my**mail**

Metering System

Operator Manual

Please read this Operator Manual before using the mymail postage meter. Please keep the manual near the mymail at all times for reference.

This Operator Manual describes the mymail with integrated scale as well as the optional accessory.

Quick Reference Guide

The Quick Reference Guide gives you an overview of the operating menu and metering with the mymail.

Installation Guide

Please read the “Installation Guide” to find out how to install and register the mymail.

The following keywords and symbols identify the safety tips in this Operator Manual:

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

Caution! indicates a potential hazard that may result in damage to the mymail or impair the metering process.

The following symbols and text features are used in this Operator Manual:

Press arrow keys – select / scroll

Press E-key (Enter) – confirm

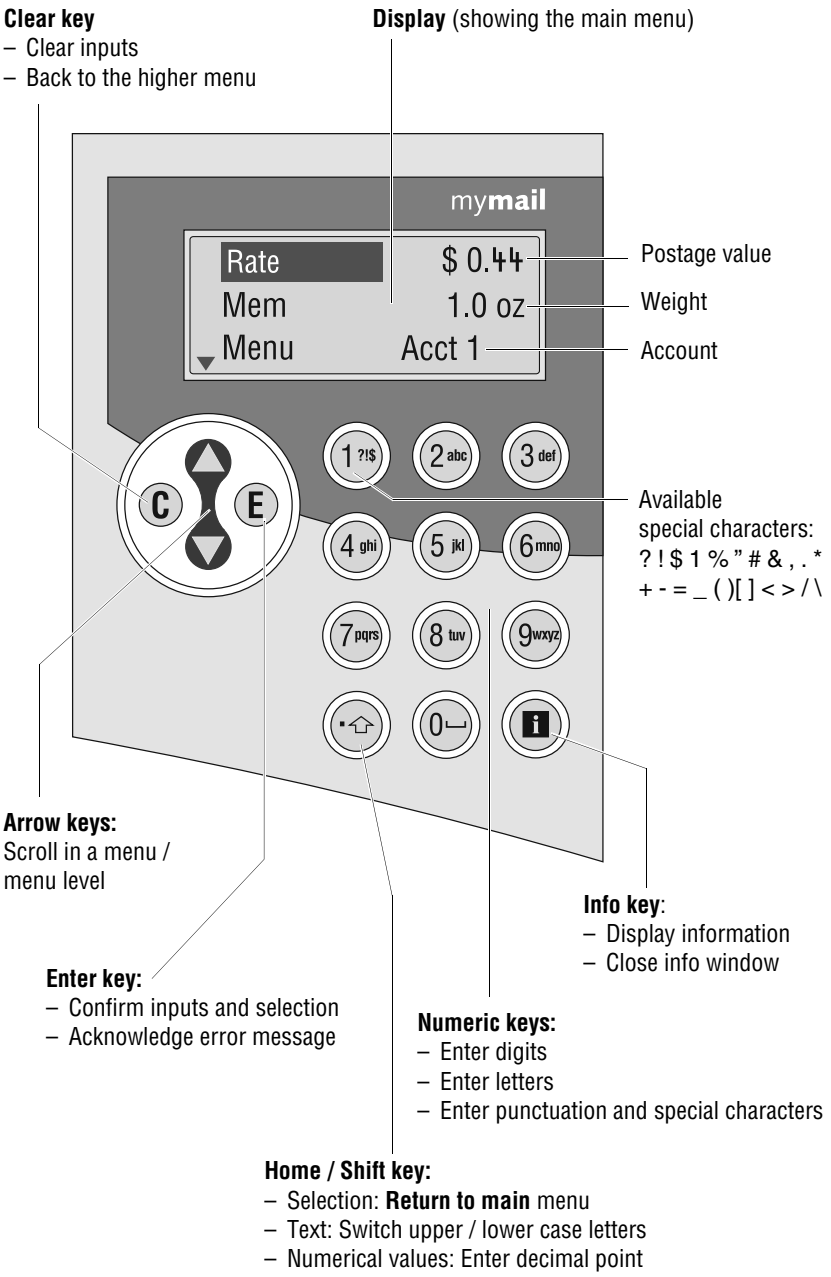
Press C-key (Clear) – back / clear

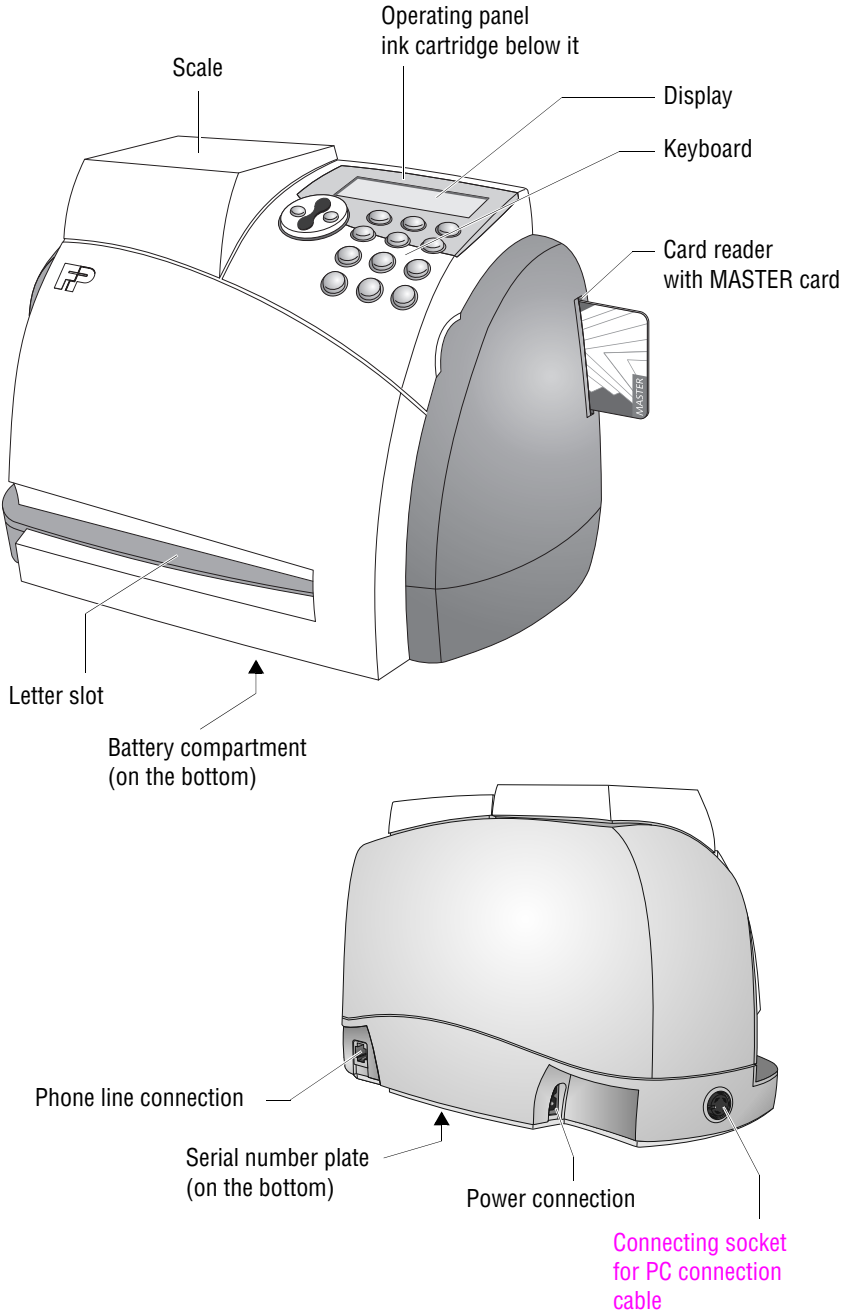
Press numeric key(s) to enter values or letters.

“Log off”

Elements from the operating menu (e.g. menu names and messages) are highlighted by quotation marks in the text.

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


Clear key
– Clear inputs
– Back to the higher menu
Display (showing the main menu)
mymail
Rate
Mem
Menu
$ 0.44
1.0 oz
Acct 1
Postage value
Weight
Account
C
E
1 ?!$
2 abc
3 def
4 ghi
5 jkl
6 mno
7 pqrs
8 tuv
9 wxyz
0
Available special characters:
? ! $ 1 % " # & , . * + - = _ ( ) [ ] < > / \
Arrow keys:
Scroll in a menu / menu level
Info key:
– Display information
– Close info window
Enter key:
– Confirm inputs and selection
– Acknowledge error message
Numeric keys:
– Enter digits
– Enter letters
– Enter punctuation and special characters
Home / Shift key:
– Selection: **Return to main** menu
– Text: Switch upper / lower case letters
– Numerical values: Enter decimal point


Operating panel
ink cartridge below it
Scale
Display
Keyboard
Card reader
with MASTER card
Letter slot
Battery compartment
(on the bottom)
Phone line connection
Serial number plate
(on the bottom)
Power connection
Connecting socket
for PC connection
cable

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1 Safety tips

The mymail is a postage meter with an inkjet printer for metering letter mail.
The mymail complies with the pertinent safety regulations for office information equipment.

Please observe the following tips for your own safety:

- Install and register the mymail according to the instructions in the installation guide.
- Only connect the mymail to a properly installed power socket. Make sure your office power supply conforms to power requirements shown on the mymail's serial number plate.
- Make sure the socket for connecting the mymail is close by and easily accessible at all times.
- Use only the cables provided or approved by FP Mailing Solutions. Make sure that cables are not damaged.
- Pull out the power cord in the event of danger! Do not remove any parts of the housing. Call the FP Mailing Solutions help line.
- Make sure that no liquids or foreign objects penetrate the interior of the mymail. If this happens, pull out the power cord immediately. Contact FP Mailing Solutions help line.
- We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.
- Ingestion of the ink can be hazardous to your health. Avoid contact with the eyes. Keep the ink cartridge away from children. Further instructions for use are enclosed with the ink cartridge.
- Only use the batteries provided by FP Mailing Solutions. Observe the instructions enclosed with the battery for correct use and disposal.
- Only have maintenance and repair work done by qualified personnel authorized by FP Mailing Solutions. Otherwise your warranty will be voided. You will be liable for any damages.

The Security Device (PSD) used in your postage meter was authorized according to specifications of the United States Postal Service following an internationally valid practice. To commensurate to this standard the cryptographic keys used by the PSD have to be updated or exchanged after a specified period of time. Please, make sure that the mymail contacts the Teleset Server at least once a year (e.g. by executing TELESET with the value of '$ 0'), even if the mymail may not be in use. Otherwise the Security Device may disable itself and will have to be exchanged with costs for reconnecting the mymail.

2 A short description of the mymail

The mymail is the digital postage meter for small mail volumes. It meters up to 17 letters per minute.

Metering – as easy as using the phone

All the settings for the metering process can be selected quickly. You just insert the letter and the mymail starts printing. You will soon get used to using your postage meter.

Integrated scale

The mymail is available with an integrated 5 lb scale. mymail uses this to calculate the exact postage value for every mail piece.

Advertising imprint

The mymail prints a logo of your choice on every letter.

Loading postage - TELESET

You can load postage very comfortably by TELESET – at any time around the clock.

To connect to the TELESET data center, mymail offers the following options:
– direct connection via the internal modem
– web access using a PC with mailcredit software.

Safe from unauthorized access

If required, you can protect mymail against unauthorized access. Only persons with a MASTER card authorized by you are allowed to use the mymail.

Additional functions

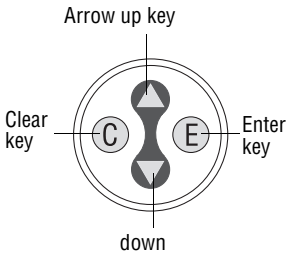
You have 10 quick select memories at your disposal for frequently used settings.

The account function allows separate tracking of postage costs.

Flexible and always up to date

Your new advertising imprint or a rate change of the United States Postal Service – you can simply load the latest data into your mymail.

3 The ABC's of mymail operation



In this chapter you will learn about the basic mymail functions and how to handle the operating menu.

With the arrow keys ▲ and ▼, the Enter key (E) and the Clear key (C) you can move through the menu.

For fast orientation you will find an overview of the operating menu on page 101 and in the Quick Reference Guide.

3.1 The main menu

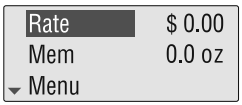
Call the main menu

As soon as you connect mymail to a power socket or activate it from standby by pressing any key, the start routine begins.

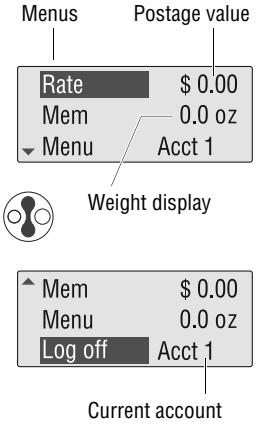
The display lighting switches on. An hourglass and the message "Please wait" appear in the display. You clearly hear how the mymail runs a series of internal tests.

Caution! Never lift up the operating panel during the start routine. This can cause faults in the printing system.

If more than one account is set up in the mymail, you have to 'log in' to one of these accounts.



The main menu appears in the display. The example shows the main menu of a mymail with no accounts set up.



The main menu

The main menu is the ‘operations center’.
Here you set the postage value and meter your mail. The displayed postage value appears in the meter imprint.

An arrow in the display indicates that other menu items are available and in which direction you can scroll with the arrow keys.

If you are working with accounts, the main menu displays the current account at the bottom right.

You can access the following menus / functions from the main menu:

– “Rate” for calling up rate calculation feature
– “Mem” for displaying and selecting the saved settings
– “Menu” for loading postage, showing system information (register, rate table, …) and basic settings (minimum funds, connection to the Teleset data center, …), service functions (clean / adjust ink cartridge, …) and further functions (set up account, …)
– “Log off” for switching the mymail to standby.

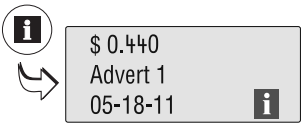
The weight display appears only if all postal rates required for rate calculation are set.

Return to the main menu

With the Home key you usually return to the main menu directly from any point in the operating menu.

If the display currently shows an input box for a text or a value or a prompt, you have to confirm this first with E or cancel it with C. You cannot return to the main menu before you do so.

3.2 The info window



You can open an info window in the operating menu with the Info key (i).

The info window serves exclusively for displaying information. You cannot change settings or meter here.

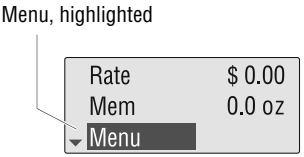
Possible info windows:
– Settings for the metering process
– Postal rates for rate calculation
– Assignments of the quick select memories
– Accounts (postage usage data and standard settings).

If the info window contains several lines, you can scroll with the arrow keys.

To close the info window, press the (i) key again. You can also leave the info window using (C) or (⌂).

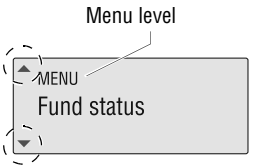
3.3 The mode of operation

This chapter describes how to 'move' in the operating menu, select menus and change settings. You get to know the operating procedures in this Operator Manual.



Highlight the desired menu with the arrow keys ▲/▼ (highlight = bright letters against a dark background).

Open the highlighted menu using the (E) key.



You will see the menu level you are currently in at the top left for your orientation. Arrows show in which direction you can scroll in the current menu level.

Scroll with the arrow keys (▲/▼) until the desired menu or the desired setting appears.

Confirm with the (E) key.

You go back to the higher menu with (C).

Try it! Familiarize yourself with the operating menu using the example overleaf.

