



Integra™ Platform Scale 9K0U



Operator Guide

US English Version

FCC Notice

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 and 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 their own expense.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded I/O cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

Integra™ Platform Scale 9K0U
Operator Guide
SV61955 Rev. A
March 2007

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We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance, features are subject to change without notice.



Contents

1 — INTRODUCTION

About the Integra™ Model 9K0U Scale	1-2
Sleep Mode	1-2
Safety Precautions	1-2
Scale & Keypad Identification.....	1-3
Making Connections	1-4
Specifications	1-5
How to Use This Guide.....	1-6
Getting Help.....	1-7

2 — GETTING ACQUAINTED

Navigating the Menus.....	2-2
Entering Alphabetic Information.....	2-2
Tailoring Setup Options	2-3
Changing User Options	2-3
Entering the Supervisor Password	2-4

3— USING THE Integra™ MODEL 9K0U SCALE

Calculating USPS® Postage.....	3-2
Examples.....	3-2
First Class.....	3-2
Entering ZIP/Zone Codes	3-4
International	3-5
Charging Postage to a Specific Account in the Meter	3-5

Contents

4 — BEYOND THE BASICS

Using Special Features	4-2
Converting to Metric Weight	4-2
Recalling a Fee.....	4-2
Entering Weight Manually	4-2
Generating Multiple Tapes.....	4-3
Using the Scale to Count Like Parts.....	4-3
Shopping for the Best USPS® Rates.....	4-4
Using the Weight Hold Feature	4-6
Additional Meter Features	4-7
Funds.....	4-7
Account Status	4-8
Printing Amounts That Exceed the Meter’s Printing Capacity	4-8

5 — TROUBLESHOOTING

Clearing Error Messages.....	5-2
Diagnosing Problems	5-2

6 — MAINTAINING THE Integra™ MODEL 9K0U SCALE

Cleaning	6-2
Changing the Rate Card.....	6-2
Calibrating the 9K0U Scale	6-3

APPENDIX A — DIMENSIONAL WEIGHT PRICING

Rectangular Shaped.....	A-2
Dimensional Weight Pricing Criteria	A-2
Determining Dimensional Weight Pricing	A-2
Irregularly Shaped	A-3
Dimensional Weight Pricing Criteria	A-3
Determining Dimensional Weight Pricing	A-4

INDEX

Integra™ Model 9K0U Scale Operator Guide

Chapter 1 Introduction

About The Integra™ Model 9K0U Scale	1-2
Sleep Mode	1-2
Safety Precautions	1-2
Scale & Keypad Identification.....	1-3
Making Connections	1-4
Specifications	1-5
How to Use This Guide.....	1-6
Getting Help.....	1-7

Chapter 1: Introduction

About The Integra™ Model 9K0U Scale

This user guide covers the operation of the 9K0U scale designed with a separate weighing platform and display unit. The scale determines the weight of a mailpiece placed on the platter or platform and calculate rates and fees based on selections made from the keypad. The scale can also interface with and display a variety of information about Pitney Bowes electronic postage meters.

Sleep Mode

The scale enters sleep mode if it remains inactive at zero weight for more than five minutes. In this state, the display appears blank. Touch the weight platter/platform to activate the display.

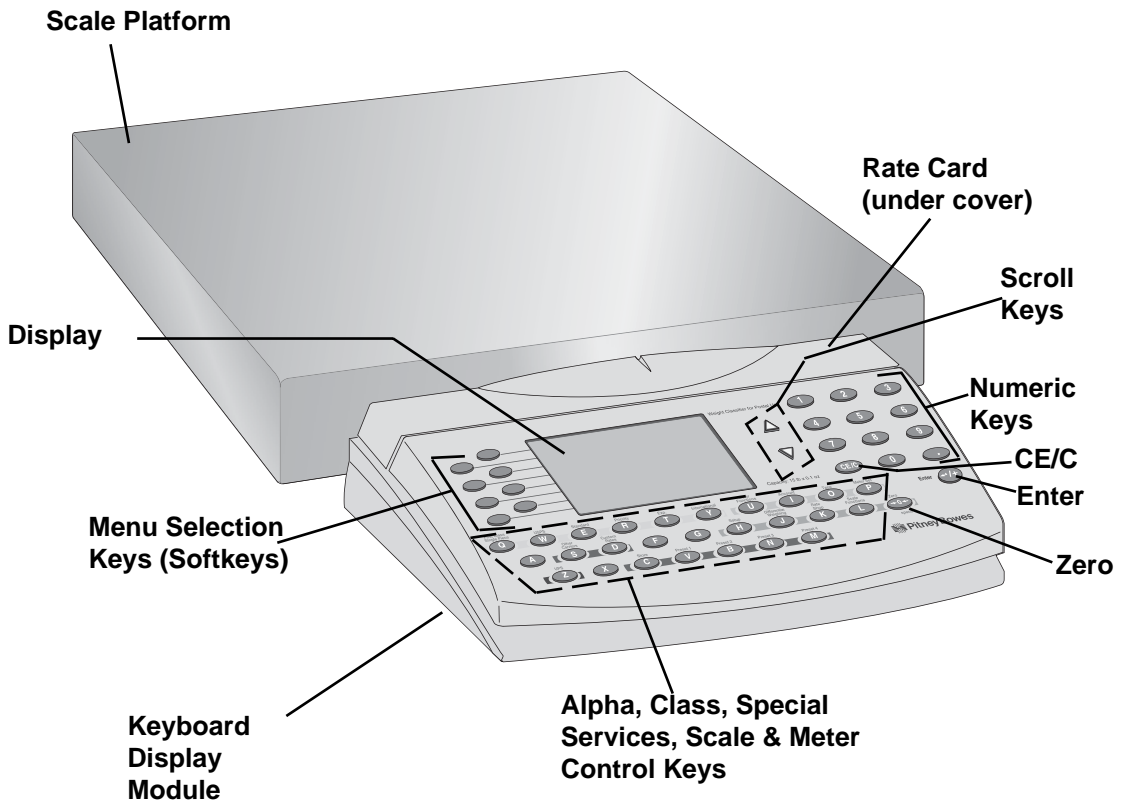
Safety Precautions

Follow the normal safety precautions for all office equipment when using this scale.

- Use only the AC adaptor/power supply included with the scale.
- To protect against electric shock, plug the AC adaptor into a properly grounded wall outlet only.
- The wall outlet should be near the scale and easily accessible.
- Avoid using wall outlets controlled by wall switches or shared with other equipment.
- Do not route the AC adaptor cable over sharp edges or trap it between furniture.
- Do not disassemble the scale; if it has been dropped or has otherwise had the enclosure stressed in any way, call Pitney Bowes at 1-800-522-0020.
- Do not place lighted candles, cigarettes, cigars, etc., on the scale.
- Use the equipment only for its intended purpose.

