

Relay[™] Communications Hub

Version 2.0

Print Manager User Guide



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1 - About This Guide

This User Guide describes the operation of the Relay Communications Hub Web Client and Desktop Client. By following the procedures given in this guide you will be able to:

- Download and install the Printer Driver
- Print your document/job from Microsoft Word
- Add attachments and inserts to the job
- Create, filter, search and export reports on your completed jobs
- View an email deliverability report, if your job was emailed
- Edit your profile (US and Canada only)

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Version History

Date	Version	Comments
July 2016	2.0	Initial Version

Related Documentation

Document Name	Date	Comments
Relay Communications Hub Operator Guide	July 2016	Describes the print room operations of Relay Communications Hub.
Relay Communications Hub Administrator Guide	July 2016	Describes the administration operations of Relay Communications Hub.

2 - Overview

This section describes the functions of the Printer Driver. It is opened through the **Print** panel of Microsoft Word.

From the **Printer** field select **Relay Communications Hub**. All options, with the exception of Manual duplex, are supported in this window.

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Printer Driver description

The Printer Driver window is shown below:

Note: The options displayed in your Printer Driver are defined by the role you have been assigned by your Administrator, you therefore, may not have access to all the options described.

The Printer Driver has two areas:

- Options** This gives the panels in which document and Channel options may be specified.
- Preview** This gives a representation of your document, for example, the paper size you see represents the paper size chosen when printing; however, if you have the correct permissions, you may change this from within the Printer Driver and it is shown in the preview panel.





If you selected a **Sheet 1** and a different **Sheet n**, this is displayed.

A color document may be printed as black and white, if this option is selected, this is how the document is displayed.

If the sheet selected is a form this may be overlaid onto the image of the document.

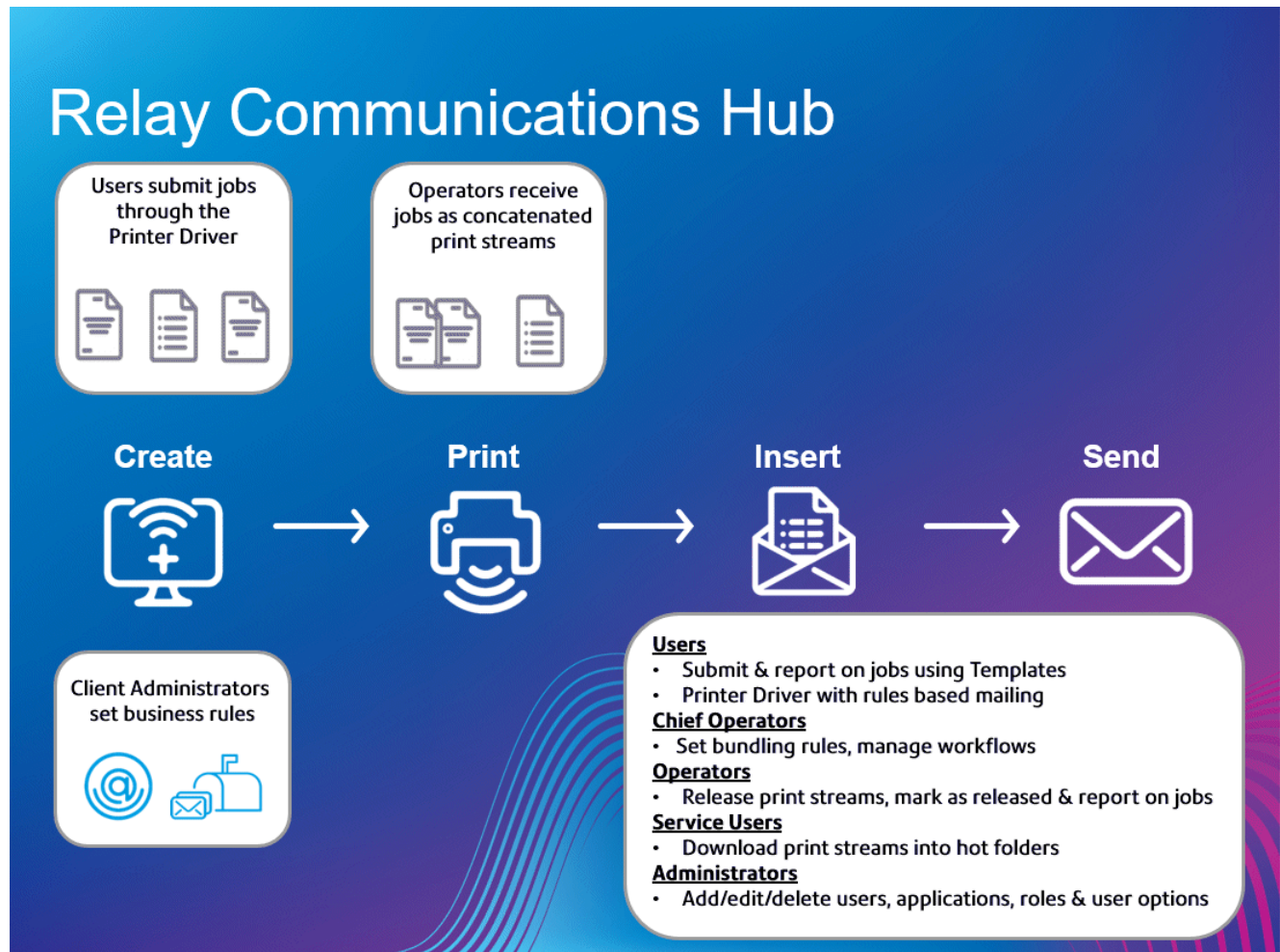
The Printer Driver allows you to preview your document prior to submission. This can include checking the address position and confirming the correct mailing criteria, for example mail class. The options displayed in your Printer Driver are defined by the role assigned to you by your Administrator, therefore; you may not have access to all the options described.

Within the Printer Driver you need to:

- Sign in
- The Printer Driver detects communication/letter type
- A job reference can be extracted from the source document
- Select the required paper for the first page and subsequent pages
- Select postal service
- Barcodes can be added to the PDF
- With the correct permissions you can add attachments
- Proof read the final PDF before submitting
- Reserved areas ensure the correct address position. An error message is shown if this is encroached
- Use  and  to navigate through the mail pieces in the job.
- Zoom in and out of the PDF using  and 

Relay Communications Hub's work flow

The following diagram illustrates Relay Communications Hub's work flow.



The following illustrates the flow of mail pieces through Relay Communications Hub.

See the [glossary](#) for help on the terms used in this guide.

Relay Communications Hub roles

There are five types of role:

- | | |
|------------------------|---|
| Users | <p>Submit their jobs to Relay Communications Hub through one of the following methods:</p> <ul style="list-style-type: none"> • printing a job through the Printer Driver, or • creating a job in the Web Client |
| Operators | <p>Undertake the following tasks:</p> <ul style="list-style-type: none"> • manually release print streams to download • physically load and set printers and inserters • oversee printing and mailing • mark jobs as printed |
| Chief Operators | <p>Undertake the following tasks:</p> <ul style="list-style-type: none"> • define bundles by setting criteria by which jobs from all submitting users are concatenated into a single print stream • define bundle triggers which will automatically release print streams for download to a printer when they reach a maximum number of pages or at specified time of day |
| Service User | <p>There is only one Service User, who is named during the establishment of your Relay Communications Hub system. The Service User may hold an additional role, this is most likely to be Chief Operator or Operator.</p> <p>Undertake the following tasks:</p> <ul style="list-style-type: none"> • Download the Desktop Client • Use the Relay Communications Hub desktop client's hot folders to automatically process files • Downloads print streams though the Desktop Client. |
| Administrators | <p>Undertake the following tasks:</p> <ul style="list-style-type: none"> • Create users • Define your organization by creating departments and assigning users • Manage roles • Manage access pools • View your organization • Manage attachments • Manage sheet stock |

- Manage communication types
- View reports on completed jobs
- View and download reports on completed jobs
- Manage user access
- Invite others to use Relay Communications Hub

See the [glossary](#) for help on the terms used in this guide.

