

P/I OfficeMail™ Windows Printer Driver

Installation and User Guide

Version: 3.9

Release Date: October 2014

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.

It is the end user's responsibility to ensure that they have the appropriate licenses to use any third party fonts.

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
2nd Floor
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

© Pitney Bowes 2014. All rights reserved.

TRADEMARKS: P/I and P/I OfficeMail are the property of Pitney Bowes Inc. or one of its subsidiaries or divisions. All other trademarks are the property of their respective owners.

Table of Contents

SYSTEM REQUIREMENTS	4
Hardware	4
Software	4
Operating system	4
Installed software	4
Rights and Privileges	5
Running Internet Explorer as an Administrator	5
INSTALLATION	6
Uninstalling the Software	7
P/I OFFICEMAIL WINDOWS PRINTER DRIVER OVERVIEW	9
P/I OfficeMail Properties	9
P/I OfficeMail Windows Printer Driver window	11
Signing in	11
P/I OfficeMail Windows Printer Driver window	12
Options panel	12
Preview panel	15
Control buttons	15
Mail-merge and miscellaneous controls	16
USING THE P/I OFFICEMAIL WINDOWS PRINTER DRIVER	17
Printing and mailing your document	17
Printing a mail-merge document	18
Adding Attachments	19
Adding Inserts to your document	19
Creating Ad-hoc attachments	20
Deleting Private ad-hoc attachments	21
ERRORS AND WARNINGS	22
Messages	22
Configuring MS Word 2007/2010	31
APPENDIX A: CONFIGURING MS WORD 2007/2010	33
Page sizing	33
Embedding fonts	33

System Requirements

The P/I OfficeMail Windows Printer Driver requires the following minimum system configuration:

Hardware

The minimum hardware specification for the machine on which the P/I OfficeMail Windows Printer Driver is to be installed is as follows:

- Intel Pentium 4 CPU 2.4 GHz
- 1.00GB RAM
- Monitor minimum resolution of 1024x768, 32-bit color

NOTE: Some processes, for example, mail merge is process intensive and therefore will demand greater CPU use, in addition this applies to documents of great complexity being submitted.

Software

The minimum software specification for the machine on which the P/I OfficeMail Windows Printer Driver is to be installed is as follows:

Operating system

One of the following:

- Microsoft Windows XP, SP2
- Microsoft Windows Vista, SP1
- 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.

Installed software

The following software must be installed on your PC before you begin installing P/I OfficeMail Windows Printer Driver:

- .NET 2.0 or above
- Internet Explorer 7 or above
- Microsoft Windows 8 – requires the Windows Feature “.NET FRAMEWORK 3.5 (INCLUDES .NET 2.0 & 3.0) installed prior to installing the driver”

NOTE: If .NET 2.0 is not available on the PC, it will be installed automatically at driver installation time.

Microsoft Office

Microsoft Word, although not a prerequisite for the installation of P/I OfficeMail is required to create documents to be printed in the P/I OfficeMail Windows Printer Driver. The versions supported are 97, 2003, 2007 and 2010.

Rights and Privileges

NOTES:

- You must start up your PC using a login that has Administrator rights.
- Parts of the installation procedure will fail if you do not have these privileges.
- You may encounter an error "Installation error - Ikernal.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`.
The *Distributed COM Configuration Properties* dialog box is displayed.
 2. Open the **Default Security** tab.
 3. In **Default Access Permissions** click **Edit**.
 4. Ensure that you have "**Allow Access**" beside your name.
 5. If you do not have "**Allow Access**" 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 web site at:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;295278>

NOTE: The root directory of the install drive must be writable by the P/I OfficeMail 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**.

Installation

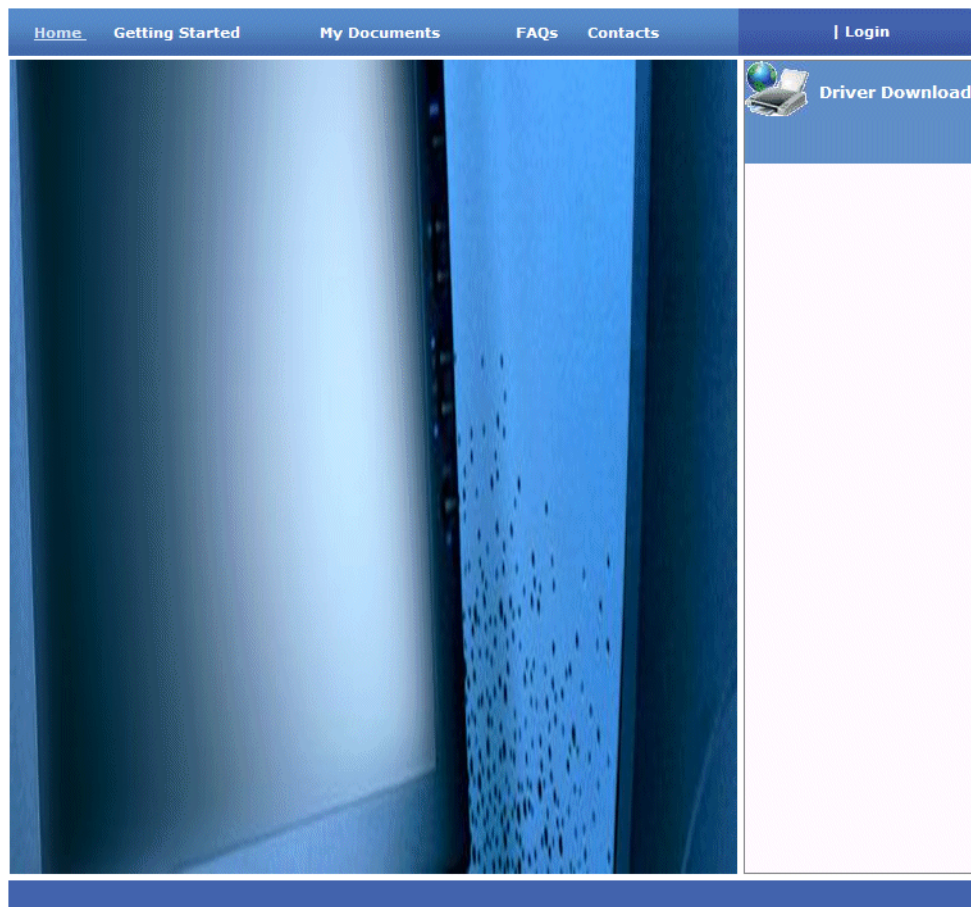
This section describes how to install the P/I OfficeMail Windows Printer Driver from the P/I OfficeMail User web site. During installation you may find that an older version of the software exists on your PC, a section on removing it has been provided; you can then install the latest version of the Printer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

