mymail
Franking machine

Operator Manual
Please read this operator manual before using the mymail franking machine. Please keep the manual near the mymail at all times for reference.

This operator manual describes the mymail – in its standard version and – with integrated scales as well as the optional accessory.

Functions which are only available with certain configurations are recognisable by a suffix, e.g. *(optional)*.

**Quick Reference Guide**

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

**Installation Guide**

Please read the ‘Installation Guide’ to find out how to install and commission 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 franking 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 inverted commas (speech marks) in the text.

- **A tip offers advice or additional suggestions for improving the operation.**
The operating panel

**Clear key**
- Clear inputs
- Back to the higher menu

**Display (showing the main menu)**

- Postage value
- Weight
- Account

**Arrow keys:**
Scroll in a menu/menu level

**Enter key:**
- Confirm inputs and selection
- Acknowledge error message

**Info key:**
- Display information
- Close info window

**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 value: Enter decimal point

**Available special characters:**
? ! $ 1 % ” # , . * + - = _ ( ) [ ] < > / \
1 Safety tips ___________________________________________________9

2 A short description of the mymail _______________________________10

3 The ABC of mymail operation __________________________________11
  3.1 The main menu _________________________________________11
  3.2 The info window ________________________________________13
  3.3 The mode of operation ___________________________________13
  3.4 Enter texts _____________________________________________16
  3.5 Trial run (zero test print) ________________________________18
  3.6 Access control by MASTER card (optional) _________________20
  3.7 Standby _______________________________________________21

4 Setting the franking imprint ____________________________________22
  4.1 Postage value – Royal Mail product selection _________________22
  4.1.1 Selecting mailing data __________________________________23
  4.1.2 mymail without scales: Manually specifying the weight ________26
  4.1.3 mymail with scales: Weighing mail pieces __________________27
  4.1.4 Entering the weight manually (for certain products only) ________28
  4.1.5 Entering the postage value manually ________________________29
  4.2 Setting the endorsement __________________________________30
  4.3 Date for the franking imprint _______________________________31
  4.4 Setting the advertising imprint ______________________________32

5 Franking ____________________________________________________33

6 Quick select memories ________________________________________35
  6.1 Setting the postage value / product using the memory _________35
  6.2 Display memory assignments __________________________________37
  6.3 Print the memory assignments ________________________________38
  6.4 Save product settings (mailing data and weight) as memory items _39
  6.5 Renaming the quick select memories ________________________40
  6.6 Clearing the quick select memories __________________________41

7 Account function _____________________________________________42
  7.1 Franking on accounts ______________________________________42
  7.2 Change account __________________________________________43
  7.3 Setting up accounts _______________________________________44
  7.4 Assigning an advertising imprint to an account _________________45
  7.5 Renaming accounts ________________________________________46
  7.6 Deleting accounts _________________________________________47
8 Register ____________________________________________________ 48

9 Loading postage – Teleset ______________________________________ 50

10 Basic settings _______________________________________________ 52
    10.1 Changing the town circle _________________________________ 52
    10.2 Reloading endorsements _________________________________ 53
    10.3 Update rate table _______________________________________ 54
    10.4 Loading advertising imprint ________________________________ 55
    10.5 Delete advertising imprint _________________________________ 56
    10.6 Setting available postage warning __________________________ 57
    10.7 Standby time ___________________________________________ 58
    10.8 Setting up mymail for operation with MailCredit _____________ 59
    10.9 Internal modem – setting the outside dialling parameters ________ 61
    10.10 Changing the phone number of the Teleset data centre ___________ 63
    10.11 Changing the remote diagnostics phone number ________________ 64
    10.12 Setting the clock ________________________________________ 65
    10.13 Switching access control on and off (optional) ______________ 68
    10.14 Printing reports _________________________________________ 69
    10.15 Sending machine data to Service (Remote diagnostics) __________ 70
    10.16 Zeroing scales (mymail with scales only) ____________________ 71
    10.17 Updating the mymail software ______________________________ 72

11 Maintenance and care ________________________________________ 73
    11.1 Cleaning the mymail _____________________________________ 73
    11.2 Checking the ink level ____________________________________ 73
    11.3 Changing the ink cartridge ________________________________ 74
    11.4 Cleaning the ink cartridge _________________________________ 80
    11.5 Adjusting the ink cartridge ________________________________ 82
    11.6 Test print ______________________________________________ 83
    11.7 Changing the battery ____________________________________ 84
    11.8 Hints for transporting the mymail __________________________ 86

12 Error messages and help ______________________________________ 87
    12.1 Error messages (alphabetically) ____________________________ 88
    12.2 Helpful user tips ________________________________________ 94
    12.3 Display diagnostics list ___________________________________ 97
    12.4 Automatic error diagnosis (self-test) _________________________ 98

13 Withdrawal and disposal of the mymail __________________________ 99
## Appendix

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menu tree</td>
<td>101</td>
</tr>
<tr>
<td>Technical Data</td>
<td>102</td>
</tr>
<tr>
<td>Declaration of Conformity</td>
<td>104</td>
</tr>
<tr>
<td>Glossary</td>
<td>105</td>
</tr>
<tr>
<td>Index</td>
<td>107</td>
</tr>
<tr>
<td>Service</td>
<td>117</td>
</tr>
</tbody>
</table>
1 Safety tips

The mymail is a franking machine with an inkjet printer for franking 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 commission the mymail according to the instructions in the Installation Guide.
- Only operate the mymail on 230 V AC.
- 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 Francotyp-Postalia. Make sure that cables are not damaged.
- Pull out the mains plug in the event of danger! Do not remove any parts of the housing. Call the after-sales service.
- Make sure that no liquids or foreign objects penetrate the interior of the mymail. If this happens, pull out the mains plug immediately. Have the mymail checked by the after-sales service before reconnecting the mains plug.
- 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 Francotyp-Postalia. Observe the instructions enclosed with the battery for correct use and disposal.
- Only have maintenance and repair work done by qualified personnel authorised by Francotyp-Postalia. Otherwise your warranty will be voided. You will be liable for any damages.
# A short description of the mymail

The mymail is the digital franking machine for small mail volumes. It franks up to 15 letters per minute.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Franking – as easy as using the telephone</strong></td>
<td>All the settings for the franking process can be selected quickly. You just insert the letter and the mymail starts printing. You will soon get used to using your franking machine.</td>
</tr>
<tr>
<td><strong>Optional scales</strong></td>
<td>When the equipment includes the integrated 2 kg scales, the mymail determines the weight of your mail in a fast and reliable way.</td>
</tr>
<tr>
<td><strong>Advertising imprint and slogan</strong></td>
<td>The mymail prints a logo or slogan of your choice on every letter. By means of the freely editable slogans you can put important messages right on the envelope.</td>
</tr>
<tr>
<td><strong>Loading postage - Teleset</strong></td>
<td>You can load postage very comfortably by Teleset – at any time around the clock.</td>
</tr>
<tr>
<td></td>
<td>To connect to the data centre, mymail offers the following options:</td>
</tr>
<tr>
<td></td>
<td>– direct connection via the internal modem</td>
</tr>
<tr>
<td></td>
<td>– web access using a PC with MailCredit software.</td>
</tr>
<tr>
<td><strong>Safe from unauthorised access</strong></td>
<td>If required, you can protect mymail against unauthorised access. Only persons with a MASTER card authorised by you are allowed to use the mymail.</td>
</tr>
<tr>
<td><strong>Additional functions</strong></td>
<td>You have 10 quick select memories at your disposal for frequently used settings.</td>
</tr>
<tr>
<td></td>
<td>The account function allows separate registration of postage costs.</td>
</tr>
<tr>
<td><strong>Flexible and always up to date</strong></td>
<td>New advertising imprints, your new town circle or new Royal Mail pricing – you can simply load updated data into your mymail.</td>
</tr>
</tbody>
</table>
3 The ABC 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.

