

# Relay Communications Hub

Version 2.0

Printer Driver Quick Start Guide



# Table of Contents

## 1 - Installation

---

Installing the Printer Driver	4
-------------------------------	---

## 2 - Using the Printer Driver

---

Printing from a Microsoft application	7
Printing a PDF	8
Signing in	9
Printer Driver description	10
Printing and mailing your document	12
Adding Attachments	14
Adding Inserts	15

## 3 - Viewing Job Reports

---

Signing in to the Relay Communications Hub	18
Job Reports	19
Finding the jobs you wish to see	21
Finding the jobs you wish to see	24
Email Deliverability report	26
Viewing a breakdown of Export Undelivered	27
What to do if your job fails	29

## 4 - Your Documents

---

Signing in to My Documents	31
My Documents	32
Viewing document details	39

## 5 - System Requirements

---

Hardware	43
----------	----

Software	43
Rights and Privileges	44
Running Internet Explorer as an Administrator	44

## 6 - Error Messages

---

Message text and solutions	46
----------------------------	----

## 7 - Glossary

---

Terms and Definitions	54
-----------------------	----

## 8 - Information

---

More Information	56
Contact	56
Copyright	57
Trademarks	57

# 1 - Installation

This section describes how to install the Printer Driver from the My Documents 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](#).

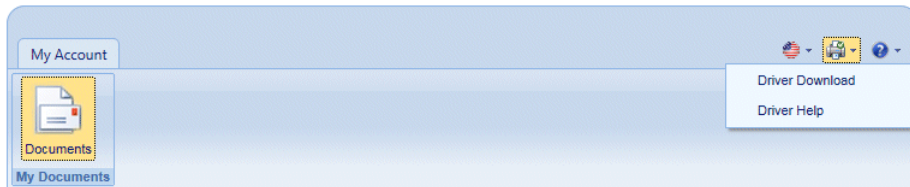
## In this section

Installing the Printer Driver

4


# 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.

# 2 - 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.

## In this section

Printing from a Microsoft application	7
Printing a PDF	8
Signing in	9
Printer Driver description	10
Printing and mailing your document	12
Adding Attachments	14
Adding Inserts	15

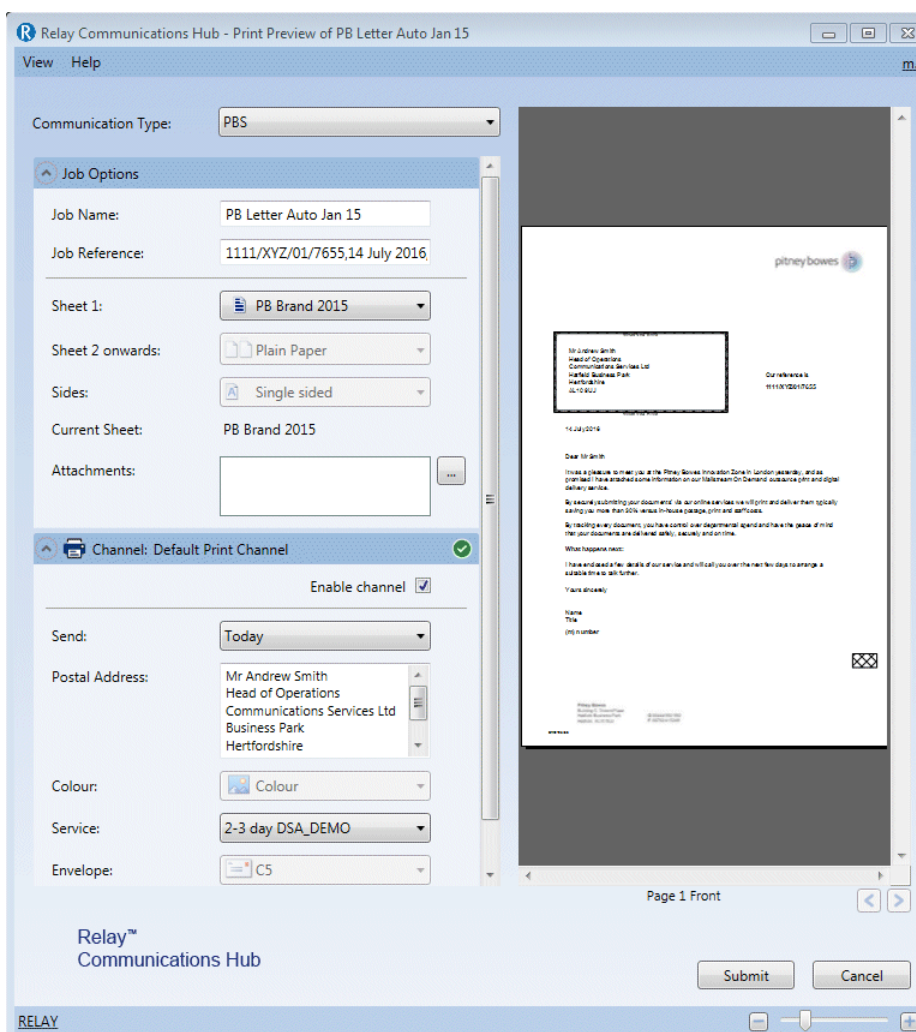
## Printing from a Microsoft application

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**.

