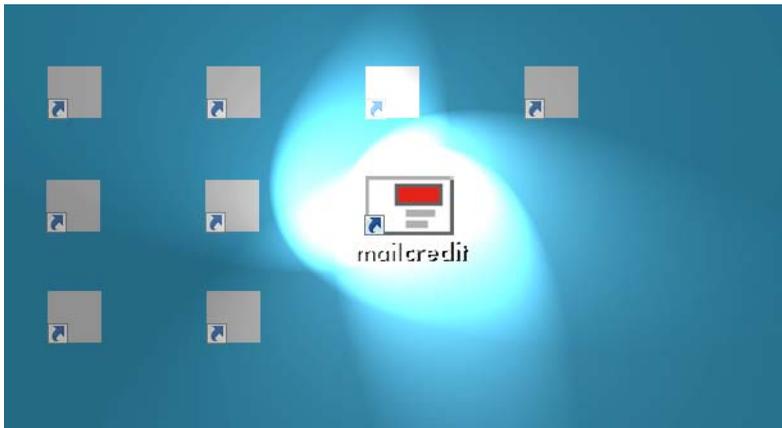




mailcredit

Connected to the FP World



User Manual

About this manual

Target group

The User Manual of mailcredit is primarily aimed at users of FP franking machines and systems, but also system administrators.

Users of mailcredit should have basic knowledge of Windows. To install the application, you need administrator rights but no special PC knowledge.

Topics

The present manual gives an overview of the software functions, describes software installation in detail and how to perform daily routine tasks.

The appendices describe how to operate mailcredit with the respective franking machine.

The following icons and text markups have been used in the present manual:

- Bullet points precede instructions.
- Dashes precede list items.

`mailcredit.exe`

Menu commands, file names, path names are printed in the Courier font.

[Next]

Names of links and buttons are given in square brackets.



Warning! indicates a potential hazard which may result in injury.



Caution! indicates potential operating errors and operations which may result in malfunctions. The tips help avoiding such errors.



A tip offers advice or additional suggestions for improving the operation and provides additional information.

Contents

About this manual	2
The mailcredit application	4
Installation in Windows 7	5
Install the driver for the USB-serial-adaptor <i>(optional)</i>	11
Use mailcredit for communication between franking machine and data centre	13
Log feature	15
Franking machine update	16
Exit mailcredit	18
Other settings and functions	18
Uninstall mailcredit	19
Troubleshooting	20

Appendix

Appendix 1: Install mailcredit in Windows XP

Appendix 2: Using mailcredit for the mymail franking machine

Appendix 3: Using mailcredit for the optimail 30 franking machine

Appendix 4: Using mailcredit for the ultimail franking system

Appendix 5: Using mailcredit for the centormail franking system

Appendix 6: Using mailcredit for the centormail franking system with graphic user interface

The mailcredit application

What is mailcredit? mailcredit is a convenient PC application for easily linking FP franking machines with the data centre via the internet.

The fast internet connection replaces the connection via the analogue modem of the franking machine.

Functions (examples)

- Load postage
- Franking machine update
- Load rate tables
- Contact the data centre during installation of the franking machine

These Remote Services run exactly like those you are familiar with when a modem connection is active.

Supported operating systems

- Windows XP
- Windows Vista
- Windows 7

Download You can download mailcredit from mailcredit.francotyp.com.

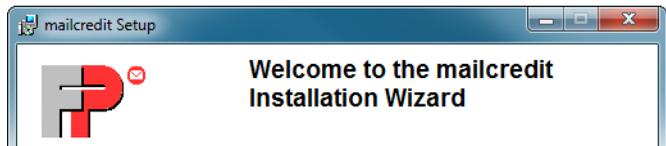
Installation in Windows 7

- System requirements*
- Processor / RAM: No prerequisites exceeding those of the OS
 - Hard disk space: 15 MB
 - Internet access (broadband connection recommended)
 - Administrator rights

Procedure

- Download the latest mailcredit version.
- Quit all running applications.
- Run the file `setup.exe` by double-clicking it.
- Confirm the Windows security prompt (“Do you want the following program to allow changes to this computer?”) with `[Yes]`.

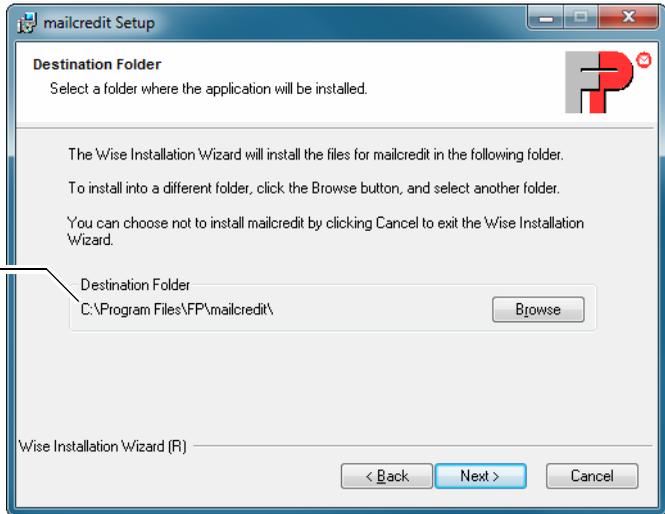
The mailcredit installation wizard starts.



- Confirm with `[Next]`.

The wizard now prompts you to specify the installation path.

Installation folder



- Accept the suggested path
- or*
- choose another path with [Browse].

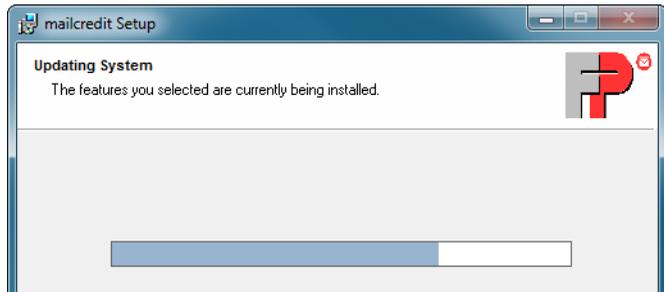
When the desired settings are displayed:

- Continue with [Next].

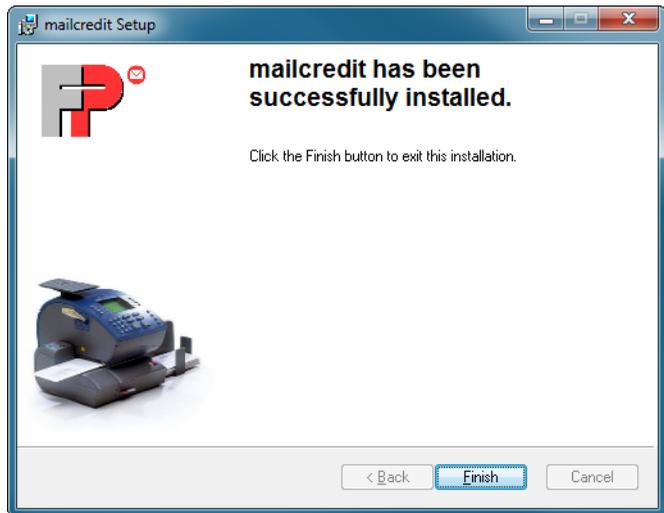


- Enable “Create desktop shortcut” if you want to have a shortcut on your desktop.
- Start installation with [Next].

mailcredit is now being installed. This can take some time.



Installation is complete.



- Close the wizard with [Finish].
- mailcredit is installed.

Configure the display of icons in the taskbar



The mailcredit icon  appears only when the application starts.