In addition, the presence of Microsoft .NET 2.0 is detected during installation. This is required by the P/I OfficeMail Windows Printer Driver and if it is not found the InstallShield prompts you to install it. If this happens, we recommend that you click **Yes** and install it.

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

1. Open Internet Explorer, or equivalent.
2. In the address bar type the URL supplied by your System Administrator.

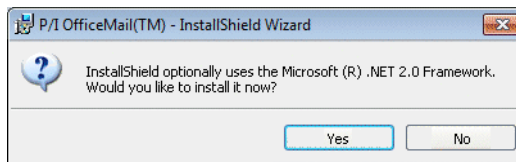
The P/I OfficeMail User web site is displayed, as follows:.



3. In the right-hand panel click **Driver Download**.

A dialog is displayed as the file is extracted.

4. The InstallShield detects the language being used by your Windows installation, however, you may select a different language in which the InstallShield is displayed. Select the required language and click **OK** or just click **OK** to confirm the detected setting.
5. If Microsoft .NET 2.0 or later is not detected on the PC, the window below is displayed:



We recommend that you install .NET 2.0. Do this by clicking **Yes** and following the given instructions until the software has been installed and the window in step #6 is displayed.

6. In the *Welcome to the InstallShield Wizard for P/I OfficeMail* window, click **Next**:
7. In the *License Agreement* window read the agreement and select **I accept the terms in the License Agreement** and click **Next**.
8. In *Advanced Settings*, below, either:
 - Click **Next** to continue with the default installation and continue to step #10.
 - Click **Advanced Settings**, to open the *Configure Proxy Settings* window .
9. In *Configure Proxy Settings* complete the following fields and click **OK**.

No proxy	Use no proxy.
Use system proxy settings	Configure proxy settings in either Internet Explorer or Control Panel Internet Options Connections LAN settings Proxy server .
Manual proxy configuration	Type the IP address of the proxy server and the port number in the boxes, below.

10. Click **Install** in the *Ready to Install the Program* window:.

11. Click **Finish**

12. The *InstallShield Wizard Completed* window is displayed. Click **Close**:

The P/I OfficeMail Windows Printer Driver is now installed and ready to use on your PC.

Uninstalling the Software

This section describes how to uninstall P/I OfficeMail Windows Printer Driver to leave you with a “clean” system.

To uninstall the software follow the procedure below:

1. From the Windows **Start** menu, open the **Control Panel**.
2. Select **Uninstall** a program. The *Uninstall or change a program* is opened.
3. Select **P/I OfficeMail** from the list and click **Uninstall**.
4. In *User Account Control* click **Yes**.

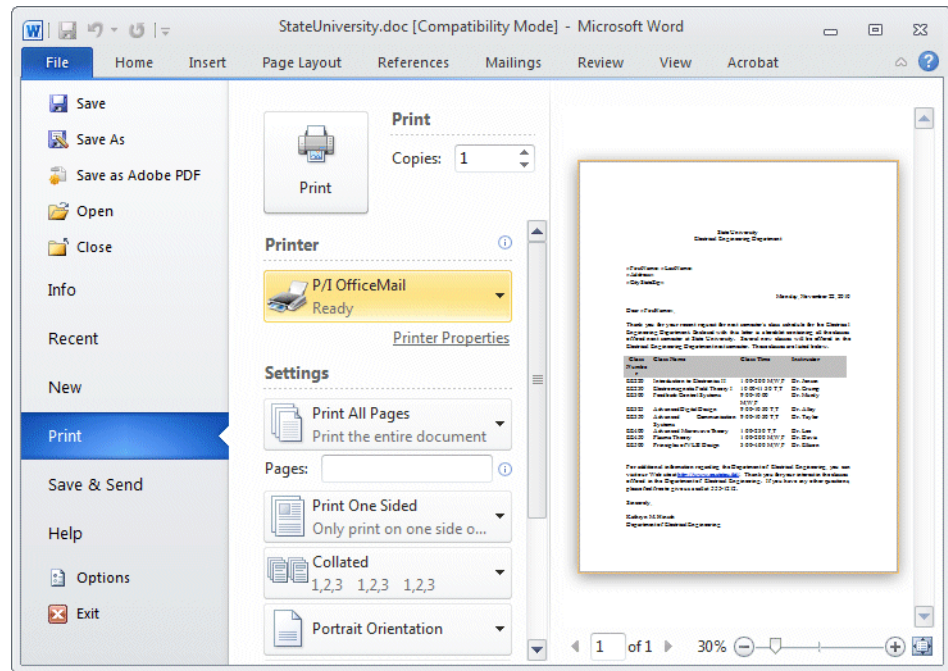
If a message advising that the Windows Printer Driver remains open is presented, click **OK** to continue.

The uninstall continues to completion where the uninstall windows close and P/I OfficeMail is removed from the list.

5. *Close the Uninstall or change a program and Control Panel windows.*

P/I OfficeMail Windows Printer Driver Overview

This chapter describes the functions of the P/I OfficeMail Windows Printer Driver. It is opened through the *Print* panel in your chosen Windows application, the example below, is taken from Microsoft Word 2010:



From the **Printer**¹ field select **P/I OfficeMail**. All options, with the exception of **Manual duplex**, are supported in this window.

