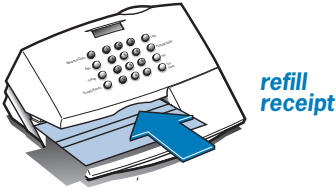


# Troubleshooting

- At the prompt, INSERT FORM FOR RECEIPT, insert an envelope or postage meter tape sheet to print receipt.
- Press the **C (Clear)** key to return the postage to \$0.00.



Amount remaining in POSTAGE BY PHONE® account at Pitney Bowes after transfer.

Date: 06/10/01	Account #: 12345678
Refills Left: [ ]	Meter#: 87654321
Refill Amount: \$ [ ]	
Account Balance: \$ [ ]	

Amount moved from POSTAGE BY PHONE® account into meter.

## 1 After setting up the Meter

Use the Quick Reference Guide under the meter for How To's on:

- Adjusting the Display Contrast
- Changing the Date and Time
- Locking the Meter
- Printing Postage
- Replacing Ink Cartridge
- Using the Meter Ads/Messages



Quick Reference Guide

### Black square lines display

- Unplug the power cord from the wall outlet.
- Remove the batteries. Wait 15 seconds; then plug in the meter. Reinstall batteries.
- Reset date and time using **Setup** key.

### Display is blank

Ensure the power supply is plugged in. Examine pins on connector to see if any are bent or broken.

### REFILL FAILED - CHECK ACCT#

The account number is noted in the top right hand corner of this document.

Press the **Setup** key repeatedly until CHANGE POSTAGE ACCOUNT NUMBER? displays; press **yes**.

### NO DIAL TONE

Ensure phone cord is plugged in both meter and wall. If it is, the telephone line may not be an analog line. Try using a fax machine line.

### CANNOT REACH DATA CENTER

Check the number you have entered as a dialing prefix. Some phone systems require a pause between dialing the prefix and the number. Clear any error messages by pressing the **C (Clear)** key.

Use the decimal (.) key to enter a pause after the prefix.

Press the Setup key repeatedly until CHG PB PHONE #? displays; press **yes**. Key in a prefix, if needed, followed by 1-800-848-3764 (ex:9.1800 848 3764)

### PRINTER JAMMED

The yellow shipping blocks have not been removed. Lift the cover and remove the two shipping blocks.

### Still have questions?

Visit our Web Site at:

[www.pitneyworks.com/metersupport](http://www.pitneyworks.com/metersupport) to view FAQ's and Operators Guide or call us at 1-800-468-8454.

## read this first...

# 1

**THE METER IS SHIPPED WITHOUT POSTAGE.**  
You transfer funds to the meter as part of the setup process.

# 2

**Choose an appropriate location for the meter**  
Position the meter close to both a power and phone outlet. The meter must be plugged into a power outlet at all times.

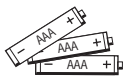
# 3

**Make sure you have an analog telephone line**  
Some commercial phone systems use digital lines that may damage the meter. Like the meter, most fax machines, credit card readers and modems also require analog lines. The meter can share a line with these devices. When in doubt, ask the person responsible for your phone system.

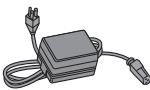
# 4

**Unpack the Meter**  
Remove all contents from the shipping box and locate items shown.

**Do not attach the power cord to the meter until Step 7.**



Batteries



power cord



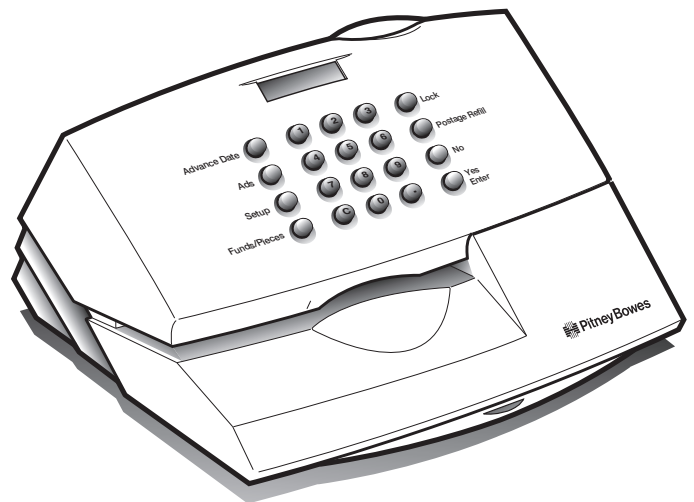
phone cord



ink cartridge

# E700

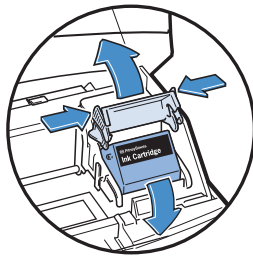
## Postage Meter Quick Install Guide



[www.pitneyworks.com/metersupport](http://www.pitneyworks.com/metersupport)

## 5 Install Ink Cartridge

- Lift the meter cover and remove the yellow plastic stop.
- Open the blue cartridge cover by squeezing the side tabs and pivoting the cover back.
- Remove the second yellow block from the Ink Cartridge holder.
- Pull the tape off the Ink Cartridge and place Ink Cartridge into meter.
- Snap blue cartridge cover in place.