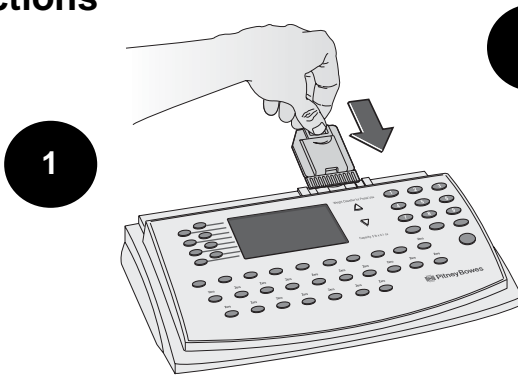
Scale & Keypad Identification

See the callouts on the Keyboard Display Module for keypad explanation of all functions.

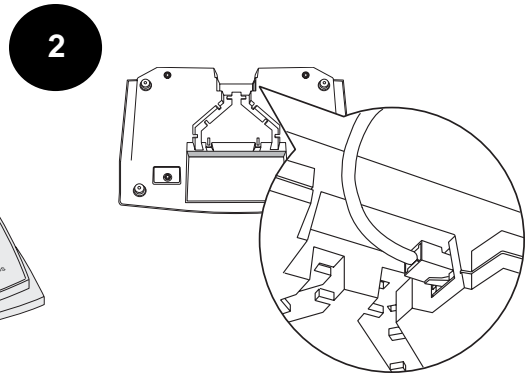


Chapter 1: Introduction

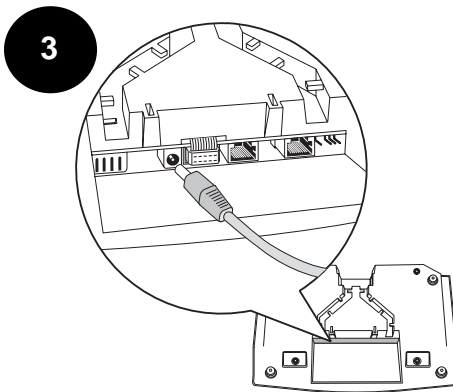
Making Connections



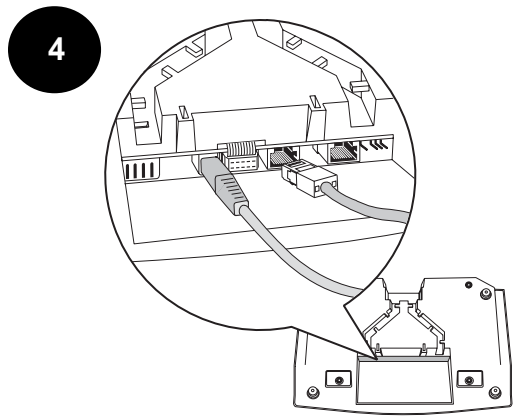
Disconnect power at wall outlet before inserting or removing rate card.



Connect platform cord to Keyboard Display Module.



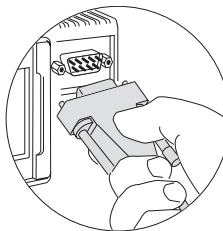
Connect power cord to Keyboard Display Module.



Connect meter cord to Keyboard Display Module using the indicated port.*



Connect meter cable to meter.*



Plug power cord into wall outlet.

*Optional

Specifications

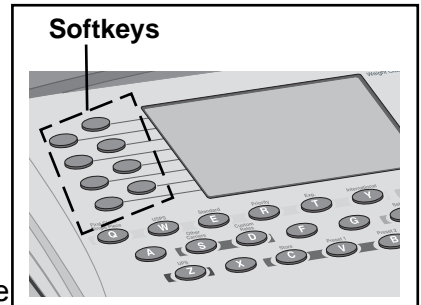
Item	Category	Specifications
Power Supply	Input	120 VAC, 60 + Hz
	Output	9 VDC, 500 MA
Operating Temperature Range		+10 C to +40 C
Weighing Specifications	Max Weight Displayed	70 Pounds
	Increment	0-7 lb x 0.05 oz 7-70 lb x 0.2 oz
Compliance	UL, FCC	
Weights & Measures	Meets or exceeds accuracy requirements of the National Institute of Standards and Technology.	

Chapter 1: Introduction

How to Use This Guide

To help you follow the instructions in this book we have used a number of writing conventions. They deal with how text is presented to guide you through the information and procedures.

- The word *Press* refers to the pressing of any character key. **For example**, you might be instructed to *press* the Setup (H) key or Rate Shop (K) key.
- The word *Select* refers to the selecting of menu items via the softkeys at the left of the display (see the drawing at right). **For example**, you might be instructed to *select* a class from the menu list.
- Words in **bold** text after the words Press or Select are names of character keys or menu items.
- Notes consist of information that is useful but not critical to operating the scale.
- Tips are presented between horizontal lines. They suggest shortcuts or information safeguards.



Getting Help



Direct questions and requests for service to the Pitney Bowes Diagnostic Center at **1-800-522-0020**.

Please be near your scale when you call.

Representatives are available

Monday - Friday, 8:00 a.m. to 8:00 p.m.
Eastern time.



Visit our website for the latest updates and frequently asked questions about Integra™ scales:

1. Go to **<http://support.pb.com>**
2. Click the **Scales** link.
3. Click **Integra Series Mailing and Shipping Scales**.
4. Click **9K0U**.

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Chapter 2 Getting Acquainted

Navigating the Menus.....	2-2
Entering Alphabetic Information.....	2-2
Tailoring Setup Options	2-3
Changing User Options	2-3
Entering the Supervisor Password	2-4

Chapter 2: Getting Acquainted

Navigating the Menus

Note: Pressing the **CE/C** key once, while in a transaction, reverts to the previous screen. The second press of **CE/C** clears the transaction and returns you to the ready mode.

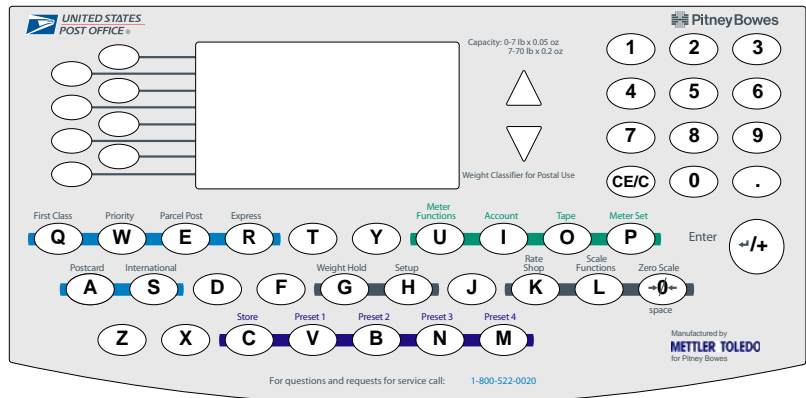
The scale's easy-to-follow menu system guides you through each transaction and applies the information and features you select. Arrows appearing on the right-hand side of the screen indicate the presence of more choices. Press the up ▲ or down ▼ scroll keys at the right of the display to view next or previous choices.