The mymail ‘remembers’ where you left the menu level. This menu item is selected automatically the next time you select this menu level.

Presentation of the operating procedures

This manual presents operating procedures for inputs / settings in the operating menu as follows:

Sequences of key symbols and displays show the procedure. A short text describes the operating steps.

Key symbols represent the following actions:

Press arrow keys (up ▲ / down ▼) – select / scroll.

Press E-key (Enter) – confirm.

Press C-key (Clear) – back / clear.

Press Home key – call main menu.

Press Info key – call an info window.

Press numeric key(s) to enter values or letters.

Example

Setting the "Advertising imprint 1"

Select "Menu" in the main menu with the arrow keys.

Confirm with (E).

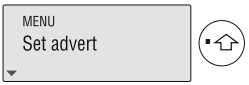
Select "Set advert" with the arrow keys.

Confirm with (E).

Select "Advert 1" with the arrow keys.

Confirm with (E).

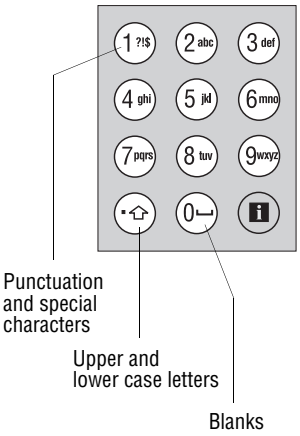
"Advert selected" appears briefly in the display.



Then you see the menu "Set advert" again.

Return to the main menu with (⌂) or (C).

3.4 Enter text



Letters, punctuation marks and special characters are assigned to the numeric keys for entering texts such as account name or short dialing abbreviations. The assignment is printed on every key.

On the (1?!$) key you will find much more than the three special characters shown:
? ! $ 1 % ” # & , . * + - = _ ( )[ ] < > / \ .

You can switch between upper and lower case letters with the (·⇧) key.

Enter blanks with the (0␣) key.

Enter text

Press the appropriate numeric key as many times in rapid succession as necessary to display the desired character.

Wait until the cursor jumps to the right of the character that has just been written.

Then enter the next character.

When you have entered the text, confirm with (E).

Clear text

You can clear text during input with the (C) key. Every keypress clears one character.

Abort text input

Clear all characters with the C key.

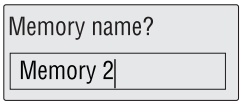
If you press the C key again, you leave the input window and abort the text input. The original text is retained.

Example

Changing quick select names

Assign the name "Letter" to "Memory 2".

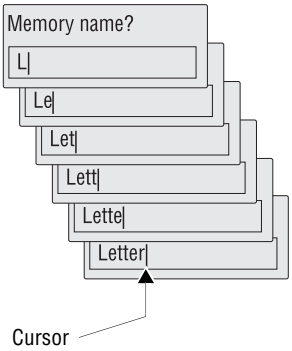
Select the function "Change name" ("Menu" → "Configuration" → "Memories" → "Memory 2" → "Change name").



The mymail opens the input window for the quick select name.

The factory set names for the 10 quick select memories are "Memory 0" to "Memory 9". Clear the text letter by letter by repeatedly pressing the C key.

Then enter the text "Letter":



Press 5 jkl 3 times (L).

Set lower case letters with ▪⇧.

Press 3 def twice (e).

Press 8 tuv once (t).

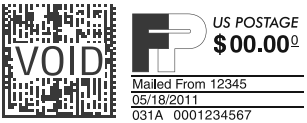
Press 8 tuv once (t).

Press 3 def twice (e).

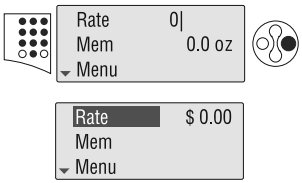
Press 7 pqrs 3 times (r).

When you have entered the text, confirm it with E.

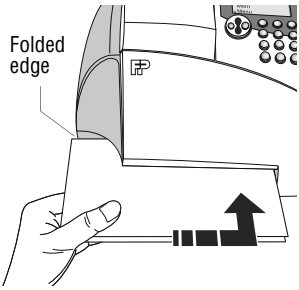
3.5 Trial run



You can check the settings for the metering process as well as the imprint quality by doing a trial run with postage value $ 0.00 (zero imprint).



Type the postage value “0” in the main menu and confirm with (E).



To do the trial run, fold a sheet of paper (letter size) down the middle.

Place the sheet folded edge first in the letter slot. The sheet must touch the right hand edge of the letter slot. Push the sheet into the letter slot as far as it will go.

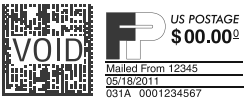
The sensor (in the back right hand corner of the letter slot) recognizes a letter. The mymail starts the trial run after a short time.

You can also use the “TestFrank” function to print a zero imprint. To do this, select “Menu” → “Service” → “TestFrank”.

Check print quality

Make sure your mymail prints flawless meter imprints without misalignments.

Correct:



Examine the zero imprint. It must not contain any gaps or misalignments.

Insufficient:

If the imprint exhibits misalignment:

Adjust the ink cartridge (see chapter 11.5).

Insufficient:

If the imprint contains gaps:

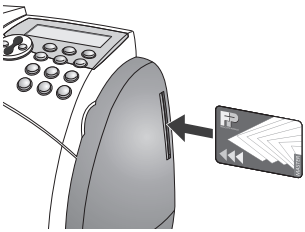
Clean the ink cartridge (see chapter 11.4).

3.6 Access control by MASTER card

The mymail can be protected against unauthorized use. In this case, only the MASTER card holder can use the mymail.

If access is controlled by the MASTER card, the prompt “Insert MasterCard” appears in the display.

Inserting card



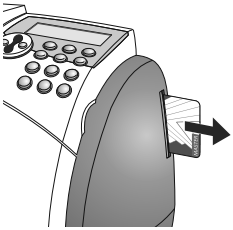
Insert the MASTER card in the card reader on the right hand side of the mymail. Make sure the chip faces the rear of the unit.

Confirm the message “Insert MasterCard” with the Enter key (E).

You now have access to all mymail functions.

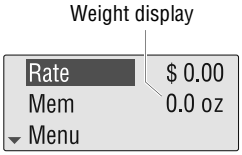
Do not forget to remove the MASTER card after finishing with the mymail.

Removing card

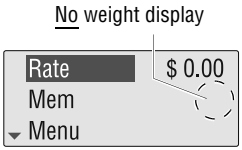


Simply pull the card out of the card reader.

3.7 Switching the scale on and off



If the weight display appears in the main menu, a rate has been selected for rate calculation – the mymail scale is switched on.



If no rate (e.g. First-Class Letter) has been selected, you will not see a weight display in the main menu – the scale is switched off.

Switching on the scale

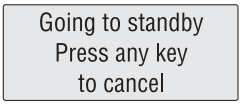
When you have entered all required data in the Rate menu, the mymail switches on the scale itself. The weight visible in the display tells you that the scale is switched on. Read chapter 5 to find out how to set postal rates.

Switching off the scale

Entering a postage value in the main menu switches off the scale. The weight display disappears, the selected postal rates are cleared. You are now working with manual postage value input.

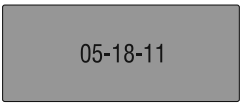
3.8 Standby

The mymail power cord should be connected to the mains all the time to ensure it is always ready for quick use.



The mymail goes to standby if you do not use it, i.e. do not feed any letters or press any keys for some time. A message will appear for approximately one minute advising that the machine will shut down.

Standby



The mymail displays the current date, the display light goes out and the printing head travels to the sealed position.

You can reactivate the mymail by pressing any key.

The time period after which the mymail switches to standby is set at factory to 5 minutes. Refer to chapter 10.8 on page 59 on how to change this setting.

Switch to standby

In addition to automatic changeover, you can manually switch to standby by selecting “Log off”.

Select “Log off” in the main menu with the arrow keys (▼/▲).

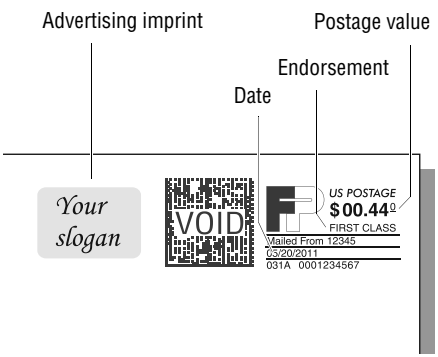
Confirm with the (E) key.

4 Metering

In this chapter you can read how to set the meter imprint, meter letters and switch the mymail to standby.

If you want to use the account function of the mymail for separate accounting, read chapter 7 on page 42.

4.1 Setting the meter imprint

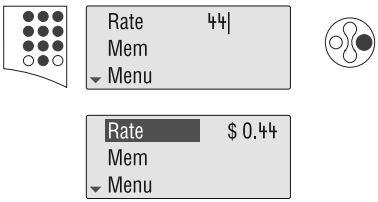


The mymail requires the following data for the meter imprint:

– Postage value
– Print which advertising logo
– Print which endorsement
– Date for the meter imprint (= actual date of deposit of the mail piece).

The current settings for the meter imprint can be displayed with the (i) key. You can also make a trial run with postage value $ 0.00.

Setting the postage value

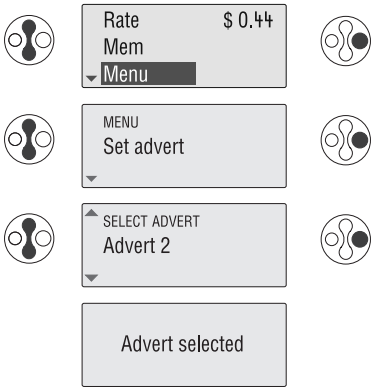


Type and confirm the desired postage value in the main menu.

The postage value is set.

You can enter the postage value in two different ways: For $ 0.44, type 0.44 or 44.

Setting the optional advertising imprint



Select “Menu” and confirm.

Select “Set advert” and confirm.

Select an advertising imprint and confirm.

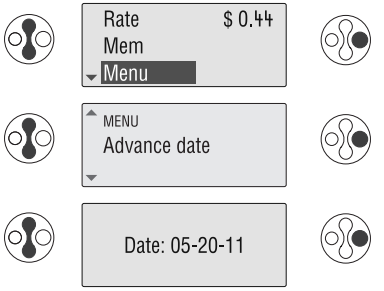
Advertising imprint is set.

Refer to chapter 10.4 on how to load adverts from a chip card to your mymail.

Date for the meter imprint

The date for the meter imprint is set automatically to today’s date by the built-in clock. You can set the date of the stamp forward by up to 30 days manually. The mymail does not allow backdating.

Caution! The date of the Indicia shall represent the actual date of deposit of the mail piece.



Select “Menu” and confirm.

Select “Advance date” and confirm.
You see the current date.

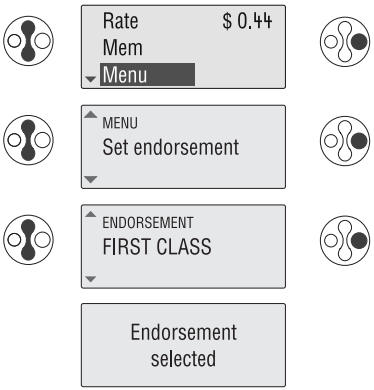
Change the date with the arrow keys and confirm with (E).

The date for the meter imprint is reset to the current date as soon as you log off and restart the mymail.

Setting the optional endorsement

Specific types of mail can be marked with the respective endorsement imprint (e.g. FIRST CLASS, MEDIA MAIL).

Caution! The mymail will delete the set endorsement when you change postal rates / product settings or enter a postage value. This way, the mymail prevents metering with incorrect endorsements. Specify the product / set the postage value first and choose the appropriate endorsement only then.



Select “Menu” and confirm.

Select “Set endorsement” and confirm.

Select the desired endorsement and confirm.

The endorsement is set.

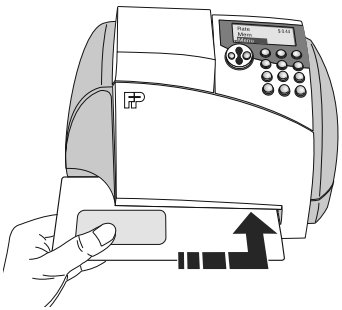
4.2 Positioning and metering a letter

You can meter letters up to a thickness of 0.23". For thicker letters, meter the empty envelope or use the special FP Mailing Solutions postage meter labels (double labels) of at least 5.5" length. Observe the specifications for mailpieces on page 103. Use envelopes made of ink-absorbent material with as smooth a surface as possible. This gives the best printing results.

Caution! Never lift up the operating panel during printing. Opening the flap causes the mymail to abort printing immediately for safety reasons. Meter imprint may be incomplete and useless.

If all the settings for the meter imprint are correct, you can position and meter the letter.

Using the Info key you can display the current settings.



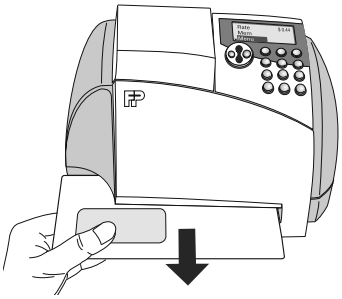
The main menu must be visible in the display for metering.

Position the letter
– side to be printed face up
– top edge first.

Place the letter at the right hand edge of the letter slot and push in as far as it goes.

As soon as the sensor (in the back right hand corner of the letter slot) detects the letter, the mymail grips the letter tightly and prints it after a short time.

“Please wait…” appears in the display during printing. Do not remove the letter until the main menu reappears and the mymail releases the letter.

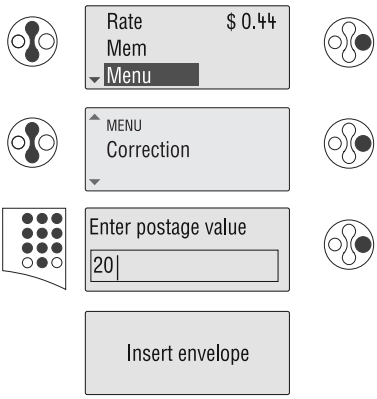


4.3 Correcting the meter imprint on mail which has already been metered

The two special imprint features ‘Postage correction’ and ‘Redate’ allow you to correct inaccurate meter imprints. The correction must always be printed on the non-address side of the mail piece.

Postage correction

If you have metered a postage value which is too low, print a correction with the missing amount on the non-address side of the metered mail piece.

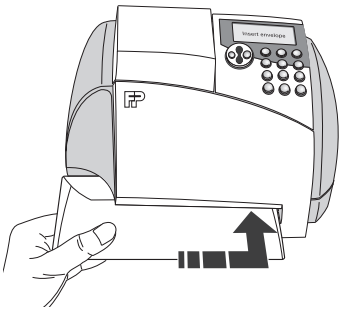


Select “Menu” and confirm.

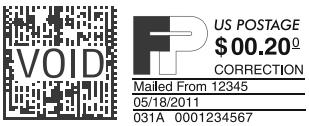
Select “Correction” and confirm.

Enter the amount to be imprinted on the mail piece in addition to the postage value you have already metered.

Confirm with (E).



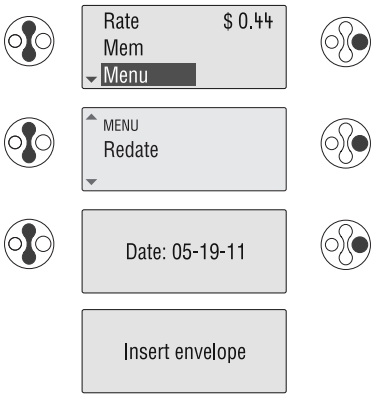
Insert the mail piece with the non-address side facing upwards.



