

Operator Manual



Franking machine EFS 3000



About this operator manual

Please note that the following symbols and typefaces are used throughout the manual.

Safety tips are indicated by a warning sign or information symbol:



Warning! indicates a potential hazard which may result in injury.



Caution! indicates a potential hazard that may result in damage to your franking machine or impair the franking process.



Tips marked in this way offer you advice and suggestions on efficient use of the EFS 3000.

Keys are printed in UPPER CASE.

The names of indicator lights are printed in *ITALICS*.

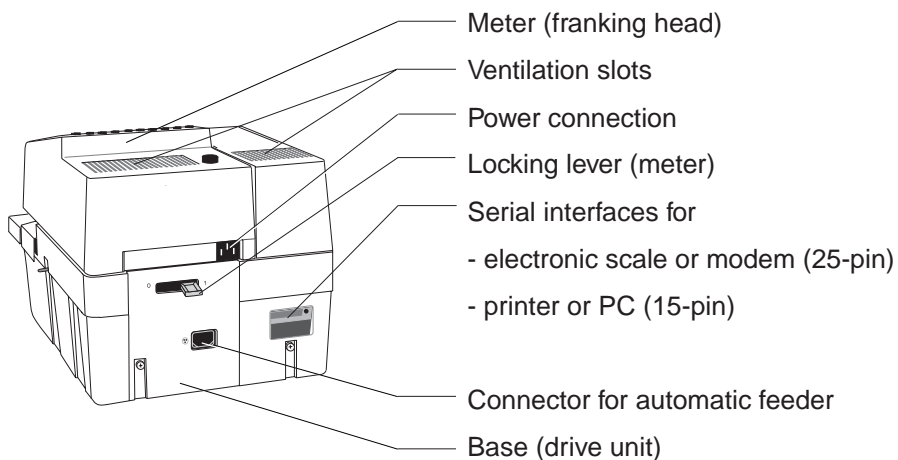
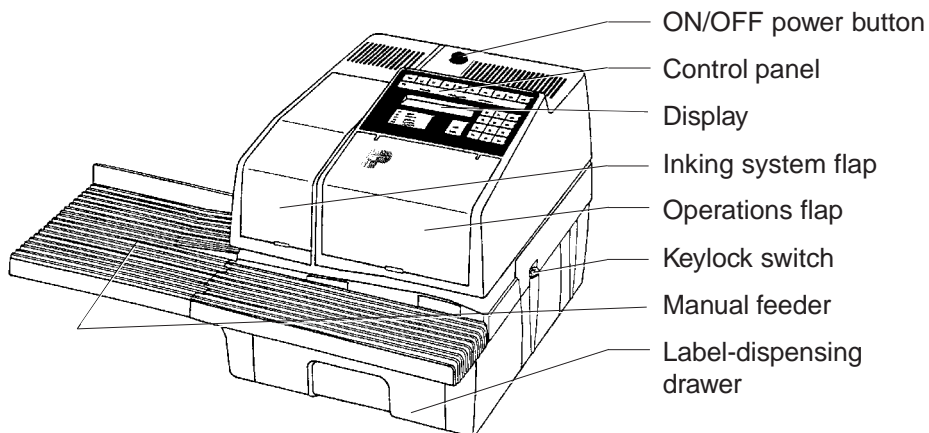
Bold type indicates information which should be read with particular care. The headings are printed in bold type too.

Please keep this operator manual near the machine as reference.

Should any queries or problems occur regarding the use of the EFS 3000, please contact your local FP authorized servicing dealer:



The franking machine EFS 3000





1 Safety tips

The EFS 3000 is an electromechanical mailing system for franking mail and labels in the commercial sector.

This machine complies with all relevant safety regulations applying to computerized office equipment. Before operating your mailing machine, read the following tips to assure safe operation.

- **Caution!** The machine must be unpacked, installed and taken into initial service by Francotyp-Postalia technicians only.
- Use only the power and interface cables supplied with the machine or ones that are approved by Francotyp-Postalia. Make sure that connecting cables are in flawless condition.
- Connect the EFS 3000 only to a grounded single-phase power mains.
- Interface cables should not be handled unless all units connected are turned off. Never attempt to plug or remove interface cables during a thunderstorm.
- Never remove or disable safety devices or guards.
- Never cover the ventilation slots in the housing of the EFS 3000. This may result in damage to the franking machine.
- Switch off the EFS 3000 before cleaning the machine or moving it to a new location.
- To remove smudges from the machine housing, use only a damp cloth.
- Ensure that no liquids or objects penetrate the interior of the machine. Disconnect the power cable from the outlet immediately if such an accident occurs. Have the EFS 3000 checked by your local servicing dealer before use.
- All maintenance and repair must be done by an authorized FP-technician. Not complying with this rule will void your warranty.
- Use only equipment and supplies approved by Francotyp-Postalia.



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2 Installing the EFS 3000



Caution! The machine must be unpacked, installed and taken into initial service by Francotyp-Postalia technicians only.

Delivery contents

- Meter (franking head) with setting pin
- Base (drive unit)
- Power cable
- External modem (optional)
- Keys
- Manual feeder
- Stacker
- Ink cartridge (ink bottle optional for machines with heavy duty ink pump inking system)
- Adhesive labels (optional for machines with label dispenser)
- Slogan blocks as ordered
- TELESET card
(optional for machines loading postage via telephone or modem)
- Operator manual
- Assembly report
- Carrying case (optional for machines loaded at the post office)

You want to install the EFS 3000 at a new location?

Follow these directions:

- Switch off the EFS 3000 and disconnect the power cable from the mains outlet.
- Always keep the EFS 3000 level during transportation to avoid ink spillage from the inking system.
- Install the EFS 3000 on a firm, level surface.
- Connect the EFS 3000 only to a grounded single-phase power mains.



Caution! If you move the machine from a colder environment to a warmer location, wait at least two hours before use. This allows the machine to adapt to the new room temperature.

3 About your new mailing system

The system EFS 3000 is suitable for franking

- all standard formats up to 10 mm thickness
- adhesive labels for larger packages.

All settings are stored electronically and can be called up whenever necessary.

Four different accounting systems are available:

- Current account with postal service
- Manual setting / loading postage at your local post office
- TELESET voice / loading postage via telephone
- TELESET modem / loading postage via modem.

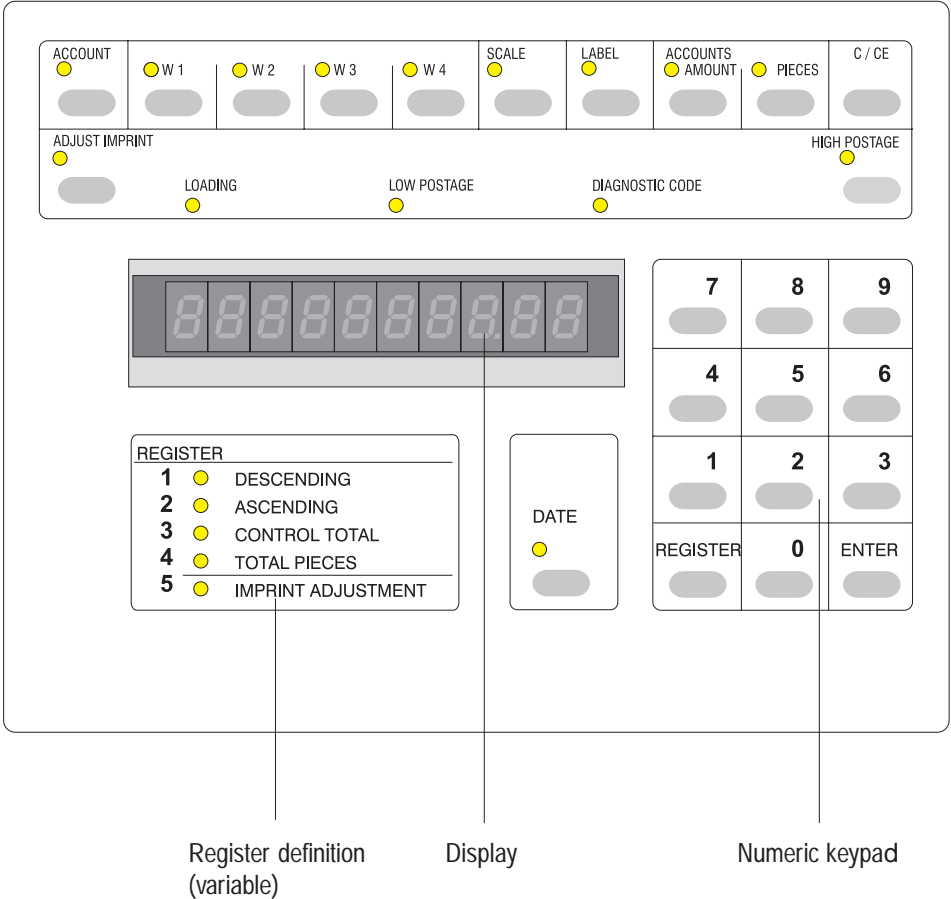
The EFS 3000 can be used with a manual feeder as a stand-alone machine.

