Operator Manual

Postage meter T-1000 TELESET

1   About your new meter

The T-1000 is the first fully electronic postage meter offering a completely new design compared to all other postage meters found on the market today. Its features include automatic daily date set, TELESET postage reset, electronic scale interface, departmental accounting, and thermal printing.

Thermal printing is different than regular meter ink. It works on the principle of ink liquefaction at increased temperatures. The ink is attached in solid form to an ink ribbon and is heated when passing the thermal printhead. Under pressure, the liquefied ink penetrates the envelope paper and remains permanently bonded. This feature eliminates messy ink replacement forever.

Loading your meter with postage now takes place inside the meter itself via an internal modem and your analog telephone line. This service is called TELESET.

Operation is controlled by a microprocessor and all functions can be called up using the keyboard. The self-diagnostic system automatically provides information about the current status of your T-1000.

A Francotyp-Postalia FP-25 or FP-70 scale can be connected through the meter's interface port for direct postage amount setting.
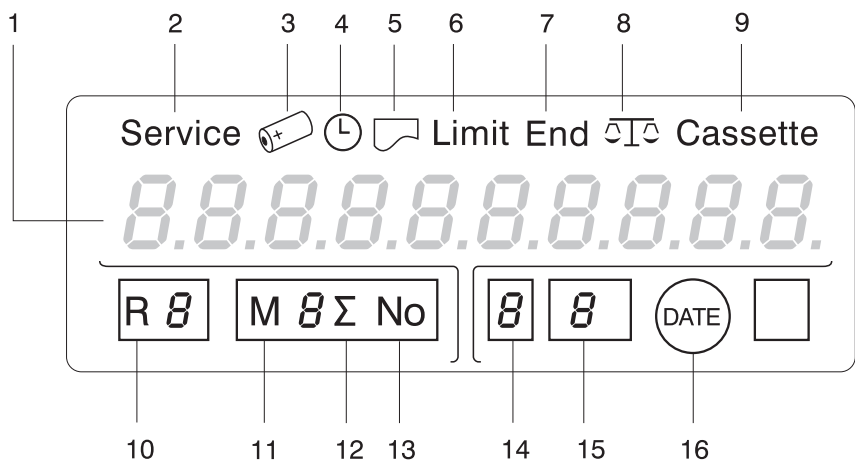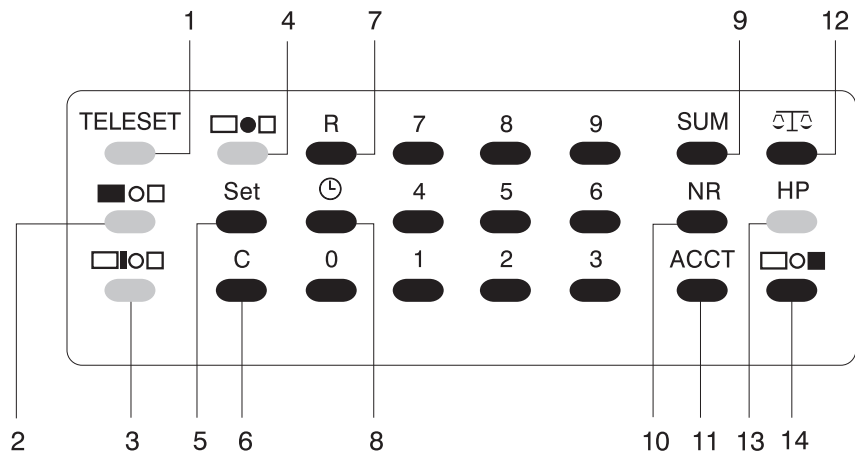
Display und keyboard

Fig. 1
Display

Fig. 2
Keyboard

Explanation of display symbols (Figure 1)

1   Numeric display
2   'Service' appears when service is required, may appear with a
    diagnostic code
3   Battery
4   Clock
5   Printer symbol indicates that meter is ready to print account and
    register information (see section 6.2)
6   'Limit' warns that postage is low
7   'End' indicates that meter is out of postage
8   Scale symbol illuminates when scale interface is activated
9   'Cassette' illuminates when thermal ribbon cassette should be replaced
10 'R', the register symbol, indicates register information being displayed
11 'M', the departmental account symbol, indicates account number in use
12 Sum indicator illuminates when displaying total postage used for each
    departmental account
13 'No' illuminates when displaying number of pieces metered for each
    departmental account
14 Indicates meter ad in use
15 For use with bulk mail
16 Date

Keys and functions on the keyboard (Figure 2)

1   TELESET - used in the reset process
2   Meter ad - used to choose meter ad
3   For use with bulk mail
4   Date - displays date
5   Set - used for programming
6   C - clears last keyboard entry
7   R - register key used when reading registers
8   Time - displays time
9   SUM - displays total postage used for departmental accounting
10 NR - displays total number of letters for departmental accounting
11 ACCT - calls up accounts by number for departmental accounting
12 Scale - activates scale interface
13 HP - confirms high postage value
14 Confirms postage amount entered

4

Contents

2   Safety tips

Your T-1000 postage meter complies with standard safety regulations for office equipment of this type. Before operating your T-1000, read the following tips to assure safe operation.