The mymail then prints the correction.

Redate

If you have imprinted the wrong date, you can print a correction on the non-address side of the mail piece showing the correct date.

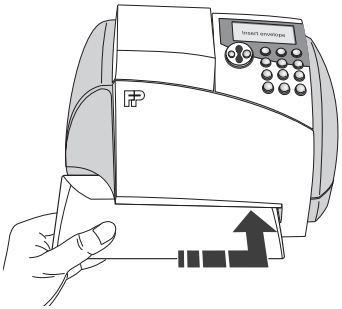


Select “Menu” and confirm.

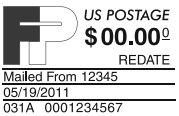
Select “Redate” and confirm.

Use the arrow keys to select the correct date to be imprinted.

Confirm with (E).



Insert the mail piece with the non-address side facing upwards.



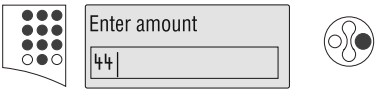
The mymail prints a correction imprint with the new mailing date.

4.4 Reply Mail metering

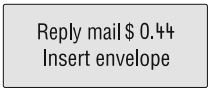
You can meter reply mail. When metering reply mail mymail prints a normal meter imprint without date.

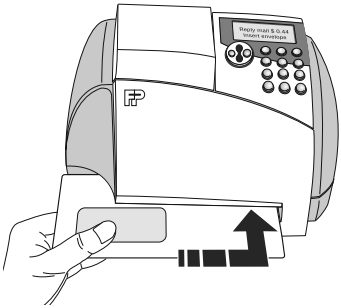
Select “Menu” and confirm.

Select “Reply” and confirm.



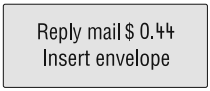
Enter the postage value.
Confirm with (E).





Insert reply envelope / card as usual.

The mymail prints the reply mail imprint.

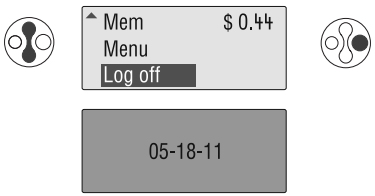


To exit the Reply Mail mode:
Press the (C) key repeatedly.

4.5 Ending metering – logging off

The mymail switches to standby mode when you have finished metering. The mymail remains connected to the power and is ready to use quickly at the push of a button.

Caution! If you wish to disconnect the mymail from the mains:
Make sure that the mymail is in standby (display is dark, showing the date), otherwise the safety functions installed for the protection of the print head cannot be operational.



Select “Log off” and confirm.

The current date appears in the display. The printing head moves into the idle position. The display light goes out. The mymail is in standby mode.

If you use access control: Remove MASTER card.

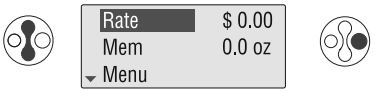
If no letters are inserted or keys pressed, after a certain period of time the mymail automatically switches to sleep mode (= standby). Refer to chapter 10.8 on page 59 on how to change the standby time setting.

5 Weighing and metering

5.1 Selecting postal rates

Postal rates can be selected using the mymail's built-in rate table, i.e. the mymail requests all the data required for calculating postage (destination / type / size and extra service) one after the other. You select the desired setting respectively with the arrow keys and confirm with (E).

The set postal rates for rate calculation can be displayed at any time in the Rate menu with the (i) key.



Select "Rate" in the main menu and confirm.

The mymail opens the rate calculation menu.

Select the destination / type of the mail piece and confirm. In the example: Domestic First-Class Mail.

First-Class Mail to domestic addresses is divided into the following sizes:
– letters
– flat-size pieces
– parcels.

Select the matching size and confirm. In the example: Flat.

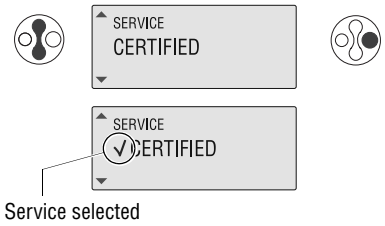
Extra services

If none of the displayed extra services is to be utilized:

Exit the Rate menu with the Home key.

The mymail returns to the main menu. The weight display appears – the scale is switched on.

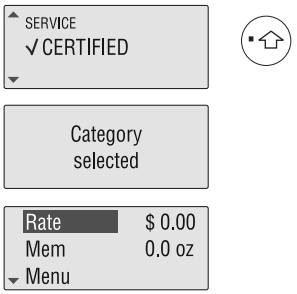
If you want to use extra services (e.g. Certified Mail, Registered Mail):



Select the desired service and confirm.

A check √ appears in front of the set service.

You can select other extra services in the same way. The mymail does not allow illegal combinations.



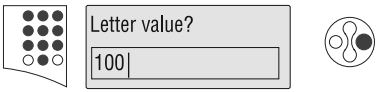
If all desired services have been set: Exit the Rate menu with the Home key.

The mymail briefly shows "Category selected" …

… and returns to the main menu. The weight display appears – the scale is switched on.

Please note the following special features

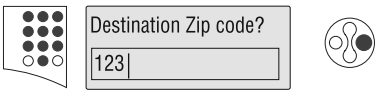
Insured Mail, Registered Mail, C.O.D. require a value to be entered:



Enter the mail piece value in $ (5 digits max.) and confirm.

The maximum value for Registered Mail is $ 25.000 (domestic mail only).

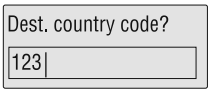
Zip code – For some types of mail (e.g. Priority Mail weighing more than 1 pound, Express Mail), it is necessary to enter the destination zip code:



Enter the first 3 digits of the destination Zip code and confirm.

For mail within your local zone: Enter "0".

Country code – For all mail being sent abroad, the country code must be entered:



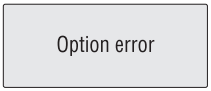
Enter the three-digit country code and confirm. The country codes are listed on pages 97 to 100.

The name of the destination country appears in the display. Confirm with (E).

Nonmachinable surcharge – For mail pieces that do not comply with the specified mail characteristics, you have to select “NONM.SURCH.” from the list of the extra services.

Select “NONM.SURCH” and confirm.

Illegal combinations – United States Postal Service offers some extra services only when combined with other services. For example, Return Receipt can only be used for First-Class Mail when combined with Registered, C.O.D., or Insured.

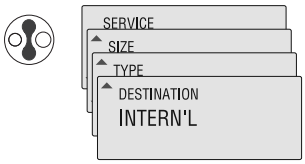


Confirm the message with (E).

Select a permissible setting.

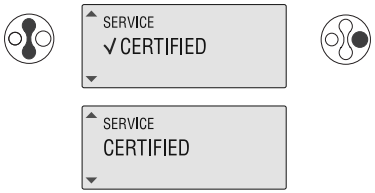
5.2 Changing and correcting postal rates

Correct entry



With the (C) key you can clear selected settings step by step and then select again as normal.

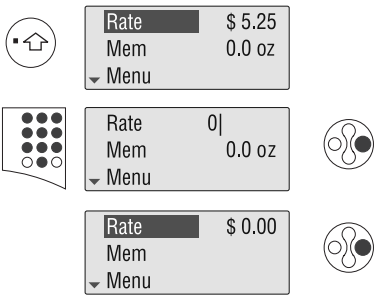
Deselect an extra service



Select the set (marked) service and press (E).

The check (√) disappears from in front of the service. The service is deselected.

Clear all selected postal rates



Call the main menu.

Type any postage value (type “0” preferably) and confirm. The mymail clears the selected postal rates.

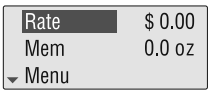
You can then call the rate menu and re-select the postal rates (see chapter 5.1).

5.3 Weighing and metering a letter

Caution! Please heed the following notes on how to use the scale:

- The scale is designed for a maximum weight of 5 lbs.
- Place large mailpieces on the scale so that these are not touching the housing of the mymail. This prevents you getting false weighing results.
- The mymail can only determine a new weight and recalculate the postage if the scale has been emptied shortly beforehand, a beep tone sounded and the weight display is showing “0.0 oz”. Therefore, always remove the mail piece from the scale before adding the next one.

Caution! Never lift up the operating panel during printing. Opening the flap causes the mymail to abort printing immediately for safety reasons. Meter imprint may be incomplete and useless.



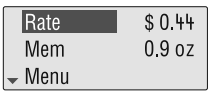
Make sure that all settings for the meter imprint are correct:

– postal rates for rate calculation (see chapter 5.1)
– advertising imprint, endorsement and date (see chapter 4.1).

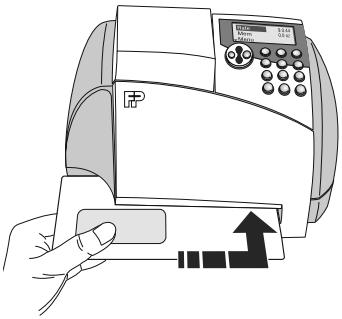
Using the Info key (i) you can display the current settings.

The display must show the main menu for weighing and metering.

Place letter on scale.



Wait until a beep tone indicates that the weight and postage value have been determined.



Remove the letter from the scale and meter as normal.

The ‘High postage’ monitoring function is inactive if you use the rate calculation function.

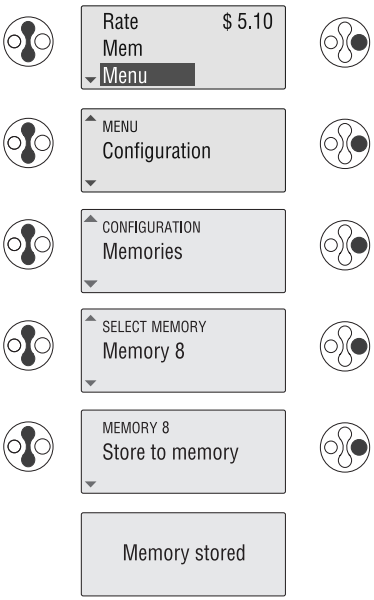
6 Quick select memories

The mymail has 10 quick select memories. You can save frequently used meter imprint settings (postage value or postal rates for calculating postage + endorsement + advertising imprint) in these. You can display and print the assignments of memories.

You can delete memory items, overwrite them with a new assignment and assign them names of your choice.

6.1 Saving settings

The current settings for the meter imprint (postage value or postal rates for calculating postage, endorsement, advertising imprint) can be saved as memory items. You will find out more about the postage value and postal rates in chapters 4.1 and 5.1.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

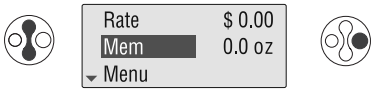
Select “Memories” and confirm.

Select any quick select memory (e.g. “Memory 8”) and confirm.

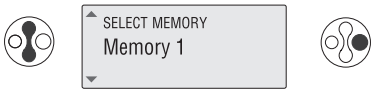
Select “Store to memory” and confirm.

The set meter imprint is saved.

6.2 Load saved data



Select “Mem” in the main menu and confirm.



The mymail allows you to select from all assigned quick select memories.

Select the desired quick select memory (e.g. “Memory 1”) and confirm.

The mymail adopts the saved settings and returns to the main menu.

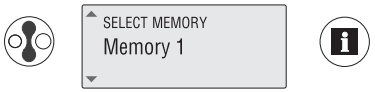
The mymail switches the scale on and off automatically.

– If postal rates are set: The scale switches on.
– If a fixed postage value is set: The scale switches off, the postal rates are cleared.

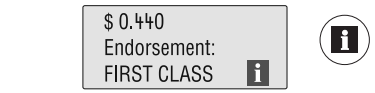
6.3 Display saved data

You can display the data stored for each quick select memory in an info window:

– when calling up the data for metering purposes (main menu → “Mem”)
– when setting up the quick select memories (main menu → “Menu” → “Configuration” → “Memories” → “Memory …”).



Select the desired quick select memory (e.g. “Memory 1”) and press the Info key.

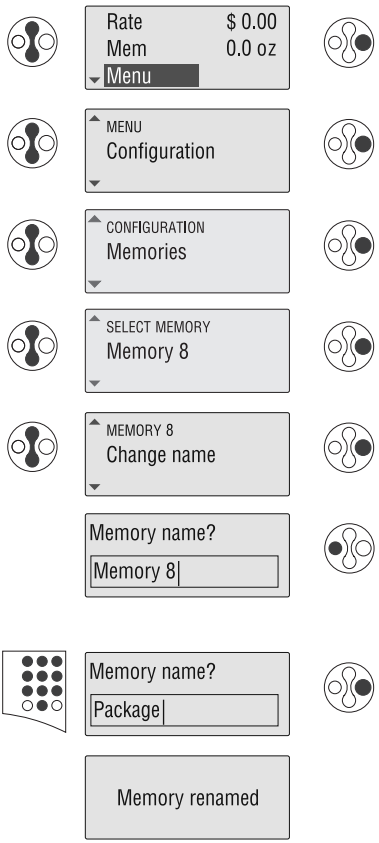


You will see the data of the selected quick select memory.

Close the info window with the Info key.

6.4 Renaming the quick select memories

The factory set names for the 10 quick select memories are “Memory 0” to “Memory 9”. You can assign your own names to the quick select memories.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Memories” and confirm.

Select the quick select you want to rename (e.g. “Memory 8”) and confirm.

Select “Change name” and confirm.

An input box appears for the quick select name.
Clear the old quick select name letter by letter with the C key.

Enter the desired name for the quick select memory (e.g. “Package”) and confirm.

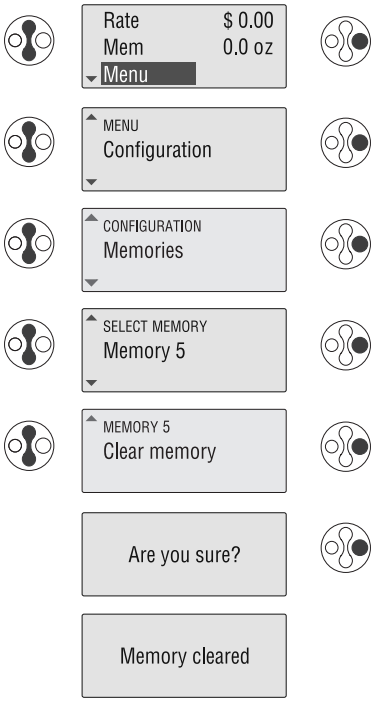
The quick select memory is renamed.

If you press the C key again after clearing all the letters, the mymail jumps back one level and the previous name is retained.

If you are not familiar with entering text with a telephone keypad, read chapter 3.4.

6.5 Clearing the quick select memories

You can overwrite superfluous memory items with a new assignment or clear them. When clearing a quick select memory, you also clear the name you have assigned to the memory. The quick select memory now bears the name which was set at the factory (e.g. “Memory 5”).



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Memories” and confirm.

Select the quick select you want to clear (e.g. “Memory 5”) and confirm.

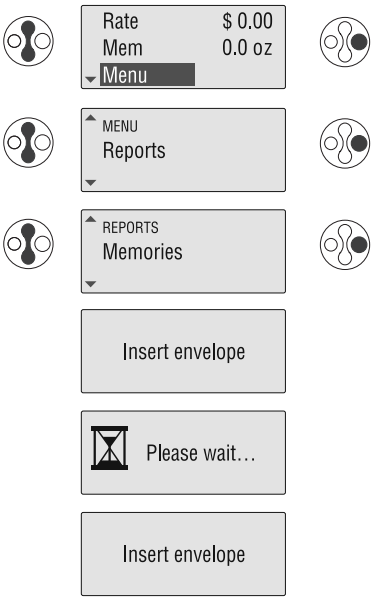
Select “Clear memory” and confirm.

