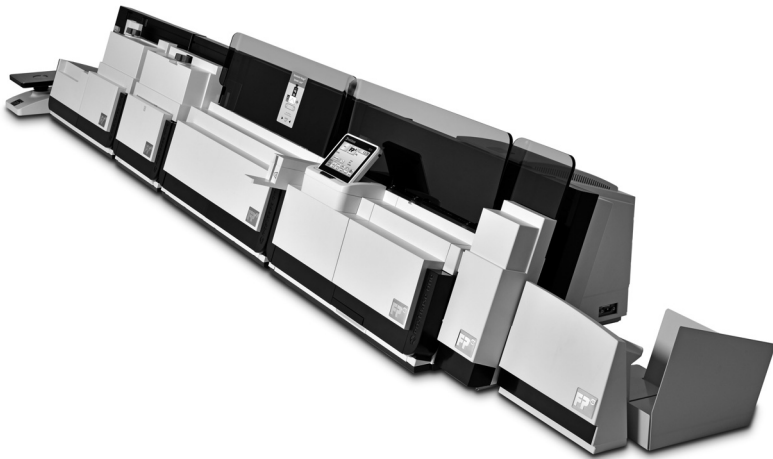




# PostBase one

Franking system



**Operator Manual**

## About this Manual

This Operator Manual is directed at the users of the PostBase One franking system.

Please read this operator manual before using the PostBase One franking system. Please keep this manual near the system for quick reference.

This manual covers all configurations and equipment options of the PostBase One franking system. Functions that are only available for particular system configurations are marked by an additional note, e.g. (*PostBase One Bulk Ink*).

### Quick Reference Guide

The quick reference guide covers a selection of frequently used functions.

### PostBase One

In this manual, the product name appears in its plain form 'PostBase One'.

### Safety tips

The following keywords and signs identify the safety tips in this manual:



**Warning!** indicates a potential hazard that may result in injury or environmental damage.



**Warning of hand injuries!** This sign is also used to identify hazardous areas of the franking system.



**Caution!** indicates a potential hazard that may result in damage to the franking system or impair the franking process.

---

### Text features and symbols

The following symbols and text features are used in this Operator Manual:

- Bullets precede instructions.
- Dashes precede list items.

Menu names and options from the operating menu are written in small capitals, e.g. MENU.



A tip offers advice or additional suggestions for improving the operation.

### Illustrations

The display illustrations in this manual are general examples that may differ from the actual display on your PostBase One.

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# 1 Safety tips

PostBase One is a digital franking system with ink-jet print technology for franking mail. PostBase One complies with the pertinent safety regulations for office information equipment.

Please observe the following tips for your own safety.

## Prevention of electrical hazards

- Operate the PostBase One franking system only on grounded single-phase power sockets. Make sure your office power supply conforms to the power requirements indicated on the serial number plates.
- Make sure the sockets for connecting the PostBase One franking system are close by and easily accessible at all times.
- Pull the power plugs in case of an emergency. Call the FP aftersales service.
- Take special care that no foreign objects penetrate the franking system's interior.
- Be extremely careful when handling liquids.
- If you fill the sealant tank, make sure not to wet any parts connected to the mains.
- Never cover the ventilation slots of the housing while the PostBase One franking system is switched on.
- Pull the power plugs prior to cleaning the PostBase One franking system.

## Prevention of mechanical hazards

- Do not reach into the danger areas marked with safety signs.
- Keep long hair, fingers, loose clothing pieces, ties, shawls, jewelry and the like away from moving machine parts.
- Do not remove any parts of the housing.
- Do not remove any equipment related to safety or protection. Do not make them inoperative or unable to function. In case of an error (jam or unauthorised interference), the safety cap – a small part of the housing located at the letter exit of the franking machine – is released and the transport stops. You have to bring the safety cap back into position before you can go on using the PostBase One. By no means must you try to block or fasten the safety cap.

### **Accessories and consumables**

- 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. The full functioning of the PostBase One franking system at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink cartridges / print heads and ink tanks.
- Only use the power supply unit (PSU) supplied with the sealer or one that has been approved by Francotyp-Postalia. Make sure that the power supply unit and its cables are not damaged.
- Ingestion of the ink can be hazardous to health. Avoid contact with the eyes. Keep the ink cartridges / print heads and ink tanks away from children. Further instructions for use are enclosed with the ink cartridges / print heads and ink tanks.
- Use the supplied cables or cables that have been approved by Francotyp-Postalia. Make sure that cables are not damaged.
- We recommend to use only the batteries provided by Francotyp-Postalia. The manufacturer FP has established reliability, safety and applicability. Observe the instructions enclosed with the battery for correct use and disposal.

### **General safety tips**

- Installation and commissioning of the PostBase One franking system have to be done by qualified personnel authorised by Francotyp-Postalia.
- Do not use attached parts like the hand feed tray, the protective glass, the display, or the label dispenser as 'handles' during transport. The best way to handle the components is to hold them at the lower part of the housing at the clearance normally used for the housing connectors.
- If you wish to dismantle, pack, transport, and reinstall the PostBase One franking system on a new location, observe the specific notes on page 155.
- The PostBase One franking system is not intended for use in the immediate vicinity of a VDU workstation. To prevent distracting reflections on a VDU workstation, this product must not be placed in the immediate field of vision.
- Have maintenance and repair work done only by qualified personnel authorised by Francotyp-Postalia. Otherwise, your warranty may become void.



## 2 A short description of the PostBase One

PostBase One is a digital franking system for medium to high mail volumes featuring a touch screen.

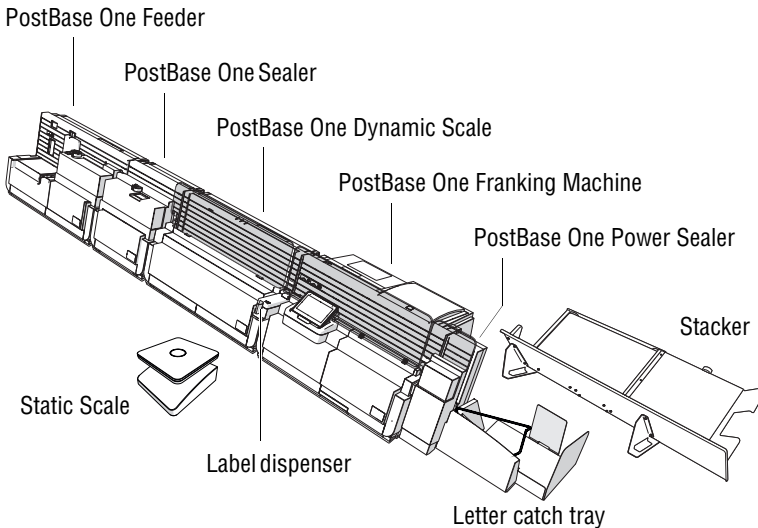
With its distinctive feature, the vertical letter transport, it can automatically process mail pieces of all sizes – ranging from a post card to letters ISO B4 with a thickness of up to 20 mm.

The reliable ink-jet technology delivers clean franking imprints.

### *Modular concept*

The modular concept allows for a flexible adaptation of the franking system to the type and amount of your outgoing mail. The basic version, consisting of the PostBase One franking machine with hand feed tray, the static scale, and a letter catch tray, can easily be extended using components for automatic feeding, moistening / sealing, and dynamic weighing.

The PostBase One franking system comes in two variants: with standard ink cartridges and with Bulk Ink supply.



*Mailmark™* Your PostBase One is part of a new generation of Mailmark™ franking machines. This means you benefit from the many features of this new Royal Mail service like discounts and traceability. Mailmark™ also comes with a new design of the franking imprint of which the main distinguishing mark is the 2D barcode. In this machine-readable barcode, all important information is stored.

*Intuitive operation* The PostBase One franking system is characterised by intuitive operation: You switch the entire franking system on or off by simply pushing the rocker switch. For all other operations, the clearly designed user interface in the 4.3 inch colour display guides you fast and easy to the desired results.

*Franking* The Home screen shows all relevant information on the franking process at a glance. You simply select a postal product and position the mail piece – PostBase One will seize the letter and frank it, after which it is exited to the right side ready for dispatch. Franking is possible on letters and postcards made of ink-absorbing material and special self-adhesive labels.

*Letters as advertising medium* In addition to printing postage, you can print up to two advertising imprints of your choice on every mail piece you send. Advertising imprints may be graphical adverts / logos or SMS text messages.

*PostBase Navigator (NavigatorBasic)* For an even more user-friendly operation of the PostBase One franking system via PC, use the Navigator software that is downloadable on our website. In addition to its ease of use, NavigatorBasic offers an extended functionality, e.g. setting your frequently used postal products as shortcuts and entering / editing text messages.

*Download postage* You conveniently download the postage for franking online from the data centre into your franking system. If desired, PostBase One can also, by itself, make sure there is always sufficient postage available and prompt you automatically to download postage.

*Bilingual (Welsh / English)  
'Delivered by Royal Mail'  
mark* The 'Delivered by Royal Mail' mark is available in the Welsh language upon direct request to FP. The current print image data is then downloaded to your PostBase One via the Remote Services function.

*Remote Services:  
flexible and up to date* PostBase One ensures you are always using the current Royal Mail postal rates. Whether new postage rates, new adverts or a software update – the franking system downloads current data from the data centre.

*Additional functions* The PostBase One franking system offers a range of convenient additional functions. Among these are:

- The external **static scale** quickly and reliably determines the weight for mail pieces of up to 7 kg. The determined weight directly affects the product settings.
- **Shortcut function** for frequently used postal products.
- **Account function** for separate registration and billing of postage costs.
- **Printed Postage Impressions (PPIs)**. When sending large quantities of mail, PPIs offer a cost-efficient alternative to regular franking.
- **Access control** – The PostBase One can be protected against unauthorised use via a PIN.
- **Label dispenser** to print self-adhesive labels, for large or thick mail pieces or for envelopes that are not suited for ink-jet printing.
- **Print lists** of register states and loading report.

*Options* The following components are available to extend the machine's range of functions:

- **PostBase One Feeder**. Separates the letters individually from the stack and transfers them to the franking machine. Letters can be added during operation.
- **PostBase One Sealer** – for mail pieces with a thickness of up to 7 mm. The envelope flap is moistened in the sealer module and firmly pressed down in the power sealer.

*Further options*

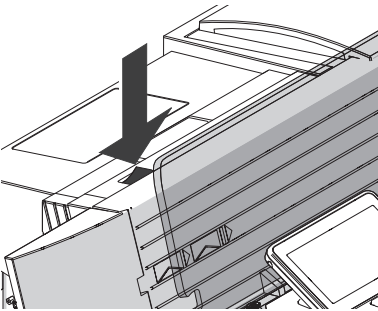
- **PostBase One Dynamic Scale.** The dynamic scale (for mail pieces up to 1 kg) detects the weight and size of the mail piece while transporting it to the franking machine. Both values are transmitted to the franking machine, which automatically determines the correct product setting – this is especially useful for handling of mixed mail.
- **Differential weighing** – a special weighing mode of the static scale that helps you save time when weighing and franking large amounts of similar mail pieces.
- **Stacker** for shingled stacking of franked mail pieces. The stacker holds up to 350 letters and can be used with all configurations and equipment options of the PostBase One franking system. As a separate, additional component, it is positioned to the right of the franking system, replacing the letter tray.
- **Alternative carriers.** Franking mail pieces for dispatch by a private carrier.
- **DX feature.** Franking mail pieces for dispatch by private carrier DX.
- **Incoming mail stamp** for registering incoming mail.
- **NaviagorPlus** – In addition to NavigatorBasic's entire functionality, NavigatorPlus offers easy to handle administration and report features.
- **MailReport** for registering, managing and reporting postage costs for any number of accounts.

## 3 The basics of operation

In this chapter you will learn about the basic functions of the PostBase One franking system and how to handle the touch screen.

### 3.1 Turning the PostBase One on / off

The PostBase One franking system can remain connected to mains all the time to ensure it is always ready for use. Use the rocker switch to turn the franking system ON and OFF.



#### Turning on

- Press the rocker switch for about one second.

The display lighting switches on. The PostBase One performs a self test and then displays the Home screen.

Depending on the setting, you are prompted to choose a user and enter the PIN.

#### Turning off

- Press the rocker switch for **three seconds**.

The PostBase One will complete any current actions and then switches off. The display light goes out.

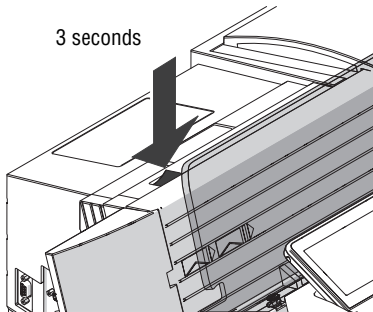


Your PostBase One Mailmark™ franking system needs to upload product usage data daily. If you keep your PostBase One switched on and connected to the internet, this will happen automatically each day at midnight.

## Disconnecting the PostBase One from mains



**Caution!** Make sure to always turn the PostBase One off by pressing the rocker switch for three seconds before disconnecting the PostBase One from mains. Never pull the power plug or separate the power supply in any other way before the printing system has reached its sealed position. This is the only way to prevent drying up and to ensure a permanently high print quality.



- Press the rocker switch for three seconds to turn the franking system off.
- Unplug the power cable from the socket.

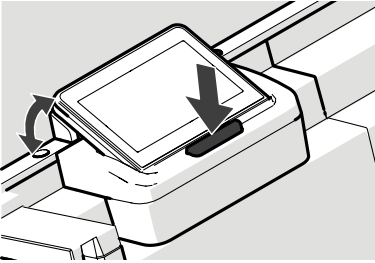
## 3.2 Standby

The PostBase One franking system will go to standby automatically if it is not used for some time.

The display is dark in standby.

You can 'wake up' PostBase One by briefly touching the display. Alternatively, you can briefly press the rocker switch.

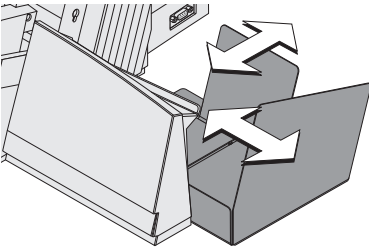
### 3.3 Adjusting the display inclination



- Press the key below the display and set the display in the desired position. The adaptation mechanism features several catches.
- Release the key.

### 3.4 Setting the letter catch tray

The catch tray can be adapted to different envelope sizes – up to ISO B4 (250 x 353 mm).

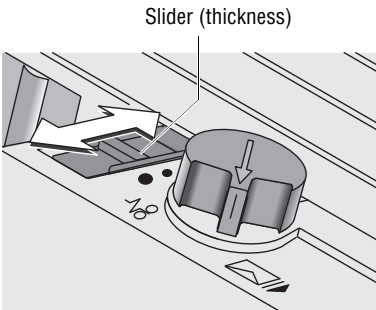


- Adjust both catch brackets so that the franked mail pieces easily slide into the catch tray and are neatly stacked.

## 3.5 Adjusting the feeder *(optional)*

### 3.5.1 Adjusting the letter path

You always have to adjust the feeder according to the thickness of the letters being processed. With the slider (thickness) you adjust the letter path of the separation to the thickness of the letters. Thereby, you avoid too many letters being fed at once. There are three settings possible: narrow, medium and wide letter path.



- Release the slider “thickness” by pressing down slightly and move it to appropriate position.

Letter path – possible settings and their meaning:

---

- |                      |   |
|----------------------|---|
| Narrow letter path ● | to process thin letters up to a thickness of 2 mm   |
| Medium letter path ● | to process letters of medium thickness 3 mm to 5 mm |
| Wide letter path ●   | to process letters of a thickness more than 5 mm    |
-



### 3.5.2 Separation function

In most cases, you can use the **default setting**. In case of letters with 'critical' demands for separation, you can adjust the feeder easily.

In the following cases, an adjustment is recommended:









- very thick letters
- very heavy letters
- thin, unstable letters
- letters with sensitive surfaces.

These 'critical' letters constitute only a small fraction of the whole amount of letters processed.

Not processable:

- very soft and unstable letters
- rigid letters (books, catalogues etc.).