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 centre’. From here you have access to the menus for setting the franking imprint, the basic settings and all further functions.

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

When the display shows the main menu with the desired postage value you can frank with your mymail.

Returning 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 or cancel it with . 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 frank here.

Possible info windows:
- Settings for the franking imprint.
- 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 Info key again. You can also leave the info window using C or C.

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 ▲ / ▼ (highlighting = bright letters against a dark background).

Open the marked menu with E.

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! Familiarise yourself with the operating menu using the example on page 15.

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).

The display briefly reads: “Advert selected”.

Then you see the menu “Set Advert” again. Return to the main menu with (C) or (C).
3.4 Enter texts

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

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

You can switch between upper and lower case letters with the key.

Enter blanks with the key.

Enter line break with the key.

Enter text

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

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 it with .

Please note for texts with several lines:

Enter line breaks with the key. Otherwise the text might be cut off at the end of the line.
We recommend to test new slogans by doing a trial run with postage value ‘0’ (zero test print).

Clear text

You can clear text during input with the key. Every keypress clears one character.
Abort text input

Clear all characters with the \( \text{C} \) key.

If you press the \( \text{C} \) key again, you leave the input window and abort the text input. The original text is retained.

Example

Changing quick select names

You want to assign the name ‘Letter’ to ‘Memory 2’.

Select the function “Change name” (“Menu” \( \rightarrow \) “Configuration” \( \rightarrow \) “Memories” \( \rightarrow \) “Memory 2” \( \rightarrow \) “Change name”).

The mymail opens the input window for memory name 2.

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 \( \text{C} \) key.

Then enter the text ‘Letter’:

Press \( \text{5} \) 3 times (= L).

Set lower case letters with \( \text{.} \).

Press \( \text{3} \) twice (= e).

Press \( \text{8} \) once (= t).

Press \( \text{8} \) once (= t).

Press \( \text{3} \) twice (= e).

Press \( \text{7} \) 3 times (= r).

When you have entered the text, confirm it with \( \text{E} \).
3.5 Trial run (zero test print)

You can check the settings for the franking process as well as the imprint quality by doing a trial run with postage value ‘0000’ (zero test print).

Select “Rate” in the main menu with the arrow keys ( ► / ◄).
Confirm with Enter (E).

Scroll with the arrow keys ( ▼ / ▲) until “OTHER” appears in the display.
Confirm with Enter (E).

Scroll with the arrow keys ( ▼ / ▲) until “ZERO TEST” appears in the display.
Confirm with Enter (E).

The mymail sets the postage value “£ 0.00”.

mymail without scales:
Enter weight (at least 1 gram) and confirm with Enter (E).

When the mymail displays the main menu with a postage of “£ 0.00”, you can load a sheet for a trial run.

To do the trial run, fold a sheet of paper (ISO A4) 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) recognises a letter. The mymail starts the trial run after a short time.
Check imprint quality

Make sure your mymail always produces flawless imprints.

Check the print image. It must not contain any gaps or misalignments.

This is a proper imprint.

If the imprint exhibits misalignment:
Adjust the ink cartridge (see chapter 11.5, page 82).

If the imprint contains gaps:
Clean the ink cartridge (see chapter 11.4, page 80).
3.6 Access control by MASTER card
(optional)

The mymail can be protected against unauthorised 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 card chip faces backwards.

Confirm the message “Insert MasterCard” with the Enter key.

You now have access to all mymail functions.

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

Removing MASTER card

Simply pull the card out of the card reader.
3.7 Standby

The mymail power cable 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.

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. For instructions on how to change this setting, see chapter 10.7 on page 58.

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 key.
4 Setting the franking imprint

The following settings define the franking imprint:
- Product of Royal Mail / postage value (see chapter 4.1)
- Endorsement (see chapter 4.2)
- Date (see chapter 4.3)
- Advertising imprint (see chapter 4.4).

The current settings for the franking imprint can be displayed with the key. You can also make a trial run with postage value ‘0’.

4.1 Postage value – Royal Mail product selection

mymail uses the selected mailing data and the weight of the mail piece to automatically set the postage value, i.e. the price for the Royal Mail product.

Set the mailing data in the “Rate” menu. Read chapter 4.1.1.

How to set the weight depends on your mymail’s equipment:
- You must enter the weight of your mail piece by hand if you work with a mymail without scales. After having selected the mailing data, an input window for the weight appears. Read chapter 4.1.2.
- Simply put your mail piece on the scales if you work with a mymail with scales. For details on how to use the integrated scales, please refer to chapter 4.1.3.
  You can type the weight of mailpieces exceeding the weighing area of the integrated scales. Read chapter 4.1.4.

Use the memory to fast and easily set a product. Read chapter 6.

You can manually type the postage of products the mymail does not offer for selection. Read chapter 4.1.5.
4.1.1 Selecting mailing data

The mymail successively prompts you to specify all necessary details (destination, type, …). You select the desired settings respectively with the arrow keys and confirm with \( \text{E} \). Using the \( \text{C} \) key you can clear inputs and abort the product selection.

You can display the selected mailing data in the Rate menu using the \( \text{H} \) key.

Please heed the specifications of Royal Mail regarding maximum and minimum dimensions and the assignment to country groups and zones for international deliveries. If in doubt, please contact Royal Mail.

Select “Rate” in the main menu and confirm.

The mymail opens the Rate menu (product selection menu) and asks for the destination of the mail piece.

Select the destination of the mail piece and confirm. In the example: Within UK.

Select the type of mail and confirm. In the example: First Class mail.

Select the matching size (format) and confirm. In the example: Large Letter.

For Royal Mail services without format distinctions (e.g. international letter mail), you won’t be requested to enter the size.

On mail types for which Royal Mail offers no special services:

If all necessary mailing data have been set, the mymail returns to the main menu (message displayed: “No category selected”).
Special services

If none of the displayed special services is to be utilised:

- Exit the Rate menu with the Home key.
- The mymail displays “No category selected” briefly and returns to the main menu. The mailing data are set.
- Continue by entering the weight.

If you want to use special services (e.g. Recorded delivery / Signed for):

- Select the desired service and confirm. In the example: Recorded.
- A check √ appears in front of the set special service.
- You can select other services in the same way. The mymail does not allow illegal combinations.

Deselect a special service:
- Select the set (marked) special service and confirm with the button.
- The check disappears from in front of the service. The special service is deselected.

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 mailing data are set.
- Continue by entering the weight.
Correct entries

Using the \( \text{C} \) key you can clear entries made in the Rate menu step by step and select new settings.

Abort input / product selection

Press the \( \text{C} \) key repeatedly until all selected mailing data are cleared.

The mymail briefly displays “Settings unchanged” and returns to the main menu.

The formerly used mailing data are retained.
4.1.2  mymail without scales: Manually specifying the weight

A mymail without integrated scales prompts you to enter the weight after having selected the mailing data. The input box for the weight appears only if all product data has been entered.

Entering the weight

The mymail prompts you to enter the weight.
Enter the weight in grams and confirm.
The mymail returns to the main menu and displays the current settings for weight and postage value.
The selected Royal Mail product is set.

You cannot abort the input window for the weight with .
You have to enter at least 1 gram.
4.1.3 *mymail with scales: Weighing mail pieces*

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

- The scales are designed for a maximum weight of 2 kg.
- Place large mail pieces (e.g. ISO B4 size letters) on the scales so that these are not touching the housing of the mymail. This prevents you getting false weighing results.
- The mymail can determine a new weight only if the scales have been emptied beforehand. Wait until a beep signals that the scales are again ready for operation before placing the next mail piece.

