# Optimail30
# Dealer Service Manual

# Chapter 1 Service mode

# INDEX

# 1 OPTIMAIL30 SERVICE MODE

The opti**mail**30 has 3 Service modes:

- Submenu „Production“- for the production in the factory.
- Submenu „TEE“- for the R & D department in FP.
- Service menu for FP service Technicians

| **Service mode start** | **Service mode end** |
|---|---|
| Machine is switched on main screen is displayed<br>• Insert Dealer Card<br>• Press Menu button<br>• Select System Settings<br>• Select Service Mode | • To exit service mode restart the machine by using the “Restart” option or<br>• Switch off the meter. |

| | |
|---|---|
| Note | The Main Menu option “Service Mode” is only available if the dealer card is inserted.<br>All information within this document are based on software Version 5.18.4 (CW18 / 2005) |

**Agreement:**
For purposes of this manual the soft keys on the right of the display will be numbered S1 to S4, other additional functions that are only visible after pressing the (⇩…Cursor down) will be numbered S5 to S15. For Example: The menu “Test Function” has 15 options, therefore the soft keys will be numbered S1 to S15, but you would need to press the cursor down button 3 time to get to the end of the list.

**Overview**

| | |
|---|---|
| Menu Test Functions<br>Print Tests<br>Display Test<br>Key Test<br>Motor Test<br>Scale<br>Consumable Protection<br>Sensor Test<br>Modem Test<br>Interface Test<br>Card Reader Test<br>Audible Signals Test<br>Security Device Echo Test<br>Secure Echo (remote)<br>Self Test<br>Endurance Test<br><br>Menu Settings<br>General Settings<br>Modem and Telephone Numbers<br>Security Device<br>Print Settings<br>Clock<br>Scale Settings<br>Meter Settings<br>Reset | Menu Restart<br><br>Menu Information about the meter<br>System<br>Security Device<br>Error-Log<br>Error Statistics<br>Scale<br>Rate Table<br>Ink Ribbon<br>Modem<br>All Information<br><br>Menu Data Transfer<br>All Information<br>Load Software<br><br>Menu Create Master Card<br><br>Menu Load from Chip Card |

## 1.1 Main menu 1: „Test Functions“

Overview:

| | |
|---|---|
| S1 | Print Tests |
| S2 | Display Test |
| S3 | Key Test |
| S4 | Motor Test |
| S5 | Scale |
| S6 | Consumable Protection |
| S7 | Sensor Test |
| S8 | Modem Test |
| S9 | Interface Test |
| S10 | Card Reader Test |
| S11 | Audible Signals Test |
| S12 | Security Device Echo Test |
| S13 | Secure Echo (remote) |
| S14 | Self Test |
| S15 | Endurance Test |

***S1: Print tests***
You can produce a Test Imprint.

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Slow Print Test | Allows for higher quality imprint of the 2D barcode only |
| S2 | Fast Print Test | Lower quality print for human readable data only |

***S2: Display test***
Shows different screen formats to check if any pixels in the matrix are missing
Option: To leave this test press “***Back***”

***S3: Key test***
Key board Test
Option: To leave the test wait 5 second without pressing a button.

***S4: Motor test***
All motors can be switched on/off individually or in combination
**Note:** Make Tests without Ribbon Cassette only! (S1+S2 = damage the ink ribbon belt!)

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Transport | Transport motor runs continually |
| S2 | Roller | Roller motor alternates up and down |
| S3 | Cassette | Cassette drive switch on/off |
| S4 | All Off | |

***S5: Scale***
The internal scale can be calibrated and zeroed.

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Calibration | 10lb weight is required to Calibrate the internal scale |
| S2 | Zero Adjust | Zeroes the scale |

***S6: Consumable Protection***
The consumable protection chip of the ink cartridge is tested.
The result will be shown as successful or failed

Option: None
**Note:** *The consumable* protection chip not only protects the cartridge but more importantly controls the quality of imprint.

