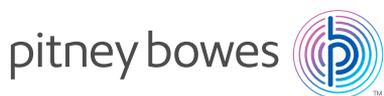


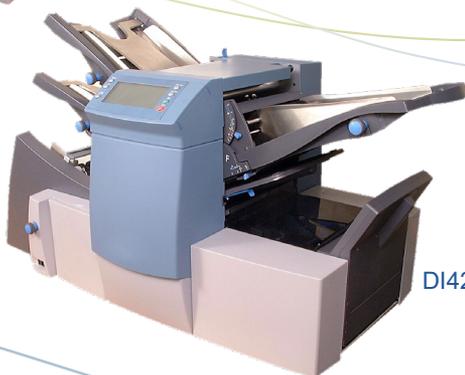
# Read Me First!



## **DI380 OfficeRight™** **DI425 FastPac™** Document Inserting Systems



DI380



DI425

### **Quick Reference Guide** US/Canada English Version

## **FCC Compliance**

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 interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense. Use only a shielded interface cable to operate this equipment with a printer or other peripheral device.

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

## **Canada EMC Compliance**

This Class A digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

SV61797 Rev.B August 2024

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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. Your inserter system may not have some of the features described in this book.

E-Z Seal is a registered trademark of Pitney Bowes Inc. ENERGY STAR is a registered trademark of the United States Environmental Protection Agency.

Printed in the USA or Canada.

### Important Safety Notes

Follow these basic safety precautions when operating this machine:

- Read all instructions before you attempt to operate the system.
- Use this equipment only for its intended purpose.
- Place the system close to an easily accessible wall outlet.
- Place the system in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that is located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- DO NOT use an adapter plug on the line cord or wall outlet.
- DO NOT remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base.
- If the unit becomes damaged, unplug it from the wall, then contact your Customer Service Representative.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a jam, be sure machine mechanisms come to a complete stop.
- Remove jammed material gently and carefully.
- Do not place lighted candles, cigarettes, cigars, etc., on the system.
- To prevent overheating, do not cover vent openings.

## Quick Reference Guide

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- Use only approved supplies, in particular aerosol duster. Improper storage and use of aerosol dusters or flammable aerosol dusters, can cause an explosive-like condition that could result in a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- To obtain supplies and/or Material Safety Data Sheets, contact your Customer Service Representative.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your Customer Service Representative for the required service schedule.
- Always follow specific occupational safety and health standards for your workplace.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts.

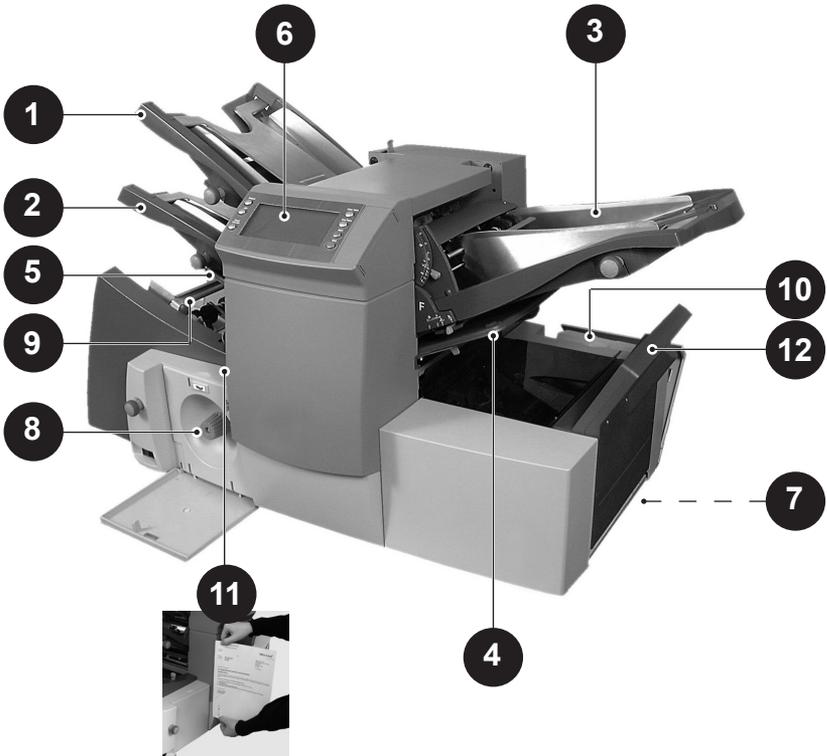
### About this Guide

This little guide contains important information about using your inserter system safely. It also includes:

- A brief guide to your inserter's controls, indicators and display symbols;
- A machine setup summary;
- And a list of error messages.

