which is used for one touch reset via Postage by Phone.

RS232 port for connecting an Epson compatible serial Printer, allowing you to obtain printouts of the accounting data held in your Pitney Bowes postage meter and EIU.

or

Connection to a Pitney Bowes electronic scale which uses a 'serial' connection.

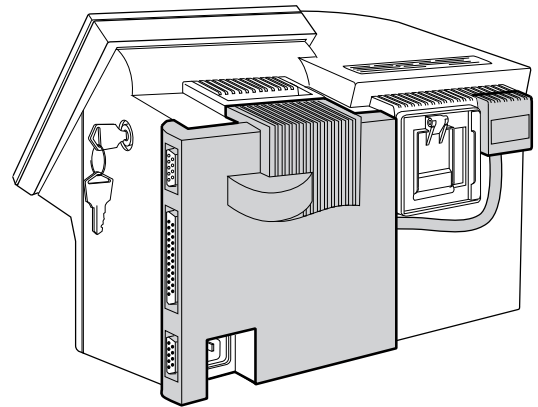
or

Connection to an IBM compatible Personal Computer running Data Exchange software. This configuration allows accounting data to be downloaded into your PC for further processing using a spreadsheet etc.

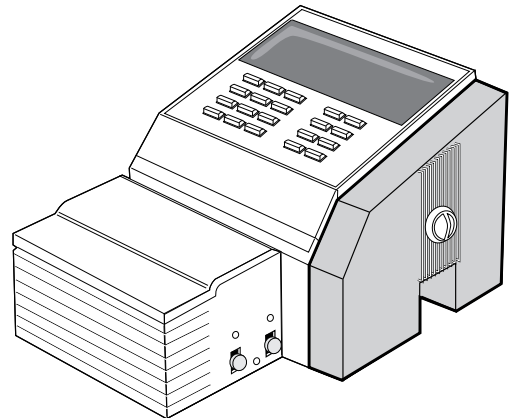
The different EIU models

The Datalink EIU comes in two different models.

- The **A800 series** EIU connects to a B700 series PostPerfect postage meter



- The **B400 series** EIU connects to a B900 series electronic postage meter



Both models operate in an identical way. The only difference is in their physical appearance to allow connection to the appropriate postage meter. This guide therefore covers the use of both models.

Operation

Operating the EIU

Accounting

When fitted, the EIU increases the number of accounts available to 100. Operation remains unchanged from a standard meter.

To set up and use the accounting system, refer to the meter's Operating Guide (form no. SDC302 for B700 PostPerfect and SDC296 for B900).

One touch Postage by Phone Reset

Connecting a Modem between your EIU and a telephone line allows even easier and quicker meter recrediting via the Postage by Phone service:

With the modem connected and switched on, press the **Reset** button on your postage meter.

If you have the 'secure refill/reset' option set, the meter will ask for a password. This password is, in fact, your Postage by Phone account number. Key in the account number then press **Enter** to continue.

The default reset amount is displayed. If this is correct, press **Enter** or, if a value different to the default is required, key in the new value then press **Enter**. Recrediting will be carried out automatically.

In the unlikely event that a fault occurs, an error code will be displayed. If this happens, see 'Postage by Phone Reset Error Codes' on page 10 of this guide.

For all other details of the Postage by Phone service, see the 'Postage by Phone Quick Reference Card' (form no. SDC295) supplied with your postage meter.

Manual Postage by Phone Reset

Should you have problems recrediting your meter using the one touch Postage by Phone Reset described above, a manual meter reset can be carried out:

Key in the number **6223** then press the **Reset** button on your postage meter. The manual reset screen will appear. You can now carry out the manual Postage by Phone reset call as described in the 'Postage by Phone Quick Reference Card' (form no. SDC295) supplied with your postage meter.

Printing EIU Reports

If you have a suitable printer connected to the serial port of your EIU, you can print certain information held within your meter/EIU. At present, two reports are available:

Accounting Report Gives a summary of all the accounting data held in your meter/EIU.

Setup Report Gives details of the following meter settings:

- Postage Registers
- Time Settings
- Warning Values
- Accounting Setup
- Memory Key Setup
- Default Settings
- Features available
- Meter/EIU Configuration

Your company name can be set to print as a heading on the reports. If this has not already been set-up, refer to 'Configuring the EIU' on page 7.

To print an EIU report, enter Setup Mode on your postage meter and select 'EIU Reports' (menu 30 on the B700 PostPerfect).

On the B900 series postage meter, the report list will be displayed. Simply press the number for the report you want and it will print.