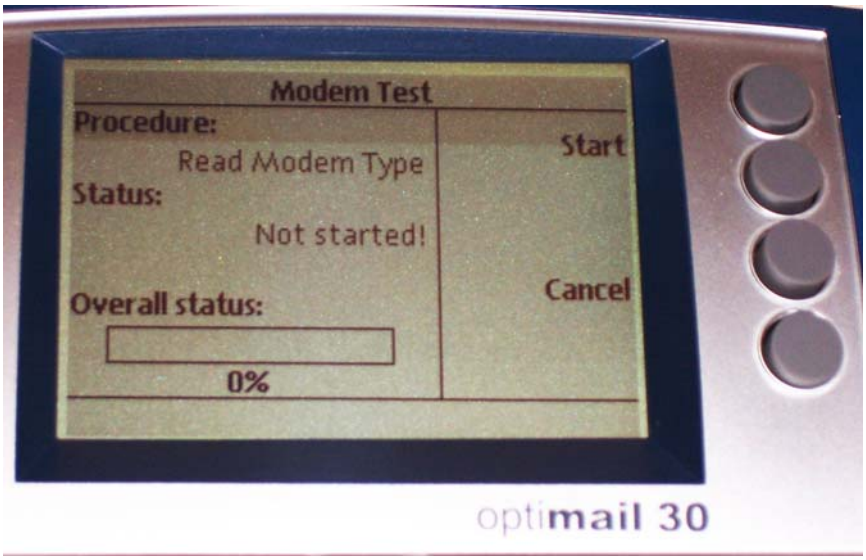
***S7: Sensor test***
All sensors on the Opti**mail**30 can be tested.

| Sensor | Function | Symbol inactive | Symbol active |
|---|---|---|---|
| End of letter | Exit detection | ☐ | ■ |
| Print start | Letter input detection | ☐ | ■ |
| Cartridge | Cassette door and encoder contact detection | ☐ (Door Closed) | ■ (Door open) |
| Roller | Pressure roller movement | ☐ (Roller down) | ■ (Roller up) |

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Encoder Test | Encoder test – The cassette motor will run briefly ( the cassette must be installed and the roller must be in the lower position) |
| S4 | Move Roller | Roller movement (up/down) |

***S8: Modem test***
The modem makes a test connection to the IBIP server. Must be connected to the telephone line and the correct dialing parameters programmed
The result is shown in the field “Overall Status”




Option:

| Button | Name | Function |
|---|---|---|
| S1 | Start | |
| S3 | Cancel | |

***S9: Interface test***
Serial interface cannot be tested at this time.
A special adapter is necessary but is unavailable.

***S10: Card Reader Test***
The following functions are tested

- Card detection – Inserted or not
- Reading/writing on master card. Must use a blank MasterCard

***S11: Audible signal test***
The beeper is tested

***S12: Security Device Echo Test***
Internal communication test (= ECHO-Test) between the main board and the security module. The result is shown in the display. The goal is that all cycles pass with out an error. To exit press “Cancel”

***S13: Secure Echo (remote)***
Communication test between the security module and the IBIP server via modem. The telephone line must be connected. The result is shown in the display.

***S14: Self Test***
The security module makes an internal test procedure. The results are shown in the display.

***S15: Endurance Test***
The machine starts a test run dependant upon the number of cycles entered.

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Start | Number of entered test cycles |
| S4 | Back | Exit Menu |

| | |
|---|---|
| Note | Only with “Endless cassette”!<br>Once the test has started it can only be interrupted by unplugging the power cord. |

## 1.2 Main menu 2: „Settings“

Overview:

| | | |
|---|---|---|
| S1 | General Settings | Service Interval<br>Clear Error Log/ Statistics<br>Display Contrast<br>Create MasterCard |
| S2 | Modem and Telephone Numbers | Set Modem Parameters<br>Change Dialup Numbers |
| S3 | Security Device | Reset HS-Loop<br>Authorize<br>Re-Authorize (remote)<br>Re-Initialize<br>Echo<br>Secure Echo<br>Withdraw<br>Self-test<br>Lock-out Security Device |
| S4 | Print Settings | Imprint Offset<br>Resistance |
| S5 | Clock | Time Zone<br>Summer Time Changeover<br>Calibrate Clock |
| S6 | Scale Settings | Calibrate<br>Zero Adjust |
| S7 | Meter Settings | High Postage Setting<br>Low Postage Warning<br>Meter Type<br>Maximum Imprints/Day |
| S8 | Reset | Restore Delivery Settings |

## *S1: Settings ➔ General Settings*

### S1: Service interval

*Steps:* Settings➔ General Settings➔Service Interval
The service interval can be programmed for different types of service contracts based on date, number of pieces or both. There are two different options for both Date and pieces:

- Absolute = this is the fixed date and or the number of imprints.
- Relative = this is the number of months or number of pieces that are added to the actual date or the actual service counter.