This quick reference is not intended as a substitute for the *Operator Guides* furnished on CD-ROM. We urge you to set aside a little time to read the complete operator guide for your inserter. This will help you attain the greatest productivity from your new Pitney Bowes inserting system.

## DI425 Machine Identification



**1 Sheet Feeder 1** — This feeder is intended for feeding material that requires folding.

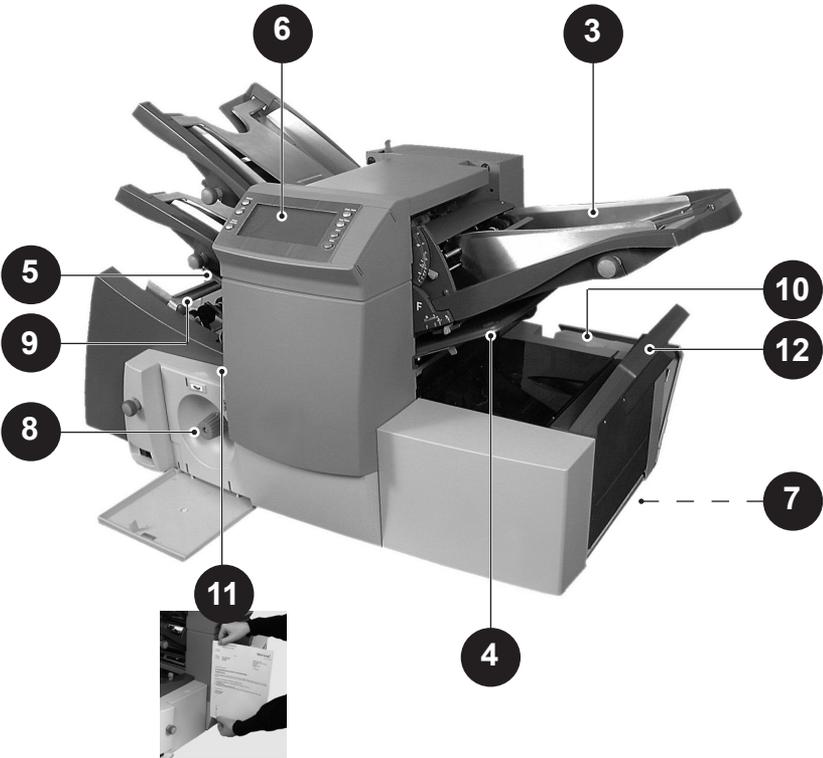
In addition, you can set sheet feeder 1 to **Manual Feed**. In this mode, you can run stapled sets of up to five sheets. The machine waits for you to feed each set by hand into sheet feeder 1 before folding and inserting the set automatically. See the *Specifications* section of this guide for full details of the sets possible.

**2 Sheet Feeder 2** — For feeding material that requires folding. Its functions are similar to those of sheet feeder 1, but the manual feed option is NOT available from this feeder.

# Quick Reference Guide

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## DI425 Machine Identification (Continued)



- 3 Insert Feeder**— Use this feeder to add additional inserts to your envelope. The inserter cannot fold material fed from this feeder. However, this feeder is especially suited to feeding pre-folded or thicker inserts.
- 4 Fold Plates 1 and 2** — These units create the desired fold in material fed from the sheet feeder(s). The fold plates are automatically set from the control panel.
- 5**
- 6 Display/Control Panel** — This is where you enter commands and where the machine informs you of its status through symbols and icons. Each button is explained on page 1-8.