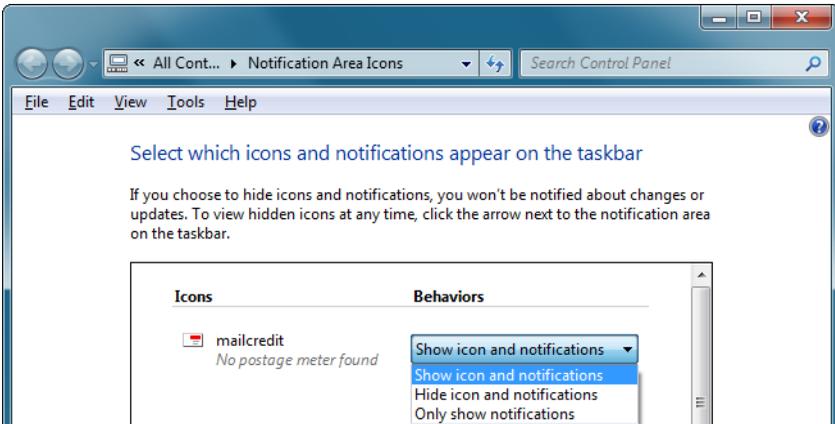


Show hidden icons

By default, the mailcredit icon is hidden. To view it, you must click the arrow (“Show hidden Icons”) to the left of the other icons in the taskbar.

When you want the mailcredit icon to appear in the right-hand notification area of the taskbar:

- Click the arrow [Show hidden Icons].
- Select [Customize].



- For mailcredit.exe, choose the option Show icon and notifications in the drop-down menu.
- Confirm with [OK].

The icons will now be always visible when mailcredit is running.

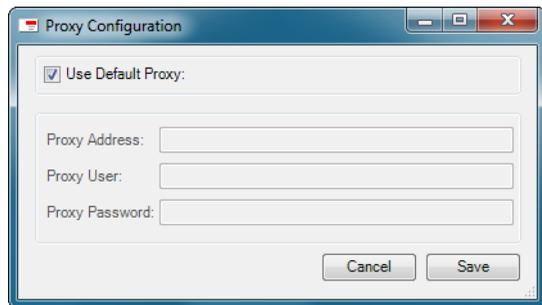
Proxy configuration

By default, mailcredit uses the connection settings of the internet explorer to access the internet. In case this does not work, you have to enter the data for your local proxy server manually. If in doubt, please contact your network administrator.

Change proxy configuration

- Start mailcredit.
- Right-click the mailcredit icon in the taskbar to open the context menu.
- Select Configuration → Configure proxy.

mailcredit opens the “Proxy Configuration” dialogue.



- Remove the “Use Default Proxy” check mark.

You can now enter the data for your local proxy server.

Proxy Address

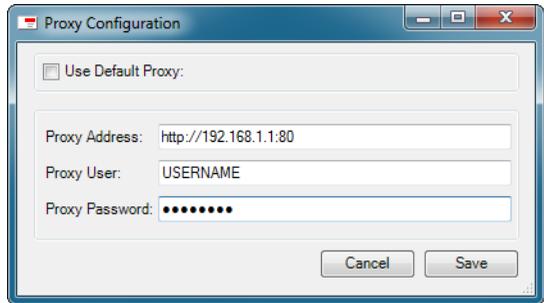
- Enter the protocol name (e.g. “http://”).
- Enter the IP-address.
- Enter the port number (usually “80” for HTTP or “443” for HTTPS).

Proxy User

- Enter the **proxy** user name.

Proxy Password

- Enter the proxy password.



- Save the data.

Install the driver for the USB-serial-adapter (*optional*)



Caution! Only use the supplied USB-serial-adapter and install it exactly according to the instructions **prior to plugging the adaptor to the PC** and connecting the franking machine.

USB-serial-adapter
(similar to illustration)

Connection
cable



USB-serial-converter

To use the USB-serial-adapter, you must configure it in Windows once during commissioning. The franking machine need not be running.

- Install the drivers from the supplied CD.
- Plug the USB-serial-adapter to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

Windows will detect a new device and starts the wizard for driver installation.

The wizard prompts you whether to establish a connection with Windows Update.

- Choose one of the two variants of [Yes].
- Confirm with [Next].

The wizard prompts you for the type of installation.

- Choose the option [Install the software automatically].
- Confirm with [Next].

Windows installs the “USB-Serial-Converter”. This can take a few minutes.

When installation is complete, the wizard prompts you to finish the procedure.

- Finish installation with [Finish].

USB Serial Port

Windows now continues by installing the driver for the “USB Serial Port”. This procedure is identical with the preceding one:

The wizard prompts you whether to establish a connection with Windows Update.

- Choose one of the two variants of [Yes].
- Confirm with [Next].

The wizard prompts you for the type of installation.

- Choose [Install the software automatically].
- Confirm with [Next].

Windows installs the “USB Serial Port”. This can take a few minutes.

When installation is complete, the wizard prompts you to finish the procedure.

- Finish installation with [Finish].

Installation is complete.

Use mailcredit for communication between franking machine and data centre



Caution! Quit all other applications using the COM port (e.g. mailreport) before starting mailcredit.

- Connect the franking machine to the PC (see the Appendix for the respective franking machine).
- Switch the franking machine on.
- If necessary: Establish the communication to the PC at the franking machine (see the Appendix for the respective franking machine).
- Run mailcredit by double-clicking the desktop shortcut.

The mailcredit icon displays a green postage stamp and the message “Connected”.

mailcredit is now ready for operation. As a rule, no further steps are required, and you can operate the franking machine as usual.

Status displays

Icon	Status display	Meaning
Red	No postage meter found. Internet communication could not be checked.	No communication with the franking machine.
Green	Connected (balloon-tip)	Communication with the franking machine established. But connection to the internet is interrupted.
	Waiting for connection by the postage meter on interface: COM... The Internet server cannot be reached.	
	Connected (balloon-tip)	Communication with the franking machine and connection to the internet are established. You can operate mailcredit.
	Waiting for connection by the postage meter on interface: COM... Internet communication possible.	
Green (flashing)	Starting data transfer (balloon-tip)	Data transmission to the data centre in progress.

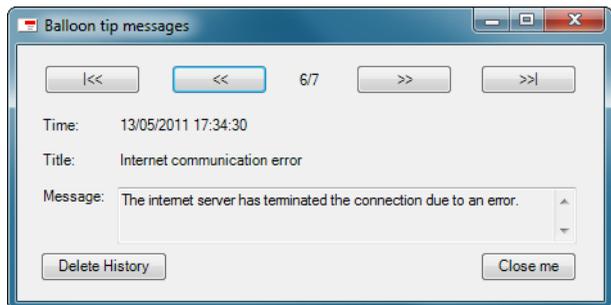
Log feature

mailcredit logs all balloon tip messages as well as their time of occurrence. This is especially helpful for troubleshooting as you can retrace every step of a malfunctioning operation.

Display log

To display the balloon tip messages log:

- Left-click the mailcredit icon in the taskbar. mailcredit opens the “Balloon tip messages” window.



- Navigate the individual items with the [`<<`] / [`>>`] (previous / next) and [`|<<`] / [`>>|`] (first / last) buttons.

Delete log

To clear the balloon tip messages log:

- Press [`Delete History`] to delete all logged balloon tip messages.

Quit log

To close the “Balloon tip messages” window:

- Press [`Close me`] or click on the [`x`] button in the upper right corner.

Franking machine update *(not available in all countries)*



Caution! Initiate a Teleset procedure prior to updating the software of your franking machine. Otherwise, certain data may be lost during the process. The amount of “0” is sufficient.

mailcredit offers a convenient function to update the software of the franking machine. This feature is not available in all countries and not available for all franking machines.

