

# Relay<sup>™</sup> Communications Hub

Version 2.0

## User Guide

# Table of Contents

## 1 - About This Guide

---

Version History	4
Related Documentation	4

## 2 - Overview

---

Template features	6
Examples of enhanced jobs	8

## 3 - Getting Started

---

Signing in to the Relay Communications Hub	11
Signing Out	12
Help	13
Changing the display language	13

## 4 - Using My Print Streams

---

Creating a Job	15
----------------	----

## 5 - Viewing Job Reports

---

Job Reports	22
Finding the jobs you wish to see	23
What to do if your job fails	25
Removing your Job	26

## 6 - Updating your profile

---

Editing your profile (US and Canada)	28
Editing your profile (Rest of World)	30

Signing out	32
-------------	----

## 7 - Desktop Client

---

Downloading the Desktop Client	34
Unpacking the zip file	35
Opening the Desktop Client	36
Desktop Client's Hot folders	39

## Appendix A: More Information

---

Copyright	42
Trademarks	42
Technical Support	43

# 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:

- Upload a data file to the Relay Communications Hub Client
- Apply a Template to that file
- Download the resulting PDF and related files from the Relay Hub Client
- View reports on completed jobs.
- Manage user access
- Invite others to use Relay Communications Hub
- Add money to your account
- Edit your profile
- Download the Desktop Client
- Use hot folders to automatically process files

## In this section

---

Version History	4
Related Documentation	4

## Version History

Date	Comments
July 2015	Initial Version
January 2016	New functionality: email hard bounce reporting, email form data look-up or job and semi-automated printing for MDRF,
April 2016	Redesigned user interface including user management, profiles and password change. Consolidation of Web Client and Desktop Client user guides.
August 2016	Presort functionality added.

## Related Documentation

Document Name	Date	Comments
Print Manager User Guide	August 2016	Describes the use of the Relay Communications Hub Print Manager for submitting users.
Print Manager Operator Guide	August 2016	Describes the use of the Relay Communications Hub Print Manager for Print Room operators.
Print Manager User Guide	August 2016	Describes the use of the Relay Communications Hub Print Manager for administrators.

## 2 - Overview

Relay Hub Client provides you with the facility to modify jobs. These jobs are contained in a data file and are uploaded to the Relay Hub in which a specific Template is applied and the results can then be downloaded.

Templates are a set of actions performed as a result of tests on specific sections of the data file (pages, sides, textural elements, feed statements, PDL comments or the existence of resources with specific names). Scripts control how a Template is applied to a data file in order to modify your jobs.

Templates are created specifically for your company, each one tailored to your requirements and using your own resources and material. The Templates available to you are governed by your login credentials.

Relay Communication Hub allows you to upload your files from a Web Client and a Desktop Client. You may use the Web Client directly, or download the Desktop Client, which provides a directory structure containing a hot folder for each of your Templates. Drop a file into a hot folder for the relevant Template and your job is processed automatically.

### In this section

Template features	6
Examples of enhanced jobs	8

## Template features

Relay Communications Hub capabilities are available in packages. To offer one or a combination of these, specific Templates are created for you for specific jobs to take advantage of the features of these packages. Template are created by the PB “on-boarding” team.

When a single file is uploaded and processed, this is referred to as a “Template”.

When two or more files are uploaded and combined, or used together, for example, reprint, this is referred to as a “bundled template”. Print driver jobs are collected together for processing, this is also referred to as a “bundled template”.

Templates output one or more of the following:

- a data file for download
- mail pieces for printing and insertion into envelopes
- emails sent
- files archived.

## Package overviews

The following packages are currently available:

**Enhancement** Input files can be enhanced with the addition of forms, tables, graphics and highlights. An example of this can be seen in [Examples of enhanced jobs](#).

**Mailing** Combine mail pieces for the same recipient. This is known as Grouping if the input is a single data file or House Holding if multiple input files are combined and then sorted.

In addition, the Addressing functions enables the use of email addresses within the data file or from look up tables. These are used as recipient addresses to which the job in the data file will be sent. In addition, it enables replacement of email addresses where they are different from those given in the data file.

Once the data file is uploaded and the Template applied, emails are sent. The Job Reports facility then provides information on which emails were sent, which were blocked by the recipient and which were not received.

**Emailing** This is similar to mailing and differs only in that the mail pieces are emailed to the recipients rather than being printed, inserted and sent by post.

**Note:** Email cannot be purchased separately, but only with another package.

**Printing** Conversion of one print format to another, for example, PDF to PostScript.

## Integrity

An OMR (optical mark recognition), 1D or 2D barcode is added to each page. These are scanned for a variety of confirmation tests.

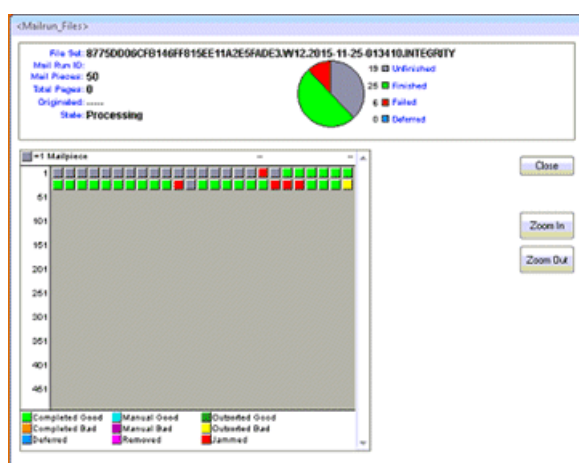
OMR is the most basic. In its simplest form it indicates start and end pages of a mail piece. A more advanced OMR has a rolling counter on each page to enable detection of missing sheets.

1D Barcodes can store more information than an OMR. For example, the information contained in the barcode could contain: the total pages in a mail piece, the current page in a mail piece and a rolling counter on each page to detect missing sheets.

2D Barcodes can store even more information. In addition to the information stored by 1D barcodes, they have a unique identifier for the original file. They can also store address information.

MRDF (Mail run data file) is a text file containing the address and page count information from a data file. Scanned barcodes can be checked against this list to confirm that all pages are delivered to an envelope.