Used in conjunction with other peripherals, the EFS 3000 can be expanded to form a fully automated mailing line.

Automatic feeder AZ 3000	For automatic feeding and sealing of large mailings.
FP electronic postage scales	FP electronic scales will calculate the right rate and send it to your franking machine for accurate posting.
FP weighing systems	Calculation of right postal rate while feeding large mailings to the EFS 3000.
FP conveyor/stacker	An in-line stacker removes ejected mail from the machine and neatly stacks it for easy mailing.
Departmental accounting printer	The printer will provide a printout of all accounting information used for departments as defined by the user.
PC departmental accounting	Recording and assigning of all mail data to a nearly unlimited number of departments; statistical analysis of this data.

Most information in this guide refers to the operation of the franking machine with manual feeder. For information specific to the automatic feeder, turn to chapter 10 titled "The automatic feeder AZ 3000".

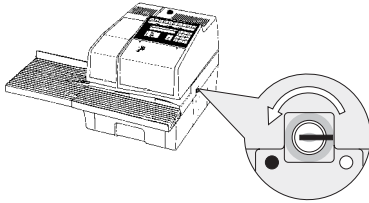
The control panel (complete set of functions)





4 Explanation of control elements

Keylock switch



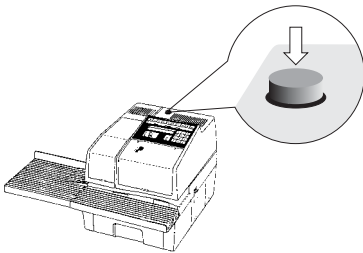
The keylock switch is used to set the operating mode of the EFS 3000:

- When the keylock switch is turned to the back or the ○ position, the EFS 3000 is not operable.
- When the keylock switch is turned to the ● position, the EFS 3000 is ready for operation.



Caution! Do not turn the key with the machine switched on. The EFS 3000 will display a diagnostic code.

Power button

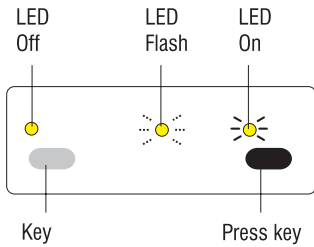


The power button is used to switch the EFS 3000 ON and OFF.



Caution! Do not keep switching the machine on and off. Voltage surges can blow the fuse. Only your servicing dealer can fit a new fuse.

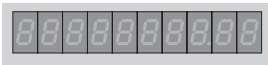
Control panel



LED lights on the control panel display operating modes and diagnostic codes. The diagram at left shows how this manual will signify different LED operations.

As shown in the diagram, when you are instructed to press a key on the control panel, it will be highlighted.

Display



The display shows:

- current settings
- register information
- diagnostic codes
- all inputs made via the numeric keypad
- TELESET messages (optional).

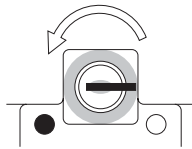


5 Using the EFS 3000

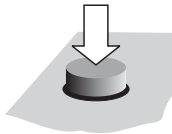


Caution! Do not open the operations flap of the EFS 3000 while it is printing. If you do, this will trigger the interlock system. This may cause a malfunction which can only be fixed by your servicing dealer.

5.1 Preparatory work



- Insert key in keylock switch.
- Turn key counter clockwise to the ● position.

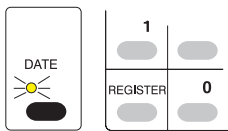


- Press power button on top of the machine.



After a self-test, the EFS 3000 will emit three short beep signals to indicate that it is ready and the current four digit date will appear in the display. (In the example, 0205 indicates May 2nd) The *DATE* indicator light illuminates.

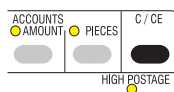
- Confirm the displayed date by pressing the *DATE* key.



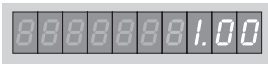
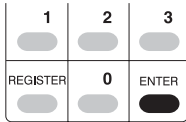
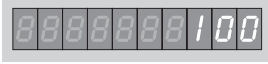
The displayed date will now be used to set the date stamp. The date vanishes from the display. The franking machine is ready to print if the postage amount 0.00 appears in the display.



The EFS 3000 switches to stand-by mode automatically during breaks in operation. Return to ready mode by pressing the C/CE key. Please contact your FP dealer if you wish to change the preset ready mode interval.



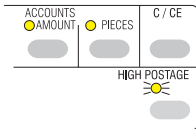
5.2 Setting the postage amount



- Select the required amount with the numeric keypad. The amount you select will appear in the display. You can delete incorrect entries by pressing the C/CE key.
- Confirm your entry with the ENTER key and the decimal point will appear in the display.

High postage amount

If you enter a postage amount that exceeds the preset “high postage amount”, the EFS 3000 will not allow you to print. It will emit three short beep signals and the *HIGH POSTAGE* indicator light will illuminate. This allows you to check if you have selected a correct postage amount.

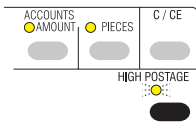


To remove an incorrect postage amount:

- Enter a new postage amount.
- Confirm your entry with the ENTER key.

To accept a correct high postage amount:

- Confirm your entry with the HIGH POSTAGE key.



The *HIGH POSTAGE* indicator light continues to flash as long as the postage amount selected is higher than the “high postage value”.



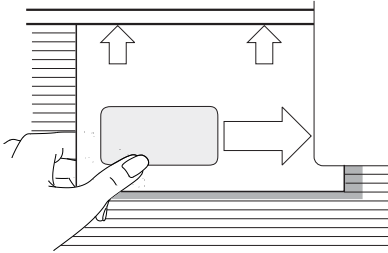
To select a new high postage amount, please refer to chapter 7.2 “Setting high postage”.



5.3 Franking



If you are unsure which settings you have selected for franking, execute a trial print with the postage amount “0.00”.

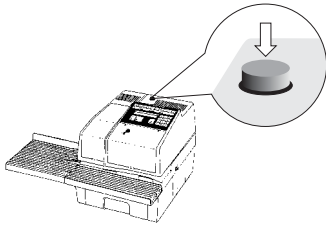


To frank a letter:

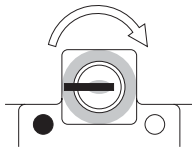
- Place your envelope on the feed tray with the address facing upward.

The EFS 3000 will grab the envelope, frank it and eject it at the right side.

5.4 Turning the machine off



- Press the power button on the top of the franking machine.
The display and all LED lights on the control panel will turn off.

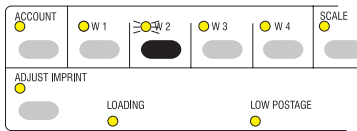


- Turn keylock switch clockwise to the position.
- Remove key to protect your EFS 3000 against unauthorized use.

6 Setting the imprint

6.1 Using the endorsement imprint function (optional)

The EFS 3000 has up to four permanently installed postal endorsements depending on your order specifications.



Proceed as follows to select an endorsement imprint:

- Press the appropriate key.
- The indicator light for the selected endorsement illuminates.

Proceed as follows to deselect an endorsement:

- Press the appropriate key again.
- The indicator light goes out.

6.2 The date stamp

Changing the date

You can change the day indicated on the date stamp easily.



- Set postage amount to 0.00 by entering “0” and pressing the ENTER key.



- Press the DATE key. The *DATE* indicator light will illuminate.



- Enter your new four digit date in DDMM (day, day, month, month) format. For example, 0102 for February 1.



- Confirm the new date by pressing the DATE key.

After the EFS 3000 has changed the date stamp, the amount “0.00” returns in the display.

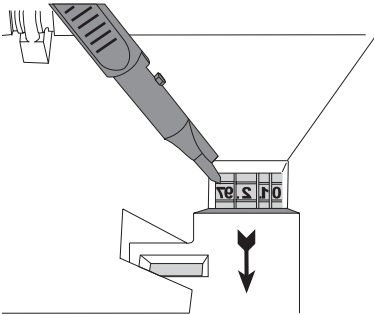
Changing the year



Caution! Turn the wheel in the direction of the arrow only. Only your FP servicing dealer can repair any damage.