## Printing a PDF

To print a PDF follow the procedure, below:

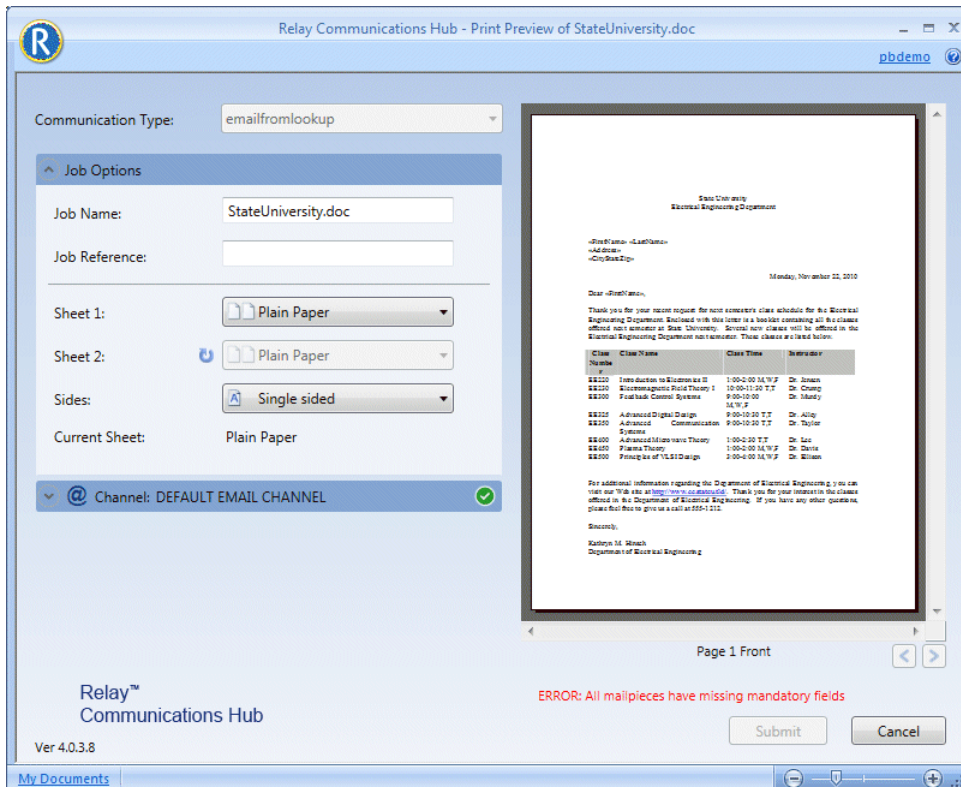


1. Right-click on the required PDF file.

The following context menu is displayed:



2. Select **Open with Relay Communications Hub**.
3. The **Printer Driver** window is displayed.



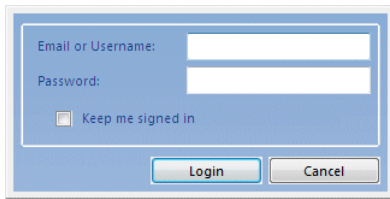
You now need to **sign in**.

## 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.

A small, light blue login dialog box with a white border. It contains two text input fields: the first is labeled "Email or Username:" and the second is labeled "Password:". Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the dialog are two buttons: "Login" and "Cancel".

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

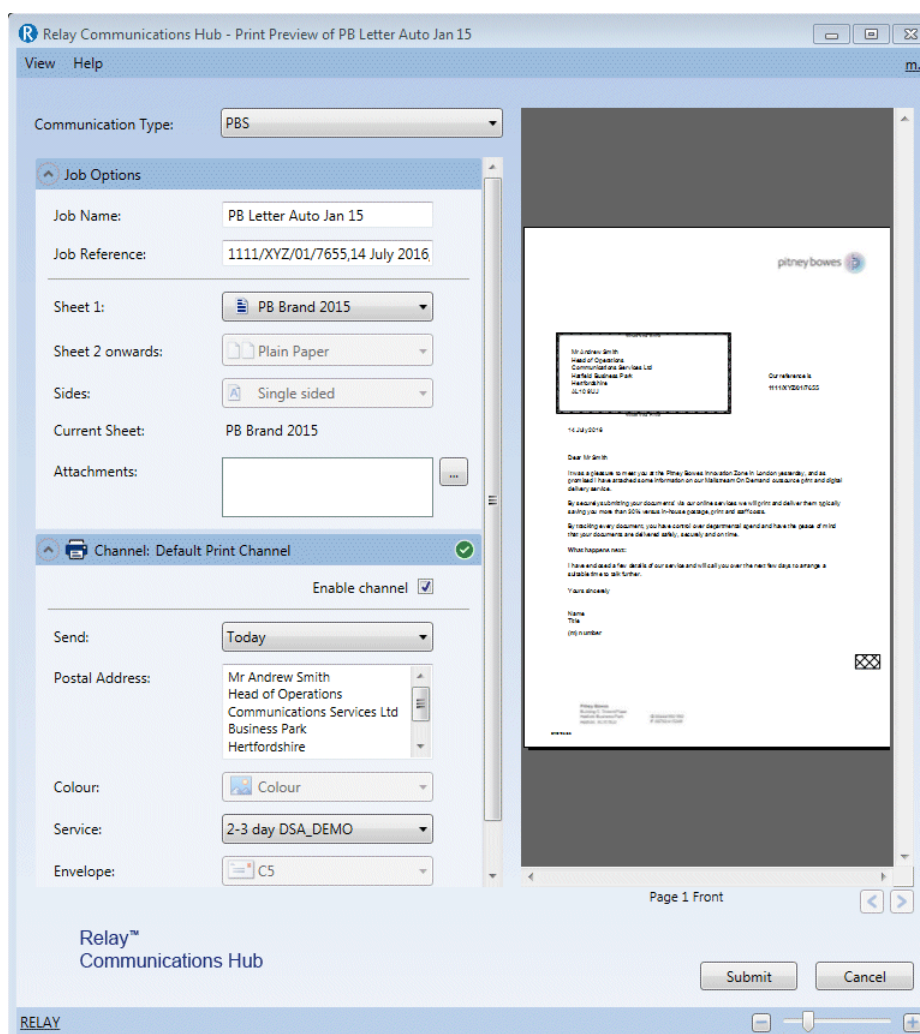
**Warning:** It is of the utmost importance that you change your password to something more secure as soon as possible. You risk attack by outside agencies if you fail to do so.

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.