- After the T-1000 has been in weather below 10 degrees Celsius, wait at least two hours before installation.

- This equipment is designed for connection to a grounded outlet. The three-prong plug is an important safety feature. To reduce the risk of shock or damage to your equipment, do not disable this feature.

- If any liquid is spilled onto your T-1000, disconnect the plug from the outlet immediately. Before connecting the T-1000 again, have it checked by your local service representative.

- Interface cables should not be handled unless all connected machines are turned off. Never attempt to plug or unplug the interface or data transmission cables during a thunderstorm.

- Repairs to your T-1000 must be conducted by an authorized Francotyp-Postalia representative.

- Use only equipment and supplies approved by Francotyp-Postalia.
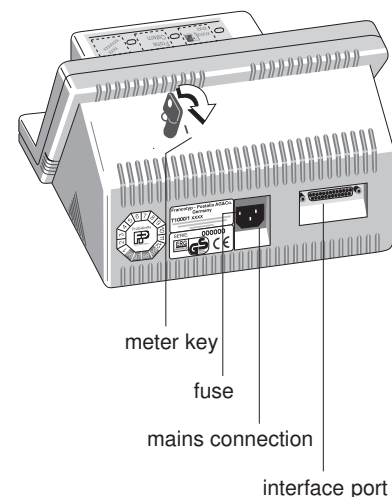
3   Installing the T-1000 TELESET

meter key

fuse

mains connection

interface port

1. Choose a place to keep your meter allowing enough room for your FP scale and access to an analog phone line. 'Analog' is the same type of line you would use for a fax machine.

2. Connect the power cord to the back of the meter. The T-1000 must be plugged into a grounded outlet.

3. Connect the phone jack (RJ-11) into the side of the meter and into a standard analog outlet. Note: the phone cord only needs to be attached when resetting postage through the TELESET Data Center.

4. If you intend to connect the T-1000 to your FP scale, please see section 7 of this manual.

5. Turn the key to the **I** position. Short beep signals will be heard. Now all segments of the display will illuminate. The display of the postage meter will show a dash running from the right to the left side. This is concluded with two beeps. Now all segments of the display will illuminate, followed by another beep. The current date is then displayed. After approximately 3 seconds, the meter will beep again.

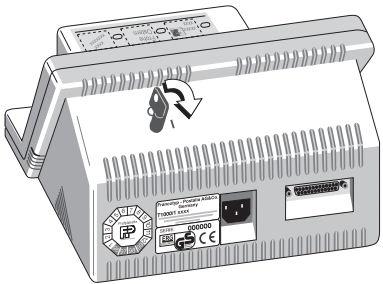6. If the meter is not used for one minute the time will be displayed.

4 Using the T-1000 TELESET

4.1 Turning on the T-1000 TELESET

The T-1000 must be plugged into a grounded outlet.

1. Insert the key into the keylock switch.

2. Turn the key to the **I** position. Short beep signals will be heard. Now all segments of the display will illuminate. The display of the postage meter will show a dash running from the right to the left side. This is concluded with two beeps. Now all segments of the display will illuminate, followed by another beep. The current date is then displayed. After approximately 3 seconds, the meter will beep again and the last postage amount used will appear in the display.
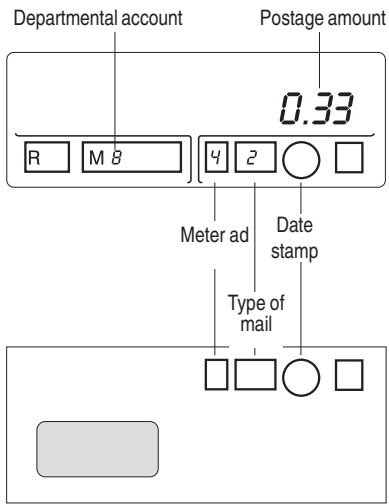
| **i** | If the machine is not used for one minute the time will be displayed.

4.2 Setting the imprint

All imprint settings are displayed in the corresponding area of the display.

You may want to run a test envelope without postage by choosing the '0' account and running a '0.00' amount.

i Incorrect entries will be rejected and the T-1000 will warn you with a beep signal.

i Incorrect entries may be deleted with the 'C' key; ie. the postage amount can be displayed.

4.2.1 Postage amount

The number keys on the keyboard are used to input postage in dollars and cents. As you enter an amount, the numbers will appear in the display.

After entering a correct postage amount, confirm your entry with the green key. The decimal point will then appear in the display. Now just run your envelope through from left to right.

If an amount is entered that cannot be printed, the T-1000 will warn you with a beep. The most recently used postage amount will then appear in the display.

