Troubleshooting
Before you contact us, try the things below

Not Connected to franking machine	Try closing the Mail**Credit** software by right clicking on the icon and choosing 'Exit' Then start the Mail**Credit** software again by double clicking the Mail**Credit** icon on the desktop Have you plugged the cable into the franking machine and the USB end into your PC? Try a different USB port
The cable won't fit into the rear of my franking machine	Make sure that the cable faces the rear of the machine when connecting
The USB cable is not recognised by my computer	Try plugging the cable into a different USB port Try restarting the PC
Which operating systems will Mail**Credit** work with?	Mail**Credit** will work with Windows XP, Vista* and Windows 7*, it will not work with Mac OS, *There are other drivers for these operating systems on the CD provided
I have downloaded Mail**Credit** but I can't see it on my PC	Try right clicking on the desktop and choosing 'Refresh' Have you checked 'My Documents' and then 'Downloads'?
I don't see the Mail**Credit** icon in my taskbar but I have double clicked the program to run it	Click this button

Any problems or queries please visit **www.fpmailing.co.uk**

Mail**Credit** pack

Please read this **10** step guide before attempting to install Mail**Credit**

QUICK GUIDE for Windows XP (see back page for other operating systems)

1 Check the contents of the box

✉ Connection cable for your my**mail**

✉ USB—serial adapter with install CD (*you will need this is step 5*)

2 You will have already downloaded the Mail**Credit** software along with this Installation Guide so make sure you have saved this to your PC desktop to make it easier to find in steps **7 and 9**
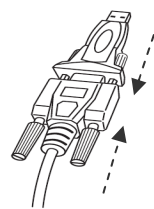
3 Double click the Mail**Credit** software file on your desktop to install it on your PC or laptop

**4** Remove the telephone cable from the rear of the my**mail**

Plug the cable into the rear of your my**mail**
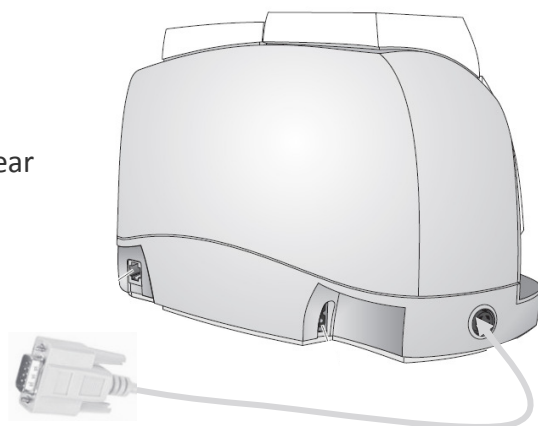
5 Join the USB adapter to the cable you have selected for your machine and **insert the mini CD in to your CD drive and install the relevant drivers for your operating system**
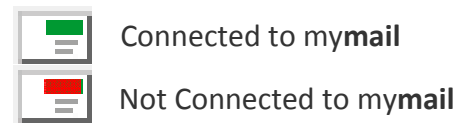
6 Plug the other end of the cable into a USB port of your PC or laptop (windows will inform you when the device is ready)

Your device is ready to use
Device driver software installed successfully.
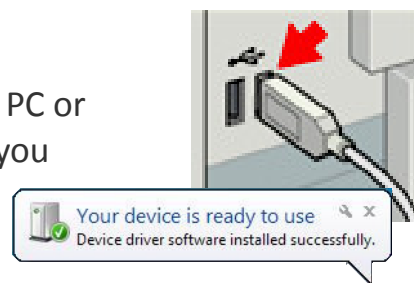
7 Run the Mail**Credit** software make sure the my**mail** is in standby mode 'LOGOUT' (showing the clock but plugged in)

MailCredit

Double click the Mail**Credit** icon to run the software

(there will be an icon on your desktop)
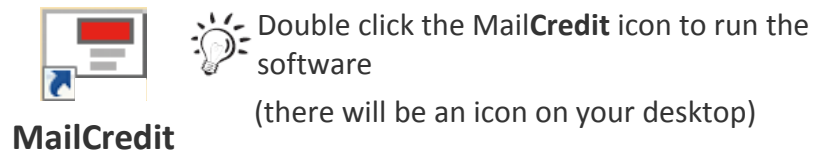
8 Test connection to the franking machine, make sure the my**mail** is in standby mode