The year can only be changed manually. To change the year proceed as follows:

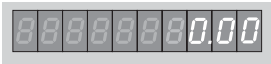
- Open the operations flap on the front of the franking machine.
- Using the point of the setting pin, rotate the left wheel forward until the required year is displayed in the window.
- Close the flap.



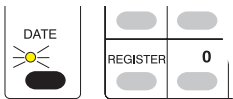
Blanking the day/month in the date (optional)

Some postal services require the day or the day and month to be blanked in bulk mailings (e.g. 11.97 for November 1997).

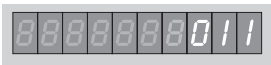
Blanking the day



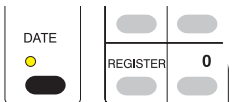
- Set postage amount to 0.00 by entering "0" and pressing the ENTER key.



- Press the DATE key. The DATE indicator light will illuminate.



- Enter the date in three digit (DMM) format (day=0, month, month). For example, 011 for November 97.



- Confirm with the DATE key.

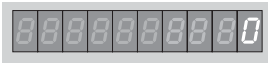
Blanking the day and month



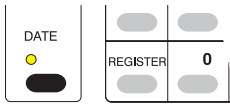
- Set postage amount to 0.00 by entering “0” and pressing the ENTER key.



- Press the DATE key. The *DATE* indicator light will illuminate.



- Enter “0”.



- Confirm with the DATE key.

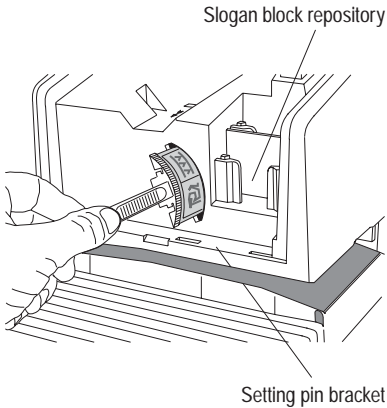
To return to the complete date, proceed as described under “Changing the date” in this chapter.

6.3 Changing the slogan imprint

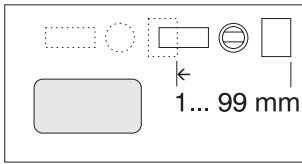
An user-specific advertising print (slogan) is available in addition to the postal amount and the date print. FP supplies advertising slogans according to your specifications.

Change the slogan block as follows:

- Open the operations flap of the meter.
- Remove the setting pin from its bracket and insert its point into the slogan block (as shown), turn the pin to the right one quarter-turn.
- Remove the original slogan block and place in the repository provided.
- Remove the pin from the block by turning it counter clockwise.
- Insert the point of the setting pin into the new slogan block and turn the pin to the right one quarter-turn
- Insert the new slogan block into the meter.
- Remove the pin from the block by turning it counter clockwise. Return the pin to its bracket.
- Close the flap.



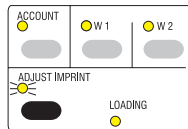
6.4 Moving the imprint (optional)



Usually the position of the imprint on the envelope is fixed. Some postal services permit this position to be modified. You can use the ADJUST IMPRINT function to move the imprint up to 99 mm to the left.

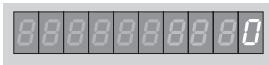


- Enter the distance, from one to 99 mm, you want to move the imprint.

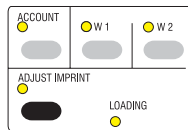


- Press the ADJUST IMPRINT key. The *ADJUST IMPRINT* indicator light illuminates and the imprint will remain shifted until the adjustment is deactivated.

To deactivate the adjusted imprint setting:



- Enter the number "0".



- Press the ADJUST IMPRINT key. To signify that the function has been deactivated, the *ADJUST IMPRINT* indicator light is turned off.



You can read the imprint adjustment at any time. See chapter 9.3 "Registers".

6.5 “Bulk Mail” print

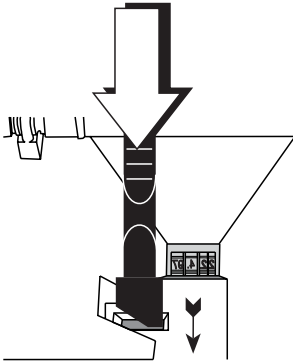


Some postal services require bulk mailings to be marked. This mark is placed between the date and the postage amount.

“Bulk Mail”

To activate the „Bulk Mail“ print:

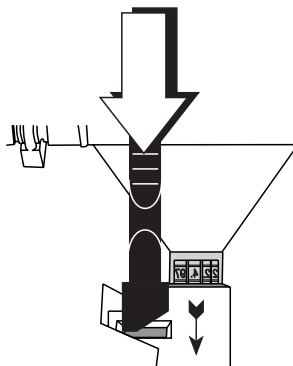
- Open the operations flap.
- Remove the setting pin from its bracket.
- Push the flat side of the setting pin with its bevel on the left into the slit in the housing until you hear a click. The “Bulk Mail” mark is activated.
- Return the setting pin to its bracket.
- Close the flap.



You can check the setting by making a trial print with the postage amount “0.00”.

To deactivate the „Bulk Mail“ print:

- Open the operations flap.
- Remove the setting pin from its bracket.
- Push the flat side of the setting pin with its bevel on the right into the slit in the housing until you hear a click. The “Bulk Mail” mark is deactivated.
- Return the setting pin to its bracket.
- Close the flap.



Where permissible, it is an alternative to use the endorsement imprint function to print “Bulk Mail”. See chapter 6.1 for this option.

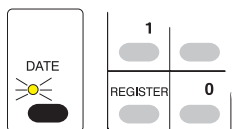


7 Basic programming

7.1 Setting the clock

The EFS 3000 has an internal battery-buffered real-time clock to provide current date and time information whenever required.

Checking the clock setting



- Press the DATE key twice with the franking machine ready for operation.

The current date will appear in the display.

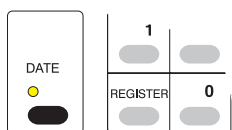
Changing clock setting

If you need to change the clock setting, you must first turn the EFS 3000 off.

- Turn the EFS 3000 on.
- After a self-test the current date will appear in the display.



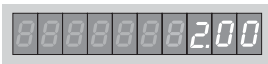
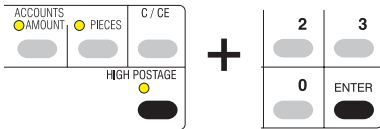
- Enter the date and time in the following sequence: DDMMYYhhmm (two digits for day, month, year, hour and minute respectively). For example, 3112971345 for December 31, 1997, 13:45 (1:45 p.m.). You can cancel any incorrect entries by pressing the C/CE key.



- Confirm by pressing the DATE key.

7.2 Setting “High postage”

High postage is a function that warns the operator if an entered postage amount is more than a preset limit.



- The EFS 3000 must be switched off. The key must be locked in switch position ○.
- Press the power button. In the display appears the last postage amount selected.
- Enter the high postage amount you require with the numeric keypad. The entered amount appears in the display. You can cancel any incorrect entries by pressing the C/CE key.
- Press the HIGH POSTAGE key and keep it depressed while pressing the ENTER key. Two short beep signals confirm that the new high postage amount has been stored.
- The display returns to the last postage amount selected.
- Switch off the power button.

You can now set the EFS 3000 in operation again (see chapter 5.1 “Preparatory work”).



8 Loading postage

In countries with advance account, you can stamp items only up to the total amount already loaded in your EFS 3000.

Depending on the features of your EFS 3000, you can load

- at your local post office / manual setting
- via telephone / TELESET voice
- via modem / TELESET modem.

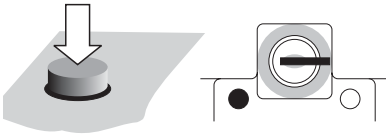


Some postal services offer discounts above certain minimum loading values. Please contact your postal service for the latest information.

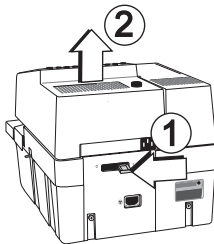
8.1 Manual setting / Loading at the post office



Caution! Postage can only be loaded by post office employees. Other persons have no access to the secured meter.



- Switch off the EFS 3000 (Turn off the power button, turn the keylock switch to \bigcirc . You can remove the key).



- Set the locking lever (1) to position 0.
- Raise the meter (2) from its place. A carrying case is provided to transport the meter (franking head) to the post office.

- Pay in the desired amount at your post office.

