



HORIZON

Help & Basic Maintenance Horizon System

TRAINING WORKBOOK 8

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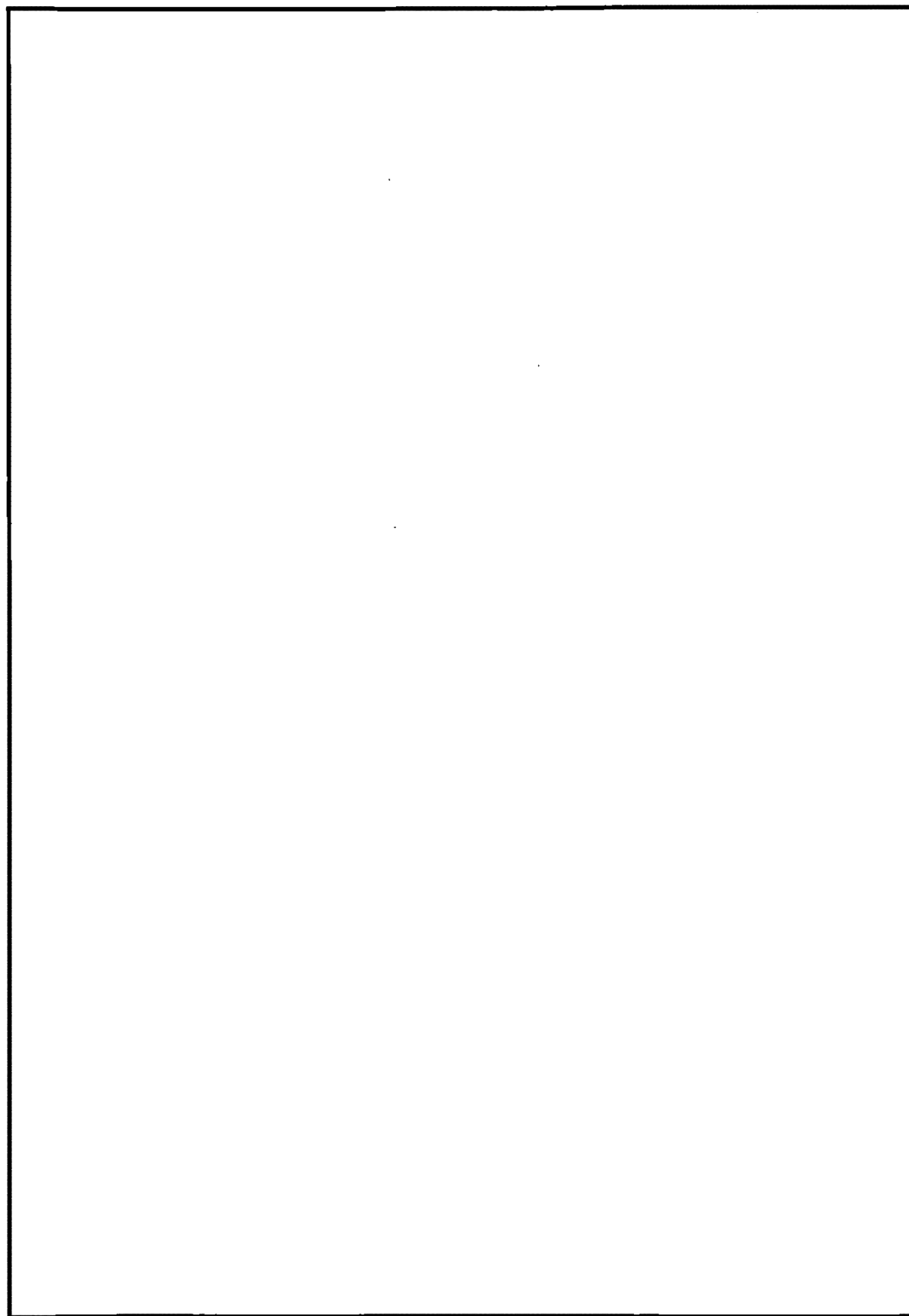
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The Horizon Training Manual is made up of the following 10 Workbooks:

- | | |
|--------------------|---|
| Workbook 1 | Introduction to the Horizon System |
| Workbook 2 | EPOSS 1 Electronic Point Of Sale Service |
| Workbook 3 | EPOSS 2 Electronic Point Of Sale Service |
| Workbook 4 | EPOSS 3 Scales |
| Workbook 5 | OBCS Order Book Control Service |
| Workbook 6 | APS Automated Payment Service |
| Workbook 7 | Functions |
| Workbook 8 | Help & Basic Maintenance |
| Workbook 9 | Office Administration |
| Workbook 10 | Balancing using the Horizon System |



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HELP & BASIC MAINTENANCE
HORIZON SYSTEM
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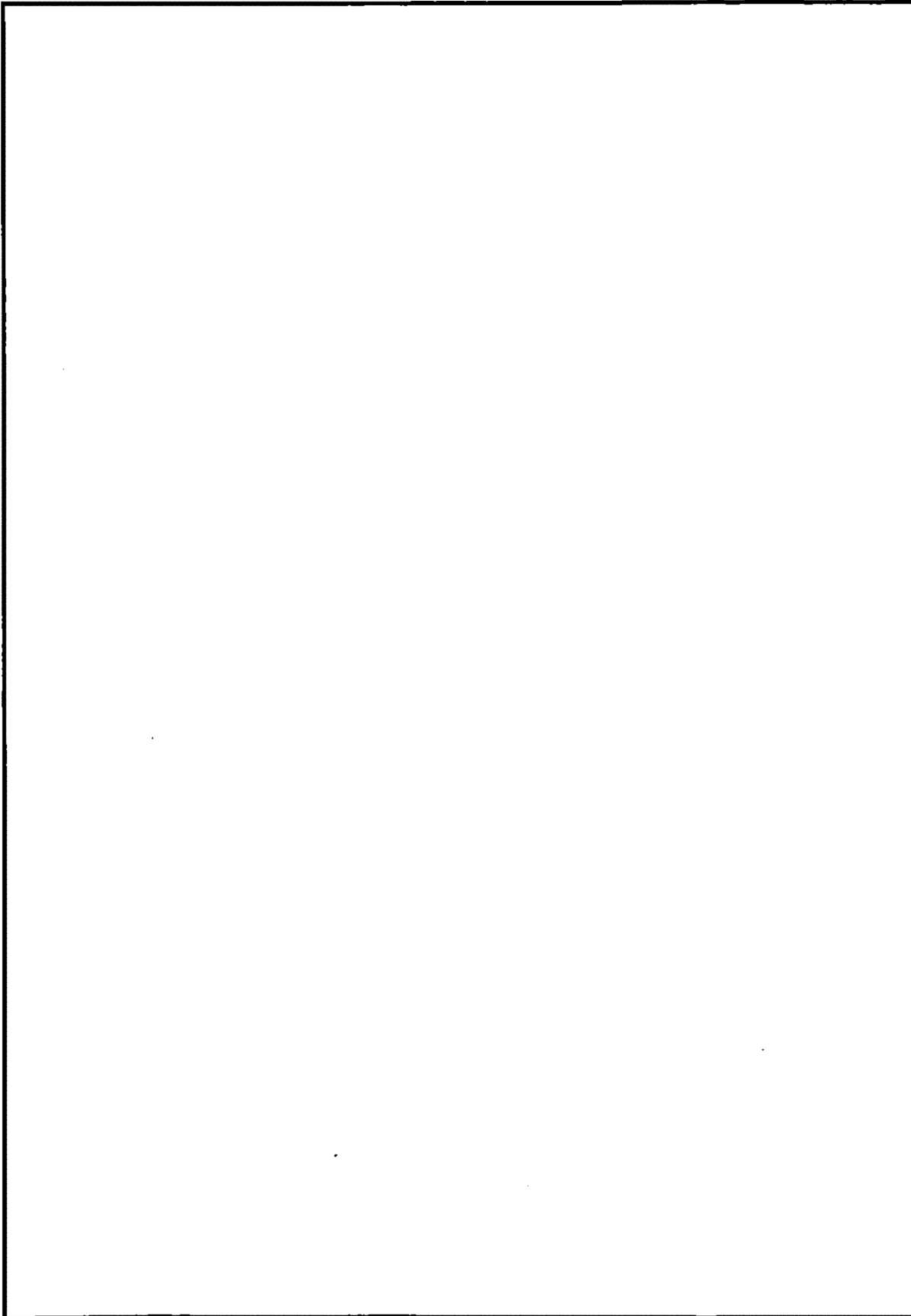
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HORIZON SYSTEM
HELP & BASIC MAINTENANCE
HORIZON SYSTEM
OBJECTIVES & INTRODUCTION

Objectives:

By the end of this Workbook you will be able to:

1. Access the Help functions available.
2. Follow the correct procedures in the event of system or component failures.
3. Install consumables for the Horizon system.