If the T-1000 beeps and the message 'HP' blinks in the display, the high postage amount has been exceeded. You may enter a new amount or override the warning by pressing the 'HP' key. For information on high postage amount, see section 8.2.
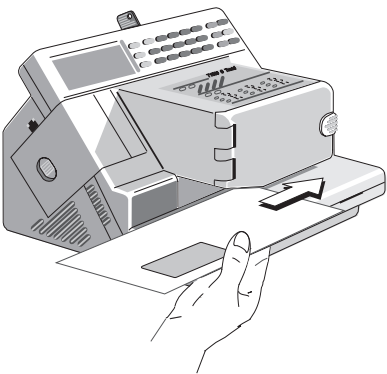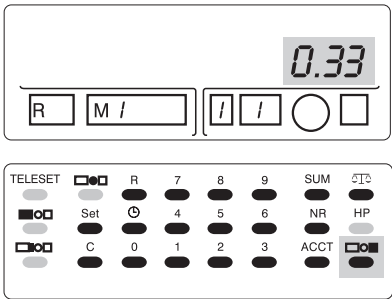
4.2.2 Bulk Mail

Press the □|O□ key as often as necessary until the desired bulk mail number is displayed.

For example, in the picture bulk mail number 4 is shown.
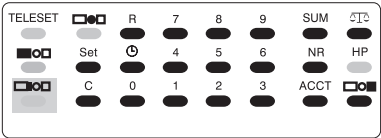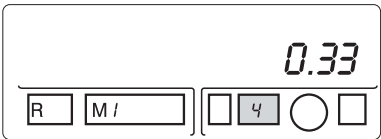
4.2.3 Changing the meter ad

Depending on what you've ordered, you may choose from up to nine advertisements to print. Because of the T-1000's electronic storage capabilities, printing your advertisement is easier than ever.

1. On your machine, there is a label that shows the different advertisements you have ordered. Select the image you want to use and find the number next to it.

2. Press the white 'meter ad' key to scroll through the meter ad numbers. The number you have selected will appear at the bottom of the display in the corresponding field.

3. Run your envelope through and the chosen advertisement will be printed.

i *Note:* You may want to run a test envelope without postage by choosing the '0' account and running a '0.00' dollar amount.
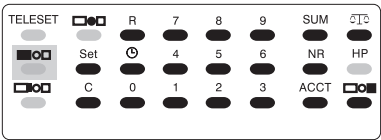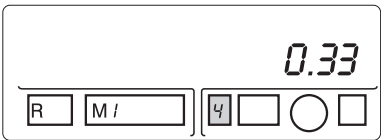
4.2.4 Choosing a departmental account

There are nine accounts available to keep track of departmental postage use. These accounts are accessed by simply pressing the 'ACCT' key to scroll through to the appropriate account number. To use this feature, assign each department a different number between 1 and 9.

CHOOSING AN ACCOUNT

The account number selected will appear at the bottom of the display in the 'M' field. Press the 'ACCT' key to scroll through the account numbers. For example, press the 'ACCT' key once to advance from account one to account two, press it twice for account number three, etc. When you are in your account and you print postage it will be automatically credited to your department.
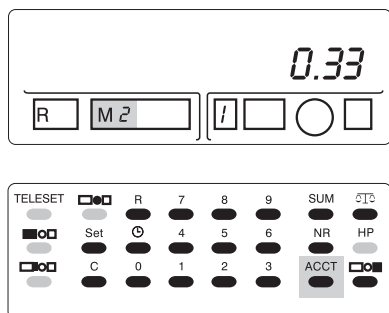
4.3 Metering

Remove all staples and paper clips from the area around the imprint, otherwise this may cause damage to the thermal print head.

- Place your envelope on the letter receiving tray with the address facing upward.
- The letter must be pushed along the letter guide beneath the thermal printhead until the machine grabs the envelope. Now just run your envelope through from left to right.
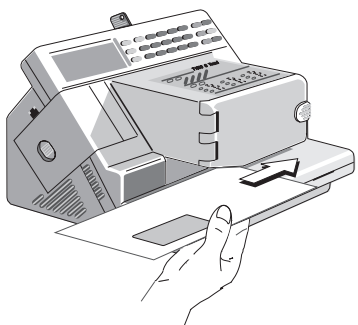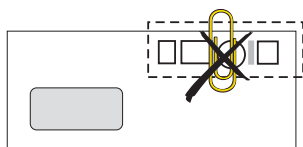
When metering larger pieces (B4, C5) be sure that the envelope is located parallel to the letter guide.

ℹ️ Use envelopes with a smooth surface to guarantee optimum printing quality.

ℹ️ If the envelope is too thick, use a metering label instead.
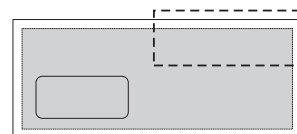
4.4 Turning off the T-1000 TELESET

- Turn the key counter clockwise to the ○ position.
- Remove the key to protect your T-1000 against unauthorized use.