File Based Processing (FBP) software uses 2D barcodes and MRDFs to display the progress of a data file, for example:



If mail pieces are missing a \*.Rprint.txt file is produced containing information to identify them. This is known as a reprint file; this and the print data file previously downloaded from Relay Communication Hub are uploaded to a Reprint-Template. The result is a print file containing only the missing mail pieces. Once printed and inserted, the File Based Processing software updates to show all mail pieces are complete.

**Performance** Pitney Bowes fulfillment partners print and insert your mail pieces.

**Presort** This package is currently only available in the US. It allows you to take advantage of postal discounts offered by USPS. All the jobs submitted using the presort Template, have the addresses cleansed and validated before being sorted by zip code. The Job Report can then be downloaded and used to determine the best

Deposit Date on which to print and mail individual mail pieces in order to achieve the lowest cost of postage.

## Examples of enhanced jobs

Examples of enhanced jobs are given below. Templates have been applied which add predefined elements.

### Local Improvement District Bill

In the example below, you can see a Local Improvement District Bill, the 'before' image shows the bill as it exists in the data file. The 'after' image shows the bill once an enhancement Template has been applied. In this case, a form has been applied and color added to draw the recipient's eye to the important areas of the job.

A job before the Template is applied:

The same job after the Template is applied:

Local Improvement District Bill

Keep this portion for your records

City of Henderson	Parcel Number	Original Assessment	Outstanding Assessment	Payoff Amount**	Minimum TOTAL DUE	Payment DUE DATE
T-15 (Paradise Pnt / Horizon Rights)	179-31-310-001	\$7,008.11	\$4,390.76	\$4,628.96	\$0.00	01/31/2014

Local Improvement District Billing  
Billing Date: 01/13/2014 ID # 7802

000467 Monument Point St - Horizon Heights Phase 1 Plat Book 108 Page 82 Lot 9

**IMPORTANT NOTICE:**  
Assessment installments are billed by the City of Henderson to property owners on a semi-annual basis. Please note that the Due Date for this Semi-Annual Assessment bill is 01/31/2014. Assessment payments not received by the due date are subject to 2% per month penalty on the delinquent installment due. The returned check charge is \$25.00.

N7802-00001

**Account Summary**

Date	Description	Principal	Interest	Admin	Life Fees	Other	Total
10/29/2013	Installment Charges	319.33	106.13	22.41	0.00	0.00	447.87
12/09/2013	Payment Received	-319.33	-106.13	-22.41	0.00	0.00	-447.87

Prior Balance as of: 10/29/2013 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

Balance Due: \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

\*\* Payoff amount includes a prepayment penalty of 2.000%.

NO PAYMENT DUE AT THIS TIME

LID payments can now be made by credit card by going to [www.amgrv.com](http://www.amgrv.com)

The first assessment installment of the year is due February 1 and includes interest and admin.  
The second installment of the year is due August 1 and includes principal, interest and admin.  
This will result in a lower amount due on February 1 than on August 1. Annually it will remain fairly constant.

\*\*\* If you have any questions about this Local Improvement District Bill, please call (702) 796-0082  
Hours: Monday - Friday 9:30 a.m. - 5:00 p.m. PST

NO PAYMENT DUE AT THIS TIME

Payment Enclosed:  
Address Change Requested? See reverse side.

Local Improvement District Bill

JORDAN ELIZABETH M  
POB 54082  
ROCKAWAY PARK NY 11654

Mail Payment To: CITY OF HENDERSON  
PO BOX 52767  
PHOENIX, AZ 85073-2767

00000544725375007802179313100010000000013114000000000004628965

Local Improvement District Bill

Keep this portion for your records

City of Henderson	Parcel Number	Original Assessment	Outstanding Assessment	Payoff Amount**	Minimum TOTAL DUE	Payment DUE DATE
T-15 (Paradise Pnt / Horizon Rights)	179-31-310-001	\$7,008.11	\$4,390.76	\$4,628.96	\$0.00	01/31/2014

Local Improvement District Billing  
Billing Date: 01/13/2014 ID # 7802

000467 Monument Point St - Horizon Heights Phase 1 Plat Book 108 Page 82 Lot 9

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N7802-00001

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Prior Balance as of: 10/29/2013 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

Balance Due: \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00

\*\* Payoff amount includes a prepayment penalty of 2.000%.

NO PAYMENT DUE AT THIS TIME

LID payments can now be made by credit card by going to [www.amgrv.com](http://www.amgrv.com)

The first assessment installment of the year is due February 1 and includes interest and admin.  
The second installment of the year is due August 1 and includes principal, interest and admin.  
This will result in a lower amount due on February 1 than on August 1. Annually it will remain fairly constant.

\*\*\* If you have any questions about this Local Improvement District Bill, please call (702) 796-0082  
Hours: Monday - Friday 9:30 a.m. - 5:00 p.m. PST

NO PAYMENT DUE AT THIS TIME

Payment Enclosed:  
Address Change Requested? See reverse side.

Local Improvement District Bill

JORDAN ELIZABETH M  
POB 54082  
ROCKAWAY PARK NY 11654

Mail Payment To: CITY OF HENDERSON  
PO BOX 52767  
PHOENIX, AZ 85073-2767

00000544725375007802179313100010000000013114000000000004628965



You can see how the form breaks the information into related areas, making the job easier to read and how the color highlights the most important areas.

## Emtexvde SuperChoice MasterTrust

In the example below, you can see a letter concerning Emtexvde SuperChoice MasterTrust. The 'before' image shows the letter as it exists in the data file. The 'after' image shows the letter once an enhancement Template has been applied. In this case, a logo has been added to the top right corner, marketing text and an image has been added under the signature and the text giving the issuing company's information has been changed to blue.

A job before the Template is applied:

The same job after the Template is applied:



In addition, an MDRF file has been created containing the information from the letters in the original file.

# 3 - Getting Started

This section describes how to open and log into the Relay Communications Hub.