Introduction:

This Workbook covers Help and Basic Maintenance and is divided into two sections. Section 1 describes where Help can be obtained and describes the maintenance that you can carry out in the post office. Section 2 describes how to install the Horizon system consumables.

At the end of each Workbook in the series there is an activity sheet which allows you to confirm your understanding of the information in the Workbook. If you are not sure of the answer to a question simply re-read the relevant section of the Workbook and try again.

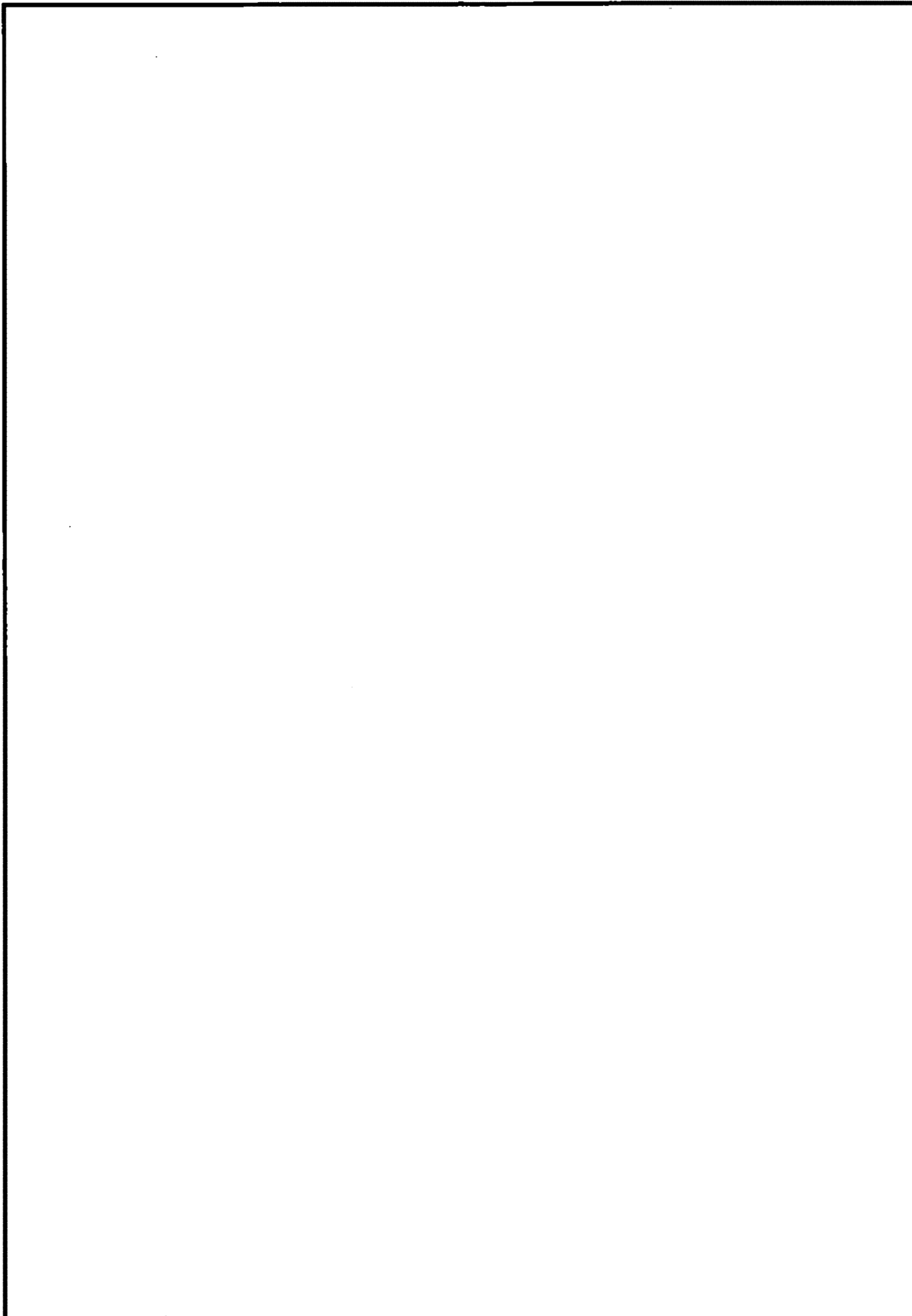
The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered you should consult the *Horizon System User Guide*.

Note:

The Workbooks provide values against a number of products and services that are correct at the time of going to press. This information is subject to change and you should refer to the appropriate PON transaction documentation for up to date price information.

Horizon System Helpdesk

GRO



HORIZON SYSTEM
SECTION 1 - HORIZON SYSTEM HELP
INTRODUCTION

Introduction:

This section describes the actions and procedures available to obtain Help on the Horizon system. It also covers the procedures to follow in the event of system or component failures.

Maintenance will normally be carried out by qualified service engineers. However, you can carry out some basic maintenance tasks, and these tasks are explained in this section.

**UNDER NO CIRCUMSTANCES ARE USERS TO PERFORM ANY
MAINTENANCE TASKS OTHER THAN THE ONES DESCRIBED IN THIS
WORKBOOK. IF IN DOUBT, CONTACT THE HORIZON SYSTEM HELPDESK.**

The Workbooks do not cover every possible transaction which you can perform on the Horizon system. If you need further help, or if a specific example is not covered you should consult the *Horizon System User Guide*.

Horizon System Helpdesk

GRO



Occasionally, things may go wrong with the Horizon system, or you may need help with a particular process or procedure. This section explains the Help functions available. If a failure occurs on any part of the Horizon system, you must telephone the Horizon System Helpdesk on **GRO**

1. The Info Icon.

You have already used this function on the Horizon system. The Info icon is always available. To obtain further information about a particular icon, **Touch** the Info icon, or **Press** HELP and immediately **Touch** the icon, or **Press** the relevant Function or Command key on the keyboard. The yellow speech bubble that appears will give you an on screen description of the icon, and it will indicate if there is a submenu associated with it.



2. The Quick Reference Cards

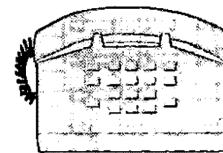
These have been produced as a ready source of reference for you. They provide step by step instructions for the most commonly used functions. The information on each set of cards is grouped for ease of use.

3. The Horizon System User Guide

In the *Horizon System User Guide* you will find all the transactions and their related procedures.

4. The Horizon System Helpdesk (HSH)

A telephone Help Desk has been set up to assist with any queries or problems. The HSH is the single point of contact for all Horizon system enquiries.



Note:

The number for the Horizon System Helpdesk is: **GRO**

5. The Network Business Support Centre (NBSC)

A PON telephone Help Desk (**GRO**), the NBSC should be contacted for any business issues relating to the Horizon system operation.

Horizon System Helpdesk

GRO

If you have a failure of the complete system or one of its components, these are the procedures to adopt.