When you select an item from the menu, the display registers your selection and advances to the next menu screen if appropriate.

Entering Alphabetic Information

Note: England is listed under **U** for United Kingdom.

Use the alpha keys located across the bottom of the keypad to enter information such as names of countries or passwords.



For example, when sending mail to Spain, at the Enter Country prompt: Press the **S** key.

The scale displays the countries that begin with the letter S. You may then either:

- Enter the second letter of the country name to narrow the choices,

Entering Alphabetic Information

- Press the selection key adjacent to the country you want, or
- Press the **down arrow** scroll key to see the entire list of countries beginning with the letter S.

Tailoring Setup Options

After installing your scale and becoming familiar with the location of the keys, press the **Setup** key and review the list of User Setup options. A diagram of the setup menu is shown at right.

User Setup
Exit
On Autoclear Class
On Clear Zone New Class
Off Auto Weigh Hold
Supervisor Setup
Service Setup*

Changing User Options

1. Press the **Setup** key.
2. Press the menu selection key next to the option you want to change. The screen indicates your change.
3. Select **Exit** to leave this menu.
4. Select **Save** or **Cancel** to save or cancel your changes.

After exiting setup mode, the scale resets and returns to ready mode.

Certain user options can be turned on or off. They concern information you can retain from mailpiece to mailpiece and are explained in the chart below.

Some options are password-protected for supervisory control.

Option	Function
Autoclear Class	When on, class information clears when the item is removed from the scale
Autoclear Zone (Displays only when Autoclear Class is off)	When on, zone information clears when the item is removed from the scale
Clear Zone New Class	When on, the zone clears when a new class is selected
Auto Weight Hold	When on, retains the weight of an item for a brief time after the item is removed from the scale

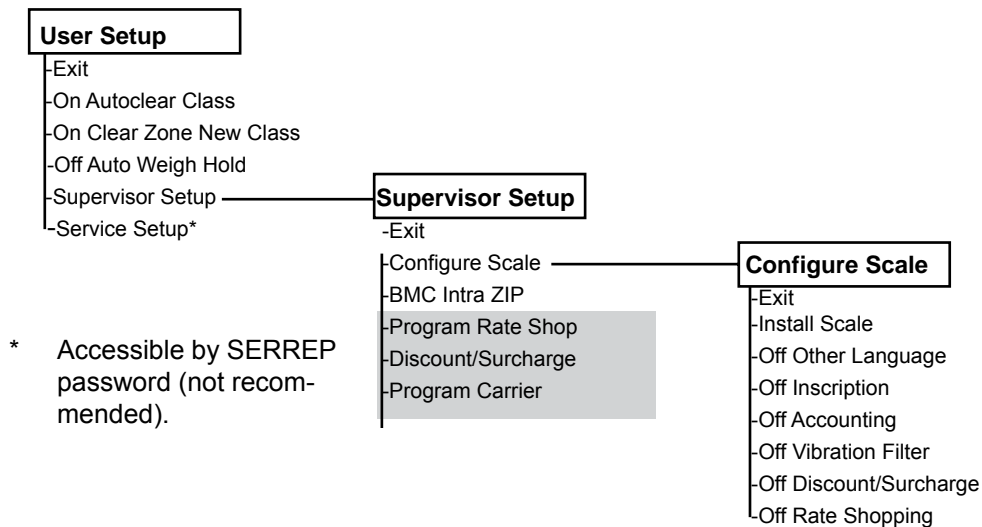
Chapter 2: Getting Acquainted

Entering the Supervisor Password

You can access these options by pressing the **Setup** key and selecting **Supervisor Setup**. Refer to the chart below, which includes the options under Supervisor Setup.

Follow the steps below to access supervisor setup options:

1. Press the **Setup** key.
2. Select **Supervisor Setup**. The Enter Password prompt displays.
3. Enter the supervisor password — **M G R** — on the alpha keys; press **Enter**. The options *Exit*, *Configure Scale*, and *BMC Intra ZIP* display. See the chart on the next page for definitions of these functions. Pressing **Exit** returns you to the User Setup screen.
4. Select the desired options and respond to the prompts.
5. When finished, select **Exit** until you exit the setup menus.
6. Select **Save** or **Cancel** to save or cancel your changes. The scale resets and returns to the ready screen.



Shaded options appear only if turned **ON** under Configure Scale.

Note: Pressing **Exit** while in a supervisor option returns you to the previous screen.

Supervisor Setup Option	Description
Configure Scale	
Install Scale	Used to enter the scale's origin ZIP code during the installation process
Other Language	When ON, prompts display in Spanish
Inscriptions	When ON, allows the user to choose an inscription from those installed in a connected meter
Accounting	When ON, communicates with optional connected mail data system about account data. When OFF, communicates with optional connected meter about account data.
Vibration Filter	Use only in areas of excessive vibration to aid the display of stable weights
Discount/Surcharge	When ON, allows the user to adjust carrier rates higher or lower than normal
BMC Intra ZIP	
Create Intra ZIP	Used to enter ranges of ZIP code locations within a bulk mailing center

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Integra™ Model 9K0U Scale Operator Guide

Chapter 3 Using The Integra™ Model 9K0U Scale

Calculating USPS® Postage.....	3-2
Examples.....	3-2
First Class.....	3-2
Entering ZIP/Zone Codes	3-4
International.....	3-5
Charging Postage to a Specific Account in the Meter.....	3-5

Chapter 3: Using the Integra™ Model 9K0U Scale

Calculating USPS® Postage

Note: If your scale is connected to a meter, the active meter account appears at the bottom of the screen. See *Applying Postage to a Specific Account* in this chapter.

The following assumes you have completed the installation instructions included with your scale. If not, please do so now.

When the scale is ready to weigh a mailpiece, the display appears as shown at right.