Option:

| Button | Name | Function |
|---|---|---|
| S1 | Change | Change Service Warning (Enters the sub menu) |

Sub Menu:

| Button | Name | Function |
|---|---|---|
| S1 | Absolute | This is the fixed date and or the number of imprints |
| S2 | Relative | This is the number of months or number of pieces that are added to the actual date or the actual service counter. |
| S3 | Cancel | |
| S4 | Off | Turns Service number and or date off |

Service Interval Examples:

Example 1

**Absolute Number and absolute Date (Current service counter = 7510, Current date 06/07/05)**

1. Press Change (S1)
2. Enter 15301 pieces
3. Press Absolute (S1)
4. Press Absolute again (S1)
5. Enter specific date, e.g. 11/10/05
6. Press Continue (S1)
7. Press Save (S4)

The result is that the next service interval will be due when the service counter reaches 15301 or the date reaches 11/10/05 which ever comes first.

Example 2

**Relative Number and relative Date (Current service counter = 7510, Current date 06/07/05)**

1. Press Change (S1)
2. Enter 15301 pieces
3. Press Relative (S2)
4. Press Relative again (S2)
5. Enter number of months, e.g. 3
6. Press Continue (S1)
7. Press Save (S4)

The result is that the next service interval will be due when the service counter reaches 22811 or the date reaches 09/07/05 which ever comes first.

Example 3

**Absolute Number and relative Date (Current service counter = 7510, Current date 06/07/05)**

1. Press Change (S1)
2. Enter 15301 pieces
3. Press Absolute (S1)
4. Press Relative (S2)
5. Enter number of months, e.g. 3
6. Press Continue (S1)
7. Press Save (S4)

The result is that the next service interval will be due when the service counter reaches 15301 or the date reaches 09/07/05 which ever comes first.

### S2: Clear Error Log/Statistics.

*Steps:* Settings ➔ General Settings ➔Clear Error Log/Statistics.
The Diagnostic list and Error statistic list are cleared after a security request. It is recommended that these lists are cleared after performing service or repair.

### S3: Display Contrast

*Steps*: Settings ➔ General Settings ➔Display Contrast
The display contrast can be adjusted.
Option:

| Button | Name | Function |
|---|---|---|
| S1 | Increase | Darker |
| S2 | Decrease | Lighter |
| S3 | Cancel | Leave menu without changing |
| S4 | Save | Saves new settings and leaves the menu |

## *S2: Settings ➔ Modem and Telephone numbers*

This shows two new options, Set modem parameters and Change dialing numbers which are necessary to contact the IBIP server and other services.

### S1: Modem parameter settings

*Steps:* Settings ➔ Modem and Telephone numbers ➔ Set Modem parameters

| | |
|---|---|
| Note | When programming a pause the tone detection is switched off. This is always helpful when connecting to a PBX system which has none standard carrier tone. The meter will wait 2 seconds per pause prior to dialing the pre programmed phone number. |

### S2: Change Dialup Numbers

*Steps:* Settings ➔ Modem and Telephone Numbers ➔ *Change Dialup Numbers*

| Button | Name | Function |
|---|---|---|
| S1 | TDC | Phone number for TDC |
| S2 | Order line | This number is displayed when the cassette is running low |
| S3 | Service | This number is displayed if the machine shows an error code and service is necessary |
| S4 | Remote Diagnose | Allows information to be sent to the diagnostic server to assist technical support |

***S3: Settings ➔Security Device***

**S1: Reset HS-Loop**

*Steps:* Settings ➔Security Device➔ Reset HS-Loop
After opening the machine casing the HS-Loop can be reset.
(HS = housing security or also Casework Security)
After resetting the HS-Loop a zero reset is required.

**S2: Authorize**

*Steps:* Settings ➔ Security Device ➔ Authorize
The security device status changes from “Initialized” to “Authorized”.

**S3: Re-Authorize (Remote)**

*Steps:* Settings ➔ Security Device ➔ Re-Authorize (Remote)
This feature is used to up date the customer’s Zip code after they have changed addresses.

**S4: Re-Initialize**

*Steps:* Settings ➔Security Device ➔ Re-Initialize
This feature is used after withdrawing the meter from one customer and installing into a new customer.