1. Power Failure

The most likely cause of a complete system failure is a loss of power for one reason or another. Telephone the Horizon System Helpdesk as soon as possible. You must continue transactions and account for them manually. When the power is restored and the system is functional again, it will be possible to enter the manually performed transactions as a batch. Follow the procedure in the *Horizon System User Guide*.

2. Monitor/Touch Screen Failure

If the monitor fails, call the Horizon System Helpdesk.

If the touch screen facility fails, you can use the keyboard to process transactions. Call the Horizon System Helpdesk.

3. Magnetic Swipe Card Reader Failure

If the magnetic swipe card reader fails, you can enter details of your transactions manually. Call the Horizon System Helpdesk.

4. Smart Card Reader Failure

If the smart card reader fails, call the Horizon System Helpdesk.

5. Keyboard Failure

If any part of the keyboard fails, you can use the touch screen facility to continue processing transactions. Call the Horizon System Helpdesk.

6. Bar-code Reader Failure

If the bar-code reader fails, you can use the keyboard or touch screen to enter the bar-code identifier manually. Call the Horizon System Helpdesk.

7. Scales Failure

If the connection between the scales and the Horizon system fails, you can enter the weight of the mail item manually.

Note:

It is not the responsibility of ICL Pathway, or the Horizon System Helpdesk, to maintain or diagnose faults with the electronic scales.

8. Counter (or A4 report) Printer Failure

If the counter (or A4 report) printer fails, details of the report required can be previewed on screen, and a report produced manually. Call the Horizon System Helpdesk.

9. Multiple Equipment Failure

In the event of multiple equipment failure, eg keyboard and touch screen failure, call the Horizon System Helpdesk.

Horizon System Helpdesk
GRO

1. The Processor

DO NOT SWITCH OFF THE PROCESSOR, it must remain switched on 24 hours a day, 365 days a year. It should only be switched off in the event of an emergency in the office or when you are instructed to do so by the Horizon System Helpdesk (refer to page 13 of this Workbook).

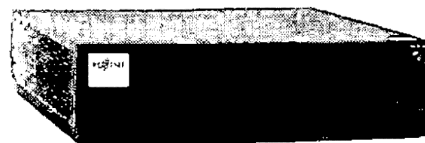
Do keep the outside clean. Wipe the casing with a dry cloth.

Do not remove any connections or attach anything to the system.

Do not pile other items around the processor or block the air vents, as it needs to be well ventilated to operate effectively.

Do not move the processor, as this may cause damage.

Do not allow the processor to become damp or wet.



2. The Keyboard

Do make sure the magnetic swipe card reader is free from obstruction.

Do make sure the smart card reader is free from obstruction.

If you suspect a foreign object has fallen into the Smart Card Reader, contact the Horizon System Helpdesk

Do not place food or drinks near to the keyboard.

Do keep the keyboard clean and free from dust, using screen wipes.

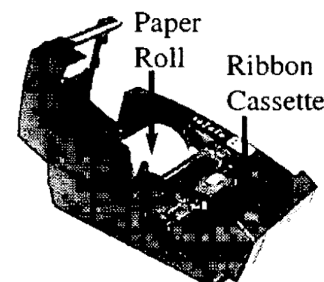


3. The Counter Printer

Do keep a spare supply of ribbons and paper for the printer.

Do only use authorised materials for printing.

Do switch off the printer when not in use for long periods, eg overnight.



If the paper looks dirty after printing, **Remove** the Paper Roll and Ribbon Cassette from the printer (refer to Pages 18 - 21 of this Workbook). **Apply** a small amount of anti-static cleaner to a clean, lint-free cloth. **Wipe** across the visible area of the large rubber roller. **Dry** the roller with a second dry lint-free cloth. **Press** the FEED button to advance the roller to an uncleaned portion and **Repeat** the process until the whole roller has been cleaned. **Replace** the Paper Roll and Ribbon Cassette.

Horizon System Helpdesk

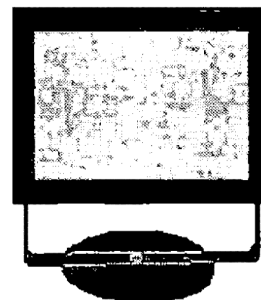
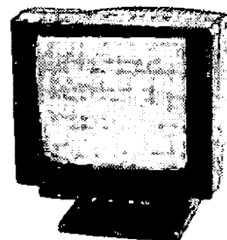
GRO

4. The Monitor

Do switch off the monitor before cleaning.

Do switch off the monitor when not in use for long periods.

Do wipe the monitor at regular periods with an anti-static cleaner and lint-free cloth.



5. Bar-code Reader

Do clean the scan window with an anti-static cleaner and lint-free cloth.



6. A4 Report Printer - OKI 8P Page Printer

Do switch off and unplug the printer before cleaning.

Use only a damp cloth; do not use liquid or aerosol cleaners.

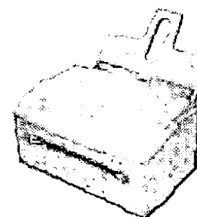
To protect your printer from overheating, make sure all openings on the printer are not blocked.

Do not use your printer near water, or spill liquid of any kind into it.

Lifting the top cover exposes hot surfaces. These are clearly labelled. **Do NOT** touch them.

Do not poke anything into the ventilation slots on the printer; you could get a shock or cause a fire.

It is recommended that the printer be switched off prior to opening or removing covers.



Horizon System Helpdesk

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The Horizon System Helpdesk is available to offer advice, guidance and help to Post Office counter staff about the use of the Horizon system. The Helpdesk staff have access to counter procedures and reference systems and are trained in the use of the Horizon system.

Note:

Should Post Office counter staff have difficulty in using the Horizon system or the training documentation (Workbooks or Quick Reference Guides), they should contact the Horizon System Helpdesk. For problems with the Horizon System User Guide or the Balancing with Horizon document, you should contact the Network Business Support Centre.

The service hours of the Horizon System Helpdesk are:

Out of hours service	0500 - 0800	Monday to Saturday
Full service	0800 - 2000	Monday to Saturday
Out of hours service	2000 - 2400	Monday to Saturday
Out of hours service	0700 - 2200	Sunday

Note:

The full service is NOT provided on English/Welsh Bank Holidays. During these periods, a Sunday service is provided.

During these hours, calls will be handled by ICL Pathway. When call volumes are high, a voicemail message may be relayed.

When the Horizon System Helpdesk is contacted, the Helpdesk operator will ask several questions in order to verify your identity and to ascertain the nature of the problem. These will include:

- Your name
- Your post office FAD code
- Your telephone number
- Details of the problem.

Note:

BEFORE calling the Helpdesk, you should gather as much information as possible about the problem, to enable the Helpdesk operator to swiftly diagnose the nature of the problem. You **MUST** have a copy of the *Horizon System User Guide* to hand when contacting the Horizon System Helpdesk, as it may be referred to during the call.

Horizon System Helpdesk**GRO**

When logging calls requiring further investigation the following additional information is required:

- The type of transaction which requires investigation (APS, Girobank, P & A).
- The nature of the discrepancy, e.g. APS transaction not appearing on report.
- Transaction time, reference/session number, transaction amount which requires investigating and Utility if applicable - as much detail about the transaction as possible.
- The Username of the person who processed the transaction.
- The counter position on which the transaction was processed.
- The stock unit in which the transaction took place, and whether it is a Shared or Individual Stock Unit.

The operator will attempt to resolve or diagnose the problem during this initial telephone call. The information will be recorded onto a Helpdesk system and allocated a unique call reference number. Once the problem has been diagnosed, the operator will give you the call reference number and what action to expect next. This call reference number should be recorded and quoted if you need to ring the Helpdesk about this problem again.