Refer to the examples below for processing different classes of mail.

```
0 lb 0.0 oz >0<
Select Class
-First Class
-Priority
-Parcel Post
-Express
-Postcard
-International
```

Examples

First Class

With an item on the scale:

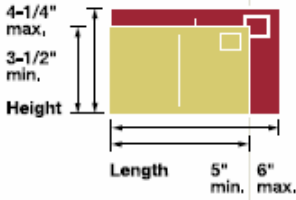
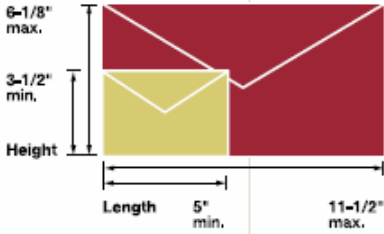
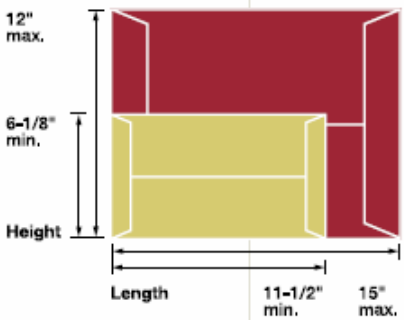
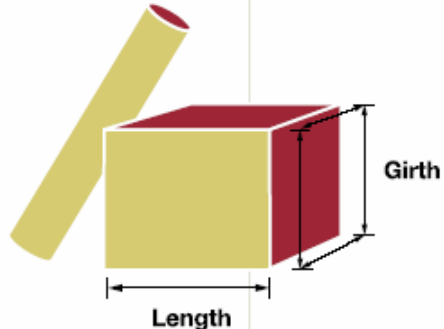
1. Select **First Class**, then select **Letter**, **Large Envelope**, or **Package**. The postage amount displays and the fees menu appears. Notice that the “Postcard” class disappeared as it is not a valid class for this weight.

```
0 lb 1.85 oz >0<
Select Class
-First Class
-Priority
-Parcel Post
-Express
-International
```

Note:

- If “First Class” is selected and the weight is over 3.5 oz, you will be prompted to enter whether the item is a “Large Envelope: or a “Package:”. Refer to the description chart on the next page.
- The First Class Mail - Single Piece Rates chart (pg. 3-3) is also on the back of the Quick Reference Guide for easy reference.
- If “Priority” is selected, you will be prompted for “Flat Rate Env”, “Flat Rate Box” or “Package”
- If “Package” is selected, you will then be prompted to enter the destination ZIP code and then the dimensions. Refer to the description chart on the next page for determining dimensions.

FIRST-CLASS MAIL — SINGLE-PIECE RATES

SHAPE	SIZE												
POSTCARDS  <p>4-1/4" max. 3-1/2" min. Height</p> <p>Length 5" min. 6" max.</p>	<table border="1"> <thead> <tr> <th></th> <th>minimum</th> <th>maximum</th> </tr> </thead> <tbody> <tr> <td>length</td> <td>5 inches</td> <td>6 inches</td> </tr> <tr> <td>height</td> <td>3-1/2 inches</td> <td>4-1/4 inches</td> </tr> <tr> <td>thickness</td> <td>0.007 inch</td> <td>0.016 inch</td> </tr> </tbody> </table>		minimum	maximum	length	5 inches	6 inches	height	3-1/2 inches	4-1/4 inches	thickness	0.007 inch	0.016 inch
	minimum	maximum											
length	5 inches	6 inches											
height	3-1/2 inches	4-1/4 inches											
thickness	0.007 inch	0.016 inch											
LETTERS  <p>6-1/8" max. 3-1/2" min. Height</p> <p>Length 5" min. 11-1/2" max.</p>	<table border="1"> <thead> <tr> <th></th> <th>minimum</th> <th>maximum</th> </tr> </thead> <tbody> <tr> <td>length</td> <td>5 inches</td> <td>11-1/2 inches</td> </tr> <tr> <td>height</td> <td>3-1/2 inches</td> <td>6-1/8 inches</td> </tr> <tr> <td>thickness</td> <td>0.007 inch</td> <td>1/4 inch</td> </tr> </tbody> </table> <p>Nonmachinable letter-size pieces (see <i>Domestic Mail Manual</i> 101.1.2) and pieces over 3.5 ounces are subject to flat-size rates.</p>		minimum	maximum	length	5 inches	11-1/2 inches	height	3-1/2 inches	6-1/8 inches	thickness	0.007 inch	1/4 inch
	minimum	maximum											
length	5 inches	11-1/2 inches											
height	3-1/2 inches	6-1/8 inches											
thickness	0.007 inch	1/4 inch											
LARGE ENVELOPES (FLATS)  <p>12" max. 6-1/8" min. Height</p> <p>Length 11-1/2" min. 15" max.</p>	<table border="1"> <thead> <tr> <th></th> <th>minimum*</th> <th>maximum</th> </tr> </thead> <tbody> <tr> <td>length</td> <td>11-1/2 inches</td> <td>15 inches</td> </tr> <tr> <td>height</td> <td>6-1/8 inches</td> <td>12 inches</td> </tr> <tr> <td>thickness</td> <td>1/4 inch</td> <td>3/4 inch</td> </tr> </tbody> </table> <p>* Flats exceed at least one of these dimensions. Rigid flats and flats with certain characteristics (see DMM 101.1) are subject to parcel rates.</p>		minimum*	maximum	length	11-1/2 inches	15 inches	height	6-1/8 inches	12 inches	thickness	1/4 inch	3/4 inch
	minimum*	maximum											
length	11-1/2 inches	15 inches											
height	6-1/8 inches	12 inches											
thickness	1/4 inch	3/4 inch											
PACKAGES  <p>Length</p> <p>Girth</p>	<p>length + girth</p> <p>Length + girth cannot exceed 108 inches. (Parcel Post cannot exceed 130 inches.)</p> <p>length</p> <p>The longest side of the parcel.</p> <p>girth</p> <p>Measurement around the thickest part.</p>												

Chapter 3: Using the Integra™ Model 9K0U Scale

Calculating USPS® Postage

Examples

Note: When you select a listed fee, the dash alongside it changes to a check mark and your selection appears above the remaining unselected fees. Cancel a checked fee by pressing the fee key a second time.

2. If dimensional weight has been used for calculating the postage amount, a DW (D_W) will be displayed on the screen. (Refer to *Appendix A: Dimensional Weight Pricing* in this guide for more information.)
3. Either select a fee or ignore these choices. If you select a fee, its cost is added to the postage amount and the new total displays.
4. Press the **Meter Set** key to transfer postage to the meter, **OR** press the **Tape** key to generate a meter tape. To generate more than one tape with the same postage amount, see *Generating Multiple Tapes* in Chapter 4.

Note: To change an incorrectly entered ZIP Code or zone, press CE/C once to clear the number field. Then enter the new number and proceed as usual.

Entering ZIP/Zone Codes

When parcel post or priority mail is selected, the **Select ZIP/Select Zone** prompt displays. Choose one option.

For ZIP: Enter the first five digits of the destination ZIP Code; press **Enter**.

For Zone: If you know the destination zone, enter the zone number and press **Enter**. You may be prompted to enter the package size (Length, Width, Height) in inches. Once entered, the software will determine if the rate is based on the dimensional weight (D_W) or not. If it is, you will see the D_W symbol displayed next to the weight. (Refer to *Appendix A: Dimensional Weight Pricing* in this guide for more information.)