P/I OfficeMail Properties

In the *Print* dialog, ensuring that **P/I OfficeMail** has been selected from the **Name** field click **Properties** to open the **P/I OfficeMail Properties** window.

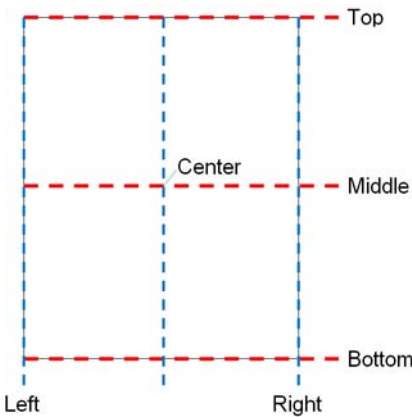
The functions in the window are used to ensure that text and images in a document do not obscure finishing marks required by finishing equipment at the production site. To make the document fit the template it may be necessary to nudge or resize/rescale the document to fit the template and ensure that the finishing marks can be read. This is similar to the functionality used by all print drivers to ensure that documents fit the paper size in the printer. This is also relevant to edge to edge letter heads and graphics.

The options in this window are as follows:

Base Point Select the point from which the document will be shifted. The options are:

1. You may find it convenient to have the P/I OfficeMail printer set as your default printer (from the Windows **Start** menu, select **Settings | Printers and Faxes** to maintain printers).

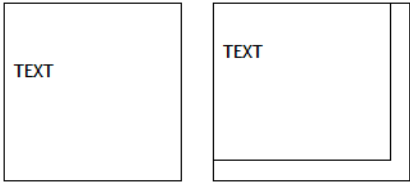
	Center	
	Top Left	
	Top Middle	
	Top Right	
	Middle Left	
	Middle Right	
	Bottom Left	
	Bottom Middle	
	Bottom Right	
Scale	Select the percentage of the original size, which is 100%. The document can only be scaled down.	
Shift X	The number of millimeters by which the document is shifted along the x-axis.	
Shift Y	The number of millimeters by which the document is shifted along the y-axis.	



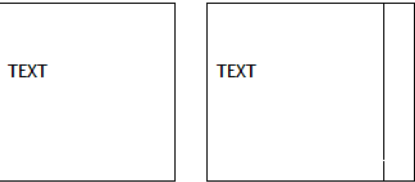
NOTE: These options do not affect the original document; only the representation of it in the Preview panel of the Printer Driver and the printed document.

The effects of these are shown below, where the image on the left is the original and the one on the right the result of the changes made in this window:

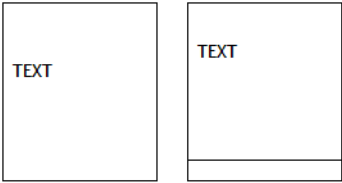
Nudge/Shift document up and left



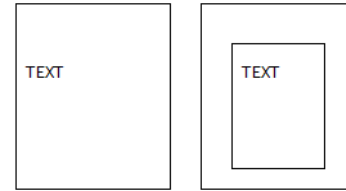
Nudge/Shift document left



Nudge/Shift document up



Scale document and shift/nudge
left, right, up and down

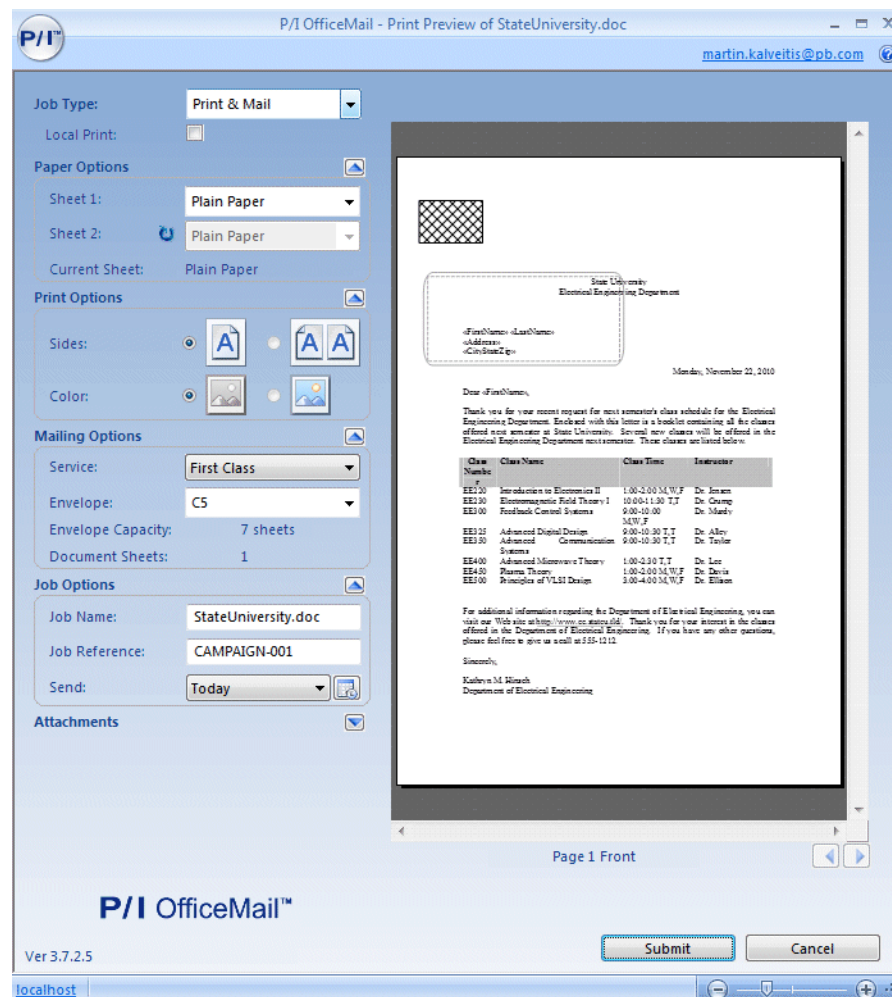


Once you have made the required changes click **OK** to return to the *Print* dialog.

