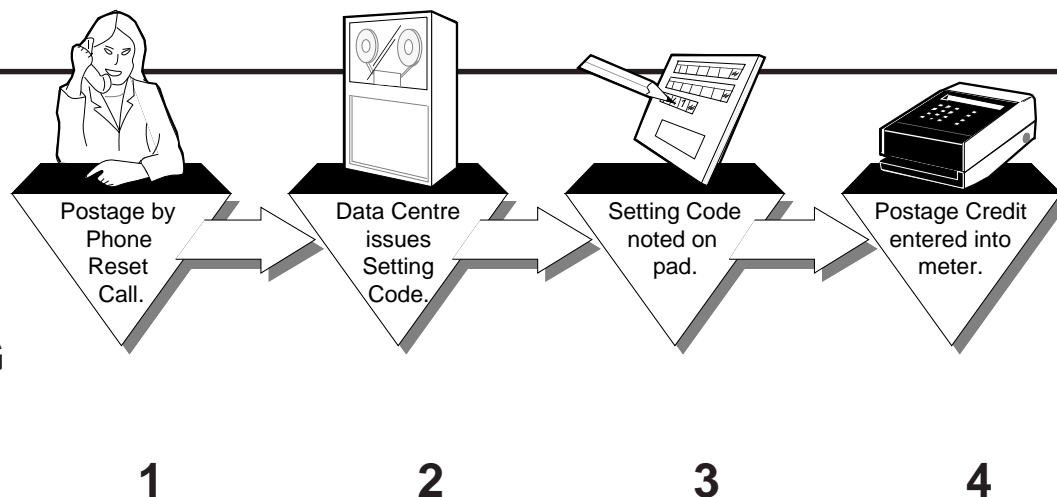


Operating Guide

(see overleaf for Meter Resetting Wallchart)

FOUR EASY STEPS TO SETTING YOUR METER



What is 'Postage by Phone?'

The Pitney Bowes Postage by Phone System allows you to obtain postage funds for your Pitney Bowes Postage Meter using a phone and just a few minutes of your time.

The system consists of a central computer situated in our Data Centre at Harlow. The computer is able to speak to you and request the information which you enter via your phone or the tone pad supplied. The computer will then issue you with a setting combination. This combination allows your meter to be reset with postage credit.

After the transaction an invoice/statement will be forwarded to your company automatically.

Printed on the reverse of this card are the simple instructions which allow you to reset credit into your Postage Meter.

What telephone do I need?

If your phone has * (star) and # (hash) keys you may use it directly to enter the information requested.

If your phone does not have the * (star) or # (hash) keys, you should use the tone pad supplied to send the information through the mouthpiece of the telephone handset.

When is the Data Centre open?

The Data Centre is open 8.45am to 6.00pm Monday to Saturday, including Bank Holidays.

Customer Assistance is available Monday to Friday except Bank Holidays.

What is the Data Centre Telephone number?

The number for all normal operations such as obtaining Postage Credit or for balance enquiries is:

Harlow (01279) 641000

How do I find my Account Balance?

You may obtain your Account Balance by carrying out a call in exactly the same way as the reset call overleaf except that the Request Code 999# is used at the beginning of the call instead of 555#.

What if I have difficulties?

At all times you are in full control of the procedure. The following codes may be entered at any time during the call:

- 0 * To obtain Customer Assistance
- 7 * To repeat the computer's last message
- 4 * To end the call

Should you experience difficulties or accidentally enter incorrect information, the computer will request the information again. After three unsuccessful attempts the computer will automatically transfer you to Customer Assistance.

If you lose the setting combinations before entering credit into your Postage Meter, simply make the reset call again using the current meter readings and the computer will re-issue the setting combinations.

If you have any problems regarding the Postage by Phone service you can call our Customer Assistance direct on Harlow (0279) 641144. Please do not use this line for normal reset requests or balance enquiries.

If your Postage Meter or Mailing Base fails to operate correctly, please call the Pitney Bowes branch office that serves your area. The phone number and address of your local service branch is shown on the 'sticker' fixed to your machine.

Meter Resetting Wallchart

(see overleaf for General Information on the
Postage by Phone System)

▶ Before the Call.....

Have the following information available.

This will be requested by the Data Centre computer:

- **Your Account Number**
- **Your Meter Number**
- **Postage Unused** (enter onto meter setting pad)
- **Postage Used** (enter onto meter setting pad)
- **Postage Value Required**
(only needed when resetting 6500 or 6900 meters).

Locate your Meter Setting Pad here:

For 6500 and 6900 series meters
use pad Form No. SDC.209

For 5300 series meters
use pad Form No. SDC.111

▶ Making the Call.....

1. Dial the Data Centre: **Harlow (01279) 641000**
2. When computer responds, enter Request Code:
555 #
3. Enter the information as requested by the computer.
(follow each entry with the # key to tell the computer
you have completed the information).
4. Write down the resetting combination when issued
by the computer.
5. After obtaining the reset combination, enter one of the
request codes below if required:

0 *	Transfer to Customer Assistance
123#	Additional setting of the same meter (5300 series meters only)
555#	Reset a different meter
999#	Balance enquiry
6. Enter 4 * to end phone call.

▶ After the Call.....

5300 Series



1. Depress the C (clear) bar on the meter keyboard.
2. Enter the setting combination (4 red digits then 4 white) on the keyboard.
3. Turn the meter setting knob one complete turn in the direction of the arrow. Check meter register to ensure Postage Credit has been entered correctly.
4. If more than one combination was obtained, repeat paragraphs 1 - 3 to enter each combination. Be sure to enter them in the order they were received.

6500 Series



1. Turn meter ON. Open and close Date Door.
2. Turn resetting knob clockwise to "Enter Amt".
3. Enter reset amount on the meter keyboard *followed by a decimal point*.
4. Turn resetting knob to "Enter Comb".
5. Enter setting combination on meter keyboard.
6. Turn resetting knob clockwise to "Ready".
7. Press Postage Unused key and check Postage Credit has been entered correctly.

6900 Series



1. Turn meter ON and press "Check Date" button.
2. Enter reset amount on the meter keyboard *followed by a decimal point*.
3. Press "Enter Amt." button (under front cover).
4. Enter setting combination on meter keyboard.
5. Press "Enter Comb" button (under front cover).
6. Press Postage Unused key and check Postage Credit has been entered correctly.