## In this section

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Signing in to the Relay Communications Hub	11
Signing Out	12
Help	13
Changing the display language	13

## Signing in to the Relay Communications Hub

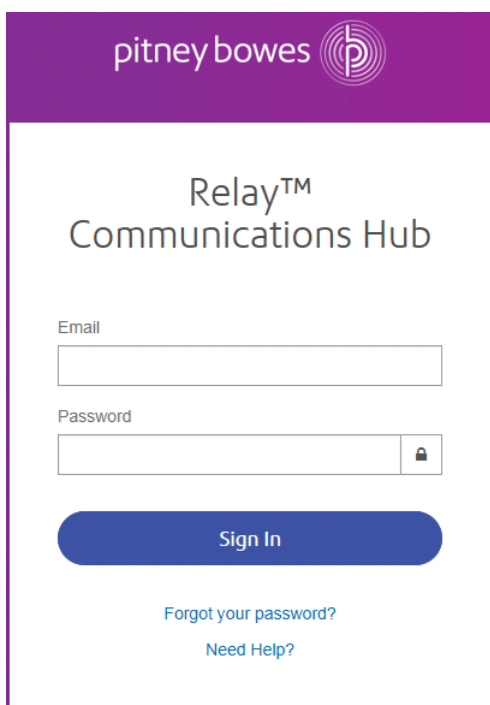
To begin, open your browser:

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. For descriptions on how this is done see [for the US & Canada](#) or [for everywhere else](#).

**Note:**

- After six incorrect login attempts you are locked out of the Relay Communications Hub. Use the [Forgot your password?](#) 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 13.

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


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

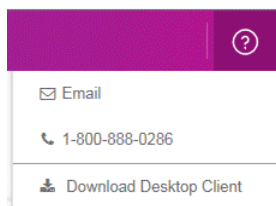
## Signing Out

To sign out, click the user name in the top right corner to open the menu.

Select **Sign Out**. You are then returned to the **Sign In** page.

## Help


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

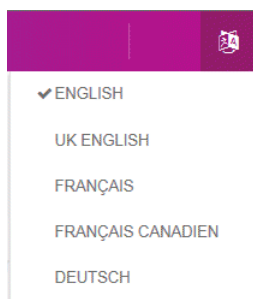


Click **Help** to open the Pitney Bowes website from where you can download this guide.

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.

# 4 - Using My Print Streams

This section is for Operators and how to use Relay Communications Hub's My Print Streams to create triggers your jobs, apply Templates and download jobs.

## In this section

Creating a Job

15

## Creating a Job

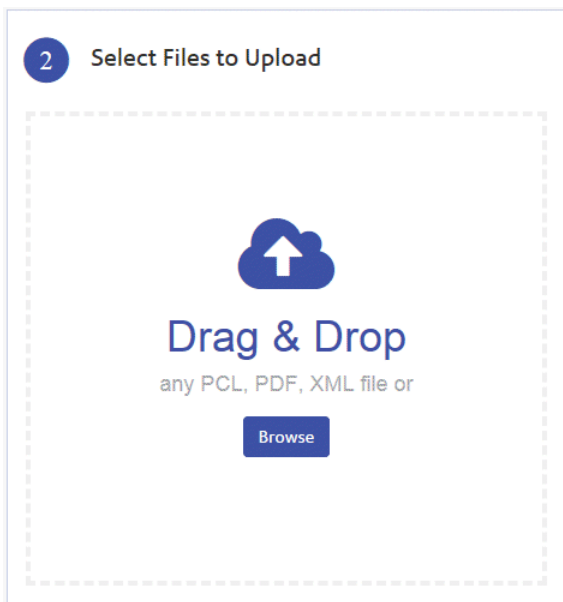
Relay Communications Hub's **Create a Job** page is shown below:

To begin the process of applying a Template to a data file you must first upload the file to the Relay Communications Hub. To do this, follow the steps below:

1. In **Select a Template**, shown next, select the one required.

This enables the **Select Files to Upload** panel.

2. In **Select Files to Upload**, show next, either:



2 Select Files to Upload

Drag & Drop

any PCL, PDF, XML file or

Browse

- Drag and drop the files into the panel, or
- Click **Browse** to navigate to and select the ones you need.

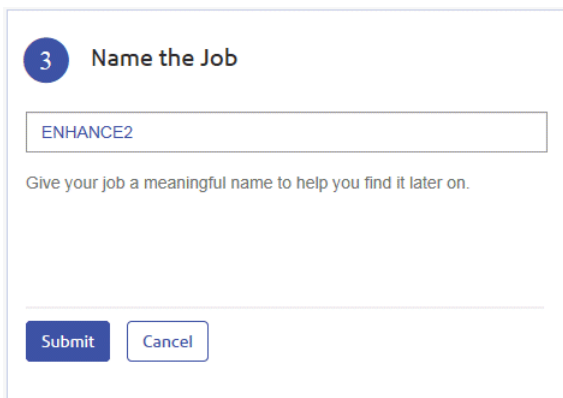
This enables the **Name the Job** panel.

Once you have selected files to upload you have the option to either:

- **Add Another File** - click and navigate to and select the ones you need.
- [Preview a file prior to submission](#) on page 17
- [Delete a file prior to submission](#) on page 19

Both of these options are described later in this chapter.

3. In **Name the Job**, shown next, click within the text box to rename the job. By default, the job name is the name of the template chosen in step #1.



3 Name the Job

ENHANCE2

Give your job a meaningful name to help you find it later on.

Submit Cancel



**Note:** If you press **Enter** while the text box for entering the job name has focus the job is submitted, without the need to click **Submit**.

4. Either:

- Press **Enter**, or
- Click **Submit**.

A progress bar just below the header indicates how the job is processing.

Once submission is completed, the following is shown:

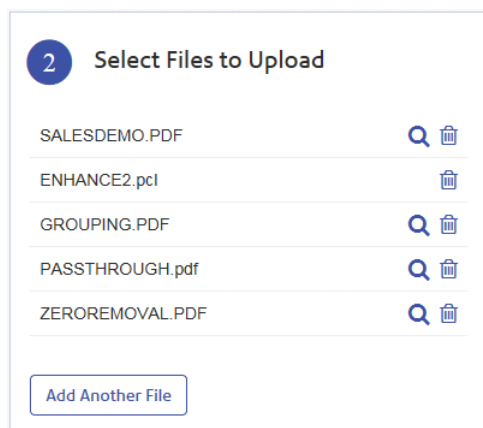
**Job Complete:** The file was successfully uploaded

Click **Job Reports** to see the progress of your job or begin the process again to create a further job.