From within the *P/I OfficeMail Properties* window, opening the **About** tab displays the copyright and version information. Click **OK** to return to the *Print* dialog.

P/I OfficeMail Windows Printer Driver window

In the *Print* dialog, ensuring that **P/I OfficeMail** has been selected from the **Name** field click **OK** to open the *P/I OfficeMail Windows Printer Driver* window:



Signing in

Before being able to use the P/I OfficeMail Windows Printer Driver you must log into the P/I OfficeMail server. Once logged in the email of the current user, you, is displayed.


P/I OfficeMail Windows Printer Driver window

The P/I OfficeMail Windows Printer Driver window consists of the following two panels:

- Options** On the left-hand side. This allows you to specify how your document is to be printed and mailed.
- Preview** On the right-hand side. Previews your document, this is a WYSIWYG representation of the document.

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



Both of these is described in greater detail later in this chapter.

Clicking  in the top left had corner of the window, or pressing <Alt>+<M>opens a menu containing three options:

- Show job status** Displays the status of jobs and contains two fields:
 - Type** The job status type, this is either **Error** or **Warning**.
 - Detail** A description of the error or warning.Click **OK** to close this window.
- About P/I OfficeMail** Displays the following window in which the version numbers of the software and copyright information are given.
Click **OK** to close this window.
- Exit** Closes the P/I OfficeMail Windows Printer Driver.

Options panel

The options panel consists of five areas, these are:

- Job Type** Select whether this document is printed and mailed or used to create an ad-hoc attachment.
Checking **Local Print** enables local printing of the job after submission.
- Paper Options** If necessary, click the down arrow  to display these options; they are as follows:
 - Sheet 1** The sheet, stock or overlay on which to print the first page of the document. Select a value from the list.
 - Sheet 2** The sheet, stock or overlay on which to print the remaining pages of the document. Select a value from the list.
- Print Options** If necessary, click the down arrow  to display these options; they are as follows:
 - Sides** Use this field to select one of the following:

One-sided printing - print on one side of the paper only.


Two-sided printing - print on both sides of the paper.

- Two-sided printing may not be available with some types of paper.
- Two-sided printing can reduce the number of sheets required, which means that more sheets will fit in each envelope.

Color Use this field to select **Monochrome** or **Color**.

Upon selection the preview of the document is updated to display in monochrome or color.

Mailing Options

These options are not available if the selected **Job Type** is **Create Ad-hoc**. If necessary, click the down arrow  to display these; they are as follows:


Service The postal service required.

Envelope The envelope type to use for the mailing.


Envelope Capacity The maximum number of sheets that can be accommodated in this type of envelope.

Document Sheets The number of sheets in the document. This is calculated automatically from the information supplied in the **Print, Paper** and **Job Options**.





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

- The **Submit** button is disabled (see [Control buttons](#)).
- A warning symbol  is displayed against **Envelope**.
- **Document Sheets** is displayed in red.
- You may be able to save on pages by switching to two-sided printing. See [Sides Use this field to select one of the following](#).

Job Options

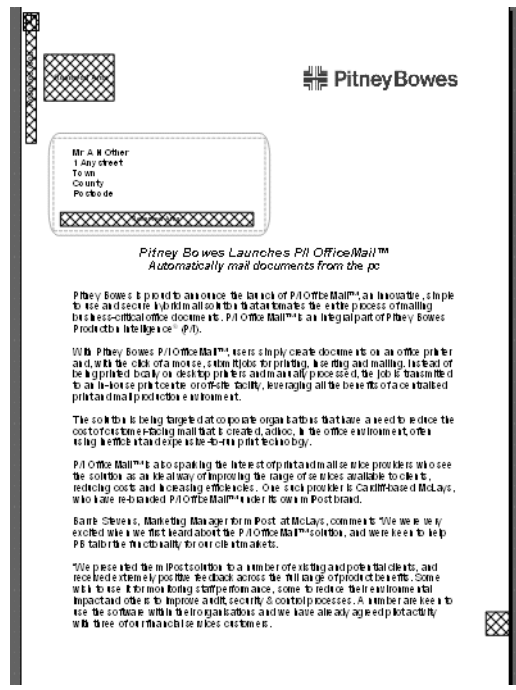
These options are not available if the selected **Job Type** is **Create Ad-hoc**. If necessary, click the down arrow  to display these; they are as follows:

Job Name The name by which the job is identified. This defaults to the name of the original document. It can be changed, if necessary; changing the name here does not change the name of the original.

	<p>This is the Job Name displayed in <i>My Documents</i> in the User web site.</p>
Job Reference	<p>A free text field that can be used to identify a number of jobs which have something in common. For example, all the jobs used in a specific mailing campaign, or all the invoices for one specific month.</p> <p>If a Settings Group has been defined by your System Administrator for a specific type of mail piece, this field can be populated with data extracted from that mail piece.</p>
Send	<p>When the document is to be mailed. The options are Today, Tomorrow; or a Calendar Date selected using the Calendar dialog (see below).</p> <p>This field can be populated by a Setting Group created by your System Administration.</p>
	<p>To select a date on which your document is to be sent click the icon to open the Calendar.</p> <p>Use the left  and right  arrows to page through the months. Click a date to select it.</p>
Notification	<p>Whether an email notification is sent when a problem occurs after the document has been processed. Select On error to send an email if an error occurs or Never for no email to be sent.</p>
Attachments	<p>If necessary, click the down arrow  to display these; they are as follows:</p> <p>Click Attachments to open the <i>Attachments</i> window. All available Electronic and Temporary Ad-hoc attachments are listed. Highlight the required file and click Add to attach it.</p> <p>Click Inserts to open the <i>Pre-Printed Inserts</i> window. Highlight the required file and click Add to attach it.</p> <p>There are two further options specifically for Pre-Pay users, if you are a credit user, these are not available to you, the two options are:</p>
Current Mailing Cost	<p>The current cost of the mailing the current mail piece, inclusive of any taxes or discounts applied.</p>
Total Batch Cost	<p>The total cost of mailing all the mail pieces in the mail-merge batch, inclusive of any taxes or discounts applied.</p> <p>If mail-merge is being used the cost of mailing each individual mail piece is displayed at the bottom right of the window.</p>