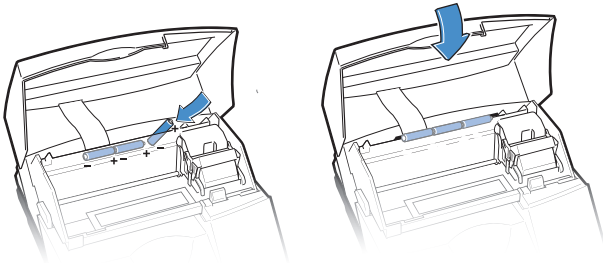
ink cartridge tape



Use only Pitney Bowes ink. All other inks will damage the meter.

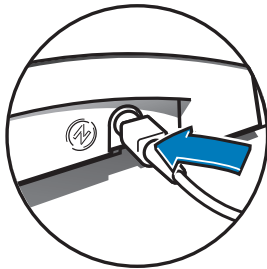
## 6 Install Batteries

- Remove the blue battery cover behind the printer by lifting up on the two tabs.
- Install all three batteries with the positive terminal (+) facing to the right. Replace the battery cover and close the meter cover.



## 7 Connect Power

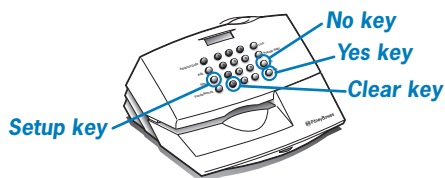
- Connect the power cord to the meter with the arrow facing up.
- Plug the other end of the cord into an outlet that is not controlled by a switch or surge protector; there is no on/off switch on your meter.



## 8 Prime Printhead

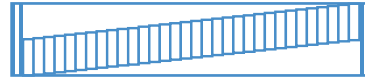
- At the prompt, CANNOT FIND ZIP-REFILL REQUIRED, press **Yes/Enter** key.
- At the prompt, IMPORTANT-IS INK INSTALLED?, press **Yes/Enter** key. This will begin the ink loading process.

The meter displays the message PLEASE WAIT while it performs the maintenance process. This takes about three minutes.



## 9 Print Test

- At the prompt, INSERT FORM FOR PRINT TEST, insert a postage tape sheet or any envelope into the meter. Insert the envelope or tape sheet face up all the way into the slot and slide it to the right.
- At prompt PERFORM PRINTER MAINTENANCE press the **No** key if print test is okay and **Yes/Enter** if the print test fails.



Example of good test print - no missing horizontal lines or breaks in the vertical lines.

## 10 Initializing Setup

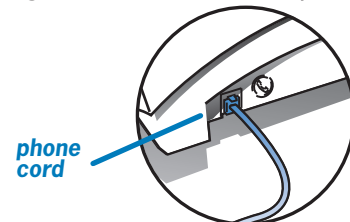
- Press the **No** key to all prompts except the following:
- At the prompt, INSPECTION REQUIRED, press **C (Clear)** key. Meter will display the date and the postage amount, press **Setup** key.
- At the prompt, CHANGE DATE?, press **Yes/Enter** key and enter the current date (mm/dd/yy), press the **Enter** key when finished.
- At the prompt, CHANGE TIME?, press **Yes/Enter** key and enter in the current time in HH:MM format. Press the **Yes/Enter** key when finished. You will be prompted for the A.M. or P.M. selection.
- If your phone system requires a dialing prefix such as "9" to obtain an outside line press the **Yes/Enter** key. Enter the dialing prefix plus the POSTAGE BY PHONE® number. (Example: 9.1.800.848.3764) If your system requires a pause between dialing the prefix and the number enter a decimal (.) for the pause.
- At the prompt, PB PHONE#?, the POSTAGE BY PHONE® DATA CENTER phone should be displayed. If you do not need to modify the phone number to include a dialing prefix press the **No** key.

**Note:** Some phone systems require a pause between dialing the prefix and the number.

- At the prompt, CHANGE POSTAGE ACCOUNT#?, press the **Yes/Enter** key.
- Enter your account number \_\_\_\_\_ press the **Yes/Enter** key when finished.
- At the prompt, INSPECTION REQUIRED? press the **C (Clear)** key.

## 11 Add Postage to the Meter - Postage Refill

- Connect one end of the phone cord supplied to meter and plug the other end into a phone jack.



- Press the **Refill** key.
- Enter the amount of postage you wish to add to the meter in whole dollar amount. Press the **Yes/Enter** key. The meter automatically dials the data center and transfers funds to the meter.

If you receive the CANNOT REACH DATA CENTER OR NO DIAL TONE, see "**Troubleshooting**" on the back page. (Call waiting and voice mail beeps can disrupt funds transfers.)

(Step 11 continues on back...)