## Preview a file prior to submission

**Note:** This is only available if your document is a PDF.

Once you have selected the files you wish to upload, as described in [Creating a Job](#) on page 15 in the **Create a job** page, the **Select Files to Upload** panel displays the selected files, as example is shown next:



you can preview a file by clicking the  adjacent to the file name. This opens the following:

## SALESDemo.PDF



Page 1 of 28 pages

10000001 01 of 01

Page 1 of 2

CUSTOMER SERVICE 0800 88 88 88 (Mon-Fri 7am-5pm) www.emttx.com		AUTOMATED INFORMATION 0800 55 44 33 22 (24 hours, every day)	
 Ms Hilary L Dibener Green Cottage St Marys Ave West Piedale Humberside HU71 7JD		STATEMENT DATE 8th August 2001 NUMBER OF DAYS IN PERIOD 29	
<b>SUMMARY</b> Previous Balance as of 5/7/2001 150.00 Purchases and Cash Advances + 3,894.82 Payments and Other Credits - 150.00 FINANCE CHARGE + 51.78 New Balance as of 8/8/2001 = 23,945.60 Payment Due Date 21/8/2001 Minimum Amount Due 78.93		ACCOUNT NAME Ms Hilary L Dibener ACCOUNT NUMBER 4417 0735 1111 1234 <b>RATE INFORMATION</b> Daily Periodic Rate 0.043888% 0.013671% Corresponding ANNUAL PERCENTAGE RATE 15.99% 4.99% Balance Subject to Finance Charge £2,864.38 £0.00 FINANCE CHARGE due to application of daily Periodic Rate £51.78 £0.00	
Approved Credit Limit: £5,000 Credit Used: £3945.60 Credit Available: £1053.40 To increase your credit limit, call 0800 55 55 55 55		Your Emttx@Demo Signature Card provides you with added purchasing power and flexibility to meet your shopping needs, and it is accepted at hundreds of merchants worldwide.	

Close

The preview shows your file, it cannot be edited, but you can scroll through the pages using the scroll bar or use the following controls to navigate through and inspect it:



Click the required arrow to move to the previous or next page in the file.



Click the required magnifying glass to increase or decrease the magnification at which the file is seen.



Rotates the file by 90 degrees.

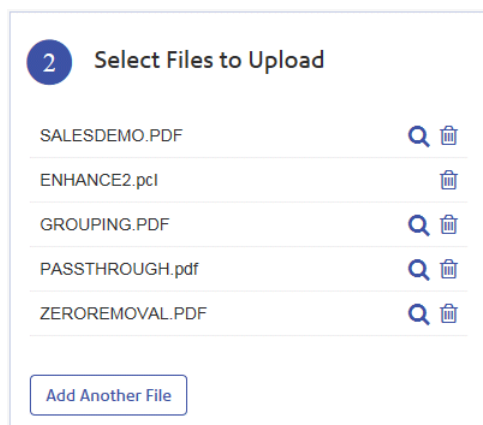
Page 1 of 28 pages

Type in the page that you wish to see from those available and press **Enter** to display that page.










Once you are finished with the preview, click **Close** to return to the **Create a Job** page.

## Delete a file prior to submission


Once you have selected the files you wish to upload, as described in [Creating a Job](#) on page 15 in the **Create a job** page, the **Select Files to Upload** panel displays the selected files, as example is shown next:



**2 Select Files to Upload**

SALESDemo.PDF	 
ENHANCE2.pcl	
GROUPING.PDF	 
PASSTHROUGH.pdf	 
ZEROREMOVAL.PDF	 

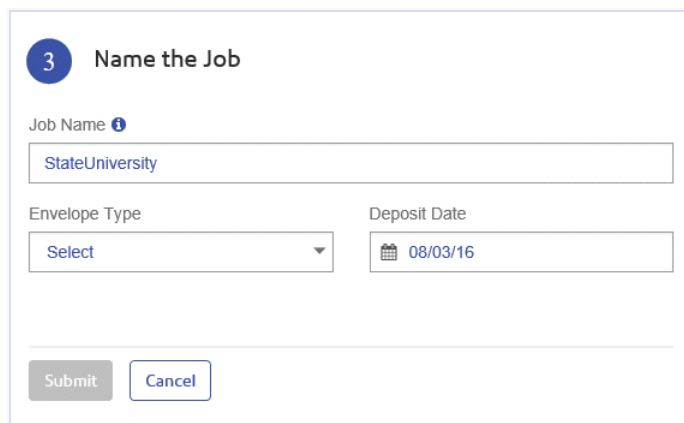
[Add Another File](#)

You may then decide that you do not require one or more files, these may then be deleted by clicking  adjacent to the file name. Confirm the deletion by clicking **OK** when prompted. The file is then removed and if no files remain in the **Select Files to Upload** panel you need to select some before proceeding.


## Specifying Presort options

**Note:** This functionality is currently only available in the US.

If you chose a template providing Presort functionality in step# 1 of [Creating a Job](#) on page 15. To specify the Presort options, complete step#3 to display the additional fields:




**3 Name the Job**

Job Name 

StateUniversity

Envelope Type Deposit Date

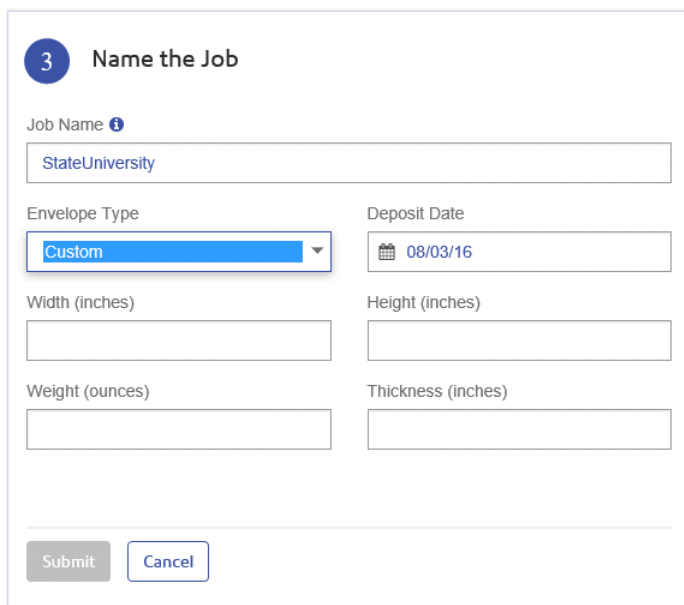
Select  08/03/16

[Submit](#) [Cancel](#)

Then, follow the steps below:

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

The following fields are displayed:



The screenshot shows a form titled "3 Name the Job". It contains the following fields:

- Job Name**: A text input field with the value "StateUniversity".
- Envelope Type**: A dropdown menu with "Custom" selected.
- Deposit Date**: A date picker field showing "08/03/16".
- Width (inches)**: A text input field.
- Height (inches)**: A text input field.
- Weight (ounces)**: A text input field.
- Thickness (inches)**: A text input field.