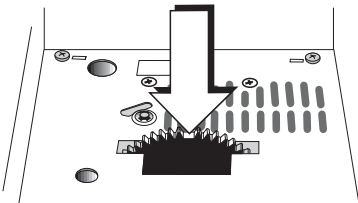
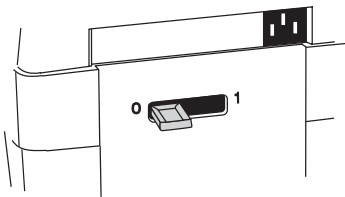
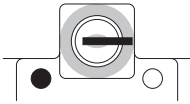
The post office employee will set this amount in your meter and secure it.

Affixing the franking head (meter)

Prepare the EFS 3000 for operation:

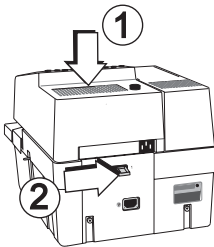
First check that

- the keylock switch is in position ○.
- the locking lever is in position 0.
- the gap between the teeth of the drive wheel is exactly at the top.



Then:

- Lower the franking head (1) carefully into position.
- Set the locking lever (2) to position 1.



Now you can set the EFS 3000 in operation in the usual manner (see chapter 5.1 “Preparatory work”).

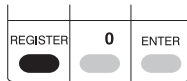


8.2 Loading postage via telephone / TELESET voice

This method is used to load postage directly via the telephone line from the TELESET Data Center into your EFS 3000.



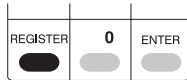
The required data are given on the TELESET card supplied: the telephone number of the TELESET Data Center and your PIN.



- Type in your 8 digit PIN (“12345678” in the example).
- Confirm the entered PIN with the REGISTER key.
- In the display appears a “1” together with the last amount used to load your franking machine (600 in the example).
- Leave the amount as it is or enter a different one.



In some countries, only a fixed amount can be used.



- Confirm the amount displayed by pressing the REGISTER key.
- In the display appears a “2” together with the PIN of your EFS 3000 (“12345678” in the example).
- Now call the TELESET Data Center. The telephone number is on the TELESET card supplied.

The operator at the TELESET Data Center will assist you to complete the TELESET process.

8.3 Loading postage via modem / TELESET modem

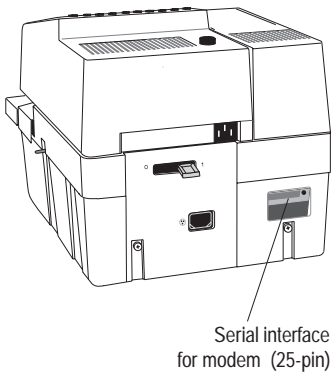
With TELESET modem, you load postage directly into your franking machine via an external modem. The entire procedure runs automatically after requesting a postage amount through the control panel.

Prepare your EFS 3000 for loading:

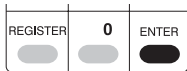
- Connect the interface cable to the 25-pin interface on the EFS 3000.

If a postage scale is connected to the EFS 3000, switch off the postage scale and remove that interface cable from the 25-pin interface of the EFS 3000.

- Connect the modem's telephone plug to an analog phone outlet.
- Connect the power cable to a mains socket.
- Switch on the EFS 3000 (see chapter 5.1 "Preparatory work").

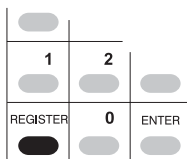


Loading an existing amount



- Type in your 8 digit PIN, ("12345678" in the example) as shown on your TELESET card.
- Confirm entered PIN with the ENTER key.

You are now in the TELESET mode. The *LOADING* light will illuminate. In the display appears a "1" together with the last amount used to load your EFS franking machine (600 in the example).



- To load the amount displayed, simply press the REGISTER key. The *LOADING* light will illuminate and the number on the left side in the display represents the actual state of the process handled automatically.

The entire process should take less than one minute. When complete the franking machine will return to the ready mode.

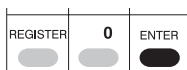
Loading a new amount



In some countries, only a fixed amount can be used. This function is disabled in these countries.

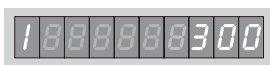
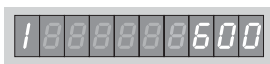


- Type in your 8 digit PIN, (“12345678” in the example) as shown on your TELESET card.



- Confirm entered PIN with the ENTER key.

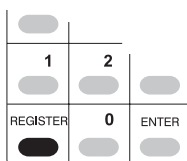
You are now in the TELESET mode. The *LOADING* light will illuminate. In the display appears a “1” together with the last amount used to load your EFS franking machine (600 in the example).



- Enter new postage amount (300 in the example).



The permissible postage amounts (minimum/maximum/steps) are determined by your postal service.



- Confirm the new value by pressing the REGISTER key. If an incorrect entry is made while in the TELESET mode, you can clear it with the C/CE key. To exit the TELESET mode completely, press the C/CE key a second time.

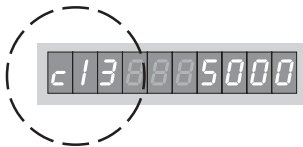
The loading process is running automatically. The numbers on the left side of the display indicate the actual state of the process. When complete the EFS 3000 returns to the ready mode.



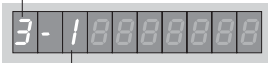
In some countries a new amount has to be verified via TELESET. In this case also enter the new amount but then press the ENTER key. The EFS 3000 franking machine connects to the TELESET Data Center. When it is ready to load the *LOADING* light will illuminate and the display counts down from 30. You must press the ENTER key to confirm the new loading amount within 30 seconds to continue the loading process. After pressing the key the process is handled automatically.

Unsuccessful loading

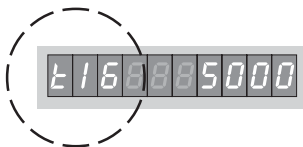
During the TELESET reset process the franking machine will let you know if it has a problem. Two kinds of code may appear:



Actual state of the process



Number of re-dials



– A “c” code lets you know the problem, but the meter will re-dial automatically up to ten times.

– A “£” code lets you know that the meter has a problem that does not allow an automatic re-dial. If you receive a “£” code you may press the C/CE key and call the TELESET Data Center or your dealer for assistance.

For further information see tables on pages **31 to 33**.



Exit loading mode To exit the TELESET loading process:

- Press the C/CE key two times.

The display is cleared after pressing the C/CE key first time. If you press the C/CE key a second time you exit the TELESET mode completely.

When operating the EFS franking machine with an electronic scale, separate the modem. Connect the interface cable of the electronic scale to the 25-pin interface of the EFS 3000.

Table of “c” codes

Code	Cause	Correction by		
		User	TELESET Data Center	Servicing dealer
c 13	Link disrupted.	●		●
c 18	Line quality too poor.		●	
c 14 c 39	Processing in TELESET Data Center not possible at present (maintenance work).		●	
c 23	The number dialed does not emit a modem signal.			●
c 26	Modem has not received dial tone (Telephone line not connected?).	●		●
c 27 c 28	TELESET Data Center busy or does not answer.	●	●	
c 31	Telephone number has changed. Call will be repeated automatically with new number.		●	

Table of “Ł” codes

Code	Cause	Correction by		
		User	TELESET Data Center	Servicing dealer
Ł 16	Wrong dialing procedure. Modem not operable.			●
Ł 24 Ł 25	Modem not operable or defective.			●
Ł 17 Ł 19 Ł 20	Internal error.			●
Ł 21	Loading procedure terminated by operator.	●		
Ł 29	Connection could not be set up within 70 seconds.			●
Ł 30 Ł 32 Ł 46	Processing not possible in TELESET Data Center.		●	
Ł 33	Franking machine unknown in TELESET Data Center.		●	
Ł 34	Franking machine not registered with TELESET Data Center.		●	
Ł 35	Franking machine not yet approved by TELESET Data Center.		●	
Ł 36	Postage cannot be called up by franking machine.		●	

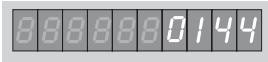


Code	Cause	Correction by		
		User	TELESET Data Center	Servicing dealer
£ 37	Loading amount exceeds postage available.	●	●	
£ 38	Postage account denied.		●	
£ 40 £ 41 £ 42	Postage register not correct.			●
£ 43	Impermissible postage amount.	●		
£ 44	Meter must be reinitialized, maximum total loaded postage reached.			●
£ 50 £ 51 £ 52	Wrong PIN number.	●		●

Security features

For security purposes, some postal services want your EFS 3000 franking machine to call the TELESET Data Center at regular intervals. During this contact, the TELESET Data Center electronically looks at your meter's registers and other items.