5   Registers

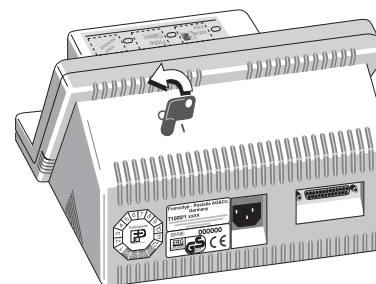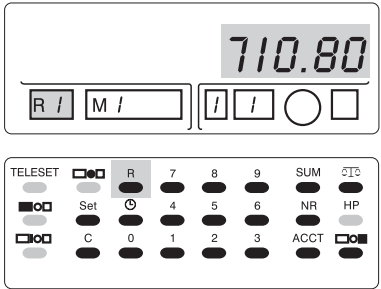The T-1000 has a total of eight registers that give numeric information about your meter. You can scroll through all of the registers by pressing the 'R' key. Each selected register will display its value while the register's number appears in the bottom left corner of the display next to the letter 'R'.

The information in each register is as follows:

Information displayed

R 1	Amount of available postage, called the descending register
R 2	Amount of postage used, called the ascending register
R 3	Total of registers 1 and 2, called the control total
R 4	Total letters metered, excluding zero imprints
R 5	High postage value (for programming, see section 8.2)
R 6	Low postage warning (Limit), (see section 8.3)
R 7	Service programming mode for use by FP dealer.
R 8	Total letters metered, including zero imprints

After pressing the 'C' key the most recently used postage amount will appear in the display.

ℹ️ To print out the register information see section 6.2 PRINTING ACCOUNT INFORMATION on page 19.

6 Departmental account function

6.1 Reading account information

You can see how much postage and how many pieces have been metered for each individual account.

1. Choose the account you are interested in by following the directions above 'choosing a departmental account'.

2. Press the 'NR' key and the display will show you the total number of pieces metered for the department chosen.

3. Pressing the 'SUM' key will display the total amount of postage used by the chosen department.
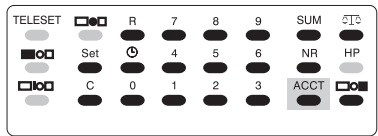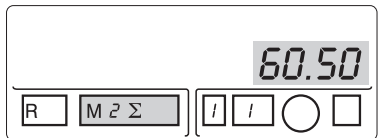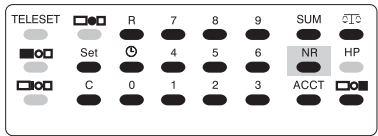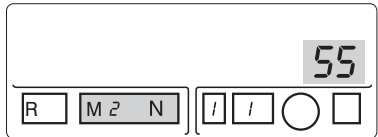
6.2 Printing account information

The T-1000 is capable of printing your account and register information.
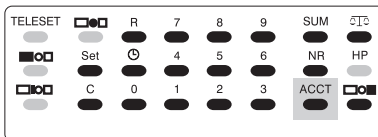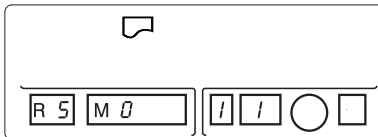
Only meters marked with the 'T-1000B2' are capable of printing the accounting report. You will find this designation on the back of the meter near key switch.

1. Turn meter key to OFF position.

2. Press and hold the blue 'ACCT' key while turning the meter key to the ON position.

3. Continue to hold the 'ACCT' key until the meter beeps and M0 appears at the bottom of the display.

4. You may now print the accounting report by passing any piece of paper through the machine.

5. To return to ready mode, press the yellow 'HP' key.

Account	Pieces	Amount ($)		
			Meter Number:	123456
M1:	0	0,00	Date Printed:	04.01.95 / 00:09
M2:	0	0,00		
M3:	0	0,00	R2: Postage used	$ 0,00
M4:	0	0,00	R3: Total Postage	$ 99900,00
M5:	0	0,00	R4: Total Pieces	0
M6:	0	0,00	R5: High Postage	$ 20,00
M7:	0	0,00	R6: Limit Postage	$ 300,00
M8:	0	0,00	R7: Status	00001
M9:	0	0,00	R8: Total Prints	4

### 6.3   Clearing account information

1. Choose the account to be cleared by pressing the 'ACCT' key.

2. To clear the number of pieces metered, hold the 'NR' key and press the 'C' key at the same time, the value for that department then will be reset to zero.

3. To clear the amount of postage used, hold the 'SUM' key and then press the 'C' key at the same time, the amount for that department will be reset to zero.
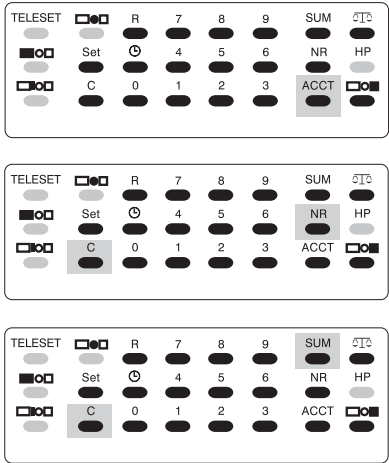
THE '0' ACCOUNT

The grand total for all departments is stored under the '0' account. With the '0' account you can check the grand total of all departmental accounts using the 'NR' and 'SUM' keys.