Confirm the prompt if you really do want to clear the quick select memory.
Otherwise, cancel with (C).

The quick select memory is cleared.

6.6 Print the memory assignments

mymail prints the assigned quick select memories in several lists. Each print contains up to 3 memories. Have several empty envelopes, sheets of paper or self-adhesive postage meter labels ready.



Select “Menu” in the main menu and confirm.

Select “Reports” and confirm.

Select “Memories” and confirm.

Place a folded sheet (folded edge first) in the letter slot.

mymail prints the first three memory items.

Position more sheets if necessary.

As soon as all memory items are printed, mymail returns to the “Reports” menu.

To abort the printing of lists: press C, several times if necessary.

We recommend to print on self-adhesive postage meter labels which you can compile to a concise list on a sheet of paper. Use only postage meter labels from FP Mailing Solutions (see page 103).

7 Account function

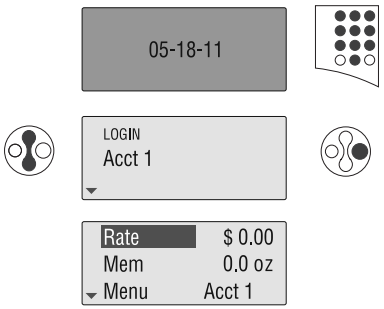
The account function of the mymail offers you the possibility of recording and viewing postage used separately according to accounts, i.e. according to the sending persons or departments of a company. You can set up a maximum of 3 accounts.

The account function also includes renaming and clearing accounts and saving standard settings.

You can print an account report to evaluate the account information. Read chapter 10.15 “Printing reports”.

7.1 Metering on accounts

To be able to use the account function, you have to set up at least one account. If more than one account is set up you have to ‘log in’ to one of these accounts.



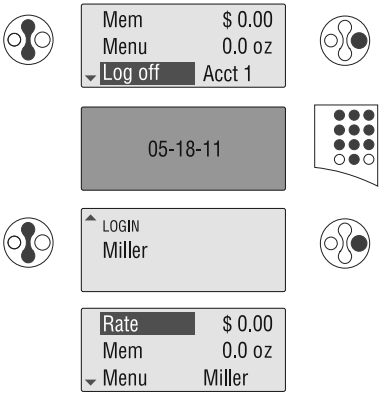
Activate the mymail from the standby mode with any key.

Select the account you want to log in to and confirm.

The main menu appears showing the active account in the display (e.g. “Acct 1”).

After having logged into an account, you can start using the mymail. The postage costs are charged to the active account. Refer to chapters 4 and 5 for information on how to set the meter imprint and how to meter.

7.2 Change account



Select “Log off” in the main menu and confirm. The mymail switches to standby.

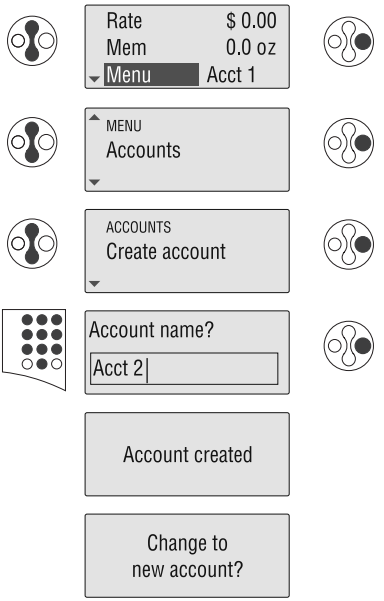
Activate the mymail from the standby mode with any key.

Select the account you want to meter in and confirm.

The main menu appears showing the selected account in the display.

7.3 Setting up accounts

You can set up a maximum of 3 accounts. When all three memory slots are occupied, the menu entry “Create accounts” is not available.



Select “Menu” in the main menu and confirm.

Select “Accounts” and confirm.

Select “Create account” and confirm.

Enter the desired account name (maximum 8 characters) and confirm.

The account is set up.

If you wish to select the newly created account for metering: Confirm with (E).

Otherwise press (C).

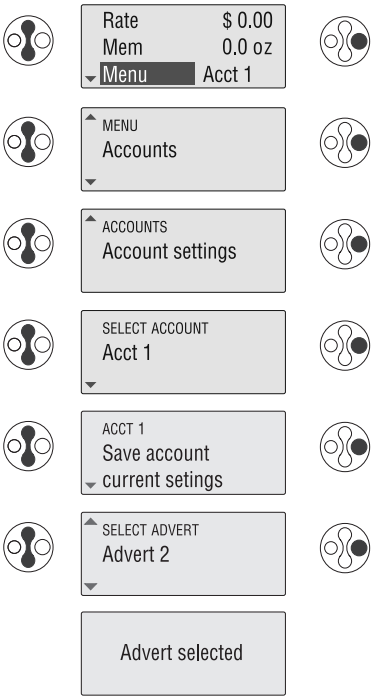
When creating the first account, this message does not appear. The account is selected automatically.

If you are not familiar with entering text with a telephone keypad, read chapter 3.4.

Refer to chapter 7.4 on how to assign an advertising imprint to the account.

7.4 Saving standard setting for an account

The mymail offers you the possibility of saving settings as a standard for every account (the postage value is not saved).
The appropriate standard setting is preset when you select the account when logging in. You can adjust this setting according to your preferences at any time.



Select “Menu” in the main menu and confirm.

Select “Accounts” and confirm.

Select “Account settings” and confirm.

Select account for which you want to save the settings (e.g. “Acct 1”).

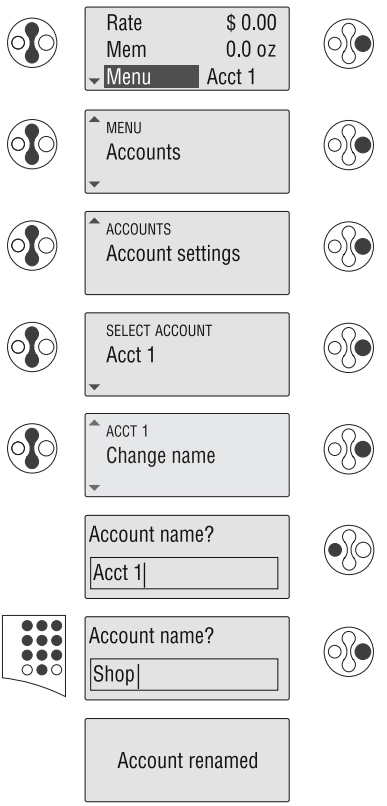
Select “Save account current settings” and confirm.

Select the desired advertising imprint and confirm (e.g. “Advert 2”).

The setting is saved as a standard for this account.

In the “Select account” menu you can open an info window showing the setting for the advertising imprint and the usage data (mail pieces and postage used) of each account.

7.5 Renaming accounts



Select “Menu” in the main menu and confirm.

Select “Accounts” and confirm.

Select “Account settings” and confirm.

Select the account you want to rename (e.g. “Acct 1”) and confirm.

Select “Change name” and confirm.

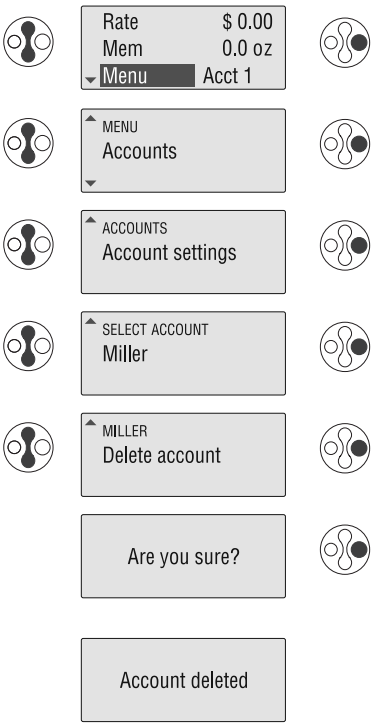
Clear the old account name letter by letter.

Enter the new account name (e.g. “Shop”) and confirm.

The account has the new name.

If you press the (C) key again after clearing all the letters, the mymail jumps back one level and the previous account name is retained.

7.6 Deleting accounts



Select “Menu” in the main menu and confirm.

Select “Accounts” and confirm.

Select “Account settings” and confirm.

Select the account you want to clear (e.g. “Miller”) and confirm.

Select “Delete account” and confirm.

If you really wish to delete the account: Confirm with (E).

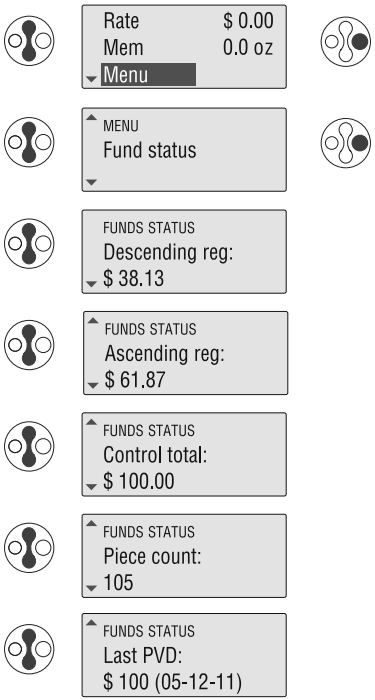
You can abort with (C) without deleting.

The account and the relevant account information is cleared.

8 Postage Register

The mymail saves important parameters and postage usage information in registers. You can have the register states displayed and printed as a register report.

Displaying register states



Select “Menu” in the main menu and confirm.

Select “Funds status” and confirm.

Descending register
Postage still available (max. $ 5,000.00).

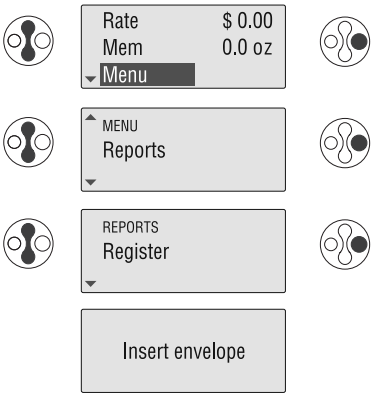
Ascending register
Postage used. Total value of all meter imprints.

Control total (Checksum)
Sum of all paid values (total).

Piece count
Number of meter imprints performed.

Last Postage Value Download (PVD)
Last set amount for loading postage
Date of the last connection to the TELESET data center.

Print postage register report



Select “Menu” in the main menu and confirm.

Select “Reports” and confirm.

Select “Register” and confirm.

Place an FP postage meter label or a folded sheet (folded edge first) in the letter slot.

The mymail prints the register report.

9 Loading postage (PVD) – TELESET

TELESET is the loading of the desired postage credit. To load postage a connection is made to the TELESET data center (TDC) with the mymail and the desired amount is loaded. Accounting is as per your contract with the United States Postal Service.

Make sure, that the mymail contacts the TDC at least once a year, even if the postage meter is not in use. Read the information on page 9.
Please contact the FP Mailing Solutions Service if you have any questions.

Permissible amounts which may be loaded

Amounts in steps of $ 10 are permissible. The minimum amount is $ 10.

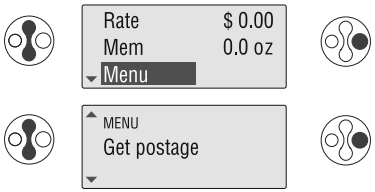
The maximum amount which may be loaded is dependent on the postage credit still available at your mymail. When topping up, you must not exceed the upper postage credit limit of $ 5,000.00.

The maximum amount which may be loaded is calculated as follows (example):

	$ 5,000.00	*Maximum permissible postage credit (Descending register)*
–	$ 38.13	*Postage still available (Descending register)*
=	$ 4,961.87	*Calculated amount*
	$ 4,960.00	*Maximum amount which may be loaded, rounded down to the nearest $ 10*

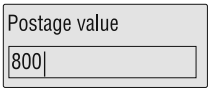
Loading postage

Make sure all settings for communication with the TELESET data center are correct and the configured link (internal modem or mailcredit) is ready for a connection (see chapter 10.10 and 10.11).



Select “Menu” in the main menu and confirm.

Select “Get postage” and confirm.



Enter the desired amount (in $) and confirm.

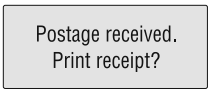
For verification the mymail displays the set amount.

If you now wish to load the amount displayed, press (E) to confirm.

Otherwise, cancel with (C).

Your mymail now establishes a connection with the TELESET data center.

Please stand by. Data exchange takes some time.



“Postage received” appears in the display when the loading process is complete.

If you wish to print a teleset receipt, press (E) to confirm.

Otherwise, skip with (C).

Place an FP postage meter label or a folded sheet (folded edge first) in the letter slot.

Teleset Receipt	
Date	05-18-11
Time	10:28 AM
Machine No.	1234567
Last Download Date	05-18-11
Last Download Value	$ 800.000
Postage Available	$ 838.130

The mymail prints the teleset receipt.

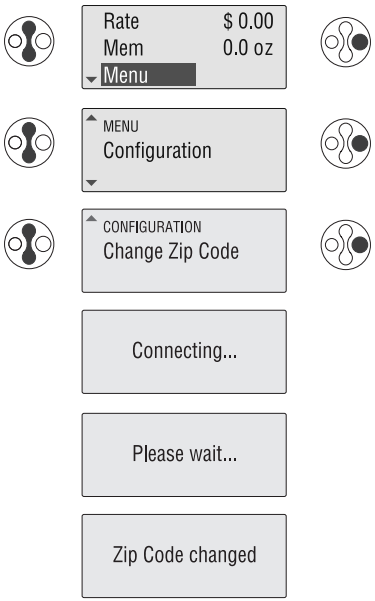
10 Basic settings

The following chapters describe the settings or processes which you only have to perform once or very infrequently.

10.1 Changing the origin Zip code

If you wish to use the mymail elsewhere (e.g. after moving to new premises), you must register the new location of your mymail with FP Mailing Solutions. At the new location you must load the new zip code from the TELESET data center.

Make sure all settings for communication with the TELESET data center are correct and the configured link (internal modem or mailcredit) is ready for a connection (see chapter 10.10 and 10.11).



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Change Zip Code” and confirm.

Your mymail now establishes a connection with the TELESET data center.

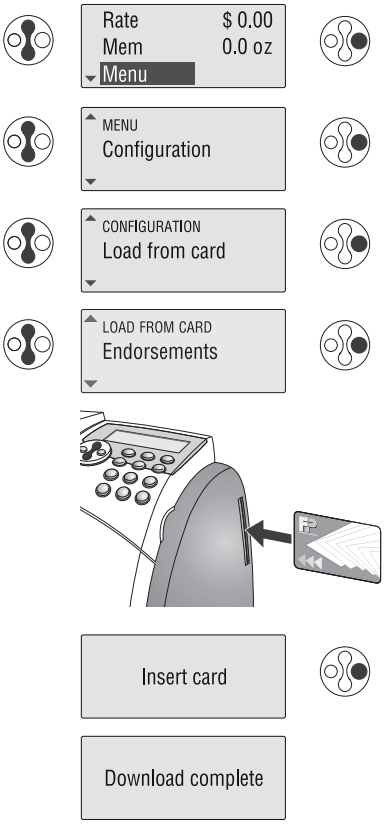
Please stand by. Data exchange takes some time.

“Zip Code changed” appears in the display when the loading process is complete.

10.2 Reloading endorsements

If you require new endorsement imprints, you can order these from FP Mailing Solutions. FP Mailing Solutions will supply you with a chip card containing the endorsements you have ordered.