## 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 

## Printing and mailing your document

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

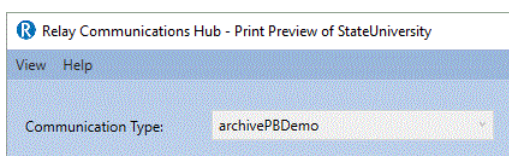
Mailing means that your document is submitted for printing and subsequent mailing once your document has been inserted into an envelope by an inserting device.

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:

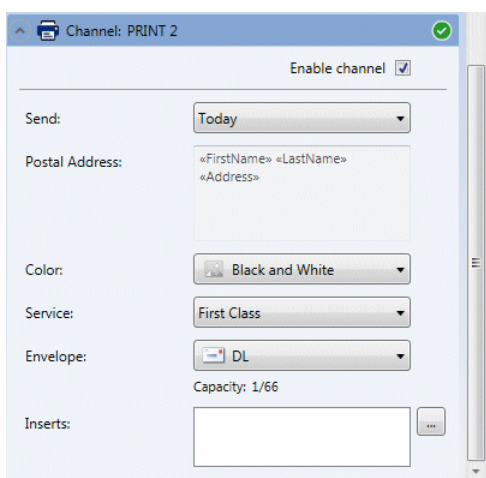
1. In **Communication Type**, ensure that the correct type is displayed.

If it is not, contact your organization's System 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.

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.

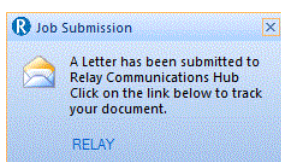
Use the magnification slider, shown below, to zoom in and out of the document in the Preview panel.



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. Click the hyperlink to monitor the progress of your document in the [My Documents](#) website.



## 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:

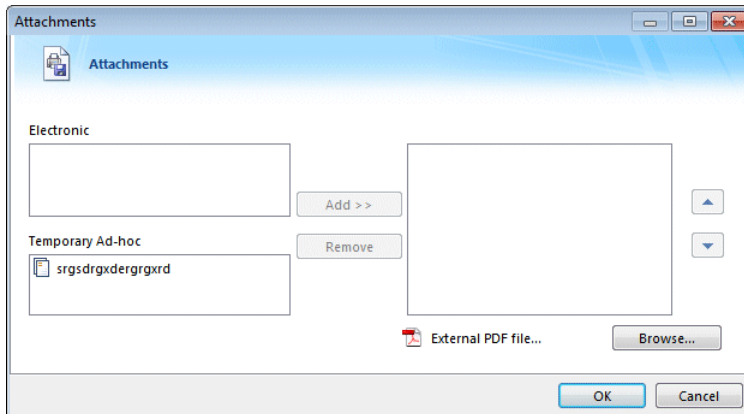
<b>Electronic</b>	These are made available to you by your Administrator.
<b>Temporary ad-hoc</b>	Created through the Create ad-hoc function. Creating Ad-hoc attachments.

**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.

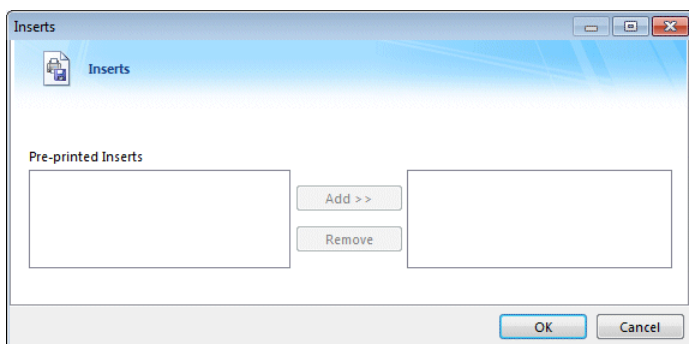
The attachment(s) are added. Continue by submitting your document.

## 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.



# 3 - 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
- View an email deliverability report
- Download a report of undelivered emails

**Note:**

- Administrator can see all the jobs submitted by their team, each job displays the user name of the submitting user. Other Users are only able to see their own jobs.
- If you do not have access to the Job Reports website, see [Your Documents](#) on page 30.

## In this section

---

Signing in to the Relay Communications Hub	18
Job Reports	19
Finding the jobs you wish to see	21
Finding the jobs you wish to see	24
Email Deliverability report	26
Viewing a breakdown of Export Undelivered	27
What to do if your job fails	29

## Signing in to the Relay Communications Hub

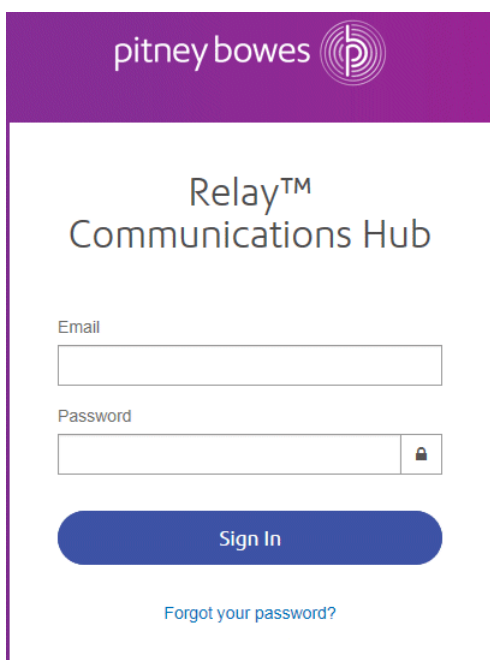
To begin, open your browser:

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

**North America & Canada:** <https://client.relayhub.us.pitneybowes.com/>

**Rest of World:** <https://client.relayhub.eu.pitneybowes.com/>

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



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 19 facility to reset your sign in credentials.
- The **Sign In** page may offer the option to select a language in which this page is displayed. However, this sets the language option only for this page, to display the remainder of the website in a different language see [Changing the display language](#) on page 31.

### 3. Click **Sign in**.

The **My Print Streams** page of the Relay Communications Hub is then displayed.

