


Troubleshooting

Before you contact us, try the things below

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

MailCredit pack



Please read this 10 step guide before attempting to install MailCredit



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

If you have a new ultimail, please wait for your service technician to install it at the arranged time, do not continue with this guide

1 Check the contents of the box

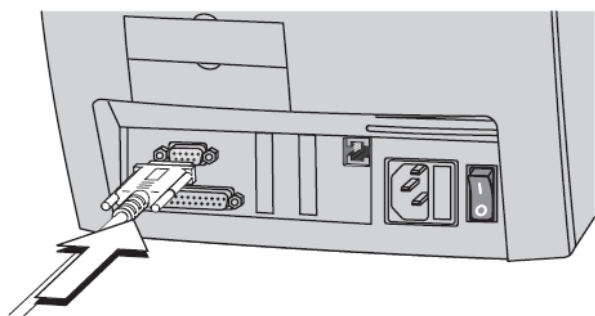
-  Connection cable for your ultimail
-  USB—serial adapter with install CD (you will need this in step 5)

2 You will have already downloaded the MailCredit software along with this Installation Guide so make sure you have saved this to your PC desktop to make it easier to find in steps 7 and 9

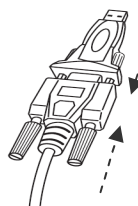
3 Double click the MailCredit software file on your desktop to install it on your PC or laptop

4 Remove the telephone cable from the rear of the ultimail

Plug the supplied cable into the rear of your ultimail



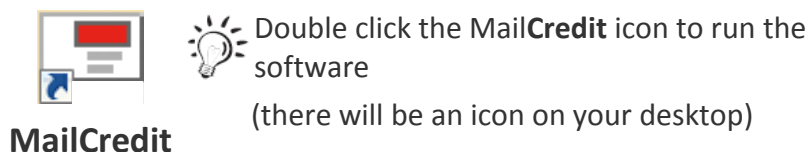
5 Join the USB adapter to the cable you have selected for your machine and insert the mini CD in to your CD drive and install the relevant drivers for your operating system



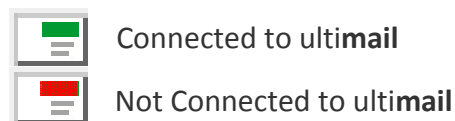
6 Plug the other end of the cable into a USB port of your PC or laptop (windows will inform you when the device is ready)



7 Run the MailCredit software make sure the ultimail is in the home screen (press the 'HOME' key)

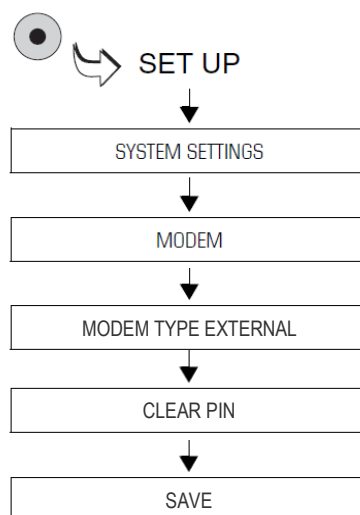


8 Test connection to the franking machine, make sure the ultimail is in standby mode

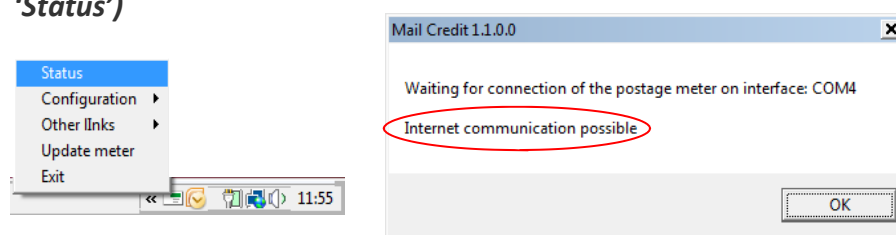


you will see an icon in your PC taskbar (by the clock)

9 Set up your ultimail to use mailcredit



Test the connection from the ultimail to the Internet (right click the MailCredit icon on your PC and choose 'Status')

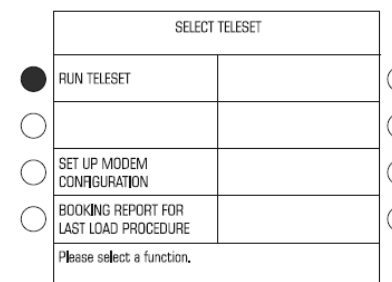


10 Try a test postage download using MailCredit (zero amount is sufficient)

Just download postage in the normal way from the ultimail, ultimail will use the connection to the PC to download postage

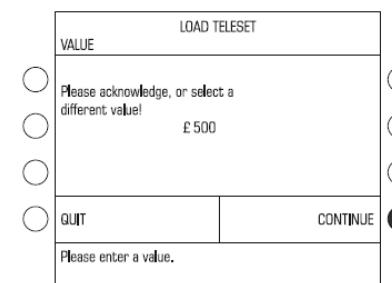
Loading postage

- Make sure the connection set up in the ultimail (internal modem, GSM modem or mailcredit) is ready to establish a connection with the Teleset data centre (TDC).
- Open the SELECT TELESET menu using the \$ key.
- Select RUN TELESET to start the TELESET procedure.



Now simply follow the instructions in the display.

- Keep the indicated loading amount or overwrite with a new amount.
- Acknowledge with CONTINUE.

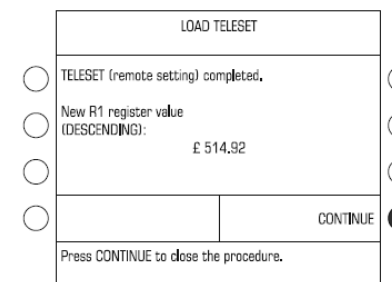



After a security prompt the ultimail establishes a connection with the Teleset data centre. Messages in the display inform about the status (connection establishment, data transfer ...).

Please note: If you have entered a new reset amount, you will be asked to confirm the process again within 30 seconds.

At the end of the remote setting, the ultimail will show the new descending.

- Press CONTINUE to end the TELESET process.



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