Caution! It is not possible to load single endorsement imprints. The mymail will always load all endorsement imprints stored on the card and overwrite any which may already exist.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Load from card” and confirm.

Select “Endorsements” and confirm.

Insert the card with the endorsements in the card reader. The chip must face the rear.

Confirm insertion of the card.
The mymail loads the data for the endorsement imprints from the card.

The data are loaded.
Remove the card.

10.3 Update rate table

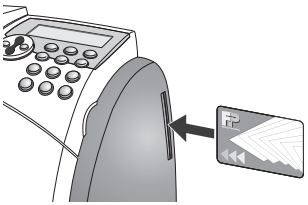
If postage rates change, you have to load a new rate table for correct rate calculation. Order this from FP Mailing Solutions.

Select “Menu” in the main menu and confirm.

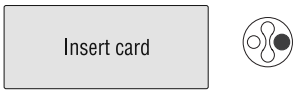
Select “Configuration” and confirm.

Select “Load from card” and confirm.

Select “Rate table” and confirm.



Insert the rate table card in the card reader. The chip must face the rear.



Confirm insertion of the card.
The mymail loads the data for the rate table from the card.

The data are loaded.
Remove the card.

Carefully read all displayed information and follow the instructions.

Confirm the messages.

The Scale report contains data of the currently stored rate table. Read chapter 10.15 “Printing reports”.

10.4 Reloading advertising imprint

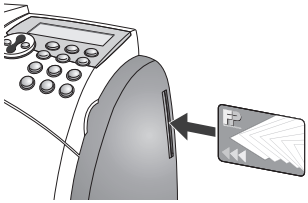
The mymail can store up to three different advertising imprints. If you need new advertising imprints you can order these from FP Mailing Solutions. FP Mailing Solutions supplies the logos / slogans on chip card.

Select “Menu” in the main menu and confirm.

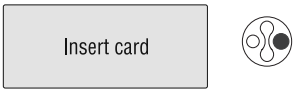
Select “Configuration” and confirm.

Select “Load from card” and confirm.

Select “Advert” and confirm.



Insert the card with the advertising imprint in the card reader. The chip must face the rear.

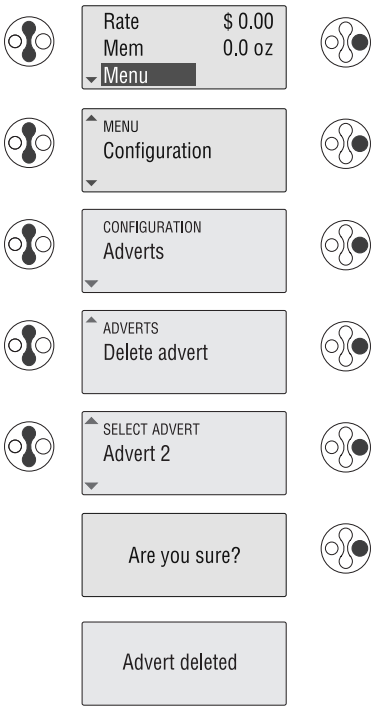


Confirm insertion of the card.
The mymail loads the data for the advertising imprint from the card.

The data are loaded.
Remove the card.

10.5 Delete advertising imprint

You can clear advertising imprints you no longer need to make room for new ones.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Adverts” and confirm.

Select “Delete advert” and confirm.

Select the advertising imprint you want to delete and confirm.

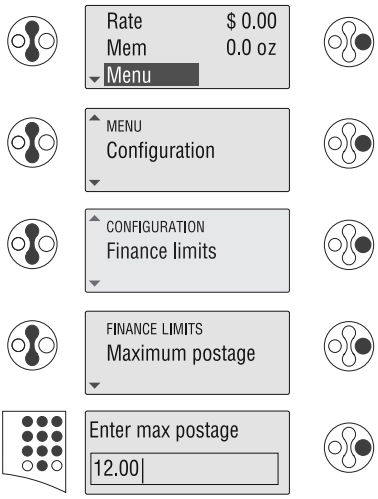
If you really wish to delete the advertising imprint: Confirm with (E).

You can abort with (C) without deleting.

The advertising imprint is deleted.

10.6 Setting a high postage value

You can set a warning for high postage values in the mymail. If you try to set a postage value which exceeds the fixed limit, the mymail displays a warning. The high postage value is set to $ 10.00 at the factory.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Finance limits” and confirm.

Select “Maximum postage” and confirm.

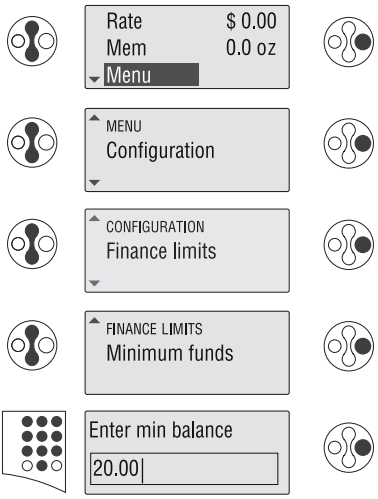
Enter the desired limit for the high postage warning and confirm.

You can enter the limit in two different ways: Type 12.00 or 1200 for a limit of $ 12.

Enter “0” for the high postage value to switch off the monitoring function.

10.7 Setting available postage warning

The ‘Available postage warning’ function warns you when the available postage in your mymail drops below a preset minimum amount. The limit is set to $ 50.00 at the factory.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Finance limits” and confirm.

Select “Minimum funds” and confirm.

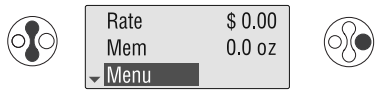
Enter the limit for the available postage warning and confirm.

You can enter the limit in two different ways: Type 20.00 or 2000 for a limit of $ 20.

Enter “0” for the limit to switch off the available postage warning.

10.8 Changing standby time

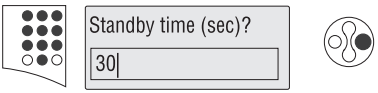
If some time passes without letters being inserted or keys pressed, the mymail switches to sleep mode. The time to shut down can be adjusted by setting the standby time. The standby time is set at factory to 5 minutes (300 seconds).



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Print standby time” and confirm.



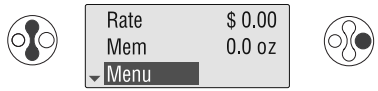
Enter the desired time in seconds and confirm.
Possible values: 30 to 1,200 seconds.

Extending the standby time preset at the factory can lead to increased ink consumption.

10.9 Setting the clock

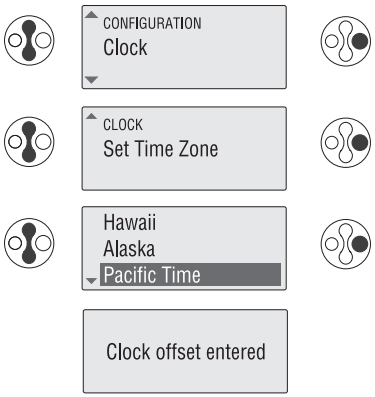
The mymail has a built-in clock. You can set the time zone, switch between standard and daylight savings time and set the time forward or back 5 minutes. It is rarely necessary to correct the time.

Setting the time zone



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.



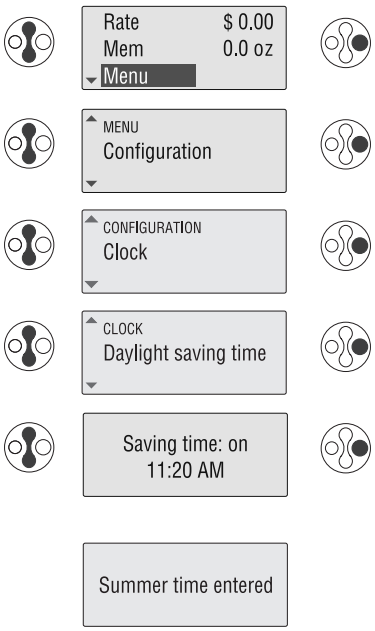
Select “Clock” and confirm.

Select “Set Time Zone” and confirm.

Select the applicable time zone and confirm.

The time zone is set.

Setting daylight saving



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Clock” and confirm.

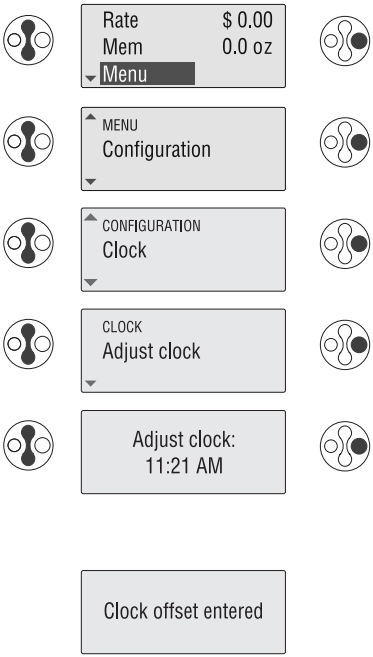
Select “Daylight saving time” and confirm.

You see the daylight saving setting and the current time.

Select the appropriate setting using the arrow keys and confirm.

The time is set.

Correcting the time



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Clock” and confirm.

Select “Adjust clock” and confirm.

Set the clock forward or back with the arrow keys. Every keypress adjusts the clock by one minute. Confirm the desired time.

Possible correction: ± 5 minutes.

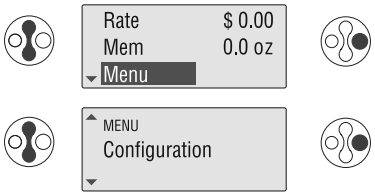
The time is set.

10.10 Internal modem – setting the outside dialing parameters

The mymail has an integrated analog modem. The correct dialing parameters for your telephone connection must be set when you want to use the internal modem for connection to the data center.
The modem configuration is part of the installation routine during commissioning. You should verify and, if necessary, correct the settings if changes were made to your telephone system.

For information on how to connect the phone cable please read the Installation Guide.

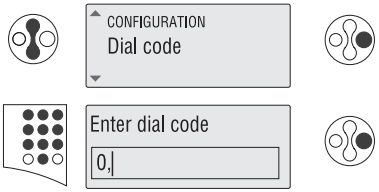
Disable the PC connection if you used mailcredit for connection to the data center before. Read chapter 10.11.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Number for dialing outside line



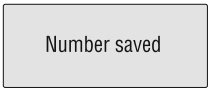
Select “Dial code” and confirm.

Extension: Enter the number for dialing the outside line.

To insert a dial pause: press the key three times in succession. A comma appears in the display at this point. You can also enter several commas one after another for a longer pause.

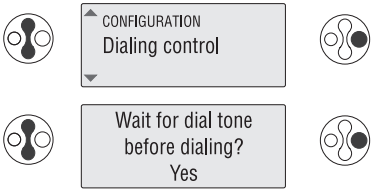
Direct line: When connected to a direct line, leave the input box for the dial code empty.

Confirm the setting.



The number for dialing the outside line is saved.

Wait for the dial tone: Yes / No?



Select “Dialing control” in the “Configuration” menu and confirm.

You will see the current setting.

Select “Yes” or “No” with the arrow keys and confirm.

“Yes” – Standard setting (recommended).

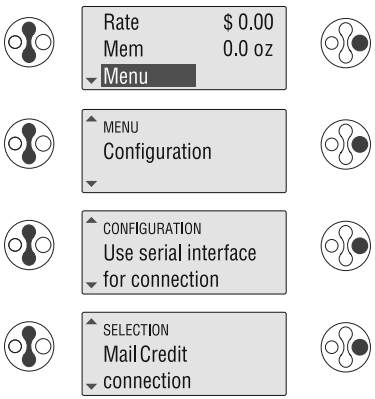
“No” – for operation on an extension ‘without dial tone’.

10.11 Setting up mymail for operation with mailcredit

You need the mailcredit Kit for mymail that you can order from FP Mailing Solutions to establish connection to a PC and to make use of mailcredit. The mymail comes with a special PC interface ex works.
This chapter will provide information on the mymail settings required for mailcredit to detect the postage meter.

Before connecting the mymail to a PC, please read the Installation Guide of your mymail.

Please read the mailcredit manual with regard to installation and operation of the mailcredit software.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Use serial interface for connection” and confirm.

You will see the current setting.

Select the desired setting using the arrow keys:

“unused”
Set this option when no PC is to be used.

“mailcredit connection”
Set this option when the mymail is to communicate with the data center via PC and mailcredit.

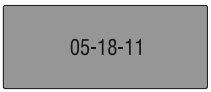
“Karat connection”
Set this option when you use the cost account software KARAT / mailreport.

Confirm the setting.

Communication between mailcredit and mymail

Return to the main menu with the Home key.

Select “Log off” and confirm.



If mymail is in standby:
Start mailcredit on the PC.

mailcredit starts and detects mymail.
Heed the status messages of mailcredit.

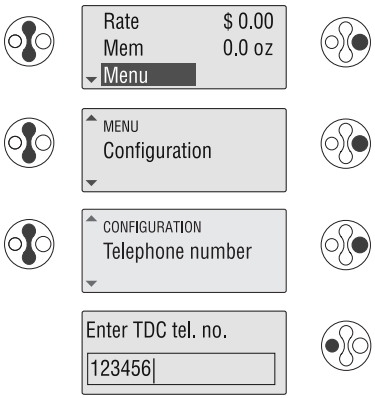
Note: mailcredit will detect the mymail only when the mymail is in standby.

Please read the manuals of the PC applications with regard to installation and operation of KARAT / mailreport.

10.12 Changing the phone number of the TELESET data center

The TELESET data center number is stored in your mymail at the factory. Usually there is no need to change it.

Caution! Only change the stored number if you have been advised to do so by FP Mailing Solutions. Any incorrect setting of the telephone number for the TDC results in non loading of postage.



Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

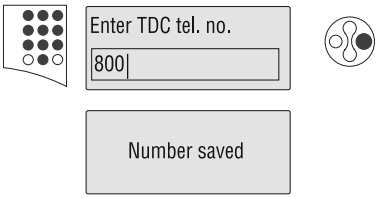
Select “Telephone number” and confirm.

You see the set telephone number.

Use (C) to delete the old number.

Abort input:

If you press the (C) key again after having deleted all numbers, you leave the input window without saving. The former number is retained.



Enter the new telephone number of the TELESET data center and confirm.

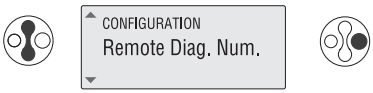
The new telephone number is saved.

10.13 Changing the remote diagnostics phone number

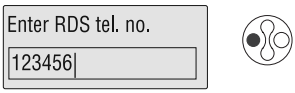
The remote diagnostics phone number is stored in your mymail at the factory. Change the number only when instructed to do so by FP Mailing Solutions.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.



Select “Remote Diag. Num” and confirm.

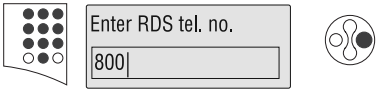


You see the set telephone number.

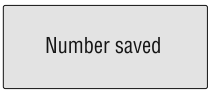
Use (C) to delete the old number.

Abort input:

If you press the (C) key again after having deleted all numbers, you leave the input window without saving. The former number is retained.



Enter the new telephone number for remote diagnostics and confirm.



The new telephone number is saved.

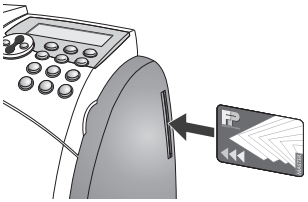
10.14 Switching access control on and off

The mymail can be protected against unauthorized use. If access control is switched on, only a MASTER card holder can use the mymail. For switching access control on or off, the MASTER card must be inserted.
In case you wish to use access control, you should have a second MASTER card ready at all times. Thus you make sure you can continue to use your mymail, even if you should lose one of the cards. MASTER cards are available as accessories from FP Mailing Solutions.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Master Card” and confirm.