Prerequisites

- The new machine software is available as a file on the PC.
- mailcredit indicates that communication with the franking machine is possible.

Teleset

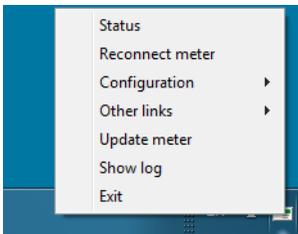
In order to exchange certain data, a connection to the TDC is necessary before updating the software.

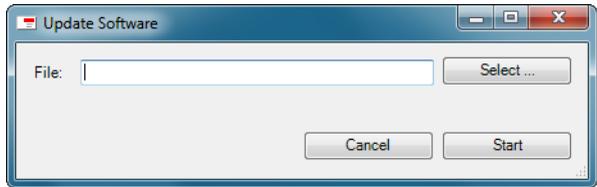
- Run Teleset as usual. If you do not need additional credit, simply initiate the process with an amount of “0”.

Update software

- Right-click the mailcredit icon in the taskbar to open the context menu.
- Select [Update meter].

mailcredit opens the “Update Software” dialogue where you select the file and start the update.





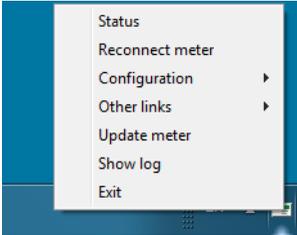
- Press [Select...] to choose the location of the FPF file containing the machine software.
- Click [Open] to select the desired file.
- Click [Start] to start the upload.

mailcredit uploads the new software to the franking machine. This step takes several minutes.

- Heed the mailcredit messages. Follow the instructions.
- Confirm the message(s) after the procedure is complete with [OK].

The software update is complete.

Exit mailcredit



To exit mailcredit:

- Right-click the mailcredit icon in the taskbar to open the context menu.
- Select [Exit].

mailcredit closes, and the icon disappears from the taskbar.

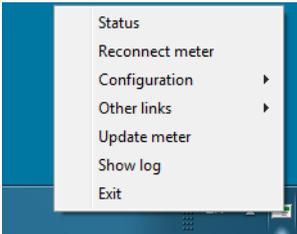


mailcredit should be running permanently when you operate franking machines that establish connections to the data centre automatically.

Other settings and functions

The context menu of mailcredit offers additional functions. To access these:

- Right-click the mailcredit icon in the taskbar to open the context menu.



Status – Displays information about the communication with the franking machine and the internet connection.

Reconnect meter – Forces mailcredit to scan the COM ports for a franking machine and re-establish communication.

Configuration – Lets you edit proxy parameters (proxy address and password) and URLs stored in “Other links”.

Other links – Links to useful websites such as the FP Shop. You can edit or add new addresses in “Configuration”.

Show log – Opens the text file in which mailcredit logs errors amongst other things.

Uninstall mailcredit

To uninstall mailcredit, proceed as follows:

Windows 7

- In the Windows Start menu, choose Control Panel => Programs and Features.
- Click “mailcredit” in the list.
- Right-click and choose [Uninstall]
or
click the [Uninstall] button at the top.
- Confirm the security prompt with [Yes].
- If applicable: confirm the Windows security prompt.

mailcredit is now being uninstalled.

Windows XP

- In the Windows Start menu, choose Settings => Control Panel.
- Select Software.
- Highlight “mailcredit” in the list and click the [Change or Remove Programs] button.
- Confirm the security prompt with [Yes].

mailcredit is now being uninstalled.

Troubleshooting

Issue	Cause and possible elimination
mailcredit cannot be started.	You do not have administrator rights. Change to a user account with administrator rights.
mailcredit does not recognise the franking machine.	The drivers for “USB Serial Converter” and “USB Serial Port” are not installed. Plug the USB-serial-adaptor in again and let Windows execute the automatic installation via Windows Update. <i>See page 11.</i>
	Establish a connection with the PC at the franking machine. <i>See the Operator Manual of your franking machine.</i>
mailcredit malfunctions.	Communication problem between mailcredit and franking machine. Quit and restart mailcredit or use the “Reconnect meter” function.
	mailcredit cannot access the COM port because it is in use by another application (e.g. mailreport). Close all applications. Restart mailcredit.
The franking machine cannot establish a connection to the data centre. Communication error with remote station.	Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see Appendix</i>). Quit and restart mailcredit or use the “Reconnect meter” function.
	Franking machine is not configured for mailcredit operation. Check the current modem configuration (<i>see Appendix</i>).
	PC problem, web access failure.
	Check the phone number of the data centre (<i>see Operator Manual of your franking machine</i>).
	Proxy configuration incorrect. Configure the proxy settings (<i>see page 9</i>).

Issue	Cause and possible elimination
The mailcredit icon is not visible in the taskbar.	Edit the taskbar properties. <i>See page 8.</i>



For further details how to correct malfunctions yourself, please refer to the Appendix for the respective franking machine.



Appendix 1

Install mailcredit in Windows XP

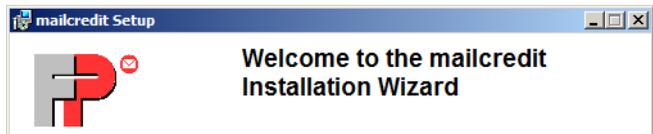
System requirements

- Processor / RAM: No prerequisites exceeding those of the OS
- Hard disk space: 15 MB
- Internet access (broadband connection recommended)
- Administrator rights
- Service Pack 3 (Windows XP 32 bit) / Service Pack 2 (Windows XP 64 bit)
- .NET Framework 3.5

Procedure

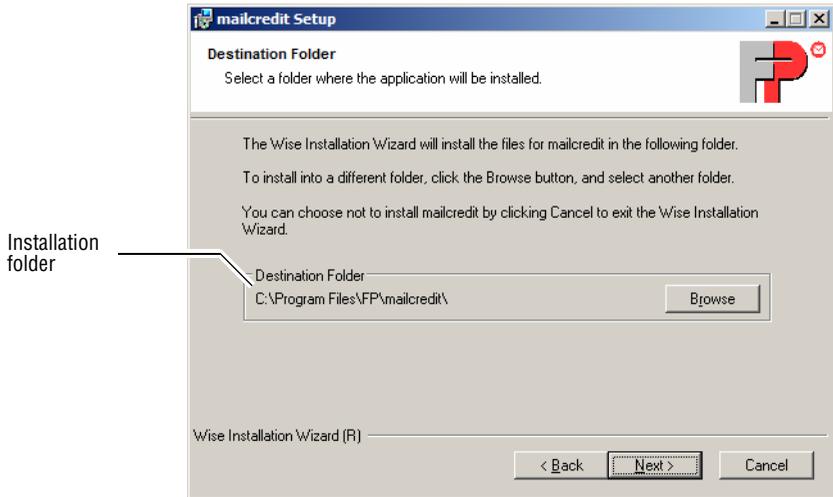
- Download the latest mailcredit version.
- Quit all running applications.
- Run the file `setup.exe` by double-clicking it.

The mailcredit installation wizard starts.



- Confirm with [Next].

The wizard now prompts you to specify the installation path.



- Accept the suggested path

or

- choose another path with [Browse].

When the desired settings are displayed:

- Continue with [Next].



- Enable “Create desktop shortcut” if you want to have a shortcut on your desktop.
- Start installation with [Next].

mailcredit is now being installed. This can take some time.



Installation is complete.



- Close the wizard with [Finish].
- mailcredit is installed.