For weighing, the display must show the main menu.

Place letter on scales.

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

The selected Royal Mail product is set.
4.1.4 Entering the weight manually (for certain products only)

For certain products (e.g. parcels), the mymail offers the possibility to enter the weight manually. This feature is necessary for mail pieces that exceed the scale’s weighing range (> 2 kg). The weight entry feature is shown at the end of the special services list in the Rate menu.

Select “Rate” in the main menu and confirm.

The mymail opens the Rate menu.

Select the desired mailing data as usual.

In the special services list, scroll until “WEIGHT QRY” appears and confirm.

The mymail opens an input window for entering the weight.

Enter the weight of the mail piece in grams and confirm.

If all desired mailing data and the weight have been set:
Exit the Rate menu with the Home key.

The mymail returns to the main menu and displays the current settings for weight and postage value.

You cannot abort the input window for the weight with .
You have to enter at least 1 gram.
4.1.5 Entering the postage value manually

There may be Royal Mail products where the mymail does not offer the required dispatch data and therefore fails to calculate the postage. In such a situation you can use the numerical keys to type the postage.

Select “Rate” in the main menu and confirm.

The mymail opens the Rate menu.

Select “OTHER” and confirm.

Select the desired type of mail and confirm. In the example: Parcel Force World Wide Frank.

The mymail opens an input window where you can enter the postage value.

Enter the postage value of the mail piece and confirm.

You can enter the postage value in two different ways:
For £ 1.00, type 1.00 or 100.

For verification the mymail displays the set postage value.

To set the postage value for franking:
Confirm the prompt by pressing 

The mymail sets the postage value and returns to the main menu.
4.2 Setting the endorsement

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

Caution! The mymail will delete the set endorsement when you change mailing data / product settings. This way, the mymail prevents franking with incorrect endorsements. We recommend that you specify the Royal Mail product first and choose the appropriate endorsement only then.

When the postage for franking has been specified:
Select “Menu” and confirm.
Select “Set endorsement” and confirm.
Select the desired endorsement and confirm.
The endorsement is set.
4.3 Date for the franking imprint

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

Select “Menu” and confirm.

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

Change the date with the arrow keys ▲ / ▼ and confirm with ✓.

The date for the franking imprint is reset to the current date as soon as you log off and restart the mymail.
4.4 Setting the advertising imprint

With the franking imprint you can print an advertisement of your choice (logo) or a freely editable text message (slogan) on your mail piece.

Select “Menu” and confirm.

Select “Advert” and confirm.

Select an advertising imprint (logo or slogan) and confirm.

When you select “Slogan …” the stored text is displayed.
You can simply confirm the slogan with 🍋 or change it at your will.

The advertising imprint is set.

If you are not familiar with entering texts with a telephone keypad, read chapter 3.4.
Refer to chapter 10.4 on how to load adverts from a chip card to your mymail.
5 Franking

In this chapter you can read how to frank your mail pieces with the mymail. Please refer to chapter 4 for detailed information on how to set the franking imprint.

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

You can frank letters up to a thickness of 6 mm. For thicker letters, frank the empty envelope or use the special FP franking labels (double labels) of at least 140 mm length. Observe the specifications for mail pieces on page 103.

Use envelopes made of ink-absorbent material with as smooth a surface as possible. This gives the best printing results.

Positioning and franking a letter

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

Make sure that all settings for the franking imprint are correct:
– Product of Royal Mail (mailing data and weight)
– Endorsement
– Advertising imprint
– Date.

Using the Info key you can display the current settings.

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

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

Place a letter at the right hand edge of the letter slot and push in as far as it goes.
Ending franking – logging off

You can switch the mymail to standby when you have finished franking. The mymail is left permanently connected to the mains 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 sleep mode (standby).

Do not forget to remove the MASTER card when you have been working with access control.

If no letters are inserted or no keys pressed, after a certain period of time the mymail automatically switches to sleep mode (= standby). For instructions on how to change the standby time setting, see chapter 10.7 on page 58.
6 Quick select memories

To quickly and conveniently set the postage, you can save frequently used Royal Mail products as memory items that can be called by simply pressing a key.

The mymail has 10 quick select memories. Ex factory, typical products of Royal Mail are saved as memory items. 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.

When a new rate table comes into effect, all quick select memories are automatically updated to the new postal rates.

6.1 Setting the postage value / product using the memory

There are two ways to set the franking imprint using the memory:
– enter the memory number in the main menu
– display the available memories in the “Mem” menu and adopt the desired setting.

If you know the assignment of the memories:

Unload scales (my mail with scales).

Enter the number of the desired memory in the main menu (keys 0 to 9).

The mymail adopts the saved product setting.

The main menu displays the set postage value and the weight.

Memory items without valid weight

If mailing data without valid weight are saved as memory items, you have to enter the weight / weigh the mail piece every time you select such a memory.
If you do not know which memories are available:

Unload scales *(mymail with scales)*.

Select “Mem” in the main menu and confirm.

mymail offers **all assigned** memories for selection.

You can scroll the list of available memories using the arrow keys.

Using the Info key (ℹ️), you can display the saved settings for each memory.

Select the desired memory (in the example “Memory 3”) and confirm.

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

The main menu displays the set postage value and the weight.

Memory items without valid weight

If mailing data without valid weight are saved as memory items, you have to enter the weight / weigh the mail piece every time you select such a memory.
6.2 Display memory assignments

You can display the data stored for each quick select memory in an info window:
– When calling up the data for franking purposes (Main menu → “Mem”)
– When setting up the quick select memories (Main menu → “Menue” → “Configuration” → “Memories” → “Memory…”).

Select the desired quick select memory (e.g. “Memory 3”).
Press the Info key.

You will see the saved data.
Close the info window with the Info key.
6.3 Print the memory assignments

Have several empty envelopes, sheets of paper or self-adhesive labels ready. mymail prints the memory assignments in several lists. Each print contains up to 3 memories.

- 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 , several times if necessary.

We recommend to print on self-adhesive franking labels which you can compile to a concise list on a sheet of paper. Use only self-adhesive double labels from Francotyp-Postalia (see page 103).
6.4 Save product settings (mailing data and weight) as memory items

The current product settings (mailing data and weight) can be saved as memory items. For further information on setting mailing data and weight refer to chapter 4.1.

Products for which the postage value has to be entered manually (“Other”) cannot be saved as memory items.

Per default, typical products of Royal Mail are saved as memory items. You can overwrite these memory items with a new assignment. For information on how to get back to the default assignments, refer to page 41.
6.5 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 memories.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Memories” and confirm.

Select the memory you want to rename (e.g. “Memory 6”) and confirm.

Select “Change name” and confirm.

An input box for the name of the memory appears.

Use the \( \text{C} \) key to clear the old name letter by letter.

Enter the desired name for the memory (e.g. “Parcel”) and confirm.

mymail uses the new name from now on.

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

Refer to chapter 3.4 for detailed information on entering text.
6.6 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 memory now bears the name which was set at the factory (e.g. “Memory 3”).

To restore the default setting of a memory item: Delete the memory item. Power cycle the mymail. The deleted memory item is now reset to default.
7 Account function

The account function of the mymail offers you the possibility of registering and evaluating frankings 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 and assign an advertising imprint to each account.

The account function also includes renaming and clearing accounts.

You can print an account report to evaluate the account information. Read chapter 10.14 “Printing reports”.