Bundle	Jobs	Mail Pieces	Pages	Next Trigger	Trigger Now
C5, Duplex, Black & White, A4, 2nd Class, No Insert	45	2459	9125	15:00pm 22/04/16 <a href="#">Edit</a> <a href="#">View</a>	5,000 Mail Pieces 10,000 Pages
C5, Duplex, Black & White, A4, 2nd Class, Insert 1, Insert 2, Very long name for Insert 3	78	4840	7393	15:00pm 24/04/16 <a href="#">Edit</a> <a href="#">View</a>	5,000 Mail Pieces 10,000 Pages
C5, Duplex, Black & White, A4, 2nd Class, Insert 3, Insert 4	0	0	0	No times defined <a href="#">Edit</a> <a href="#">View</a>	0 Mail Pieces 10,000 Pages
Other	0	0	0	No triggers defined <a href="#">Edit</a>	
All Print Streams	123	7662	16881		

## 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.

## 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 a date range filter set to '01/01/2016 - 09/03/16'. Below the navigation bar, a scrollable list of jobs is shown, grouped by date. The selected job, 'GP Surgery Confirmation', is displayed in detail on the right. The job status is 'Job Complete 05/18/16 - 10:52'. The 'Job Summary' tab is active, showing details such as Template Name, User, and Department. Below the details, there are sections for 'Input Files (10)' and 'Output Files (2)', each with a table of file names, pages, documents, and recipients.

File	Pages	Documents	Recipients
ThisIsAShortOutputFileName.pdf	137	137	137
OutputFile.mrd			


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

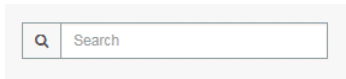
The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.


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:

A search box with a magnifying glass icon on the left and the text "Search" inside.

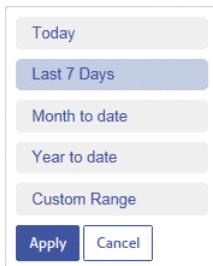
2. Type in the letters for which you wish to search. To find "Blood Test Results", you need type only part of the text you wish to find, for example, "blood" or "test" or "results".
3. To begin the search, either:
  - Click , or
  - Press **Enter**.

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.

A dropdown menu for filtering jobs by date. It contains the following options: "Today", "Last 7 Days" (which is highlighted in blue), "Month to date", "Year to date", and "Custom Range". At the bottom of the menu are two buttons: "Apply" and "Cancel".



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.

## Finding the jobs you wish to see

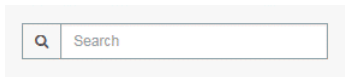
The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.


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:

A screenshot of a search box. It consists of a small square icon with a magnifying glass inside, followed by a rectangular text input field. The word "Search" is written in a light gray font inside the input field.

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:

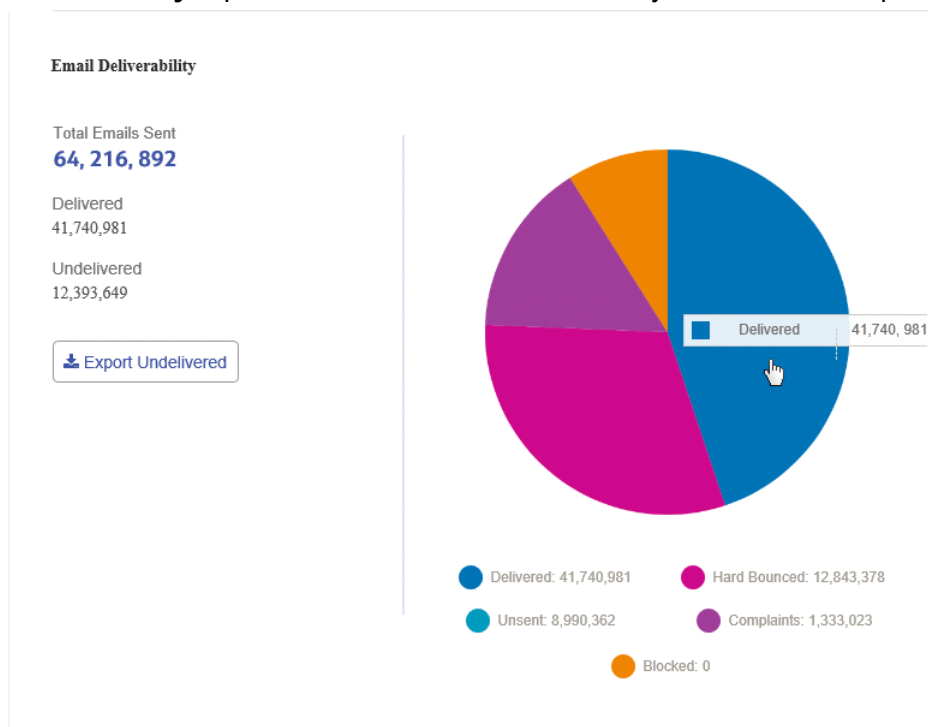
1. Click  to ensure you have the most up to date information.
2. Select the required job in the left-hand panel.
3. Click 

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 be 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 it 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:


<b>Delivered</b>	The email has been delivered to the recipient.
<b>In progress</b>	The email is still processing. This is updated as the status of the emails change.
<b>Hard bounce</b>	The email is not delivered because the email address is not a valid or does not exist.
<b>Blocked</b>	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 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:



## SALESDEMO\_test

Template: Email-Salesdemo

Your output file is ready for download.


[Download Output Files](#)

[Job Summary](#)
[Email](#)

14 Sent
[Export Undelivered](#)
[▼ All ▼](#)

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

[^ 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 [▼ All ▼](#) 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:

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.

# 4 - Your Documents

The **My Documents** website is provided for those user who do not have access to the Job Reports website. It has many of the same functions, giving you access to the documents you have submitted. This is opened by clicking **Relay** in the bottom left corner of the Printer Driver, or in the **Document Submission** dialog displayed once you click **Submit**. The jobs are listed in chronological order with the most recent job to be submitted at the top.