Appendix 2

Using mailcredit for the mymail franking machine



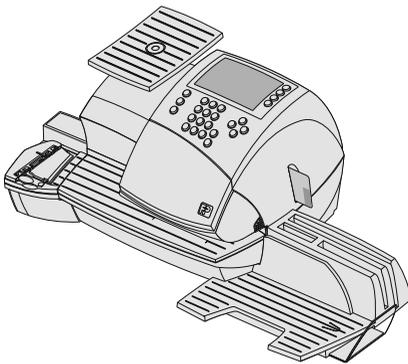
To operate mailcredit for the mymail franking machine, you need the **mailcredit Kit mymail**. You can order this kit from Francotyp-Postalia.

Please read the mymail Installation Guide and the mymail Operator Manual on how to use mailcredit with the mymail franking machine.



Appendix 3

Using mailcredit for the optimail 30 franking machine



Things you should know

Topics The present Appendix describes how to operate **mailcredit** with the **optimail 30** franking machine.

In this document you will learn

- how to connect the optimail 30 to a PC
- how to set up the optimail 30 for operation with mailcredit
- how to use mailcredit in your daily routine
- the special points to observe when setting up and commissioning the optimail 30 if you want to use mailcredit for communication with the data centre
- troubleshooting tips for mailcredit issues.

Supplementary documents The present Appendix supplements the documentation that came with your optimail 30 franking machine.

Please read the optimail 30 Installation Guide and the optimail 30 Operator Manual before commissioning the optimail 30.

Please make sure to observe the notes on intended use and the safety instructions in the Installation Guide and the Operator Manual.

mailcredit Kit The **mailcredit Kit optimail 30 / ultimail / centormail** contains all items you need to operate mailcredit for the optimail 30 franking machine.

You can order this kit from Francotyp-Postalia.

Contents

Things you should know	2
Connect optimail 30 to the PC	4
Setting up optimail 30 for operation with mailcredit	6
Using mailcredit	7
Commissioning of optimail 30 when using mailcredit	8
Tips for helping yourself	13

Connect optimail 30 to the PC



Warning! Please make sure to observe the safety instructions in the optimail 30 Operator Manual and the safety instructions for your PC.



Warning! Use only cables and adaptors supplied or approved by Francotyp-Postalia to connect the optimail 30 to the PC. Make sure connection cables are not damaged.

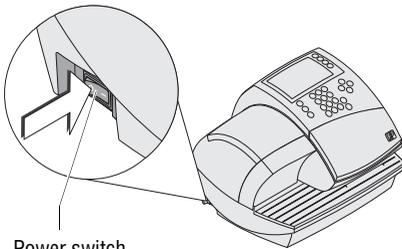
*mailcredit Kit
optimail 30 / ultimail / centormail*

Have the mailcredit Kit supplied by Francotyp-Postalia ready.

For the optimail 30, use the connection cable with the male 25-pin D-Sub connector and the 9-pin D-Sub socket and the USB-serial-adaptor if applicable.

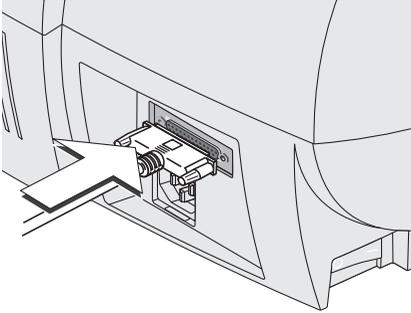
Before plugging in cables

- Shut down/switch off the PC properly.
- Switch off the optimail 30. (The power switch is located on the left side of the franking machine.)



Power switch

Connect the connection cable

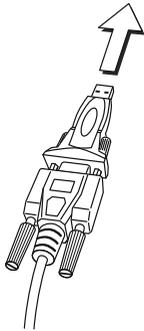


- Plug the connection cable (D-Sub, male, 25-pin) provided by Francotyp-Postalia to the serial interface on the optimail 30 and screw tight. (The serial interface is at the rear of the franking machine.)

Serial interface at the PC

or

USB interface at the PC



- Plug the connection cable (9-pin D-Sub, female) to a serial interface of the PC.

or

- Plug the USB-serial-adaptor to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

Note:

The provided USB-serial-adaptor can look different than the model shown in the illustration.

Switching on

- Switch on the PC.
- Switch the optimail 30 on again.



You must make some settings at the franking machine before you can operate mailcredit for the optimail 30. For this purpose, please refer to the following pages.

Setting up optimail 30 for operation with mailcredit

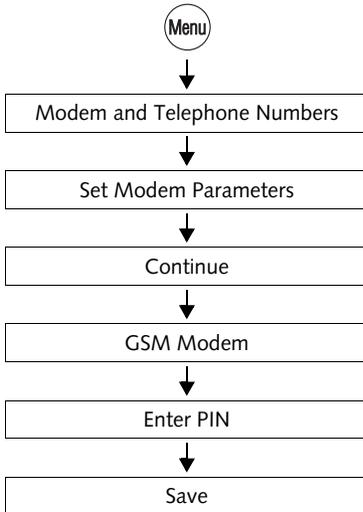
To operate mailcredit, you must configure the connection to the data centre via GSM modem (as an external communication device).

- Prerequisites*
- optimail 30 is connected to a PC (*see page 4*).
 - mailcredit is installed on the connected PC.
 - The optimail 30 is switched on.

At the PC

- Start mailcredit.
- mailcredit detects the connected franking machine and displays the machine number.

On optimail 30



- Press the  key.
- Select in the menu: MODEM AND TELEPHONE NUMBERS → SET MODEM PARAMETERS.

optimail 30 opens the procedure where you configure the connection to the data centre.

- Press CONTINUE to proceed.
- optimail 30 performs a scan for available communication devices and offers them in a selection list.
- Select GSM MODEM.
 - Enter a PIN (e.g. 1234).
- Note: You can type any PIN with 4 to 8 digits.
- SAVE the PIN you typed.

Using mailcredit

Prerequisites

- optimail 30 is connected to a PC (*see page 4*).
- mailcredit is installed on the connected PC.
- optimail 30 is set up for operation with mailcredit (*see page 6*).

Communication between mailcredit and optimail 30

- Switch the optimail 30 on.
- Start mailcredit.



“No modem available” appears during the start routine because communication between mailcredit and the optimail 30 has not yet been established. Confirm the message with the ENTER key.

As soon as the optimail 30 has finished its start routine, mailcredit detects the connected franking machine and displays the machine number.

Connection with the data centre

- When mailcredit indicates it is ready for communication with the optimail 30 and the internet (`context menu → Status`), you can load postage or start other Remote Services (e.g. update the rate table).

The connection to the data centre is established, and data transmission starts.

Messages in the display of the franking machine and balloon tips in mailcredit provide status information.

Commissioning of optimail 30 when using mailcredit



Warning! Read the Installation Guide for the optimail 30 franking machine. Heed the safety instructions regarding set-up and commissioning.



Warning! Use only cables and adaptors supplied or approved by Francotyp-Postalia to connect the optimail 30 to the PC. Make sure connection cables are not damaged.



Warning! Heed the safety instructions for your PC.

Set-up and commissioning of the optimail 30 is covered in detail in the Installation Guide. Instead of the connection options described therein, you can also establish a connection to the data centre via the internet using a PC and mailcredit. Particularities of this connection type are described below.

Prior to commissioning

Prerequisites

To ensure smooth installation of your optimail 30, you should verify whether or not the following prerequisites are met:

- The **mailcredit Kit** optimail 30 / ultimail / centormail supplied by Francotyp-Postalia is at hand.

For the optimail 30, use the connection cable with the 25-pin male D-Sub connector and the 9-pin female D-Sub connector or the USB-serial-adaptor if applicable.

- mailcredit is installed on the connected PC.

Installation

- Set up the franking machine as described in the [Installation Guide optimail 30](#).