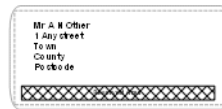
Preview panel

This panel is used to display and manipulate the document.



This panel consists of the following:

Envelope window If the envelope type selected in **Mailing Options** has a window, this is displayed for reference purposes.




The address can be moved across the page to fit into the envelope window.

You are only able to move text on the page if you have the correct use permissions, as defined by your System Administrator.

Reserved areas If the envelope selected in **Mailing Options** contains a reserved area, that is, free text must not be entered into it, this is displayed in the preview as a shaded area.

Banner headers If the paper selected in **Mailing Options** includes a banner heading, this is displayed in the preview.

Navigation Use these arrow buttons to page forwards and backwards through the document.

Undo  Click this button to undo any changes made in the Document preview.

Control buttons

In addition to those already described the P/I OfficeMail Windows Printer Driver has further buttons located at the bottom of the window.

Submit Depending on the **Job Type** either:

- Print the current document to the P/I OfficeMail server (and archive the document).


This is disabled if **Document** is greater than **Envelope**, both described in [Envelope](#).


- Generates a PDF file of the current document. This is listed in the Attachments window as a Temporary Ad-Hoc file the next time the P/I OfficeMail Windows Printer Driver is run.

Cancel Cancels printing of the current document.

Mail-merge and miscellaneous controls

In addition to the above the following are available for mail-merge documents:

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

Next Mailing  Moves to the start page of the next mail piece. This is disabled if you are currently in the last mail piece in the document.

Mail-merge information


The number of the current mail piece, together with the total number of mail pieces in the document is shown in the following:


In addition, for a Pre-Pay customers, the cost of each mail piece and the total cost of the mail-merge batch is displayed at the top left of the window.


Web site link In the bottom right of the window there is a hyperlink to the P/I OfficeMail User web page. which allows you to monitor your print jobs. The web site can also be accessed, using the same URL, directly from Internet Explorer.


Magnification slider The magnification slider can be found in the bottom right of the P/I OfficeMail Windows Printer Driver window:



 Click and drag the slider to zoom in and out of the document in the Preview panel.

 Click to zoom out and out of the document in the Preview panel.

 Click to zoom in and out of the document in the Preview panel.

Help Clicking  in the top right corner of the P/I OfficeMail Windows Printer Driver opens user information in your browser.

Using the P/I OfficeMail Windows Printer Driver


This chapter describes how to use the P/I OfficeMail Windows Printer Driver from a Windows application; any application which allows printing may be used, in the examples we have used Microsoft Word. Some options may differ if using other applications, but not greatly.

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

Printing and mailing your document

This section describes how to print and mail your document; this is the fundamental purpose of the P/I OfficeMail Windows Printer Driver in which you can define the printing requirements of your document and send it to the print facility for processing in one operation.

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

1. From within your chosen application open the *Print* dialog, this could be done in a number of ways:
 - In a Microsoft Office 2010 application open the **File** menu and select **Print**.
 - In a Microsoft Office 2007 application click  and select **Print**.
 - In Microsoft Office 2003 or other applications open the **File** menu and select **Print**, or
 - Press <Ctrl>+<P>
2. In *Print* panel (dialog), from the **Printer**¹ field select **P/I OfficeMail**.
3. If required click **Printer Properties (Properties)** to open the P/I OfficeMail Properties window and set those relevant to your document and then click OK to return to the Print dialog.
4. If required make selections from the *Print* panel (dialog).
5. Click **Print (OK)**.

The *P/I OfficeMail Windows Printer Driver* window is displayed.
6. Click the email address in the top right corner of the window and login
7. In **Job Type** select **Print & Mail**.
8. Specify the required **Paper Options** as described on [page 13](#)
9. Specify the required **Print Options** as described on [page 12](#).
10. Specify the required **Mailing Options** as described in [page 13](#).
11. Specify the required **Job Options** as described in [page 13](#).
12. Your document is updated in the *Preview* panel with all the options you have selected. Inspect the job thoroughly.

1. You may find it convenient to have the P/I OfficeMail printer set as your default printer (from the Windows **Start** menu, select **Settings | Printers and Faxes** to maintain printers).

13. If required, scale or nudge the document and move any text as described in steps #12 and #13 of [Printing and mailing your document](#).

Clicking  undoes any changes made in the *Preview* panel.

NOTE: You require the correct user privileges to be able to move text on the page. These are assigned by your System Administrator.

14. If you require an attachment to be added complete the steps given in [Adding Attachments](#) for the required attachment type.

In addition, for Pre-Pay customers, the cost of each mail piece and the total cost of the mail-merge batch is displayed at the top left of the window.

15. If you wish to print to a device either directly connected to your machine or connected through a local network select **Local Print**.

16. When you are happy with the document click **Submit**.

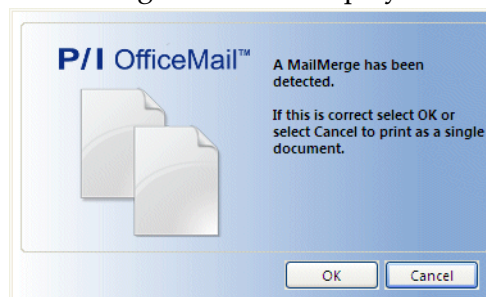
A dialog is displayed advising that your letter has been submitted. Click the hyperlink to monitor the progress of your document using the P/I OfficeMail User web site.