If your query or problem is not resolved during the initial telephone call, the Helpdesk will advise you of the date and time by which you will next be contacted. This contact will take the form of either: a site visit by an engineer, or a telephone call from someone in the ICL Pathway support chain.

Horizon System Helpdesk
GRO

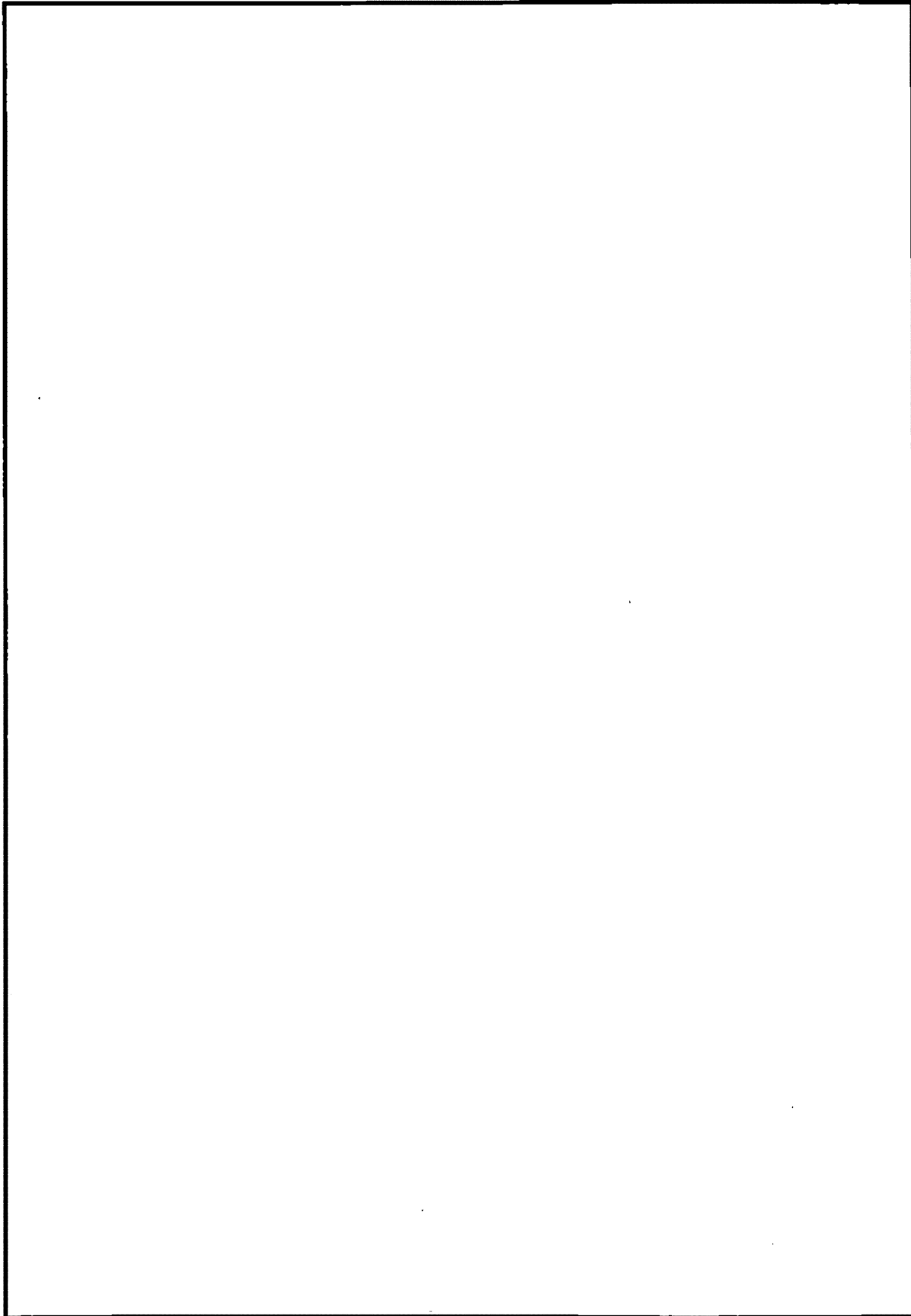
HORIZON SYSTEM

SECTION 2 - CONSUMABLES

INTRODUCTION

Introduction:

This section describes the actions and procedures necessary to order and install consumables on the Horizon system printers.



Section 1: Horizon system Shutdown/Restart

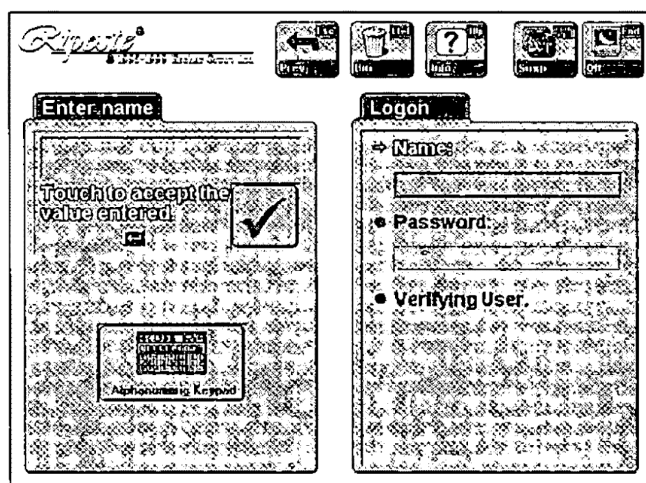
Date: 24/07/00

Issue: 1.0

The Horizon system MUST remain switched on 24 hours a day, 365 days a year. However you may be asked to shutdown or restart the Horizon system in the event of an emergency in the office or when you are instructed to do so by the Horizon System Helpdesk.

In these examples only, you should follow the instructions below:

1. You must first Logout of the Horizon system (as described in Workbook 1).
2. **Touch** the screen, or **Press** ENTER on the keyboard.
3. Read and acknowledge the Agreement screen by **Touching** the OK green tick icon, or by **Pressing** ENTER on the keyboard.

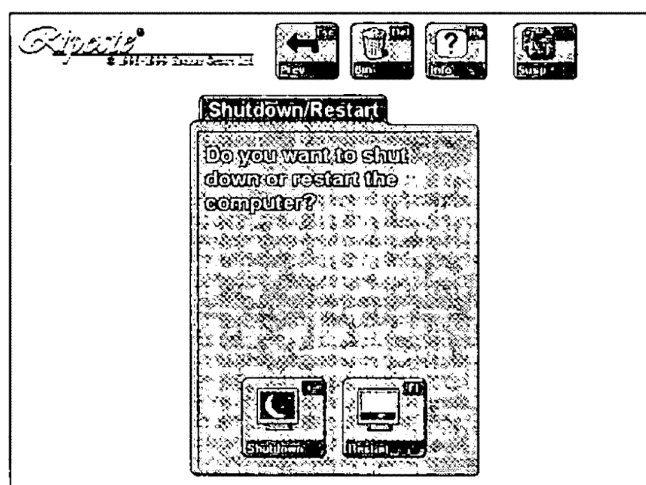


The Enter name screen is displayed. At this point you would usually enter your username as part of the logon process. However, in the top right hand corner of the screen there is an Off icon. This icon can be used to shutdown or restart the Horizon system in the event of an emergency in the office or when you are instructed to do so by the Horizon System Helpdesk.

4. **Touch** the Off icon,



or **Press** END on the keyboard.



The Shutdown Computer screen is displayed. The system prompts you to select whether the Horizon system is to be shutdown or restarted.



The Shutdown icon should only be used if power to the system is required to be removed e.g. in a flood or when instructed to do so by the Horizon System Helpdesk.



The Restart icon should only be used when you have been instructed to do so by the Horizon System Helpdesk.

Note:

In both cases the Post Office Logon (POLO) procedure will need to be carried out when the Horizon service is resumed, refer to Workbook 9 for the POLO procedure.