3 - Using the Printer Driver

Printer Driver may be used from any Windows application which allows printing, in the examples we have used Microsoft Word. Some options may differ if using other applications, but not greatly.

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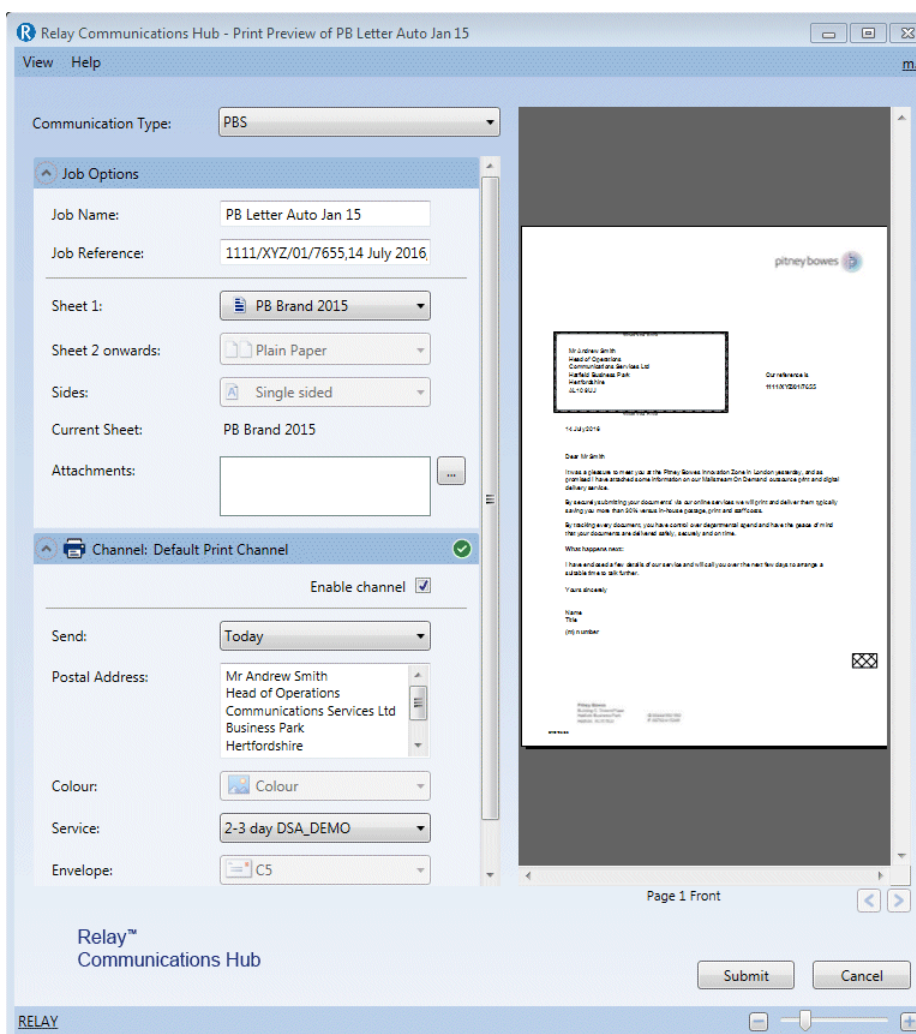
Printing from a Microsoft application

In principle, any application running on Windows 7 or 8 that uses a Windows printer driver can use the Printer Driver, for example Microsoft Word.

It is assumed that your chosen application is open, your document is complete and ready to be printed.

To print from your chosen Microsoft application follow the procedure, below:

1. From within your chosen application open the **Print** panel.
2. In **Print** panel, from the **Printer** field select **Relay Communications Hub**.
3. If required make selections from the **Print** panel.
4. Click **Print**.
5. The **Printer Driver** window is displayed.



You now need to **sign in**.

Set as your default printer

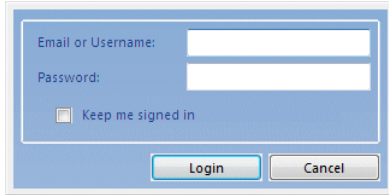
You may find it convenient to have the Relay Communications Hub printer set as your default printer. You can set this in the Windows **Start** menu, by select **Settings| Printers and Faxes**.

Signing in

Before being able to use the Printer Driver you must sign in. Once signed in, the email of the current user, you, is displayed.

Your sign in information determines the fields to which you have access in the Printer Driver. If any options appear as grayed out, they are not available to you.

1. Click **Sign in** in the top right corner of the Printer Driver to open the following dialog.



2. Type in your user credentials. By default this is your email address and a default password of "password".

Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

3. Click **OK**.

Your user name or email is displayed in the top right corner of the Printer Driver window and you are signed in.

Printing and mailing your document

Printing and mailing your document is the fundamental purpose of the Printer Driver.

This procedure describes printing and mailing, other options are defined by selecting a different Communications Type, any number may have been configured by your administrator but they conform to three basic types, printing and mailing, emailing and archive. The options for all three are self explanatory.

Mailing means that your document is submitted for printing and subsequent mailing once your document has been inserted into an envelope by an inserting device.

Note: The options displayed in your Printer Driver are defined by the role assigned to you by your Administrator, therefore; you may not have access to all the options described.

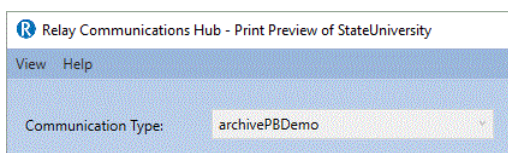
Before beginning this step it is assumed that **your document has been printed from a Microsoft application**.

To Print and mail your document follow the procedure, below:

1. In **Communication Type**, select the one required.

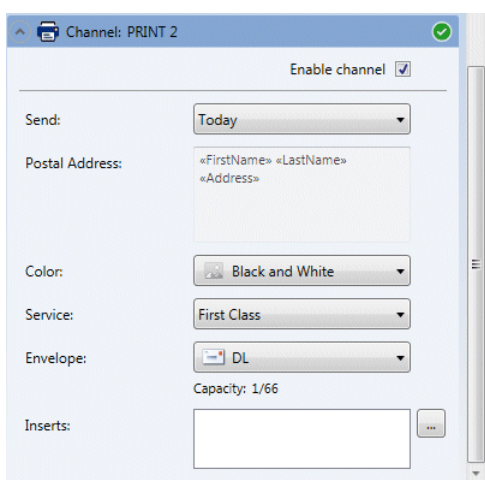
These have been configured for you. The remaining fields in the Printer Driver are dependent on the Communication Type selected. In many cases the Printer Driver recognizes your document and automatically selects the correct one for you.

If the correct Communication Type is not offered, contact your Administrator.





Note: The Communication Type may override any users permissions. This speeds up the document submission process as the correct settings are automatically applied. With the correct permissions you may be able to amend certain **Job Options** prior to submission.

2. Click the down arrow on the required **Channel**. In this example, you need to select a **Print** channel, the options for which are shown below:





3. Select **Enable channel**.
4. In **Send** select when the document is to be submitted. This is one of **Today**, **Tomorrow** or a date within the next 30 days.

The **Postal Address** gives the address of the first mail piece within the document. If you step through the document in the Preview pane by clicking  or , this address changes to that of the currently displayed document addressee.
5. In **Color** select whether to print this document in **Black and White** or **Color**.
6. In **Service** select the postal service required. The options given have been configured for you and are those offered by postal services providers where you are.
7. Select the **Envelope** you wish to use. If the selected envelope has a window, this is shown in the Preview pane. In addition, envelopes with reserved areas, that is, areas into which text must not be entered, are shown in the Preview pane as shaded.

The **Capacity** gives the maximum number of sheets that can be accommodated by this type of envelope. For example, the capacity is 66 sheets and the mail piece has 1 sheet, the **Capacity** is displayed as 1/66.
8. Use the following to inspect your document in the Preview panel.