Follow the installation steps from unpacking to setting up the optional sealer.

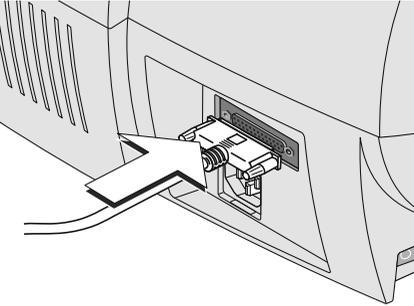
Unpacking

Checking the contents of the package

...

Installing the sealer

Connect optimail 30 to the PC

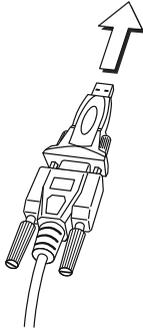


Serial interface at the PC



or

USB interface at the PC



Connecting

- Plug the connection cable (D-Sub, male, 25-pin) provided by Francotyp-Postalia to the serial interface on the optimail 30 and screw tight. (The serial interface is at the rear of the franking machine.)

- Plug the connection cable (9-pin D-Sub, female) to a serial interface of the PC.

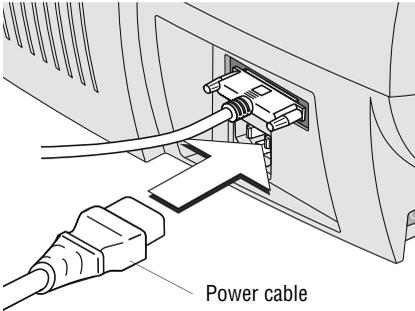
or

- Plug the USB-serial-adaptor to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

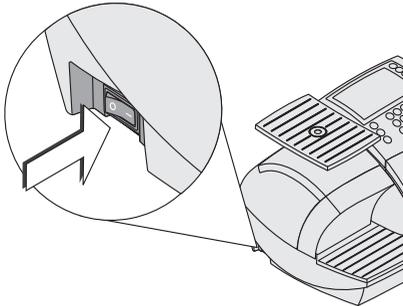
Note:

The provided USB-serial-adaptor can look different than the model shown in the illustration.

Connect power cable



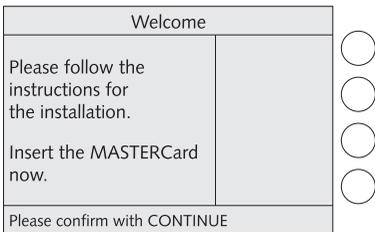
- Plug the power cable appliance connector into the power connection of the franking machine. The power connection is at the rear of the optimail 30.
- Plug the power plug into a grounded socket (230 VAC).



Switching on

- Push I (= ON) on the power switch, the toggle switch on the left side of the franking machine.

Log-in procedure: Start screen



The display lights up and the authorisation procedure starts.

Log-in procedure

Welcome	
Please follow the instructions for the installation. Insert the MASTERCard now.	Continue
Please confirm with CONTINUE	

Log in

- Now follow the instructions in the Installation Guide optimail 30 up to step "Connection configuration".

Communication between franking machine and mailcredit

Connection configuration

- Start mailcredit on the PC.

Heed the status information of mailcredit on the PC screen.

When mailcredit indicates that communication with optimail 30 and the web is possible, you can proceed with connection set-up.

Connection configuration: mailcredit

Connection Configuration	
If necessary, connect an external modem device (GSM Modem or Universal Link Box) to the serial connection socket.	Continue
	Cancel
Choose option	

- Click CONTINUE to start the connection configuration.
optimail 30 scans connected devices and offers a list where you can select from available connection types. This can take a few seconds.

Connection Configuration	
Not available:	Internal Modem <input type="radio"/>
	GSM Modem <input checked="" type="radio"/>
Universal Link Box	<input type="radio"/>
	<input type="radio"/>
Choose option	

To operate mailcredit:

- Select GSM MODEM.

External Modem	
PIN	Delete PIN <input type="radio"/>
****_	<input type="radio"/>
	Cancel <input type="radio"/>
	Save <input checked="" type="radio"/>
Choose option	

- Enter a PIN (e.g. 1234).

Note: You can type any PIN with 4 to 8 digits.

- SAVE the connection configuration.

Authorisation ...

optimail 30 will call the data centre when Connection Configuration has been completed successfully.

Follow the optimail 30 Installation Guide

Authorisation and all further installation steps take place as described in the Installation Guide optimail 30.

Tips for helping yourself

Below, you will find tips on how to eliminate problems that may arise when operating mailcredit for the optimail 30.

Please read chapter “Troubleshooting” in the present manual when you have problems with the mailcredit application itself.

Refer to the optimail 30 Operator Manual when you need help with regard to malfunctions or problems in operating the optimail 30 franking machine. The “Installation Guide optimail 30” provides help when you have problems setting up and commissioning the franking machine.



If you cannot eliminate a fault yourself by following these hints, please contact the Francotyp-Postalia Service.

Issue	Possible cause and remedy
mailcredit does not recognise the franking machine.	<p>Communication error between mailcredit and franking machine. Quit and restart mailcredit or use the “Reconnect meter” function.</p> <hr/> <p>Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.</p>
Connection configuration: “GSM Modem” is not offered in the list.	<p>mailcredit is not active. Start mailcredit. Restart the connection configuration.</p> <hr/> <p>mailcredit does not recognise the franking machine. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function. Restart the connection configuration.</p>

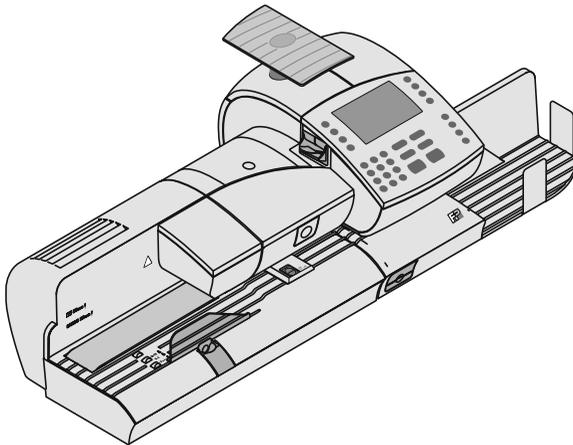
Issue	Possible cause and remedy
A modem is not available.	<p>If the error occurs <u>during commissioning</u>: Confirm the error message with the ENTER key and continue. Setting up the connection to the data centre is part of the log-in procedure.</p>
	<hr/> <p>mailcredit is not active. Start mailcredit. Repeat the procedure.</p>
	<hr/> <p>After switching on the optimail 30, communication between mailcredit and franking machine is not immediately effective. Confirm message. mailcredit detects the franking machine as soon as the optimail 30 has finished its start routine.</p>
	<hr/> <p>Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.</p>

Issue	Possible cause and remedy
No connection with the data centre.	mailcredit is not active. Start mailcredit. Repeat the procedure.
Communication issue with the modem.	Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.
	Check the connection parameters for communication with the data centre (<i>see page 6</i>).
	PC problem, web access failure.
	Check the phone number of the data centre (<i>see optimail 30 Operator Manual</i>).
	Proxy configuration incorrect. Configure the proxy settings (<i>see mailcredit User Manual, page 9</i>).
	Data centre issue. Try again later.



Appendix 4

Using mailcredit for the ultimail franking system



Things you should know

Topics The present Appendix describes how to operate **mailcredit** with the **ultimail** franking system.

In this document you will learn

- how to connect the ultimail to a PC
- how to set up the ultimail for operation with mailcredit
- how to use mailcredit in your daily routine
- troubleshooting tips for mailcredit issues.