### DI425 Machine Identification (*Continued*)

7

**Drop Stacker or Output Device** (*not illustrated*)

A fold-down stacker is located at the machine exit to collect finished mail pieces. You can latch this unit against the machine when it is not in use. Alternatively, a range of power stackers are available which offer greater capacity than the standard drop stacker.

A mailing machine interface can be installed in place of a stacker. This option automatically transports mail pieces to a Pitney Bowes mailing machine for postage imprinting.

8

**Manual Advance Knob** — This is located inside an opening cover at the lower center of the machine. Use it to turn the machine by hand to help clear material stoppages.

9

**Envelope Feeder** — This feeder feeds envelopes into the inserting area where they are filled with the material requested from the other feeder(s).

10

**Sealer Bottle** — The sealer bottle is located inside an opening cover at the front right side of the machine. It provides sealing solution to the envelope sealer.

11

**Measuring Scale** The scale is located on the left side of the machine near the sheet feeders. Use it to measure sheets, insert material and envelopes.

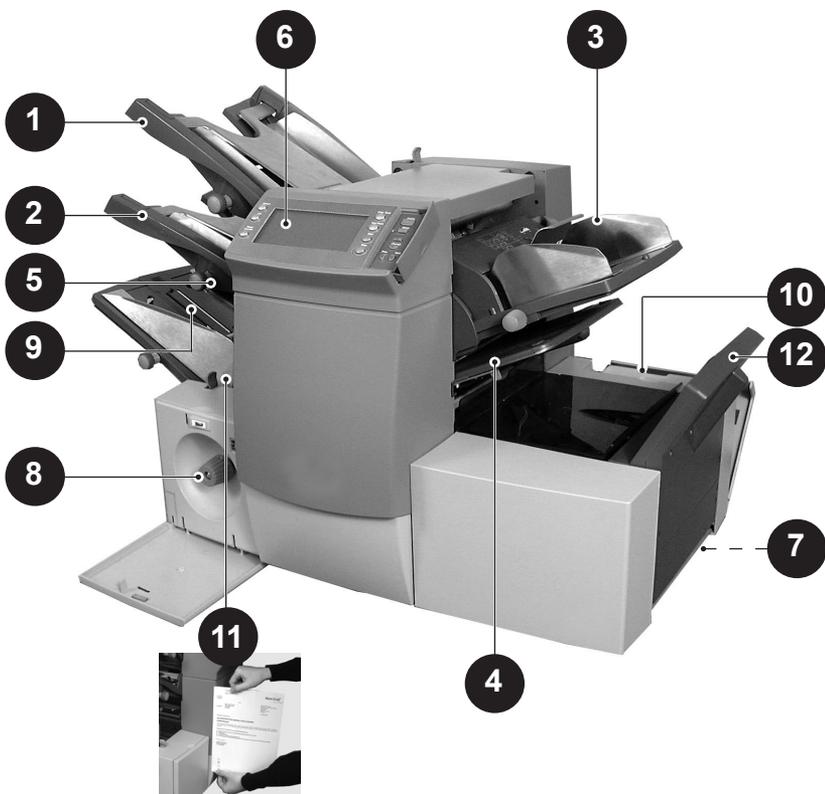
12

**Envelope Inverter** This unit causes the envelope to exit into the stacker face up.

# Quick Reference Guide

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## DI380 Machine Identification



**1 Sheet Feeder 1** — This feeder is intended for feeding material that requires folding.

In addition, you can set sheet feeder 1 to *Manual Feed*. In this mode, you can run stapled sets of up to five sheets. The machine waits for each set to be manually fed into sheet feeder 1 before folding and inserting the set automatically. See the *Specifications* section of this guide for full details of the sets possible.

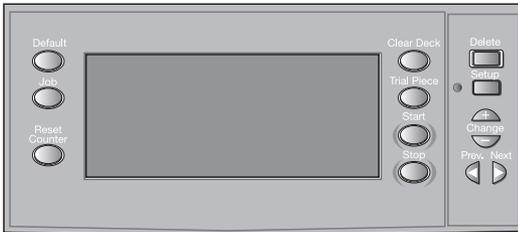
**2 Sheet Feeder 2** — For feeding material that requires folding. Its functions are similar to sheet feeder 1, but manual feed is NOT available from this feeder.