Note: We strongly advise that you ensure that the address is in the correct position and confirm the mailing criteria, for example mail class.

Click  to move to the start page of the previous mail piece. This is disabled if you are currently at the first mail piece in the document.

Click  to move to the start page of the next document. This is disabled if you are currently in the last mail piece in the document.

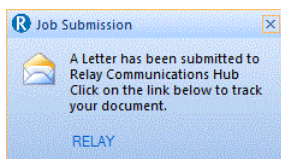
Use the magnification slider, shown below, to zoom in and out of the document in the Preview panel.



9. Once you are satisfied with your document click **Submit**.

Note: If the **Submit** button is not enabled, an error message in red indicates that options on the left must be specified or that there are other errors. Refer to [Error Messages](#) for error descriptions.

The following dialog is displayed advising that your document has been submitted.



You may now monitor the progress of your job as described in [Viewing Job Reports](#).

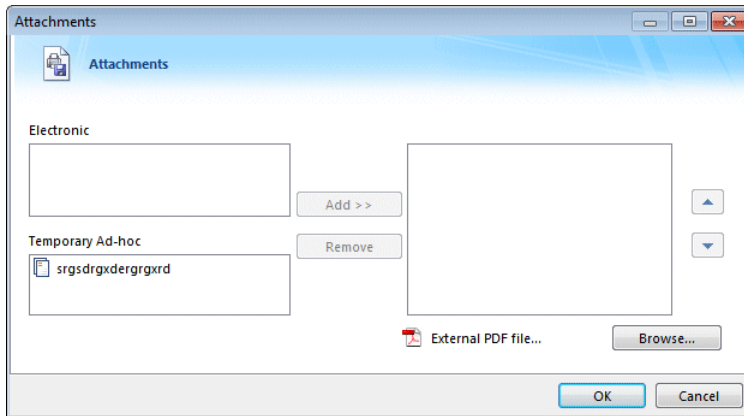
Adding Attachments

Attachments are added during the **printing and mailing** of your document. There are three types of attachment available, depending on your user permissions; they are all in PDF format and can be printed on standard paper:

Electronic	These are made available to you by your Administrator.
Temporary ad-hoc	Created through the Create ad-hoc function. Creating Ad-hoc attachments.
External PDFs	PDFs residing on your PC or available on your local network.

To add an attachment follow the procedure below:

1. Within the Printer Driver window click **Attachments**.
2. In the **Attachments** window:



- select the required attachment, or
- to add an External PDF file click **Browse** to display the **Open** dialog. Navigate to and select the required PDF on your PC or your network and click **Open**.

3. Click **Add**.

The attachment is then shown in the right-hand list. You can delete it from the document by selecting it again and clicking **Remove**.

4. When you have added all required attachments click **OK** to save the information and close the **Attachments** window.

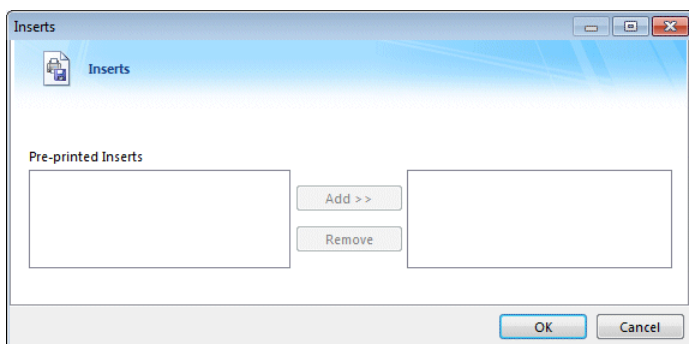
5. Within the Printer Driver ensure that the correct attachment has been added, you may need to scroll down if a number of attachments has been selected.

The attachment(s) are added. Continue by submitting your document.

Adding Inserts

Pre-printed inserts are physical documents, for example collaterals and advertisements, loaded into an inserter at the production site. When your document is printed it is inserted into the specified envelope along with the pre-printed insert. Pre-printed inserts are physical items and, therefore cannot be added to documents intended for emailing. To add a Pre-printed insert follow the procedure below:

1. Within the Printer Driver click **Inserts**.



2. In the **Inserts** window select the required insert and click **Add**.

It is then shown in the right-hand list.

You can delete it from the document by selecting it again and clicking **Remove**.

Note: Contact your print and print room if no Pre-Printed Inserts are shown.

3. When you have added all required inserts click **OK** to save the information and close the **Inserts** window.

The insert(s) is added. Continue by submitting your document.

4 - Viewing Job Reports

Job Reports gives you access to the jobs you have submitted. This is opened by clicking **Job Reports** in the Relay Communications Hub web client. The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and it has completed processing, its Job Summary is displayed.

Job Reports provides you with the ability to:

- Search for jobs by specific criteria
- Filter jobs by date or a range of dates
- View job summaries
- Export a report of all your jobs in `csv` format
- View an email deliverability report

If you are not using a centralized print room to process your jobs, a further two operations are available:

- Download a report of undelivered emails
- Delete jobs that are no longer required

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Signing in to Relay Communications Hub

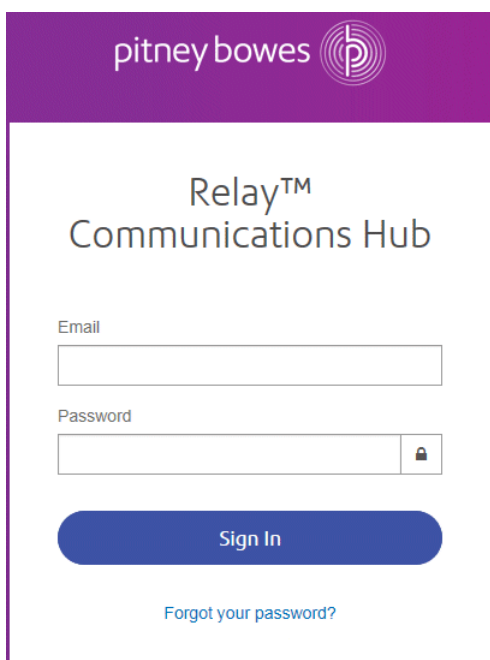
In your browser:

1. In the address bar type the URL of the Relay Communications Hub Web Client. This is one of the following:

Europe: <https://client.relayhub.eu.pitneybowes.com/>

North American & Australia: <https://client.relayhub.us.pitneybowes.com/>

The **Sign in** page is displayed, as follows:



pitney bowes

Relay™
Communications Hub

Email

Password

Sign In

[Forgot your password?](#)

2. Type in your user credentials. By default this is your email address and a default password of "password".

Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

Note: After six incorrect login attempts you are locked out of the Relay Communications Hub. Use the [Forgot your password?](#) on page 21 facility to reset your sign in credentials.

3. Click **Sign in**.


Forgot your password?

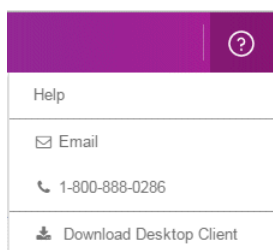
If you have forgotten your password, do the following:

1. In the **Sign in** page click **Forgot your password?**
2. Type in your email.
3. Click **Send Reset Link**
4. Click **Return to Sign In**.

You are returned to the **Sign in** page. You will receive an email with instructions on how to reset your password. Follow these and then sign in again.

Help


Clicking  in the top right of the window opens a menu, as follows:

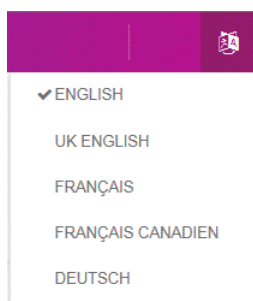


Click **Help** to open the Pitney Bowes website from where you can download this guide.

If you are experiencing any problems, dial the number to contact Pitney Bowes.