Insert your MASTER card in the card reader. The chip must face the rear.

Confirm insertion of the card.

Confirm the prompt “MasterCard on?”.

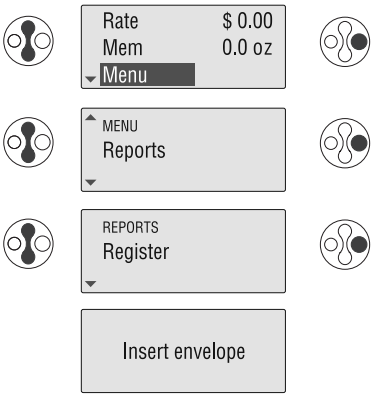
The access control by MASTER card is switched on.

In the same way you can switch the access control off. The mymail asks “MasterCard off?”.

10.15 Printing reports

You can print out a series of status information for the mymail.

Register Report	Important parameters and postage usage information (see also chapter 8).
Account Report	Set up accounts and their postage usage data.
Memories	Memories and their assignments (see also chapter 6.6).
Configuration Report	Machine identification and information about software version, rate table version, modem settings and access control.
Scale Report	Information about scale and rate table.
SD Report	Technical information important for service.
Error Report	Error code, date and time of the last five errors.



Select “Menu” in the main menu and confirm.

Select “Reports” and confirm.

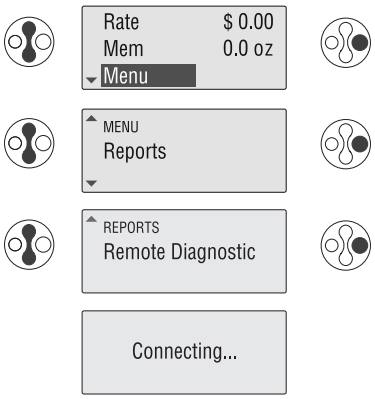
Select the report you want to print and confirm.

Place an FP postage meter label or a folded sheet (folded edge first) in the letter slot.
The mymail prints the selected report.

10.16 Sending machine data to Service (Remote diagnostics)

The mymail assists you in transmitting important machine data to the Service. Please transmit data only upon request by FP Mailing Solutions.

Make sure all settings for communication with the data center are correct and the configured link (internal modem or mailcredit) is ready for a connection (see chapter 10.10 and 10.11).



Select “Menu” in the main menu and confirm.

Select “Reports” and confirm.

Select “Remote Diagnostic” and confirm.

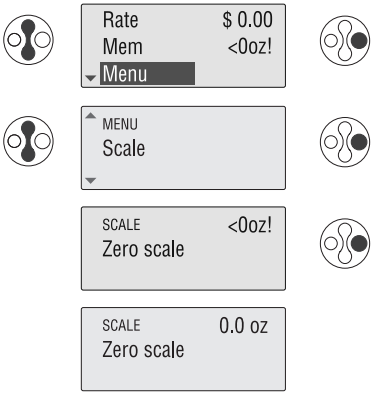
The mymail now automatically connects to Service.

Please stand by. Data exchange takes some time.

10.17 Zeroing scale

You have to zero the scale if

– mymail displays a weight “<0 oz”
– you want to set a pre-load (e.g. because you are using an extra weighing tray).



Setting the initial state for the weighing function: Remove load from scale or place pre-load in position.

Select “Menu” in the main menu and confirm.

Select “Scale” and confirm.

Confirm “Zero scale”.

The scale is zeroed.

10.18 Updating the mymail software

You can use the Francotyp-Postalia mailcredit PC application to update the operating software of your mymail. To do so, the mymail must be connected to a PC with mailcredit software.

Caution! In order to synchronize data between the mymail an the data center, a connection to the TDC is necessary before updating the software. Otherwise, certain data may be lost. Therefore, initiate TELESET prior to updating the software of your postage meter.

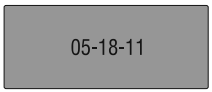
Connect the mymail to the PC. Please read the mymail Installation Guide.

Set up mymail for operation with mailcredit. See chapter 10.11 on page 64.

Run TELESET as usual (see chapter 9). If you do not need additional credit, simply initiate the process with an amount of '$ 0'.

During the connection to the TELESET data center, the data synchronization will be executed.

When the TELESET process is complete, select "Log off" in the main menu and confirm.



You can start software updating when the mymail is in standby and mailcredit indicates that communication with the mymail is possible.

To do so, run the mailcredit function "Update meter" on the PC. Also refer to the mailcredit manual.

The Configuration Report indicates the software version installed on your mymail (see chapter 10.15, page 69).

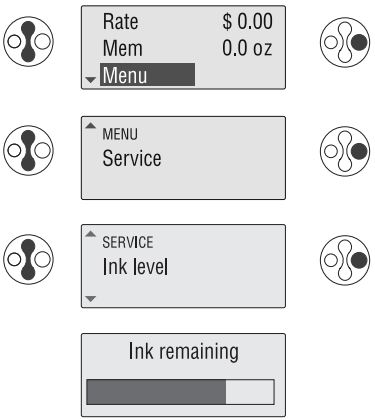
11 Maintenance and care

11.1 Cleaning the mymail

Caution! Make sure that no liquids or foreign objects penetrate the interior of the mymail. If this happens, pull out the power cord immediately. Contact FP Mailing Solutions help line.
Have the mymail checked by the after-sales service before reconnecting the power cord.

Clean dirt from the housing with a slightly damp cloth. You can also use a mild cleaning solution.

11.2 Checking the ink level



Select “Menu” in the main menu and confirm.

Select “Service” and confirm.

Select “Ink level” and confirm.

The ink level is displayed for about two seconds. The dark part of the bar shows how much ink is left, the bright part the used ink.

11.3 Changing the ink cartridge

The mymail warns you when the ink in the cartridge is running out. We recommend you always keep a replacement cartridge handy.

We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.

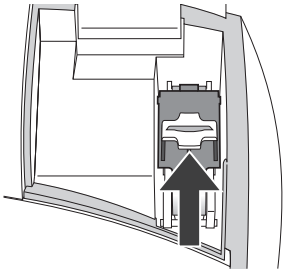
We advice to clean the contacts in the cartridge holder at each cartridge replacement. Use the FP cleaning kit 'clean & renew for Ink-Jet Printsystem', available at FP Mailing Solutions.

Warning! Ingestion of the ink can be hazardous to your health. Avoid contact with the eyes. Keep the ink cartridge away from children. Further instructions for use are enclosed with the ink cartridge.

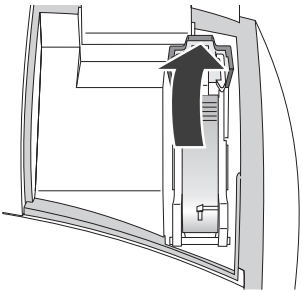
Caution! This avoids faults in the printing system: Leave the power cable plugged in so that the cartridge can move to the changing position. Never lift up the operating panel during the mymail's start routine.

Removing the empty ink cartridge

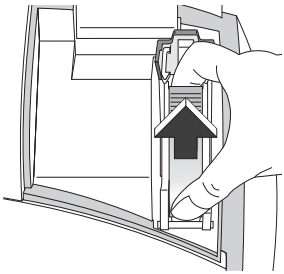
Lift up the operating panel as far as it goes. It snaps in this position.
The mymail moves the ink cartridge to the change position.



Push back the yellow lever.



Fold up the cartridge lock.



Hold the ink cartridge with your thumb and forefinger and lift it up out of the cartridge compartment.

Preparing the new cartridge

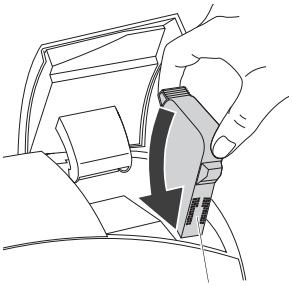
Remove the ink cartridge from the packing.

Remove the nozzle protection.

For details, please refer to the instruction leaflet that comes with every cartridge.

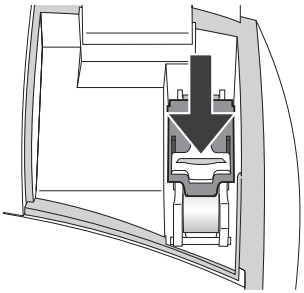
Inserting the ink cartridge

Caution! Contact problems due to an incorrectly inserted ink cartridge may lead to machine failure.



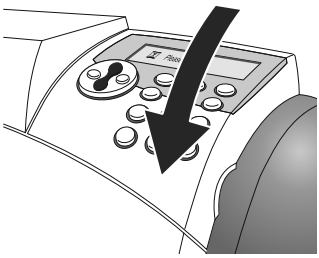
Insert the ink cartridge vertically from above with a slight tilt into the cartridge holder.

The contacts on the ink cartridge must be at the front!



Press down the cartridge lock, hold it and push the yellow lever forward.

Do not use force to close the cartridge lock. If the lock cannot be closed properly: remove the cartridge and try again.



Lower the operating panel back into position.

The mymail restarts and starts the cartridge adjustment procedure.

Caution! Never lift up the operating panel during the start routine. This can cause faults in the printing system.

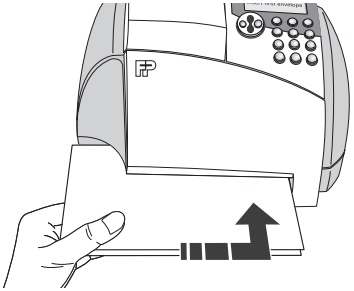
Adjusting the ink cartridge

Adjusting the ink cartridge is necessary in order to achieve perfect printing without misalignments.

To adjust, simply follow the instructions in the display.

For test printing, you can use white paper instead of envelopes:
– Fold a sheet (letter size) in the middle.
– Insert the folded edge of the sheet into the letter slot.

New ink cartridge detected	Confirm the message with (E) and continue.
Please follow instructions to adjust cartridge	Continue with (E).
You will need two envelopes	Continue with (E).
Insert first envelope	**Test print** Place an empty envelope or a folded sheet in the letter slot.

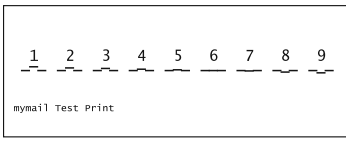


The mymail generates a test imprint for adjusting the ink cartridge.

Please wait…

During printing, the display shows the message “Please wait…”.

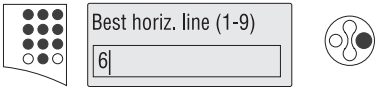
Do not remove the envelope until the mymail has released it.



Horizontal lines

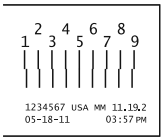
Examine the numbered horizontal lines on the test print.

Determine the number where the three sections of the line are closest to being aligned with one another.
This is “6” in the example.



Enter the determined number using the number keys.

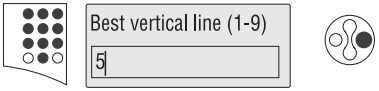
Confirm by pressing (E) once.



Vertical lines

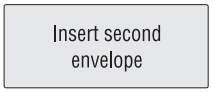
Examine the numbered vertical lines on the test print.

Determine the number where the two partial vertical lines are closest to being aligned with one another.
This is “5” in the example.



Enter the determined number using the number keys.

Confirm by pressing (E).

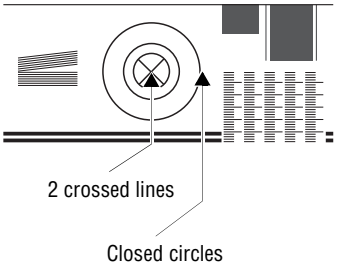


Second test print

Place the second envelope or a folded sheet in the letter slot.

The mymail prints the second test print.

Correct:



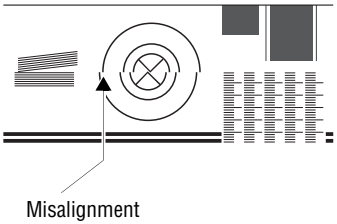
Check

Examine the circles on the second test print.

The ink cartridge is well adjusted if the circle pattern looks more or less as shown on the test print in the example.

The adjustment procedure is complete.

Insufficient:



If the circle pattern exhibits any misalignment, repeat the adjustment procedure.

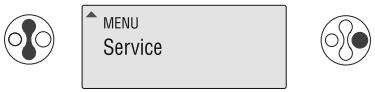
If you want to repeat the adjustment or you have accidentally aborted the adjustment, call up the adjustment procedure in the menu. To do this, select “Menu” → “Service” → “Align cartridge”. Read chapter 11.5 on page 82.

11.4 Cleaning the ink cartridge

You should only start the cartridge cleaning process if the quality of the stamp is not good enough (e.g. gaps in the imprint after longer periods of non-use).

Starting the automatic cleaning procedure

Select “Menu” in the main menu and confirm.



Select “Service” and confirm.

Select “Clean cartridge” and confirm.

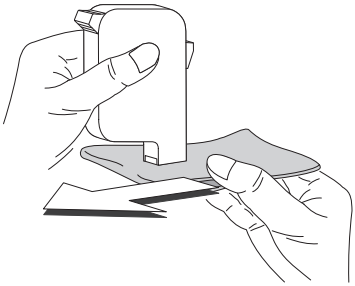
The cartridge is cleaned.

When the cartridge is heavily stained it may occur that even the automatic cleaning process does not improve imprint quality as expected. In such cases, you can clean the print head manually.

Cleaning the print head manually

Caution! Inexpert cleaning can damage the print head and render them useless. To avoid damage to the print head, observe the following hints:

- You should only clean the print head manually in exceptional cases, when automatic cleaning fails to restore the normal print quality.
- Only use a soft, fibreless cloth that is moistened with de-ionized water for cleaning. Small fibres might clog the nozzles. A cloth that is dry or not soft enough may cause scratches. Such scratches make the print cartridge useless because they prevent the ink jet from being correctly positioned during printing.
- Do not use chemical cleaning agents.



You find information on removing and inserting the ink cartridge in chapter 11.3 on page 74.

Moisten a soft, fibreless cloth with de-ionized water.

Hold the cartridge as shown in the figure. The nozzles face down!

Wipe the print head slowly and very softly with the cloth in the direction of the arrow. Repeat this procedure several times.

The water will blend with ink residues on the print head and clean the nozzles.

If you do not have de-ionized water at hand, you can also use distilled or tap water. Tap water contains minerals that can leave deposits on the print head though.

Best results are achieved with the FP contact cleaner and cleaning clothes of the FP cleaning kit ‘clean & renew for Ink-Jet Printsystem’, available at FP Mailing Solutions.

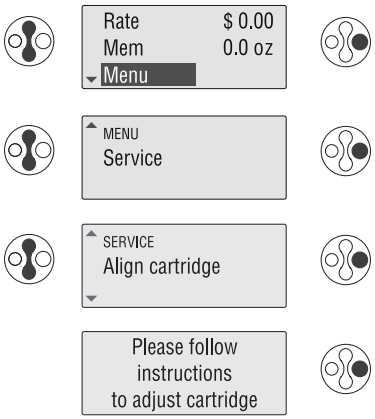
11.5 Adjusting the ink cartridge

Start the adjustment procedure if the meter imprint contains misalignments.

The ink cartridge adjustment procedure commences automatically:

– during installation directly after completion of the start routine
– after changing the cartridge
– each time you open and close the operating panel.