Supplementary documents The present Appendix supplements the documentation that came with your ultimail franking system.

Please read the Operator Manual before using the ultimail franking machine. Pay special attention to the information of how to safely operate the franking machine.

mailcredit Kit The **mailcredit Kit optimail 30 / ultimail / centormail** contains all items you need to operate mailcredit for the ultimail franking system.

You can order this kit from Francotyp-Postalia.

Contents

Things you should know	2
Connect ultimail to the PC	4
Setting up ultimail for operation with mailcredit	6
To enable InfoPrint at the ultimail	6
To configure the connection via mailcredit	7
Using mailcredit	8
Tips for helping yourself	9

Connect ultimail to the PC



Warning! Please make sure to observe the safety instructions in the ultimail Operator Manual and the safety instructions for your PC.



Warning! Use only cables and adaptors supplied or approved by Francotyp-Postalia to connect the ultimail to the PC. Make sure connection cables are not damaged.

*mailcredit Kit
optimail 30 / ultimail / centormail*

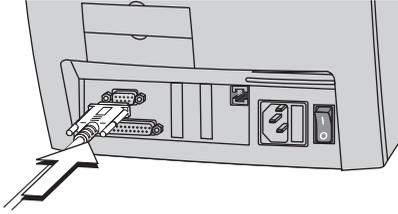
Have the mailcredit Kit supplied by Francotyp-Postalia ready.

For the ultimail, use the connection cable with the two 9-pin female D-Sub connectors and the USB-serial-adaptor if applicable.

Before plugging in cables

- Shut down/switch off the PC properly.
- Switch off the ultimail franking system. (The power switch is located on the back of the franking machine.)

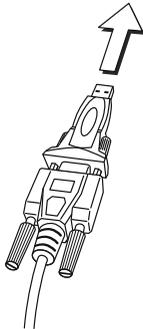
Connect the connection cable



Serial interface at the PC

or

USB interface at the PC



Switching on

- Plug the connecting cable (D-Sub, female, 9-pin) provided by Francotyp-Postalia into the (serial) 9-pin interface on the ultimail and screw tight. The interface is located at the rear of the franking machine and bears the  symbol.

- Plug the connection cable (9-pin D-Sub, female) to a serial interface of the PC.

or

- Plug the USB-serial-adaptor to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

Note:

The provided USB-serial-adaptor can look different than the model shown in the illustration.

- Switch on the PC.
- Switch on the ultimail franking system.

You must make some settings at the franking machine before you can operate mailcredit for the ultimail. For this purpose, please refer to the following pages.

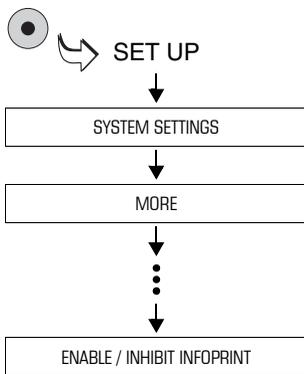
Setting up ultimail for operation with mailcredit

To operate the ultimail with mailcredit, you must enable the “InfoPrint” function and set the modem type to “external”.

To enable InfoPrint at the ultimail



You receive the machine-specific **authorisation code for InfoPrint** from Francotyp-Postalia.



- Go to the SET UP menu using the  key.
- Select SYSTEM SETTINGS → MORE → MORE → MORE → MORE → ENABLE / INHIBIT INFOPRINT.

ENABLE / INHIBIT INFOPRINT	
InfoPrint shall be enabled or inhibited.	
Please enter the authorization code.	
[OOXXXXXX]	
QUIT	CONTINUE 
Acknowledge with CONTINUE.	

- Type the authorisation code.
 - Confirm with CONTINUE.
- ultimail enables the InfoPrint function.
- Confirm the pop-up message with the  key.

Using mailcredit

Prerequisites

ultimail is connected to a PC (*see page 4*).
mailcredit is installed on the connected PC.
ultimail is set up for operation with mailcredit (*see page 6*).

Communication between mailcredit and ultimail

- Switch the ultimail on.
- Start mailcredit.

mailcredit detects the connected franking machine and displays the machine number.

Connection with the data centre

- When mailcredit indicates it is ready for communication with the ultimail and the internet (context menu → Status), you can load postage or start other Remote Services (e.g. update the rate table).

The connection to the data centre is established, and data transmission starts.

Messages in the display of the franking machine and balloon tips in mailcredit provide status information.

Tips for helping yourself

Below, you will find tips on how to eliminate problems that may arise when operating mailcredit for the ultimail.

Please read chapter “Troubleshooting” in the present manual when you have problems with the mailcredit application itself.

Refer to the ultimail Operator Manual when you need help with regard to malfunctions or problems in operating the ultimail franking system.



If you cannot eliminate a fault yourself by following these hints, please contact the Francotyp-Postalia Service.

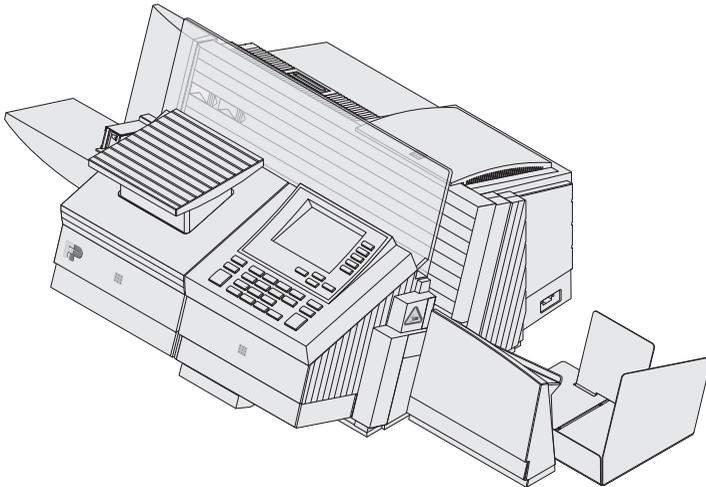
Issue	Possible cause and remedy
mailcredit does not recognise the franking machine.	Communication error between mailcredit and franking machine. Quit and restart mailcredit or use the “Reconnect meter” function.
	Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.
	ultimail is not configured for mailcredit operation. Check whether or not InfoPrint is enabled (<i>see page 6</i>). Check the present modem configuration (<i>see page 7</i>). Quit and restart mailcredit or use the “Reconnect meter” function.

Issue	Possible cause and remedy
Modem does not respond.	<p>mailcredit is not active. Start mailcredit. Repeat the procedure.</p> <hr/> <p>Communication error between mailcredit and franking machine. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Check the settings for communication with the data centre at the ultimail (<i>see page 6</i>). Quit and restart mailcredit or use the “Reconnect meter” function.</p>
<p>Connection to the data centre cannot be established.</p> <p>Communication error with data centre.</p>	<p>mailcredit is not active. Start mailcredit. Repeat the procedure.</p> <hr/> <p>Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.</p> <hr/> <p>Check the connection parameters for communication with the data centre (<i>see page 6</i>).</p> <hr/> <p>PC problem, web access failure.</p> <hr/> <p>Check the phone number of the data centre (<i>see ultimail Operator Manual</i>).</p> <hr/> <p>Proxy configuration incorrect. Configure the proxy settings (<i>see mailcredit User Manual, page 9</i>).</p> <hr/> <p>Data centre issue. Try again later.</p>



Appendix 5

Using mailcredit for the centormail franking system



Things you should know

Topics The present Appendix describes how to operate **mailcredit** with the **centormail** franking system.

In this document you will learn

- how to connect the centormail to a PC
- how to set up the centormail for operation with mailcredit
- how to use mailcredit in your daily routine
- troubleshooting tips for mailcredit issues.