**My Documents** provides you with the ability to:

- Search for jobs by specific criteria
- Filter jobs by date or a range of dates
- View job summaries
- Download completed jobs
- View a PDF of the job

**Note:** Administrator can see all the jobs submitted by their team, each job displays the user name of the submitting user. Other Users are only able to see their own jobs.

## In this section

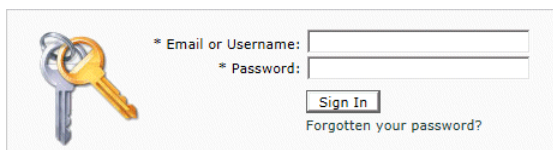
---

Signing in to My Documents	31
My Documents	32
Viewing document details	39

## Signing in to My Documents

Sign in to **My Documents** as follows:

1. In **My Documents**, the **Sign in** page is displayed.



The image shows a sign-in form with a key icon on the left. It contains two input fields: '\* Email or Username:' and '\* Password:'. Below the password field is a 'Sign In' button and a link that says 'Forgotten your password?'.


2. Type in your **Username** and **Password**.
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 login.

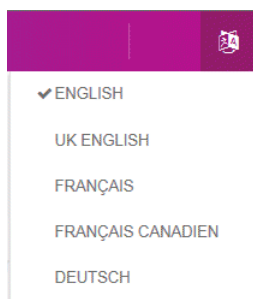
**Note:** After five incorrect login attempts you are locked out of the website for ten minutes. After this time, use the **Forgotten your password** facility to reset your login credentials.

4. Click **Sign in**.

The **My Documents** page is then displayed. This is described in the next section.

## Changing the display language

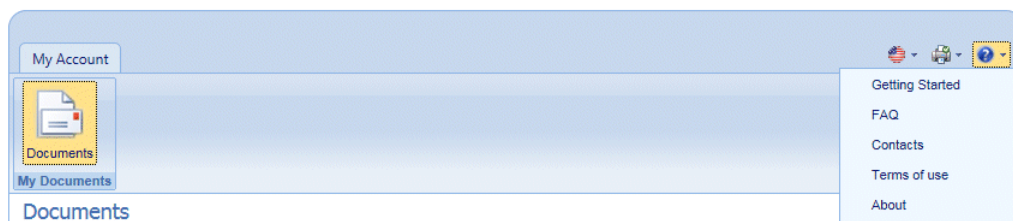
Relay Communications Hub automatically detects the language in which it should be displayed from your system. If you wish to change this, click  in the top right of your screen, the menu is shown below:



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.

## Help and information

Clicking the help icon in the top right of your screen, shown below, opens a menu offering five items.



Selecting one of the items opens it in the same page.

<b>Getting Started</b>	Give details on how to get started with <b>My Documents</b> . The information given is covered in this document.
<b>FAQ</b>	Opens a list of frequently ask questions to help you in using <b>My Documents</b> .
<b>Contacts</b>	Who to contact if you have any questions or are experiencing any problems with <b>My Documents</b> .
<b>Terms of use</b>	The terms and conditions of using this software.
<b>About</b>	<b>My Documents</b> copyright and version information

## My Documents

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



The screenshot shows the 'My Documents' interface. At the top, there's a 'My Account' tab and a 'Documents' section. Below this, there's a 'Select' dropdown menu set to 'Select a Report', and buttons for 'Load', 'Save', and 'Delete'. There are also 'Select Columns' and 'Filter Columns' dropdowns. A 'Time Period' dropdown is set to 'Within the last 7 days', with an 'Add Filter' button. A 'Search' button is also present.

Authorized	Job Name	Job Reference	Date Submitted	Completed Date	Pages	Job Status	Communication Type
N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:16 PM	11/9/2015 2:42:45 PM	1	Completed	Emailfrompage
N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:26 PM	1	Completed	Emailfrompage
N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:42:57 PM	1	Completed	Emailfrompage
N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
N/A	w10.2015-11-05-033720.Emailfrompage1.pdf		11/5/2015 3:37:26 PM	11/5/2015 3:40:11 PM	1	Completed	Emailfrompage

Page size: 15 Page: 1 of 2 1 to 15 of 20

You can view the latest information by clicking either **Refresh** or **My Documents** in the ribbon.

The Job Status can be one of the following, each described later in the document:

- Waiting to Print
- In Progress
- Failed
- Completed
- Awaiting Release
- Rejected
- Future Job
- Deleted

## 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.

### Generating Reports

The **Reports** page may or may not be visible to the user, depending on their permissions. This page differs from the **My Documents** page in that you can view all the documents submitted by the users reporting to you. In addition, the page gives you the option to export your reports to a `CSV` file, which is quicker, allows you to export a greater amount of data and to create graphs and charts of the information.

The maximum number of records that can be exported is 10,000. If you try to export a greater number, a message is displayed advising that the maximum has been exceeded. Should you require the limit to be raised, please contact Pitney Bowes.

Reports are created, read, edited and deleted as described in [Finding the documents you wish to see](#).

### Sorting tables

The tables displayed on each page are unique; however, clicking the column heading sorts the information in table alpha-numerically. The sort order is indicated by an arrow next to the column label.

Delete								
	Authorized	Job Name	Job Reference	Date Submitted	Completed Date	Pages	Job Status	Communication Type
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:16 PM	11/9/2015 2:42:45 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:26 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:42:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-05-033720.Emailfrompage1.pdf		11/5/2015 3:37:26 PM	11/5/2015 3:40:11 PM	1	Completed	Emailfrompage
Page size: 15 Page: 1 of 2 1 to 15 of 20								

In the example above, the Date Submitted column has been sorted chronologically, newest to oldest.

### Filtering and searching tables

You may wish to filter the information in tables. Each column providing the filter facility has a text box beneath the heading column.

Type in the first letter and press **Enter** to find all entries beginning with that letter.

Type in the first couple of letters and press **Enter** to find all entries containing those letters in that sequence.

Type in the exact text string and press **Enter** to return to the full view, click the column heading.