Changing the display language


Relay Communications Hub automatically detects the language in which it should be displayed from your system. If you wish to change this, click  in the top right of your screen, the menu is shown below:



Click your preferred language. The menu closes, the page is displayed in the selected language. The next time you sign in Relay Communications Hub is displayed in the selected language.

Job Reports

Job Reports lets you view a list of the jobs you have submitted for printing. Administrators are able to see the jobs of all the users for whom they are responsible, in which case the user name is also given.

Immediately after uploading a job it is shown as processing; no data is shown in the **Job Summary** section. Click  to ensure the list is up-to-date.




The jobs are listed in chronological order with the most recent job to be submitted at the top. By default the first job in the list is selected and when has completed processing, its Job Summary is displayed.


The **Job Reports** page is shown below:

The screenshot shows the 'Relay™ Communications Hub' interface. The top navigation bar includes 'Create a Job', 'Job Reports', and 'My Print Streams'. The 'Job Reports' section is active, displaying a search bar and filters for the date range '01/01/2016 - 09/03/16'. The left-hand panel lists jobs by date: May 18, 2016 (A&E Surgery Appointments, GP Surgery Confirmation), May 17, 2016 (Blood Test Results), and May 16, 2016 (May 2016 Payroll, Neurology Appointments). The right-hand panel shows the details for the 'GP Surgery Confirmation' job, including a 'Job Summary' and 'Email' tab, a 'Details' section with user and department information, and a list of 'Input Files (10)' and 'Output Files (2)'.




The left-hand panel gives a scrollable list of jobs in the order in which they were submitted, newest to oldest.

If you have in-house print facilities, that is, if your jobs are printed and mailed from a centralized print room, the status of your job can be one of the following:

-  Job is in the print queue. It is waiting to be printed and/or emailed and/or archived. Please contact your central print room if this status does not change to completed.
-  Job has completed when it has been uploaded and printed and/or emailed and/or archived. For all jobs printed by your central print room, this status is updated by the Print Room operator, that is, the operator confirms the job has been printed.
-  Job error. Speak with your Print Room Operator.

Note: For all jobs printed by your central print room, the status is updated by the Print Room Operator responsible for your job. Your job is displayed as  until it has been marked as otherwise by the Print Room Operator.


If you do use a third-party print facility rather than an in-house print room, the status of your job can be one of the following:

-  Job is processing. This means that your job is uploading to Relay Communications Hub.
-  Job uploaded now is now available for download.
-  Job error.

Job Summary

Once a job has completed processing, the **Job Summary** is displayed in the right-hand panel. By default, the Job Summary is shown for the first job in the left-hand panel. Select the job to open its summary.

All jobs have a summary, regardless of their status. An example is shown next:



SalesDemo_JM_0330-0916

Template: Custom Sales Demo

Your output file is ready for download.

Job Summary

Email

Input File	Status	Date Completed
SalesDemo_JM_0330-0916.pdf	✓ Complete	3/30/16 2:16 PM

	Pages	Documents	Recipients
Output	0	0	0

The information given in the Job Summary is not the same for all statuses.

Finding the jobs you wish to see


The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.

Job reports are created for all jobs that have passed through the Relay Communications Hub, that is, with a status of Completed.

Searching for jobs

To search for a job, follow these steps:

1. From within the **Job Reports** page, click in the **Search for a job** box, shown below:

2. Type in the letters for which you wish to search. To find "Blood Test Results", you need type only part of the text you wish to find, for example, "blood" or "test" or "results".
3. To begin the search, either:
 - Click , or
 - Press **Enter**.

To return to the previous list of jobs, delete the characters in the **Search for a job** box. By default, the Job Summary is shown for the first job in the left-hand panel.

Filter jobs by date

You can filter the jobs by a predefined period or by a date range you define yourself. To filter the a job list, follow these steps:

1. From within the **Job Reports** page, at the top, click in the date range, this is shown, next, by default the date range shown is the last seven days.

This opens the following:

2. Click on the required date range to show the jobs processed during that period, or
3. Click **Custom Range** to open the following:
4. Either:



- Click in the date boxes and enter the dates required manually, or
- In the calendar click the start date and then the end date. Use the arrows to find the required months.

5. If you have chosen a **Custom Range** click **Apply** to affect the selection.

The filtered jobs are displayed in the left-hand panel. By default, the Job Summary is shown for the first job in the right-hand panel.

Exporting a report

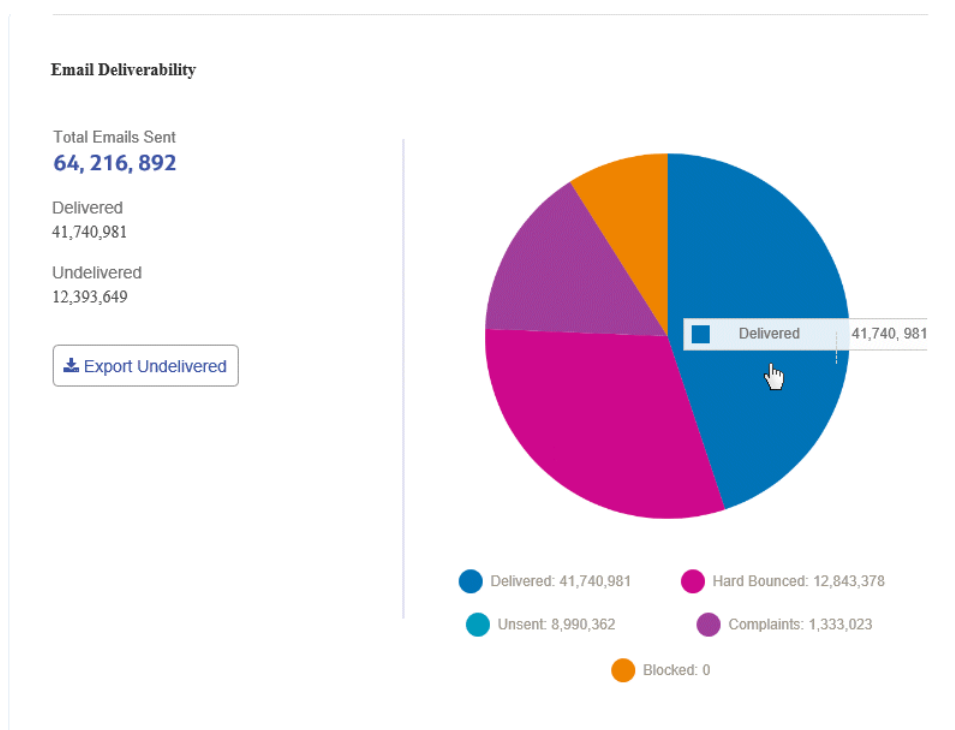
Once you have specified the required date range for the jobs displayed, you can export the information shown as a **CSV** file. This report gives details of all jobs sent within that time and is particularly useful if you wish to report on jobs submitted over long periods. You can only create a report on the jobs you have submitted, Administrators can create reports on all jobs submitted by all users. To do this, follow the procedure, below:

1. Click  to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click 
4. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to used as required.

Email Deliverability report

If you used one of the templates that provides an emailing function to process your job, the **Email Deliverability** report is shown in the Job Summary below. An example of is shown, next:




This report gives the **Total Emails Sent**, **Delivered** and **Undelivered**.

The pie chart breaks down the status of the emails, which are as follows:

Delivered	The email has been delivered to the recipient.
In progress	The email is still processing. This is updated as the status of the emails change.
Hard bounce	The email is not delivered because the email address is not a valid or does not exist.
Blocked	The email is not delivered because the recipient has actively blocked emails from your sender address.
Complaint	The email is not delivered because the recipient has actively blocked emails from your sender address and has made a complaint to the service provider.

Downloading the Email Deliverability report

To do this, follow the procedure, below:

1. Click  to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click **Export Undelivered**.

4. In the **Save as** dialog, navigate to the required location, give the file a meaningful name and click **Save**.

The file is then downloaded to the specified location and is available to be used as required.