If you want to print postage, you must first select an account numbered 1-9.

The zero account cannot be cleared directly, but by clearing all other accounts (1-9), the corresponding figures will be subtracted from the '0' account.

7   Electronic postage scale

Your T-1000 postage meter can be connected
to an FP scale for automatic postage setting.
When the two machines are connected, you
simply place your mailpiece on the scale and
the postage amount is automatically
transferred to the T-1000. No need to set the
meter, just run your letter through for the
correct postage every time!

7.1   Connecting the T-1000 TELESET to an FP scale
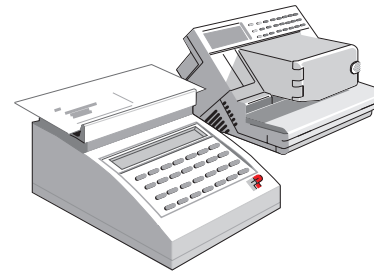
If you have an FP scale, it was delivered with
an interface cable. This cable connects both
machines through RS-232 serial interface
ports. Always disconnect power to both
machines before attempting to connect or
disconnect the interface cable. Never
manipulate the interface cable when either
machine is on.

7.2   Using the interface feature
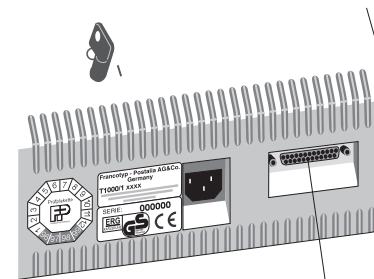
To use the scale interface, simply press the
'Scale' key on the keyboard. To signal that the
interface feature is functioning, the ⚖
symbol will appear in the display. Now, as
soon as a letter is placed on the scale, the
postage information is automatically
transferred to the T-1000. The meter will beep
to notify you that the information was
received. The T-1000 will hold the amount
received until another amount is entered.

Interface port

[i]

While in this mode, the 'High Postage' function is turned off.

To switch off scale function:

• Press the 'Scale' key again. The ⚖ symbol will disappear from the display.
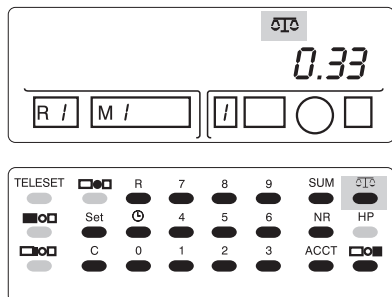
8 Basic programming

8.1 Changing the date and time

The T-1000 automatically sets your date. You can view the current date at any time by pressing the 'Date' key and the current time by pressing the 'Time' key. The date/clock module is quartz-controlled and holds all information even when the meter is off.

TO CHANGE THE DATE MANUALLY

1. Input the new date using the number keys. Make sure you use two digits for the month, the day and the year (for example, 16 September 1999 would be entered '091699').

2. After entering the date, press the 'Date' key. The new date will appear in the display with the word 'DATE' appearing in the lower right hand corner as part of the stamp image.

3. If the information is entered incorrectly, the T-1000 will beep and not accept it.
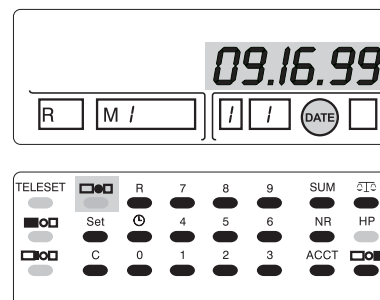
TO REMOVE THE DATE

For special reasons you may need to print postage without a date. To do so, simply follow these steps:

1. Press the 'Date' key.

2. Press the 'C' key. The most recently used postage amount will appear in the display. The word 'DATE' will flash in the bottom of the display.

3. You may now print postage without a date.

To resume printing the date, simply press the 'Date' key.
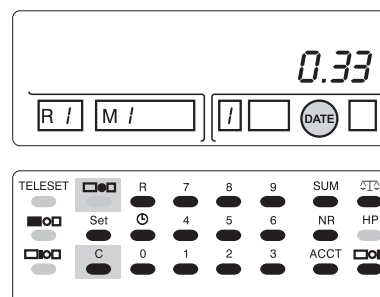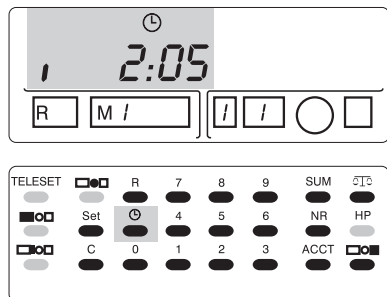
Changing the time manually:

1. Input the new time using the number keys. For example, the time 2:05 would be entered '205'. If the entry is made incorrectly the T-1000 will not accept it.