An internal letter counter allows your EFS 3000 franking machine to determine when the next contact must be made with the TELESET Data Center. When it's time to call, the message



“0144”

will appear in the display. If you do not respond to this message within a reasonable amount of time the EFS 3000 franking machine will discontinue operation until communication is made.

All you need to do to establish communication is conduct a normal TELESET postage loading. If you do not need postage, you may ask for a loading of zero. If you have any questions, call your TELESET Data Center.

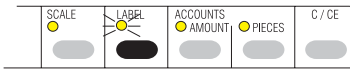
9 Using accessory functions

9.1 Printing labels

If the “label” option is available, the EFS 3000 can process self-adhesive labels. Please use only FP franking labels. Otherwise we cannot guarantee error-free operation.

If you have a package that is more than 10 mm thick, you will need to use a label. The internal label drawer makes label printing simple.

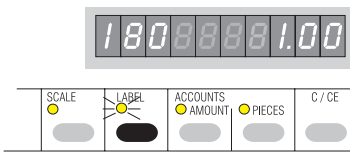
To print one label



- Set the postage amount.
- Press the LABEL key once.

The EFS 3000 automatically ejects a printed label at the right-hand side.

To print multiple labels



- Set the postage amount.
- Enter the number of labels you desire via numeric keypad (180 labels maximum).
- Press the LABEL key.

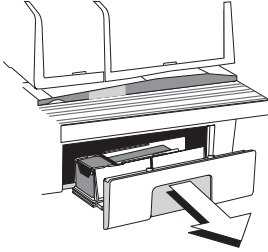
The EFS 3000 automatically ejects the number of labels you requested. You can stop printing at any time by pressing the C/CE key.



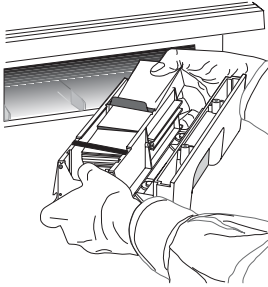
Make sure the label drawer always contains a sufficient number of labels.

Filling the label drawer

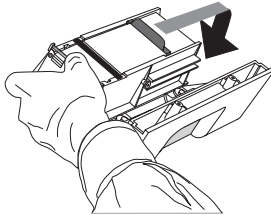
The labels are supplied to you in a special box. Leave the labels in their original box.



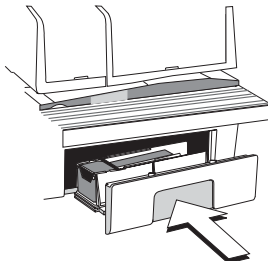
- Pull the label drawer all the way out of the machine housing.



- Pull the metal brace out of the way.
- Press down clamping mechanism and insert the label box with the window facing downward and the open end first. Make sure the labels are smoothly in position beneath the metal brace.



- Hold tight the label box and return the metal brace.



- Insert the label drawer into the machine.

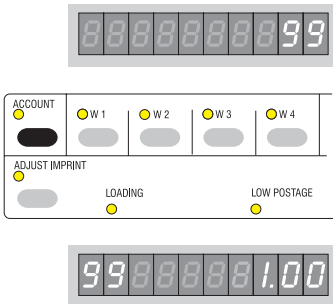
9.2 Departmental accounts

The “Departmental accounting” function allows you to record and calculate postage separately for different cost centres. You may assign the numbers (1-99) as required.

It is advisable to enter your departments together with the numbers you assign in the preprinted list (see page 64), and then glue the list on the flap of the inking system.

Using departmental accounts

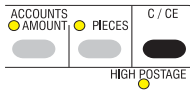
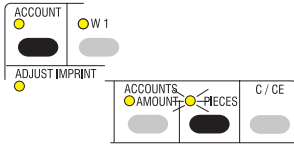
- Enter the required department number (1-99) with the numeric keypad.
- Confirm by pressing the ACCOUNT key. The department number and the last postage amount set will appear in the display.



You have now selected the department. All subsequent postage printed will be recorded as number of pieces and postage value for this department.

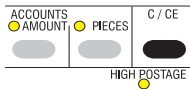
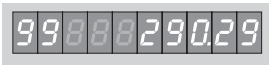
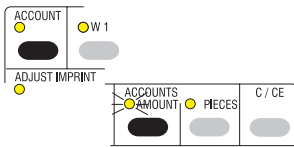
Reading account information

The EFS 3000 counts the total number of letters and the total postage used for every department. You can note the displayed values in a departmental accounting log like the one at back of this book or you can print all departmental accounting information on a printer. See chapter 11.2 “Departmental accounting printer”.



To check the total number of letters for a department:

- Enter the number of the department and press the ACCOUNT key. The current department is displayed in the left side of the display.
- Press the PIECES key. The total number of letters printed for that department will be displayed in the right side of the display.
- To return to the ready mode, press the C/CE key.



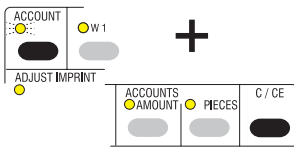
To check the total amount of postage used for a department:

- Enter the number of the department and press the ACCOUNT key.
- Press the AMOUNT key. The total amount of postage used for that department will be displayed in the right side of the display.
- To return to the ready mode, press the C/CE key.



You can switch between PIECES and AMOUNT after selecting a department.

3 seconds!

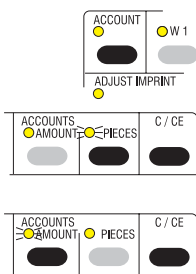


Clearing account information

To clear **all accounts**:

- Hold the ACCOUNT key and press the C/CE key at the same time for at least three seconds.

Two short beep signals indicate that the account information is cleared.



To clear **individual account information**:

- Select the number of the department.
- To clear number of pieces, hold the PIECES key and press the C/CE key at the same time.
- To clear amount of postage used, hold the AMOUNT key and press the C/CE key at the same time.

Two short beep signals indicate that the account information is cleared.

- To turn to the ready mode, press the C/CE key.

9.3 Registers

You can access all important information stored in the EFS 3000. The register definition depends on your hardware configuration.

The tables on the following pages tell you how to call up the various register values for your EFS 3000. Select the appropriate table:

REGISTER	
1	DESCENDING
2	ASCENDING
3	CONTROL TOTAL
4	TOTAL PIECES
5	IMPRINT ADJUSTMENT

- Advance account
- EFS 3000 with ADJUST IMPRINT function
⇒ Table 1 on page 40

REGISTER	
1	DESCENDING
2	ASCENDING
3	CONTROL TOTAL
4	TOTAL PIECES

- Advance account
- EFS 3000 without ADJUST IMPRINT function
⇒ Table 2 on page 41

REGISTER	
1	ASCENDING
2	TOTAL PIECES
3	IMPRINT ADJUSTMENT

- Current account
- EFS 3000 with ADJUST IMPRINT function
⇒ Table 3 on page 42

REGISTER	
1	ASCENDING
2	TOTAL PIECES

- Current account
- EFS 3000 without ADJUST IMPRINT function
⇒ Table 4 on page 43

Call up register functions – Table 1

REGISTER		
1	●	DESCENDING
2	●	ASCENDING
3	●	CONTROL TOTAL
4	●	TOTAL PIECES
5	●	IMPRINT ADJUSTMENT




To return to the ready mode, simply press the C/CE key.

To call up:	Input:	Indicator light for the current register will illuminate:
Amount of available postage	1 + REGISTER key	1 <i>DESCENDING</i>
Amount of postage used	2 + REGISTER key	2 <i>ASCENDING</i>
Total loaded postage amount	3 + REGISTER key	3 <i>CONTROL TOTAL</i>
Total letters franked (zero imprints excluded)	4 + REGISTER key	4 <i>TOTAL PIECES</i>
Imprint adjustment (amount of mm)	5 + REGISTER key	5 <i>IMPRINT ADJUSTMENT</i>
Low postage setting	6 + REGISTER key	5 + 1
High postage setting	7 + REGISTER key	5 + 2
Total letters franked (including zero imprints)	8 + REGISTER key	5 + 3
Date	DATE key	<i>DATE</i>
Date/time of real-time clock	2 x DATE key	<i>DATE</i>



Call up register functions – Table 2

REGISTER	
1	● DESCENDING
2	● ASCENDING
3	● CONTROL TOTAL
4	● TOTAL PIECES

 To return to the ready mode, simply press the C/CE key.