Viewing a breakdown of Export Undelivered

If the Template used in your Job generated emails, you can view a breakdown of the Export Undelivered and delivery failures by clicking its job name in the left-hand panel. When the **Job Summary** page opens in the right-hand panel, click the **Email** tab to display the following:

The screenshot shows the 'Job Summary' page for a job named 'SALESDemo_test'. The page has a green checkmark icon and a 'Download Output Files' button. Below the job name, there are tabs for 'Job Summary' and 'Email'. The 'Email' tab is selected, showing '14 Sent' emails. There are buttons for 'Export Undelivered', 'All', and a search bar labeled 'Search by email address'. A table lists the email details:

Email Address	Input File	Date/Time	Status
s.ward@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:07	Complete
r.amanses@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:07	Complete
c.plain@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:07	Complaints
a.mazaint@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:07	Complaints
d.mann@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:08	Blocked
m.wallera@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:08	Complete
n.shina@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:09	Complete
ramonesolino@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:09	Complete
nessley.ell@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:09	Complete
phineas.b@pb.com	w7/SALESDemo.pdf	4/12/16 - 09:09	Complete

At the bottom right of the table area, there is a link: ^ Back to Top.

The job name is given at the top of the page with the name of the template used. A indicates that the job processed successfully.

The **Email** tab gives the total number of emails sent, this is the number of emails generated during job creation. The body of the table gives the email address of the intended recipient, the name of the **Input File**, the **Date/Time** that the email was generated and the status of the emails. This information is the same as given in [Email Deliverability report](#) on page 26.


To filter the emails displayed by status, click  and select the status you wish to see from the menu.

Search for an email address

To search for an email address, follow these steps:


1. From within the **Email** tab, in the left-hand panel, click in the **Search by email address** box, shown below:

A rectangular input box with a light gray border. On the left side, there is a magnifying glass icon. To the right of the icon, the text "Search by email address" is displayed in a light gray font.

2. Type in the email address for which you wish to search.
3. To begin the search, either:
 - Click , or
 - Press **Enter**.

To return to the previous list of email addresses, delete the characters in the **Search for an email address** box.

What to do if your job fails

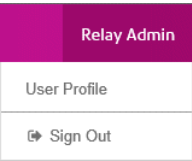
Jobs which fail processing are shown in the left hand panel with a  icon. No Job Summary is displayed for these.

If one of your jobs fails we suggest that you resubmit it, as described in [Uploading your file](#). If your job still does not process to completion, refer to your Administrator. If all else fails ask your Administrator to contact Pitney Bowes Customer Support.

5 - Updating your profile

You may update your profile by your user clicking your user name in the top right-hand of the page, in the example, the user name is Relay Admin.

It has the following options:



These options provide the tools for administration of the Relay Communications Hub, including the following:

- Viewing and changing you user profile
- Signing out of Relay Communications Hub

In this section

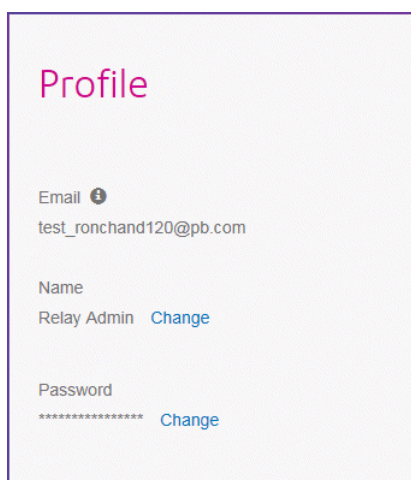
Editing your profile (US and Canada)	31
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Signing out	35

Editing your profile (US and Canada)

Warning: The functions described in this section are currently ONLY available in the US and Canada.

To view your user profile, click on your user name in the header and select User Profile from the menu.

The following is displayed:

A screenshot of a web page titled "Profile" in pink text. Below the title, there are three sections: "Email" with a user icon and the address "test_ronchand120@pb.com"; "Name" with the text "Relay Admin" and a blue "Change" link; and "Password" with masked characters "*****" and a blue "Change" link.

Your email address, user name and password are given.

[Changing your user name](#) on page 31 and [Changing your password](#) on page 32 are covered next.

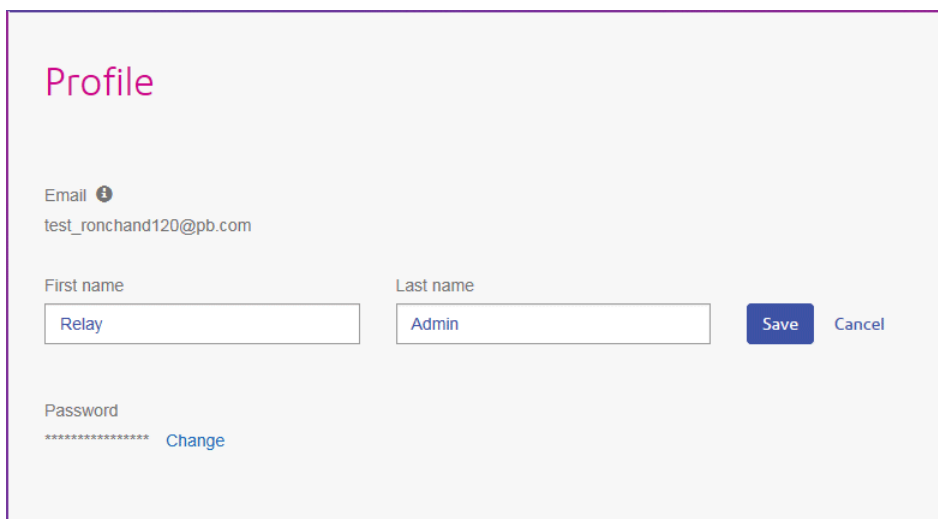
Changing your user name

Note: You can change you user name and password but not both at the same time. Complete the process for one and then for the other.

To change your user name:

1. From within the **Profile** page click **Change** next to your user name.

The following is opened:



The screenshot shows a 'Profile' page with the following elements:

- Profile** (Section Header)
- Email** (Label) with an information icon, showing the value `test_ronchand120@pb.com`.
- First name** (Label) with a text input field containing the value `Relay`.
- Last name** (Label) with a text input field containing the value `Admin`.
- Save** (Button) and **Cancel** (Text link).
- Password** (Label) with a masked input field (asterisks) and a **Change** (Text link).

2. Type in a new value for **First name**.

3. Type in a new value for **Last name**.

4. Click **Save**.

Once you click **Save** your new user name is shown in the **Profile** page.

Changing your password

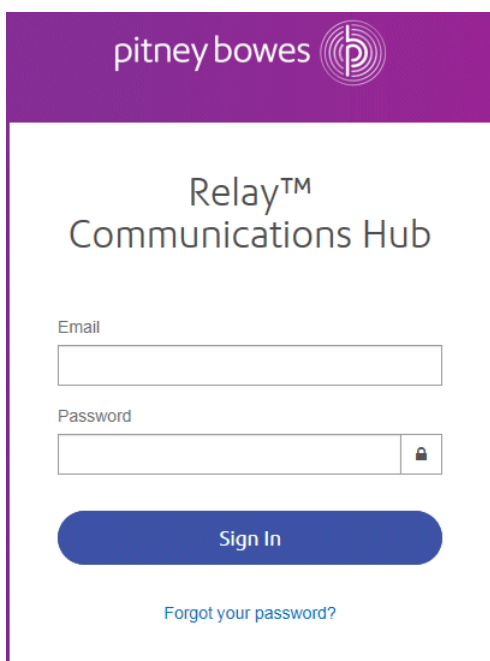
To change your password:

1. In the address bar type the URL of the Relay Communications Hub Web Client. This is one of the following:

Europe: <https://client.relayhub.eu.pitneybowes.com/>

North American & Australia: <https://client.relayhub.us.pitneybowes.com/>

The **Sign in** page is displayed, as follows:



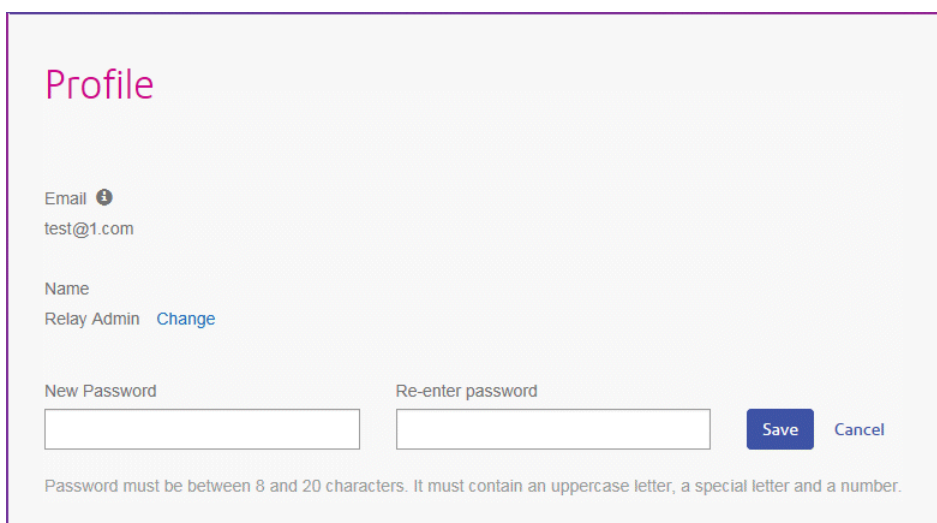
The image shows the 'Relay™ Communications Hub' sign-in interface. At the top is a purple header with the 'pitney bowes' logo and a circular icon. Below the header, the title 'Relay™ Communications Hub' is centered. There are two input fields: 'Email' and 'Password'. The 'Password' field has a small lock icon to its right. Below the fields is a blue 'Sign In' button. At the bottom, there is a link that says 'Forgot your password?'.

2. Type in your **Email** and **Password**.

Note: After six incorrect sign in attempts you are locked out of the Relay Communications Hub. Use the [Forgotten your password](#) facility to reset your sign in credentials.

3. Click **Sign in**.
4. In the top right corner of the Relay Communications Hub website click on your user name.
5. From the resultant menu select **User Profile**.
6. From within the **Profile** page click **Change** next to your password.

The following is opened:



The image shows the 'Profile' page. The title 'Profile' is in pink. Below it, there are sections for 'Email' (with a help icon) showing 'test@1.com', and 'Name' showing 'Relay Admin' with a 'Change' link. At the bottom, there are two input fields for 'New Password' and 'Re-enter password', followed by 'Save' and 'Cancel' buttons. A password requirement note is at the very bottom: 'Password must be between 8 and 20 characters. It must contain an uppercase letter, a special letter and a number.'

7. Type in a new value for **New Password**.

8. Type in the same new value for **Re-enter password**.

9. Click **Save**.

Once you click **Save** your password is changed. You will need to use it the next time you sign in to Relay Communications Hub..

Editing your profile (Rest of World)

Warning: The functions described in this section are currently NOT available in the US and Canada.

First, you need to **sign in** to the Relay Communications Hub user website.

Changing your password on page 35 is covered next. To change your user name, you need to speak to your Administrator.

Signing in to Relay Communication Hub

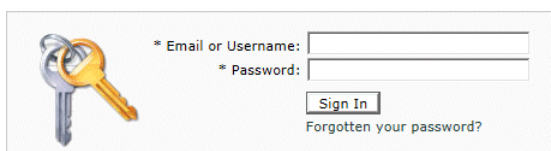
The Relay Communications Hub Administrator in your organization will provide you with credentials with which you can sign into both the My documents website and the Printer Driver.

To sign in to follow the procedure below:

1. In the address bar type the URL of the Relay Communications Hub. This is:

<https://relayhub.eu.pitneybowes.com/>

This opens the **My Documents** website in a new tab. The **Sign in** page is displayed.



2. Type in your user credentials. By default this is your email address and a default password of "password".

Warning: It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

3. In addition, you may check the **Remember me** box. This means that if you close the browser without logging out, and open it again within seven days, your user name and password are remembered and you will not need to sign in.

Note: After five incorrect sign in attempts you are locked out of the website for ten minutes. After this time, use the **Forgotten your password** facility to reset your sign in credentials.

4. Click **Sign in**.

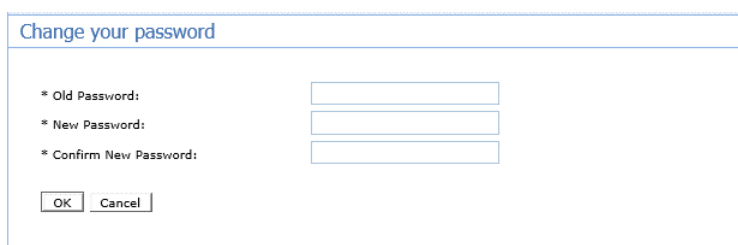
The **Relay Communication Hub user web site** is then displayed.

Changing your password

To change your password:

1. Click on your user name in the top right corner of the page.

The following is opened:

A screenshot of a web-based dialog box titled "Change your password". The dialog box has a light blue border and a white background. It contains three text input fields, each preceded by an asterisk and a label: "* Old Password:", "* New Password:", and "* Confirm New Password:". The input fields are empty. At the bottom left of the dialog box, there are two buttons: "OK" and "Cancel".

2. Type in a new value for **New Password**.

3. Type in the same new value for **Re-enter password**.

4. Click **Save**.

Once you click **Save** your password is changed. You will need to use it the next time you sign in to Relay Communications Hub.

Signing out

To sign out from Relay Communications Hub, click your user name in the header and select **Sign out** from the menu. You are then returned to the **Sign in** page.

6 - Error Messages

Error messages are shown at the bottom of the page in red text. An error is displayed, for example, where a mandatory field in the page has not been filled correctly.

In the **Printer Driver** a warning or error is displayed in an external dialog. If there are two errors/warnings, both are displayed.

In **My Documents**, if there is more than one error, only the first occurring is displayed in the Printer Driver.

In this section

Message text and solutions

37

Message text and solutions

The error and warning messages are given below, with solutions where relevant.

There is no internet connection to the server You are not signed in or your version of the Printer Driver has not been configured properly.

Click **Sign in** and enter the email and password. If this fails, contact your Administrator, who should be able to reconfigure your Printer Driver.

No Mail pieces have an address The document you are printing has no address block or you are trying to print a blank document.

Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.

Insufficient Envelope Capacity If the calculated value for **Document Sheets** is greater than **Envelope Capacity**, the following occurs:

- The **Print & Mail** button is disabled.
- A warning symbol is displayed against **Envelope**.
- **Document Sheets** is displayed in red.

To combat this:

- Reduce the number of **Document Sheets** by switching to two-sided printing.
- Remove blank pages from the original document.
- Select an **Envelope** with greater capacity.

Authorization required

You have selected one or more options that require authorization by your Administrator:

Note: Option choices require authorization before mailing will occur.

In such a case continue to print the document as usual. When your Administrator next signs in to the **My Documents** the document will be flagged as requiring authorization. Once authorized the document will be printed.

File Not Found

The specified attachment or pre-printed insert cannot be found.

	Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.
Copy File returned error	Please ensure the RootURL setting is pointing to an appropriate version of the website. In addition, delete all files with an extension of USD in the user's temp folder and print again from your application.
A Minimum configuration has not been set for this user	Contact the Web service Administrator to correct this account. Print again to use another account.
Incorrect version of PDFCreactiveX.dll is installed	Please reinstall the Printer Driver.
Unregistered User defaults can't be loaded	Reinstall the Printer Driver.
Couldn't create overlay PDF file	You do not have the correct permissions to create this PDF file. Please contact your Administrator.
You are not currently connected to the server	Please sign in.
Invalid User/Password	Your sign in credentials are incorrect, click Forgotten your password in the log in window and follow the prompts. If this still does not work contact your System Administrator.
Please select a date in the future	The selected date is in the past, please select a date in the future.
The selected date exceeds the allowed future date of	The selected date is beyond the maximum date which may be selected. Please select a date on or before that given in the error message.
Could not apply all group settings due to restrictions in available choices	You do not have the correct permissions to use one or more of the options chosen. Revisit your selections choosing options for which you do have permission or contact your Administrator.
No Temporary Locations have been defined by the Administrator.	Contact your Administrator.
Please enter another Filename as the temporary attachment already exists	An attachment with this name already exists, give your attachment a different name.
ActiveX Control not installed	Reinstall the Printer Driver or contact your administrator.
Couldn't open source PDF file	The specified attachment or pre-printed insert cannot be found. Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Submission is disabled...

The Submit button may be disabled for a number of reasons:

- The reserved area, shown below, indicates the envelope window reserved for the address block, but there may be other reserved areas. The most common errors occur when this reserved area is either overwritten by the body of the letter or when the address extends beyond its limits of the reserved area, which indicates the envelope window for the address.



Encroachment of the reserved area may be resolved by clicking and dragging the area within the Viewer pane, to the required location. This requires that you have the correct user permissions. If you do not have these permissions, make the required changes in the original document before reprinting.

Contact your Administrator.

- A Communication Channel has not been defined by the Administrator on during Relay Communications Hub configuration.
- A Communication Channel which specifies a split in the job has failed, resulting in the maximum number of sheets for the specified envelope being exceeded.

Contact your Administrator.

- The address extraction has failed.

Contact your Administrator.

Couldn't Create Attachment PDF file

You do not have the correct permissions to create this PDF file. Please contact your Administrator.

Ad-hoc Attachment selected invalid for user

You do not have the correct permissions to use this PDF file. Please contact your Administrator

Attachment Download Failure

The selected attachment failed to download. Please try again.

Invalid sign in Credentials

Your sign in credentials are incorrect, click **Forgotten your password** in the log in window and follow the prompts. If this still does not work contact your System Administrator.

Error checking for print driver

Reinstall the Printer Driver.

Monochrome/Color option invalid for user

You do not have the correct permissions to use this option. Please contact your Administrator.

Create Attachment PDF Failure	The attachment you are trying to create failed this may be because you do not have the correct permissions to use this option. Please contact your Administrator.
Critical error occurred while processing the document	Contact your Administrator.
Network Connection Problem	Contact your Administrator.
Electronic Attachment selected invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Envelope Type invalid for user	You do not have the correct permissions to use this option. Contact your Administrator.
Error sending failed submission email	The email notification advising of an error during submission was not sent. Contact your Administrator.
Upload File not found/File Upload failure	The specified PDF file cannot be found. Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.
Invalid hash code on Job Config	Contact your Administrator.
Invalid sign in Credentials or Invalid URL	Your sign in credentials are incorrect or the URL you are trying to access is invalid. Contact your Administrator.
PDF Paper Size is not supported	Select another paper size and resubmit.
The URL used for User Service is invalid	The URL you are trying to access is invalid. Contact your Administrator.
Unable to send: One or more missing address	The document you are printing has no address block or you are trying to print a blank document. Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
Notification option invalid for user	You do not have the correct permissions to use this option. Contact your Administrator.
This version of PrintDlg is no longer supported	Visit the My Documents website to download and install the latest version.
Server Offline	The server is not currently available. Please try again later.
Overlay Download Failure	The selected overlay failed to download. Please try again.
PDF File is encrypted and cannot be processed	Relay Communications Hub does not support encrypted PDF files. PDF files are encrypted on submission to the My Documents website.
Simplex/Duplex option invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.

Pre-printed Insert selected invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Pre-printed insert for Ad-hoc invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator.
Could not read job config	The configuration file for the job could not be read. Please resubmit.
Send Date option invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Send Date Specified is invalid	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Mailing Service invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Sheet 1 page stock invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Sheet 2 page stock invalid for user	You do not have the correct permissions to use this option. Please contact your Administrator or select another option for which you do have permission.
Mailing Service invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Envelope Type invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Notification option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Sheet 1 page stock invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Sheet 2 page stock invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Monochrome/Color option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Simplex/Duplex option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Send Date option invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Electronic Attachment selected invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.

Pre-printed Insert selected invalid for user	You do not have the correct permissions for the option specified. Contact your System Administrator.
Print Center has not been defined by the Administrator on the target Digital Hub server	Without this you are not able to submit jobs. Contact your Administrator.
Could not create PDF file for submission	<p>The document you are printing has no address block or a Print Center has not been defined.</p> <p>Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place; or contact Your System Administrator.</p>
Could not retrieve a GUID from the server	<p>The document you are printing has no address block.</p> <p>Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place; or contact Your System Administrator.</p>
Reserved areas have been overwritten	Open the original document and ensure that all text is clear of the reserved areas, then resubmit.
Data from the server is invalid. User probably doesn't have access rights	You do not have the correct permissions for the option specified. Contact your Administrator.
Some of the reserved area has been overwritten	<p>It may be that the Printer Driver has been configured to accept jobs in which envelope and/or default reserved areas have been encroached/overwritten, if this is the case, the above error is displayed, however the printing buttons remain available and document may still be printed. You will be prompted to confirm your decision to print.</p> <p>However, if the Printer Driver has been configured to abort jobs in which envelope and/or default reserved areas have been encroached/overwritten the same error is displayed but the printing buttons are disabled. The document cannot be successfully printed until the envelope and/or default reserved areas have been cleared.</p>
No Mail Pieces have an address	<p>The document you are printing has no address block or you are trying to print a blank document.</p> <p>Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.</p>

No Mail Pieces have a Communication	This must have been defined in the Digital Hub Administrator website. Contact your Administrator.
Some of the reserved areas have been overwritten	Open the original document and ensure that all text is clear of the reserved areas, then resubmit.
Too many sheets or inserts are too large for chosen envelope	<p>If the calculated value for Document Sheets is greater than Envelope Capacity, the following occurs:</p> <ul style="list-style-type: none"> • The Print & Mail button is disabled. • A warning symbol is displayed against Envelope. • Document Sheets is displayed in red. <p>To combat this:</p> <ul style="list-style-type: none"> • Reduce the number of Document Sheets by switching to two-sided printing. • Remove blank pages from the original document. • Select an Envelope with greater capacity. • Check size of insert created and ensure it will fit in the envelope.
WARNING: One or more Mail Pieces have no address	<p>The document you are printing has no address block or you are trying to print a blank document.</p> <p>Return to the original document in the Windows application and ensure that you have opened a valid mail piece and that it has an address in the correct place.</p>
WARNING: One or more Mail Pieces have an invalid address	The document you are printing has an invalid address block or no address block at all. Return to the original document in the Microsoft application and ensure that you have opened a valid mail piece and that it has an address in the correct place.
WARNING: Option choices require authorization before mailing will occur	Submit your job in the usual way, your Administrator will authorize it in due course.
Job Option Send date is in the past	Set the send date to some time in the future and resubmit.
The Job Option Send date is further in the future than allowed	Set the send date to some time nearer in the future and resubmit.
Please select a future date	Set the date to some time in the future and resubmit.
The selected date exceeds the allowed future date of <n number> days.	Set the send date to some time nearer in the future and resubmit.

7 - System Requirements

The Printer Driver Service requires the following minimum system configuration.

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Hardware

The minimum hardware requirements are shown below:

- Intel Pentium 4 CPU 2.4 GHz
- 1 GB RAM
- Monitor minimum resolution of 1024x768, 32-bit color

Software

The following platforms are supported for the Printer Driver:

Operating system

- Microsoft Windows 7
- Microsoft Windows 8

Note: The driver is 32-bit software, however it can be installed on 64-bit hardware running 32 bit software, or on 64-bit hardware running 64-bit software.