5. **Select** the Shutdown (ENTER) or Restart (F1) option as required.

The system will then display the following message 'Are you authorised to perform this function?' If you have been authorised to shutdown the system (by the Horizon System Helpdesk) you would **touch** the OK green tick icon (ENTER). If you have not been authorised, you should **touch** the Cancel red cross icon (F1), the system will then returns to the Enter name screen.

Consumables delivered with the Horizon system:

Per Counter Position:

- 3 single ply tally rolls, for use with the counter printer.
- 1 counter printer ribbon. The counter printer will also have a ribbon pre-installed when delivered.

Per Outlet:

- 1 pack of A4 size paper (500 sheets) for use with the A4 report printer.
- The required consumables for the A4 report printer, the toner and image drum cartridges will be pre-installed on delivery.

Further supplies of Horizon consumables can be obtained as follows:

1. Complete an order form in the Horizon Consumables Order Pack, indicating your requirements.
2. Post the top copy of the order form direct to the supplier Dataform, using the label provided.
3. Retain the bottom copy of the form to check the goods on receipt.

The order will normally be delivered within 5 working days of posting the order form. If the order is not received within 7 working days, contact Dataform direct on:

GRO

Quote your order number shown on the top right-hand corner of the order form.

Emergency orders

Emergency orders can be delivered within 24 hours. They can be placed by telephoning Dataform on:

GRO

Installing or changing the counter printer ribbon cassette:

Follow the instructions carefully and do not force the cassette into place.

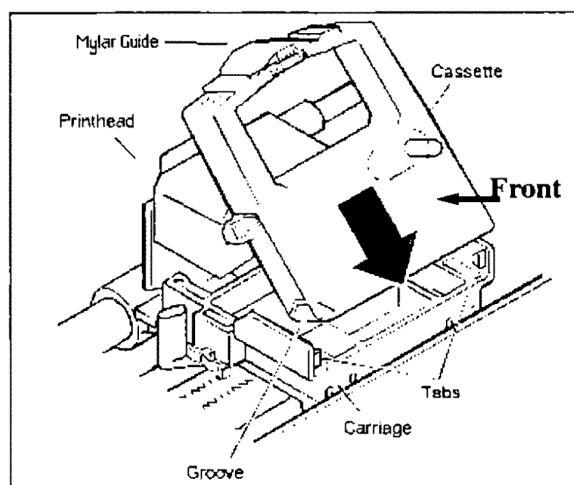
You need to change the counter printer ribbon cassette when print quality deteriorates. Change the ribbon cassette as follows:

Step 1.

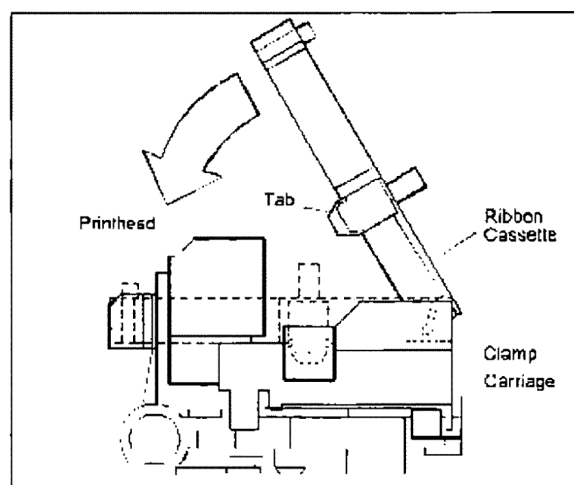
Switch off the printer and open the Cassette Cover (front). If a used ribbon cassette is to be removed, grasp both sides of the Cassette, lift and rock the Cassette back and forth. Do not pull the Cassette straight up.

Note:

Caution - the Printhead may be hot!

**Step 2.**

Holding the Cassette with the Mylar Guide facing away from you, insert the **Front** of the Cassette into the Carriage. It is important to fit the front edge of the Cassette into the Carriage first. Do not place the Cassette flat on the carriage.

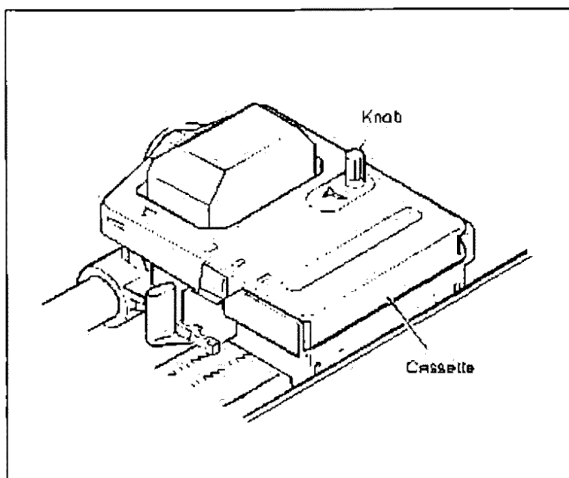
**Step 3.**

Rock the Ribbon Cassette forward, towards the Printhead and then press down on it until the Tabs on the Ribbon Cassette snap into the Clamps.

**Section 2: Installing consumables: counter printer ribbon
cassette, continued**

Date: 24/07/00

Issue: 1.0



Step 4.

Tighten the ribbon by turning the Knob on the Cassette clockwise.

Step 5.

Close the Cassette Cover.

Step 6.

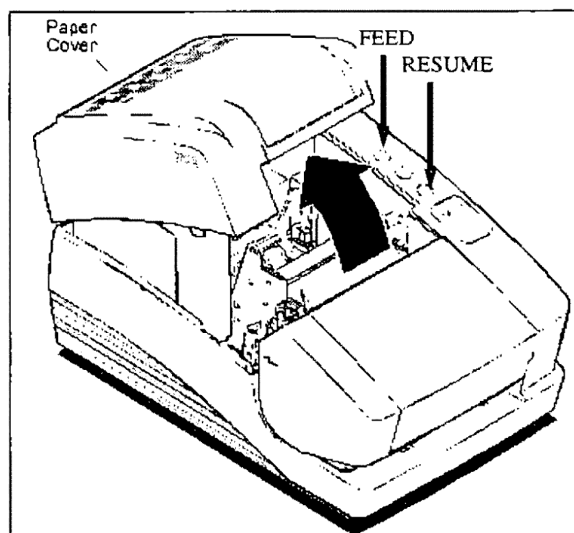
Switch on the printer back.

Note:

The old Ribbon Cassette can be disposed of locally using the new cassette's wrapping and box.

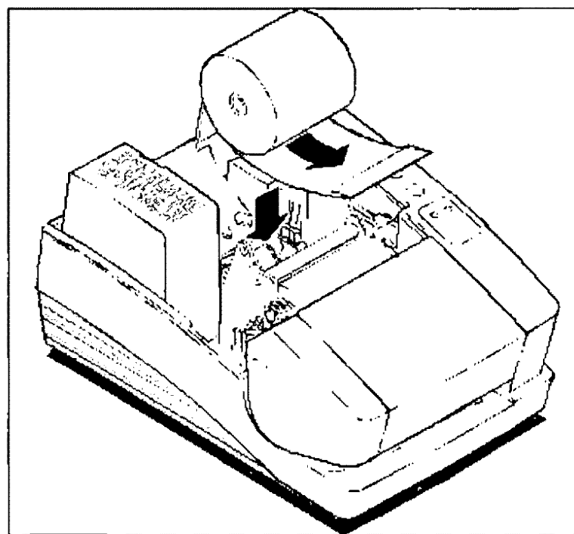
Loading and removing the counter printer paper roll:

Change the paper when the READY light flashes orange and green. This indicates that the paper supply is low. If no action is taken the printer will stop. The paper must be changed before the printer will resume operating.

Load paper as follows:**Step 1.**

Open the Paper Cover (rear). If the paper is to be changed, remove the used roll by pressing the FEED and RESUME buttons at the same time. This removes unused paper from the printer safely.