To call up:	Input:	Indicator light for the current register will illuminate:
Amount of available postage	1 + REGISTER key	1 <i>DESCENDING</i>
Amount of postage used	2 + REGISTER key	2 <i>ASCENDING</i>
Total loaded postage amount	3 + REGISTER key	3 <i>CONTROL TOTAL</i>
Total letters franked (zero imprints excluded)	4 + REGISTER key	4 <i>TOTAL PIECES</i>
Low postage setting	5 + REGISTER key	4 + 1
High postage setting	6 + REGISTER key	4 + 2
Total letters franked (including zero imprints)	7 + REGISTER key	4 + 3
Date	DATE key	<i>DATE</i>
Date/time of real-time clock	2 x DATE key	<i>DATE</i>

Call up register functions – Table 3

REGISTER	
1	● ASCENDING
2	● TOTAL PIECES
3	● IMPRINT ADJUSTMENT




To return to the ready mode, simply press the C/CE key.

To call up:	Input:	Indicator light for the current register will illuminate:
Amount of postage used	1 + REGISTER key	1 <i>ASCENDING</i>
Total letters franked (zero imprints excluded)	2 + REGISTER key	2 <i>TOTAL PIECES</i>
Imprint adjustment (amount of mm)	3 + REGISTER key	3 <i>IMPRINT ADJUSTMENT</i>
Low postage setting	4 + REGISTER key	3 + 1
High postage setting	5 + REGISTER key	3 + 2
Total letters franked (including zero imprints)	6 + REGISTER key	3 + 2 + 1
Date	DATE key	<i>DATE</i>
Date/time of real-time clock	2 x DATE key	<i>DATE</i>



Call up register functions – Table 4

REGISTER	
1	● ASCENDING
2	● TOTAL PIECES

 To return to the ready mode, simply press the C/CE key.

To call up:	Input:	Indicator light for the current register will illuminate:
Amount of postage used	1 + REGISTER key	1 <i>ASCENDING</i>
Total letters franked (zero imprints excluded)	2 + REGISTER key	2 <i>TOTAL PIECES</i>
Low postage setting	3 + REGISTER key	2 + 1
High postage setting	4 + REGISTER key	
Total letters franked (including zero imprints)	5 + REGISTER key	
Date	DATE key	<i>DATE</i>
Date/time of real-time clock	2 x DATE key	<i>DATE</i>



10 The automatic feeder AZ 3000

For large mailings we recommend you to combine your EFS 3000 with the AZ 3000 automatic feeder. This also provides you with a device for sealing letters automatically.



Caution! The feeder must be unpacked, installed and taken into initial service by Francotyp-Postalia technicians only.

Delivery contents

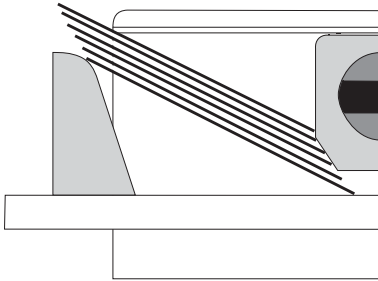
- Automatic feeder
- Interface cable
- Cover
- Power cable

The automatic feeder is connected to the EFS 3000 franking machine at the left side of the housing. The electrical connection is established by a cable linking the two units together. The automatic feeder is switched on and off via the EFS 3000. The black ON/OFF button of the automatic feeder should be left permanently in the ON position during everyday operation.

Different versions of the AZ 3000	AZ 3000 L	(5,500 pieces per hour)
	AZ 3000 M	(8,000 pieces per hour)
	AZ 3000 S	(12,000 pieces per hour; with preselect counter)

10.1 Feeding letters

- Switch on the EFS 3000 and set the required postage amount.
- Set the automatic feeder (letter sealing ON/OFF; select special functions). Chapters 10.2 to 10.6 describe how to use and set the various functions.



- Fan out stack of letters and insert into the feeder tray.
- Shift rear letter guide until letter stack is in a favorably slanting position and push lateral letter guide up to the letter stack to prevent letters from slipping to the side during processing.

The feeder will grab the letters automatically. The process stops automatically when all the letters in the stack have been fed.

If a letter misfeed has been occurred, please refer to chapter 13 “Troubleshooting” .

10.2 Letter sealing

The automatic feeders include sealers. The machine will seal envelopes only when the water tank is filled.

Filling the water tank



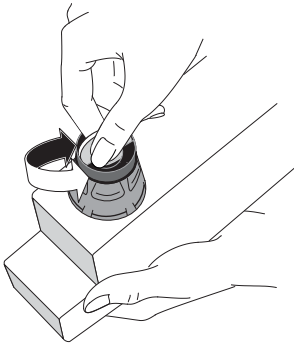
When the water-level indicator light is illuminated you must fill the sealer.



Warning! Danger of short-circuits!
Keep great care when using water in the vicinity of the EFS 3000. Disconnect the power cable from the outlet immediately if water penetrates the interior of the machine. Have the EFS 3000 checked by your local servicing dealer before use.

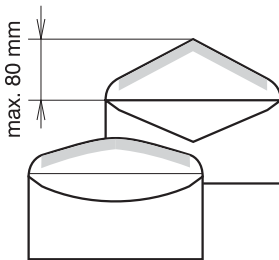


- Switch off the EFS 3000 including add-on modules and accessories before filling the water tank.
- Remove the water tank from the feeder.
- Turn the water tank upside down and pour water into the filler neck.



The water level can be regulated by turning the adjusting sleeve of the filler neck cautiously. Best sealing will be obtained if the water slightly covers the sponge under the sealing mechanism.

- Carefully mount the water tank on the feeder with the filler neck placed over the filling hole.



Activating/deactivating letter sealing

Use only envelopes that are suitable for machine sealing, i.e. ones with:

- envelope tongue at upper edge of letter
- curved or pointed seam
- envelope flap ≤ 80 mm in length.



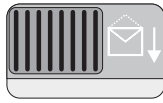
Envelopes gummed on the inside have proved to be the best choice.



To frank and seal open envelopes, move slide switch to left-hand position.



To deactivate sealing, move slide switch to right-hand position.



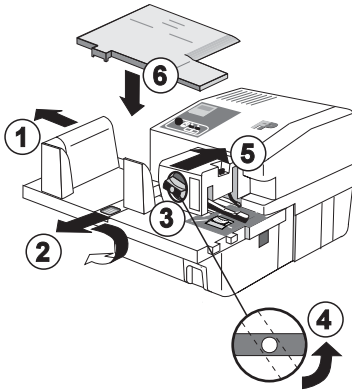
10.3 Sealing letters without franking

- Move slide switch to left-hand sealing position.
- Turn on EFS 3000.
- Do not accept date or press any keys on the franking machine.
- Insert the letters into the feeder tray.

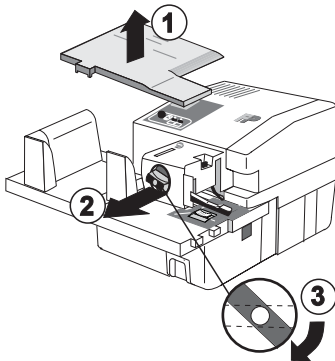
All letters will now be sealed automatically and passed through the EFS 3000 without receiving an imprint.

10.4 Single piece feeding

To frank individual letters, deactivate the automatic feeder and feed letters manually.



- Push the rear (1) and lateral (2) letter guides out of the work area.
- Turn the black rotary knob (3) of the separating head counter clockwise (4) to the horizontal position. The separating head is now released.
- Push separating head (5) into the housing.
- Apply the cover plate (6).



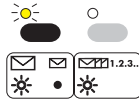
To reactivate the automatic feeder:

- Take off the cover plate (1).
- Pull the separating head with the rotary knob (2) out of the housing.
- Turn rotary knob clockwise (3). The rotary knob is now locked in position and automatic feeder is reactivated.



10.5 Clock operation mode (optional)

Clock operation is used for special envelopes, i.e. longer formats than C6 (e.g. C4). Light sensors are activated in clock operation mode which recognize the format and trigger the automatic feed function accordingly.



Clock operation is switched ON/OFF with the CLOCK OPERATION key.

ON = *CLOCK OPERATION* indicator light illuminates.



Clock operation mode is always active when automatic feeder is switched on.

10.6 Counter (optional)

The AZ 3000 has an automatic counter for:

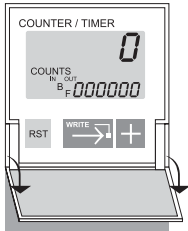
- feeding a preselected number (preset value) of envelopes ⇒ **interval function**.
- counting the number of envelopes transported ⇒ **count function**.



The counter is always active (the *COUNTER* indicator light is lit) when the automatic feeder is switched on.

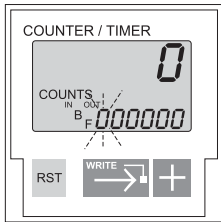
Interval function The interval function makes it easier to sort your mail, particularly when sending Bulk Mail.