On the B700 PostPerfect postage meter, press **No** until the report you want is displayed, then press **Yes** and the report will print.

Configuration

2. CONFIGURATION

General Information

As part of the installation of your EIU, your Pitney Bowes Service Engineer will have configured the unit to match your existing system. This section is included to enable you to change EIU settings if you add components to your system or wish to change your company name etc.. Enter Setup Mode on your postage meter.

Selection of options is made in the same way as normal for your meter:

- | | |
|-------------------------|--|
| On the B700 PostPerfect | Press Yes or No as required at each prompt. |
| On the B900 meter | Press the number associated with the selection you want and press Enter to confirm. |

At any time during setup you can return to normal operating mode by pressing the **Exit** key.

Select the option 'EIU Setup'. Four setup options are available: **Port Setup**, **Configure EIU**, **Telephone Nos** and **Get Config Code**. The option Get Config Code is only for use by technical personnel and is not covered further in this guide.

Port Setup

This function lets you tell the EIU which external devices are connected to each of its ports. 'Port Setup' offers three choices relating to each of the three EIU ports:

- | | |
|-----------------|--|
| RS232 | Select either <i>Printer</i> , <i>Scale</i> , <i>PC</i> or <i>not used</i> for OFF. |
| MODEM | Select <i>Installed</i> if you have a MODEM or <i>not used</i> for OFF. |
| Echoplex | Select <i>Installed</i> if you have Pitney Bowes 'echoplex' electronic scale connected or <i>not used</i> for OFF. |

Once you have made your selection for a port, the display will show 'Port Set'. On the B700 series PostPerfect only, press the **C** key to return to the 'Port Setup' prompt.

Configure EIU

The 'Configure EIU' function allows you to set the following options:

- | | |
|--------------------------|---|
| Company Name | Key in the Company Name as you wish it to print on the EIU report (up to a maximum of 35 characters). |
| Account Number | Key in your Postage by Phone Account Number (8 digits). The Modem uses this number to communicate with the Postage by Phone Data Centre during a one touch Postage by Phone reset. |
| Modem Init String | This option is for the use of your Pitney Bowes engineer and should not be changed. |
| Secure Refill | This option lets you set a password to protect the one touch Postage by Phone reset from unauthorised use. If the option is set to 'Password' you must enter your Postage by Phone account number before a one touch reset can be made. If the option is set to 'No Password' your account number will not be required. |

Telephone Nos

- | | |
|---------------------------|---|
| Data Centre Number | Key in the phone number the Modem needs to dial for the Postage by Phone Data Centre. If you need a pause in the dialling sequence, key in the - sign. (Press the lower modifier key followed by the 0 key.) In the U.K. the Modem should dial 0990 143492. |
| Ext. Line Prefix | Key in the number required (if any) to access an external line. Again, if you need a pause in the dialling sequence, key in the - sign. (Press the lower modifier key followed by the 0 key.) |
| Dial Method | Choose the dialling method you wish the Modem to use. You can choose either Tone or Pulse dialling depending upon the requirements of your telephone system. Most modern telephone exchanges use the tone dialling method. |

Configuration

Connecting a MODEM

It is recommended that a US Robotics® Sportster® Modem is used with the EIU.

The meter and Modem must be situated close to a standard telephone plug-in socket, **Do Not** use a telephone extension cable. The US Robotics® Sportster® Modem has a three metre telephone cable as standard.

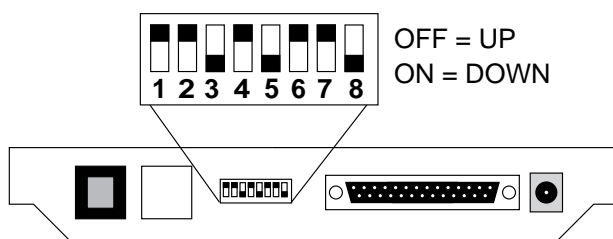
Connect the Modem lead between the corresponding sockets on the EIU and the rear of the MODEM.

Connect the Modem's power supply to a nearby socket, and the telephone connector to a socket doubler if the telephone line is not exclusively for the Modem.

The Modem **must** be switched ON before a one touch reset is initiated.