2. After entering the time, press the 'Time' key. The new time will appear in the display together with the ☐ symbol. The small vertical line that appears to the left of the displayed time indicates P.M. When the bar is not present the displayed time is A.M.

3. If the displayed time needs to be changed from A.M. to P.M. or viceversa, reenter the correct time and hold the 'Time' key until the vertical line appears or disappears.

8.2   Programming 'High postage'

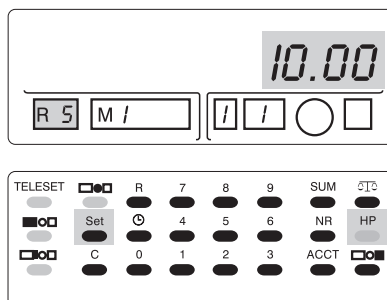High postage is a function that warns the operator if an entered postage amount is more than a preset limit. This amount is set at the factory for $ 10.00, but can be easily reprogrammed in your office. To avoid printing high postage in error, some offices want the 'HP' warning at one dollar, but any amount can be set.

1. Determine the amount at which operators should be warned.

2. Input that amount using the number keys and confirm your entry by pressing the 'Set' key.

3. The entered amount will disappear from the display. Press the yellow 'HP' key.

4. The new high postage amount is now programmed and the display returns to the ready mode.

You can verify the amount set by checking register 5 (see section 5).

8.3   Low postage warning

The 'Limit' indicator in the display is a reminder that you will need to add new postage soon. This amount is preset at the factory for $ 100.00, but can be reprogrammed by your servicing dealer, if necessary.
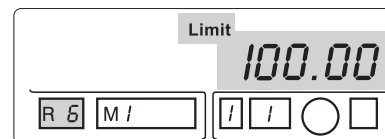
9   TELESET postage resetting

TELESET is a state-of-the-art remote postage setting system. With TELESET, you load postage directly into your postage meter without leaving the office. After requesting a reset through the keyboard, the entire procedure runs automatically via an internal modem. Should you ever have any questions or difficulties resetting your meter, call the TELESET Data Center hotline at (800) 40-RESET.

9.1   Resetting postage

It's so easy to reset your meter. Before you start, check how much postage you have available by checking register one.
(Press the 'R' key once and the amount available will appear in the display.)

When the resetting process is complete, you can verify the amount reset by once again checking register one. The new amount displayed will equal the previous postage available plus the amount reset.

RESETTING AN EXISTING AMOUNT

1. Make sure the meter is switched on and connected to the phone outlet.

2. Type in your 8 digit PIN, ('12345678' in the example) as shown on your meter ID card. Confirm it with the white 'TELESET' key. You are now in the TELESET mode.
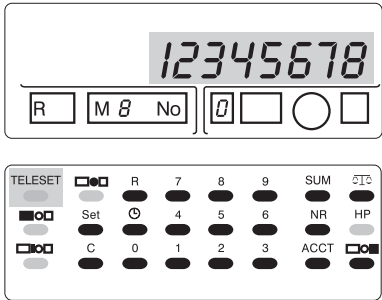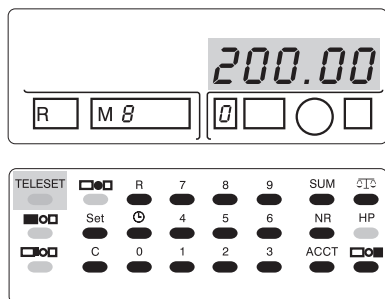
3. The last amount used to reset your meter will appear in the display ($ 200.00 in the example).

4. To reset the amount displayed, simply press the 'TELESET' key.

5. The word 'Reset' and the amount being reset will alternately appear in the display while the process is handled automatically. The entire process should take less than one minute. When complete the T-1000 will return to the ready mode.

i *Note:*
If a problem occurs look at section 9.2.

RESETTING A NEW AMOUNT

1. Make sure the meter is switched on and connected to the phone outlet.

2. Type in your 8 digit PIN, ('12345678' in the example) as shown on your meter ID card. Confirm it with the white 'TELESET' key. You are now in the TELESET mode.
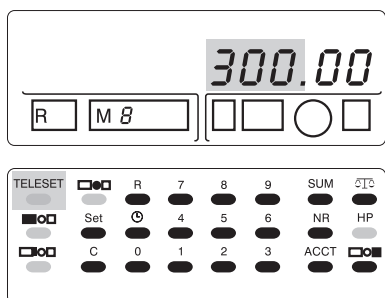
3. The last amount used to reset your meter will appear in the display ($ 300.00 in the example). Now you have the option to reset the meter with a new amount of postage. To do so, simply enter the new amount instead of pressing the white 'TELESET' key. Be sure to enter the

amount in multiples of ten dollars and the new reset amount will appear in the display.

4. Confirm the new amount by pressing the 'TELESET' key.

5. The word 'Change' and the new preset amount will alternately appear in the display. The T-1000 automatically connects to the TELESET system.