Supplementary documents The present Appendix supplements the documentation that came with your centormail franking system.

Please read the Operator Manual before using the centormail franking machine. Pay special attention to the information of how to safely operate the franking machine.

mailcredit Kit The **mailcredit Kit optimail 30 / ultimail / centormail** contains all items you need to operate mailcredit for the centormail franking system.

You can order this kit from Francotyp-Postalia.

Contents

Things you should know	2
Connect centormail to the PC	4
Setting up centormail for operation with mailcredit	6
Using mailcredit	7
Tips for helping yourself	8

Connect centormail to the PC



Warning! Please make sure to observe the safety instructions in the centormail Operator Manual and the safety instructions for your PC.



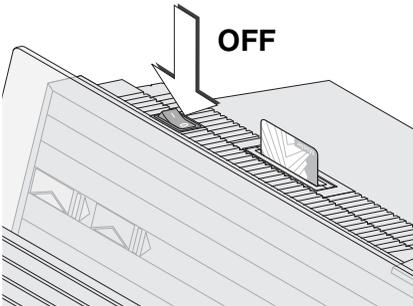
Warning! Use only cables and adaptors supplied or approved by Francotyp-Postalia to connect the centormail to the PC. Make sure connection cables are not damaged.

*mailcredit Kit
optimail 30 / ultimail / centormail*

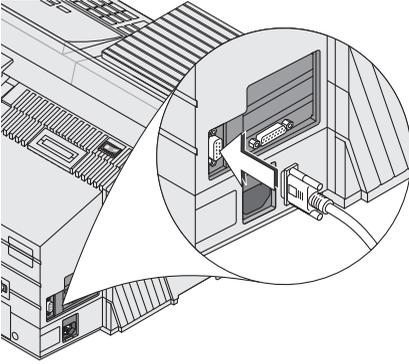
Have the mailcredit Kit supplied by Francotyp-Postalia ready.

For the centormail, use the connection cable with the two 9-pin female D-Sub connectors and the USB-serial-adaptor if applicable.

Before plugging in cables



- Shut down/switch off the PC properly.
- Switch off the centormail franking system.

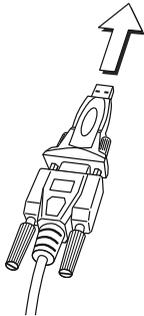
Connecting the connection cable

- Plug the connection cable (D-Sub, female, 9-pin) provided by Francotyp-Postalia to the vertical interface on the franking machine and screw tight.

Serial interface at the PC

or

USB interface at the PC



- Plug the connection cable (9-pin D-Sub, female) to a serial interface of the PC.

or

- Plug the USB-serial-adaptor to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

Note:

The provided USB-serial-adaptor can look different than the model shown in the illustration.

Switching on

- Switch on the PC.
- Switch on the centormail franking system.



You must make some settings at the franking machine before you can operate mailcredit for the centormail. For this purpose, please refer to the following pages.

Setting up centormail for operation with mailcredit

To use mailcredit, select connection type “external modem” at the franking machine.

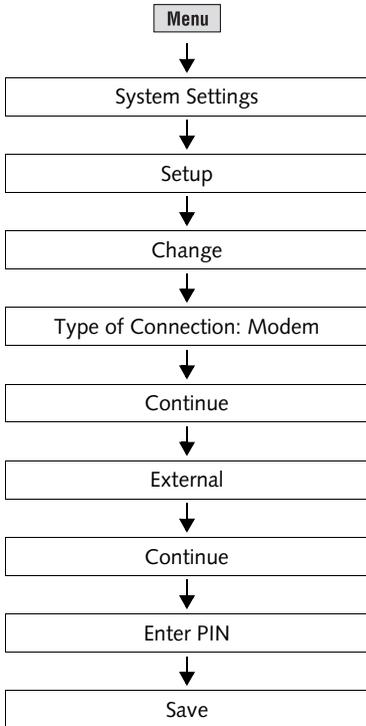
Prerequisites

- centormail is connected to a PC (see page 4).
- mailcredit is installed on the connected PC.
- centormail is switched on.

At the PC

- Start mailcredit.
- mailcredit detects the connected franking machine and displays the machine number.

At the centormail franking machine



- Press the **Menu** key.
- Select SYSTEM SETTINGS → SETUP.
- centormail opens the setup procedure.
- Select CHANGE.
- Select type of connection MODEM.
- Proceed with CONTINUE.
- Select modem type EXTERNAL.
- Proceed with CONTINUE.
- Enter a PIN (e.g. 1234).
- Note:** You can type any PIN with 4 to 8 digits.
- SAVE the setting.

Using mailcredit

Prerequisites

centormail is connected to a PC (*see page 4*).

mailcredit is installed on the connected PC.

centormail is set up for operation with mailcredit (*see page 6*).

Communication between mailcredit and centormail

- Switch centormail on.
- Start mailcredit.

mailcredit detects the connected franking machine and displays the machine number.

Connection with the data centre

- When mailcredit indicates it is ready for communication with the centormail and the internet (context menu → Status), you can load postage or start other Remote Services (e.g. update the rate table).

The connection to the data centre is established, and data transmission starts.

Messages in the display of the franking machine and balloon tips in mailcredit provide status information.

Tips for helping yourself

Below, you will find tips on how to eliminate problems that may arise when operating mailcredit for the centormail franking system.

Please read chapter “Troubleshooting” in the present manual when you have problems with the mailcredit application itself.

Refer to the centormail Operator Manual when you need help with regard to malfunctions or problems in operating the centormail franking system.



If you cannot eliminate a fault yourself by following these hints, please contact the Francotyp-Postalia Service.

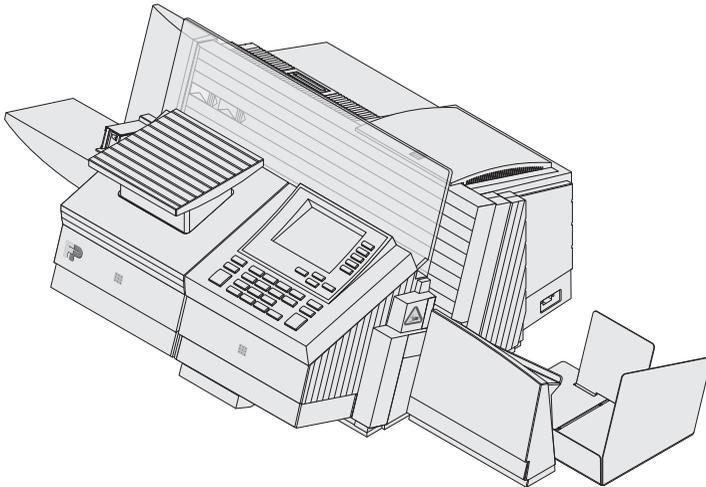
Issue	Possible cause and remedy
mailcredit does not recognise the franking machine.	<p>Communication error between mailcredit and franking machine.</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p> <hr/> <p>Cable issue.</p> <p>Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>).</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p>
A modem is not installed.	<p>mailcredit is not active.</p> <p>Start mailcredit. Repeat the procedure.</p> <hr/> <p>Communication error between mailcredit and franking machine.</p> <p>Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>).</p> <p>At the franking machine: Check the current modem configuration (<i>see page 6</i>).</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p>

Issue	Possible cause and remedy
centormail cannot establish a connection to the data centre.	mailcredit is not active. Start mailcredit. Repeat the procedure.
Communication error with remote station.	Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.
	centormail is not configured for mailcredit operation. Check the current modem configuration (<i>see page 6</i>).
	PC problem, web access failure.
	Check the phone number of the data centre (<i>see centormail Operator Manual</i>).
	Proxy configuration incorrect. Configure the proxy settings (<i>see mailcredit User Manual, page 9</i>).
	Data centre issue. Try again later.