At the bottom of the form are two buttons: "Submit" and "Cancel".

2. In **Deposit Date**, select the date required.
3. Specify values for the remaining fields.
4. Return to **Creating a Job** on page 15 and complete step #4.

# 5 - 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 [Viewing Your Submitted Documents](#).


## In this section

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Job Reports	22
Finding the jobs you wish to see	23
What to do if your job fails	25
Removing your Job	26

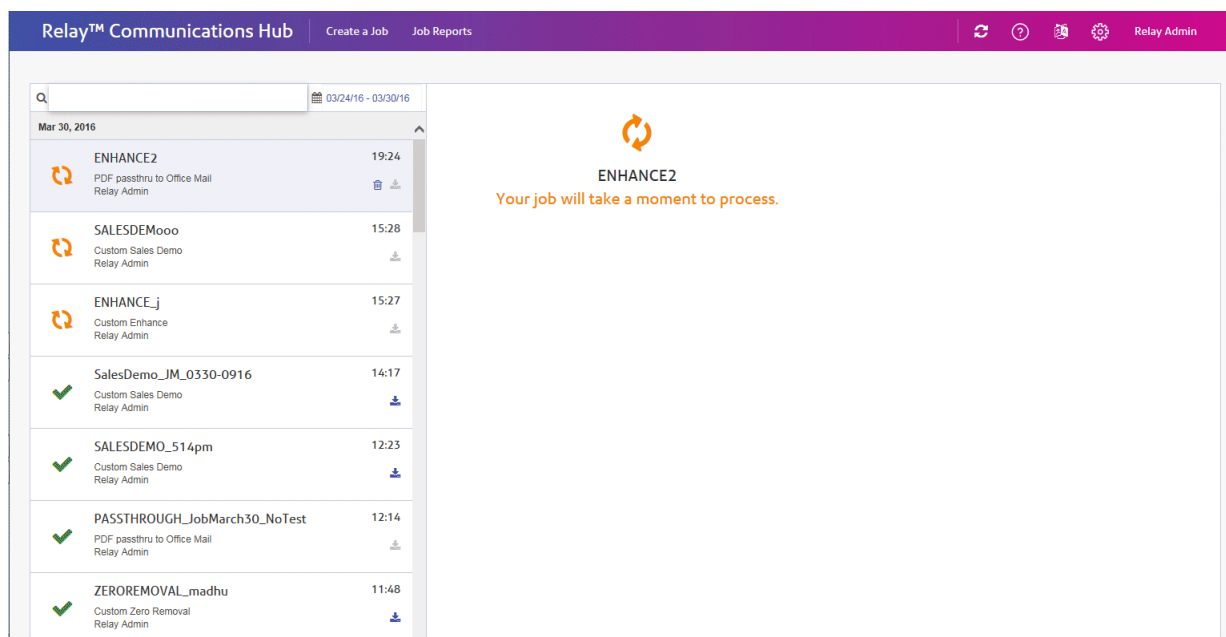
## Job Reports

**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 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.

## Finding the jobs you wish to see

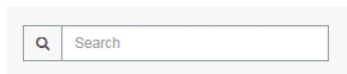
The job filter has two areas which allow you to find only the jobs you wish to see, both are described in greater detail in this section.

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 with a magnifying glass icon on the left and the word 'Search' 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:

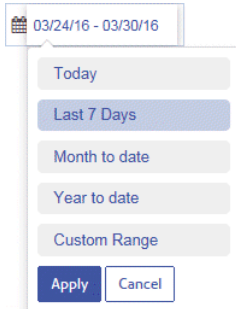
- Click , or
- Press **Enter**.

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.

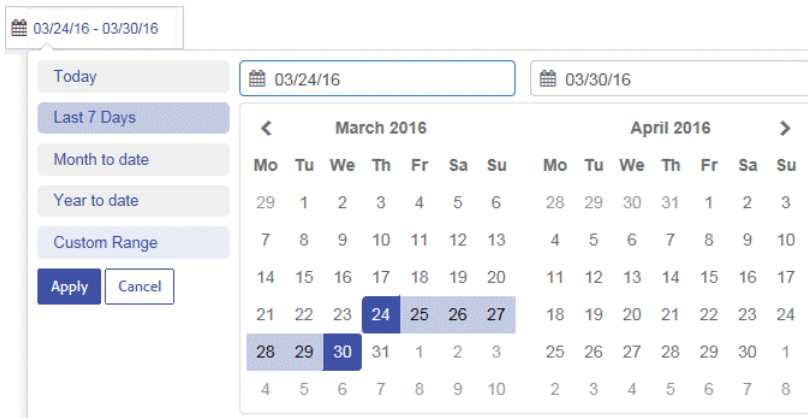
## Filter jobs by date

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 used as required.


## Downloading your job

Once you have uploaded your job and it has completed processing, you may download it to see how the Template has been applied. 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. Either:
  - Click 
  - Click **Download Files** in the **Job Summary**.
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.

## 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 [Creating a Job](#) on page 15. If your job still does not process to completion, refer to your System administrator. If all else fails contact Pitney Bowes Customer Support.

## Removing your Job

**Note:** This function is only available if you are using a third-party print facility rather than a centralized print room to process your jobs. If you are using a centralized print room to process your jobs The Print Room Operator deletes completed jobs.


Once you have downloaded your job and it is no longer required, you may remove it from Relay Communications Hub.

**Note:**


- You may delete any job while it is processing, that is, it is annotated with a 
- Where more than one document is associated with a job, all of the documents for the job are removed
- Deleting in both the job list and the **Job Summary** are disabled until the job is complete

We recommend that all downloaded files are removed to avoid confusion in the future.

To remove your files follow the procedure, below:

1. Ensure you are in the **Job Reports** page.
2. Click  to ensure you have the most up to date information.
3. Select the required job from the left-hand panel.