17. If you selected **Local Print** the *Print* dialog is displayed once you have clicked **Submit**. Select the required printer and options and click **OK** to produce a copy of your job.

Printing a mail-merge document

This section describes how to print and mail a mail-merged document. The process is the same as that used to print and mail a single document; the only difference being that the mail-merge function must have been completed through your chosen Windows application before submitting it to be printed. For more information on undertaking mail-merge operations within your chosen application, refer to its help file or user guide.

1. Complete steps #1 through #6 of the [Printing and mailing your document](#).
2. The Printer Driver detects more than one page containing an address in the Address Box and the following window is displayed:



3. Click **OK** to generate a mail-merge document containing a series of mail pieces.
4. Complete all of the steps in [Printing a mail-merge document](#).



The number of the current mail piece, together with the total number of mail pieces in the document is shown.

You can navigate forwards and backwards through your mail-merged document using the   buttons.

In addition, for Pre-Pay customers, the cost of each mail piece and the total cost of the mail-merge batch is displayed at the top left of the window.

Adding Attachments

This section describes how to add attachments to your document. There are three types of attachment available; they are all in PDF format:

Electronic	These are made available to you by your System Administrator.
Temporary ad-hoc	<p>Created through the Create ad-hoc function. Creating Ad-hoc attachments.</p> <p>When you open the Attachments window Temporary Ad-hocs are identified by one of the following icons:</p> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p>This is a private attachment; created by you and available only to you. A retention time for this file may have been configured by the System Administrator. If so, the attachment is deleted once this elapses.</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p>This is a public attachment and is available to others within your department or company, depending on the way in which you P/I OfficeMail system has been configured.</p> </div> </div>
External PDFs	PDFs residing on your PC or available on your local network which are not necessarily part of the main P/I OfficeMail system.

To add an attachment follow the procedure below:

1. Within the *P/I OfficeMail Windows 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.

Adding Inserts to your document

This section describes how to add Pre-printed inserts to your document. 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.

To add a Pre-printed insert follow the procedure below:

1. Within the *P/I OfficeMail Windows Printer Driver* window 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**.

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

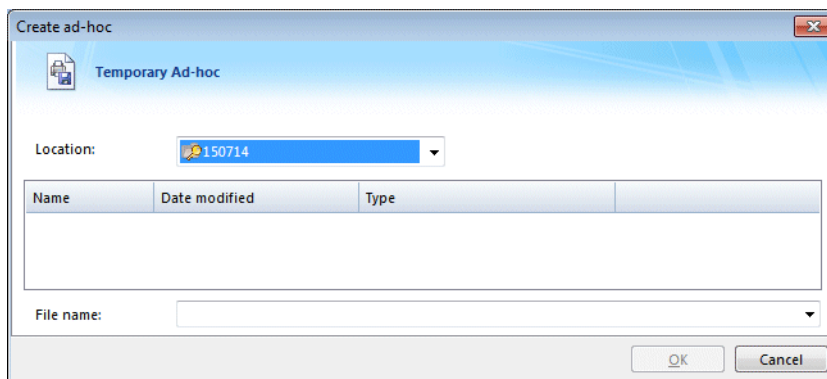
Creating Ad-hoc attachments


This section describes how to create ad-hoc attachments. This process is used to create electronic attachments which may subsequently be selected from the *Attachments* window. See [Adding Attachments](#).

NOTES:

- We do not recommend that you create electronic attachments that have attachments.
 - The options displayed in your Windows Printer Driver are defined by the role you have been assigned by your system administrator; you therefore, may not have access to all the options described.
 - The procedure in this section feature instructions when using MS Word 2010, for earlier versions, the options where different are shown in brackets.
-

1. Complete steps #1 through #6 of the [Printing and mailing your document](#).
2. In the *P/I OfficeMail Windows Printer Driver* window from **Job Type** select **Create Ad-hoc**.
3. Click **Submit**. The following is displayed:



4. From **Location**, select the folder required.
 -  This icon before the folder name indicates that it is a private folder which contains ad-hoc attachments created by you and available only to you.
5. In **File name** type the name by which you wish the attachment to be known; this is the name displayed in the *Attachments* window.
6. Click **OK** to save the attachments to the specified location.

The attachment is then available for selection from the **Temporary Ad-hoc** area of the *Attachments* window the next time you use the Printer Driver.

Deleting Private ad-hoc attachments

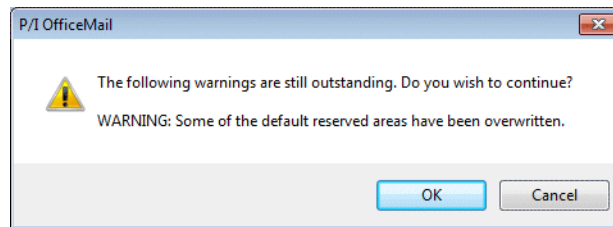
If you have the relevant user privileges, a **Delete private ad-hocs** option is available in the main screen of the Windows Printer Driver. If so, you may delete one or more private attachments by selecting them as described in [Adding Attachments](#) and clicking **Delete private ad-hocs**. Once you have submitted the job, ALL private ad-hocs are deleted. These are then removed from the system and are no longer available.

Errors and Warnings

This chapter lists some of the error and warning messages which may be displayed in the bottom of the P/I OfficeMail Windows Printer Driver. Descriptions and solutions have been provided to help you.

If there is more than one error, only the first occurring is displayed in the Window Printer Driver's preview panel.

If Print and Mail is selected, a warning or error is displayed in an external dialog. If there are two errors/warnings, both are displayed, for example:



Messages

There is no internet connection to the server

Either you are not logged in to the P/I OfficeMail server or your version of the P/I OfficeMail Windows Printer Driver has not been configured properly.