You can also call up the adjustment procedure in the menu:



Select “Menu” in the main menu and confirm.

Select “Service” and confirm.

Select “Align cartridge” and confirm.

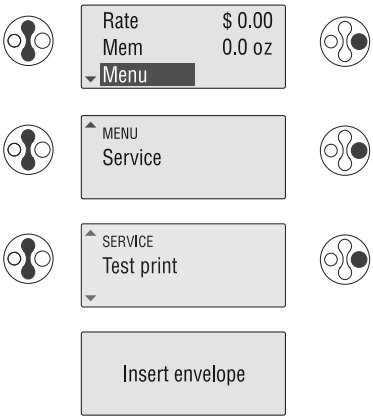
The adjustment procedure commences.

Follow the instructions in the display.

You will find details of the adjustment procedure on pages 77 to 79.

11.6 Test print

The test print primarily is a tool for the service technician for checking the print functions.



Select “Menu” in the main menu and confirm.

Select “Service” and confirm.

Select “Test print” and confirm.

Place a folded sheet folded edge first in the letter slot.

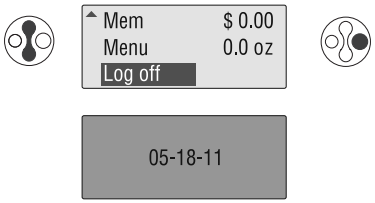
The mymail creates a test print like the one used during the adjustment procedure for the ink cartridge.

11.7 Changing the battery

Caution! The used battery has a special rated voltage of 3.6 V. There is a risk of severely damaging the machine when inserting a wrong battery. Only use a battery 90.4701.8004.00 as provided by FP Mailing Solutions.

Warning! Observe the instructions enclosed with the battery for correct use and disposal.

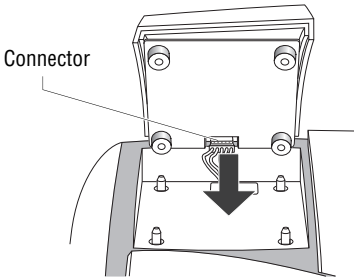
The mymail monitors the charging state of the battery. An appropriate message appears in the display when it is time to change the battery.



Select “Log off” in the main menu and confirm.

Pull out the power cord!

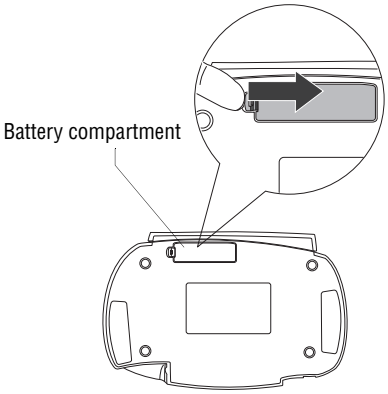
Caution! The scale is not permanently fixed to the mymail housing. You have to remove the scale or secure it against falling out before you turn over the mymail to change the battery.



Secure scale against falling out

or

lift the scale carefully and release the connection.

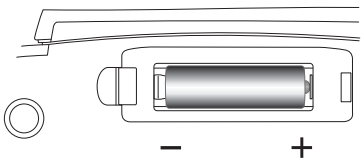


Turn the mymail onto its back.

You now have access to the battery compartment on the bottom of the mymail.

Press the clip catch in the direction of the arrow and remove the battery compartment cover.

Remove the old battery.

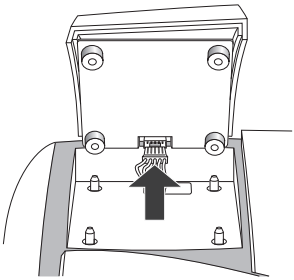


Insert the new battery (90.4701.8004.00) in the specified position.

Close the battery compartment.

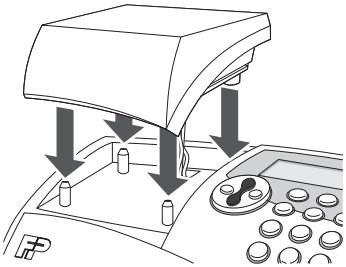
Turn the mymail back to the upright position.

Dispose of the old battery as prescribed.



Replace the scale if necessary:

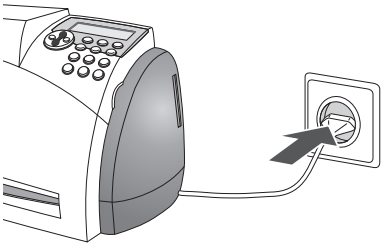
Reconnect the scale to the mymail and place the scale back on the mymail.



Press down slightly on the weighing tray.

This ensures that the four rubber feet of the scale are pushed firmly onto the pegs in the housing.

You will find details for assembling the scale in the Installation Guide.



Reconnect to the power socket.
The mymail runs the normal start routine.

11.8 Hints for transporting the mymail

Caution! Please take the following precautions when transporting the mymail or sending it in for service.

- Always remove the ink cartridge.
- Transport the mymail in the original box.
- Transport the mymail upright.

12 Error messages and help

Caution! Remove the ink cartridge from the mymail before you transport the mymail or send it in for service.

Caution! Do not remove any parts of the housing. Only have maintenance and repair work done by qualified personnel authorized by FP Mailing Solutions. Otherwise your warranty will be voided. You will be liable for any damages.

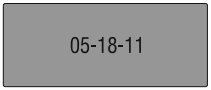
You can eliminate minor faults and problems with the mymail yourself. On the following pages, you will find help and tips for eliminating and avoiding faults.

Error messages help you to determine the causes of errors and to eliminate them.

Acknowledge error messages with the (E) key.

In case your mymail behaves ‘strangely’.

Select “Log off” in the main menu and confirm.



If the mymail is in standby mode, pull out the power cord.

Wait one minute.

Plug the power cord back in.

If you cannot eliminate a fault yourself, please contact the FP Mailing Solutions Service.

12.1 Error messages (alphabetically)

Error message	Possible cause and remedy
<0 oz!	The scale had a pre-load which was removed. Zero the scale *(see chapter 10.17)*.
>5 lb!	The mail piece weighs more than 5 lbs. The mymail is overloaded. Do not place more than 5 lbs on the scale.
Authorize failed	Authorization of your mymail has failed. The mymail is not yet released for metering. Repeat the installation routine *(see Installation Guide)*.
Cannot authorize MAC verify errors	Repeat installation routine *(see Installation Guide)*.
Cannot print download postage	The mymail is not yet released for metering. Please load postage! *(See chapter 9.)*
Cannot print: meter not validated	The mymail is not yet released for metering. Run the installation routine *(see Installation Guide)*.
Cartridge error	Ink cartridge is missing or not correctly inserted. Remove and re-insert the ink cartridge *(see chapter 11.3)*.
	Contacts are dirty. Clean contacts in the print system (cartridge holder) with the FP cleaning kit 'clean & renew for Ink-Jet Printsystem', available at FP Mailing Solutions.
Download failed	Repeat the process.
Download postage (date credit)	The last postage loading was too long ago. Please load postage!
Download postage (piece credit)	The last postage loading was too long ago. Please load postage!
Duplicate endorsement IDs	Endorsements card defective. Request new endorsements card, specifying the error message.

Error message	Possible cause and remedy
Duplicate name	Assign a different name.
ERR	Rate calculation error (e.g. the mail piece is too heavy for the selected postal rates). Check and change the postal rates.
Error reading card	Wrong card or card inserted incorrectly. Check the card and re-insert it (chip must face backwards).
Error xxx	Note the error number and call Service.
Ink level low	The ink cartridge is almost empty.
Insufficient funds	The postage in the mymail is insufficient. Load additional postage *(see chapter 9)*.
Invalid card	Wrong card type inserted (e.g. in menu “Load rate table?” a card with an advertising imprint inserted). Check card and use right card.
	The card contains no valid data. Call Service.
Invalid text in table	Defective endorsement card. Request new card from FP Mailing Solutions specifying the error message.
Low remaining funds: continue?	This metering will bring you below the set limit for the available postage warning. Reload postage soon.
Memory full	The available memory space for advertising imprints is exhausted (max. 3 advertising imprints). Clear an advertising imprint you no longer need and try again.
No answer	The modem does not get a dial tone or the TELESET data center is unavailable. Check the outside dialing parameters for your telephone connection *(see chapter 10.10)*. Check the TDC phone number *(see chapter 10.12)*. Repeat the procedure.

Error message	Possible cause and remedy
No dial tone	The modem gets no dial tone. Check the connection of the phone cable on the mymail and at the phone socket. For operation on a phone system / extension: Switch off “Wait for dial tone …” if necessary *(see chapter 10.10)*.
Old issue rate table	You have tried to overwrite the stored rate table with an older rate table.
Option error	Combination of selected extra services not permitted by USPS. Select a permissible setting. Also observe the right order of selection of extra services. For example, the mymail only accepts “Return receipt” when “Registered”, “Insured”, “C.O.D.” or “Certified” is already selected.
Out of ink Please change cartridge	The ink cartridge is empty. Insert new ink cartridge *(see chapter 11.3)*.
Overload: please contact service	The mymail has been locked. You can meter max. 500 letters a day. Metering is possible only the day after.
Print aborted envelope moved	The letter was moved before or during printing. Remove letter and re-insert.
PVD error illegal value / TDC error: bad reset value	You have entered too high a value for postage loading. Select a smaller amount and repeat the procedure.
Rate table invalid	Call Service.
Rate table out of date	Call Service.
Replace battery immediately	The battery is empty. You have to change the battery to be able to continue using the mymail *(see chapter 11.7)*.
SD battery low Contact dealer	The battery in the safety module (SD battery) is almost empty. Call Service immediately.

Error message	Possible cause and remedy
SD: unknown state Contact dealer	Call Service.
Self test failed	Repeat procedure and note error.
TDC error account disabled	Call Service.
TDC error no connection	Check the connection of the phone cable on the mymail and at the phone socket *(see Installation Guide)*. Repeat the procedure.
	Check whether or not the connection cable between mymail and PC is properly connected *(see Installation Guide)*.
	Check whether or not mailcredit is running on the connected PC *(see mailcredit manual)*.
	Check the settings for connection to the TELESET data center *(see chapter 10.10 and chapter 10.11)*.
	mailcredit failed to detect the mymail. The status display (the postage stamp in the mailcredit icon) is RED *(see also the mailcredit manual)*. Select “Log off” in the main menu and confirm. The mymail switches to standby. Quit and restart mailcredit *or* use the “Reconnect meter” function to establish the connection between mailcredit and the mymail. The status display of mailcredit on the PC changes from RED to GREEN. Note: The connection between mailcredit and the mymail can be established only when the mymail is in standby (the date appears on the dark display).
	PC problem, web access failure.
	Check the TELESET data center telephone number *(see chapter 10.12)*.

Error message	Possible cause and remedy
TDC error no credit	Desired amount too high. Select a smaller amount and repeat the procedure.
TDC not available	Call Service.
TDC: data record locked	Call Service.
TDC: mymail disabled	Call Service.
TDC: mymail not available	Call Service.
TDC: mymail not released	Call Service.
TDC: mymail out of operation	Call Service.
Too many endorsements	Endorsement card defective. Request new endorsements card from FP Mailing Solutions, specifying the error message.
Unable to connect	Repeat the procedure.
Underweight	The mail piece is too light for the selected postal rates. Check and change the postal rates.
Validate failed	mymail is not released for metering. Please load postage!
Value exceeds user postage limits	Postage value is higher than the set limit “Maximum postage” (protection against overmetering). To accept a correct high postage value: confirm message by pressing the (E) key. *Or* Cancel by pressing the (C) key.
Warning: battery low	Change battery *(see chapter 11.7)*.

12.2 Helpful user tips

Problem	Possible cause and remedy
… in general	
Blank display	Check whether the power cable is plugged in correctly.
Display lit, but display blank	Pull out the plug, wait one minute then plug back in.
mymail blocks shortly and emits loud mechanical noise	Pull out the power cable IMMEDIATELY. Check that the cartridge lock is closed correctly *(see page 76)*. Plug the power cord back in. Call Service if the problem persists.
Menu item “Create account” missing	All 3 available account memories are already occupied. Delete an account you no longer need.
Noises as when metering although no letter is inserted	This is not an error. The printing head moves into the standby position. This prevents the ink cartridge from drying out. You can change the time span *(see chapter 10.8)*.
Strange behavior, strange displays	Select main menu “Log off” and confirm, pull out the plug, wait 1 minute then re-insert the plug. Call Service if the problem persists.
… when metering	
Imprint quality – gaps in the imprint	Clean the ink cartridge *(see chapter 11.4)*.
Imprint quality – misalign-ments in the imprint	Adjust ink cartridge *(see chapter 11.5)*.
Imprint quality – printing image is distorted	Letter has been moved during printing. Let go of the letter during printing. Give large envelopes just a little support.

Problem	Possible cause and remedy
mymail does not print	Sensor does not recognize letter. Place a letter at the right hand edge of the letter slot and push in as far as it goes. *(The sensor is in the back right hand corner of the letter slot.)*
	Sensor does not recognize the postage meter label. Place a sheet or empty envelope under the label to be printed and try again.
	Sensor does not recognize the sheet (e.g. for trial run). Fold the sheet down the middle and place it in the letter slot folded edge first. The letter was already in the letter slot when you made the settings in the operating menu. Remove letter and re-insert.
	The mymail does not show the main menu. Press the Home key and try again.

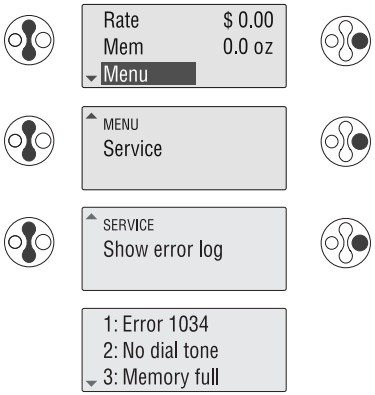
… when weighing and for rate calculation

Menu “Rate” missing from the main menu	The mymail does not ‘recognize’ the scale. “Log off” and then pull out the power cord. Wait briefly and then reconnect the mymail. *(See Installation Guide.)*
	If the “Rate” menu is still missing: “Log off” and then pull out the power cord. Check the plug contact of the scale and reconnect the mymail.
No weight display in the main menu.	No postal rates selected or the selection is incomplete. Call the “Rate” menu and select postal rates *(see chapter 5.1 and 5.2)*.
No weight is determined for the mail piece on the scale	Unload scales and wait until a beep signals that the scale is ready again for operation.
	Zero scale (*see chapter 10.17)*.

Problem	Possible cause and remedy
… when loading postage	
Desired amount cannot be entered	Impermissible amount. Enter a permissible amount and try again. Amounts in steps of $ 10 are permissible. Remember that the maximum amount which can be set is dependent on the postage credit still available at your mymail. *(See page 50.)*

12.3 Display diagnostics list

The diagnostics list of the mymail lists the last 10 faults



Select “Menu” in the main menu and confirm.

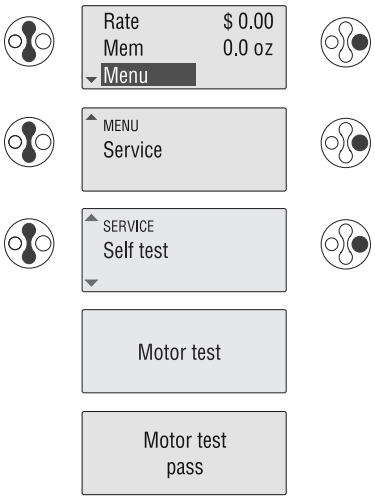
Select “Service” and confirm.

Select “Show error log” and confirm.