This opens the **Job Summary** in the right-hand panel.

4. Either:
  - Click  next to the job name in the job list, or
  - Click **Delete Job** in the **Job Summary**.

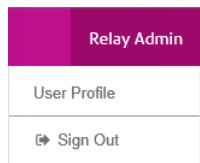
5. You are prompted to confirm the removal. Click **OK**.

The file(s) is then removed from Relay Communications Hub. If you find that you need it again, you must upload it, as described in [Creating a Job](#) on page 15.

# 6 - 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

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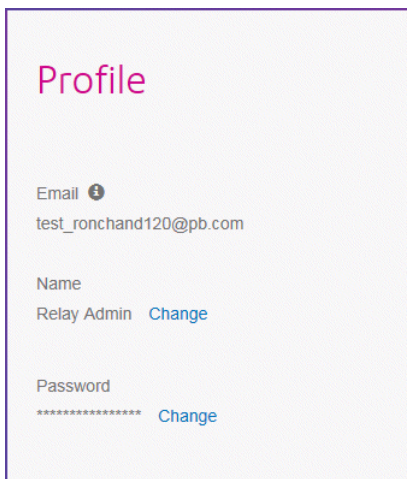
Editing your profile (US and Canada)	28
Editing your profile (Rest of World)	30
Signing out	32

## 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 a masked password "\*\*\*\*\*" and a blue "Change" link.

Your email address, user name and password are given.

[Changing your user name](#) on page 28 and [Changing your password](#) on page 29 are covered next.

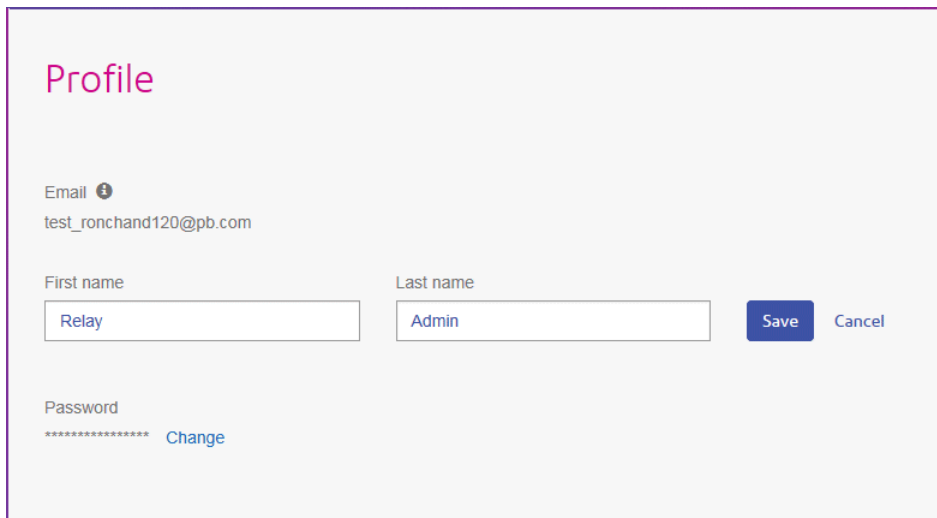
## Changing your user name

**Note:** You can change your 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:



**Profile**

Email ⓘ  
test\_ronchand120@pb.com

First name

Last name

Password  
\*\*\*\*\* [Change](#)

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

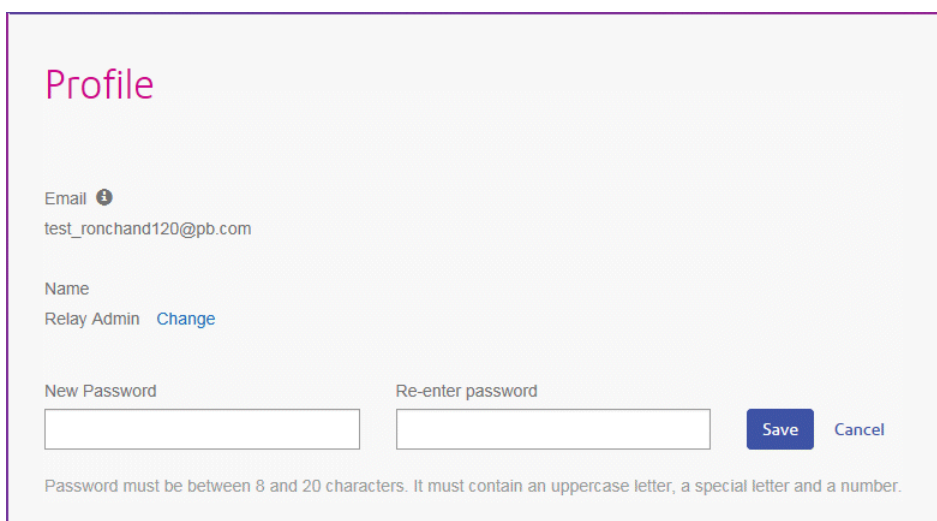
To change your password:

1. In the top right corner of the Relay Communications Hub website click on your user name.

2. From the resultant menu select **User Profile**.

3. From within the **Profile** page click **Change** next to your password.

The following is opened:



**Profile**

Email ⓘ  
test\_ronchand120@pb.com

Name  
Relay Admin [Change](#)

New Password  Re-enter password

[Save](#) [Cancel](#)

Password must be between 8 and 20 characters. It must contain an uppercase letter, a special letter and a number.

4. Type in a new value for **New Password**.
5. Type in the same new value for **Re-enter password**.
6. 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 31 is covered next. To change your user name, you need to speak to your Administrator.

## Signing in to Relay Communication Hub

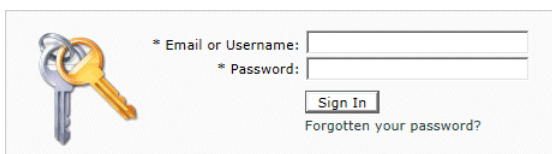
The Relay Communications Hub Administrator in your organization will provide you with credentials with which you can sign into both the My documents website and the Printer Driver.


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.




 \* Email or Username:   
 \* Password:   
  
[Forgotten 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.

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**.