#### 3.5.2.1 Recommended settings for separation (overview)

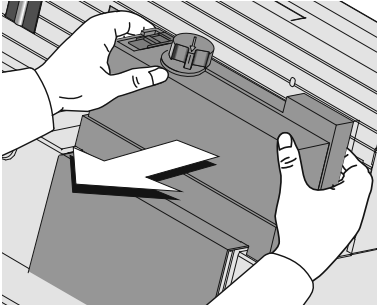
Setting	Left lever (separation)	Right lever (pressure)
1 Soft and unstable letters		
2 Thick letters 7 mm and more		
3 <b>Default setting</b> (recommended)		
4 Very heavy letters with strong stiffness		

### 3.5.2.2 Adjusting the pressure

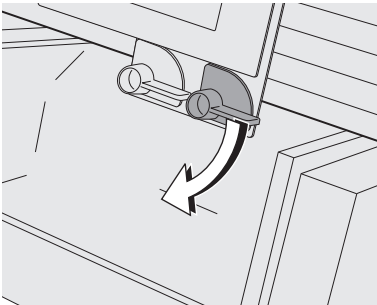
The pressure needs only adjustment if problems occur while processing letters.

Typical cases:

- exceptionally thick or heavy letters are not drawn in
- the gap between letters drawn in is too large.



- Remove the cover from the feeder using both hands.



- Turn the **right** lever to appropriate position.

Pressure – possible settings and their meaning:

---

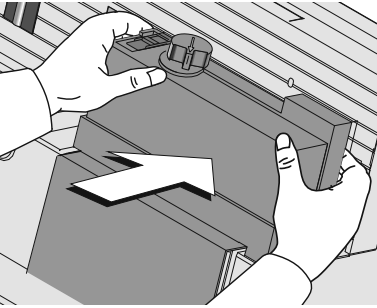


default setting



increased pressure  
(stronger driving for thick and heavy letters)

---



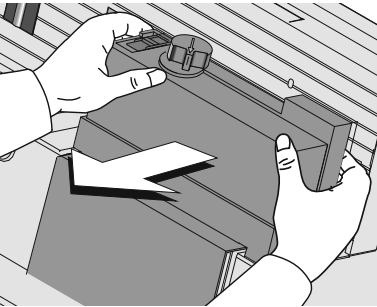
- Re-place cover on feeder. The cover must latch audibly.

### 3.5.2.3 Adjusting the separation

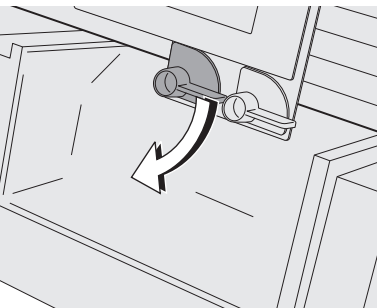
The separation needs only adjustment if problems occur while processing letters.

Typical cases:

- soft, unstable letters and letters with sensitive surfaces are damaged
- large, unsealed letters are bent during processing.



- Remove the cover from the feeder using both hands.



- Turn the **left** lever to appropriate position.

Separation – possible settings and their meaning:

---

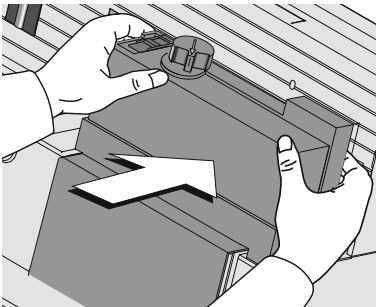


decreased separation  
(if sensitive letters are being damaged)



default setting

---



- Re-place cover on feeder. The cover must latch audibly.



If you have to adjust the pressure and the separation regularly:

There is a special cover with an aperture for direct access to the levers available. Removing that cover is not necessary.

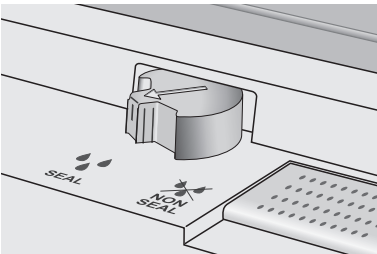
For questions regarding the refitting of your automatic feeder, please contact the FP aftersales service.

### 3.6 Sealing function *(optional)*

When equipped with the optional components sealer and power sealer, PostBase One can frank and seal your mail in a single run. Coming from the feeder, the mail pieces pass through the sealer. In the sealer, the sealing flap of the envelope is moistened by a sponge. The flap is then closed and sealed as it passes through the system. After franking, the mail piece is ultimately closed by the power sealer.


You can use the sealing function for letters with a thickness of up to 7 mm. The envelopes must be suitable for machine sealing (see page 185). Also, please mind envelope quality.

Please note that we can assure reliable sealing results only when you use Francotyp-Postalia 'sealit' sealing liquid.



#### Sealing

If the letters are to be sealed:

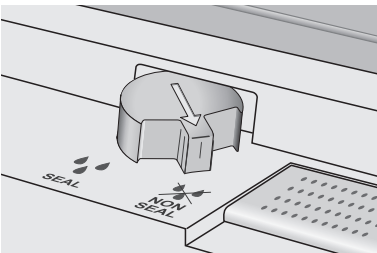
- Turn the envelope sealing switch to the position  **SEAL**.

PostBase One monitors the level in the sealant tank. You are notified when you have to top up the sealing liquid.

On how to fill the tank, please refer to chapter 14.9 on page 125.




If you have not used the sealing function for a certain amount of time, sealing liquid is automatically pumped into the moistener. Thus, PostBase One makes sure the sponge is properly wetted. In the SEALING menu, you can set the optimal moistening level for the envelopes you use (see chapter 13.14, page 100).



#### No sealing

If the letters are not to be sealed (or if they are already sealed):

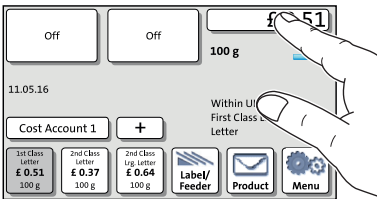
- Turn the envelope sealing switch to the position  **NON SEAL**.

### 3.7 Screen elements and operation philosophy

This chapter covers the user interface of the PostBase One franking system. You will learn how to operate the touch screen, the screen elements and the menus, window types and symbols.

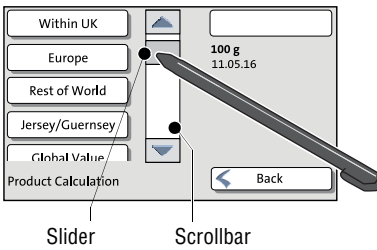
#### 3.7.1 The touch screen

The touch screen is active when the display is lit. To operate the touch screen, simply touch the screen elements with your finger.



#### General operation philosophy

You briefly touch the desired screen element (in the example: the postage button) with your finger. PostBase One performs the corresponding action.



You can operate scrollbars with the arrow buttons or by touching the slider and moving it. The setting is updated when you lift your finger off.



You can also use the supplied stylus instead of your finger. The stylus is stored in a receptacle on the back of the display.

*Buttons*

You distinguish buttons from the screen background by a shadow. They can have various states, depending on the function:



Button can be pressed / is active.



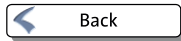
Button is selected / passive (cannot be pressed).



Confirmation: Button is being pressed.



Button is deactivated / cannot be pressed.

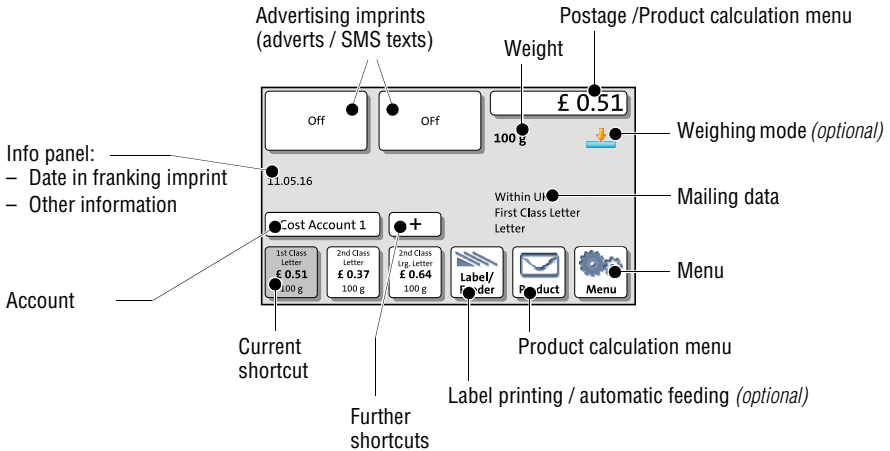
*Standard buttons*

The term 'standard button' refers to buttons like for example SAVE, CANCEL, BACK or CONTINUE.

Depending on the function, the button label can differ. The CANCEL / BACK button (if available) is always located in the bottom right corner of the screen and goes back one step / level.

### 3.7.2 The Home screen

The Home screen appears after the machine was turned on and the start routine has been successfully completed. It displays the current franking settings.



#### Functions in the Home screen

In the Home screen,

- you have access to all franking imprint settings
- you frank your mail pieces
- you can weigh your mail pieces
- you can open the Menu
- current settings are displayed.

#### Operation philosophy

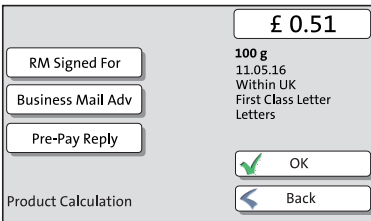
A function can be edited or selected by simply touching its button.

Depending on the respective function, the PostBase One opens a list, an adjustment menu or a menu offering further options.

In the chapters to follow, you will be introduced to each of the menu and window types and their operation.



### 3.7.3 The Product calculation menu



#### Calling up the Product calculation menu

By pressing the PRODUCT button, the product calculation menu is opened. Here, you set the product for the franking imprint.

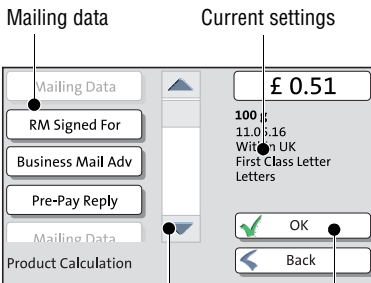
The left area of the display shows the available mailing data.

You can scroll the list with the scroll bar if more than four options are available.

The right area of the product calculation menu shows the current settings:

- the postage
- the weight
- the date
- the selected mailing data.

The postage and the OK button only appear if all necessary mailing data were selected.



Other mailing data:  
scroll with scroll bar

Accept current settings and return to Home screen

#### Selecting mailing data

By pressing the respective buttons, you select mailing data. The PostBase One guides you through the postage calculation process step by step.

Press OK to accept the current settings and to return to the Home screen.

#### Deselecting mailing data

With the BACK button, the mailing data can be deleted step by step from the current product settings.

*Setting the product for franking*

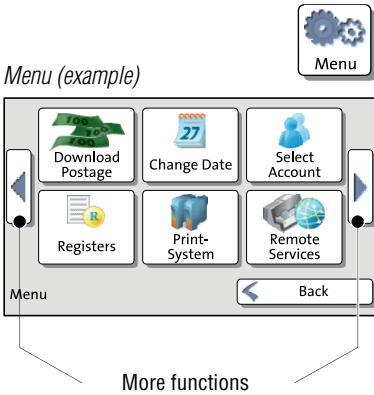
*Canceling the Product calculation menu*

**Returning to the Home screen**

With the OK button, you set the current selected mailing data for franking and return to the Home screen.

Pressing the BACK button repeatedly deletes the mailing data step by step. By pressing the button again after having deselected all mailing data, you will cancel the product calculation. The product set last remains set in the Home screen.

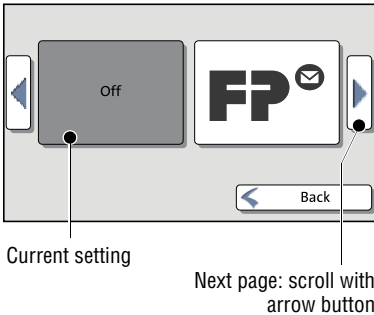
**3.7.4 The Menu**



Use the MENU button to open the Menu. From this Menu, you can access the administration functions, the system settings, and service functions.

Use the arrow buttons to scroll to the next page and back in the Menu.

### 3.7.5 Lists



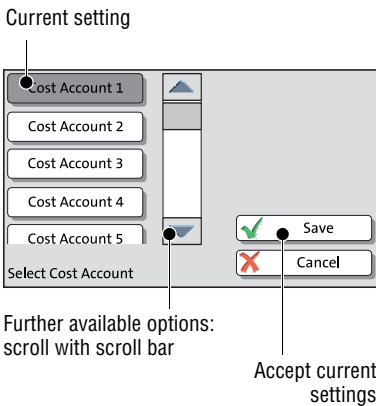
Lists (e.g. for adverts, SMS texts) offer all available settings in list form. The current setting is shown on a dark background.

Use the arrow buttons to scroll through the list.

Press the respective button to select one of the provided settings and return to the Home screen.

### 3.7.6 Adjustment menus

A separate menu each opens for editing and selecting settings. There are several types of adjustment menus, e.g. lists to choose the settings from, input via keypad, and input according to the counter principle.



#### Lists

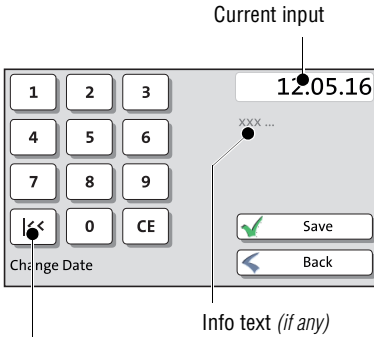
The left area of the display shows the available settings. The current setting is shown with a dark background.

You can scroll the list with a scroll bar if more than four options are available.

Press SAVE to accept the current settings and to quit the adjustment menu.

Press CANCEL to discard your changes and to quit the adjustment menu.

**Note:** Some lists feature auto-confirmation. Accounts are set directly after pressing the respective button, for example.



Button assigned according to function (here: reset to current date)

### Input via keypad

Use the keypad in the left area of the display to input values. The top right text box indicates your input.

The keypad is always matched to the respective situation: The button labels change accordingly, depending on whether you must type figures or figures and letters.

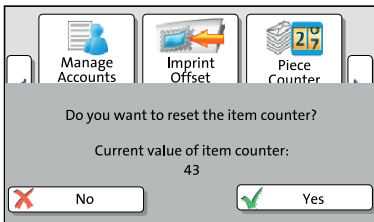
The bottom left button is assigned a special function matched to the current operation, e.g. change between small and capital letters. The info text informs of special features and gives additional hints.

Press CE to clear input.

Press SAVE to accept the current settings and to quit the adjustment menu.

Press CANCEL to discard your changes and to quit the adjustment menu.

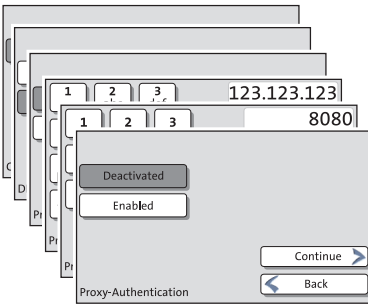
### 3.7.7 Pop-up windows



For some settings, a window covering parts of the current window opens (pop-up window). The pop-up prompts you for an action. Messages and the batch processing feature also appear as a pop-up.

Some pop-up messages feature auto-confirmation, i.e. they automatically close after some time.

### 3.7.8 Procedures (wizards)



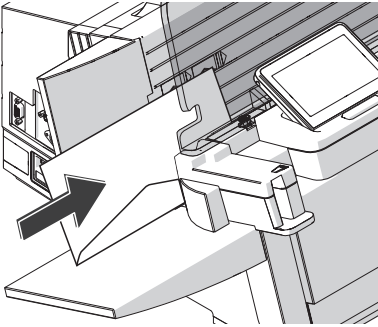
For more complex settings, e.g. when setting up connection data, the PostBase One opens a 'procedure', guiding you through all necessary actions step by step. Different window types are used, depending on requirements.

Press CONTINUE to accept the current settings and to go to the next step.

You can press BACK to return to previous steps.

Pressing BACK at the beginning of the procedure will discard all settings and close the procedure.