The counter counts the items fed from the stack and stops feeding the envelopes when the preset value is reached. You can restart the process with the 1.2.3... key.



Proceed as follows to define the preset value (available range: 1-999 999):

- Carefully pull the counter cover flap forward.



- Press the WRITE key until the highest decimal place of the preset flashes.
- Press the + key to set the desired figure for this decimal place.



- Press the WRITE key once to accept this figure and move to the next decimal place (flashes).



- Set all figures of the desired preset in the same way.
When you have set the figure for the lowest decimal place and pressed the WRITE key to accept it, the preset has been defined (no decimal place flashes).

- Close the counter cover flap.



Any preceding zeroes are cancelled.



Proceed as follows to start interval operation:

- Activate the counter with the 1.2.3... key. The 1.2.3... indicator light illuminates.
- Insert a stack of envelopes in the usual manner.



The AZ 3000 starts and counts the envelopes as they are transported.



When the **counter** reaches the **preset value**:

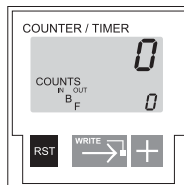
- the AZ 3000 stops
- the display shows “out”
- the 1.2.3... indicator light flashes.



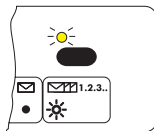
Proceed as follows the restart the process:

- Press the 1.2.3... key. This resets the counter to zero, and the preset number of envelopes is operated.

Count function



- Set preset = 0.



- Activate count function with 1.2.3... key.

- Insert a stack of envelopes in the usual manner.

The AZ 3000 starts and counts all envelopes as they are transported.



Zero the counter by pressing the 1.2.3... key twice.

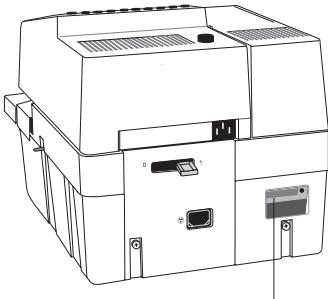
11 Optional equipment

11.1 Electronic postage scale

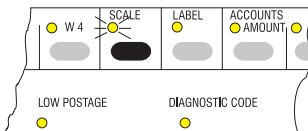
You can connect any FP electronic postage scales to your EFS 3000 franking machine.

Your dealer will set the FP postage scale / FP postage calculator.

Read the operator manual of the scale for further information.



25-pin interface for scale



- To interface your scale and EFS 3000 simply connect them with the 25-pin interface cable provided with the scale.
- Set the EFS 3000 in operation (see chapter 5.1 “Preparatory work”).
- Turn the electronic postage scale on.
- Press the **SCALE** key and the **SCALE** light will illuminate.

When in the interfaced mode, the electronic postage scale takes control of the franking machine. When an item is placed on the scale, it determines the postage amount and sets the EFS 3000 automatically. The **SCALE** indicator light is lit while scale function is active.

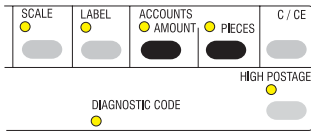


To switch off scale function, press the **SCALE** key again.

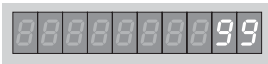
11.2 Departmental accounting printer

Use printers recommended by FP only. Consult your FP dealer for an appropriate printer. Observe the printer instructions supplied with the printer.

- Connect the printer cable of the printer to the 15-pin serial printer interface found on back of base.
- Place forms in the printer. FP supplies continuous feed accounting paper.
- Switch on the EFS 3000 and the printer.
- Press the AMOUNT and PIECES keys together.



The EFS 3000 will transfer data to the printer and print out the departmental accounting information.



The display counts departments from 1 to 99 in ascending order during transmission.



12 Maintenance, upkeep and service

Have your EFS 3000 franking machine cleaned and serviced by your servicing dealer on a regular basis. This will ensure long-term, fault-free operation. Please enquire about our highly competitive maintenance and service contracts.

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

- cleaning of the outer housing parts
- refilling ink in the inking system.

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

12.1 Cleaning



Warning! Danger of short-circuits!

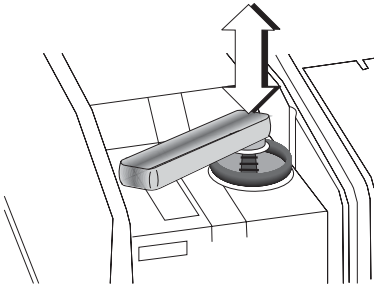
Keep great care when using water in the vicinity of the EFS 3000. Disconnect the power cable from the outlet immediately if water penetrates the interior of the machine. Have the EFS 3000 checked by your local servicing dealer before use.

To clean the machine housing, use a damp cloth together, if necessary, with some liquid soap.

12.2 Inking

Depending on the equipment of your EFS 3000 franking system, it will be supplied with ink from a cartridge or a heavy-duty inking system. Use only inks provided by your FP dealer.

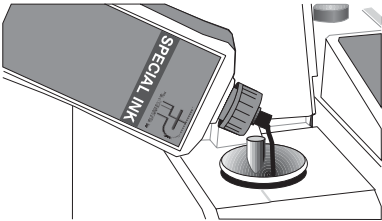
EFS 3000 with cartridge inking system



To add ink to these machines:

- Open the inking system flap.
- If necessary, pull off the old ink cartridge.
- Insert the new ink cartridge onto the black funnel tube. The ink will flow into the inking reservoir.
- Pull off the empty ink cartridge.
- Close the inking system flap.

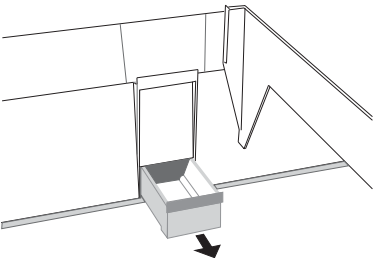
EFS 3000 with heavy-duty inking system



To add ink to this meter:

- Open the inking system flap.
- Fill ink into funnel of heavy-duty inking system. Never use more than one bottle at one time.
- Close the inking system flap.

Safeguard against overfilling



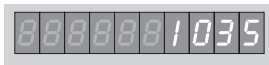
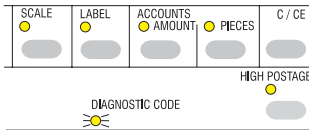
The inking system is fitted with an overflow chamber to safeguard against overfilling. Extra ink flows into a special overflow collector.

Check the collector at regular intervals, and drain it as necessary.

13 Troubleshooting

The EFS 3000 indicates faults or operating errors with signals including the following:

- Acoustic signal.
- Flashing or permanently illuminated indicator lights.
- *DIAGNOSTIC CODE* indicator light illuminates and a diagnostic code appears in the display.



The diagnostic codes are displayed in four-digit form. The actual code is represented by the last two digits. A diagnostic code lets you know the cause of the fault or the operating error.



Caution! The diagnostic codes 01, 02, 10-19, 30, 31 and 49 indicate a fault which only your servicing dealer can remove.

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

If you are unable to remove a fault yourself, contact your servicing dealer. Often your servicing dealer will be able to advise you by telephone if you tell them the diagnostic code.

See chapter 8.3 for information on the faults and problems specific to TELESET loading.

Problem or Code <i>(Code represents last two digits in error message)</i>	Cause	Remedy
01; 02; 10-19; 30; 31; 49	Subject to clarification by servicing dealer.	Inform servicing dealer.
33	Letter or other item trapped under meter.	Carefully remove letter in direction of travel.
35	Label drawer empty or label misfeed.	Refill label cassette.
46	Scale not connected or not switched on.	Check scale connection. Switch on scale.
Acoustic signal sounds after operator input; required function not executed.	Input of incorrect value or operating sequence.	Press C/CE key. Repeat procedure.
Acoustic signal (long-long-long) EFS 3000 halts.	Serious error.	Switch off EFS 3000. Switch it back on and, if the EFS 3000 is not ready for operation: contact your servicing dealer.
Acoustic signal (10 x short), EFS 3000 is working.	Error 07.	If this occurs repeatedly: service the EFS 3000 and contact your servicing dealer
<i>LOW POSTAGE</i> indicator light flashes.	Low postage limit has been attained.	Load new postage.
LOW POSTAGE indicator light is permanently lit.	No postage or available amount is not enough for amount requested.	Load new postage.