Do not pull on the paper to remove unused paper from the printer.

**Step 2.**

Tear off a clean edge on the new roll and fold the paper straight. This makes it easier to load the paper.

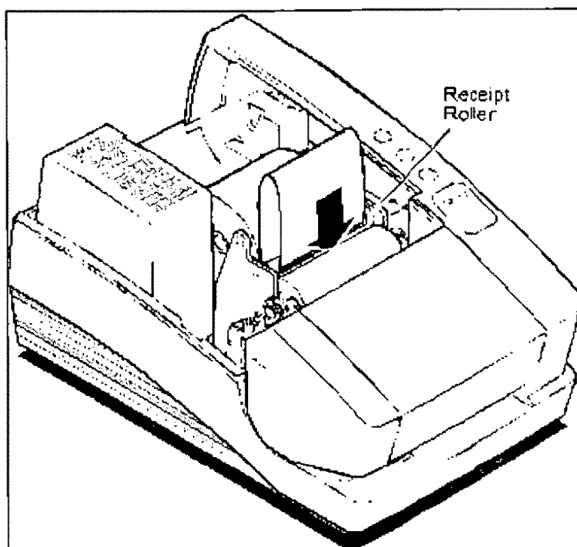
Step 3.

Place the roll in the printer so the paper unwinds from the bottom towards the front.

Section 2: Installing consumables: counter printer paper roll, continued

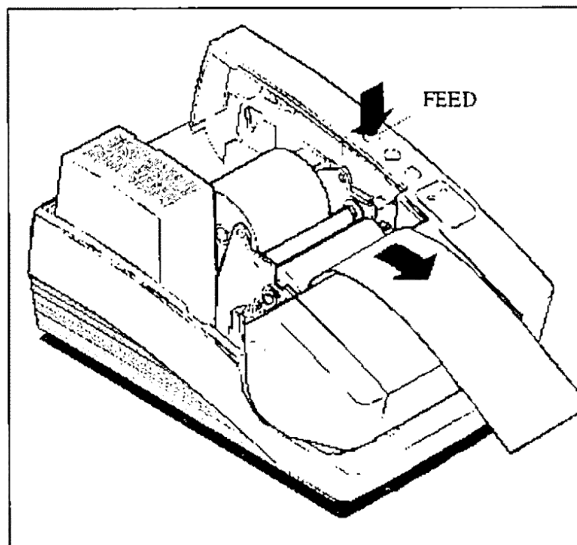
Date: 24/07/00

Issue: 1.0



Step 4.

Slide the edge of the paper over the small roller (Receipt Roller) and into the gap between the small roller and the large rubber roller.



Step 5.

Turn on the printer, if it is not already on, and press and hold the FEED button.

Step 6.

With slight downward pressure, the receipt paper will feed through the printer and out. Continue until 12 inches of paper have fed through, and then release the FEED button.

Step 7.

Thread the receipt paper through the slot in the top cover (rear), close the paper cover, and tear off any excess receipt paper.

Note:

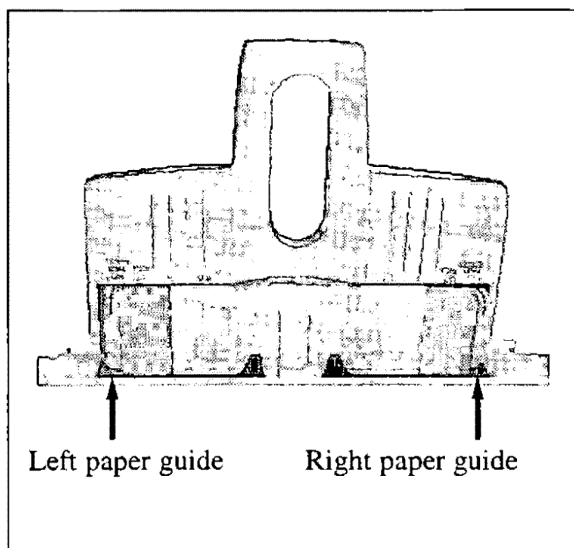
If at any time the paper does not feed, repeat Steps 1 - 7. If this doesn't work, remove the paper roll and start again.

**Section 2: Installing consumables: A4 report printer
(OKI 8P) - loading paper**

Date: 24/07/00

Issue: 1.0

The paper feeder handles up to 100 sheets of paper. To load paper:

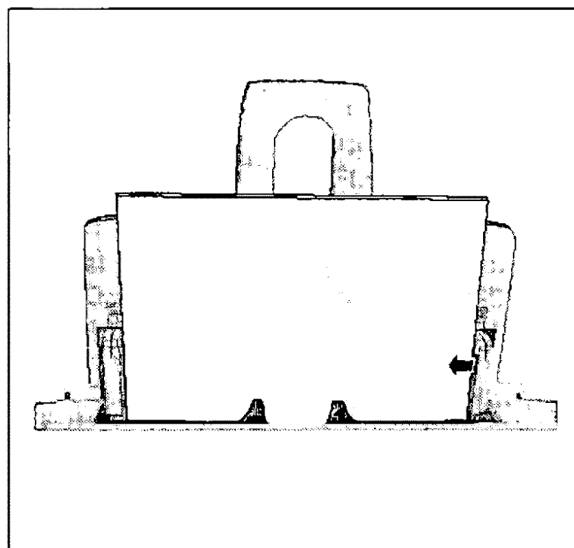


Step 1.

Set the left paper guide to the marker for the required paper size and move the right guide to a position slightly wider than the paper width.

Step 2.

Fan the stack of paper, then tap it on a flat surface to even the edges. Insert the paper so that it is up against the left paper guide and check that it is not skewed.



Step 3.

Adjust the right paper guide to fit against the edge of the paper. Do not move the left guide again as this may cause the paper to skew as it is fed in.

Step 4.

Lift the paper out of the tray again slightly (about 1 cm) and re-insert it gently, allowing it to drop under its own weight - do not force it down.

**Section 2: Installing consumables: A4 report printer
(OKI 8P) - replacing the toner cartridge**

Date: 24/07/00

Issue: 1.0

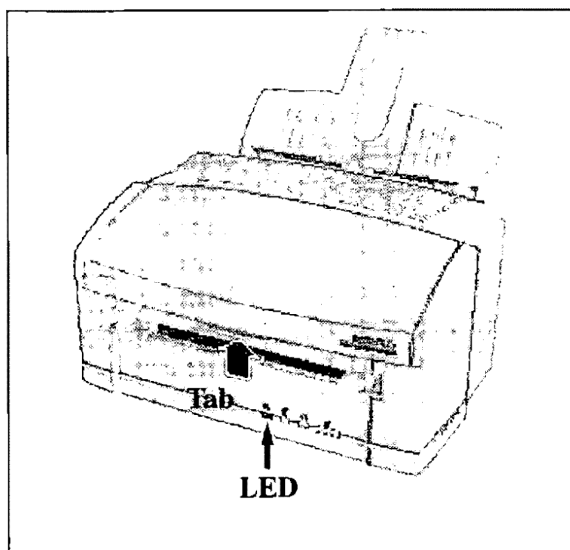
On average the first toner cartridge will produce between 500 and 700 sheets. Thereafter the cartridge should produce approximately 1500 sheets per cartridge.

The toner cartridge should be replaced when the TONER LOW LED blinks slowly. (The LED is the left-hand LED when looking at the front of the printer). You can continue printing using the toner in the printer reservoir. However, you should replace the toner cartridge as soon as possible to maintain print quality and avoid possible damage to the imaging system.

Note:

The LED described above is a common LED for both Toner and Drum error conditions. As the toner is used up more frequently than the drum, it is always prudent to check the toner FIRST (unless it has just been changed), and if the error condition persists (the LED continues to blink slowly) then change the drum, refer to the procedure on Pages 26 - 27 of this Workbook.