Appendix 6

Using mailcredit for the centormail franking system with graphic user interface



Things you should know

Topics The present Appendix describes how to operate **mailcredit** with the **centormail** franking system.

In this document you will learn

- how to connect the centormail to a PC
- how to set up the centormail for operation with mailcredit
- how to use mailcredit in your daily routine
- troubleshooting tips for mailcredit issues.

Supplementary documents The present Appendix supplements the documentation that came with your centormail franking system.

Please read the Operator Manual before using the centormail franking machine. Pay special attention to the information of how to safely operate the franking machine.

mailcredit Kit The **mailcredit Kit optimail 30 / ultimail / centormail** contains all items you need to operate mailcredit for the centormail franking system.

You can order this kit from Francotyp-Postalia.

Contents

Things you should know	2
Connect centormail to the PC	4
Setting up centormail for operation with mailcredit	6
Using mailcredit	7
Tips for helping yourself	8

Connect centormail to the PC



Warning! Please make sure to observe the safety instructions in the centormail Operator Manual and the safety instructions for your PC.



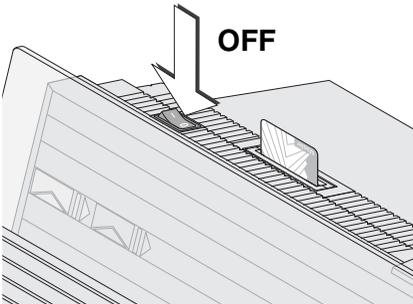
Warning! Use only cables and adaptors supplied or approved by Francotyp-Postalia to connect the centormail to the PC. Make sure connection cables are not damaged.

*mailcredit Kit
optimail 30 / ultimail / centormail*

Have the mailcredit Kit supplied by Francotyp-Postalia ready.

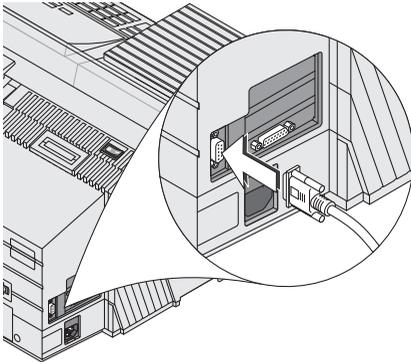
For the centormail, use the connection cable with the two 9-pin female D-Sub connectors and the USB-serial-adaptor if applicable.

Before plugging in cables



- Shut down/switch off the PC properly.
- Switch off the centormail franking system.

Connecting the connection cable

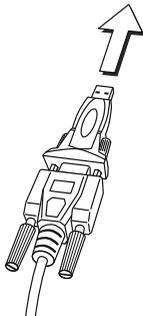
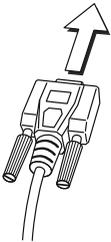


- Plug the connection cable (D-Sub, female, 9-pin) provided by Francotyp-Postalia to the vertical interface on the franking machine and screw tight.

Serial interface at the PC

or

USB interface at the PC



- Plug the connection cable (9-pin D-Sub, female) to a serial interface of the PC.

or

- Plug the USB-serial-adaptor to the D-Sub socket of the connection cable and screw tight.
- Connect the connection cable to a USB interface of the PC.

Note:

The provided USB-serial-adaptor can look different than the model shown in the illustration.

Switching on

- Switch on the PC.
- Switch on the centormail franking system.



You must make some settings at the franking machine before you can operate mailcredit for the centormail. For this purpose, please refer to the following pages.

Setting up centormail for operation with mailcredit

To use mailcredit, select connection type “external modem” at the franking machine.

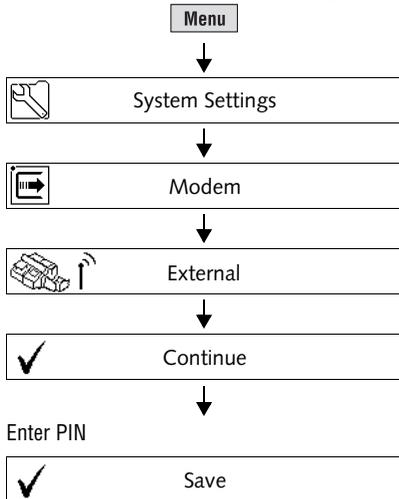
Prerequisites

- centormail is connected to a PC (see page 4).
- mailcredit is installed on the connected PC.
- centormail is switched on.

At the PC

- Start mailcredit.
- mailcredit detects the connected franking machine and displays the machine number.

At the centormail franking machine



- Press the **Menu** key.
- Select SYSTEM SETTINGS → MODEM.
- centormail opens the modem settings menu.
- Select modem type EXTERNAL.
- Proceed with ✓ .
- Enter a PIN (e.g. 1234).
Note: You can type any PIN with 4 to 8 digits.
- Save the setting with ✓ .

Using mailcredit

Prerequisites

centormail is connected to a PC (*see page 4*).

mailcredit is installed on the connected PC.

centormail is set up for operation with mailcredit (*see page 6*).

Communication between mailcredit and centormail

- Switch centormail on.
- Start mailcredit.

mailcredit detects the connected franking machine and displays the machine number.

Connection with the data centre

- When mailcredit indicates it is ready for communication with the centormail and the internet (context menu → Status), you can load postage or start other Remote Services (e.g. update the rate table).

The connection to the data centre is established, and data transmission starts.

Messages in the display of the franking machine and balloon tips in mailcredit provide status information.

Tips for helping yourself

Below, you will find tips on how to eliminate problems that may arise when operating mailcredit for the centormail franking system.

Please read chapter “Troubleshooting” in the present manual when you have problems with the mailcredit application itself.

Refer to the centormail Operator Manual when you need help with regard to malfunctions or problems in operating the centormail franking system.



If you cannot eliminate a fault yourself by following these hints, please contact the Francotyp-Postalia Service.

Issue	Possible cause and remedy
mailcredit does not recognise the franking machine.	<p>Communication error between mailcredit and franking machine.</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p> <hr/> <p>Cable issue.</p> <p>Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>).</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p>
A modem is not installed.	<p>mailcredit is not active.</p> <p>Start mailcredit. Repeat the procedure.</p> <hr/> <p>Communication error between mailcredit and franking machine.</p> <p>Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>).</p> <p>At the franking machine: Check the current modem configuration (<i>see page 6</i>).</p> <p>Quit and restart mailcredit or use the “Reconnect meter” function.</p>

Issue	Possible cause and remedy
centormail cannot establish a connection to the data centre. Communication error with remote station.	mailcredit is not active. Start mailcredit. Repeat the procedure.
	Cable issue. Check whether or not the connection cable between franking machine and PC is properly connected (<i>see page 4</i>). Quit and restart mailcredit or use the “Reconnect meter” function.
	centormail is not configured for mailcredit operation. Check the current modem configuration (<i>see page 6</i>).
	PC problem, web access failure.
	Check the phone number of the data centre (<i>see centormail Operator Manual</i>).
	Proxy configuration incorrect. Configure the proxy settings (<i>see mailcredit User Manual, page 9</i>).
Data centre issue. Try again later.	



Francotyp-Postalia, Ltd.
Lakeside House,
74 Questor, Powdermill Lane,
Dartford, Kent DA1 1EF

Phone 0844 225 2233
Website www.fpmailing.co.uk



Francotyp-Postalia applies DQS-certificated integrated management systems with quality and environmental management (DIN EN ISO 9001, 14001). These are valid for design and manufacturing of franking machines and postal equipment.

(registration no: 275570 QM 08, UM)