7.1 Franking 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 franking imprint and how to frank your mail.
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 frank 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 account” 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 franking: Press $^{E}$ to confirm.

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 texts 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 Assigning an advertising imprint to an account

You can save standard settings for the advertising imprint to each account. This advertising imprint (logo or slogan) is set for franking as soon as you log in to the account. You can adjust this setting according to your preferences at any time.

1. Select “Menu” in the main menu and confirm.
2. Select “Accounts” and confirm.
3. Select “Account settings” and confirm.
4. Select account for which you want to save the settings (e.g. “Miller”).
5. Select “Save account current settings” and confirm.
6. Select the desired advertising imprint and confirm (e.g. “Advert 2”).

The selected advertising imprint is assigned to the 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

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

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. “Office”) and confirm.

The account has the new name.
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 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

- **Rate** 0.36
- **Mem** 60g

Select “Menu” in the main menu and confirm.

Select “Funds status” and confirm.

- **FUNDS STATUS**
  - Descending reg: £137.29
  - Ascending reg: £112.71
  - Control total: £250.00
  - Piece count: 120
  - Last PVD: £150 (20.01.11)

Descending register
Postage still available (max. £9,999.99).

Ascending register
Postage used. Total value of all frankings.

Control total (Checksum)
Sum of all paid values.

Piece count
Total number of frankings performed.

Last Postage Value Download (PVD)
Last set amount for loading postage.
Date of the last connection to the Teleset data centre.
Print register report

Select “Menu” in the main menu and confirm.

Select “Reports” and confirm.

Select “Register” and confirm.

Place an FP double label or a folded sheet (folded edge first) in the letter slot.
The mymail prints the register report.
9 Loading postage – Teleset

Teleset is the loading of the desired postage credit. To load postage a connection is made to the Teleset data centre (TDC) with the mymail and the desired amount is loaded. Accounting is as per your contract with Royal Mail.

Permissible amounts

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 (Descending register). When topping up, you must not exceed the upper postage credit limit of £ 9,999.99.

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

\[
\begin{align*}
\text{£ 9,999.99} & \quad \text{Maximum permissible postage credit} \\
- \text{£ 137.29} & \quad \text{Postage still available (Descending register)} \\
\hline
\text{£ 9,862.70} & \quad \text{Calculated amount} \\
\text{£ 9,860.00} & \quad \text{Maximum amount which may be loaded, rounded down to the nearest £ 10.}
\end{align*}
\]

Loading postage

Make sure all settings for communication with the Teleset data centre are correct and that the configured link (internal modem or MailCredit) is ready for a connection (see chapter 10.8 and 10.9).

Select “Menu” in the main menu and confirm.

Select “Get postage” and confirm.

Enter the desired amount (in pounds) and confirm. Amounts in steps of £ 10 are permissible.
For verification the mymail displays the set amount.

If you wish to load the amount displayed now, confirm with \( \mathbb{E} \).
Otherwise, cancel with \( \mathbb{C} \).

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

Please stand by. Data exchange takes some time.

After the loading procedure you can print a ‘Teleset Receipt’.
Confirm the prompt with \( \mathbb{E} \) or skip with \( \mathbb{C} \).

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

The mymail prints the ‘Teleset Receipt’.

---

**Teleset Receipt**

<table>
<thead>
<tr>
<th>Date</th>
<th>25.01.11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>11:23</td>
</tr>
<tr>
<td>Machine No.</td>
<td>RS6000678</td>
</tr>
<tr>
<td>Last Download Date</td>
<td>25.01.11</td>
</tr>
<tr>
<td>Last Download Value</td>
<td>£ 200.00</td>
</tr>
<tr>
<td>Postage Available</td>
<td>£ 337.29</td>
</tr>
</tbody>
</table>
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 town circle

If the town circle for your franked mail pieces changes, you have to load the new town circle in your mymail. Francotyp-Postalia will supply a ‘Town circle’ chip card on request.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Load from card” and confirm.

Select “Town circle” and confirm.

Insert the ‘Town Circle’ card in the card reader. The chip must face the rear.

Confirm insertion of the card.
The mymail loads the new town circle from the card.

The data are loaded.
Remove the card.
10.2 Reloading endorsements

If you require new endorsement imprints, you can order these from Francotyp-Postalia. Francotyp-Postalia 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 postal rates change, you have to load a new rate table for correct postage calculation. Order this from Francotyp-Postalia. Upon activation of a new rate table, the memory items will be erased and re-programmed.

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 card containing the new rate table 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 all messages.

The Configuration Report contains data of the currently stored rate table. Read chapter 10.14 “Printing reports”.

The Configuration Report contains data of the currently stored rate table. Read chapter 10.14 “Printing reports”.
10.4 Loading advertising imprint

The mymail can store up to three different advertising imprints. If you need new adverts you can order these from Francotyp-Postalia. Francotyp-Postalia supplies the adverts 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 advert 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 \( \text{E} \).

You can abort with \( \text{C} \) without deleting.

The advertising imprint is deleted.
10.6 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 £ 100.00 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.
10.7 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 1200 seconds.

Extending the standby time preset at the factory can lead to increased ink consumption.
10.8 Setting up mymail for operation with MailCredit

You need the MailCredit Kit for mymail that you can order from Francotyp-Postalia 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 franking machine.

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.

1. Select “Menu” in the main menu and confirm.
2. Select “Configuration” and confirm.
3. Select “Use serial interface for connection” and confirm.
4. 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 centre 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 the standby mode.

Please read the manuals of the PC applications with regard to installation and operation of KARAT / mailreport.
10.9 Internal modem – setting the outside dialling parameters

The mymail has an integrated analogue modem. The correct dialling parameters for your telephone connection must be set when you want to use the internal modem for connection to the data centre.

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 modem cable please read the Installation Guide.

Disable the PC connection if you used MailCredit for connection to the data centre before. Read chapter 10.8.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Number for dialling outside line

Select “Dial code” and confirm.

Extension: Enter the number for dialling 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 dial code is saved.

Wait for the dial tone: Yes / No?

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

You will see the current settings.

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

“Yes” – Standard setting (recommended)

“No” – for operation on an extension ‘without dialling control’.
10.10 Changing the phone number of the Teleset data centre

The Teleset data centre number is stored in your mymail at the factory. Usually there is no need to change it. This is the number mymail uses to connect to the Teleset data centre.

**Caution!** Only change the stored number if you have been advised to do so by Francotyp-Postalia. Any incorrect setting of the phone 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 \( \text{ } \) to delete the old number.

Abort input:
If you press the \( \text{ } \) key again after having deleted all numbers, you leave the input window without saving. The former number is retained.

Enter the new phone number of the Teleset data centre and confirm.

The new phone number is saved.
10.11 Changing the remote diagnostics phone number

The remote diagnostics phone number is stored in your mymail at the factory. The mymail dials this number when sending data to the Service. Change the number only when instructed to do so by Francotyp-Postalia.

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Remote Diag. Num” and confirm.

You see the set number. Use \( \text{C} \) to delete the old number.

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

Enter the new phone number for remote diagnostics and confirm.

The new phone number is saved.
10.12 Setting the clock

The mymail has a built-in clock. You can set the time zone, switch between standard and summer 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 “Clock offset” and confirm.

You see the time offset relative to GMT/UTC and the current time.

For use in Great Britain, select no time offset (“Clock offset: 0”).

If necessary: Select the appropriate setting using the arrow keys and confirm.

The time zone is set.
Setting Summer time

Select “Menu” in the main menu and confirm.

Select “Configuration” and confirm.

Select “Clock” and confirm.

Select “Summer time” and confirm.

You see the setting for the summer time and the current time.

Select the appropriate setting using the arrow keys and confirm.