**S5: Echo**

*Steps:* Settings ➔Security Device ➔ Echo
Refer to Test function section of this manual

**S6: Secure-Echo**

*Steps:* Settings ➔Security Device ➔ Secure Echo
Refer to Test function section of this manual

**S7: Withdraw**

*Steps:* Settings ➔Security Device ➔ Withdraw
Withdrawing the meter transfers the remaining credit from the meter into the customers TDC account and the USPS are informed electronically of the withdrawal.

The following data is deleted during this process:
-Cost Accounts
-Type of mail endorsements (but not standard endorsements)
-Type of mail statistics
-Class of mail (This may be a new USPS requirement in the future)
-Advertisements
-Gravity calibration value
-Zip code
-HP / LP warnings
-Shift position

**S8: Self test**

Refer to Test function section of this manual

**S9: Lock out Security Device**

The Security Device changes the status manually from “Valid” to “Authorized” Performing a zero reset resets the lock out. (Used only if manipulation is suspected and inform TDC to also lock the account)

### *S4: Print Settings*

#### S1: Imprint Offset

*Steps:* Print Settings ➔Print Offset
The print position is a standard 10mm from the right leading edge of the envelope. The image can be moved a maximum of 99mm to the left.

#### S2: Resistance

*Steps:* Print Settings ➔Resistance
The resistance of the print head can be entered. Compared to the T1000 the high resolution head has a higher resistance. The typical range is around 2k ohms

### *S5: Clock*

#### S1: Time Zone

*Steps:* S3: Settings ➔Clock ➔Time Zone
The system time is changed according to the local time zone that the meter is installed in.

#### S2: Summer time Changeover

*Steps:* S3: Settings➔ Clock ➔Summer Time Changeover
The daylight savings can be turned on or off

#### S3: Calibrate Clock

*Steps:* S3: Settings ➔ Clock ➔Calibrate Clock
The clock can be calibrated once per week up to + or -300 seconds (5 minutes). The clock can only be readjusted after 7 days has elapsed.

### *S6: Scale Settings*

#### S1: Calibrate

*Steps:* Scale Settings ➔ Calibrate
The internal scale can be calibrated.
To calibrate the scale follow the instructions in the display. During the calibration process make sure that the scale is not touched and also that there are no vibrations. 10lb weight is required to calibrate the internal scale

#### S2: Zero Adjust

*Steps:* Scale Settings ➔ Zero Adjust
The current weight on the scale platform is zeroed.

***S7: Meter Settings***

**S1: High Postage Setting**

*Steps:* Settings ➔Meter Settings ➔ High Postage Setting
The high postage warning can be programmed or switched off. For addition information refer to the operating manual.

**S2: Low Postage Warning**

*Steps:* Settings ➔Meter Settings ➔ Low Postage Warning
The Low postage warning can be programmed or switched off. For addition information refer to the operating manual

**S3: Meter Type**

*Steps:* Settings ➔Meter Settings ➔ Meter Type
The meter can be switched between fractional (0.000) and non fractional (0.00) modes.

**S4: Maximum imprints / day**

*Steps:* Settings ➔ Meter Settings ➔ Maximum Imprints / Day
The daily maximum number of imprints can be set. Default: 1500 (0 = deactivated)

***S8: Reset***

Resets factory defaults (apart from motor and print settings).

**S1: Restore Delivery Settings**

*Steps*: Settings ➔Reset➔ Restore Delivery Settings
Selecting this feature resets all settings that the customer has made during the life of the machine e.g. account names, phone number settings and so on. The service tech should only do this if requested by the customer.

## 1.3 Main menu 3: „Restart"

Meter Restarts. This is the easiest way to exit the service mode.

## 1.4 Main menu 4: „Information about the Meter"

Here you have the possibility to view and print reports about the meter e.g. security device, error log, modem, scale etc. However the option "All Information" allows information to be sent to the remote diagnostic server.