*PostBase One with hand feed tray*

### Printing the zero test print on an envelope

- Place an empty envelope (or a post card) on the hand feed tray:
  - The side to be printed faces the back.
  - Envelope flap to the bottom (envelope stands on its upper edge).
- Push the envelope a few centimeters in the direction of the arrow and let go of it.

Letter transport starts automatically as soon as the sensor recognises the envelope. PostBase One automatically feeds the envelope, prints a zero test print, and exits the envelope to the right side.

*PostBase One with feeder*

### Positioning an envelope on the feeder (optional)

- Place an empty envelope (or a post card) on the feeder:
  - The side to be printed faces the back.
  - Envelope flap to the bottom (envelope stands on its upper edge).

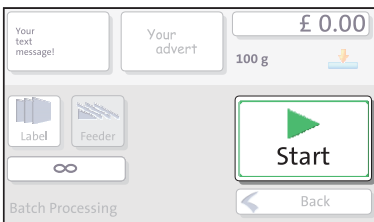
The feeder starts automatically. PostBase One feeds the envelope, prints a zero test print, and exits the envelope to the right side.

### Or

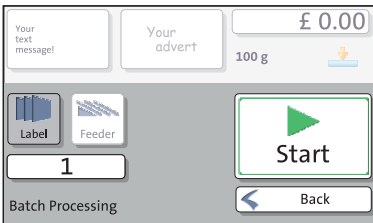
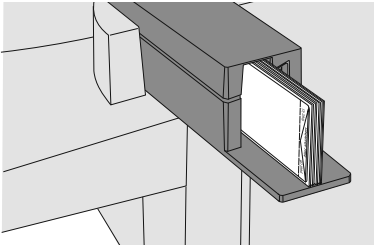
- In the Home screen, press the LABEL/ FEEDER button.

PostBase One opens the 'Batch Processing' pop-up.

- Select FEEDER.
- Press the START button.



For detailed information on how to position letters on the feeder, please read page 54.



### Printing the test print on a label

- Insert labels in the label dispenser. For details, please read chapter 5.4 on page 57.
- In the Home screen, press the LABEL/ FEEDER button.

PostBase One opens the pop-up “Batch Processing”.

- Select LABEL.  
(In most cases, the “Label” function is already selected when opening the pop-up.)
- Press the START button.

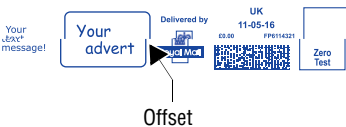
PostBase One prints a label.

### Checking the print quality

Make sure the PostBase One always provides clean and legible franking imprints.

- Check the print quality. There must not be any offsets, blurred or blank spots. Pay special attention to the data matrix symbol.

This illustration shows a perfect imprint.



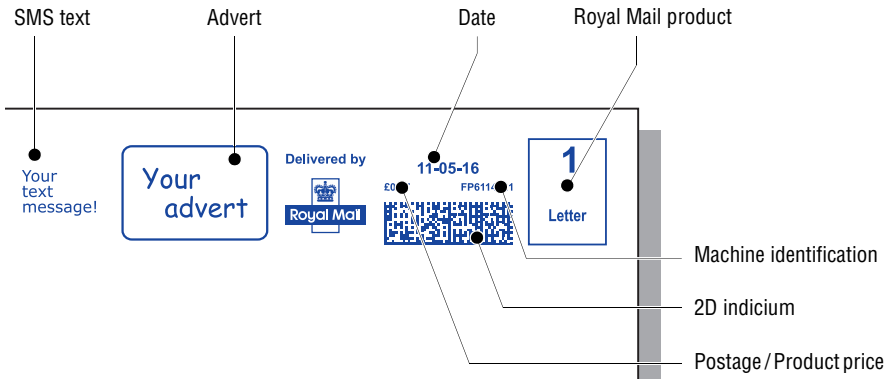
When there are offsets / shifts in the imprint:

- Align the ink cartridges. Read chapter 14.6 on page 118.





## 4 Setting the franking imprint



Your PostBase One is part of a new generation of Mailmark™ franking machines. This means you benefit from the many features of this new Royal Mail service like discounts and traceability. Mailmark™ also comes with a new design of the franking imprint of which the main distinguishing mark is the 2D indicium. In this machine-readable barcode, all important information is stored.

The illustration shows an example of such a Mailmark™ franking imprint.

**Bilingual (Welsh / English) version:** You can order the bilingual version of the 'Delivered by Royal Mail' mark from FP for a fee. The current print image data is then downloaded to your PostBase One via the Remote Services function.

This chapter describes the required settings for franking and additional possible advertising imprints:

- Postage / Royal Mail product (see chapter 4.1)
- Date (see chapter 4.2)
- Advert imprints (see chapter 4.3).



For information on how to use Navigator, the PC software from Francotyp-Postalia to set the franking imprint, please refer to the manual provided with the software.

## 4.1 Postage / Royal Mail product

PostBase One sets the postage, i.e. the price for the postal product using the chosen mailing data (destination, type, mail piece dimensions, and additional services if applicable), in conjunction with the displayed weight.

Step by step, you simply select the mailing data in the product calculation menu. Depending on the system configuration, weighing is available via the static scale and/or the dynamic scale.

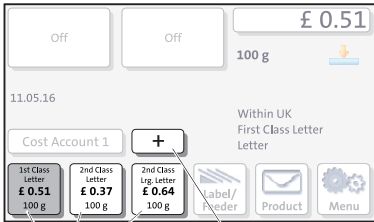
The different ways to set the product are described below:

- The easiest way to set the product is via shortcut. Refer to chapter 4.1.1.
- When using the static scale, you simply select the mailing data from the product calculation menu, then place the mail piece on the weighing platform. Refer to chapter 4.1.2.1.
- For information on how to use the differential weighing function of the static scale (*optional weighing mode for systems without dynamic scale*), please read chapter 4.1.2.2.
- When using PostBase One with the dynamic scale, the weight and size – depending on the settings in the product calculation menu – are determined while transporting the mail piece through the scale. The results are transmitted to the franking machine. Refer to chapter 4.1.2.3.
- Should no scale be available on your franking system, enter the weight manually. Refer to chapter 4.1.3.

Note: The examples in this manual show actual postal products. In case the Royal Mail changes their products / services on short notice, corresponding software updates to the rate table will be made available to the franking system in time. However, this does not apply to the documentation delivered with your franking system.

### 4.1.1 Setting a product via shortcut

You can directly view and retrieve up to four products in the Home screen at the touch of a button. Optionally, there are up to 20 shortcuts available which you can access via the **+** button. The franking machine comes ex factory with typical postal products stored as shortcuts. Upon activation of a new rate table, the shortcuts will be updated automatically.



Shortcut buttons

More shortcuts

- Press the desired shortcut button.

If necessary:

- Weigh the mail piece.

The product with the related postage is set for franking.

#### Further shortcuts

- In the Home screen, press the **+** button.

PostBase One opens a list with all available shortcuts.



For details on how to save products as shortcuts via PC software (e.g. Navigator), please refer to the manual provided with the software.

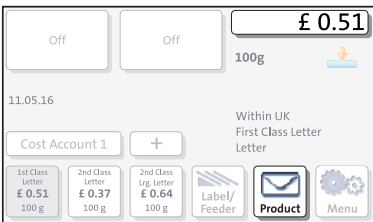
## 4.1.2 Setting mailing data and weighing

### 4.1.2.1 PostBase One with static scale – normal weighing

This chapter describes setting the postage when using the static scale in standard weighing mode.

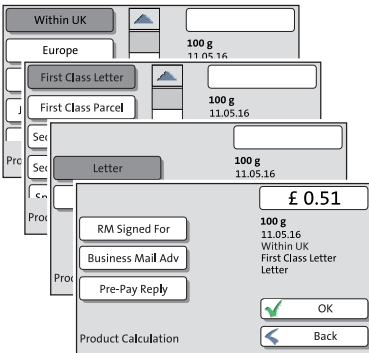
If the 'differential weighing' option is available on your franking system, the currently set weighing mode is shown on a button to the right of the weight.

Please read page 39 on how to set the weighing mode.



#### Select mailing data

- In the Home screen, press the PRODUCT button.



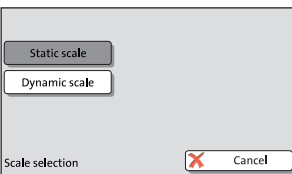
PostBase One opens the product calculation menu and prompts you for all required details regarding the mail piece.

- Select the respective desired setting by pressing the corresponding button.

The selected mailing data appear to the right in the display. The postage appears as soon as all necessary mailing data have been selected.

When the desired mailing data are set:

- Press OK to return to the Home screen.



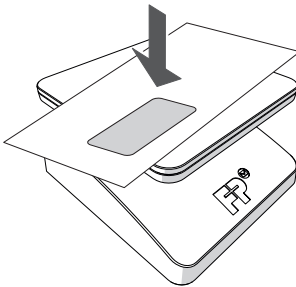
On franking systems with a static and a dynamic scale, you may have to specify during the product calculation that you want to weigh the mail piece with the static scale.

## Weigh mail piece / set weight



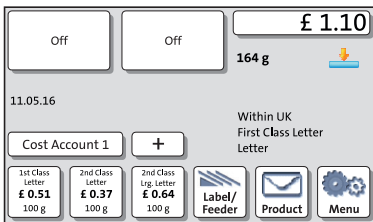
**Caution!** Please observe the following notes on handling the static scale:

- Please observe the permissible maximum weight of 7 kg.
- The scale only determines a new weight if it was emptied before. Therefore, always empty the weighing platform prior to putting on a mail piece for weighing.
- The scale does not determine a new weight while the letter transport is running. Wait until the letter transport stops before placing a mail piece to weigh.



- Place the mail piece on the weighing platform.

A tone signal indicates that the scale has determined the mail piece's weight.



The weight determined by the scale is now set. PostBase One sets the postage based on the displayed weight and the selected mailing data.



With the static scale, you can weigh the mail pieces in the Home screen and the product calculation menu as well.

#### 4.1.2.2 PostBase One with static scale – differential weighing *(optional)*

This chapter describes the operation and particularities when weighing and franking using the optional differential weighing mode.

PostBase One supports differential weighing with the static scale.

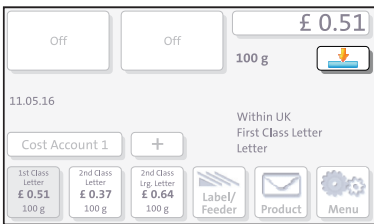
This function helps you to conveniently and easily weigh and frank large amounts of similar mail pieces. You simply place a letter stack on the static scale and remove one letter at a time. PostBase One determines the weight change and sets the appropriate postage.

This option is not available on franking systems with dynamic scale.

#### Set weighing mode

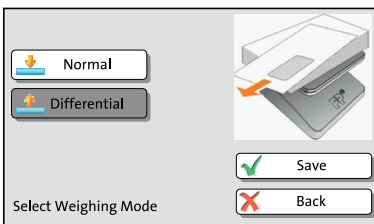
In the Home screen:

- Press the button next to the weight.



- Select the weighing mode: NORMAL or DIFFERENTIAL.

- SAVE the shown setting to return to the Home screen.

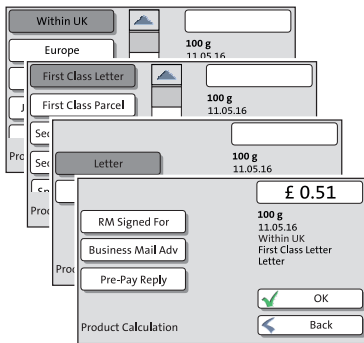


The weighing mode is set. The button in the Home screen shows the corresponding icon.

#### Select mailing data

- In the Home screen, press the PRODUCT button.





PostBase One opens the product calculation menu and prompts you for all required details regarding the mail piece.

- Select the respective desired setting by pressing the corresponding button.

The selected mailing data appear to the right in the display. The postage appears as soon as all necessary mailing data have been selected.

When the desired mailing data are set:

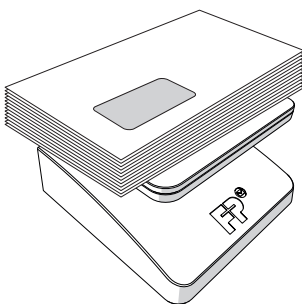
- Press OK to return to the Home screen.

### Differential weighing



**Caution!** Please observe the following notes on handling the static scale:

- Please observe the permissible maximum weight of 7 kg.
- The scale does not determine a new weight while the letter transport is running. Wait until the letter transport stops before placing a mail piece to weigh.

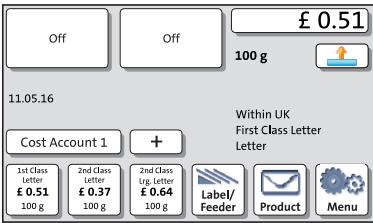


In the Home screen:

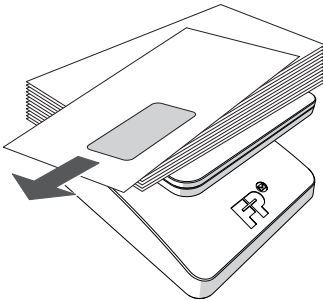
- Place the letter stack or a box with letters on the weighing platform.

Two short tone signals indicate that the scale has recognised that a load was placed on the platform.

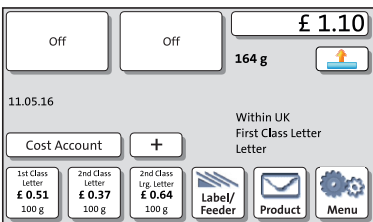




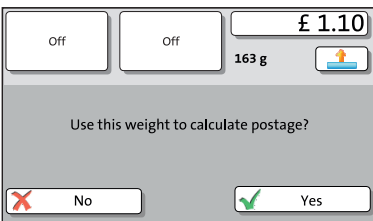
The Home screen still shows the old weight and the old postage.



- Remove one letter from the stack or from the box.



- PostBase One determines the change in weight and calculates the postage value.
- Frank the letter as usual.
- Handle the remaining letters in the same way.



When you empty the weighing platform, PostBase One asks you if the set weight is to be used.

- Acknowledge with YES to frank the last letter of the stack.

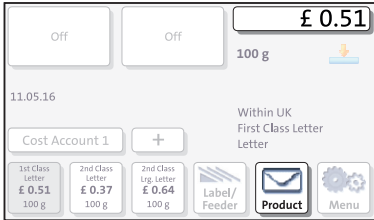
Or

- Press NO to discard the displayed weight (e.g. because you removed the empty box last). PostBase One does not determine a postage value.

### 4.1.2.3 PostBase One with dynamic scale *(optional)*

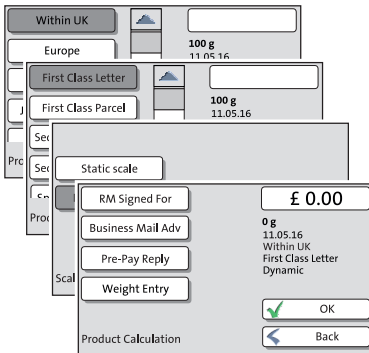
This chapter describes setting the postage using the dynamic scale.

The dynamic scale detects the weight and size of the mail piece while transporting it and transmits them to the franking machine to set the postage. For this purpose, dynamic weighing must be activated for the relevant product. Please also observe the permissible maximum weight of 1 kg for the dynamic scale.



#### Select mailing data

- In the Home screen, press the PRODUCT button.



PostBase One opens the product calculation menu and prompts you for all required details regarding the mail piece.

- Select the respective desired setting by pressing the corresponding button.

For products where dynamic weighing is available (e.g. letters), PostBase One will open an adjustment menu during the product calculation to select a scale.

- Select DYNAMIC SCALE to detect size and weight for each mail piece to calculate the postage.
- If necessary, select further mailing data / special services.

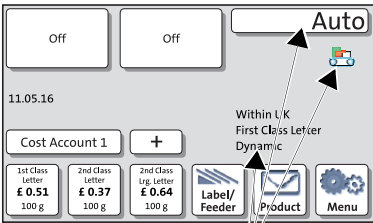
The selected mailing data appear to the right in the display.

When the desired mailing data are set:

- Press OK to return to the Home screen.




**Note:** If the 'Scale selection' menu does not appear during product calculation, you can only weigh the mail pieces with the static scale or enter the weight manually. In these cases, the dynamic scale only transports the letters.