The new 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 new time is set.
10.13 Switching access control on and off *(optional)*

The mymail can be protected against unauthorised 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 Francotyp-Postalia.

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 “Master Card on?”.

The access control by MASTER card is switched on.

In the same way you can switch the access control off. The mymail asks “Master Card off?”. 
10.14 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 user accounts and their postage usage data.

Memories      Memories and their assignments (see also chapter 6.3).

Configuration Report  Machine identification and information about software version, rate table version, modem settings and access control.

Scale Report  Information about scales and rate table (mymail with scales only).

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 double label or a folded sheet (folded edge first) in the letter slot. The mymail prints the selected report.
10.15 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 Francotyp-Postalia.

Make sure all settings for communication with the data centre are correct and that the configured link (internal modem or MailCredit) is ready for a connection (see chapter 10.8 and 10.9).

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.
10.16 Zeroing scales (mymail with scales only)

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

Set initial state:
Unload scales or place pre-load.

Select “Menu” in the main menu and confirm.

Select “Scale” and confirm.

Confirm “Zero scale”.

The scales are zeroed.
10.17 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.

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

Set up mymail for operation with MailCredit. See chapter 10.8 on page 59.

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 10.14, 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 mains plug immediately. Have the mymail checked by the after-sales service before reconnecting the mains plug.

Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available washing-up liquid.

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 Francotyp-Postalia.

**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 bolt.

Lift 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 ink 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 bolt 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**

The adjustment of the cartridge is necessary to achieve a perfect imprint without misalignments.

To adjust, simply follow the instructions in the display.

💡 For test printing, you can use white paper instead of envelopes:
- Fold an ISO A4 sheet 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**.
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.

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 with \( \text{Enter} \).

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.
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.

Second test print

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

The mymail prints the second test print.

Correct:

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.

Enter the determined number using the number keys.

Confirm with 🍃.

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.
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 being 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-ionised 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-ionised 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-ionised 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 Francotyp-Postalia.
11.5 Adjusting the ink cartridge

You only need to adjust the ink cartridge if the stamp of the mymail has shifted position.

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 alignment 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 the wrong battery. Only use a battery 90.4701.8004.00 as provided by Francotyp-Postalia.

**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 mains plug!**

To be observed for a **mymail with scales**:

**Caution!** The scales are not permanently fixed to the mymail housing. You have to remove the scales or secure them against falling out before you turn over the mymail to change the battery.

Secure scales against falling out

or

lift the scales 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 scales if necessary:
Reconnect the scales to the mymail and place the scales back on the mymail.
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.

Press down slightly on the weighing tray. This ensures that the four rubber feet of the scales are pushed firmly onto the pegs in the housing.

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

Reconnect to the mains. The mymail runs the normal start routine.
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 authorised by Francotyp-Postalia. 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.

Acknowledging error messages with the 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 mains plug.

Wait one minute.

Plug the mains plug back in.

If you cannot eliminate a fault yourself, please contact the Francotyp-Postalia Service.
## 12.1 Error messages (alphabetically)

<table>
<thead>
<tr>
<th>Error message</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;0g!</td>
<td>The scales had a pre-load which was removed. Tare the scales <em>(see chapter 10.16).</em></td>
</tr>
<tr>
<td>&gt;2kg!</td>
<td>The mail piece weighs more than 2 kg. The scales are overloaded. Do not place more than 2 kg on the scales.</td>
</tr>
<tr>
<td>Authorise failed</td>
<td>Authorisation of your mymail has failed. The mymail is not yet released for franking. Repeat the installation routine <em>(see Installation Guide).</em></td>
</tr>
<tr>
<td>Cannot authorise</td>
<td>Repeat installation routine <em>(see Installation Guide).</em></td>
</tr>
<tr>
<td>MAC verify errors</td>
<td>Note: Only the incomplete installation steps are offered in the repetition.</td>
</tr>
<tr>
<td>Cannot print download postage</td>
<td>mymail is not released for franking. Please load postage!</td>
</tr>
<tr>
<td>Cannot print:</td>
<td>The mymail is not yet released for franking. Run the installation routine <em>(see Installation Guide).</em></td>
</tr>
<tr>
<td>meter not validated</td>
<td></td>
</tr>
<tr>
<td>Cartridge error</td>
<td>Ink cartridge is missing or not correctly inserted. Remove and re-insert the ink cartridge <em>(see chapter 11.3).</em></td>
</tr>
<tr>
<td></td>
<td>Contacts are dirty. Clean contacts in the print system (cartridge holder) with the FP cleaning kit ‘clean &amp; renew for Ink-Jet Prinntsystem’, available at Francotyp-Postalia.</td>
</tr>
<tr>
<td>Download failed</td>
<td>Repeat the process.</td>
</tr>
<tr>
<td>Download postage</td>
<td>The last postage loading was too long ago. Please load postage!</td>
</tr>
<tr>
<td>(date credit)</td>
<td></td>
</tr>
<tr>
<td>Download postage</td>
<td>The last postage loading was too long ago. Please load postage!</td>
</tr>
<tr>
<td>(piece credit)</td>
<td></td>
</tr>
<tr>
<td>Error message</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Duplicate endorsement IDs</td>
<td>Endorsements card defective. Request new endorsements card, specifying the error message.</td>
</tr>
<tr>
<td>Duplicate name</td>
<td>Assign a different name.</td>
</tr>
<tr>
<td>ERR</td>
<td>Rate calculation error (e.g. the weight does not fit the selected mailing data / the mail piece is too heavy). Check mailing data. To display the current setting: Press 1. Check and change the product setting (weight and mailing data).</td>
</tr>
<tr>
<td></td>
<td>mymail with scales: Unload scales and wait until a beep signals that the scales are ready again for operation. Place letter on the scales. The mymail determines the weight. Verify mailing data and select new if necessary.</td>
</tr>
<tr>
<td>Error reading card</td>
<td>Wrong card or card inserted incorrectly. Check the card and re-insert it (chip must face backwards).</td>
</tr>
<tr>
<td>Error xxx</td>
<td>Note the error number and call Service.</td>
</tr>
<tr>
<td>Ink level low</td>
<td>The ink cartridge is almost empty.</td>
</tr>
<tr>
<td>Insufficient funds</td>
<td>The postage in the mymail is insufficient. Load new postage.</td>
</tr>
<tr>
<td>Invalid card</td>
<td>Wrong card inserted (e.g. in menu “Load rate table?” a “Logo” card inserted). Check card and use right card.</td>
</tr>
<tr>
<td></td>
<td>The card contains no valid data. Call Service. (Note: Data of the ‘Town Circle’ card are always deleted after loading.)</td>
</tr>
<tr>
<td>Invalid text in table</td>
<td>Defective endorsement card. Request new card from FP specifying the error message.</td>
</tr>
<tr>
<td>Error message</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Low remaining funds Continue?</td>
<td>This franking will bring you below the set limit for the available postage warning. Reload postage soon.</td>
</tr>
<tr>
<td>Memory full</td>
<td>The available memory space for advertising imprints is exhausted (max. 3 advertising imprints). Clear an advertising imprint you no longer need and try again.</td>
</tr>
<tr>
<td>Memory Overflow Run Teleset</td>
<td>Contact with Teleset data centre is due. Perform Teleset immediately (amount of £ 0 is sufficient).</td>
</tr>
<tr>
<td>No answer</td>
<td>The modem does not get a dial tone or the Teleset data centre is unavailable. Check the outside dialling parameters (see chapter 10.9). Check the TDC phone number (see chapter 10.10). Repeat the procedure.</td>
</tr>
<tr>
<td>No dial tone</td>
<td>The modem gets no dialling tone. Check the connection of the modem cable on the mymail and at the BT jack. For operation on a telephone system/extension: Switch off “Wait for dial tone…” if necessary (see chapter 10.9).</td>
</tr>
<tr>
<td>Old issue rate table</td>
<td>You have tried to overwrite the stored rate table with an older rate table.</td>
</tr>
<tr>
<td>Option error</td>
<td>Combination of selected special services not permitted by Royal Mail. Select a permissible mail setting.</td>
</tr>
<tr>
<td>Out of ink Please change cartridge</td>
<td>The ink cartridge is empty. Insert new ink cartridge (see chapter 11.3).</td>
</tr>
<tr>
<td>Overload: please contact service</td>
<td>The mymail has been locked. You can frank max. 500 letters a day. Franking is possible only the day after.</td>
</tr>
<tr>
<td>Please select category</td>
<td>Franking is not possible. Missing postage. Set Royal Mail product / postage value (see chapter 4.1).</td>
</tr>
<tr>
<td>Error message</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Please select another category</td>
<td>Products for which the postage value has to be entered manually (“Other” products) cannot be saved as memory items.</td>
</tr>
<tr>
<td>Print aborted envelope moved</td>
<td>The letter was moved before or during printing. Remove letter and re-insert.</td>
</tr>
<tr>
<td>PVD error illegal value</td>
<td>You have entered a too high value for postage loading. Select a smaller amount and repeat the procedure.</td>
</tr>
<tr>
<td>Rate table invalid</td>
<td>Call Service.</td>
</tr>
<tr>
<td>Rate table out of date</td>
<td>Call Service.</td>
</tr>
<tr>
<td>Replace battery immediately</td>
<td>The battery is empty. You have to change the battery to be able to continue using the mymail (see chapter 11.7).</td>
</tr>
<tr>
<td>SD battery low</td>
<td>The cast battery in the safety module (SD battery) is almost empty. Call Service immediately.</td>
</tr>
<tr>
<td>SD: unknown state</td>
<td>Call Service.</td>
</tr>
<tr>
<td>Self test failed</td>
<td>Repeat procedure and note error.</td>
</tr>
<tr>
<td>TDC error account disabled</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC error bad reset value</td>
<td>You have entered a too high value for postage loading. Select a smaller amount and repeat the procedure.</td>
</tr>
<tr>
<td>TDC error no connection</td>
<td>Check the connection of the modem cable on the mymail and at the BT jack (see Installation Guide). Repeat the procedure.</td>
</tr>
<tr>
<td></td>
<td>Check whether or not the connection cable between mymail and PC is properly connected (see Installation Guide).</td>
</tr>
<tr>
<td></td>
<td>Check whether or not MailCredit is running on the connected PC (see MailCredit manual).</td>
</tr>
</tbody>
</table>
## Error message