- 3 Insert Feeder** — Use this feeder to add additional inserts to your envelope. Material fed from this feeder cannot be folded by the inserter. However, this feeder is especially suited to feeding pre-folded or thicker inserts.
- 4 Fold Plates 1 and 2** — These create the desired fold in material fed from the sheet feeder(s). The fold plates are automatically set from the control panel.
- 5**
- 6 Display/Control Panel** — This is where you enter commands and where the machine informs you of its status with the use of symbols and icons. Each button function is explained on the following page.
- 7 Drop Stacker or Output Device** (*not illustrated*)  
A fold down stacker is located at the exit from the machine to collect the finished mail pieces. This unit can be latched against the machine when not in use. Alternatively, a range of power stackers are available which offer greater capacity than the standard drop stacker.  
  
A mailing machine interface can be installed in place of a stacker. This device automatically transports mail pieces to a Pitney Bowes mailing machine for postage imprinting.
- 8 Manual Advance Knob** — The manual advance knob is located inside an opening cover at the lower center of the machine. Use it to turn the machine mechanisms by hand to help clear a material stoppage.
- 9 Envelope Feeder** — This feeder feeds envelopes into the inserting area where they are filled with material requested from the other feeder(s).
- 10 Sealer Bottle** — The sealer bottle is located inside an opening cover at the front right side of the machine. It provides sealing solution to the envelope sealer.
- 11 Measuring Scale** — The scale is located on the left side of the machine near the sheet feeders. Use it as an aid in measuring material and envelopes.
- 12 Envelope Inverter** — This unit transports the envelope into the stacker *face up*.

# Quick Reference Guide

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## Control Panel (DI380 and DI425)



### Control Panel Buttons

**Default** — Press to return the machine to its default or standard settings. These settings come pre-configured from the factory but a Pitney Bowes Service Representative can change them to suit your needs.

**Job** — Press to step through the jobs you've programmed into the machine's memory. You can program the machine with up to 20 jobs.

**Reset Counter** — Press to reset the item or batch counter.

**Clear Deck** — Press to jog material through and out of the inserter. Also use it to clear the machine and make it ready for automatic operation after a stoppage has occurred.

**Trial Piece** — Press to run a single test piece to check machine setup. You must run a trial piece before you begin automatic operation using the **Start** button. If you're using double detection, the machine sets itself automatically as it runs the trial piece. The trial piece envelope will be unsealed and counted as one item.

**Start** — Press to start automatic operation.

**Stop** — Press to stop automatic operation at the end of the next cycle.

**Delete** — Press while in setup mode to delete a programmed job from memory.

**Setup** — Press to enter the setup mode. This mode allows you to program jobs into memory for instant recall using the **Job** button.

**Change + -** In setup mode, press to select options or set values of machine settings.

**Prev. ◀ ▶ Next** — In setup mode, press to step backward or forward through the various job settings.

## Display Symbols (DI380 and DI425)



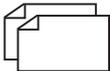
Used on sheet feeders to signify that the feeder is on **without** double detection.



Used on sheet feeders to signify that the feeder is on **with** double detection.



Used on insert feeder to signify that the feeder is on **without** double detection.



Used on insert feeder to signify that the feeder is on **with** double detection.



Used on sheet feeder 1 to signify that the feeder is set for manual feed.



Used on envelope feeder to signify that the feeder is on.

. . 3 . .

Indicates the setting (from 1 to 5) of the envelope stop.



Indicates that the sealer bottle needs refilling.



Indicates the envelope depth.



Indicates that the sealer unit is off (envelopes not sealed).

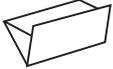
# Quick Reference Guide

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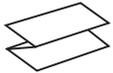
## Display Symbols (DI380 and DI425) *Continued*



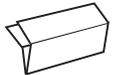
Indicates that the sealer unit is on (automatic envelope sealing).



Indicates a C (letter) fold is selected.



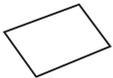
Indicates a Z (accordion fold) is selected.



Indicates a double fold is selected.



Indicates a single fold is selected.



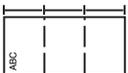
Indicates a no-fold insert operation.