Dynamic scale is active

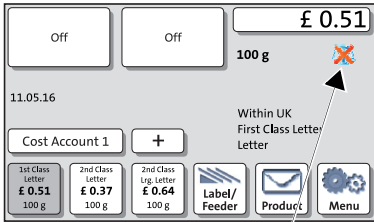
## Dynamic weighing

The  icon in the Home screen signals that the dynamic scale is active. Instead of the postage value, '**Auto**' appears.


Only after batch processing starts – when the dynamic scale detected weight and size of the mail piece – the postage value appears.

### 4.1.3 Setting the weight manually

PostBase One offers the possibility to set the weight manually for product calculation.



No scale available

If no scale is available, PostBase One shows the  icon in the Home screen.

In this case, you have to enter the weight for postage calculation manually in the product calculation menu.

#### Enter weight

- In the Home screen, press the **PRODUCT** button.



PostBase One opens the product calculation menu.

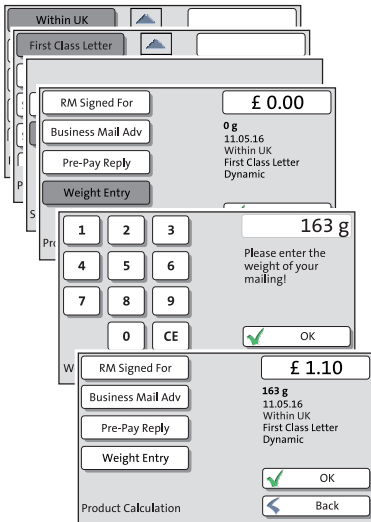
- Set the desired mailing data.
- Select the **WEIGHT ENTRY** option.

PostBase One opens the adjustment menu for entering the weight.

- Enter the weight.
- Confirm with **OK**.

PostBase One uses the entered weight to calculate the postage.

- Press **OK** to confirm the displayed product settings and return to the Home screen.

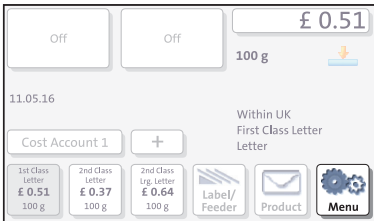


## 4.2 Date

The date for the franking imprint is set automatically to the current date by the system clock. You can forward the date for the franking imprint.

The PostBase One rejects invalid input, e.g. a franking date too far in the future or redating.

The currently set date is displayed the info panel in the Home screen.



### Setting the franking date

In the Home screen:

- Press the MENU button.



- Select CHANGE DATE.

PostBase One opens the adjustment menu for the franking date.

- Type the desired date.
- SAVE the displayed date.

The new franking date is set. The info panel in the Home screen shows the current setting.



You can press the |<< button to reset the franking date to the current date.



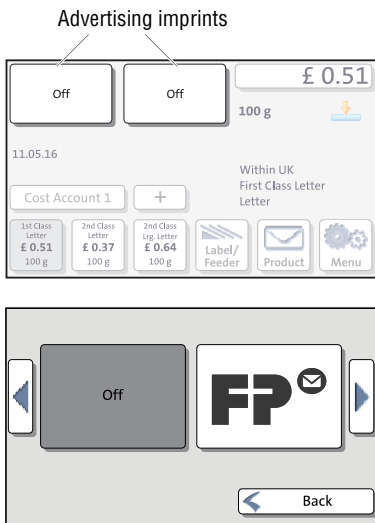
Reply Mail is franked without date.

### 4.3 Advertising imprints

PostBase One can print up to two advertising imprints of your choice on your mail pieces. Advertising imprints may be:

- Graphical adverts
- Text messages / SMS texts.

You can print advertising imprints in any order.



#### Set an advertising imprint

In the Home screen:

- Press one of the advertising imprint buttons.

PostBase One opens a list with all available advertising imprints.

- Press the desired advertising imprint.

PostBase One returns to the Home screen. The advertising imprint is set for franking.

Set the second advertising imprint in the same manner.



You can enter and change SMS texts with Navigator, the PC software from Francotyp-Postalia for PostBase One. For details on how to manage advertising imprints on the PC, please read the manual provided with the software.

## 4.4 Special features of product setting

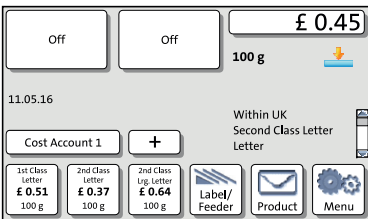
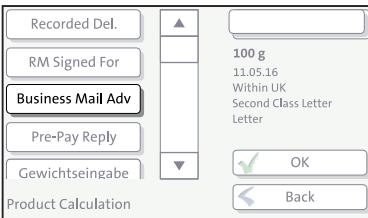
### 4.4.1 Business Mail (optional)

PostBase One offers the option to frank Business Mail. For activation of the 'Business Mail' feature, please contact the FP aftersales service or your local sales agent.



#### Franking Business Mail

- Press the PRODUCT button in the Home screen.
- Select the desired product, for example WITHIN UK / SECOND CLASS / LETTER.
- Select the BUSINESS MAIL ADV(anced) special service.
- Press OK to return to the Home screen.



- Frank the mail pieces as usual.

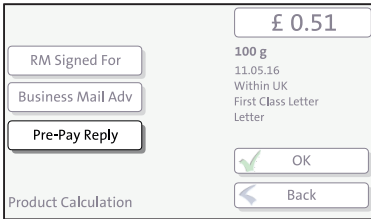


PostBase One prints the Mailmark™ franking imprint and the Business Mail imprint on its left.

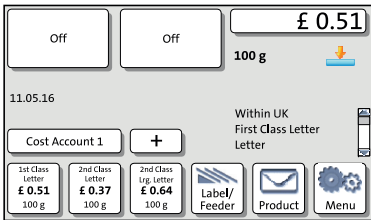
**Please note:** The product usage data must be uploaded on the same day the mail was franked. Please refer to chapter 13.12.

### 4.4.2 Pre-Pay Reply

PostBase One offers the possibility to frank Reply Mail (1st Class Letter and 2nd Class Letter mail).



- To frank pre-paid return envelopes, select the special service PRE-PAY REPLY.
- Press OK to return to the Home screen.



When the Home screen shows the desired Reply Mail settings:

- Frank the return envelopes as usual.



Reply Mail imprints are identified by the addition 'PP Reply' in the product field.

Reply Mail is franked without date.

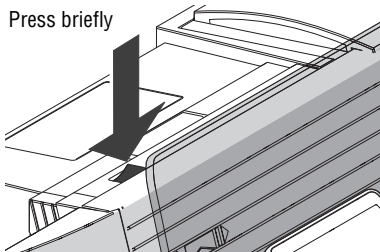


## 5 Franking

This chapter covers how to log on to the PostBase One franking system, how to set an account to register the postage used, how you place letters on the hand feed tray, how to use the feeder, and how to frank self-adhesive labels which can be stuck onto the mail piece. Also, the counter functions available for franking are described. For extensive information on how to set the franking imprint, see chapter 4.

### 5.1 Changing the user

You can set up a user-specific access control for the PostBase One. If enabled, you are prompted to select a user and enter the corresponding PIN during startup. PostBase One loads the corresponding user profile. Among other things, the following settings are stored in the user profile: Name, PIN, budgets, allocated account(s), the standard account as well as whether postage download is allowed or blocked.



- **Briefly** press the rocker switch.

PostBase One shows the user list.

- Select the desired user.
- Enter the PIN.

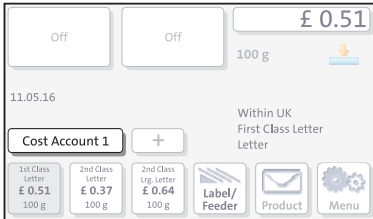
PostBase One loads the user profile and then shows the Home screen.



Using the PC software NavigatorBasic / NavigatorPlus, the administrator of the PostBase One franking system can set up and manage users.

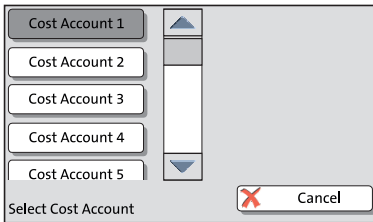
## 5.2 Setting / changing the account

When the account function is enabled, you must always specify an account to frank. The currently set account is displayed left in the info panel of the Home screen.



In the Home screen:

- Press the COST ACCOUNT... button.



PostBase One opens a list with all available accounts. You see the account names and numbers. The currently set account is shown on a dark background (in the example: 'Cost Account 1').

- Press the button of the desired account.

PostBase One sets this account and returns to the Home screen.

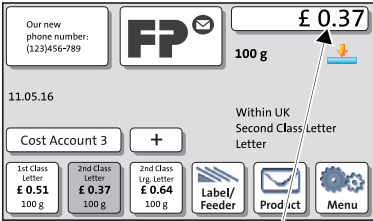


If users are enabled, only those accounts allocated to the currently set user are available in the list.

## 5.3 Positioning and franking letters

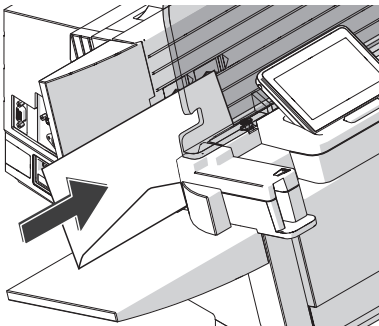
### 5.3.1 Hand feed tray

On a PostBase One with hand feed tray, you position letters individually for franking. Please heed the mail piece specifications on page 183.



PostBase One is ready to frank

You can feed mail pieces to frank when the Home screen displays a postage.



- Place the letter on the hand feed tray:
  - the side to be printed on facing the rear (address field is not visible)
  - envelope flap is to the bottom (letter stands on its upper edge).
- Push the letter in the direction of the arrow and let go of it.

Letter transport starts automatically as soon as the sensor recognises the letter.

PostBase One automatically feeds the letter, prints, and exits the letter to the right side and into the catch tray.

Letters can be added during operation. Keep a **distance of at least 6 cm** between the letters.

### 5.3.2 Feeder – batch processing *(optional)*

Equipped with a feeder, PostBase One can batch process letters and postcards. Please heed the mail piece specifications and the envelope specifications for automatic feeding and sealing on pages 183 to 185.

#### 5.3.2.1 Preparations

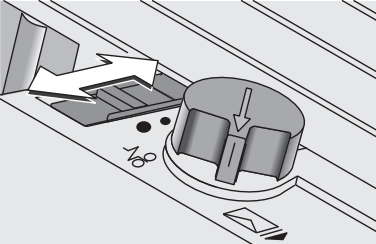
To safely and efficiently process mail pieces in batch, presorting the letters as well as checking / adjusting the settings for automatic feeding, sealing, and dynamic weighing are important prerequisites. These preparatory steps are summarised below.

*Prepare letter stack*

#### **Sorting the mail pieces**

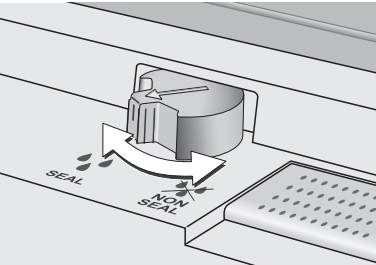
- Sort out mail pieces that are not suited for batch processing or automatic sealing (e.g. catalogues).
- Sort out mail pieces with ‘critical’ demands for feeding from a stack (such as letters with sensitive surfaces) and process them with specific adjustments to the separation (see overview on page 17).
- Sort mail pieces by:
  - Moisten / seal envelopes
  - Do not seal.
- Sort by postal products (e.g. postcard, letter, international letter).
- Sort the letters by thickness:
  - up to 2 mm
  - 3 mm to 5 mm
  - more than 5 mm.
- If necessary, sort by other customer-specific criteria.
  - These might be:
    - dispatching account
    - advertising imprints
    - predated imprints.

Adjust the letter path to the letter thickness



Adjust separation

Sealing function ON / OFF



Dynamic weighing YES / NO

### Setting up the feeder

- Adjust the letter path to the thickness of the mail pieces to be processed.

Letter thickness:	Letter path:
– 2 mm	● Narrow
– 3 mm to 5 mm	● Medium
– more than 5 mm	● Maximum



(See also chapter 3.5.1, page 16.)

- If necessary, check / adjust the separation settings. Please refer to chapter 3.5.2, page 17.

### Switching the sealing function on / off

(PostBase One with sealer)

- On the sealer: Turn the envelope sealing switch to the corresponding position.

Moisten / seal letters (sealing function ON)	 <b>SEAL</b>
Sealing function OFF	 <b>NON SEAL</b>


(See also chapter 3.6, page 21.)

### Check the dynamic scale's status

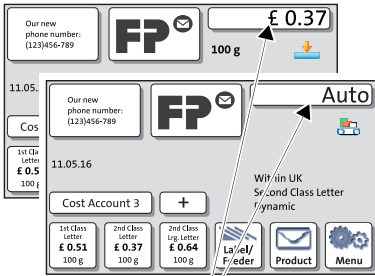
(PostBase One with dynamic scale)

If you want the dynamic scale to detect letter size and weight:

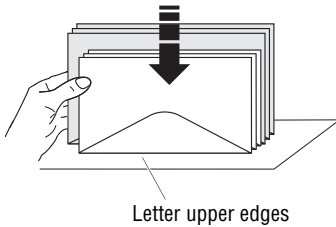
- Make sure that the product is set to 'Dynamic'.

Only when the Home screen shows the  icon as the current weighing mode, the 'dynamic weighing' function is active. Otherwise the dynamic scale only transports letters.

### 5.3.2.2 Positioning letters in stack



PostBase One is ready to frank

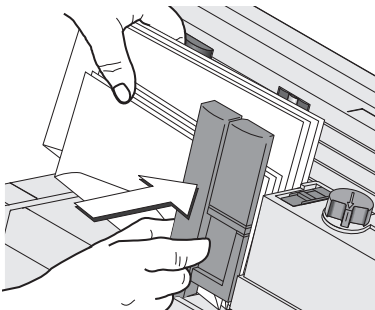


If the desired product is set and the Home screen shows the **Postage** or **Auto**, you can position mail pieces on the feeder to frank.

- Arrange the letter stack:
  - the side to be printed faces the back
  - envelope flaps face the bottom (envelopes stand on their upper edges).
- Align upper edges flush:
  - Loosen letter stack with the upper edge on a level base and shake smooth.



Do not place too many letters on the feeder. The pressure bar should have about 5 mm clearance.



- Grab the pressure bar in the grip recess and pull it to the front.
- Place the letter stack on the letter guide near the separation rollers. Make sure that all letters stand on the letter guide on their upper edges.
- Push the pressure bar against the letter stack.

The batch procedure starts automatically. The letters are separated from the stack, moistened and sealed (if the moistening feature has been enabled), franked, and stacked in the catch tray – ready for dispatch.

### Starting / continuing batch processing

After an interruption or when there are already letters in the feeder:

- In the Home screen, press the LABEL/ FEEDER button.

PostBase One opens the 'Batch Processing' pop-up.

- Press the START button.



You process single letters in the same manner. Simply position a single letter / a post-card instead of a letter stack on the feeder.

### 5.3.2.3 Using the batch counter

The batch counter provides you with the possibility to define the number of mail pieces to be franked in advance. You can use this function to have a precise number of mail pieces ready for dispatch.

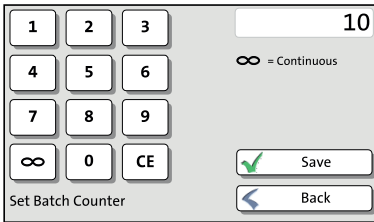
When the Home screen shows the desired settings for franking:

- In the Home screen, press the LABEL/ FEEDER button.





- In the pop-up, press the button below the FEEDER button.

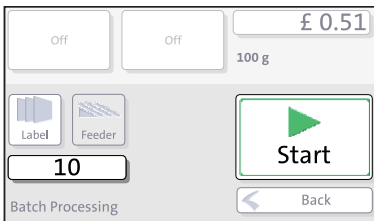


- Enter the amount of letters you want to frank.

Or:

Enable continuous operation with the ∞ button.

