



approved
manufacturers, suppliers and
maintainers of franking machines

**PLEASE SEE FAQs BELOW IF YOU ARE HAVING TROUBLE
UPLOADING THE NEW RATES ONTO YOUR FRANKING MACHINE**



Model: FP mymail

Q. I have inserted my new Rate card and have tried to load it using the instructions, but the machine is displaying “Error reading card”.

A. Please ensure you have inserted the Rate card with the gold chip facing to the rear when it is inserted into the machine, and then repeat the loading instructions.

Q. I have inserted my new Rate card and have tried to load it using the instructions, but the machine is displaying “Old issue rate table”.

A. This rate card has either already been loaded (pre-loaded if the machine is new) or is not the correct rate card for this year’s rate change.

IF YOU ARE STILL HAVING DIFFICULTIES, PLEASE CALL 0344 225 2233 & select FPSupport