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


No Mail pieces have an address

Either 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 Windows 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

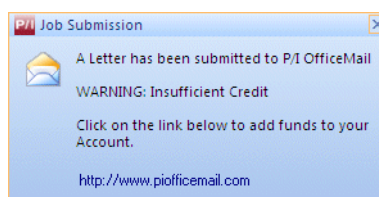
You have selected one or more options that require authorization by your System Administrator:

Note: Option choices require authorization before mailing will occur.

In such a case continue to print the document as usual. When your System Administrator next signs in to the P/I OfficeMail User web site the document will be flagged as requiring authorization. Once authorized the document will be printed.

Insufficient Pre-Pay Credit

If you are a Pre-pay customer, the following window is displayed if insufficient credit is available on the account:



In such a case, the job is submitted to P/I OfficeMail but can only be printed when sufficient credit is available. Contact your System Administrator who will be to top up the credit.

File Not Found

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

Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Copy File returned error

Please ensure the RootURL setting is pointing to an appropriate version of the PIOM site. In addition, delete all files with an extension of USD in the user's temp folder and print again from your application.

A Minimum configuration has not been set for this user

Contact the Web service Administrator to correct this account. Print again to use another account.

Incorrect version of PDFCreativeX.dll is installed

Please reinstall the Printer Driver.

Unregistered User defaults can't be loaded.

Reinstall the Printer Driver.

Couldn't create overlay PDF file

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

You are not currently connected to the server

Please sign in.

Invalid User/Password

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

Please select a date in the future

The selected date is in the past, please select a date in the future.

The selected date exceeds the allowed future date of

The selected date is beyond the maximum date which may be selected. Please select a date on or before that given in the error message.

Could not apply all group settings due to restrictions in available choices.

You do not have the correct permissions to use one or more of the options chosen. Either revisit your selections choosing options for which you do have permission or contact your System Administrator.

No Temporary Locations have been defined by the Administrator.

Contact your System Administrator.

Please enter another Filename as the temporary attachment already exists

An attachment with this name already exists, give your attachment a different name.

ActiveX Control not installed

Reinstall the Printer Driver or contact your administrator.

Couldn't open source PDF file

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

Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Submission is disabled as a Print Centre has not been defined by the Administrator on the target P/I OfficeMail server or address extraction has failed.

Contact your System Administrator.

Couldn't Create Attachment PDF file

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

AdHoc Attachment selected invalid for user

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

Attachment Download Failure

The selected attachment failed to download. Please try again.

Invalid Login Credentials

Your login 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 System Administrator.

Create Attachment PDF Failure

The attachment you are trying to create failed this may be because you do not have the correct permissions to use this option. Please contact your System Administrator.

Critical error occurred while processing the document

Contact your System Administrator.

Network Connection Problem

Contact your System Administrator.

Electronic Attachment selected invalid for user

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

Envelope Type invalid for user

You do not have the correct permissions to use this option. Contact your System Administrator.

Error sending failed submission email

The email notification advising of an error during submission was not sent. Contact your System Administrator.

Upload File not found/File Upload failure

The specified PDF file cannot be found.

Ensure that the PDF file for the attachment or pre-printed insert is in the specified location, or select the file again from the correct location.

Get Settings Group Failure

The Printer Driver failed to retrieve Settings Groups defined in the Administrator web site. Contact your System Administrator.

Invalid hash code on Job Config

Contact your System Administrator.

Invalid Login Credentials or Invalid URL

Either your login credentials are incorrect or the URL you are trying to access is invalid. Contact your System Administrator.

PDF Paper Size is not supported

Select another paper size and resubmit.

Pre-pay settings incomplete on P/I OfficeMail Server

These need to be completed by your System Administrator before you can proceed. Contact your System Administrator.

The URL used for UserService is invalid

The URL you are trying to access is invalid. Contact your System Administrator.

Unable to send: One or more missing address

Either 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 Windows application and ensure that you have opened a valid mail piece and that it has an address in the correct place.

Notification option invalid for user

You do not have the correct permissions to use this option. Contact your System Administrator.

Submitted: Top up required

Insufficient credit is available on the account. In such a case, the job is submitted to P/I OfficeMail but can only be printed when sufficient credit is available. Contact your System Administrator who will be to top up the credit.

This version of PrintDlg is no longer supported

Visit the P/I OfficeMail web site to download and install the latest version.

P/I OfficeMail Server Offline

The P/I OfficeMail Server is not currently available. Please try again later.

Overlay Download Failure

The selected overlay failed to download. Please try again.

PDF File is encrypted and cannot be processed

P/I OfficeMail does not support encrypted PDF files. PDF files are encrypted on submission to the P/I OfficeMail User web site.

Simplex/Duplex option invalid for user

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

Pre-printed Insert selected invalid for user

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

Pre-printed insert for Adhoc invalid for user

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

Could not read job config

The configuration file for the job could not be read. Please resubmit.

Send Date option invalid for user

You do not have the correct permissions to use this option. Please contact your System Administrator or select another option for which you do have permission.

Send Date Specified is invalid

You do not have the correct permissions to use this option. Please contact your System Administrator or select another option for which you do have permission.

Mailing Service invalid for user

You do not have the correct permissions to use this option. Please contact your System Administrator or select another option for which you do have permission.

Sheet 1 page stock invalid for user

You do not have the correct permissions to use this option. Please contact your System Administrator or select another option for which you do have permission.

Sheet 2 page stock invalid for user

You do not have the correct permissions to use this option. Please contact your System Administrator or select another option for which you do have permission.

Settings Group Mailing Service invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Envelope Type invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Notification option invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Sheet 1 page stock invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Sheet 2 page stock invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Monochrome/Color option invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Simplex/Duplex option invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Send Date option invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Electronic Attachment selected invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Settings Group Pre-printed Insert selected invalid for user

You do not have the correct permissions for the option specified in the Settings Group. Contact your System Administrator.

