



optimail25,30,35
centormail

Troubleshooting

Before you contact us, try the things below

 Not Connected to franking machine	<p>Try closing the MailCredit software by right clicking on the icon and choosing 'Exit'</p> <p>Then start the MailCredit software again by double clicking the MailCredit icon on the desktop</p> <p>Have you plugged the cable into the franking machine and the USB end into your PC?</p> <p>Have you installed the cable drivers from the mini CD provided And restarted the PC?</p>
<p>The cable wont fit into the rear of my franking machine</p>	<p>Try the other lead that came in the MailCredit kit</p>
<p>The USB cable is not recognised by my computer</p>	<p>Try plugging the cable into a different USB port</p>
<p>Which operating systems will MailCredit work with?</p>	<p>MailCredit will work with Windows XP, Vista and Windows 7, it will not work with Mac OS, There are drivers for these operating systems on the CD provided</p>
<p>I have downloaded MailCredit but I can't see it on my PC</p>	<p>Try right clicking on the desktop and choosing 'Refresh'</p> <p>Have you checked 'My Documents' and then 'Downloads'?</p>
<p>I don't see the MailCredit icon in my taskbar but I have double clicked the program to run it</p>	<p>Click this button</p> 

SMART upgrade pack

Please do not attempt your machine upgrade until 4 April, 2011

Please read this 11 step guide before attempting to upgrade your franking machine



- Steps 1-2 Prepare for upgrade
- Steps 3-8 Upgrade to MailCredit
- Step 9 Set your machine up to use MailCredit
- Step 10 Update your machine to SMART
- Step 11 Update your postage rates
- Back page Troubleshooting

QUICK GUIDE

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

 This SMART pack includes MailCredit which allows the connection of your franking machine through a PC to download future rate tables and postage

1 Check the contents of the box

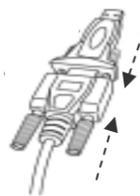
- Connection cable for your optimail 25,30,35
- Connection cable for your centormail
- USB—serial adapter with mini install CD (you will need this in step 4)
- Only use the cable marked for your machine, disregard the other cable*

2 Now visit www.mailcredit.co.uk/smartpack to download the MailCredit software and SMART software

Download them to your PC desktop which will make them easier to find in steps 7 and 9

3 Double click the MailCredit software file on your desktop to install it on your PC or laptop (not the SMART file yet)

4 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

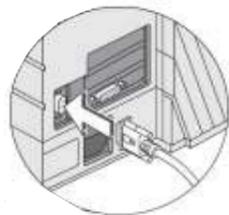


5 Remove the telephone cable from the rear of the Franking machine

Plug the cable into the rear of your optimail 25,30,35 (you may need to remove the scale cable)



Plug the cable into the rear of your centormail (you may need to remove the scale cable)



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)



RESTART YOUR PC NOW

7 Run the MailCredit software

Double click the MailCredit icon to run the software



(remember we downloaded it earlier to the desktop in Step 2)