Overview

| | |
|---|---|
| S1 | System |
| S2 | Security Device |
| S3 | Error Log |
| S4 | Error Statistics |
| S5 | Scale |
| S6 | Rate Table |
| S7 | Ink Ribbon |
| S8 | Modem |
| S9 | All Information |

***S1: System***

***STEPS:*** Information about the Meter ➔ System
Shows system information

| | |
|---|---|
| Meter Number | Shows the serial number of the meter |
| Software Version | Shows the current software version of the meter |
| Boot Loader Version | Shows the current Boot Loader version (this is similar to the bios on a PC) |
| Main board Version | Shows the current main board version in hexadecimal |
| Main Board Serial Number | Shows the main board serial number |
| Flash Sign Byte | R & D use only |
| Imprint data version | Shows current cliché data version pertaining to USPS standards |
| NV Ram Version | Shows the current NV Ram Version which is important to know when performing software upgrades |
| Print Head Resistance | Shows the current resistance of the installed print head. Can also be checked from the sticker on the actual print head |
| Temperature | Shows the current temperature inside the meter |

***S2: Security Device***

***STEPS:*** Information about the Meter ➔ Security Device
Shows PSD information

The Information shown is as follows:

| | |
|---|---|
| **Security Device ID** | PSD Unit ID |
| ***Status*** | Status (State) see chapter 3: “PSD“ |
| Self Test Results | Results of the internal security device self test |
| ***HS Loop Det. Enabled*** | Yes = HS-Loop switch of the meter is controlled |
| ***HS Loop Det. Active*** | No = HS-Loop switch of the meter make no alert |
| Batt Det. Enabled | Manipulation security feature to check if the PSD-battery is present (default: Yes = it will be checked). If the battery would be replaced e.g. for manipulation, then the PSD get into the state „defect“ |
| Batt Det Active | Battery-security check detect „Alert“ (No = everything is ok) |
| TAM Det Enabled | Manipulation security feature to check if the PSD was open (No = no security check). |
| TAM Det Active | Yes = housing manipulation of the PSD will be displayed – but it makes no matter, because we didn’t control this at this time<br>This sensor is not implemented that’s why we display always “open”. |
| **V Batt A (intern)** | Voltage of the PSD-battery in mV |
| **V Batt B (extern)** | Voltage of the external-battery in mV |
| ADC Vcc 3, 5, 8 | Internal main voltage in the PSD |
| Tempsensor Current | Value of the internal temperature sensors |
| Tempsensor Low Limit | Value of the internal temperature sensors |
| Tempsensor Up Limit | Value of the internal temperature sensors |
| Current Date/Time | Date and Time |
| Time Zone | Time Zone (e.g. D=1) |
| Time Offset | Manual time setting (e.g. User-Mode, Service-Mode) |
| Code Verification key Hash | R & D use Only |
| Country Code | ISO-Country code (e.g. Germany=276) |
| Prod.Test Success | Factory Only |
| Magic Number | R & D only |

| | |
|---|---|
| Boot S/W Version | Boot loader software version of the PSD |
| HW Flash Dev. Name | R & D use only |
| ***Teleset PAN*** | PIN |
| LicenceNo (1...4) | Machine no. (Licence No.) |
| Min / max Total Reg | lowest / highest Value for Register 4 |
| Min / max Desc Reg | lowest / highest Value for Register 2 |
| Min / max Reset Val | lowest / highest Value for Teleset |
| Reset Val Steps | Reset steps for Teleset |
| Fraction (Min/Max) | No. of Decimal |
| Modem reset Value | Last reset value e.g. in Cent |
| Watchdog Date value | Security module will change the state back to “authorised”at this time, to do: 0-reset |
| Watchdog Time Value | Security module will change the state back to “authorised”at this time, to do: 0-reset |
| Watchdog Warn | Warning for Watchdog Time (in Days), not in use at this time |
| **Date Credit 1** | The date when the Security module will change the state back to “authorised”, to do: 0-reset |
| Date Credit 2 | The date when the Security module will change the state back to “authorised”, to do: 0-reset |
| **Piececredit** | Number of imprints before Security module will change the state back to “authorised”, to do: 0-reset |
| last PVD Date | When the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: value>0) was completed successful |
| last PVD time (UTC) | When the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: value>0) was completed successful |
| last PVD Type | 103 ... Index for the type of the last PVD |
| last PVD Postage | Last reset value (positive resetting e.g., with value>0) |
| last PVD desc.Reg | R1 during last PVD (positive resetting e.g., with value>0) |
| last PVD Total.Reg | R3 during last PVD (positive resetting e.g., with value>0) |
| last PVD Count.Reg | R4 during last PVD (positive resetting e.g., with value>0) |
| Last Res. T. Date | last resetting transaction Date (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Time | last resetting transaction time (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Type | last resetting transaction Type (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Postage | last resetting transaction Postage (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Desc | last resetting transaction Descending (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Total | last resetting transaction Total (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |
| Last Res. T. Count | last resetting transaction Count (when the last **P**ostage **V**alue **D**ownload = Teleset (positive resetting, that means: any value) was completed successful With Register-Info’s behind (like above) |