The default settings on the U S Robotics® Sportster® Modem are correct for use with an EIU. The Modem Default DIP switch settings are:

1. OFF
2. OFF
3. ON
4. OFF
5. ON
6. OFF
7. OFF
8. ON



The Modem front panel lights indicate the following:

Symbol	Meaning	Status
AA	Auto Answer	OFF
CD	Carrier Detect	ON when connected to Data Centre
RD	Received Data	Flashes during data transfer
SD	Send Data	Flashes during data transfer
TR	Data Terminal Ready	ON when selecting a one touch reset
CS	Clear to Send	ON
ARQ/ FAX	Error Control/ Fax Operation	ON when connected to Data Centre

For more information on modem operation and specification, see the US Robotics® Sportster® Installation & Troubleshooting Guide.

Problems?

3. PROBLEMS?

General Problems

Message	Meaning and Action Required
Printer off-line	<ul style="list-style-type: none">• Printer not switched On.• No paper.• Printer pause button pressed.
Reset Fail	<ul style="list-style-type: none">• Meter does not accept codes from Data Centre. Phone Data Centre Customer Assistance.
Modem Err - Check Modem	<ul style="list-style-type: none">• Modem not switched ON.• Failed to dial, check cable connections.
Timeout	<ul style="list-style-type: none">• Trying to dial, no response from Modem. Check cable.
Msg Timeout	<ul style="list-style-type: none">• Message sent to Data Centre, then no response. Try calling again.
Line Busy	<ul style="list-style-type: none">• Data Centre lines engaged. Call again later.
No Answer	<ul style="list-style-type: none">• No answer from Data Centre. Call again later. Check Data Centre opening times.
Check EIU or Fatal 60	<ul style="list-style-type: none">• Check EIU is properly seated and connected to your postage meter. If fault persists, call Pitney Bowes Service.

Other Problems	Meaning and Action Required
One touch Postage by Phone reset fails - CS and TR lights on Modem are lit.	<ul style="list-style-type: none">• If a Postage by Phone Error Code or message is displayed, refer to the chart on the following page.• If no error code is displayed, check the EIU is properly seated and connected to your postage meter. If the fault persists, call Pitney Bowes Service.

Problems?

Postage by Phone Reset Error Codes

The following error codes and messages may appear if there is a problem with a one touch Postage by Phone reset call.

Due to the different display capabilities of the B700 and B900 postage meters, the messages differ slightly between models. Please refer to the message for your own meter.

Code/Message		Action Required
B700	B900	
1 Comm Problem	1 Communication Problem	Check Modem is plugged in and switched ON, try again. If failure continues contact Customer Assistance*.
5 Check Acct. Number	5 Check Account Number	Check the Account number programmed into the EIU is correct (see page 4). If failure continues, contact Customer Assistance*.
7 Call Cust Assistance	7 Call Customer Assistance	Contact Customer Assistance*.
9 Call Cust Assistance	9 Call Customer Assistance	Contact Customer Assistance*.
11 Call Cust Assistance	11 Call Customer Assistance	Contact Customer Assistance*.
13 Call Cust Assistance	13 Call Customer Assistance	Try again, if failure continues Contact Customer Assistance*.
16 Call Cust Assistance	16 Call Customer Assistance	Try again, if failure continues, contact Customer Assistance*.
18 Call Cust Assistance	18 Call Customer Assistance	Try again, if failure continues, contact Customer Assistance*.
21 Reset too high £	21 Reset Value too high £	Reduce the value selected for meter reset, try again.

Problems?

Code/Message		Action Required
B700	B900	
22 Over Rst Limit £	22 Reset Amount Over Limit, Use £	Reduce the value selected to the authorised limit, try again.
82 Insuff Funds £	82 Insufficient Funds £	Reduce the value selected to the amount of funds available or deposit additional funds to cover reset value.
94 Call Back Later	94 Call Back Later	Communication Problem, try again later.
104 Invalid Reset Amt	104 Invalid Reset Amount	Select a valid reset amount (must be in multiples of £50).
115 Call Back Later	115 Account In Use Call Back Later	Postage by phone account already in use with another meter (users with multiple meters only). Call back Later.
158 Too Many Resets	158 Too Many Resets	Number of resets for day exceeded. Call back tomorrow. Change reset to a larger amount to avoid continual resets.
250 Invalid Auth Code	250 Check Authorisation Code	Re-enter Authorisation Code, try again.
251 Over Reg Limit £	251 Unused Register Over Limit £	Credit in meter is too great to allow a reset. Reduce the amount of credit in meter before trying again.
252 Reset Too High £	252 Reset Amount Too High £	Reset amount above maximum setting value. Reduce the value selected, try again.

- * The current phone number and opening times for Customer Assistance are given in the 'Postage by Phone Quick Reference Card' (form no. SDC295) supplied with your postage meter.



Warning, the use of the EIU, when connected to a B900 or B700, will result in a class A system. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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:



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