## Reading reports

**Note:** Only reports previously **created** may be selected for reading.

The report panel is shown below:

To read a report, follow the procedure below:

1. Choose the required report from the **Select** list.
2. Click **Read Report**.
3. Click **Search**.

The report is displayed in the bottom portion of the page. An example is shown, below:

Delete									
<input type="checkbox"/>	Authorised	Job Name	Job Reference	Date Submitted	Completed Date	Pages	Job Status	Communication Type	
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:37	112	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	Two pages.pdf	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:17	317	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	ER78689 OFMA - ...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	132	Waiting to Process	Print	Printer icon
<input type="checkbox"/>	N/A	Single page	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:33	231	Waiting to Process	Print	Printer icon
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	170	Waiting to Process	Print	Printer icon
<input type="checkbox"/>	N/A	PI OfficeMail P...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	131	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 13:01	133	Waiting to Process	Print	Printer icon
<input type="checkbox"/>	N/A	StateUniversity...	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	133	Waiting to Process	Print	Printer icon
<input type="checkbox"/>	N/A	ER78689 OFMA - ...	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	317	In Progress	Print	Printer icon

Page size: 15 Page: 1 of 1

**Note:** Reports can be edited and deleted.

## Editing reports

To edit a report, follow the procedure below:

1. In the table check the box adjacent to the required item. This is then highlighted.
2. Click **Edit**.
3. Amend the fields as required.
4. If you wish to save the edited report under a different name:
  - a) Click within the **Select** list.
  - b) Type in a name for the new report.
5. Click **Save Report**.

The updated/new report is now available for selection.

### Deleting a report

To delete one or more reports, follow the procedure below:

1. Choose the one required from the **Select a report** list.
2. Click **Delete Report**.

The report is deleted and is no longer available in the **Select a report** list.

## 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.

### Generating Reports

The **Reports** page may or may not be visible to the user, depending on their permissions. This page differs from the **My Documents** page in that you can view all the documents submitted by the users reporting to you. In addition, the page gives you the option to export your reports to a `CSV` file, which is quicker, allows you to export a greater amount of data and to create graphs and charts of the information.

The maximum number of records that can be exported is 10,000. If you try to export a greater number, a message is displayed advising that the maximum has been exceeded. Should you require the limit to be raised, please contact Pitney Bowes.

Reports are created, read, edited and deleted as described in [Finding the documents you wish to see](#).

### Sorting tables

The tables displayed on each page are unique; however, clicking the column heading sorts the information in table alpha-numerically. The sort order is indicated by an arrow next to the column label.

Delete								
	Authorized	Job Name	Job Reference	Date Submitted	Completed Date	Pages	Job Status	Communication Type
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:16 PM	11/9/2015 2:42:45 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:26 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:42:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-09-023905.Emailfrompagetest.pdf		11/9/2015 2:39:12 PM	11/9/2015 2:41:57 PM	1	Completed	Emailfrompage
	N/A	w10.2015-11-05-033720.Emailfrompage1.pdf		11/5/2015 3:37:26 PM	11/5/2015 3:40:11 PM	1	Completed	Emailfrompage

Page size: 15 Page: 1 of 2 1 to 15 of 20

In the example above, the Date Submitted column has been sorted chronologically, newest to oldest.

### Filtering and searching tables

You may wish to filter the information in tables. Each column providing the filter facility has a text box beneath the heading column.

Type in the first letter and press **Enter** to find all entries beginning with that letter.

Type in the first couple of letters and press **Enter** to find all entries containing those letters in that sequence.

Type in the exact text string and press **Enter** to return to the full view, click the column heading.

### Reading reports

**Note:** Only reports previously **created** may be selected for reading.

The report panel is shown below:

Select Select a Report Load Save Delete

Select Columns

Filter Columns

Time Period Today

Add Filter

Search

To read a report, follow the procedure below:

1. Choose the required report from the **Select** list.
2. Click **Read Report**.
3. Click **Search**.

The report is displayed in the bottom portion of the page. An example is shown, below:

✖ Delete									
<input type="checkbox"/>	Authorised	Job Name	Job Reference	Date Submitted ▾	Completed Date	Pages	Job Status	Communication Type	
<input type="checkbox"/>	N/A	<a href="#">StateUniversity...</a>	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:37	112	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	<a href="#">Two pages.pdf</a>	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:17	317	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	<a href="#">ER78689 OFMA - ...</a>	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	132	Waiting to Process	Print	🖨
<input type="checkbox"/>	N/A	<a href="#">Single page</a>	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 12:33	231	Waiting to Process	Print	🖨
<input type="checkbox"/>	N/A	<a href="#">StateUniversity...</a>	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	170	Waiting to Process	Print	🖨
<input type="checkbox"/>	N/A	<a href="#">PI OfficeMail P...</a>	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	131	Waiting to Process	Email	@
<input type="checkbox"/>	N/A	<a href="#">StateUniversity...</a>	CAMPAIGN-001	06 Dec 2013 12:30	06 Dec 2013 13:01	133	Waiting to Process	Print	🖨
<input type="checkbox"/>	N/A	<a href="#">StateUniversity...</a>	CAMPAIGN-001	06 Dec 2013 12:07	06 Dec 2013 12:37	133	Waiting to Process	Print	🖨
<input type="checkbox"/>	N/A	<a href="#">ER78689 OFMA - ...</a>	CAMPAIGN-001	06 Dec 2013 11:02	06 Dec 2013 11:32	317	In Progress	Print	🖨

Page size: 15 ▾    ⏪ ⏩ Page: 1 of 1 ⏪ ⏩

**Note:** Reports can be edited and deleted.

## Editing reports

To edit a report, follow the procedure below:

1. In the table check the box adjacent to the required item. This is then highlighted.
2. Click **Edit**.
3. Amend the fields as required.
4. If you wish to save the edited report under a different name:
  - a) Click within the **Select** list.
  - b) Type in a name for the new report.
5. Click **Save Report**.