- SAVE the setting.



- Position the prepared letter stack.  
For details on how to set up the feeder and position letter stacks, please read pages 55 to 55.

PostBase One feeds the letters one by one, prints, and places the franked letters in the catch tray. The counter displays the number of letters still to be franked. You can interrupt batch processing with the STOP button.



## 5.4 Franking labels

With the integrated label dispenser, PostBase One can automatically feed and print self-adhesive labels.

Please heed the following when franking labels:

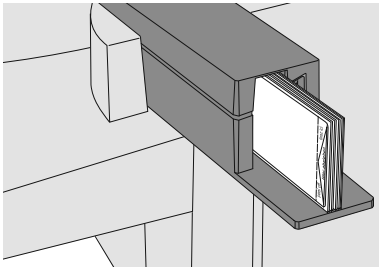
- We recommend to use only original FP labels. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.
- Always insert a complete package of labels (25 pieces).

We can ensure correct label processing only when you comply with this.



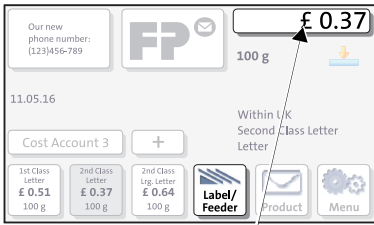
**Caution!** Always mind that you do not position letters on the feeder that you do not want to frank right away. The feeder starts letter transport even if LABEL is selected in the 'Batch Processing' pop-up.

---



### Insert labels

- Remove package band from the package of labels.
- Insert the complete package (25 labels, at least 15 labels) to the label dispenser:
  - The side to be printed on is on the left.
  - Insert the package of labels as far as it will go.

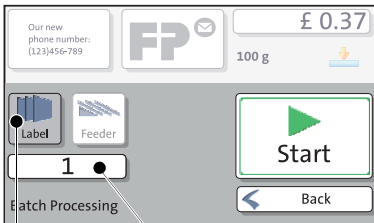


PostBase One is ready to frank

### Frank a label

When the Home screen shows the desired settings for franking:

- In the Home screen, press the LABEL/ FEEDER button.



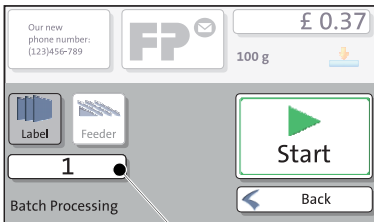
Label printing is active

Number of labels

PostBase One opens the pop-up “Batch Processing”.

- Select LABEL.  
(In most cases, the “Label” function is already selected when opening the pop-up.)
- Press the START button.

PostBase One prints a label.



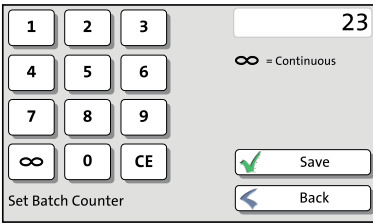
Set number


### Frank several identical labels

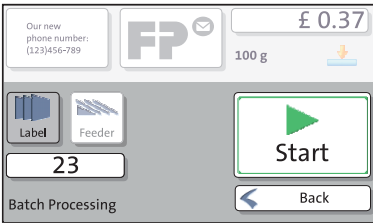
- In the Home screen, press the LABEL/ FEEDER button.

PostBase One opens the pop-up “Batch Processing”.

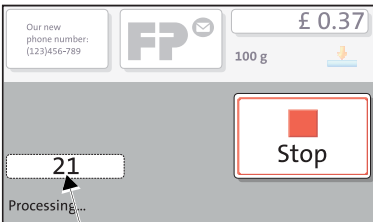
- Select LABEL.
- Press the button showing the batch counter.



- Enter the desired number of labels.
- Or:  
Enable continuous operation with the  button.
- SAVE the setting.



- Press the START button.



Labels yet to be printed

PostBase One prints the number of labels you have set. The counter displays the number of labels still to be franked. You can interrupt processing with the STOP button.

## 5.5 Displaying and clearing down the item counter

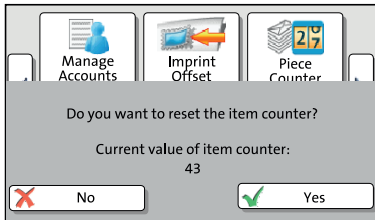
Apart from the counter for franking imprints in the register and the account counters, the PostBase One features an item counter for franking imprints you can use as you like.

The item counter counts all franking imprints. Test prints are not registered. Independently of other counter functions, you can reset this item counter to zero or use it as a daily or job counter.



### Display item counter

- Press the MENU button.
- Select PIECE COUNTER.



PostBase One opens a pop-up displaying the number of franked mail pieces since last resetting the piece counter.

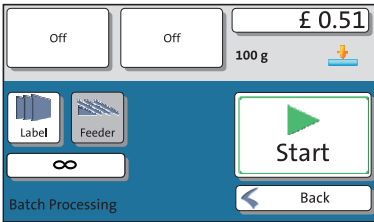
- Press NO to return to the MENU without clearing the item counter.

### Reset item counter

- In the pop-up, confirm the prompt with YES.

PostBase One resets the item counter to zero and returns to the MENU.

## 5.6 PostBase One – ‘PC Mode’



When PostBase One is connected to a PC via FP software (e.g. Navigator), a corresponding pop-up is shown (like the one in the example to the left). Access to the Menu and imprint settings is blocked on the PostBase One while in ‘PC mode’.

All settings to the franking imprint are done using the PC. The current settings (postage, advertising imprint, and date) are shown on the PC as well as the PostBase One’s display.

To frank, position letters at the PostBase One as always.

### Cancel ‘PC mode’

- In the pop-up, press BACK.

The connection between PostBase One and the PC is disconnected. Menu and imprint settings are accessible via the PostBase One’s touch screen.



For information on how to use the PC software from Francotyp-Postalia, please refer to the manual provided with the software.

## 6 Displaying and printing registers

The PostBase One franking system saves important parameters and information on used postage in registers. You can view and print the register states.



- Open the MENU.
- Choose REGISTERS.

Postage Download - Receipt	
Descending	£ 81.85
Postage Used	£ 18.15
Control Total	£ 100.00
Total Items	20
Last Amount	£ 100.00
Last Date	11.05.16 15:26:19
<input type="button" value="Print"/> <input type="button" value="Back"/>	

The Postage Download Receipt displays the current register states.

### Printing registers

- Press the PRINT button.
- Position an empty envelope / postcard to print the register report.

Or:

- Press the LABEL button.

PostBase One prints the register report on a label.

Or:

- Press the FEEDER button.
- Position an empty envelope / postcard to print the register report.

The registers store the following information:

---

DESCENDING	Available postage (= credit)
POSTAGE USED	Total value of all franking imprints performed
CONTROL TOTAL	Sum total of all loaded amounts
TOTAL ITEMS	Number of all franking imprints performed
LAST AMOUNT	Last amount loaded
LAST DATE	Date of last postage loading

---

## 7 Download postage

To load postage, you connect to the data centre with your franking machine and call the desired amount. Billing occurs according to your contract with the Royal Mail.

If users are enabled, postage download might not be available. In that case, please contact the system administrator.



### Loading postage

- Make sure PostBase One is ready to connect to the data centre (network cable is connected, correct connectivity settings).
- Open the MENU.
- Choose DOWNLOAD POSTAGE.
- Accept the amount to be loaded.

Or

Type the desired amount.

- Confirm the amount displayed with LOAD POSTAGE and continue.

To load the displayed sum:

- Confirm the security prompt with YES.

PostBase One will then establish a connection to the data centre. Loading continues automatically. Please stand by. Data exchange may take some time.

The new remaining amount is indicated when loading ends.

- Use REPORT to view and print the loading report.





## 8 Printed Postage Impression – PPI (optional)

When dispatching big amounts of mail, PPIs – marks printed onto the mail pieces to indicate that postage has been paid – offer a cost-efficient alternative to regular franking. The PostBase One franking system then serves as a mere stamping machine with a special reporting function. Printed Postage Impressions are NOT logged in the registers and account information.

In order to print PPIs the optional PPI feature has to be enabled in your PostBase One. For activation of the PPI feature, please contact the FP aftersales service or your local sales agent.



(Example: First Class PPI)

PostBase One can print the following PPIs:

- for 1st Class
- for 2nd Class
- for Economy
- for Advertising Mail with Big Book option.

All imprints contain the POSTAGE PAID mark and your PPI license number. Additionally, advertising imprints (advert / SMS text) may be printed.

### Setting the imprint

- Open the MENU.
- Choose PPI ROYAL MAIL.
- Press the button of the desired PPI (1ST CLASS, 2ND CLASS, ECONOMY or BIG BOOK).



PostBase One opens the 'PPI product' menu.

The set PPI (in the example '1st Class') and the two advertising imprint buttons show the print image for this special function.

- Set the advertising imprints as usual.
- Press CONTINUE to confirm the displayed setting and proceed.

PostBase One opens the batch processing pop-up for printing the PPIs.

Set advertising imprint text message / advert

The set PPI

Your text message

FP

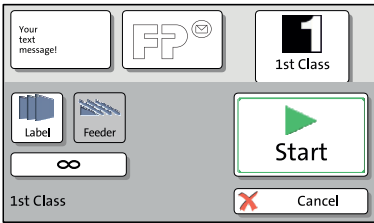
1st Class

Please select an Advert / SMS-Text and press CONTINUE.

Continue

Cancel

PPI Product



### Printing PPIs

Proceed exactly as when franking:

- Position an envelope / a postcard on the hand feed tray.

Or

- Start label printing.

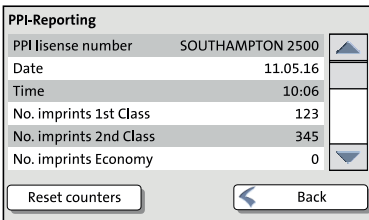
Or

- Use the feeder.

PostBase One records the number of PPI imprints in separate PPI counters.

### Displaying PPI information

You can display your PPI license number and the number of PPI imprints.



- Open the MENU.
- Choose PPI ROYAL MAIL.
- Choose PPI REPORTING.



### Resetting the PPI counters

- Open the MENU.
- Choose PPI ROYAL MAIL.
- Choose PPI REPORTING.
- Press the RESET COUNTERS button.

All PPI counters are reset to zero immediately.

## 9 Using the DX feature *(optional)*

### 9.1 Things worth knowing about the DX feature

PostBase One can frank mail pieces for dispatch by the private carrier DX. In order to use the optional DX feature it has to be activated in your PostBase One. Please contact the FP aftersales service or your local sales agent. If the DX feature is enabled, DX products are selectable in the 'Product Calculation' menu.



#### The DX imprint

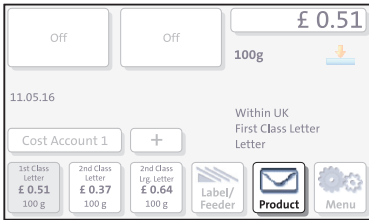
When franking DX products, the PostBase One prints DX-MAIL, the product price in Pence, the DX license code and the date.

The DX imprint can also comprise two advert imprints (advert or text message).

#### Special features of franking DX mail

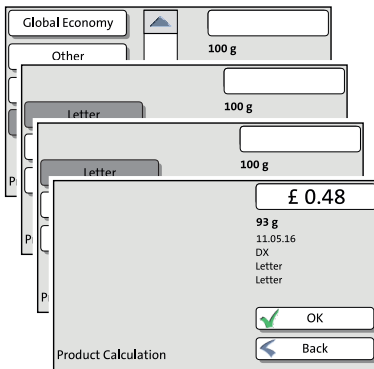
- PostBase One captures all DX franking procedures in a separate counter.
- The postage costs for DX franking procedures are settled directly with the private carrier.
- Apart from the separate DX counter, you can use the resettable item counter for counting your DX imprints.
- The Cost Account function is disabled when the DX feature is enabled.
- DX products can, just like Royal Mail products, be stored as shortcuts in Navigator.
- DX franking procedures will not be captured in the registers.

## 9.2 Franking DX mail



### Setting the DX imprint

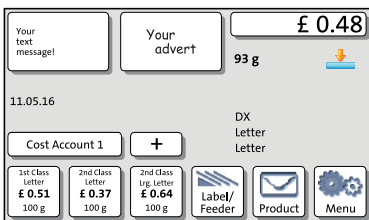
- Press the **PRODUCT** button in the Home screen.



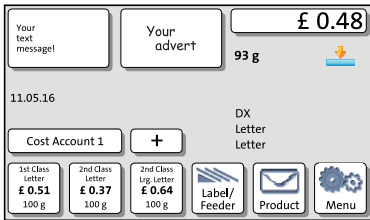
- In the Product Calculation menu, choose **DX**.
- Select the desired DX product and, if needed, the desired scale.
- Weigh the mail piece if needed.

PostBase One sets the postage based on the selected DX product and the displayed weight.

- Press **OK** to return to the Home screen.



- Check all other settings for the imprint and, if necessary, edit them accordingly (date, advert, SMS text).



## Printing the DX imprint

You can start printing when the Home screen shows the desired DX imprint settings. Proceed as usual:

- Position your mail piece on the hand feed tray.

Or

- Start label printing.

Or


- Use the feeder.

## 9.3 Displaying DX information

PostBase One records the number and the value of all DX franking procedures.



- Open the MENU.
- Choose DX REPORT.

Reporting	
Lisense Code	DX1234567
Date	11.05.16
Time	08:22
No. of imprints	41
Total Sum	£ 25.26
 Back	

You see the DX license code, the number and the total value of all DX imprints as well as the current date and time.



You cannot reset the DX counter.

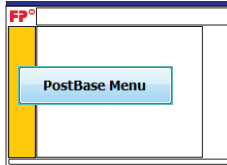


When a new DX license code will be assigned to your PostBase One, the number of imprints and total sum will be zeroed for new accounting.

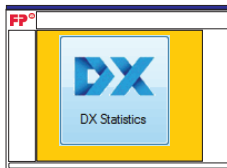
## 9.4 Displaying and printing DX information

(NavigatorBasic / NavigatorPlus)

The Navigator software offers you the possibility to display and print DX usage data.

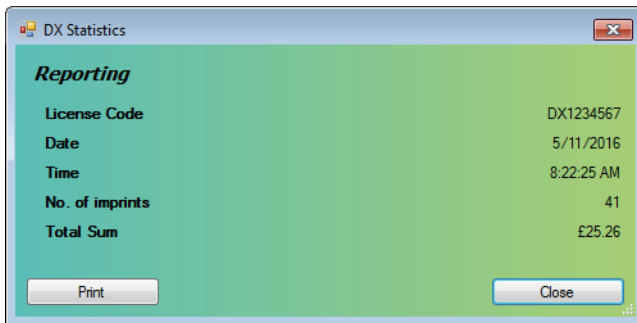


- In the Navigator main menu, click on the [PostBase Menu] button.



- Click on the [DX Statistics] button.

NavigatorPlus opens the 'DX Statistics' pop up. It shows the DX license code, the number and the total value of all DX imprints as well as the current date and time.



### Printing the DX reporting

- Click on the [Print] button.

Navigator prints the DX statistics on the set printer.



For basic information on print settings, please read the NavigatorBasic / NavigatorPlus User Manual.

## 10 Alternative Carrier Mode *(optional)*

PostBase One supports franking mail for dispatch by alternative carriers. To use this optional function it has to be activated in your PostBase One. Billing occurs according to your contract with the respective postal service.

In this chapter, you will learn how to start the Alternative Carrier Mode and how to return to the regular franking mode. The basic features and functions of the Alternative Carrier Mode are described.



In Alternative Carrier Mode, the special functions 'Advert Only' and 'Print Numbers' are not available.

### 10.1 Start Alternative Carrier Mode

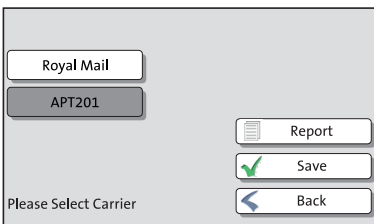


In the Home screen:

- Press the MENU button.



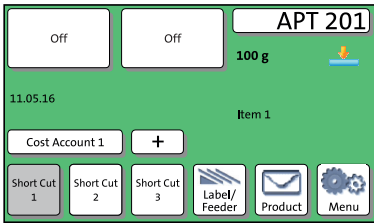
- Select ALTERNATIVE CARRIER.