The ZIP Code or zone number, postage amount, and options for more services display.

Calculating USPS® Postage

Examples

International

To send an international letter by air:

With the scale in ready mode and weight on the scale,

1. Press the **International** key.
2. Select **First Class**.
3. The words Enter Country: appear on the display.
4. See *Entering Alphanumeric Information*, page 2-2, to enter the name of the country. A list of countries starting with the letter you entered appears. (Enter the second letter of the country in the same way to reduce the number of choices that appear.)

Tip: You may select First Class (Q), Priority (W), Parcel Post (E), Express (R), Postcard (A), and International (S) with their own keys.

Charging Postage to a Specific Account in the Meter

(Not all meters support this feature.)

The Account feature allows you to charge postage to the accounts in your meter. Whenever you charge postage to an account, the postage and piece information are updated in Account Status, which is accessed by pressing the Meter Functions key.

Tip: To access meter accounts, you must turn Accounting OFF in Supervisor Setup/Configure Scale.

Follow the steps below to charge postage to a meter account via the scale. Be sure your meter is on and connected to the scale.

1. Press the **Account** key.
If the meter contains 10 accounts or less, the account numbers display in list form. You may need to scroll to see the entire list. Go to Step 2.
If the meter contains more than 10 accounts, the display prompts you to enter an account number. Go to Step 3.
2. Select the menu number of the account you want. The number you select appears at the bottom of the display.*

Chapter 3: Using the Integra™ Model 9K0U Scale

Charging Postage to a Specific Account in the Meter

(Not all meters support this feature.)

3. Enter an account number.*
4. Place an item on the scale and select a class, etc., as usual.
5. Press **Meter Set** to transfer postage to the meter.
OR
press the **Tape** key to set the meter and generate a tape.

*If the account is password-protected in the meter, the scale prompts you to **Enter Account Password**. Enter the four-digit account password and press **Enter**. The account number displays. If you enter the wrong password, an error message displays. To clear the message, press **CE/C** to return to the ready screen.

Integra™ Model 9K0U Scale Operator Guide

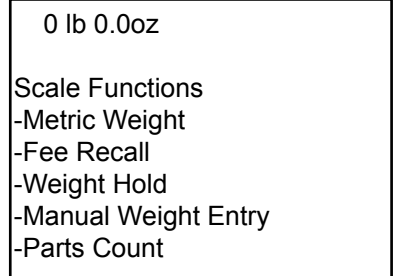
Chapter 4 Beyond the Basics

Using Special Features	4-2
Converting to Metric Weight	4-2
Recalling a Fee.....	4-2
Weight Hold	4-2
Entering Weight Manually	4-2
Generating Multiple Tapes.....	4-3
Using the Scale to Count Like Parts.....	4-3
Shopping for the Best USPS® Rates.....	4-4
Using the Weight Hold Feature	4-6
Additional Meter Features	4-7
Funds.....	4-7
Account Status	4-8
Printing Amounts That Exceed the Meter's Printing Capacity	4-8

Chapter 4: Beyond the Basics

Using Special Features

The scale has a number of special features that help you process mail quickly and efficiently. These features are explained below and accessed with the **Scale Functions** key or by pressing a designated scale control key.



Converting to Metric Weight

With an item on the scale:

1. Select a class.
2. Add fees.
3. Press the **Scale Functions** key.
4. Select **Metric Weight**. The scale converts and displays the weight of the item to metric (kg). The message “For Export Forms” also displays.
5. Press **CE/C** once to return to scale functions.
6. Press **CE/C** again to return to the class display.

Recalling a Fee

The **Fee Recall** option allows you to review the fees included in the total postage amount. It also displays the item value for verification.

For example, to recall insurance value with the total postage amount displayed:

1. Press the **Scale Functions** key.
2. Select **Fee Recall**. The value of the item and the fees that were applied to the postage amount display.
3. Select **Exit** to return to the transaction menu.

Weight Hold

Refer to the section *Using the Weight Hold Feature*, pg. 4-6.

Entering Weight Manually

This function allows you to enter the known weight of an item without putting the item on the scale. You can then generate a tape on the meter and apply it to the mailpiece.

Notes:

1. Scale must be at zero weight before selecting Manual Weight Entry.
2. The Manual Weight feature is limited to the maximum the scale will weigh (as indicated by the capacity on the front of the scale.)

Follow the steps below to enter weight manually:

1. Select **Manual Weight Entry**.
2. When prompted, enter the weight. The numbers display from right to left as on a calculator. For example:
 - For 4 lb. 2 oz. enter 4 0 2 0; press **Enter**.
 - For 3 lb. 2.5 oz., enter 3 0 2 5; press **Enter**.The scale returns to the ready mode.
3. Select a class. The postage amount displays.
4. Add fees as necessary.
5. Transfer postage to the meter.
6. Generate a tape or print a tape strip.
7. Press the **Zero** key to exit manual weight mode.

Generating Multiple Tapes

(Not in menu list)

With weight on the scale:

1. Select a class and apply fees if desired.
2. Type the number of tapes you want to print. *Do not* press enter. If you do, the scale interprets the number you typed as additional postage.
3. Press the **Tape** key. The meter sets and the mailing machine begins printing tapes.

Using the Scale to Count Like Parts

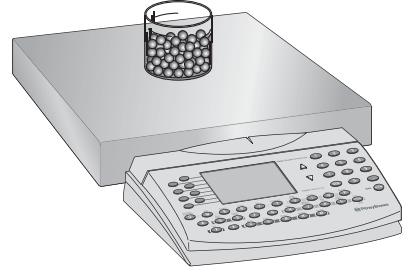
With the **Parts Count** function, you can obtain a count of like items based on the weight of a known quantity of those items. The weight of the known quantity should be at least 2 ounces. Depending on the shape and quantity of the parts you are weighing, you may need to place them in a container. You can deduct the weight of the container, and count and weigh the parts at the same time. If you are not using a container, start with Step 2 below.

1. Place an empty container on the scale. (The container must weigh less than 7 lb. for 9K0U.)
2. Press the **Scale Functions** key and select **Parts Count** from the menu. The scale re-zeros and prompts you to place a counted sample on the scale.

Chapter 4: Beyond the Basics

Note: All like Items must be the same individual weight.

3. Place a known quantity of like parts on the scale (or in the container). The scale prompts you to enter the number of parts in the sample.
4. Enter the quantity via the numeric keypad; press **Enter**. The display shows the total number of parts, their combined weight, and their average individual weight. If you add or remove items, parts and weight fields adjust accordingly.



To exit **Parts Count**, remove parts from scale and press **CE/C**. If you used a container, remove it from the scale and press the **Zero** key.

Shopping for the Best USPS® Rates

The **Rate Shop** function (K-key) allows you to compare USPS® rate and class combinations. For example, if you want to ship an international package by air you could compare prices without repeatedly entering the same information.