All of the above operating systems should have had the latest Windows updates run against them.

Installed software requirements

In addition, the following must be installed.

- .NET 4.5.2
- Internet Explorer 7 or above
- Microsoft Windows 8 – requires the Windows feature “.NET FRAMEWORK 4.5.2 installed prior to installing the driver”.
- Microsoft Office - supported versions are 97, 2003, 2007 and 2010.

Note: If .NET 4.5.2 is not available on the PC, it will be installed during driver installation.

Rights and Privileges

You must start up your PC using a sign in that has Local Administrator rights.

Note:

- Parts of the installation procedure will fail if you do not have these privileges.
- You may encounter an error "Installation error - lkernal.exe not found" or "Setup failed to launch installation engine: Access is denied". This is caused by your having insufficient rights on the machine on which you are attempting to install.


1. At a command prompt, type: `dcomcnfg.exe`.
2. In the **Distributed COM Configuration Properties** dialog open the **Default Security** tab.
3. In **Default Access Permissions** click **Edit**.
4. Ensure **Allow Access** is shown beside your name.
5. If **Allow Access** does not appear next to your name, either modify an existing profile or create a new profile that has the necessary permissions.
6. Apply all the changes and attempt to run `Setup` again.

This information comes from the Microsoft Knowledge Base website at: <http://support.microsoft.com>

Note: The root directory of the install drive must be writable by the installer.

Running Internet Explorer as an Administrator

When installing on Windows 7, Internet Explorer has to be run as an administrator

1. To achieve this, right-click the **Internet Explorer** icon .
2. From the resultant menu, select **Run as administrator**.

Internet Explorer is opened on Administrator mode.

8 - Installation

This section describes how to install the Printer Driver from the User website. During installation you may find that an older version of the software exists on your PC, a section on removing it has been provided; you can then install the latest version.

In addition, the presence of Microsoft .NET is detected during installation. This is required by the Printer Driver and if not found the InstallShield prompts you to install it. If this happens, we recommend that you click **Yes** and continue with the installation.

Note: If installing on Windows 7, the Printer Driver must be installed as an administrator. See [Running Internet Explorer as an Administrator](#).

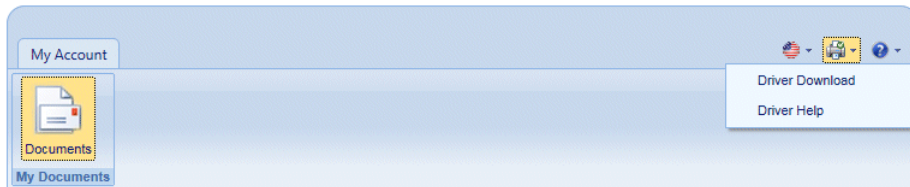
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Installing the Printer Driver

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Installing the Printer Driver

The **My Documents** page is shown below.



Note: You do not need to sign in to the Relay Communications Hub website to download the Printer Driver, but you will need use credentials supplied by your Administrator to use it.

To install Printer Driver follow the procedure below:

1. In the top right corner of the **My Documents** page click .
2. Select **Driver Download** from the menu.

A dialog is displayed as the file is extracted.

3. If Microsoft .NET is not detected on the PC, the window below is displayed:



Click **Yes** and following the instructions.

4. In **Welcome to the InstallShield Wizard**, click **Next**.
5. In **License Agreement** read the agreement and select **I accept the terms in the License Agreement** and click **Next**.
6. In **Advanced Settings**, either:
 - Click **Next** to continue with the default installation and continue to step #10, or,
 - Click **Advanced Settings**, to open the **Configure Proxy Settings** window .
7. In **Configure Proxy Settings** select one of the following fields and click **OK**.
 - **No proxy** to use no proxy server.
 - **Use system proxy settings** to configure proxy settings in either **Internet Explorer** or **Control Panel | Internet Options | Connections | LAN settings | Proxy server**.
 - **Manual proxy configuration** to type the IP address of the proxy server and the port number in the boxes provided.

8. In **Ready to Install the Program** window click **Install**.
9. Click **Finish**
10. The **InstallShield Wizard Completed** window is displayed. Click **Close**.

The Printer Driver is now installed and ready to use on your PC.

Uninstalling

This section describes how to uninstall the Printer Driver to leave you with a “clean” system.

To uninstall the Printer Driver follow the procedure below:

1. From the Windows **Start** menu, open the **Control panel | Uninstall a program**.
2. In **Uninstall** or **change a program**, whichever is displayed, select **Relay Communications Hub** from the list and click **Uninstall**.
3. The Relay Communications Hub InstallShield starts. Proceed through the uninstall by clicking **Next** through the screens until you reach the **Program Maintenance** screen select **Modify**.
4. In the **Custom Setup** screen deselect **Relay Communications Hub** by clicking on the down arrow adjacent to it and selecting **This feature will not be installed** before continuing.
5. Continue to follow the instructions until the installation is complete.

The selected component is removed from your machine.

9 - Glossary

This section gives descriptions of the terms found in this guide.

In this section

Terms and Definitions

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Terms and Definitions

Administrator	The person responsible for the administration of Relay Communications Hub. These responsibilities include creating users, defining the organization hierarchy and specifying bundle criteria.
Attachments	A PDF file uploaded into Relay Communications Hub and selected in the Printer Driver. This is attached to each mail piece in the job at the time of printing, mailing or archiving.
Bundle	<p>A bundle is group attributes which define a print stream, for example, color, page size. The name of the bundle is automatically generated when the bundle is created and is made up of the attributes selected. For example:</p> <p>C5, Duplex, Black & White, A4, 2nd Class, No Insert</p> <p>This bundle has grouped together all jobs which are to be printed double-sided (duplex), on A4 paper and to be posted in a C5 envelope as 2nd class without the inclusion of pre-printed inserts.</p>
Concatenation	The grouping of individual jobs into one print stream. Jobs are concatenated by bundle, a number of common attributes.
Download	The print stream is transferred from Relay Communications Hub on to the printer.
Mailing Envelopes	Envelopes in which printed mail pieces are inserted for mailing. These are usually defined by physical size.
Job	This is submitted by a user and consists of a number of mail pieces/letters. Letters may have been mail merged within Microsoft Word and submitted to Relay Communications Hub through the Printer Driver.
Mailing Services	The service used to send printed mail pieces.
Mail piece	A single letter to one recipient. mail pieces are concatenated or mail merged into Jobs and then submitted to Relay Communications Hub by users.
Operator	The person creating triggers to automate printing of print streams in addition to manually triggering printing.
Pre-Printed Inserts	A physical published document inserted into the envelope with the mail piece at the time of printing.
Print Stream	A concatenation of individual jobs into one larger file for printing.
Release	The process of starting the download of the print stream from Relay Communications Hub on to the printer.
Role	A group of settings which define user permissions and access to parts of the user interface and facilities.

Sheet Stock	In the case of Physical stock, this is the paper on which mail pieces are printed. Otherwise, this is a PDF of headed paper or a form which is over-layed onto the mail pieces.
Trigger	The means by which print streams are sent to print. Triggers can be set to run at specified times on when the number of pages or mail pieces exceeds that specified.
User	The person submitting individual jobs to Relay Communications Hub for printing.

10 - More Information

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Technical Support

How to contact Pitney Bowes regarding this product.

You will find full details of the configuration and operation of this product in the user documentation supplied.

Should you encounter any difficulties that you cannot resolve with aid of the user documentation, you will be able to obtain technical support from your supplier, or from Pitney Bowes.

Support Email Address:

software.support@pb.com

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APAC:	Hours: Monday – Friday from 08.00 - 18.00 AEST excluding Public Holidays Phone: +1 800 648 899 Or if dialing from outside Australia : +61 2 9475 3500
EMEA:	Hours: Monday - Friday from 9:00 am to 5:30 pm GMT, excluding Bank Holidays Phone: +44 800 840 0001 (option 1, 8)



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