<table>
<thead>
<tr>
<th>Error message</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>(continued)</td>
<td></td>
</tr>
<tr>
<td>TDC error</td>
<td></td>
</tr>
<tr>
<td>no connection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check the settings for connection to the Teleset data centre <em>(see chapter 10.8 and 10.9).</em></td>
</tr>
<tr>
<td></td>
<td>MailCredit has no connection to mymail. The status display (the postage stamp in the MailCredit icon) is RED <em>(see also the MailCredit manual).</em></td>
</tr>
<tr>
<td></td>
<td>Select “Log off” in the main menu and confirm. The mymail switches to standby.</td>
</tr>
<tr>
<td></td>
<td>The display reads “Please wait …”. The connection between MailCredit and the mymail is now established.</td>
</tr>
<tr>
<td></td>
<td>The status display of MailCredit on the PC changes from RED to GREEN.</td>
</tr>
<tr>
<td></td>
<td>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).</td>
</tr>
<tr>
<td></td>
<td>PC problem, web access failure.</td>
</tr>
<tr>
<td></td>
<td>Check the TDC phone number <em>(see chapter 10.10).</em></td>
</tr>
<tr>
<td></td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC error</td>
<td>Desired amount too high. Select a smaller amount and repeat the procedure.</td>
</tr>
<tr>
<td>no credit</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC not available</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC: data record locked</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC: mymail disabled</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC: mymail not available</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC: mymail not released</td>
<td>Call Service.</td>
</tr>
<tr>
<td>TDC: mymail out of operation</td>
<td>Call Service.</td>
</tr>
<tr>
<td>Error message</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Too many endorsements</td>
<td>Endorsements card defective.</td>
</tr>
<tr>
<td></td>
<td>Request new endorsements card from Francotyp-Postalia, specifying the error message.</td>
</tr>
<tr>
<td>Unable to connect</td>
<td>Repeat the procedure.</td>
</tr>
<tr>
<td>Underweight</td>
<td>The mail piece is too light for the selected mailing data.</td>
</tr>
<tr>
<td></td>
<td>Check and change the mailing data.</td>
</tr>
<tr>
<td>Validate failed</td>
<td>mymail is not released for franking.</td>
</tr>
<tr>
<td></td>
<td>Please load postage!</td>
</tr>
<tr>
<td>Warning battery low</td>
<td>Change battery <em>(see chapter 11.7).</em></td>
</tr>
<tr>
<td>Warning: stored item weight too great for selected category</td>
<td>The weight last set or placed on the scales does not fit the selected mailing data.</td>
</tr>
<tr>
<td></td>
<td>mymail without scales:</td>
</tr>
<tr>
<td></td>
<td>Enter weight and mailing data again.</td>
</tr>
<tr>
<td></td>
<td>mymail with scales</td>
</tr>
<tr>
<td></td>
<td>Finish the selection of mailing data as usual and return to the main menu.</td>
</tr>
<tr>
<td></td>
<td>Unload scales and wait until a beep signals that the scales are ready again for operation.</td>
</tr>
<tr>
<td></td>
<td>Place mail piece on scales. The mymail determines the weight again.</td>
</tr>
</tbody>
</table>
## 12.2 Helpful user tips

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause and remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>…in general</strong></td>
<td></td>
</tr>
<tr>
<td>Blank display</td>
<td>Check whether the power cable is plugged in correctly.</td>
</tr>
<tr>
<td>Display lit, but display blank</td>
<td>Pull out the plug, wait one minute then plug back in.</td>
</tr>
<tr>
<td>mymail blocks shortly and emits loud mechanical noise</td>
<td>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.</td>
</tr>
<tr>
<td>Menu item “Create account” missing</td>
<td>All 3 available account memories are already occupied. Delete an account you no longer need.</td>
</tr>
<tr>
<td>Noises as when franking although no letter is inserted</td>
<td>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 10.7).</td>
</tr>
<tr>
<td>Postage value / weight not displayed in the main menu</td>
<td>No product set for franking. mymail is not ready for franking. Call up “Rate” menu, select mailing data and weight / weigh the mail piece.</td>
</tr>
<tr>
<td>Strange behaviour, strange displays</td>
<td>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.</td>
</tr>
<tr>
<td>Problem</td>
<td>Possible cause and remedy</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>…when franking</strong></td>
<td></td>
</tr>
</tbody>
</table>
| mymail does not print | Sensor does not recognise 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 recognise the double label.  
Place a sheet or empty envelope under the label to be printed and try again.  
Sensor does not recognise the sheet (e.g. for trial run).  
Fold the sheet down the middle and place it in the letter slot folded edge first.  
Display does not show the main menu.  
Press the Home key and try again.  
The letter was already in the letter slot when you made the settings in the operating menu.  
Remove letter and re-insert. |
| Imprint quality – misalignments in the imprint | Align ink cartridge *(see chapter 11.5).* |
| Imprint quality – gaps in the imprint | Clean the ink cartridge *(see chapter 11.4).* |
| Imprint quality – the printing image is distorted | Letter has been moved during printing.  
Let go of the letter during printing. Give large envelopes just a little support. |
| Slogan is not printed as expected | Do not fill up lines with blanks.  
Enter line break with the arrow down key.  
Please note: The mymail always prints the slogan centred! |
### Problem | Possible cause and remedy