PostBase One opens a list of all available carriers. The currently set carrier is shown on a dark background.

You can scroll the list with the scroll bar if more than four options are available.

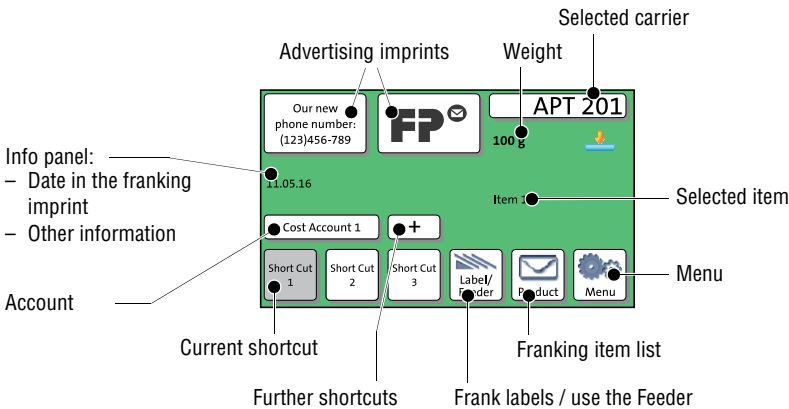
- Select the desired carrier.
- SAVE the selected carrier.



PostBase One switches to the Alternative Carrier Mode. This mode is easily recognisable by its green background colour.

## 10.2 Features and settings in Alternative Carrier Mode

The illustration shows an example of the Home screen in Alternative Carrier Mode and its possible settings.



You set the franking imprint as usual: shortcuts, the scale functions etc. are available just as with the regular franking mode. You select a franking item from a list that is stored for the respective carrier.

If necessary, refer to:

- Selecting franking items of the carrier (see chapter 4.1)
- Advertising imprints (see chapter 4.3)
- Account (see chapter 5.2)
- Date (see chapter 4.2).





The franking date setting applies globally to all carriers.



The franking imprint position is preset to a fixed value for each respective carrier.

### 10.3 Franking in the Alternative Carrier Mode

You can start franking for the selected carrier as usual. Proceed exactly as when using the regular franking mode.

- Position an envelope / a postcard on the hand feed tray.

*Or*

- Start label printing.

*Or*

- Use the feeder.



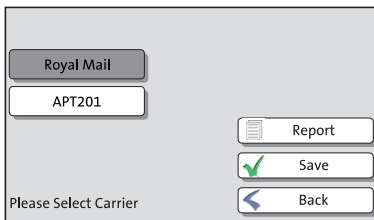
For detailed information on positioning letters and printing labels, please refer to chapter 5.

### 10.4 Exit Alternative Carrier Mode

Exit the Alternative Carrier Mode in the same manner as you started it:

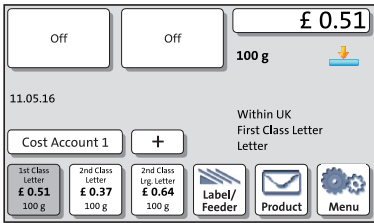


- Open the MENU.
- Select ALTERNATIVE CARRIER.



PostBase One opens a list of all available carriers. The currently set carrier is shown on a dark background.

- Select ROYAL MAIL.
- SAVE the selected carrier.



PostPase One exits the Alternative Carrier Mode and returns to the regular franking mode.

## 11 Special imprints and functions

### 11.1 Stamping incoming mail *(optional)*

You can use the 'Incoming mail' function to mark your incoming mail.



#### Setting the incoming mail stamp

- Open the MENU.
- Choose SPECIAL FUNCTIONS.
- Choose DATE OF MAIL ENTRY.

Set advertising imprint

Select incoming mail stamp

Set imprint offset

Set date

Select date of mail entry stamp and advert/SMS.  
Select date and offset.

Print Date of Mail Entry

The PRINT DATE OF MAIL ENTRY window shows the last used incoming mail stamp settings.

You can keep or edit the following settings as you desire:

- advertising imprint
- date for the incoming mail stamp
- imprint offset for incoming mail.



For an overview of the possible settings, please refer to the table on the next page.

When all settings show the desired values:

- Confirm with CONTINUE.

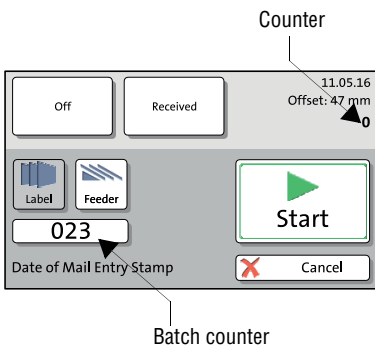
---

 Print date of mail entry – possible settings:
 

---

Date	<p>You can set the date for the incoming mail stamp freely. Backdating is possible, too. Changing the date for the incoming mail stamp does not affect the franking date.</p> <p><b>Note:</b> You can set the date back to the current date with the  &lt;&lt; button.</p>
Imprint offset	<p>You can adjust the position of the incoming mail stamp freely (default position: about 1 cm from the right letter edge). Any changes to this setting remain, even after switching the PostBase One off. The offset for the incoming mail stamp does not affect the imprint when franking.</p>
Advertising imprint	<p>In addition to the incoming mail stamp, you can set an advertising imprint, as with franking.</p>

---



### Item and batch counters

You can set the batch counter and / or start the imprint immediately. Proceed exactly as when franking:

- Position incoming mail at the hand feed tray.

Or

- Start label printing.

The 'Incoming Mail' function features its own counter functions. The item and batch counters work as described for the regular franking function. Please refer to chapter 5.3.2.3 on page 55 and chapter 5.5 on page 60.

## Stamping incoming mail



**Caution!** Only stamp incoming mail conforming with the mail piece specifications on page 183.

- Insert the incoming mail with the side to be stamped facing the rear.

PostBase One prints the incoming mail stamp.

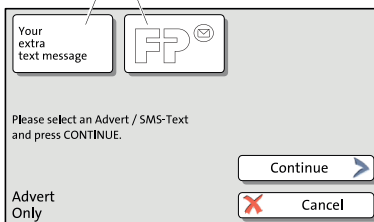
## 11.2 Advert Only

With the special function 'Advert Only', you can print advertising imprints (graphical adverts and text messages) that are stored in your PostBase One franking system.



- Open the MENU.
- Choose SPECIAL FUNCTIONS.
- Choose ADVERT ONLY.

Set advertising imprint advert / text message



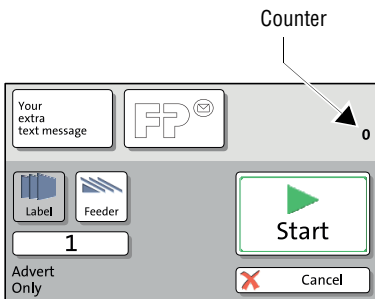
PostBase One opens the 'Advert Only' menu.

The two advertising imprint buttons on the upper left show the print image for this special function. You can assign each one of these buttons either an advert or a text message (SMS).

- Press one of the advertising imprint buttons.

PostBase One opens a list of all available advertising imprints.

- Press the button of the desired advertising imprint.



PostBase One returns to the 'Advert Only' menu. The advertising imprint button shows the selected imprint.

- Set the second advertising imprint in the same way.

When both buttons show the desired imprints:

- Confirm with CONTINUE.

You can start printing. Proceed exactly as when franking:

- Position an envelope / a postcard on the hand feed tray.

Or

- Start label printing.

Or

- Use the feeder.



For detailed information on feeding letters, batch processing with the feeder and label printing, please read chapter 5.

The 'Advert Only' special function has its own counter. PostBase One shows the number of imprints on the upper right side of the display. When quitting the 'Advert Only' function, the counter is reset to '0'.

## 11.3 Print Numbers

With the special function 'Print Numbers', you can print a 6-digit consecutive number vertically on your mail. You can set any start number and choose the direction of counting (ascending or descending).

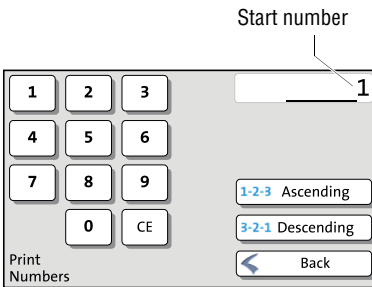


- Open the MENU.
- Choose SPECIAL FUNCTIONS.
- Choose PRINT NUMBERS.

PostBase One opens the 'Print Numbers' menu.

### Setting the start number

- Enter the desired start number.  
You can choose any number between 1 and 999999.



### Setting the direction of counting

When the desired start number is displayed:

- Press the button for the desired direction of counting (Ascending or Descending).

PostBase One applies start number and direction of counting.

You can start printing numbers. Proceed exactly as when franking:

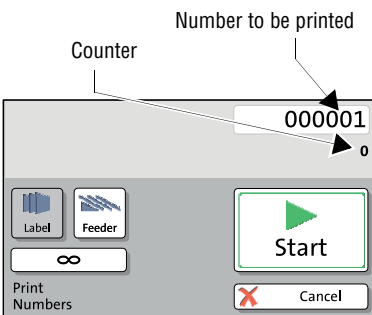
- Position an envelope / a postcard on the hand feed tray.

Or

- Start label printing.

Or

- Use the feeder.



For detailed information on feeding letters, batch processing with the feeder and label printing, please read chapter 5.

During processing, PostBase One shows the next number to be printed in the upper right corner of the display.

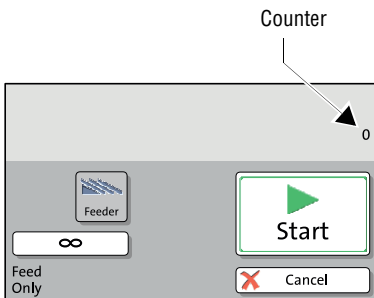
The 'Print Numbers' special function has its own counter. PostBase One shows the number of imprints on the upper right side of the display. When quitting the 'Print Numbers' function, the counter is reset to '0'.

## 11.4 Feed Only / Count mail pieces

With the special function 'Feed Only', you can process mail without printing. In this way, you can count mail pieces and prepare your bulk mail for dispatch in counted stacks.



- Open the MENU.
- Choose SPECIAL FUNCTIONS.
- Choose FEED ONLY.
- Position letter stack on the feeder / start letter transport.



When stack processing with the automatic feeder for the 'Feed Only' special function, proceed exactly as when franking mail. For detailed information, please read chapter 5.3.2.

The 'Feed Only' special function has its own counter. PostBase One shows the number of transported mail pieces on the upper right side of the display. When quitting the 'Feed Only' function, the counter is reset to '0'.




The 'Feed Only' special function is also available when working without feeder. You then have to position mail pieces individually on the hand feed tray.

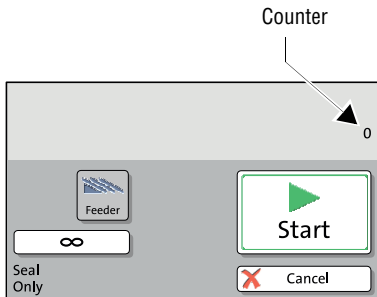


## 11.5 Seal Only (optional)

With the special function 'Seal Only', you can seal and count letters without printing (up to 7 mm / 0.3"). This special function is only available on PostBase One systems with feeder. Please heed the mail piece specifications on page 185.



- Open the MENU.
- Choose SPECIAL FUNCTIONS.
- Choose SEAL ONLY.
- On the feeder, switch on the seal function: Set the switch to the position  **SEAL** (see also chapter 3.6).
- Position letter stack on the feeder / start letter transport.



When stack processing with the automatic feeder for the 'Seal Only' special function, proceed exactly as when franking mail. For detailed information, please read chapter 5.3.2.

The 'Seal Only' special function has its own counter. PostBase One shows the number of transported mail pieces on the upper right side of the display. When quitting the 'Seal Only' function, the counter is reset to '0'.

## 12 Account administration

If user management is enabled via PC software, the account administration features are only available to the administrator.

### 12.1 Switch account administration on / off



#### Switching on

- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Confirm the prompt with CONTINUE.

The account function is enabled.



#### Switching off

- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Select DEACTIVATE.



**Caution!** Any data stored in the accounts will be lost.

---

If the account function has been used, i.e. data is stored in any account:

- Confirm the security prompt with YES.

The account function is disabled.



While the account administration is disabled, the settings stored in the user profiles lie idle.

## 12.2 Display account information



- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Select SHOW LIST.

PostBase One displays a list of all accounts containing the respective number and value of franked letters.

## 12.3 Set one account to zero



- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Select CLEAR ONE ACCOUNT.
- Select the account you want to set to zero and CONTINUE.
- Confirm the security prompt with YES.

All account information (postage and number of franking imprints) of the selected account is deleted.

## 12.4 Set all accounts to zero



- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Select CLEAR ALL ACCOUNTS.
- Confirm the security prompt with YES.

All account information (postage and number of franking imprints) is deleted.

## 12.5 Print account report *(optional)*

PostBase One can print account reports for all accounts or individual accounts. An account report contains the account name(s), the postage used and the number of performed frankings since last setting the account to zero, as well as the date, the time, and information on the franking machine.



### Print information about all accounts

- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Select SHOW LIST.

PostBase One displays a list of all accounts containing the respective number and value of franked letters.

- Press the PRINT button.
- Position an empty envelope / postcard to print the account report.

Or:

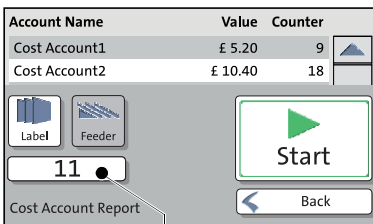
- Press the LABEL button.
- Press the START button.

PostBase One prints the account report on a label.

Or:

- Press the FEEDER button.
- Position an empty envelope / postcard to print the account report.

PostBase One prints the report of all accounts.



Number of imprints / pages / labels



### Print information about one account

- Open the MENU.
- Choose MANAGE ACCOUNTS.
- Choose PRINT ONE ACCOUNT.

The PRINT COST ACCOUNT menu lists all available accounts.

- Select the account you want to print the report for and CONTINUE.

PostBase One shows the current usage data (postage used and number of franking imprints) of the selected account.

- Press the PRINT button.
- Position an empty envelope / postcard to print the account report.

Or:

- Press the LABEL button.
- Press the START button.

PostBase One prints the account report on a label.

Or:

- Press the FEEDER button.
- Position an empty envelope / postcard to print the account report.

PostBase One prints the report of this account.



If user management is enabled via PC software, the account administration features are only available to the administrator.

## 13 Advanced settings & system information

### 13.1 System information

You can view a list of all major system parameters (e.g. software version, rate table).



- Open the MENU.
- Choose SYSTEM INFORMATION.

PostBase One displays the system information.

### 13.2 Display brightness

You can adapt the display brightness to fine-tune the contrast and increase the legibility of the displayed texts.



- Open the MENU.
- Choose DISPLAY BRIGHTNESS.

PostBase One opens the adjustment menu for display brightness.

- Use the BRIGHTER / DARKER buttons to achieve the desired setting. You can press the buttons multiple times to increase / decrease display brightness further.

Or

- Choose DEFAULT to reset display brightness to the factory setting.

You can monitor the changes immediately in the display. Alter the settings until you can easily read the display.

- SAVE the setting shown.

### 13.3 Tone signals

PostBase One confirms certain actions with a tone signal. A series of tone signals indicates an error. You can restrict the scope of audible signals to warnings or turn off the audible signals altogether.



- Open the MENU.
- Choose SOUND SIGNALS.

PostBase One opens the adjustment menu for tone signals. The current setting is shown on a dark background.

- Select the desired setting.
- SAVE the setting shown.

Sound signals – possible settings and their meaning:

---

ON	Tone signals in case of errors. Confirmation beep of the scale when weighing is finished.
OFF	No tone signals.
ONLY ERRORS	Tone signals in case of errors.

---

## 13.4 User interface language

The PostBase One user interface supports multiple languages.



- Open the MENU.
- Choose LANGUAGE.

PostBase One opens the language adjustment menu. The current setting is shown on a dark background.

- Select the desired language.

The user interface language changes immediately.