To use Rate Shopping, first make sure it's turned on (under Supervisor Setup Options) and then create a group consisting of class/rate combinations you want to compare. You may create up to five groups.

To create a group, remove weight from the platter and follow the steps below:

1. Press **Setup**; select **Supervisor Setup**.
2. Enter the supervisor password; press **Enter**.
3. Select **Program Rate Shop**; select **Create Group**.
4. Enter a group name up to 10 characters; press **Enter**.
5. Select **Edit Group Members**;
6. Select **Create Group Member**.

Shopping for the Best USPS® Rates

7. Select a class and other shipping criteria as they appear. The screen displays the selections you made.
8. Select **Exit**; select **Create Group Member** to add another carrier to the group.
10. Repeat step 9 to create up to five members per group.
11. When finished, continue pressing **Exit** until **Save Changes** displays.
12. Select **Save Changes** or **Cancel all changes**. If you cancel all changes, the group(s) you created will not be saved.

Tip: Record each group name and members on paper as a reminder of what the combinations are.

To compare rates, place an item on the scale and follow the steps below:

1. Choose a rate as you would normally. Just make sure that the rate combination you choose is a member of a rate shopping group. (Adding fees of any kind prevents use of Rate Shopping.) The screen displays the postage amount.
2. Press the **Rate Shop** (K) key. The rates for the other group members display next to the member names.
3. Select one of the other rates *OR* press **CE/C** to use the original rate.

To delete a group:

1. Press **Setup**; select **Supervisor Setup**.
2. Enter the supervisor password; press **Enter**.
3. Select **Program Rate Shop**.
4. Select the group name you want to delete.
5. Select **Delete Group**.

Chapter 4: Beyond the Basics

Using the Weight Hold Feature

The weight hold feature is useful when weighing large envelopes that block the display, if the keyboard-display module is located near the platform and being blocked. This feature retains the weight reading for a brief time after you remove an item from the scale. It allows you to continue selecting class and fees even though the item is no longer on the scale. Pressing any key (for example, to select a class or fee) other than zero extends the weight hold time for that transaction.

You may activate weight hold mode in two ways: manually with the **Scale Functions** key or automatically through setup.

To use the manual weight hold feature (for one transaction):

1. Use one of the following methods (with no weight on the scale):

Method	Result
Press the Weight Hold key (G).	w_H displays to the right of the weight field.
Press the Scale Functions key and select Weight Hold from the list of features.	Same.

2. Place a mailpiece on the scale and wait two seconds to make sure the weight registers before removing it.
Result: The weight reading is retained for a brief period.
3. Select the class and any desired fees. (Any key press other than zero extends the weight hold time for that transaction.)
4. When finished with your selections, transfer postage to the meter in the usual way.

To exit manual weight hold, wait a few seconds until the hold feature times out or press Zero or, to cancel the entire transaction, press CE/C.

Using the Weight Hold Feature

To enable automatic weight hold feature for every transaction:

1. Press the **Setup** key.
2. Select **Auto Weigh Hold** to turn the feature on.
3. Select **Exit**.
4. Select **Save changes** (or to exit without saving, select **Cancel all changes**).

Result: The scale reinitializes and returns to ready mode. No indication of the weight hold feature displays. Thereafter, whenever you place an item on the scale, its weight will be retained briefly when you remove it from the platter.

To disable weight hold, repeat the above steps, noting that selecting Auto Weigh Hold in Step 2 results in Off displaying next to the feature.

Additional Meter Features

Note: Your meter must be on to access these features.

The Integra™ scale interfaces with postage meter models B700, B900, F800, and F900. Depending on the features available with your meter, you can initiate and display the meter functions described below via the scale by pressing the Meter Functions key.

Funds

Select **Funds** to read the amount of funds available/used and the total number of mailpieces processed. Press CE/C to return to the Meter Functions screen.

Chapter 4: Beyond the Basics

Additional Meter Features

Account Status

```
0 lb 0.0oz
Account: 2
Value: 18.960
Pieces 15
-Clear Account
-Select Account
```

Note: Your meter's operating guide provides more details on these features.

Select Account Status to view the status of the account to which the meter is set. It displays the account number, the amount of money in the account, and the number of pieces processed against that account. See the example below.

Select Clear Account to clear value and pieces information at the end of a reporting period.

Select Select Account to pick from available account numbers.

Press CE/C to exit Account Status.

Press CE/C again to exit meter functions.

Printing Amounts That Exceed the Meter's Printing Capacity

Some meters are limited to a postage printing capacity of \$99.99. However, this doesn't prevent you from mailing a package whose postage exceeds the maximum printing capacity. By using the feature called Currency Breakdown, you can generate multiple tapes to equal the needed postage amount.

Follow the steps below to generate tapes equalling a postal amount greater than the meter's printing capacity:

1. Be sure the scale is displaying the postage amount you want to transfer to the meter.
2. Press the **Meter Set** key. The Currency Breakdown message appears on the scale. See the sample at right.
3. Press the scale's **Tape** key; the meter produces a tape in the print amount. (If your meter or mailing machine doesn't have automatic trip capability, press the scale's **Meter Set** key and run a tape through the meter or manually trip the mailing machine.)

```
Xlb X.Xoz $XXX.XX
Currency Breakdown
Press Meter Set/Tape
Remaining: $XXX.XX
Print Amount: $XX.XX
```


Printing Amounts that Exceed the Meter's Printing Capacity

4. Repeat Step 3 as necessary to print the total postage amount. When finished, the total amount of postage appears on the scale.
5. Remove the item from the scale or press CE/C twice to return to ready mode.
6. To cancel the currency breakdown feature, press CE/C twice any time during the transaction.

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Chapter 5 Troubleshooting

Clearing Error Messages.....	5-2
Diagnosing Problems	5-2

Chapter 5: Troubleshooting

Clearing Error Messages

Occasionally, error messages display on the screen. Sometimes they identify an incorrect entry and indicate corrective action. To clear most errors:

1. Press **CE/C** to return to previous menu.
2. Press **CE/C** a second time to return to the beginning of the transaction.

If the error does not clear, call the Pitney Bowes Diagnostic Center at 1-800-522-0020.

Diagnosing Problems

You may be able to diagnose and correct problems yourself by referring to the symptoms vs. recommendations chart on the next page. If performing the suggested action is not successful, call the Pitney Bowes Diagnostic Center.

