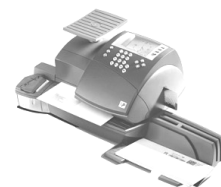




approved
manufacturers, suppliers and
maintainers of franking machines

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



Model: FP opti

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

If your machine is SMART **and** you believe your rate card is faulty simply use our **REMOTE DOWNLOAD INSTRUCTIONS** to install your new rates.

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