- SAVE the language setting shown.

The new language will remain selected until you change the language again.

## 13.5 Standby time

The PostBase One franking machine will go to standby automatically if it is not used for some time. The standby time is the time between your last operation and the time PostBase One automatically goes to standby.



- Open the MENU.
- Choose STANDBY TIME.

PostBase One opens the standby adjustment menu.

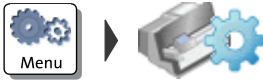
- Type the desired time.
- SAVE the specified standby time.



## 13.6 Product after Standby

This feature lets you define which product will be set for franking after reactivating PostBase One from standby:

- the product stored as shortcut 1
- the product that was last used.



- Open the MENU.
- Choose PROD. AFTER STANDBY.

PostBase One opens the adjustment menu for this function. The current setting is shown on a dark background.

- Select the desired setting.
- SAVE the setting shown.

PRODUCT AFTER STANDBY – possible settings and their meaning:

---

SHORTCUT 1	After reactivating PostBase One from standby, the product stored as shortcut 1 is set.
LAST PRODUCT	PostBase One keeps the current (last) product setting.

---

## 13.7 Auto Off

PostBase One switches off automatically if it is not used for some time. The Auto Off time is the time between your last operation and the time PostBase One automatically switches off.



- Open the MENU.
- Choose AUTO OFF.

PostBase One opens the adjustment menu.

- Type the desired time.
- SAVE the specified Auto Off time.



The value “0” disables the Auto Off function.

## 13.8 Connection to data centre

On commissioning through the service, setting up the connection to the data centre is part of the installation routine. You should check and – if need be – correct the settings if changes were made to your equipment / system environment. When in doubt, contact your network administrator.



- Open the MENU.
- Choose MANAGE CONNECTION.

PostBase One shows the current connectivity settings.

### Changing the settings

- Press CHANGE.
- Simply follow the instructions on the display. PostBase One successively prompts you to specify all necessary details.

When finished, PostBase One displays the current connection configuration.

- If everything is correct: SAVE.



The chart on the following pages gives an overview of the possible settings and parameters.



For further details on connecting PostBase One to a network and explanations on technical terms and abbreviations, you may also refer to the Connectivity Guide on the FP homepage.

Connectivity Settings and their meaning:

<b>Connection Type</b>	
ETHERNET / LAN	<p>LAN connection. PostBase One connects to the Francotyp-Postalia Infrastructure (FPI) via the internet.</p> <p><i>(default setting, not changeable)</i></p>
<b>DHCP</b>	
DHCP = ENABLED	<p>Select this setting if your network supports DHCP.</p> <p><i>(default setting)</i></p>
DHCP = DISABLED	<p>Select this setting if your network does not support DHCP.</p> <p>During manual configuration, you will need to enter the following parameters:</p> <ul style="list-style-type: none"> <li>– Static IP address for your PostBase One</li> <li>– Subnet mask</li> <li>– Default gateway</li> <li>– IP address of the DNS server.</li> </ul> <p>Please contact you network administrator for details.</p> <p><u>Note:</u> When entering IP addresses, you have to enter the dots, too.</p>

## Connectivity Settings and their meaning:

<b>Proxy-Server</b>	Intermediary server that facilitates access to the internet.
PROXY = DISABLED	Select this setting if your network does not use a proxy server. <i>(default setting)</i>
PROXY = ENABLED	Select this setting if your network uses a proxy server. You will need to enter the following parameters: – IP address of the proxy or its alias – Port number. Please contact you network administrator for details.
<b>Proxy-Server IP-Address</b> <i>(only when Proxy = Enabled)</i>	Internet Protocol address to locate the proxy server in a computer network.  Enter the IP adress of you proxy server.
<b>Proxy Server Port Number</b> <i>(only when Proxy = Enabled)</i>	Endpoint of communication in a computer network.  Enter the port number of your proxy server.
<b>Proxy-Authentication</b> <i>(only when Proxy = Enabled)</i>	Access control to the proxy server (user name and password).
DISABLED	Select this setting if your proxy server does not require authentication (user name and password). <i>(default setting)</i>
ENABLED	Select this setting if your proxy server does require authentication. You will need to enter the following parameters: – User name for proxy access – Password. Please contact you network administrator for details.

Connectivity Settings and their meaning:

<b>Proxy-User Name</b> <i>(only when Proxy = Enabled)</i>	Password to gain access to the internet via your proxy server.
	Enter the user name that is needed to gain access to the internet via your proxy server.



In case your network only supports explicitly authorised devices, your network administrator will require the MAC address of your PostBase One. You can find it in the Connectivity Settings menu.



### Reference Information for Network Administrators

The PostBase One requires an Ethernet connection, with a minimum of 10 Mbit/sec, in order to be able to download postal funds from a Francotyp-Postalia server. Ethernet cables of class CAT5E are recommended.

For this it normally uses TCP/IP (v4 only) through an https connection using TLS v1.2 over **port 443**. In certain cases it may also use an http connection over **port 80**.

These two ports must therefore be enabled in any firewall. It will attempt to make a connection to \*.francotyp.com.

## 13.9 View contact information

Important contact information (Phone / Internet) is stored in your franking machine at the factory. You can view the contact information.



- Open the MENU.
- Choose CONTACT INFORMATION.

PostBase One displays the stored phone numbers and URLs.

## 13.10 Access control / PIN

PostBase One can be protected against unauthorised use via a PIN. With the PC software, you can set up a user-specific access control for the PostBase One. Please refer to the manual of the PC software. In the PostBase One menu, the PIN function is then only accessible with the administrator PIN.



### Enable access control

- Open the MENU.
- Choose MANAGE PIN.
- Confirm the prompt with CONTINUE.

PostBase One opens the access control adjustment menu.

- Enter a PIN and CONTINUE.
- Enter the PIN a second time to confirm.
- SAVE the PIN.

The PIN is set. Each time you start up PostBase One, you have to enter the PIN to get access.

### Disable access control



**Caution!** If you disable access control, all users will be deleted without prior warning.



- Open the MENU.
- Choose MANAGE PIN.
- Confirm the prompt with CONTINUE.

Access control is disabled.

## 13.11 Auto Postage Download

The 'Auto Postage Download' feature facilitates keeping track of the remaining postage. When enabled, PostBase One will warn you once the remaining postage reaches the preset threshold and will give you the opportunity to load postage.



### Enable 'Auto Postage Download' function

- Open the MENU.
- Choose AUTO POSTAGE DOWNLOAD.
- Confirm the prompt with CONTINUE.
- Enter the desired threshold.
- SAVE the setting shown.

Auto Postage Download is enabled.

### Performing Auto Postage Download

When the remaining postage reaches the threshold, PostBase One opens an appropriate screen with the following options:

- CHANGE the displayed load amount, then load postage.

Or:

- LOAD the displayed amount directly.

Or:

- CANCEL the procedure to load postage later.





### Change threshold

- Open the MENU.
- Choose AUTO POSTAGE DOWNLOAD.
- To CHANGE the threshold (option is already selected), choose CONTINUE.
- Enter the new threshold.
- SAVE the setting shown.



### Disable 'Auto Postage' function

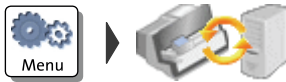
- Open the MENU.
- Choose AUTO POSTAGE DOWNLOAD.
- Select TURN OFF and CONTINUE.
- Confirm the security prompt with YES.

Auto Postage Download is disabled.

## 13.12 Uploading product data

Your PostBase One Mailmark™ franking system needs to upload product usage data daily. If you keep your PostBase One switched on and connected to the internet, this will happen automatically each day at midnight.

PostBase One will remind you when it is time to upload the product usage data. If you fail to do so, the franking machine will lock down after a certain amount of time until you performed a data upload.



### Upload data manually

- Open the MENU.
- Select DATA UPLOAD.

PostBase One establishes a connection with the data centre and will then upload its product usage data to Royal Mail. Please stand by.

A pop-up message is displayed when uploading data is completed.



Uploading product data is also done by postage downloading a value of £ 0.

### 13.13 Advert counter

The advert counter counts all imprints made with the 'Advert Only' special function since last resetting the counter.

The advert counter works independent from the counter of the 'Advert Only' special function which is automatically reset when quitting the function.



#### Displaying / resetting the advert counter

- Open the MENU.
- Choose ADVERT COUNTER.



PostBase One opens a pop-up displaying the number of adverts printed since last resetting the advert counter.

- YES resets the advert counter.

Or

- Press NO to return to the MENU without clearing the advert counter.

### 13.14 Adjusting moistening (*PostBase One with sealer*)

PostBase One monitors the operational conditions of the sealer. Upon system start, as well as occasionally during operation, sealing liquid from the tank is pumped to the moistening sponge. Thus, PostBase One makes sure the sponge is always properly wetted. You only need to adjust the moistening if the envelope flaps are moistened too little or too much.



- Open the MENU.
- Choose MOISTENER.
- Use MORE or LESS to adjust the moistening.
- SAVE the displayed setting.

Functions and settings of the MOISTENER menu and their meaning:

---

MORE	Increase moistening of envelope flaps.
STANDARD	Restore default moistening level.
LESS	Decrease moistening of envelope flaps.
START PUMP	If moistening has been enabled on the sealer, sealing liquid from the tank will immediately be pumped to the moistener.

---

## 13.15 Remote Services

With the 'Remote Services' function, PostBase One connects to the FP server and checks for updates (e.g. a new rate table, new machine software). Diagnostic data is also exchanged with the FP server.



- Open the MENU.
- Choose REMOTE SERVICES.

PostBase One starts the update procedure. It takes some time to establish the connection and to exchange data. Please stand by.

## 14 Maintenance and care

Have your franking system regularly checked and maintained by authorised service. This guarantees long-term, trouble-free operation.

Contact us for our low-price maintenance and service agreement.

You can perform the following cleaning and maintenance tasks yourself:

- cleaning the outer housing parts
- changing / adjusting the ink cartridges
- changing / adjusting the print heads
- changing the ink tank
- cleaning the print system
- replacing the ink fleece
- topping up sealing liquid (*PostBase One with sealer*)
- cleaning / replacing the sponge (*PostBase One with sealer*)
- replacing the battery.

You must not start the service function “Temp. Calibration” without a request by FP Mailing Solutions to do so.

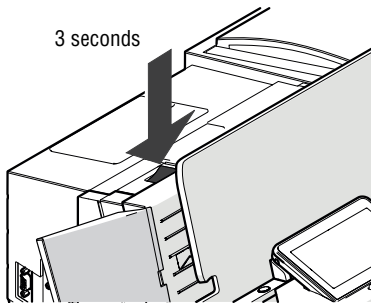
### 14.1 Cleaning the PostBase One franking system



**Warning!** Pull the power plugs prior to cleaning the PostBase One franking system.



**Warning!** Be extremely careful when handling liquids. Take special care that no foreign objects penetrate the system's interior. If this should happen, have the franking system checked by FP aftersales service before using it again.



#### How to clean the franking system

- Switch off the franking system: press the rocker switch for three seconds.
- Pull the power plugs of the franking system, as well as all components connected to it (e.g. feeder) from the socket(s).
- Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available dishwashing detergent.

## 14.2 Print system: show ink level / status



- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INFORMATION.

PostBase One shows the following information, depending on the ink system in use:

*Ink systems with 2 ink cartridges*

- Ink level of the two ink cartridges.

Or

*Bulk Ink*

- Ink level of the ink tank and
- Status of the two print heads.

New

Almost worn  
(replace with next ink tank change)

The status display shows the remaining service life of the two print heads.

### 14.3 Changing the ink cartridges

PostBase One monitors the filling level in the ink cartridges and issues a message when they must be replaced.

We recommend that you always have a new FP cartridge kit in stock.

We advice to clean the contacts in the cartridge bracket at each cartridge replacement. Use the special 'clean & renew' cleaning kit for ink-jet print systems, available at FP Mailing Solutions.



**Warning!** Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the ink cartridges away from children. Further instructions for use are enclosed with the ink cartridges.



**Caution!** Heed the following tips to avoid damage to the print system:

- Do not yank the cartridge flap open. Run the CHANGE CARTRIDGES function from the PRINT SYSTEM menu. The flap then opens by itself.
- 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.
- Always replace the ink cartridges in pairs. Only insert new ink cartridges.



**Caution!** There could be ink residues on the used cartridges.

- Take care not to soil your skin, your clothes, or objects near by.
  - Use a mat to place the ink cartridges.
- 

#### Changing the ink cartridges

PostBase One will prompt you to replace the cartridges when they are depleted.

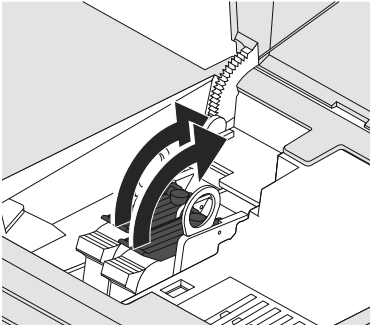
- Confirm the message.
- Open the MENU.
- CHOOSE PRINT SYSTEM.
- CHOOSE CHANGE CARTRIDGES.



The exchange procedure starts.

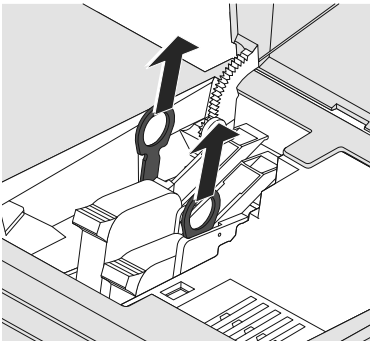
PostBase One moves the ink cartridges to the exchange position and opens the flap.



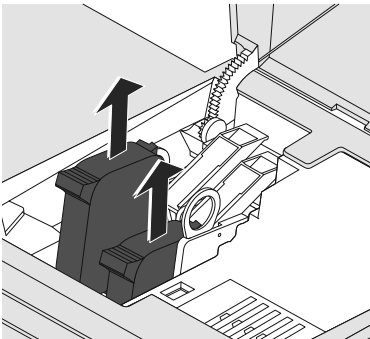


### Removing the ink cartridges

- Release the ink cartridges:  
Turn the two blue-green levers upwards.



- Pull both lifters (blue-green) upwards.  
The ink cartridges are lifted from their brackets.



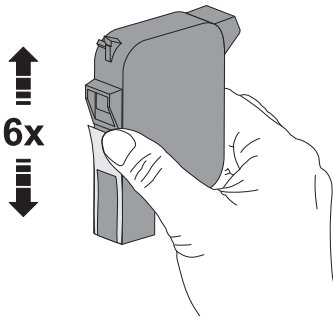
- Pull both ink cartridges upward out of the bracket.

### Inserting new ink cartridges

The full functioning of the PostBase One franking system at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink cartridges.



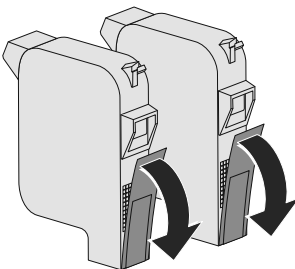
**Caution!** Insert the ink cartridges only after they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.



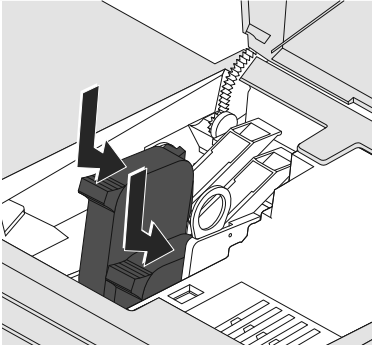
- Unpack the new ink cartridges. Do not remove the protection strips yet.

To ensure the pigments, which may have settled, imingle optimally:

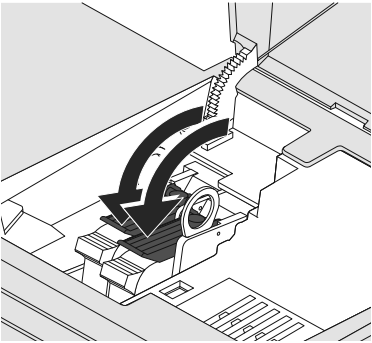
- Shake each cartridge vigorously six times.