Integra™ Model 9K0U Scale Operator Guide

Symptom	Probable Cause	Recommendation
Blank Screen	1. Sleep Mode	Touch the Zero , Enter , or CE/C key, or touch the weight platter.
	2. Scale power supply unplugged	Check power supply is firmly connected at each end. Remove plug from wall outlet, wait 10 seconds; reconnect.
	3. Rate card not firmly in slot/inserted backwards	Disconnect power, remove card, rub a pencil eraser over the gold contacts to clean them, insert card as illustrated in Chapter 6, reconnect power.
Scale does not return to Zero	Interference with scale platter	Check the area around the scale to ensure that nothing is touching the scale platter by either leaning against it or pressing up on the platter. Press Zero key.
Scale displays Zero weight only	Out of calibration or mechanical interference	Check for foreign matter under scale platter. Call the Diagnostic Center.
Scale display does not reach weight capacity	Platter incorrectly seated or mechanical interference	Ensure platter is correctly seated. Check for foreign matter under scale platter.
Inconsistent weights	1. Air currents moving across platter	Move scale to another location.
	2. Platter or item being weighed touching another object	Clear the area around the scale.
	3. Vibrations affecting scale	Turn on vibration filter.

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Integra™ Model 9K0U Scale Operator Guide

Chapter 6 Maintaining The Integra™ Model 9K0U Scale

Cleaning	6-2
Changing the Rate Card	6-2
Calibrating the 9K0U Scale	6-3

Chapter 6: Maintaining The Integra™ Model 9K0U Scale

Cleaning

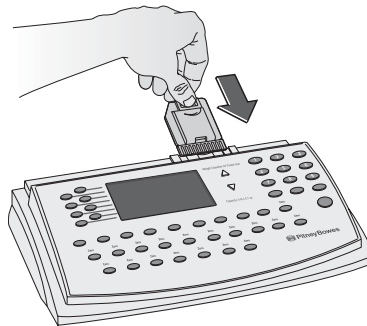
Your scale requires very little maintenance. Simply keep it clean by wiping it off with a soft dry cloth. Do not use harsh chemical cleaners. To properly clean your scale, call the PB Supply Line™ (800-243-7824) and request cleaning kit 901-4.

Changing the Rate Card

USPS® rates change periodically. When this occurs, Pitney Bowes sends you an updated rate card containing the revised rates. Although complete installation instructions accompany any new rate card, you may refer to the following basic steps.

To change the rate card:

1. Disconnect the power supply at the wall outlet.
2. Remove the cover from the top rear of the display module and set aside.



3. Remove the old rate card.*
4. Slide the new card into the slot with the unlabeled side facing you. Press it firmly until it snaps into place.
5. Replace the cover on the display module.
6. Plug the power supply into the wall outlet.

*Return old rate cards to Pitney Bowes according to instructions received with new cards.

Calibrating the 9K0U Scale

(20 lb. Calibration Weight Required)

NOTE: The scale must be installed according to the installation instructions accompanying the scale before performing the calibration procedure here. It is recommended that you check accuracy of the scale every three months with a known weight (for example, 5 lb.). The weight displayed should be the weight applied minus the maintenance tolerance.

To check accuracy (Weight Classifier mode; default for USPS) perform one of the following tests:

- Place a 5 lb. Test Weight on scale platter. The weight should read 4 lb. 15.80 oz. If the weight reads less than 4 lb. 15.6 oz. or greater than 5 lb. 0.00 oz. then the scale is out of tolerance and must be recalibrated.
- Place a 10 lb. Test Weight on scale platter. The weight should read 9 lb. 15.8 oz. If the weight reads less than 9 lb. 15.4 oz. or greater than 10 lb. 0.00 oz. then the scale is out of tolerance and must be recalibrated.
- Place a 20 lb. test weight on scale platter. The weight should read 19 lb. 15.6 oz. If the weight reads less than 19 lb. 15.2 oz. or greater than 20 lb. 0.00 oz. then the scale is out of tolerance and must be recalibrated.

It is recommended that calibration be performed once a year.

Contact your local District to obtain a 20 lb. calibration weight or contact your Pitney Bowes Customer Service Representative to have the scale calibrated.

To calibrate your scale:

1. The scale should be level and powered up a minimum of ten (10) minutes prior to calibration.
2. Press the **Setup** key. The scale displays the user setup menu.
3. Select **Service Setup** from the menu. At the Enter Password prompt, enter the following key sequence:

SERREP

Calibrating the 9K0U Scale

(20 lb. Calibration Weight Required)

4. Press **Enter** and the Service Setup menu appears.
5. Press the down cursor key to advance to the next page of the Service Setup menu, and select Metrology Setup. The Metrology Setup menu appears.
6. Select **Scale Calibration** and follow the prompts displayed on the scale. When you are done, the Metrology Setup menu reappears in the display.
7. Select **Exit, Exit, Exit**, then select **Save Changes**. The scale resets and is now calibrated. If you place the 20 lb. weight on the scale, “19 lb. 15.8 oz.” or “20 lb. 0.0 oz” should appear in the display.

Integra™ Model 9K0U Scale Operator Guide

Appendix A Dimensional Weight Pricing

Rectangular Shaped.....	A-2
Dimensional Weight Pricing Criteria	A-2
Determining Dimensional Weight Pricing	A-2
Irregularly Shaped	A-3
Dimensional Weight Pricing Criteria	A-3
Determining Dimensional Weight Pricing	A-4

Appendix A: Dimensional Weight Pricing

Rectangular Shaped

NOTE: Most packages will not be measured since they will not meet the below criteria.

Dimensional Weight Pricing Criteria

Here are the criteria for dimensional weight pricing:

- Priority Mail
- Measures more than one cubic foot (1,728 cubic inches)
- Item is destined for Zone 5 through 8
- Regular Shaped

Determining Dimensional Weight Pricing

To determine dimensional weight pricing:

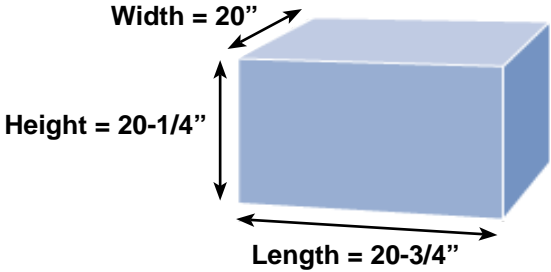
1. Weigh the item (round any fraction of a pound to the next whole pound).
2. Determine if measurements are required (use a measurement template if available).
3. If needed, measure the length, width, and height (round off individual measurements to the nearest inch) and enter measurements into the electronic scale.

Dimensional weight will be calculated by the electronic scale or can be manually calculated in the following steps.

4. Multiply the length by the width by the height. This figure is the cubic capacity. If the result is 1,728 cubic inches or less, dimensional pricing does not apply. Postage will be based on the scale weight and the appropriate zone.
5. **RECTANGULAR SHAPED PACKAGE:** If the result from #4 above is more than 1,728 cubic inches, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the scale weight or the dimensional weight, whichever is greater, and the appropriate zone.