| | |
|---|---|
| ***Desc. Reg Set 0 ... 3*** | R1 (stored 4 times) |
| ***Asc. Reg Set 0 ... 3*** | R2 (stored 4 times) |
| ***Total Reg Set 0 ... 3*** | R3 (stored 4 times) |
| ***Count Reg Set 0 ... 3*** | R4 (stored 4 times) |
| APP S/W Type | internal PSD Info's (Software release, and so on) |
| APP S/W Version | internal PSD Info's (Software release, and so on) |
| APP S/W Revision | internal PSD Info's (Software release, and so on) |
| APP S/W 1st Address | internal PSD Info's (Software release, and so on) |
| APP S/W Last Address | internal PSD Info's (Software release, and so on) |
| APP S/W CRC | internal PSD Info's (Software release, and so on) |
| Meter Classification | R & D Use Only |
| Attention: | The data can be sent using the option "ALL Information" and then pressing "Send" (S4) |

Example:

OPT01 Security Device Summary 06/08/2005 12:20:52 PM
PSD-10051443 Page 1 of 7 4180053

| | | | |
|---|---|---|---|
| Security Device ID | PSD-10051443 | Tamper. Det. Enabled | Yes |
| Status | New | Tamper. Det. Active | No |
| Self-test Result | 0 | VBatt A (intern) | 3026 |
| HSloop. Det. Enabled | Yes | VBatt B (extern) | 3443 |
| HSloop. Det. Active | No | ADC VCC3 | 3255 |
| Batt. Det. Enabled | Yes | ADC VCC5 | 5159 |
| Batt. Det. Active | No | ADC VCC8 | 7998 |

OPT01 Security Device Summary 06/08/2005 12:20:52 PM
PSD-10051443 Page 2 of 7 4180053

| | | | |
|---|---|---|---|
| Temp sensor current | 38 | Code Ver. Key Hash | D3BDBA962214F2990542F |
| Temp sensor lower limit | 3 | Country code | 840 |
| Temp. sensor upper limit | 67 | Prod. Test Success | 0x87654321 |
| Current Date | 06/08/2005 | Magic Number | 0x12345678 |
| Current Time | 05:20:42 PM | Boot s/w version | 3 |
| Time Zone | -24 | HW Flash Dev. Name | AM29LV160D |
| Time Offset | 3601 | Teleset PAN | n/a |

OPT01 Security Device Summary 06/08/2005 12:20:52 PM
PSD-10051443 Page 3 of 7 4180053

| | | | |
|---|---|---|---|
| License No. 1 | n/a | Min. Reset Val. | 0 |
| License No. 2 | n/a | Max. Reset Val. | 0 |
| License No. 3 | n/a | Reset Val Steps | 0 |
| License No. 4 | n/a | Fraction | n/a |
| Min. Total Reg. | 0 | Min. Fraction | n/a |
| Max. Total Reg. | 0 | Max. Fraction | n/a |
| Max. Desc. Reg. | 0 | Modem reset value | n/a |

### *S3: Error-Log*

***STEPS:*** Information about the Meter ➔ Error Log
Shows the last 30 error codes with date and time

OPT01 Diagnostic Log 06/08/2005 12:23:38 PM
PSD-10051443 Page 1 of 2 4180053

| Date | Time | Type | Number | Text |
|---|---|---|---|---|
| 06/07/2005 | 07:03:40 | 0x400F | 0x01700011 | DEALER_CARD Status |
| 06/07/2005 | 07:03:31 | 0x400F | 0x01700011 | FP_CARD Status |
| 06/07/2005 | 06:51:11 | 0x400F | 0x01700011 | DEALER_CARD Status |
| 06/07/2005 | 06:51:01 | 0x4009 | 0x0170001F | 2005175 -> 2005184 Status |
| 06/07/2005 | 06.31:09 | 0x400F | 0x01700011 | DEALER_CARD Status |
| 05/04/2005 | 09:51:00 | 0x4009 | 0x01700017 | Status |

OPT01 Diagnostic Log 06/08/2005 12:23:38 PM
PSD-10051443 Page 2 of 2 4180053

| Date | Time | Type | Number | Text |
|---|---|---|---|---|
| 05/04/2005 | 09:50:20 | 0x400F | 0x01700011 | FP_CARD Status |
| 05/04/2005 | 08:35:03 | 0x400D | 0x0170000F | Status |

### *S4: Error Statistics*

***STEPS:*** Information about the Meter ➔ Error Statistics

Lists the error statistics starting from the last time the list was cleared.