The updated/new report is now available for selection.

## Deleting a report

To delete one or more reports, follow the procedure below:

1. Choose the one required from the **Select a report** list.
2. Click **Delete Report**.

The report is deleted and is no longer available in the **Select a report** list.

## Viewing document details

To view the details of a document, click its name. This opens the **Document Details** page, the following information is displayed:

<Document name> is the name of the document appears at the top left corner of the window. Click this to open a PDF copy of your enhanced document.

**Document Summary** consists of the fields specified in the Printer Driver before submission or on submission.


Document Details	
Document Summary	<a href="#">w5.2015-07-02-104156.bundle.pdf</a>
Assembly Order	Job Status: In Progress
Print Channel - DefaultCommunicationChannelPrint	Communication Type: Default
	Received Date: 02 Jul 2015 10:42
	Completed Date:
	Job ID: fb3e7694-20a6-11e5-8105-121f289c3371
	Job Reference:
	Pages: 30
	Sides: Simplex
	Paper Size: Letter
	Sheet 1: Plain Paper
	Sheet 2 onward: Plain Paper
	Size In KB: 887

**Assembly order** shows the type of document, the document name and the sheet specified in the Printer Driver.

Document Details												
Document Summary	Assembly Order											
Assembly Order												
Print Channel - DefaultCommunicationChannelPrint												
	<table border="1"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Sheet</th> </tr> </thead> <tbody> <tr> <td>Main Document</td> <td>w5.2015-07-02-104156.bundle.pdf</td> <td>Plain Paper</td> </tr> <tr> <td>Main Document</td> <td>w5.2015-07-02-104156.bundle.pdf</td> <td>Plain Paper</td> </tr> </tbody> </table>	Type	Name	Sheet	Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper	Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper		
Type	Name	Sheet										
Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper										
Main Document	w5.2015-07-02-104156.bundle.pdf	Plain Paper										

**Default Communication Channel** shows the channel selected in the Printer Driver and options specified for it. Click **Edit** to change any of these options.

**Note:** Editing is only available to users with the privileges to do so.

Document Details	
Document Summary	<div>  <b>DefaultCommunicationChannelPrint</b> <span>Edit</span> </div>
Assembly Order	Communication Channel: DefaultCommunicationChannelPrint
Print Channel - DefaultCommunicationChannelPrint	Send: Today
	Channel Type: Print
	Color: Black and White
	Service: Relay Reporting
	Envelope: RELAY RETURN
	Channel Status: In Progress



## Viewing a PDF of your document

Once submitted through the Printer Driver a PDF of the output document may be viewed in Acrobat Reader or similar application.

1. In the **Document Details** window locate the document Name.

This is in the top left and is underlined.

2. Click the document name.

A PDF is opened in the reader application.

## Editing document details

The document details that can be edited are those selected prior to submission, for example, the envelope, when to send or the sheet stock. Your user privileges determine whether you are able to access this area.

**Note:** Document options can only be changed if the document/mail piece has not been submitted for printing.

To edit a document's details:

1. Within the **My Documents** page, click the required document name.

This opens the **Document Details** page:

Document Details	
Document Summary	<a href="#">w5.2015-07-02-104156.bundle.pdf</a>
Assembly Order	Job Status: In Progress
Print Channel - DefaultCommunicationChannelPrint	Communication Type: Default
	Received Date: 02 Jul 2015 10:42
	Completed Date:
	Job ID: fb3e7694-20a6-11e5-8105-121f289c337f
	Job Reference:
	Pages: 30
	Sides: Simplex
	Paper Size: Letter
	Sheet 1: Plain Paper
	Sheet 2 onward: Plain Paper
	Size In KB: 887

2. In the right hand panel click **Print Channel**.

This opens the following page:




Document Details

Document Summary

Assembly Order

Print Channel - DefaultCommunicationChannelPrint

 DefaultCommunicationChannelPrint

Communication Channel:

Send:

Channel Type:

Color:

Service:

Envelope:

Channel Status:

DefaultCommunicationChannelPrint

Today


Print

Black and White

Relay Reporting

RELAY RETURN

In Progress

 Edit

3. Click **Edit**.

The options in the above page are made available to edit.

4. Modify the fields as required.

5. Click **Update** to save your changes.

The updated information is shown in the **Document details** window.

# 5 - System Requirements

The Printer Driver Service requires the following minimum system configuration.

## In this section

---

Hardware	43
Software	43
Rights and Privileges	44
Running Internet Explorer as an Administrator	44

## 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.

# 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

46

## 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.
<b>Copy File returned error</b>	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.
<b>A Minimum configuration has not been set for this user</b>	Contact the Web service Administrator to correct this account. Print again to use another account.
<b>Incorrect version of PDFCreactiveX.dll is installed</b>	Please reinstall the Printer Driver.
<b>Unregistered User defaults can't be loaded</b>	Reinstall the Printer Driver.
<b>Couldn't create overlay PDF file</b>	You do not have the correct permissions to create this PDF file. Please contact your Administrator.
<b>You are not currently connected to the server</b>	Please sign in.
<b>Invalid User/Password</b>	Your sign in credentials are incorrect, click <b>Forgotten your password</b> in the log in window and follow the prompts. If this still does not work contact your System Administrator.
<b>Please select a date in the future</b>	The selected date is in the past, please select a date in the future.
<b>The selected date exceeds the allowed future date of</b>	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.
<b>Could not apply all group settings due to restrictions in available choices</b>	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.
<b>No Temporary Locations have been defined by the Administrator.</b>	Contact your Administrator.
<b>Please enter another Filename as the temporary attachment already exists</b>	An attachment with this name already exists, give your attachment a different name.
<b>ActiveX Control not installed</b>	Reinstall the Printer Driver or contact your administrator.
<b>Couldn't open source PDF file</b>	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.