Indicates a material stoppage. The position of this symbol in the display indicates where the stoppage has occurred.



Call Pitney Bowes for service.



Indicates the paper size, address orientation and fold(s) set for sheet feeder.



Indicates a material stoppage in a downstream device, such as a power stacker or mailing machine interface.

## Running a Job

The steps below outline in a broad fashion how to set up and run a mail job on your inserter system. For detailed instructions, please refer the *Operator Guide* furnished with your inserter. It is supplied on a CD-ROM.

1. Switch machine power ON. The display shows the last job run and prompts *Trial Piece Required*.
2. Select a job. Your inserter holds up to 20 jobs in its memory. You can choose one of these or press **Default** to run your standard job.

**NOTE:** If you need to program a job or you intend to run a job with Optical Mark Recognition (OMR) scanning, please refer to the *Operator Guide*.

3. Load material:

- a. Set the sheet feeder(s) to the width of the material you're running. Back off the side guide adjustment by a quarter turn. Fan and jog the sheets before you load the feeder. The display shows the correct orientation of the sheets for loading. Make sure the stack is under the feed roller.

**NOTE:** If you intend to run a manual feed job, see the instructions in the *Operator Guide*.

- b. Set up the envelope feeder. Lower the feeder and adjust the side guides to the width of the envelope. Back off the side guide adjustment by a quarter turn. Fan the envelope stack and load envelopes into the feeder flap UP and TRAILING. Press the envelope feeder loading switch to raise the stack to the normal feed position.
- c. Set up the insert feeder. Adjust the side guides to the width of the insert. Back off the side guide adjustment by a quarter turn.
  - Match your insert type with the icon and color shown on the inserter labels. This helps you determine the correct settings for the separator gap and shield.
  - Set the blue separator gap lever to the number required.
  - Set the blue separator shield lever to the letter required.

## Quick Reference Guide

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### Running a Job (Continued)

- Fan and shingle the inserts before you load them.
  - Load inserts following the general guidelines below:
    - Slip — Face up, bottom edge first
    - Reply Envelope — Face up, top edge first
    - Pre-Folded — Face up, closed edge first
    - Booklet — Face up, bound edge first
  - Let the wedge slide down behind the stack to support the inserts.
4. Check that the sealer is full. Add water or E-Z Seal® as required. If the sealer was empty, allow time for the solution to soak through the sealer *before* you start operation. This helps assure a good seal.
  5. Adjust the drop stacker to suit the material you're running. Lift the lever and set the stacker to one of its preset positions.
  6. Run a trial piece. When you've finished loading material, press **Trial Piece**. The inserter sends a trial piece through the transport. It will be open and unsealed so you can easily inspect the contents. If necessary, enter the Setup mode to make minor changes as needed. Press **Setup** again to return to the run mode.

**NOTE:** When using linked feeding (see *Operator Guide*) load *both* sheet feeders *before* running a trial piece. Also, if you load material during a run which has different characteristics (weight, color shade, etc.), or if you have any problems with double detection, run another trial piece. This forces the machine to recalibrate the double detect function for the new material in case batches vary slightly.

7. Start machine operation. Press **Start**. The inserter will run until material runs out or you press **Stop**.
8. If an error message appears, follow the prompts on the display (see the tables on the next three pages). If you can't resolve the error, contact your supervisor or refer to the troubleshooting tables in Chapter 4 of the *Operator Guide* furnished on the CD-ROM.

### Error Messages

<b>Message</b>	<b>Action</b>
CALL SERVICE	Power machine off and on. If message still displays, call for service.
CHECK /CLEAR FEEDER	The feeder indicated has failed to feed material. Remove material from the feed tray, reload and restart machine.
CHECK FEEDER	The feeder indicated is not located correctly. Remove tray and relocate. Also check loading of material in indicated feeder.
CHECK FOLD PLATE	Fold plate indicated is not located correctly. Remove fold plate and relocate.
CHECK INVERTER	Envelope inverter unit has not set to its correct position. Open inverter cover and check for any material. Close cover and restart.
CHECK LAST MAIL PIECE	Envelope has failed to open. Check that envelopes are loaded correctly. Reload envelopes and restart machine.
CLEAR FOLD PLATE	Material was detected inside the fold plate indicated on the display. Remove fold plate and check for any material. Install fold plate.
CLEAR INSERTION AREA	Material was detected in the inserting area. Open tinted plastic cover on left hand side of machine and remove any material. Close cover and restart.
CLEAR MOISTENER	Material was detected in the sealer brush area. Open tinted plastic cover on left hand side of machine and remove any material. Close cover and restart.
CLEAR SEALER	Material was detected in the sealer brush area. Open tinted plastic cover on left hand side of machine and remove any material. Close cover and restart.
CLOSE COVER	Cover indicated is not fully closed. Close indicated cover and restart.