#### …when selecting mailing data / Royal Mail product

| Desired product of Royal Mail is missing from the “Rate” menu | For such products you can enter the postage value manually ([see chapter 4.1.5](#)). |
|———|———|
| No input window for the weight when leaving the “Rate” menu ([mymail without scales](#)) | Selection of mailing data was incomplete when leaving the product selection. mymail retains the last valid settings for product and weight. Call the “Rate” menu again and completely select the mailing data ([see chapter 4.1.1](#)). |

#### …when weighing

| No weight is determined for the mail piece on the scales | Unload scales and wait until a beep signals that the scales are ready again for operation. |
|———|———|
| | Scales not ready for operation, because mailing data not selected / incomplete. Call the “Rate” menu and completely select the mailing data ([see chapter 4.1.1](#)). |
| | **Zero scales ([see chapter 10.16](#)).** |
| | The mymail does not “recognise” the scales. “Log off” and then pull out the mains plug. Check the connection between scales and franking machine. Reconnect the mains plug. ([See Installation Guide.](#)) |
| | Scales are not working “Log off” and then pull out the mains plug. Remove the scales ([see page 84](#)). Reconnect the mymail to the mains. Now you can enter the weight manually ([see chapter 4.1.5](#)). |
### Problem | Possible cause and remedy

#### …when loading postage

| Desired amount cannot be called | 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.

- **Rate**: £ 0.36
- **Mem**: 60 g

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.
13 Withdrawal and disposal of the mymail

When withdrawing the mymail franking machine, all relevant postal services must be signed off properly.
For withdrawal and disposal of your franking machine, please contact the Francotyp-Postalia Service.
# Technical Data

<table>
<thead>
<tr>
<th><strong>Dimensions</strong></th>
<th>300 mm x 183 mm x 194 mm (width x height x depth)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weight</strong></td>
<td>2.5 kg</td>
</tr>
<tr>
<td><strong>Power connection</strong></td>
<td>230 V / 50 Hz (on the side of the rear housing panel)</td>
</tr>
<tr>
<td><strong>Power consumption</strong></td>
<td>Maximum 20 W</td>
</tr>
<tr>
<td><strong>Battery</strong></td>
<td>3.6 V / 2.3 Ah / 2 mA</td>
</tr>
<tr>
<td></td>
<td>Ambient temperature -55 °C to +85 °C</td>
</tr>
<tr>
<td></td>
<td>Material no. 90.4701.8004.00</td>
</tr>
<tr>
<td><strong>Display</strong></td>
<td>LCD, illuminated, 100 x 33 pixels</td>
</tr>
<tr>
<td><strong>Printing process</strong></td>
<td>Inkjet printing</td>
</tr>
<tr>
<td><strong>Printing area</strong></td>
<td>Max. 123 mm x 25 mm</td>
</tr>
<tr>
<td><strong>Print resolution</strong></td>
<td>300 dpi</td>
</tr>
<tr>
<td><strong>Performance</strong></td>
<td>Approx. 15 letters/minute</td>
</tr>
<tr>
<td></td>
<td>To protect from overloading or unauthorised use, the number of franking actions is restricted to 500 per calendar day.</td>
</tr>
<tr>
<td><strong>Noise emission</strong></td>
<td>66 dB(A) – normal operation</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td><strong>Standard</strong></td>
</tr>
<tr>
<td></td>
<td>– Postage loading via Teleset</td>
</tr>
<tr>
<td></td>
<td>– Internal modem (analogue)</td>
</tr>
<tr>
<td></td>
<td>– System clock, battery buffered</td>
</tr>
<tr>
<td></td>
<td>– Chip card reader</td>
</tr>
<tr>
<td></td>
<td>– 3 endorsement imprints:</td>
</tr>
<tr>
<td></td>
<td>First Class, Special Delivery, Overseas Mail</td>
</tr>
<tr>
<td></td>
<td>– Advertisement printing (up to 3 advertising imprints can be stored simultaneously)</td>
</tr>
<tr>
<td></td>
<td>– Text message function (2 editable slogans)</td>
</tr>
<tr>
<td></td>
<td>– 3 accounts</td>
</tr>
<tr>
<td></td>
<td>– 10 quick select memories</td>
</tr>
</tbody>
</table>

* = standing surface because no letter ejection and special loading areas are provided
Equipment

Options
- Integrated scales (rated weight 2 kg)
- Advertising imprints
- Up to 6 endorsement imprints (changeable only as a block)
- MASTER card
- MailCredit Kit mymail (with connection cable and USB-serial-adaptor) for connection to a PC

Integrated scales (optional)

Weighing area 3 g to 2,000 g

Smallest display value 1 g (display accuracy)

Mail for franking

Format Postcard to ISO B4 envelope

Thickness Up to 6 mm

Paper quality Ink absorbent material

Label FP-franking labels (double label)

minimum label size 140 mm x 85 mm

Operating and storage conditions
for mymail franking machine and ink cartridge

Temperature +15 °C to +35 °C

only use in closed rooms, do not expose to direct sunlight

Rel. humidity 15 % to 80 % non-condensing


Subject to short-term modification.
Declaration of Conformity

We, Francotyp - Postalia AG & Co. KG,
located in D-16547 Birkenwerder, Triftweg 21 - 26

herewith declare in our own responsibility that our

Franking Machine, Model: mymail

(Type Designation)

is designed and assembled in conformity with the following harmonized standards:

EN 60950 / 2000
EN 55022 / 1998
EN 55024 / 1998
EN 61000-2-3 / A14
EN 61000-3-3
TBR 21

in accordance with the rules of European Directives

89 / 336 / EEC (Electromagnetic Compatibility Directive)
73 / 23 / EEC (Low Voltage Directive)
89 / 392 / EEC (Machinery Directive)
99 / 05 / EEC (R&TTE Directive)

5. November 2001

(Date)  (Name and authorized signature for the company)
Glossary

Franking imprint
Franking mail for carrying by the Royal Mail. When franking, the mymail prints the Royal Mail logo, the postage, the machine identification, the date and the place of posting (town circle) as well as a serial number. An advertising imprint (logo or slogan) and an endorsement can also be printed.

Franking label (double label)
Special self-adhesive label which you can frank and stick onto your mail pieces. Necessary for large, heavy and thick mail pieces which do not fit in the mymail letter slot for franking. Use only double labels from Francotyp-Postalia for the mymail (two franking labels on one backing sheet) with a minimum length of 140 mm.

MailCredit
Software for PCs to connect FP franking machines to the data centre (TDC) via the internet. Lets you also update the software of the franking machine.

MASTER card
The chip card labelled MASTER is used for access control. It is available as an optional mymail accessory. Access control by MASTER card can be switched on and off. When the access control is switched on, only a person holding a MASTER card is authorised to use the mymail.