Errors and their frequency are displayed. Use the arrow keys to scroll through the list. *(Print as report see page 69.)*

12.4 Automatic error diagnosis (self-test)

The automatic error diagnosis is a self-test program in which the mymail checks all components.



Select “Menu” in the main menu and confirm.

Select “Service” and confirm.

Select “Self test” and confirm.

The mymail now runs a series of test routines. The object …

… and result of the test appear in the display.

The mymail requests inputs for some tests.

Country	Code
A	
Afghanistan	100
Albania	101
Algeria	102
Andorra	103
Angola	104
Anguila	105
Antigua	106
Argentina	107
Armenia	108
Aruba	109
Ascension	110
Australia	111
Austria	112
Azerbaijan	113
B	
Bahamas	115
Bahrain	116
Bangladesh	117
Barbados	118
Belarus	119
Belgium	120
Belize	121
Benin	122
Bermuda	123
Bhutan	124
Bolivia	125
Bosnia-Herzegovina	126
Botswana	127
Brazil	128
British Virgin Islands	129
Brunei Darussalam	130
Bulgaria	131
Burkina Faso	132
Burma (Myanmar)	133
Burundi	134

Country	Code
C	
Cambodia	202
Cameroon	135
Canada	136
Cape Verde	137
Cayman Islands	138
Central African Republic	139
Chad	140
Chile	141
China	142
Colombia	143
Comoros	144
Congo, Republic of the	145
Congo, Democratic Republic of the	315
Costa Rica	147
Cote d'Ivoire	148
Croatia	149
Cuba	150
Cyprus	151
Czech Republic	152
D	
Denmark	153
Djibouti	154
Dominica	155
Dominican Republic	156
E	
East Timor	157
Ecuador	158
Egypt	159
El Salvador	160
Equatorial Guinea	161
Eritrea	162
Estonia	163
Ethiopia	164

Country	Code
F	
Falkland Islands	165
Faroe Islands	166
Fiji	167
Finland	168
France	169
French Guiana	170
French Polynesia	171
G	
Gabon	172
Gambia	173
Georgia	174
Germany	175
Ghana	176
Gibraltar	177
Great Britain	178
Greece	179
Greenland	180
Grenada	181
Guadeloupe	182
Guatemala	183
Guinea	184
Guinea-Bissau	185
Guyana	186
H	
Haiti	187
Honduras	188
Hong Kong	189
Hungary	190

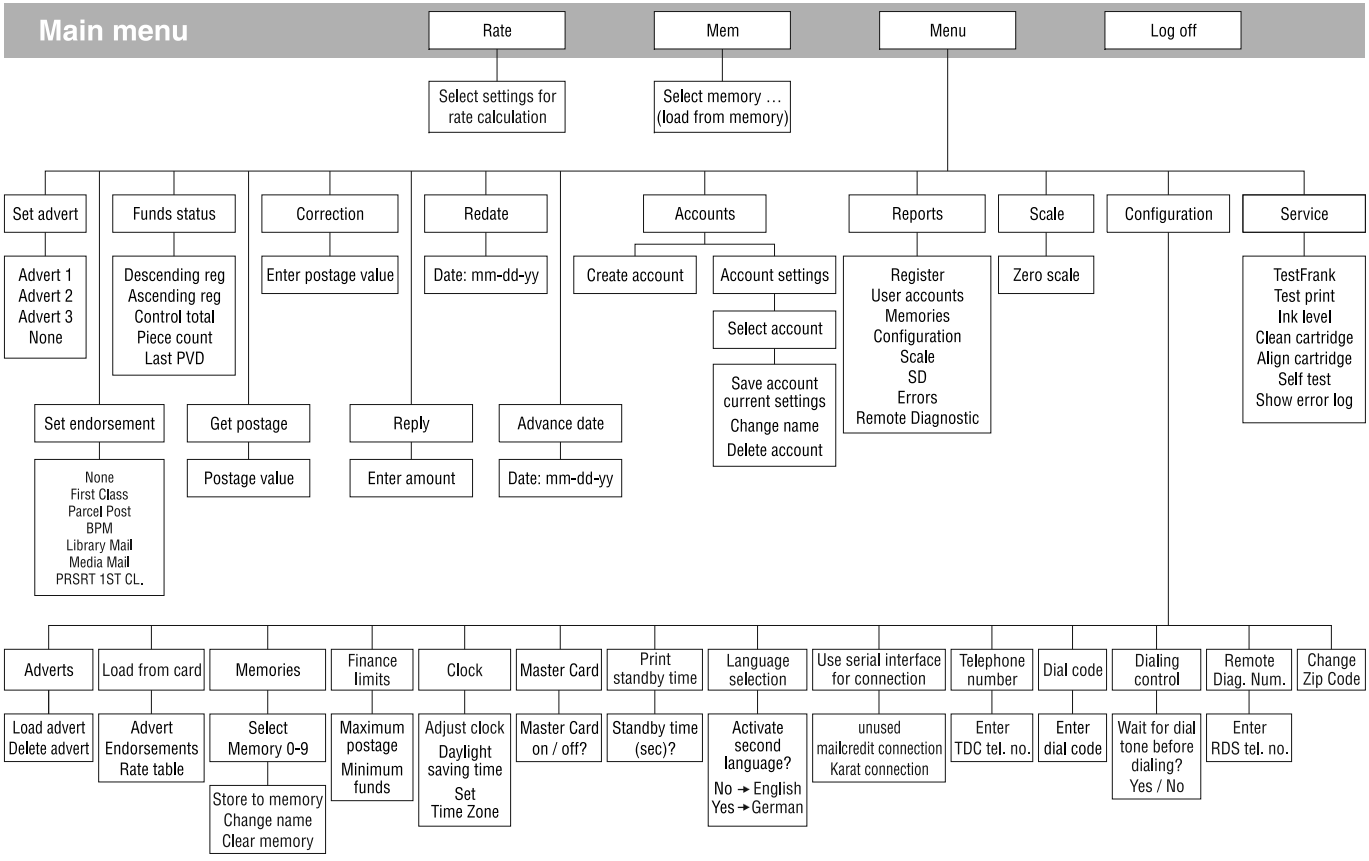
Country	Code
I	
Iceland	191
India	192
Indonesia	193
Iran	194
Iraq	195
Ireland	196
Israel	197
Italy	198
J	
Jamaica	199
Japan	200
Jordan	201
K	
Kazakhstan	203
Kenya	204
Kiribati	205
Korea, Democratic People's Republic (North)	206
Korea, Republic of (South)	207
Kuwait	208
Kyrgyzstan	209
L	
Laos	210
Latvia	211
Lebanon	212
Lesotho	213
Liberia	214
Libya	215
Liechtenstein	216
Lithuania	217
Luxembourg	218

Country	Code
M	
Macao	219
Macedonia, Republic of	220
Madagascar	221
Madeira Islands	222
Malawi	223
Malaysia	224
Maldives	225
Mali	226
Malta	227
Martinique	228
Mauritania	229
Mauritius	230
Mexico	231
Moldova	232
Mongolia	233
Montenegro	234
Montserrat	235
Morocco	236
Mozambique	237
N	
Namibia	238
Nauru	239
Nepal	240
Netherlands	241
Netherlands Antilles	242
New Caledonia	243
New Zealand	244
Nicaragua	245
Niger	246
Nigeria	247
Norway	248
O	
Oman	249

Country	Code
P	
Pakistan	250
Panama	251
Papua New Guinea	252
Paraguay	253
Peru	254
Philippines	255
Pitcairn Islands	256
Poland	257
Portugal	258
Q	
Qatar	259
R	
Réunion	260
Romania	261
Russia	262
Rwanda	263
S	
Saint Christopher (St. Kitts)	264
Saint Helena	265
Saint Lucia	266
Saint-Pierre & Miquelon	267
Saint Vincent & the Grenadines	268
San Marino	269
Sao Tome & Principe	270
Saudi Arabia	271
Senegal	272
Serbia	273
Seychelles	274
Sierra Leone	275
Singapore	276
Slovak Republic	277
Slovenia	278
Solomon Islands	279

Country	Code
Somalia	280
South Africa	281
Spain	282
Sri Lanka	283
Sudan	284
Suriname	285
Swaziland	286
Sweden	287
Switzerland	288
Syrian Arab Republic (Syria)	289
T	
Taiwan	290
Tajikistan	291
Tanzania	292
Thailand	293
Togo	294
Tonga	295
Trinidad	296
Tristan da Cunha	297
Tunisia	298
Turkey	299
Turkmenistan	300
Turks & Caicos Islands	301
Tuvalu	302
U	
Uganda	303
Ukraine	304
United Arab Emirates	305
Uruguay	306
Uzbekistan	307

Country	Code
V	
Vanuatu	308
Vatican City	309
Venezuela	310
Vietnam	311
W	
Wallis & Futuna Islands	312
Western Samoa	313
Y	
Yemen	314
Z	
Zambia	316
Zimbabwe	317


Main menu
Rate
Mem
Menu
Log off
Select settings for rate calculation
Select memory … (load from memory)
Set advert
Funds status
Correction
Redate
Accounts
Reports
Scale
Configuration
Service
Advert 1
Advert 2
Advert 3
None
Descending reg
Ascending reg
Control total
Piece count
Last PVD
Enter postage value
Date: mm-dd-yy
Create account
Account settings
Select account
Save account current settings
Change name
Delete account
Register
User accounts
Memories
Configuration
Scale
SD
Errors
Remote Diagnostic
Zero scale
TestFrank
Test print
Ink level
Clean cartridge
Align cartridge
Self test
Show error log
Set endorsement
Get postage
Reply
Advance date
None
First Class
Parcel Post
BPM
Library Mail
Media Mail
PRSRT 1ST CL.
Postage value
Enter amount
Date: mm-dd-yy
Adverts
Load from card
Memories
Finance limits
Clock
Master Card
Print standby time
Language selection
Use serial interface for connection
Telephone number
Dial code
Dialing control
Remote Diag. Num.
Change Zip Code
Load advert
Delete advert
Advert
Endorsements
Rate table
Select Memory 0-9
Store to memory
Change name
Clear memory
Maximum postage
Minimum funds
Adjust clock
Daylight saving time
Set Time Zone
Master Card on / off?
Standby time (sec)?
Activate second language?
No → English
Yes → German
unused
mailcredit connection
Karat connection
Enter TDC tel. no.
Enter dial code
Wait for dial tone before dialing?
Yes / No
Enter RDS tel. no.

Technical Data

Dimensions	11.81" x 7.2" x 7.64" (width x height x depth)
Weight	5.5 lb
Power connection	100 - 240 V, 50 - 60 Hz (on the side of the rear housing panel)
Power consumption	Maximum 20 W
Battery	3.6 V / 2.3 Ah / 2 mA Ambient temperature -67 °F to +185 °F Material no. 90.4701.8004.00
Display	LCD, illuminated, 100 x 33 pixels
Printing process	Inkjet printing featuring HP Technology
Printing area	Max. 4.84" x 0.98"
Print resolution	300 dpi
Performance	Approx. 17 letters/minute To protect from overloading or unauthorized use, the number of metering actions is restricted to 500 per calendar day.
Noise emission	LWA < 66 dB(A) (normal operation)
Equipment	Standard – Postage loading via TELESET – Internal modem (analog) – Integrated postage calculating scale – System clock, battery buffered – Chip card reader – MASTER card – Endorsements *(FIRST CLASS, PP, BPM, LIBRARY MAIL, MEDIA MAIL, PRSRT 1St CL)* – Advertisement printing (up to 3 advertising imprints can be stored simultaneously) – 3 accounts – 10 quick select memories

Equipment

Options

– Advertising imprints
– Up to 6 endorsement imprints (changeable only as a block)
– mailcredit Kit mymail (with connection cable and USB-serial-adaptor) for connection to a PC

Integrated postage calculating scale

Weighing range	0.1 oz to 5 lb
Smallest display value (display accuracy)	0.1 oz

Mail for metering

Format	Postcard to B4 envelope (10" x 14")
Thickness	Up to 0.23"
Paper quality	Ink absorbent material No dark paper No extremely fibrous paper on which the data matrix symbol could smear
Label	Postage meter labels (double label), minimum label size 5.5" x 3.4"

Subject to short-term modification.

Operating and storage conditions for mymail postage meter and ink cartridge

Temperature	59 °F to 95 °F, Only use in closed rooms Do not expose to direct sunlight
Rel. humidity	15 % to 80 % non-condensing

The Material Safety Data Sheet is available at http://www.francotyp.com/en/mail-management/material-safety-data-sheets-msds.html

Subject to short-term modification.

Customer Information

This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC certification number and ringer equivalence number (REN) for this equipment. If requested, the following information must be provided to the telephone company.

- FCC Registration Number: **US:FPAMD03NMM01US**
- Ringer Equivalence Number (REN): **03**
- Facility Interface Code (FIC): **02LS2**
- Service Order Code (SOC): **9.0Y**
- USOC Jack Type: **RJ11A**

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment **mymail US** causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment **mymail US**, for repair or warranty information, please contact **Francotyp-Postalia Inc., Service Center, tel.: (800) 341 - 6052**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C
Programmable	RJ41S and RJ45S
Fixed Loss Loop	RJ41S

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC Jack	REN
modem	02LS2	02LS2	RJ11A	03

Electrical Safety Advisory

It is strongly suggested that an AC surge arrestor is installed in the AC outlet to which this equipment is connected.

Glossary

Label
(Postage meter label)

Special self-adhesive label which you can meter and stick onto your mailpieces. Necessary for large, heavy and thick mailpieces which do not fit in the mymail letter slot for metering.

Use only double labels from FP Mailing Solutions (two labels on one backing sheet) with a minimum length of 5.5" for the mymail.

mailcredit

Software for PCs to connect FP postage meters to the data center (TDC) via the internet. Lets you also update the software of the postage meter.

MASTER card

The MASTER card is used for access control. Access control by MASTER card can be switched on and off. When the access control is switched on, only a MASTER card holder is authorized to use the mymail.

Meter imprint

Metering mail for carrying by the United States Postal Service.

When metering, the mymail prints among other things the indica, the postage value, the date and the machine identification on the envelope.

An advertising imprint and an endorsement can also be printed.

Modem

Electronic unit built into the mymail which enables exchange of data via telephone lines (e.g. for loading postage).

TELESET
(Remote value setting)

Postage meter accounting system by Francotyp-Postalia. The mymail and the TELESET data center exchange value specifications when loading postage which release the desired postage amount.

Accounting is as per your contract with U.S. Postal Service.

TELESET data center
(TDC)

Data center of FP Mailing Solutions. Postage is released and accounts managed. The TELESET data center is at your service for loading postage 24 hours a day.

Test print

Imprint consisting of a series of different patterns.

Test prints for cartridge adjustment:
You can adjust the cartridge with the help of horizontal and vertical lines. The circle pattern shows you, whether the cartridge is adjusted correctly.

In the menu item “Test print”:
The test imprint generated here is used for service (checking the mymail’s printing system).

Validated

“Making valid” of the postage meter, i.e. the mymail is now ready for metering.

Zero imprint
(Trial run)

Meter imprint with the postage value ‘$ 0.00’. This enables you to check the settings for the meter imprint and the imprint quality.

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Every mymail postage meter is thoroughly checked before leaving the factory. Should any faults occur with your mymail in spite of our extensive quality control, please contact your local servicing dealer.

Our main office will be pleased to tell you the address of your local servicing dealer.

US

FP Mailing Solutions
Francotyp-Postalia, Inc.
140 N. Mitchell Court, Suite 200
Addison, IL 60101-5629

Customer Service (800) 341-6052

www.fp-usa.com

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.

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