MailCredit

8 Test connection to the franking machine

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

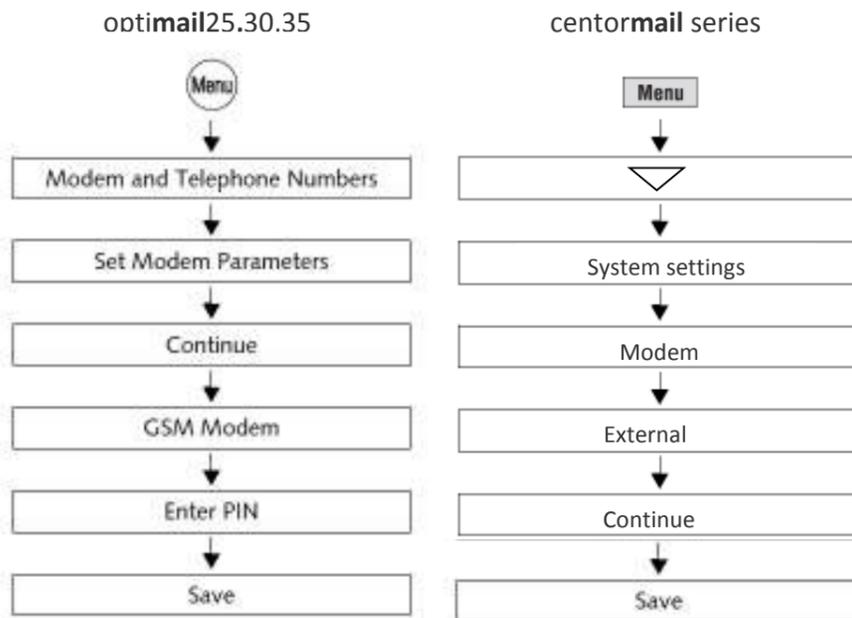


Connected to franking machine



Not Connected to franking machine

9 Set the franking machine to use MailCredit (follow the steps below for your machine)



Test the connection from the franking machine to the internet

(right click the MailCredit icon on your PC and choose 'Status')

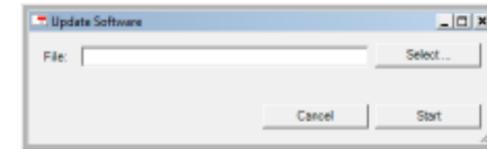


10 Update the machine software to SMART

Ensure the icon is green as in step 8 then right click the PC taskbar icon and choose 'Update meter'



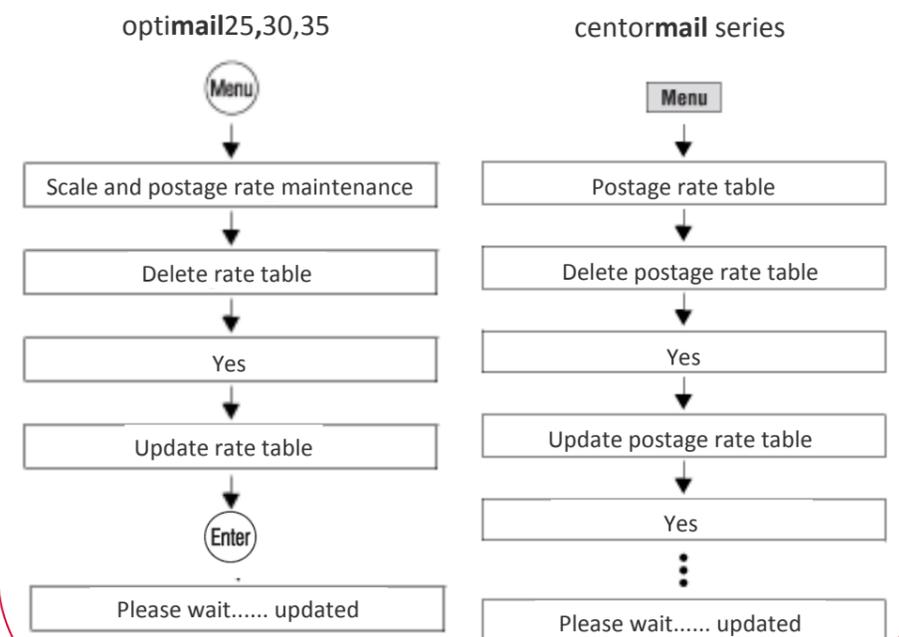
Click 'Select' when the dialogue box opens and choose the SMART software (remember we downloaded it earlier to the desktop in Step 2)



Now click 'Start' your franking machine software will automatically be installed.

Once this is done your franking machine is now SMART Finally, perform a postage download (zero is sufficient)

11 Download the new rate table from your franking machine menu on the 4 April, 2011



You can use MailCredit to download postage via your pc from now on, just make sure that the franking machine is connected to your PC instead of the telephone line using your MailCredit cable and download postage into the franking machine as normal