Modem
Electronic unit built into the mymail which enables exchange of data via telephone lines (e.g. for loading postage).
| **Personal Identification Number** (PIN) | You have received the Personal Identification Number (PIN) for your mymail from Francotyp-Postalia by separate post. Enter the PIN in the mymail the first time you use it. The PIN is your authorisation to load postage via Teleset. |
| **Teleset** (remote value setting) | Franking machine accounting system by Francotyp-Postalia. The mymail and the Teleset data centre exchange value specifications when loading postage which release the desired postage amount. |
| **Teleset data centre (TDC)** | Data centre of Francotyp-Postalia. Here the called postage is released and accounts are managed. The Teleset data centre is at your service for data exchanging 24 hours a day. |
| **Test print** | Imprint consisting of a series of different patterns. Test prints for cartridge adjustment: You can align the cartridge with the aid 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). |
| **Validate** | “Making valid” of the franking machine, i.e. the mymail is now ready for franking. |
| **Zero test print / trial run** | Franking imprint with the postage value ‘0000’. This enables you to check the settings for the franking imprint and the imprint quality. |
Access control 20, 68
Account 12, 69
  assign advertising imprint 45
  change 43
  delete 47
  franking to an account 42
  log in 42
  print evaluation 69
  rename 46
  set up 44
Account function 42
Account Report 42, 69
Adjusting ink cartridge 77, 82
Advertising imprint 10, 22
  delete 56
  logo 32
  new 55
  set for franking 32
  slogan (text) 32
  standard setting for account 45
After-sales service 117
Arrow keys 3
Available postage warning 57
  determine limit 57
  switch on/off 57
Battery
  change 84
  permissible type 84, 102
Battery compartment 4, 85
Blanks 16
Card
  advert 55
  endorsements 53
  inserting 20
  MASTER 68
  rate table 54
  removing 20
  town circle 52
Card reader 4
Cartridge. See Ink cartridge
Chip card. See Card
clean & renew 81
Cleaning 73, 74
Cleaning kit ‘clean & renew’ 74, 81
Clear
  See also Delete
  mailing data (product setting) 25
  memories 41
  text 17
Clear key 3, 11
Clock 65
  correcting the time 67
  setting the time zone 65
  switching summer time on/off 66
Commissioning. See Installation Guide 9
Configuration 69
Configuration Report 69
Confirm 3
Connecting socket (PC) 4
Date 22
  display 21
  for the franking imprint 31
  forward dating 31
Declaration of Conformity 104
Delete
  account 47
  advert 56
  memory 41
  product setting 25
  text 16
Destination 23
Diagnostics list 97
Dial tone, wait for 62
Dial-up number. See Phone number
Display 3, 4
Display information 3, 13
Disposal 99
Double label 33, 105
E

Endorsement imprint 22
  reloading 53  
  set 30
Enter digits 3
Enter key 3, 11
Enter text 16
Envelope material 33, 103
Error 69
  in general 94
  when franking 95
  when loading postage 97
  when selecting mailing data /  
  Royal Mail product 96
  when weighing 96
Error diagnosis, automatic 98
Error message 88, 91, 92
Error Report 69

I

Imprint quality
  check 19
  correct 19
  gaps 19
  misalignment 19
Info key 3
Info window
  accounts 45
  close 3, 13
  franking imprint 22
  mailing data (Royal Mail product) 23
  memories 37
  show 13
Ink cartridge
  adjust 77, 82
  change 74
  cleaning 80
  cleaning the print head manually 81
  display filling level 73
  insert 76
  material safety data sheet 103
  remove 74
  start cleaning procedure 80
  technical data 103
Input
  clear 3
  confirm 3
  postage value 29
  text 16
  weight 26, 28
Input key. See Enter key
Input window
  postage value 29
  weight 26, 28
Installation Guide 2, 9, 86

K

Karat connection 59
Key functions 3, 11, 16
Keyboard 3, 4

G

Get postage. See Teleset 50

H

Home key 3
L
Labels. See Franking label
Letter slot 4
Line break 16
Load postage 50
   See also Teleset 50
   permissible amounts 50
Log off 12, 34
Logo 22, 32
   See also Advertising imprint

M
Mail type 23
MailCredit 10, 59, 105
MailCredit connection 59
MailCredit Kit mymail 59, 103
Mailing data
   correct 25
   select 23
   set 23
Main menu 3, 11
   call 3, 11, 12
   overview 12
MASTER card 4, 20, 68, 105
   inserting 20
   removing 20
Material Safety Data Sheet (ink) 103
Memory 12, 35
   call 35
   clear (delete) 41
   default setting 41
   display assignments 37
   print assignments 38, 69
   rename 40
   reset to default setting 41
   saving 39
   without valid weight 35, 36
Menu 11
Menu tree 101
Minimum funds 57
Modem 10, 61, 105
   dialling parameters 61
   use 61
Modem socket 4
mymail
   overview 4
   things worth knowing 10

N
Notes about this manual 2
Numeric keys 3

O
Operating panel 4
Operation
   basic terms 11
   examples 11
   getting to know 11
Other products 29, 39
Outside line 61

P
PC connection cable 4
PC, connection to mymail 59
Personal identification number. See PIN
Phone number
   remote diagnostics 64
   service 117
   Teleset data centre (TDC) 63
PIN 106
Position the letter 33
Postage value
   display in the main menu 3, 12
   enter manually 29
   missing from the main menu 94
   set 22
   setting via memory 35
Power connection 4, 102
Price. See Postage value
Print system, clean contacts 74
Printing reports
  Account Report 69
  Configuration Report 69
  Error Report 69
  Memories 69
  Register Report 69
  Scale Report 69
  SD Report 69
Product selection menu 23
Product setting 23
  abort 25
  correct 25
  Royal Mail product is missing 29
Protection against unauthorised use 20
Punctuation and special characters 16

Q
Quick reference 2
Quick select 11, 12
Quick select memories 35
  See also Memory
Quick select name 17

R
Rate change (Royal Mail) 54
Rate table
  update 54
  version 69
Recycling Centre 117
Register 48, 69
  print report 49
  show 48
Register Report 69
Registering postage costs 42
Remote diagnostics 70
  changing phone number 64
Remote value setting. See Teleset
Royal Mail product 22
  is missing in the mymail 29
  select 22, 23
  setting via memory 35

S
Safety tips 2, 9
Scale Report 69
Scales 4, 69
  remove 84
  replace 85
  use 27
  zeroing 71
SD Report 69
Selection
  advertising imprint 32
  in the menu 13
  mailing data 23
  memory 35
  Royal Mail product 22
  text (slogan) 32
Self-test 98
Serial number plate 4
Service 87, 94, 117
Sleep mode. See Standby
Slogan 10, 32
  See also Advertising imprint
Software (mymail)
  update 72
  version 69
Special characters 3, 16
Special service
  deselect 24
  marked 24
  select 24
  without 24
Stamp. See Franking imprint
Standby 21, 34, 43
Standby time 58
Summer time, switching on/off 66
Switching off. See Log off
T

Taring scales. See Zeroing scales
TDC phone number
  abort input 63
  change 63
TDC. See Teleset data centre
Technical Data 102
Teleset 10, 50, 106
  error 97
  print the receipt 51
Teleset data centre 106
  changing phone number 63
Test print 78, 106
Text
  abort input 17
  clear 16
  input 16, 17
  upper/lower case letters 16
Town circle 22
  load new town circle 52
Trial run 18, 106
Troubleshooting 87
Type of mail 23

V
Validation 106

W
Weighing 27
Weight 3
  determining with integrated scales 27
  display in the main menu 12
  enter manually 26, 28
  missing from the main menu 94
Withdrawal 99

Z
Zero test print 18, 106
Zeroing scales 71
Every mymail franking machine 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.

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

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Website www.fpmailing.co.uk

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74 Questor, Powdermill Lane
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Francotyp-Postalia applies DQS-certificated integrated management systems with quality and environmental management (DIN EN ISO 9001, 14001). These are valid for design and manufacturing of franking machines and postal equipment.
(registration no: 275570 QM 08, UM)