■ Connected to my**mail**

■ Not Connected to my**mail**

you will see an icon in your PC taskbar (by the clock)

9 Set up your my**mail** to use mail**credit**

Rate   £ 0.36
Mem   60 g
▼ Menu

MENU
Configuration
▼

CONFIGURATION
Use serial interface
▼ for connection

SELECTION
Mail Credit
▼ connection
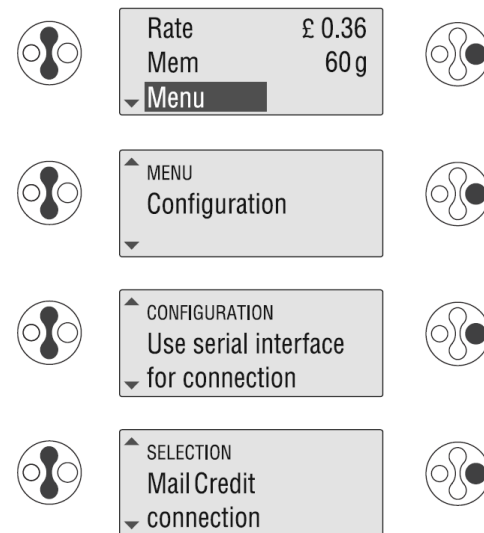
Test the connection from the my**mail** to the internet
(right click the MailCredit icon on your PC and choose 'Status')

Status
Configuration ▶
Other links
Update meter
Exit

11:55

Mail Credit 1.1.0.0

Waiting for connection of the postage meter on interface: COM4

Internet communication possible

OK
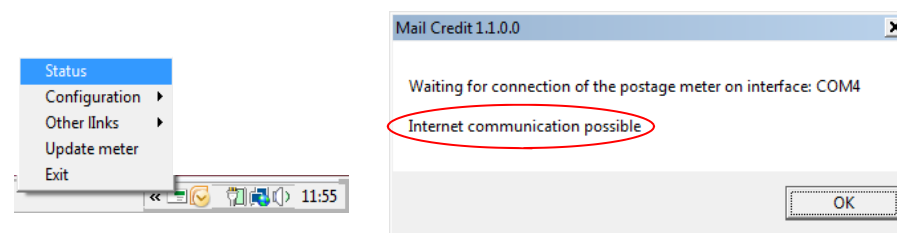
10 Try a test postage download *(zero amount is sufficient)*

Just download postage in the normal way from the my**mail**, my**mail** will use the connection to the PC to download postage

Rate   £ 0.36
Mem   60 g
▼ Menu
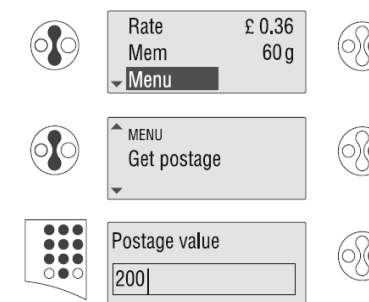
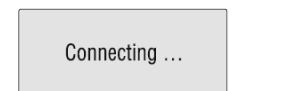Select "Menu" in the main menu and confirm.

MENU
Get postage

Select "Get postage" and confirm.

Postage value
200

Enter the desired amount (in pounds) and confirm. Amounts in steps of £ 10 are permissible.

Download
£ 200 now?
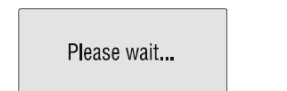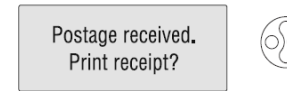
For verification the mymail displays the set amount.
If you wish to load the amount displayed now, confirm with Ⓔ.
Otherwise, cancel with Ⓒ.

Connecting …

Your mymail now establishes a connection with the Teleset data centre.

Please wait...

Please stand by. Data exchange takes some time.

Postage received.
Print receipt?

After the loading procedure you can print a 'Teleset Receipt'.
Confirm the prompt with Ⓔ *or* skip with Ⓒ.

Insert envelope

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

Teleset Receipt	
Date	25.01.11
Time	11:23
Machine No.	FM6000678
Last Download Date	25.01.11
Last Download Value	£ 200.00
Postage Available	£ 337.29

The mymail prints the 'Teleset Receipt'.

You can use Mail**Credit** to download postage via your pc from now on, just make sure that the my**mail** is connected to your PC instead of the telephone line using your Mail**Credit** cable and download postage into the my**mail** as normal