<b>Create Attachment PDF Failure</b>	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.
<b>Critical error occurred while processing the document</b>	Contact your Administrator.
<b>Network Connection Problem</b>	Contact your Administrator.
<b>Electronic Attachment selected invalid for user</b>	You do not have the correct permissions to use this option. Please contact your Administrator.
<b>Envelope Type invalid for user</b>	You do not have the correct permissions to use this option. Contact your Administrator.
<b>Error sending failed submission email</b>	The email notification advising of an error during submission was not sent. Contact your Administrator.
<b>Upload File not found/File Upload failure</b>	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.
<b>Invalid hash code on Job Config</b>	Contact your Administrator.
<b>Invalid sign in Credentials or Invalid URL</b>	Your sign in credentials are incorrect or the URL you are trying to access is invalid. Contact your Administrator.
<b>PDF Paper Size is not supported</b>	Select another paper size and resubmit.
<b>The URL used for User Service is invalid</b>	The URL you are trying to access is invalid. Contact your Administrator.
<b>Unable to send: One or more missing address</b>	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.
<b>Notification option invalid for user</b>	You do not have the correct permissions to use this option. Contact your Administrator.
<b>This version of PrintDlg is no longer supported</b>	Visit the <b>My Documents</b> website to download and install the latest version.
<b>Server Offline</b>	The server is not currently available. Please try again later.
<b>Overlay Download Failure</b>	The selected overlay failed to download. Please try again.
<b>PDF File is encrypted and cannot be processed</b>	Relay Communications Hub does not support encrypted PDF files. PDF files are encrypted on submission to the <b>My Documents</b> website.
<b>Simplex/Duplex option invalid for user</b>	You do not have the correct permissions to use this option. Please contact your Administrator.

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

<b>Pre-printed Insert selected invalid for user</b>	You do not have the correct permissions for the option specified. Contact your System Administrator.
<b>Print Center has not been defined by the Administrator on the target Digital Hub server</b>	Without this you are not able to submit jobs. Contact your Administrator.
<b>Could not create PDF file for submission</b>	<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>
<b>Could not retrieve a GUID from the server</b>	<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>
<b>Reserved areas have been overwritten</b>	Open the original document and ensure that all text is clear of the reserved areas, then resubmit.
<b>Data from the server is invalid. User probably doesn't have access rights</b>	You do not have the correct permissions for the option specified. Contact your Administrator.
<b>Some of the reserved area has been overwritten</b>	<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>
<b>No Mail Pieces have an address</b>	<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>

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

# 7 - Glossary

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

## In this section

Terms and Definitions

54

## Terms and Definitions

<b>Attachments</b>	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.
<b>Communication Channels</b>	Defines how Relay Communications Hub outputs the job. This can be one, all or any combination of Archive, Email and Print.
<b>Communication Types</b>	A group of settings which define how the mail pieces in your job are processed. The first setting is Communication Channel, these are printing, emailing and archiving, these can be sub divided into other groups, for example, whether the job is printed in color and black and white.
<b>Role</b>	A group of settings which define user permissions and access to parts of the user interface and facilities.
<b>Mailing Envelopes</b>	Envelopes in which printed mail pieces are inserted for mailing. These are usually defined by physical size.
<b>Mailing Services</b>	The service used to send printed mail pieces.
<b>Pre-Printed Inserts</b>	A physical published document inserted into the envelope with the mail piece at the time of printing.
<b>Sheet Stock</b>	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 overlayed onto the mail pieces.
<b>Side Assignment</b>	The side or sides on which the Sheet Stock appears.
<b>Search Criteria</b>	The criteria for which an item on a page is found. This item, which could be an account or invoice number can then be used to identify the first page in a mail piece and then be used to identify the first pages in all mail pieces. In addition, it can be used to identify mail pieces to specific recipient.

# 8 - Information

This section provides information on Pitney Bowes and where to find more information on this product.

## In this section

---

More Information	56
Contact	56
Copyright	57
Trademarks	57

## More Information

The following options in the Printer Driver are not covered in this guide.

- Emailing Documents
- Archiving Documents
- Printing, Emailing and Archiving in one operation
- Creating Ad-hoc Attachments

For more information on any of these, please refer to the separate Printer Driver User Guide

## Contact

This section gives the contact, copyright and trademark information for Relay Communication Hub.

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](mailto:software.support@pb.com)

---

**AMER:** Hours: Monday - Friday from 08:00 – 20:00 EST excluding US Holidays

Phone: +1 800 367 6950

Or if dialing from outside the US: +1 518 285 7283

**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)



## Copyright

Pitney Bowes is making this document available to you, free of charge, for use with the software, in order to make your experience more convenient. Every effort has been made to ensure the accuracy and usefulness of this document reflecting our experience. Product information may change after publication without notice.

This document is being distributed on an “as is” basis and we make no representations or warranties, express or implied, with respect to its accuracy, reliability or completeness and the entire risk of its use shall be assumed by you. In no event shall we be liable to you or any other person, regardless of the cause, for the effectiveness or accuracy of this document or for any special, indirect, incidental or consequential damages arising from or occasioned by your use, even if advised of the possibility of such damages.

All software described in this document is either our software and/or our licensed property. No license either expressed or implied is granted for the use of the software by providing this document and/or content.

Under copyright law, neither this document nor the software may be copied, photocopied, reproduced, transmitted, or reduced to any electronic medium or machine-readable form, in whole or in part, without our prior written consent.

We will continue to maintain this document and we welcome any clarifications or additional information regarding its content. Address comments concerning the content of this publication to:

Pitney Bowes  
6 Hercules Way  
Leavesden  
Watford  
WD25 7GS  
UK

We may use or distribute the information supplied in any way we deem appropriate without incurring any obligation to the submitter of the information. © 2016. Pitney Bowes Inc. All Rights Reserved.

## Trademarks

Relay Communication Hub is the property of Pitney Bowes Inc. or one of its subsidiaries or divisions. All other trademarks are the property of their respective owners.



3001 Summer Street  
Stamford CT 06926-0700  
USA

[www.pitneybowes.com](http://www.pitneybowes.com)