To replace the toner cartridge:

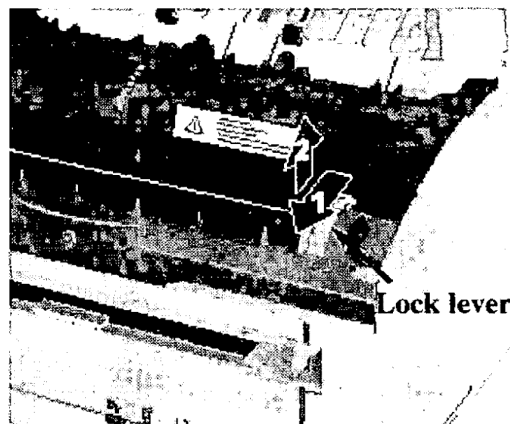


Step 1.

Open the cover by pushing up (gently) on the tab indicated left.

Note:

Opening the cover exposes hot surfaces which are clearly labelled. Do NOT touch them.

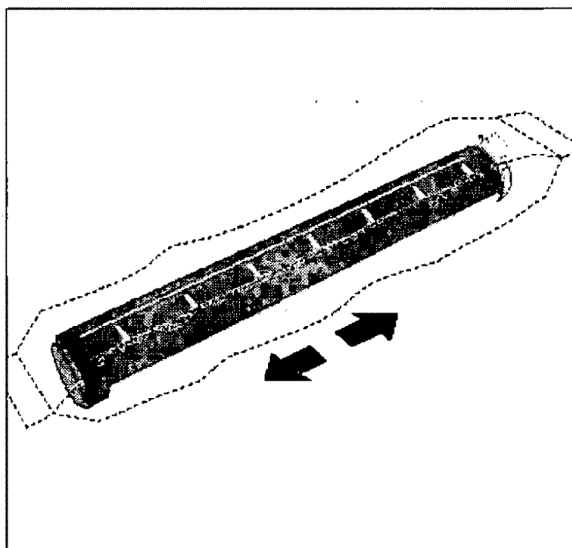


Step 2.

Push the lock lever forward (1).

Step 3.

Lift out the used toner cartridge (2). Dispose of the used toner cartridge locally, using the new toner cartridge's wrapping.

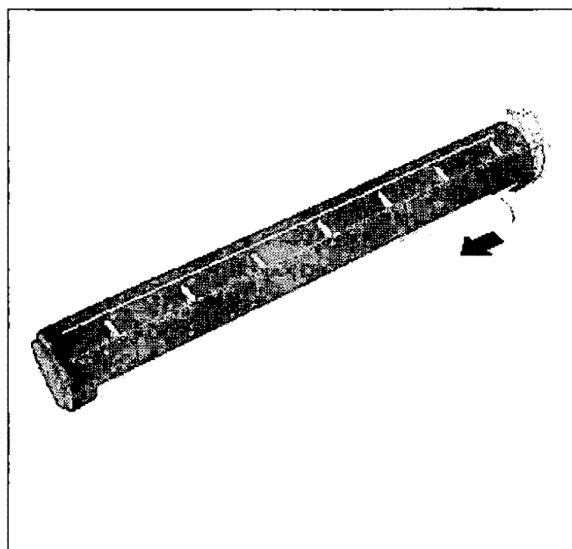


Step 4.

Shake the new toner cartridge gently to distribute toner evenly.

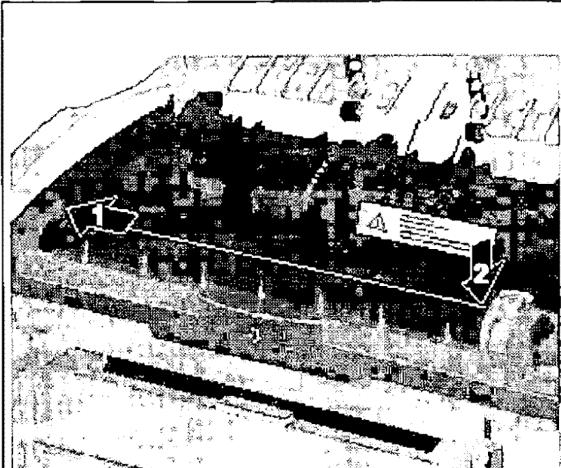
Step 5.

Unwrap the new cartridge.



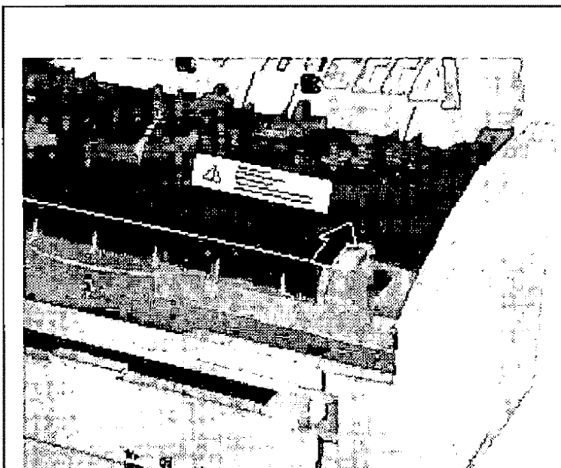
Step 6.

Remove the tape from the new toner cartridge.



Step 7.

Insert the new toner cartridge by inserting the left-hand end into the housing (1) and pushing the right-hand end into position (2).



Step 8.

Push the lock lever back to lock the cartridge in place.

Step 9.

Close the printer cover.

**Section 2: Installing consumables: A4 report printer
(OKI 8P) - replacing the image drum cartridge**

Date: 24/07/00

Issue: 1.0

On average the image drum cartridge should last about 10,000 sheets.

As the image drum approaches the end of its life the CHANGE DRUM LED blinks slowly. (The LED is the left-hand LED when looking at the front of the printer. At this point you should ensure that you have a new drum on hand. The old drum should be replaced as soon as print quality becomes faint or starts to deteriorate.

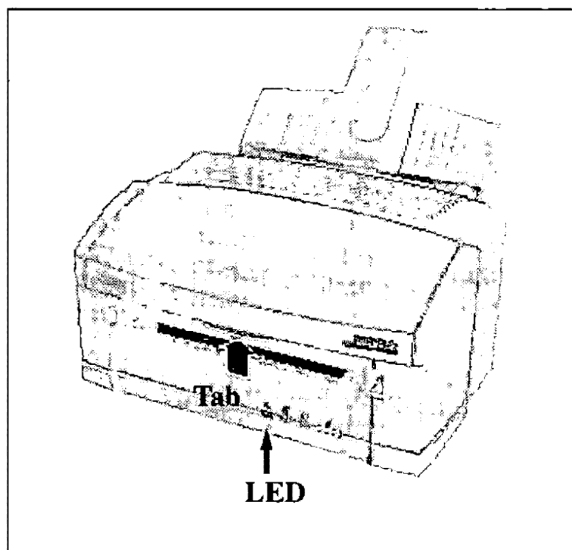
The image drum is a delicate unit and care should be taken not to damage it. It is therefore necessary to follow the guidelines listed below:

- Do NOT touch the green drum surface.
- Do NOT set the cartridge down on anything that might scratch the surface of the drum.
- Do NOT expose the drum to direct sunlight and do not expose it to room light for more than 5 minutes. Leave it in the package until you are ready to install it into the printer.

Note:

The LED described above is a common LED for both Toner and Drum error conditions. As the toner is used up more frequently than the drum, it is always prudent to check the toner FIRST (unless it has just been changed), and if the error condition persists (the LED continues to blink slowly) then change the drum, the toner change procedure is described on Pages 23 - 25 of this Workbook.