    When it's ready to reset, the word 'Reset' and the amount being reset will appear alternately in the display.

6. Within 30 seconds press the white 'TELESET' key again to confirm reset of the new amount. The display will count down from 30 to remind you. The process is then handled automatically. When complete the T-1000 will return to the ready mode.

i *Note:* If an incorrect entry is made while in the TELESET mode, you can clear it with the 'C' key. To exit the TELESET mode completely, press the 'C' key a second time.

9.2   TELESET self diagnostics

If the T-1000 needs help, it lets you know with a self-diagnostic code. Some codes are displayed with a word others are simply two digit numeric codes prefaced with the letter C or E. Use this information to fix your meter fast.

```
E16        200.00
R   M3      |□ ○ □
```

Diagnostic codes that begin with the letter C or E only occur during the reset process and usually pertain to the modem connection.

i *Note:* With any C code, the T-1000 will automatically try to reconnect three times. Confirm displayed E codes by pressing the 'C' key.

Here is a list of codes and possible remedies.

C 13, C 14, C 18, C 28, C 39   If any of these codes appear the modem has not completed its call, your T-1000 will automatically try again.

C 23, E 16, E 26, E 29   These codes mean the modem has not received a dial tone, check that your phone line is properly connected.

E 37 and E 43   These codes mean the desired reset amount is not possible. Repeat the reset procedure with a new amount.

If any self-diagnostic code appears that is not listed, call the TELESET Data Center hotline at (800) 40‑RESET for assistance.

9.3   Security features

For security purposes, United States Postal Service (USPS) wants your postage meter to call the TELESET Data Center at regular intervals. During this contact, the center electronically looks at the registers and other items. An internal letter counter allows your postage meter to determine when the next contact must be made with the TELESET Data Center. When it's time to call, the message 'Call‑FP 44' will appear in the display. If you do not respond to this message within a reasonable amount of time the postage meter will discontinue operation until communication is made.

```
CALL - FP 44
R   M3      |□ ○ □
```

All you need to do to establish communication is conduct a normal TELESET postage reset. If you do not need postage, you may ask for a reset of zero dollars. If you have any questions, call (800) 40‑RESET.
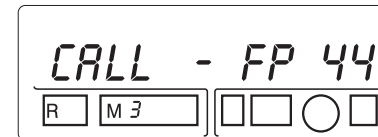
10   Maintenance, upkeep and service

For security reasons, internal cleaning and maintenance of the meter may only be performed by an authorized Francotyp-Postalia technician. For any service needs, call your local FP dealer. See section 14 for contact information.

Have your T-1000 cleaned and serviced by your servicing dealer on a regular basis. This will ensure long-term, fault-free operation.

There are some simple cleaning and maintenance jobs you can carry out yourself:

– cleaning of the outer housing parts
– changing the ribbon cassette.

Turn off the system before carrying out any cleaning or maintenance work.

10.1   Cleaning

If you choose to clean your postage meter, make sure no liquid gets inside the housing. Clean only the outside with a damp cloth. A little dishwashing liquid will usually do the best job.
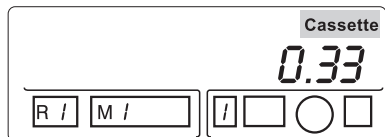
10.2   Changing the ribbon cassette

The T-1000 will display the message 'Cassette' when it is time for a new thermal ribbon. This is the easiest printing supply you will ever replace. Simply open the cartridge door by pressing the catch on the front of the machine. Swing the door completely open and pull out the old ribbon. To insert the new ribbon,

1. Remove the red protective cover from the new ribbon and check to make sure the ribbon is tight.

2. Set the cartridge (ribbon facing down) on the letter tray and slide into the compartment until it stops.

3. Close the door and you're done.

4. The 'Cassette' message will disappear after you print a new envelope.
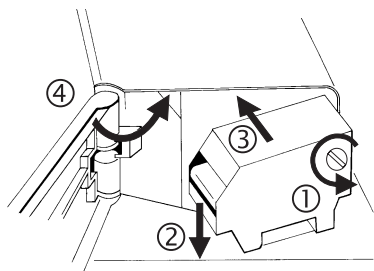
11   Troubleshooting

If the T-1000 needs help, it lets you know with a two-digit code and the message 'Service'.

The tips given on the following pages will assist you in troubleshooting.

Codes that appear with words are:
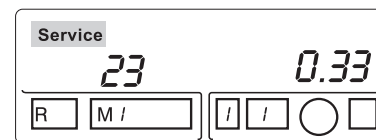
The code '21' or '23' with the word 'Service' and/or 'Cassette' mean a letter is in the feed path. Press the 'C' key and the T-1000 will clear itself.
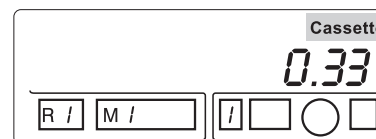
The message 'Cassette' alone means it's time for a new thermal ribbon cassette. Replace the old one using directions in section 10.2.