Rectangular Shaped

Dimensional Weight Pricing — Rectangular Shaped



Width = 20"
Height = 20-1/4"
Length = 20-3/4"

Example: 21" x 20" x 20" = 8,400 cubic inches / 194 = 43.29 pounds, which is rounded up to 44 pounds.

Irregularly Shaped

Dimensional Weight Pricing Criteria

Here are the criteria for dimensional weight pricing:

- Priority Mail
- Measures more than one cubic foot (1,728 cubic inches)
- Item is destined for Zone 5 through 8
- Irregularly Shaped

NOTE: Most packages will not be measured since they will not meet the below criteria.

Appendix A: Dimensional Weight Pricing

Irregularly Shaped

Determining Dimensional Weight Pricing

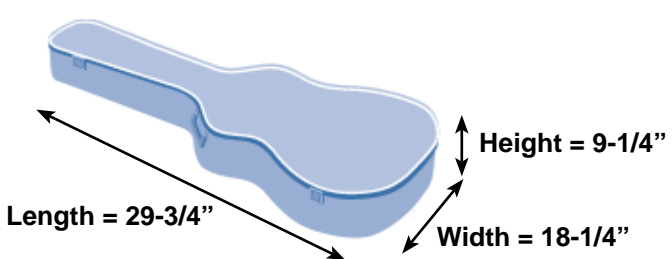
To determine dimensional weight pricing:

1. Weigh the item (round any fraction of a pound to the next whole pound).
2. Determine if measurements are required (use a measurement template if available).
3. If needed, measure the length, width, and height (round off individual measurements to the nearest inch) and enter measurements into the electronic scale.

Dimensional weight will be calculated by the electronic scale or can be manually calculated in the following steps.

4. Multiply the length by the width by the height. This figure is the cubic capacity. If the result is 1,728 cubic inches or less, dimensional pricing does not apply. Postage will be based on the scale weight and the appropriate zone.
5. **IRREGULARLY-SHAPED PACKAGE:** If the result from #4 is more than 1,728 cubic inches, multiply by the 0.785 adjustment factor, divide it by 194 to determine the dimensional weight. Round up any fraction of a pound to the next whole pound. The applicable postage is based on the scale weight or the dimensional weight, whichever is greater, and the appropriate zone.

Dimensional Weight Pricing — Irregularly-Shaped Items



Length = 29-3/4"
Width = 18-1/4"
Height = 9-1/4"

Example: 30" x 18" x 9" = 4,860 cubic inches x 0.785 = 3,815.1 / 194 = 19.67 pounds, which is rounded up to 20 pounds.

Integra™ Model 9K0U Scale Operator Guide

Index

Index

A

- account
 - charging postage to specific account in meter 3-5
- Accounting supervisor setup option
 - description 2-5
- Account Status feature
 - description 4-8
- alphabetic
 - entering alphabetic information 2-2
- Autoclear Class
 - description 2-3
- Autoclear Zone
 - description 2-3
- Auto Weight Hold
 - description 2-3

C

- calculating USPS® postage
 - examples
 - entering ZIP/Zone codes 3-4
 - First Class 3-2
 - international 3-5
- calibrating your scale 6-3
- CE/C key
 - functionality 2-2
- cleaning your scale 6-2
- Clear Zone New Class
 - description 2-3
- connecting your scale 1-4
- Create Intra ZIP
 - description 2-5

D

- diagnosing problems 5-3
- dimensional weight pricing
 - irregularly shaped
 - criteria A-3
 - determining A-4
 - rectangular shaped
 - criteria A-2
 - determining A-2

- Discount/Surcharge
 - description 2-5

E

- error messages
 - clearing 5-2

F

- FCC compliance
 - specifications 1-5
- fee
 - recalling a fee 4-2
- First Class postage
 - calculating 3-2
 - single-piece rates
 - illustrated chart 3-3
- Funds feature
 - available/used 4-7

H

- help
 - via internet 1-7
 - via phone 1-7

I

- inactive scale
 - sleep mode 1-2
- Inscriptions
 - description 2-5
- Install Scale
 - description 2-5
- international postage
 - calculating 3-5
- irregularly shaped packages
 - dimensional weight pricing A-3

K

- keypad
 - identification of components 1-3

L

like items

using scale to count like parts 4-3

limits

printing amounts that exceed meter's capacity 4-8

M

menu

navigating the menus 2-2

meter

charging postage to specific account in meter 3-5

printing amounts that exceed meter's capacity 4-8

metric

converting to metric weight 4-2

O

Other Language

description 2-5

P

Parts Count

using scale to count like parts 4-3

password

account password 3-6

supervisor

entering 2-4

postage

calculating

examples

entering ZIP/Zone codes 3-4

First Class 3-2

international 3-5

charging postage to specific account in meter 3-5

printing amounts that exceed meter's capacity 4-8

shopping for best rates 4-4

power supply

specifications 1-5

pricing

weight pricing

irregularly shaped

criteria A-3

rectangular shaped

criteria A-2

determining A-2

weight pricing

irregularly shaped

determining A-4

printing

amounts that exceed meter's capacity 4-8

problems

diagnosing 5-3

R

rate card

changing 6-2

rates

rate card

changing 6-2

rate shop function 4-4

recalling a fee 4-2

rectangular shaped packages

dimensional weight pricing A-2

S

safety precautions 1-2

scale

calibrating 6-3

cleaning 6-2

identification of components 1-3

making connections 1-4

setup options

supervisor

accessing 2-4

tailoring or modifying 2-3

shopping for best rates 4-4

single-piece rates

First Class postage

illustrated chart 3-3

sleep mode

description 1-2

Index

- special features, using
 - converting to metric weight 4-2
 - generating multiple tapes 4-3
 - recalling a fee 4-2
 - entering weight manually 4-2
 - weight hold 4-2
 - using scale to count like parts 4-3
- specifications 1-5
- supervisor
 - password
 - entering 2-4
 - setup options
 - accessing 2-4
- support
 - via internet 1-7
 - via phone 1-7

T

- tapes
 - generating multiple tapes 4-3
- technical support
 - via internet 1-7
 - via phone 1-7
- temperature range, operating
 - specifications 1-5
- troubleshooting 5-3

U

- UL compliance
 - specifications 1-5
- user options
 - changing 2-3
- USPS® postage
 - calculating
 - examples
 - entering ZIP/Zone codes 3-4
 - First Class 3-2
 - international 3-5

V

- Vibration Filter
 - description 2-5

W

- weighing
 - specifications 1-5
- weight
 - converting to metric weight 4-2
 - entering manually 4-2
 - hold 4-2
 - pricing
 - irregularly shaped
 - criteria A-3
 - determining A-4
 - rectangular shaped
 - criteria A-2
 - determining A-2
 - weight hold feature 4-6
- weights and measures
 - specifications 1-5

Z

- ZIP/Zone codes
 - entering 3-4

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