## Quick Reference Guide

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### Error Messages (Continued)

<i>Message</i>	<i>Action</i>
CLOSE MAN ADV COVER	The manual advance knob door is not fully closed. Close door.
DEFLECTOR ERROR	The half fold function is not possible due to a fault. Remove fold plates and check for any material.
DOUBLE FEED	A double feed was detected from the feed tray indicated. Remove the material from the machine and restart. If double feeds persist, request another trial piece.
DOUBLE FEED CHECK STACKER	A double feed was detected from the feed tray indicated. Remove the double feed from the stacker. Restart machine.
FOLD PLATES NOT SET	The fold plates are not set to the correct position. Remove fold plates and check for any material. Install fold plates and restart.
MANUAL FEED TIMEOUT	Material was not detected as being fed from the feeder within a set time. In manual feed mode, you must feed the material within a set time. Press <b>Start</b> to restart the machine.
PAPER SHORT	The inserter detected that the material is too short in length. Check that actual material length matches the length displayed. If correct, request another trial piece.
PAPER SHORT CHECK STACKER	The inserter detected that the material used is too short in length. Check that actual material length matches the length displayed. If correct, request another trial piece.
SET LEVER	Manual feed lever in the incorrect position for the mode you're running. Move the manual feed lever to the correct position (left position: manual; right: automatic).
STREAM FEED	The machine detected two sheets fed together from the feed tray indicated. Remove material from the machine, reload and restart machine.

### Error Messages (*Continued*)

<i>Message</i>	<i>Action</i>
STREAM FEED CHECK STACKER	The machine has detected two sheets fed together from the feed tray indicated. Remove the stream feed from the stacker. Reload machine and restart.
SYSTEM ERROR POWER DOWN	A fault was detected in the main software. Switch machine off and on and retry. If problem persists, call service.
TRAY EMPTY	Tray indicated has no material. Reload tray and press <b>Start</b> .

### Avoiding Problems

- Verify you've selected the correct job.
- Verify you've loaded the correct material for your job (inserts, sheets, envelopes).
- Verify your material conforms to the material specifications of the machine (see the *Operator Guide*).
- Run a trial piece to assure the inserter has calibrated itself for the material you're running.
- After a machine stop, make sure the transport is clear of material and that all machine covers and access points are closed.

## Quick Reference Guide

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### If You Need Assistance

- For more detailed troubleshooting or setup help, consult the Operator Guide on the CD.

### USA Contacts

Product Name - DI380 or DI425

- For frequently asked questions, go to: [www.pitneybowes.com/us](http://www.pitneybowes.com/us) and click **Support**.
- To place requests for service or training, go to: [www.pitneybowes.com/us](http://www.pitneybowes.com/us) and click **Sign In**.
- To order supplies and accessories, go to: [www.pitneybowes.com/us](http://www.pitneybowes.com/us) and click **Buy Supplies**.
- To view and pay invoices online or to view an inventory, go to: [www.pitneybowes.com/us](http://www.pitneybowes.com/us) and click **Sign In**.
- To obtain Material Safety Data Sheets, go to: [www.pitneybowes.com/us](http://www.pitneybowes.com/us) and click **Support**.

### Canada Contacts

Product Name - DI380 or DI425

- For frequently asked questions or to order supplies, go to: [www.pitneybowes.com/ca/en](http://www.pitneybowes.com/ca/en) or [www.pitneybowes.com/ca/fr](http://www.pitneybowes.com/ca/fr)





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