If the message 'Service' appears by itself, or with the ⏱ or 🔋 symbol, call your local FP dealer.
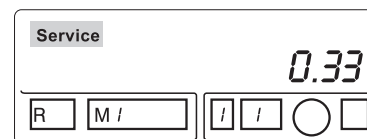
See section 9.2 for information on the faults and problems specific to TELESET loading.

United States Postal Service (USPS) regulations forbid customers from opening their postage meter. All repairs must be handled by Francotyp-Postalia. The following problems can be easily handled in your office. Try these solutions before you call your dealer. If you ever have any questions, call the TELESET Data Center hotline at (800) 40-RESET.

| Problem	Possible causes and solutions
Display is blank	**No power:** • Check to make sure T-1000 is plugged in and the switch is in the **I** position.
T-1000 does not print	**Meter in '0' account:** • Press the 'C' key and select a departmental account between 1 and 9. **Scale interface on, no scale connected:** • If ⚖ symbol is displayed and no scale is connected, press the 'scale' key once to turn off the interface function. **Meter is out of postage:** • If 'Limit End' is displayed, the meter is out of postage, perform a reset. **Meter in security mode:** • If the message 'Call-FP-44' is displayed, see section 9.3 and reset your meter.
Postage amounts are not transferred from FP scale to the T-1000	**Meter without power:** • Check to see if meter is plugged in and the switch is in the **I** position. **Data transfer interrupted:** • Check if interface cables are tightly connected to both units. ⚖ **key is not activated on meter:** • Check if the scale symbol appears in the meter display. If not, press the 'scale interface' key.
Displayed date or time are incorrect	**Information should be reset:** • See section 8.1 to manually reset time or date.
Envelope does not eject	**Letter is jammed:** • Press the 'C' Clear key, T-1000 will automatically eject envelope.

12   FCC-Requirements

This equipment complies with Part 68 of the Federal Communication Commission (FCC) Rules and Regulations. On the back side of the T-1000 TELESET is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is useful to determine the quantity of devices which may connect to the telephone company. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

If the Model T-1000 TELESET equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify you of the discontinuance as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of your telephone equipment. If this happens, the telephone company will provide advance notice so that you can modify your equipment as required to maintain uninterrupted service.

If you experience trouble with the T-1000 TELESET please contact

POSTALIA, INC.
1980 University Lane
Lisle, IL 60532-2152
Tel. (708) 2 41-90 90
Fax (708) 2 41-90 91

Customer Service (800) 341-60 52
TDC Customer Service (800) 40-RESET

for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you to disconnect the equipment until the problem is solved. You should not attempt to repair this equipment yourself. This equipment contains no customer or user serviceable parts.

This telephone system may not be used on public coin service provided by the telephone company. Connection to party lines is subject to state tariffs (Contact your state public utility commission or corporation commission for information.)

Changes or modifications not expressly approved by FRANCOTYP-POSTALIA could void your authority to operate this equipment.

Applicant: Francotyp-Postalia GmbH

Signet By: .... Date: Sept. 1994
                    Quality Assurance Manager

13   Technical specifications

Dimensions:	10 1/4" W x 6 3/4" H x 9 1/2" D
Weight:	11 lbs 11 oz.
Mains Current:	max. 0.6 A
Power supply:	115 V AC/60 Hz
Thermal ribbon cassette capacity:	up to 1,600 imprints without meter ad
Interface:	RS-232 port

UL approved

Note: This equipment has been tested and found to comply with the limits for a class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Postage meter T-1000 TELESET

Label (meter ads and types of mail available)

Keyboard
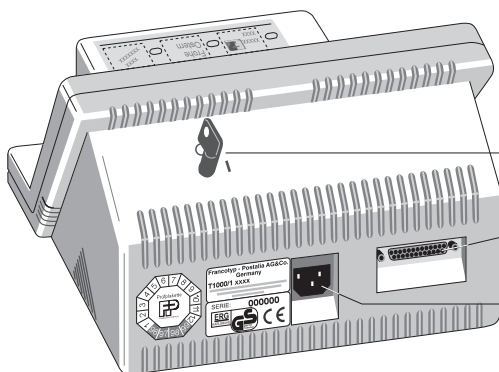
Display

Modem socket

Letter guide

Letter receiving tray
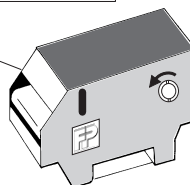
Flap/Ribbon cassette compartment

Catch

Ribbon cassette

Keylock switch with key

Interface port

Power connection

14   Service

Every T-1000 meter is thoroughly checked
before leaving the factory. Should any faults
occur in spite of our extensive quality control,
please contact your local servicing dealer
listed below, or call (800) 341-6052 for a
dealer near you.

FP authorized dealer

Francotyp-Postalia, Inc.
1980 University Lane
Lisle, IL 60532-2152

Customer Service (800) 341-6052
TDC Customer Service (800) 40-RESET