Print Centre has not been defined by the Administrator on the target P/I OfficeMail server

Without this you are not able to submit jobs to P/I OfficeMail. Contact your System Administrator.

Could not create PDF file for submission

Could not retrieve a GUID from the server

No Print Center or address extraction has failed

Either the document you are printing has no address block or a Print Center has not been defined on the P/I OfficeMail Administrator web site.

Either, 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; or contact Your System Administrator.

Could not calculate price for the item

The price information set in the P/I OfficeMail Administrator web site may either be missing or incorrect. Contact your System Administrator.

Reserved areas have been overwritten

Open the original document and ensure that all text is clear of the reserved areas, then resubmit.

Data from the server is invalid. User probably doesn't have access rights

You do not have the correct permissions for the option specified. Contact your System Administrator.

Some of the reserved area has been overwritten

It may be that the Windows 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.

However, if the Windows 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.

No valid Tax Rate has been setup. Please contact administrator.

This must have been defined in the P/I OfficeMail Administrator web site. Contact your System Administrator.

No Mail Pieces have an address

Either 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 Windows application and ensure that you have opened a valid mail piece and that it has an address in the correct place.

No Mail Pieces have a price

The price information set in the P/I OfficeMail Administrator web site may either be missing or incorrect. Contact your System Administrator.

No Mail Pieces have a production center


This must have been defined in the P/I OfficeMail Administrator web site. Contact your System Administrator.

Some of the reserved areas have been overwritten

Open the original document and ensure that all text is clear of the reserved areas, then resubmit.

Too many sheets or inserts are too large for chosen envelope

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.
- Check size of insert created and ensure it will fit in the envelope.

WARNING: One or more Mail Pieces have no address

Either 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 Windows application and ensure that you have opened a valid mail piece and that it has an address in the correct place.

WARNING: One or more Mail Pieces have no price

The price information set in the P/I OfficeMail Administrator web site may either be missing or incorrect. Contact your System Administrator.

WARNING: One or more Mail Pieces have an invalid address

Either the document you are printing has an invalid address block or no address block at all. 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.

WARNING: Option choices require authorization before mailing will occur

Submit your job in the usual way, your System Administrator will authorize it in due course.

Job Option Send date is in the past

Set the send date to some time in the future and resubmit.

The Job Option Send date is further in the future than allowed by Pre-Pay Settings

Set the send date to some time nearer in the future and resubmit.

Please select a future date

Set the date to some time in the future and resubmit.

The selected date exceeds the allowed future date of <n number> days.

Set the send date to some time nearer in the future and resubmit.

Configuring MS Word 2007/2010

This section describes how to configure MS Word 2007/2010 to ensure that the page size specified during document creation is honored in P/I OfficeMail. The default MS Word 2007/2010 settings cause all documents to be sent to P/I OfficeMail either as size A4 or 8.5" x 11".

This setting needs to be changed to allow documents to be submitted with the correct page size. To do this, follow the procedure, below:

1. Open MS Word 2007/2010.
2. From the **File** menu select **Options**.
3. From the resultant dialog select **Advanced**.
4. Scroll down until the *Print* section is visible and deselect **Scale content for A4 or 8.5 x 11 paper sizes**.
5. Click **OK**.

Appendix A: Configuring MS Word 2007/2010

This section describes how to configure MS Word 2007/2010 to ensure that the page size specified during document creation is honored in P/I OfficeMail. The default MS Word 2007/2010 settings cause all documents to be sent to P/I OfficeMail either as size A4 or 8.5" x 11".

Page sizing

This setting needs to be changed to allow documents to be submitted with the correct page size. To do this, follow the procedure, below:

1. Open MS Word 2007/2010.
2. From the **File** menu select **Options**.
3. From the resultant dialog select **Advanced**.
4. Scroll down until the *Print* section is visible.
5. Deselect **Scale content for A4 or 8.5 x 11 paper sizes**.
6. Click **OK**.

Embedding fonts

In addition, fonts need to be embedded in your Word document. To do this, follow the procedure, below:

1. Open MS Word 2007/2010.
2. From the **File** menu select **Options**.
3. From the resultant dialog select **Save**.
4. Scroll down until the *Preserve fidelity when sharng this document* section is visible.
5. Select **All Documents**.
6. Select **Embed fonts in the file**.
7. Click **OK**.
8. TrueType fonts

NOTE: The built-in XPS and PDF exporters used by Microsoft Office 2007/2010 can embed certain TrueType fonts in the file. To do this, the MS Office uses the Font Embedding Service Library (T2embed.dll) provided by the Windows operating system. This library managed and embeds TrueType fonts or a subset of these in documents. This can limit the types of font that can be successfully embedded in XPS and PDF files generated by MS Office because the library only works with TrueType fonts or OpenType fonts based on the TrueType format.

Technical Support

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.

North and South America

Telephone (all products)

ACD Loop 9-5:30 Eastern (active call directory)

+1 866 220 1014

After Hours

+1 877 677 3375

Email

Output Management products

sptus@pb.com

ADF Products

adfsupport@pb.com

EMEA & Asia Pacific

Telephone (all products)

+44 (0)1923 279300

Email (all products)

softwareresolutionsupport@pb.com

In Europe:

2nd Floor
6 Hercules Way
Leavesden
Watford
WD25 7GS
UK
Telephone: +44 (0)1923 279300
Fax: +44 (0)1923 279301

In the US:

37 Executive Drive
Danbury
Connecticut 06810-4182
USA
Telephone: +1 203 792 1600
+1 877 536 2736
Fax: +1 203 739 3704

901 Yamato Road
Suite 120
Boca Raton
Florida 33431
USA
Telephone: +1 561 241 7229
Fax: +1 561 988 9561