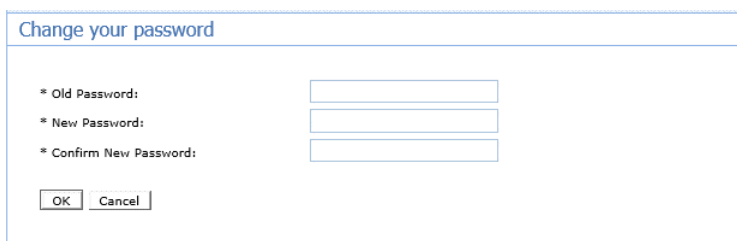
The **Relay Communication Hub user web site** is then displayed.

## 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:



Change your password

\* Old Password:   
 \* New Password:   
 \* Confirm New Password:

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.



# 7 - Desktop Client

This section describes the functions, installation and use of the Relay Communications Hub Desktop Client. It can run on either PC or Apple machines. Only the installation process is different, the operation is the same for both.

The Desktop Client uses a hot folder, which has a `\download\print streams` sub-folder where all print streams are downloaded.

- Note:**
- The operation of the Desktop Client is assigned to one named user within your company during configuration of your Relay Communications Hub by Pitney Bowes. This user is known as the Service User and is responsible for downloading all the print streams for your company. The duplication of downloaded, and subsequent printing, of print streams is avoided by allowing only one person this role. The named Service User may hold other roles in addition to this one.
  - You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.
  - If you are using Microsoft Word to create your document files, please refer to [Configuring Microsoft Word](#) to ensure you achieve the best output.

## In this section


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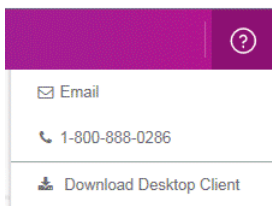
Downloading the Desktop Client	34
Unpacking the zip file	35
Opening the Desktop Client	36
Desktop Client's Hot folders	39

## Downloading the Desktop Client

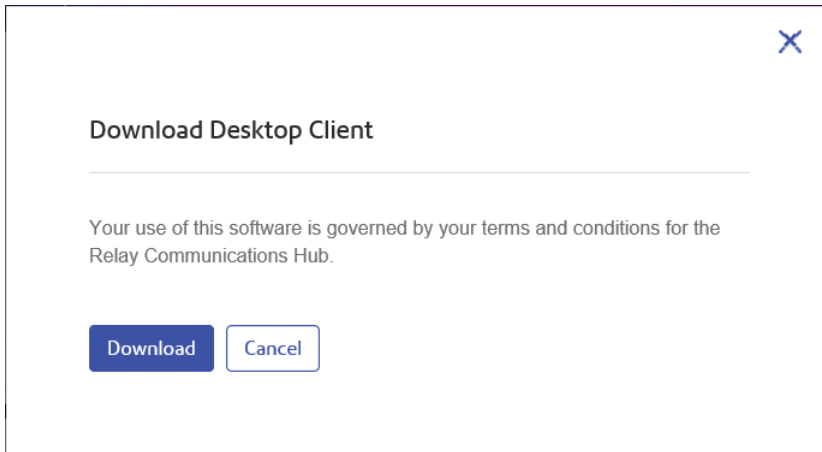
**Warning:** In order to run the Desktop Client, Java JDK 1.8 must be present on your machine, whether it is an Apple or a PC.


Once you have signed in to the Relay Communications Hub Web Client, the **Create a Job** page is shown, see next:

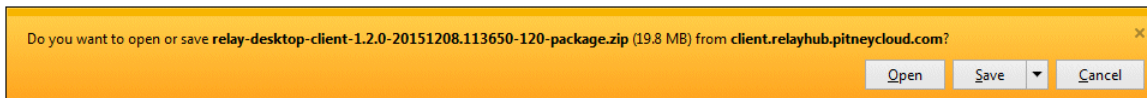
1. Click  in the header.
2. From the menu, shown below, click **Download Desktop Client**.



3. The following window is displayed, click **Download**.



4. In the **Download** dialog, the one shown below if=s for Internet Explorer, click  on the **Save** button.



5. From the resultant menu select **Save as**.

We strongly recommend that you create a new folder solely for the use of this file and its contents.

6. In the **Save as** dialog navigate to the required location and click **Save**.

Then a zip file of the install files is downloaded into the specified location.

## Unpacking the zip file

To unpack the zip file, you need follow the procedure, below:

1. Navigate to the location in which you saved the zip file in [Downloading the Desktop Client](#).

The file name is in the following format:

`relay-desktop-client-<version>.<date>-<time>-package.zip`

For example: `relay-desktop-client-1.5.0-20160323.0555506-267-package.zip`

2. Right-click on the downloaded file and from the resultant menu click **Extract here**.

The following files are unzipped to the current location:

- `relay-desktop-client-1.5.0-SNAPSHOT.jar`
- `README.txt`
- `run.bat`

These files are now ready to use for installing the Desktop Client.

## Opening the Desktop Client

This section describes how to sign in the Desktop Client. Once you have completed the installation process, the Desktop Client window is automatically opened.

Shutting down or logging out of your machine also closes the Desktop Client.

If you need to exit the Desktop Client, right-click  in the System Tray and select **Exit** from the resultant menu.

### Opening the Desktop Client on an Apple

To open the Desktop Client on an Apple machine, double-click on the `jar` file.

The Desktop Client is opened. The first time you sign in, you need to complete the its fields, described in [First time sign in](#).

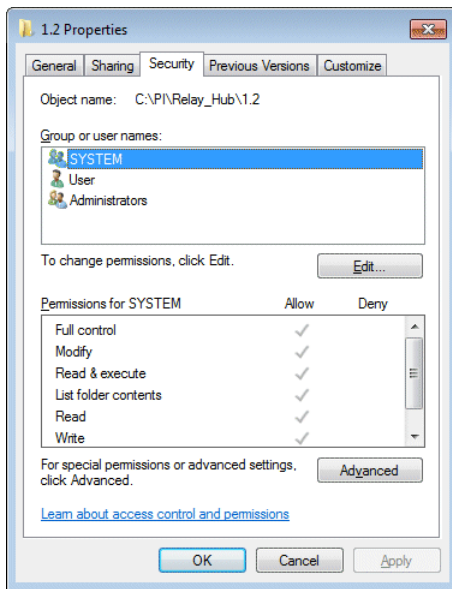
### Opening the Desktop Client on a PC

**Warning:** Before opening the Desktop Client on a PC you need to ensure you have the correct permissions to use the `Run.bat` file. You only need to complete the permissions step once.