Problem or Code <i>(Code represents last two digits in error message)</i>	Cause	Remedy
Imprinted date does not match set date.	Date wheels not set correctly.	Switch off meter and set date manually, as described on page 17.
After activation, the EFS fails to perform a function test, is not ready for operation.	Meter is not properly locked.	Switch off EFS and shift locking lever on rear to the right into position "1".
Light imprint.	Lack of endorsing ink.	Refill ink, described on page 56.
Automatic feeder fails to start after letters are inserted.	Feeding sensor has not detected a letter.	Check whether letters have been placed in feeder correctly.
Automatic feeder stops in the middle of the feeding process.	The letter being handled is not passing through the device correctly.	Carefully remove letter in the direction of travel.
Automatic feeder: The sealer is activated and <i>WATER</i> indicator light is illuminated.	Water tank low or empty.	Refill water.
Automatic feeder: <i>CLOCK OPERATION</i> indicator light flashes.	Letter not sealed correctly or jam.	Carefully remove letter in the direction of travel.



14 Technical specifications

Equipment

Power requirements:	230 VAC, 50 Hz, max. 1.3 A 115 VAC, 60 Hz, max. 2.5 A
Interface:	Two RS-232 ports
Conformity:	CE
Physical dimensions	
– with feeder:	815 mm x 500 mm x 310 mm
– without feeder:	320 mm x 500 mm x 310 mm
Weight	
– with feeder:	39 kg
– without feeder:	24 kg

Material

Minimum size:	170 mm x 43 mm
Maximum size:	353 mm x 250 mm
Minimum thickness:	0.2 mm
Maximum thickness:	10 mm

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Sample accounting log

Departmental accounts

Dep.	Amount	Pieces	Dep.	Amount	Pieces	Dep.	Amount	Pieces	Dep.	Amount	Pieces
1			26			51			76		
2			27			52			77		
3			28			53			78		
4			29			54			79		
5			30			55			80		
6			31			56			81		
7			32			57			82		
8			33			58			83		
9			34			59			84		
10			35			60			85		
11			36			61			86		
12			37			62			87		
13			38			63			88		
14			39			64			89		
15			40			65			90		
16			41			66			91		
17			42			67			92		
18			43			68			93		
19			44			69			94		
20			45			70			95		
21			46			71			96		
22			47			72			97		
23			48			73			98		
24			49			74			99		
25			50			75					

Departmental accounts

Dep.	Amount	Pieces	Dep.	Amount	Pieces	Dep.	Amount	Pieces	Dep.	Amount	Pieces
1			26			51			76		
2			27			52			77		
3			28			53			78		
4			29			54			79		
5			30			55			80		
6			31			56			81		
7			32			57			82		
8			33			58			83		
9			34			59			84		
10			35			60			85		
11			36			61			86		
12			37			62			87		
13			38			63			88		
14			39			64			89		
15			40			65			90		
16			41			66			91		
17			42			67			92		
18			43			68			93		
19			44			69			94		
20			45			70			95		
21			46			71			96		
22			47			72			97		
23			48			73			98		
24			49			74			99		
25			50			75					

Declaration Of Conformity

We, Francotyp - Postalia AG & Co.,

located in D-16547 Birkenwerder, Triftweg 21 - 26

herewith declare in our own responsibility that our

Franking System EFS 3000 / AZ / V 3000

.....
(Type Designation)

is designed and assembled in conformity with the following harmonized standards:

EN 50081-1 / 1992, 50082-1 / 1992

EN 60950 / 1993

.....

in accordance with the rules of European Directives

89 / 336 / EEC (Electromagnetic Compatibility Directive)

73 / 23 / EEC (Low Voltage Directive)

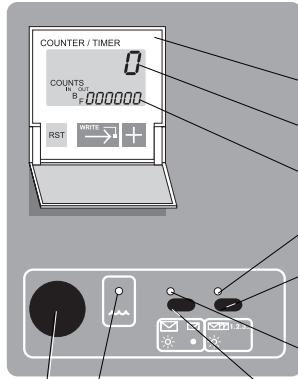
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4.6.97

.....
(Date)

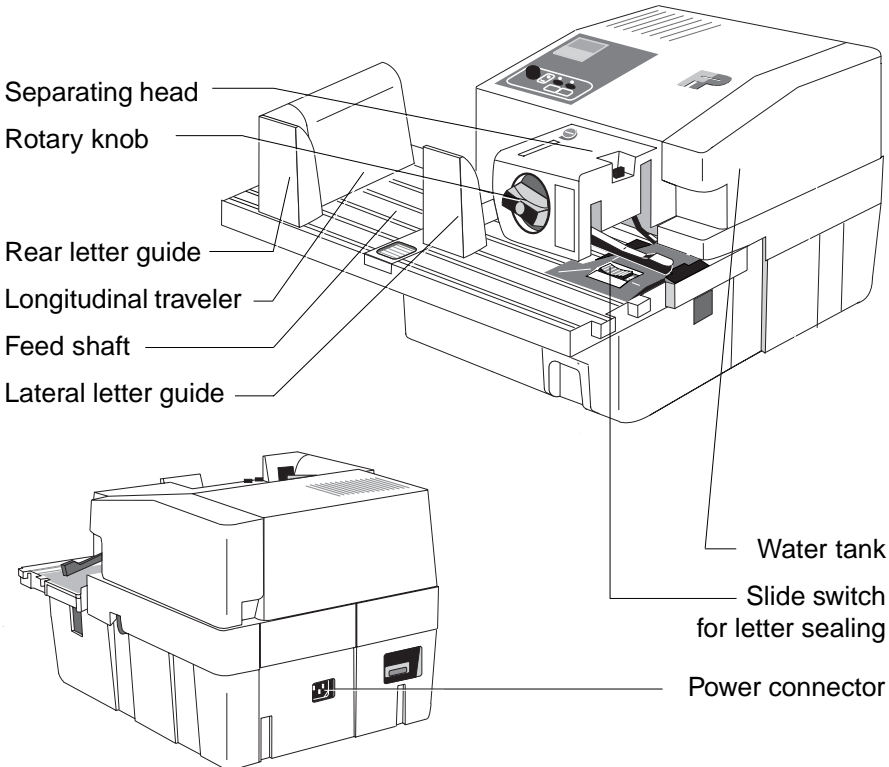

.....
(Name and authorized signature for the company)

The automatic feeder AZ 3000

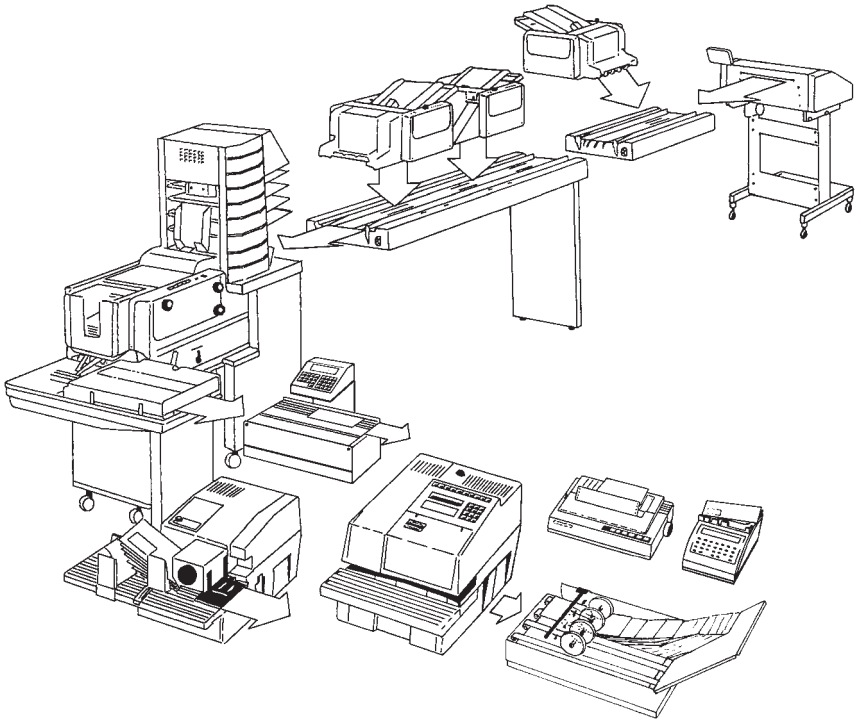


Optional:

- Counter
- Counter display
- Preset value
- COUNTER indicator light
- COUNTER key
- CLOCK OPERATION indicator light
- CLOCK OPERATION key
- ON/OFF power button
- Water indicator light



Complete mailing lines



Even as a standalone system, the EFS 3000 represents the perfect heart of any mailing line.

With interfaces for peripherals such as postage calculators, dynamic scale systems, PCs and printers, the EFS 3000 is geared to cope with all future demands.

Feeding, folding, inserting, weighing, stamping: the modular FP system provides the perfect solution for your complete mailing line.

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