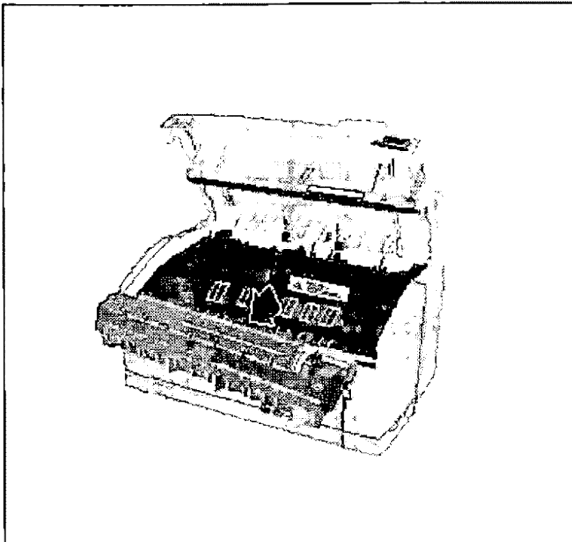
To replace the image drum cartridge:

**Step 1.**

Open the cover by pushing up (gently) on the tab indicated left.

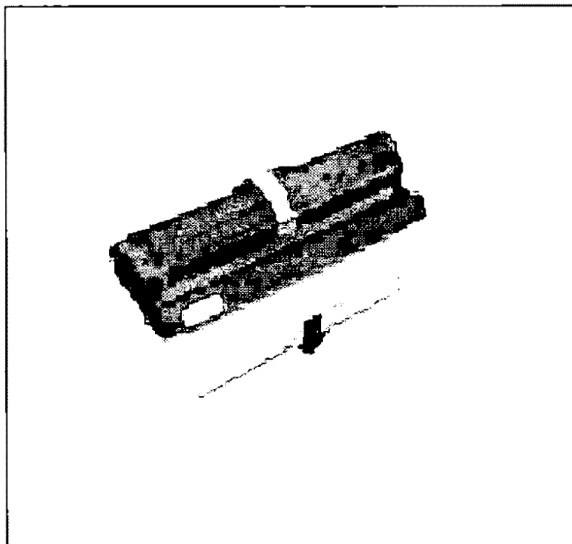
Note:

Opening the cover exposes hot surfaces which are clearly labelled. Do NOT touch them.



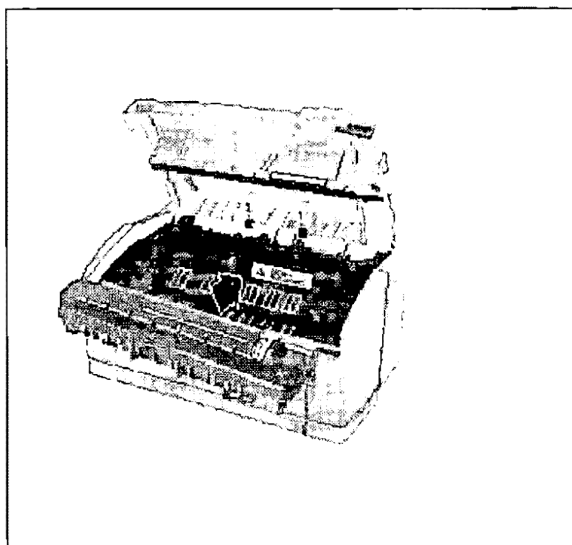
Step 2.

Remove the used image drum cartridge.



Step 3.

Unwrap the new image drum cartridge and remove the protective sheet. Dispose of the used image drum locally, using the new drum's wrapping.



Step 4.

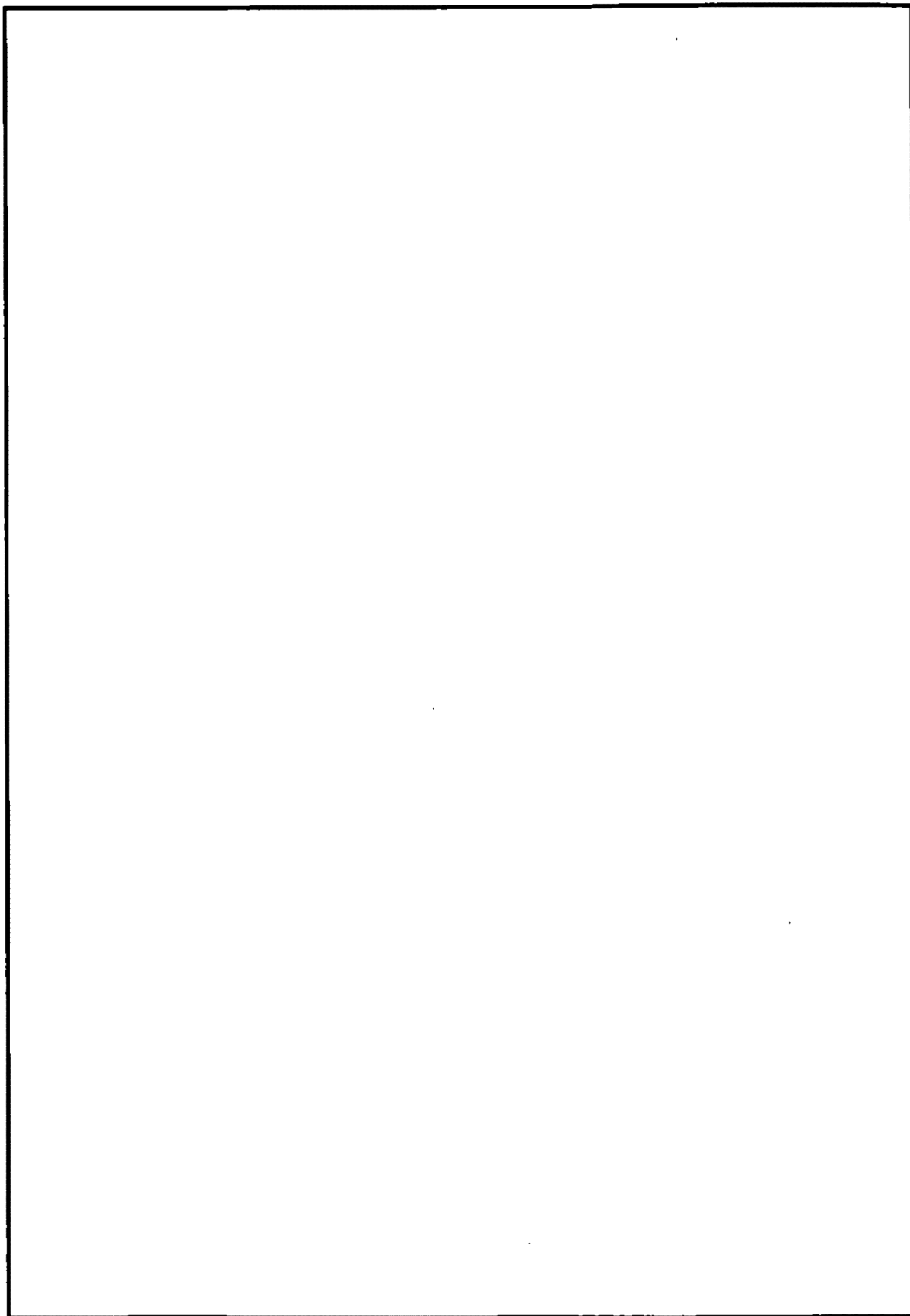
Insert the new image drum cartridge.

Step 5.

Remove the protective plastic cover from the toner well in the image drum unit.

Note:

The image drum cartridge is supplied without a toner cartridge fitted. A new toner cartridge must therefore be fitted, refer to the procedure on Pages 23 - 25 of this Workbook.





Activity Sheet 1 Workbook 8

1. Name two sources of Help available to users.

2. On which days is the Horizon System Helpdesk **NOT** available?

3. Name three questions that you may be asked, by the Horizon System Helpdesk to verify your identity.

4. What document must you have to hand when telephoning the Horizon System Helpdesk?

5. When can the Horizon system processor be switched off?