1. Right-click the `Run.bat` file.
2. From the resultant menu select **Properties**.

This opens the **Properties** dialog.

3. In the **Permissions** dialog, open the **Security** tab.



4. Select your name in the **Group or user names** box and click **Edit**.

This enables the check boxes in the **Permissions for ...** box.

5. In **Permissions for ...** check **Allow** for **Read and execute** if not already selected.
6. Click **OK** to confirm changes and close the tab.
7. Click **OK** to close the **Permissions** dialog.

You should now be able to use the `Run.bat` file without any problems.

8. Double-click on the `Run.bat` file.

The Desktop Client is opened and requires the completion of its fields, described in [Signing in to the Desktop Client](#).

## First time sign in

You must complete the fields in the Relay Communications Hub Desktop Client window in order to use the Hot folder functionality as shown below:

## Relay™ Communications Hub

### Relay Desktop Client

User Name

Enter your usual Relay Hub user name.

Password

Enter your Relay Hub password.

Re-enter Password

Server URL

Enter your Relay Hub server URL of your region.

Hot Folder Path

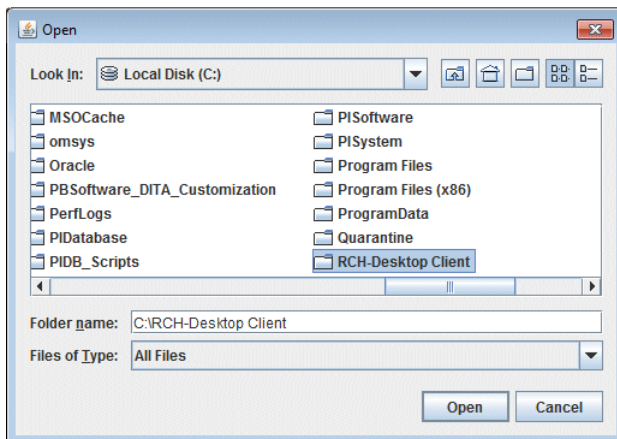
Choose your Relay Hub hot folder path...

Browse

Run

Cancel

1. Complete the **User name**, **Password** and **Re-enter Password** fields with your Relay Communications Hub credentials.
2. From **Server URL** select either Relay US Region or Relay EU Region the one required, there is a choice of two; one for the US and one for Europe.
3. Click **Browse** and in the **Open** dialog specify hot folder to be used and click **Open**.

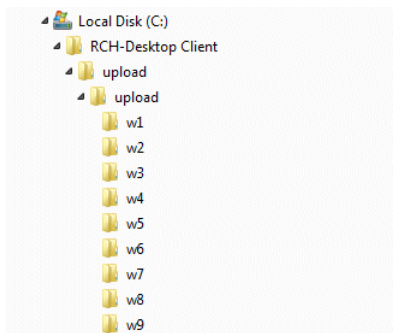


4. Click **Run**.
  5. A dialog advising that the Desktop Client is started is displayed, click **OK** to confirm.
- The Hot folder is now ready to use.

**Note:** Subsequently, double-click `run.bat` to open the Desktop Client to enable the hot folders. You are not required to specify the above information again, unless you wish to change that previously given..

## Desktop Client's Hot folders

Once you have completed the steps in the previous chapter, the hot folder is ready for use. If you navigate to the location specified during configuration, you will find that the hot folder contains a sub-folder called `\download\Print Streams`. In the example the hot folder `C:\RCH-Desktop Client` has been assumed, but you will need to replace this with the path to your own hot folder:



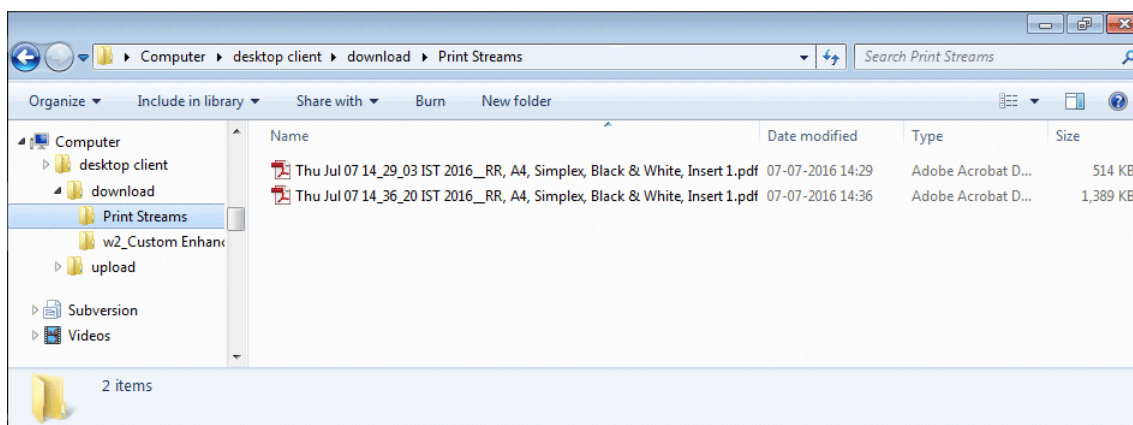
Your Service User's task is to download the print streams and distribute them among operators to print and mail. The process for doing this will be defined by your Administrator. Your company will have only one Service User in order to prevent downloading and printing of duplicate print streams.

You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.

## Download Hot Folders

Navigate to the location specified during configuration, to find the sub-folder called `\download`.

An example folder structure is as follows, your folders will have names representing your template list, including one called `\Printstreams`. You will need to replace the path shown with the path to your own Hot folder:



The file name shown in the window, above, corresponds to the print stream name shown in My Print Streams, where only the name and not the day and date are given.

Your Service User's task is to download the print streams and distribute them amongst operators to print and mail. The process for doing this will be defined by your Administrator. Your company will have only one Service User in order to prevent downloading and printing of duplicate print streams.

You may wish to automate the process of moving print streams from the Desktop Client hot folders to your printer. This is not within the remit of Pitney Bowes, however we may be able to help with this process if changes are required to your configuration of Relay Communications Hub.



# A - More Information

## In this section

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Copyright	42
Trademarks	42
Technical Support	43

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

---

<b>AMER:</b>	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
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