OPT01 Error Statistics 06/08/2005 12:24:15 PM
PSD-10051443 4180053

| Times | Number | Date | Text |
|---|---|---|---|
| 5 x | 0x01700011 | 06/07/2005 | Status |
| 1 x | 0x0170000F | 05/04/2005 | Status |
| 1 x | 0x01700017 | 05/04/2005 | Status |
| 1 x | 0x0170001F | 06/07/2005 | Status |

***S5: Scale***

***STEPS:*** Information about the Meter ➔ Scale
Shows Scale information

The Information shown is as follows:

| | |
|---|---|
| Scale Electronics Version | Shows the current electronics version |
| Scale Electronics Serial Number | Shows the serial number of the scale main board |
| Version Load Cell | Shows the current Load Cell version |
| Scale Version | Version number |
| Manufacturer | At this time HBM Darmstadt / Germany |
| Date of manufacture | Date when the scale is manufactured |
| Range of operation | Max. weight which the scale operate with (5000g=10lb) |
| Factory Gravitation | Gravitation in the Factory Germany/Birkenwerder |
| Factory Calibration | R & D use only |
| Factory Gain / Date rate | R & D use only |
| Number of calibrations | Shows how often the scale is calibrated |
| Calibration factor | R & D use only |
| Last calibration date | Date of the last calibration |
| Gravity calibration | R & D use only |
| Last calibration value | R & D use only |
| User selected gravity | Allows the customer to select the gravity setting for their local area |

***S6: Rate Table***

***STEPS:*** Information about the Meter ➔ Rate Table
Shows Rate Table information


***S7: Ink Ribbon***

***STEPS:*** Information about the Meter ➔ Ink Ribbon
Shows Ink Ribbon (Cassette) information

| | |
|---|---|
| Remaining Ink Ribbon | Shows the percentage of ribbon remaining |
| Country Code | Should always show USA |
| Manufacturer ID | There are two different manufactures displayed as 1 and 2 |
| Date of manufacture | Date cassette was manufactured |
| Number of imprints | Displays the TOTAL number of imprints made, including reports |
| Cassette Type | 19 = Red Fluorescent |

***S8: Modem***

***STEPS:*** Information about the Meter ➔ Modem
Shows product name of the modem and the phone type (Dialing parameter)
**S2: Change** (Allows you to edit the dialing parameters and Phone numbers)
**S3: Cancel**

**S1: Modem parameter settings**

*Steps:* Settings ➔ Modem and Telephone numbers ➔ Set Modem parameters

| | |
|---|---|
| Note | When programming a pause the tone detection is switched off. This is always helpful when connecting to a PBX system which has none standard carrier tone. The meter will wait 2 seconds per pause prior to dialing the pre programmed phone number. |

**S2: Change Dialup Numbers**

*Steps:* Settings ➔ Modem and Telephone Numbers ➔ *Change Dialup Numbers*

| Button | Name | Function |
|---|---|---|
| S1 | TDC | Phone number for TDC |
| S2 | Order line | This number is displayed when the cassette is running low |
| S3 | Service | This number is displayed if the machine shows an error code and service is necessary |
| S4 | Remote Diagnose | Allows information to be sent to the diagnostic server to assist technical support |


***S9: All Information***

***STEPS:*** Information about the Meter ➔ All Information
Send all information to the remote diagnostic server to assist technical support

Option:

| Button | Name | Function |
|---|---|---|
| S3 | Cancel | Exit this menu |
| S4 | Send | Send Data to diagnostic server (Telephone connection is required) |

## 1.5 Main menu 5: „Data Transfer“

***S1: All Information***
***S2: Load Software***

Overview:

| | | |
|---|---|---|
| S1 | All Information | Send all information to the remote diagnostic server to assist technical support |
| S2 | Load Meter Software | Loads Meter Software |

***Save Customer specific data/Reload date into mail handler***
This feature allows you to exchange a main board. Saving the customer specific data allows you to copy the information to the SSM-PC[2.] After exchanging the defective main board you can reload the saved customer specific data by using the option reload.

For security reason the reload feature will only allow the data to be restored if the mail handler is using the original PSD that was used when saving the data.