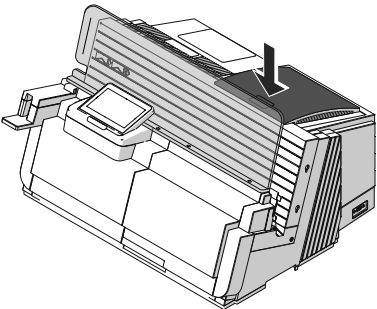
- Remove the protective strip from the ink cartridges.



- Hold the ink cartridge with its connectors facing backwards, i.e. towards the back of the franking system.
- Insert the ink cartridge into its bracket.
- Push down the ink cartridge as far as it goes.
- Finally, push the ink cartridge back gently – it will then tilt into the bracket.
- Insert the second ink cartridge in the same way.



- Lock the ink cartridges: Turn the two blue-green levers downwards.



- Close the flap.

*Calibration / cleaning*

After changing the ink cartridges, PostBase One calibrates the ink cartridges and cleans the printing system. Please wait until the calibration has finished.

*Adjustment*

PostBase One continues with the ink cartridge adjustment procedure and prompts you to feed a letter for a test imprint. Follow the instructions on the display. For detailed information on the adjustment procedure, please read chapter 14.6 on page 118.

## 14.4 Changing the print heads *(PostBase One Bulk Ink)*

PostBase One monitors the status of the print heads and issues a message when they must be replaced.

We recommend that you always have a new FP print head kit in stock

We advice to clean the contacts in the print head bracket at each print head replacement. Use the special 'clean & renew' cleaning kit for ink-jet print systems, available at FP Mailing Solutions.



**Warning!** Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the print heads away from children. Further instructions for use are enclosed with the print heads.



**Caution!** Heed the following tips to avoid damage to the print system:

- Do not yank the cartridge flap open. Run the CHANGE CARTRIDGES function from the PRINT SYSTEM menu. The flap then opens by itself.
- 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.
- Always replace the print heads in pairs. Only insert new print heads.



**Caution!** There could be ink residues on the used print heads and the hose couplings.

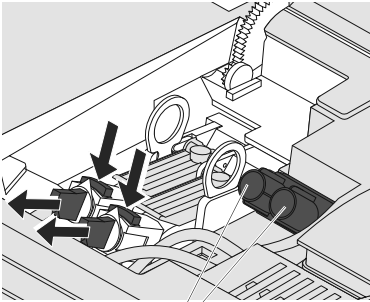
- Take care not to soil your skin, your clothes, or objects near by.
  - Wipe the hose couplings with an absorbent cloth immediately after disconnection.
  - Use a mat to place the print heads.
- 

### Changing the print heads

PostBase One tells you when to change the print heads.

- Confirm the message.
- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES.





Stand-by position for hose coupling (L / R)



The exchange procedure starts. PostBase One moves the ink cartridges to the exchange position and opens the flap.

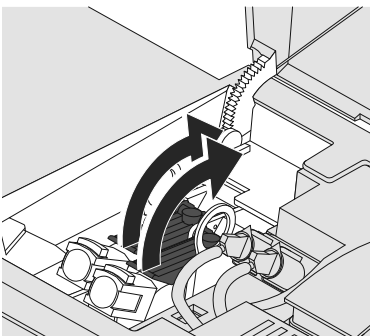
### Removing the print heads

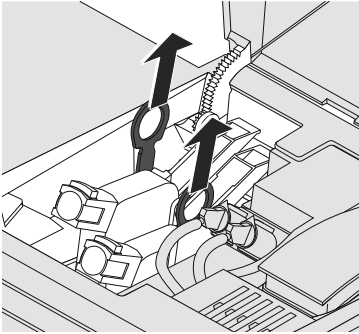
Disconnect hose couplings:

- Hold an absorbent cloth ready.
- Press to release and remove the coupling to the front.
- Wipe the hose coupling with an absorbent cloth.
- Put hose coupling in according stand-by position (**L** / **R**).
- Disconnect the coupling of the second hose in the same way.

Use the stand-by position for the hose couplings also when using cartridges instead of print heads. The hoses will be fixed and not lay loosely.

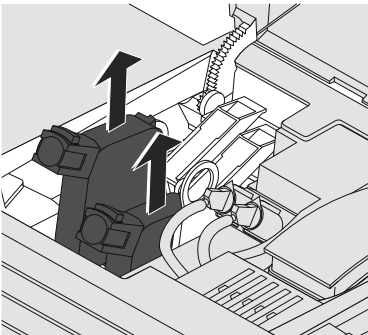
- Release the print heads:  
Turn the two blue-green levers upwards.





- Pull both lifters (blue-green) upwards.

The print heads are lifted from their brackets.



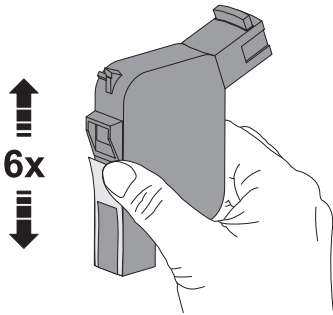
- Pull both print heads upward out of the bracket.

### Inserting new print heads

The full functioning of the PostBase One franking system at the time of delivery can only be guaranteed when using original Francotyp-Postalia print heads.



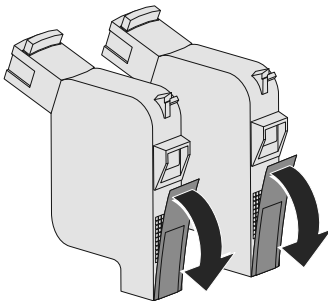
**Caution!** Insert the print heads only after they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.



- Unpack the new print heads. Do not remove the protection strips yet.

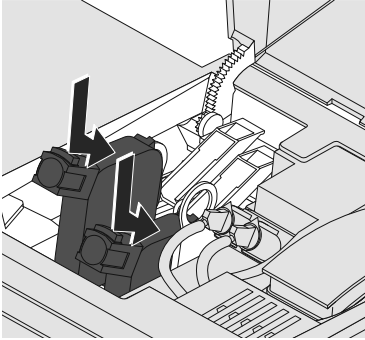
To ensure the pigments, which may have settled, immingle optimally:

- Shake each print head vigorously six times.

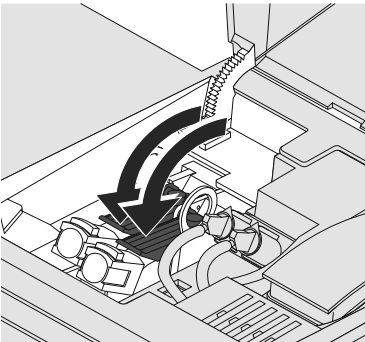


- Remove the protective strip from the print heads.

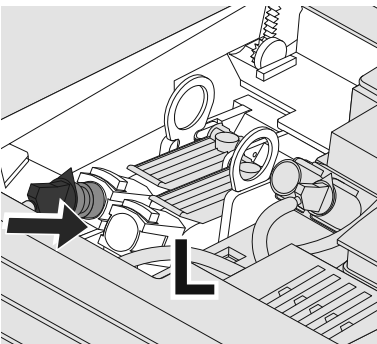




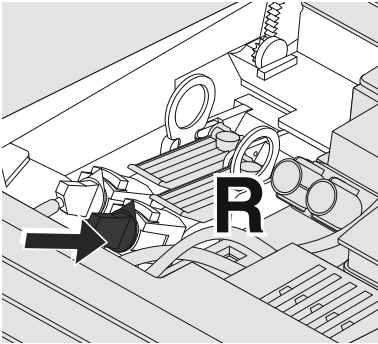
- Hold the print head with its connectors facing backwards, i.e. towards the back of the franking system.
- Insert the print head into its bracket.
- Push down the print head as far as it goes.
- Finally, push the print head back gently – it will then tilt into the bracket.
- Insert the second print head in the same way.



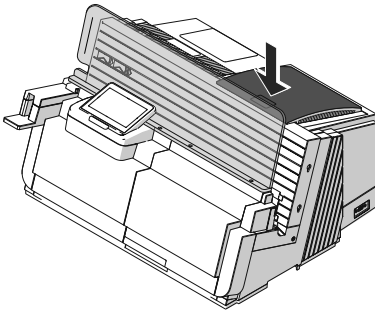
- Lock the print heads:  
Turn the two blue-green levers downwards.



- Take hose coupling of the hose connection marked with **L** from stand-by position.
- Put hose coupling in **left** print head and push in firmly. Feel the coupling lock in place.



- Take hose coupling of the hose connection marked with **R** from stand-by position.
- Put hose coupling in **right** print head and push in firmly. Feel the coupling lock in place.



- Close the flap.

Note: If the flap cannot be closed correctly, adjust the position of the hoses by gently turning the black handles on the connection pieces.

*Calibration / cleaning*

After changing the print heads, PostBase One calibrates the print heads and cleans the printing system. Please wait until the calibration has finished.

*Adjustment*

PostBase One continues with the print head adjustment procedure and prompts you to feed a letter for a test imprint. Follow the instructions on the display.

For detailed information on the adjustment procedure, please read chapter 14.6 on page 118.

## 14.5 Changing the ink tank (PostBase One Bulk Ink)

PostBase One will remind you when it is time to change the ink tank. If the ink tank is empty, PostBase One automatically initiates the tank change procedure. The franking system is no longer ready for operation. You have to replace the ink tank before you can go on printing with PostBase One. We recommend always keeping a new ink tank in reserve.



**Warning!** Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the ink tank away from children. Further instructions for use are enclosed with the ink tank.



**Caution!** Heed the following tips to avoid damage to the print system:

- Do not yank the cartridge flap open. Run the CHANGE INK TANK function from the PRINT SYSTEM menu. The flap then opens by itself.
- 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.
- Only insert new ink tanks.



**Caution!** There could be ink residues on the used ink tank.

- Take care not to soil your skin, your clothes, or objects near by.
- Use a mat to place the ink tank.

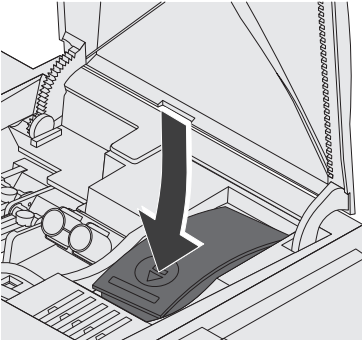
### Changing the tank

PostBase One tells you when to change the ink tank.

- Confirm the message.
- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE INK TANK.



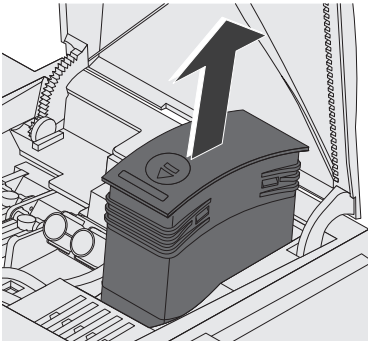
The exchange procedure starts. PostBase One opens the flap of the print system.



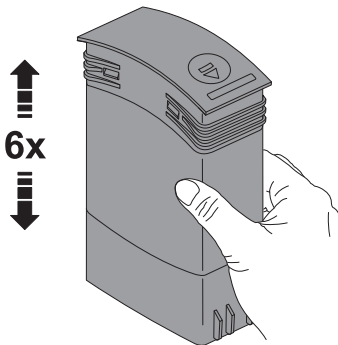
### Remove the ink tank

- Press on the recess on the tank lid, press down the tank, and pull forward at the same time.

The tank is now unlocked and rests loose in its bracket.



- Pull the tank upward out of the bracket.



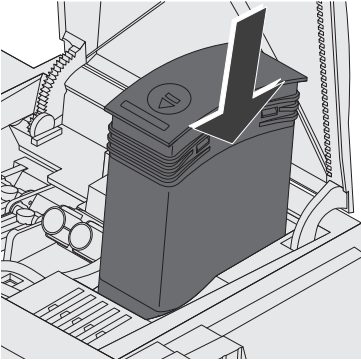
### Insert new ink tank

The full functioning of the PostBase One franking system at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink tanks.

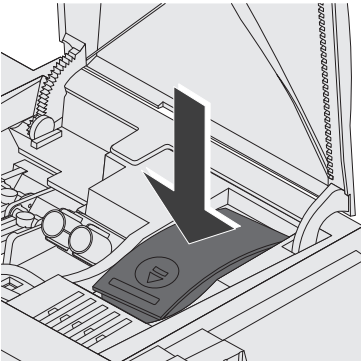
- Unpack the new ink tank.

To ensure the pigments, which may have settled, imingle optimally:

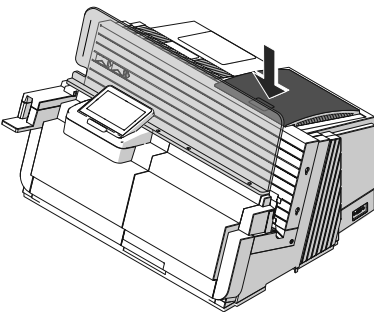
- Shake the ink tank vigorously six times.



- Insert the ink tank as illustrated.



- Push down the ink tank. The ink tank locks into its bracket.

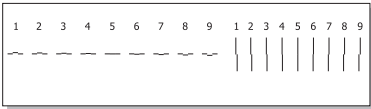


- Close the flap.

## 14.6 Aligning ink cartridges / print heads

You must align the ink cartridges / print heads when there are shifts in the franking imprints. Alignment will ensure your imprints are free of shifts. The adjustment procedure is done in the same way, irrespective of the ink system.

The adjustment procedure starts automatically after changing the ink cartridges / print heads.



### Starting the alignment procedure

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose ALIGNMENT in the submenu.
- Place an empty envelope for the test print.

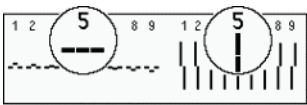
PostBase One prints a test print.

- On the test print, determine the numbers where
  - the horizontal lines are as exactly next to each other as possible and
  - the vertical partial lines are as exactly above each other as possible.

### Correctly aligned

The ink cartridges / print heads are correctly aligned when horizontal and vertical partial lines form one line each at number 5.

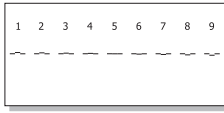
- Press FINISH to quit the procedure.



### Not aligned correctly

When horizontal and / or vertical partial lines do not form one line each at number 5:

- Press CHANGE to continue the alignment procedure.



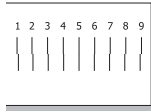
### Horizontal line

- Type the number where the horizontal partial lines are as exactly next to each other as possible.

(If necessary: Press CE to clear the displayed number.)

- Confirm with CONTINUE.

### Vertical line



- Type the number where the vertical partial lines are as exactly above each other as possible.

(If necessary: Press CE to clear the displayed number.)

- Confirm with CONTINUE.
- Place an empty envelope for another test print.
- Assess the test print. If necessary, repeat the alignment procedure until a correct alignment has been obtained.

## 14.7 Cleaning the print system

### 14.7.1 Starting automatic print system cleaning

You should start automatic print system cleaning only if the quality of the imprint is not good enough (e.g. blank spots in the imprint after longer periods out of use).



#### Cleaning

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CLEANING.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 30).

#### Intensive cleaning

You should start intensive cleaning if normal cleaning fails to improve the print quality to your satisfaction.



- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INTENSIVE CLEANING.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 30).



When the print system is heavily stained, it is possible that even intensive cleaning process does not improve the print quality as expected. In such cases, it may help to manually clean the ink cartridges / print heads (see page 121).



## 14.7.2 Cleaning ink cartridges / print heads by hand



**Caution!** Improper cleaning may damage the ink cartridges / print heads or render them unusable. Heed the following tips to avoid damage to the print system:

- If you encounter imprint quality issues, always perform one of the system cleaning functions available from the MENU first. Please refer to chapter 14.7.1 on page 120.
- You should only clean the ink cartridges / print heads 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 cartridge / print head become unusable, because they prevent the ink jet from being correctly positioned during printing.
- Do not use chemical cleaning agents.



### Moving the ink cartridges / print heads into the changing position

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES.

PostBase One moves the ink cartridges / print heads to the exchange position and opens the flap.

### Removing the cartridges / print heads

- Remove one ink cartridge / print head.



For detailed instructions on how to remove and insert ink cartridges, see chapter 14.3.

For detailed instructions on how to remove and insert print heads (*PostBase One Bulk Ink*), see chapter 14.4.

## Cleaning

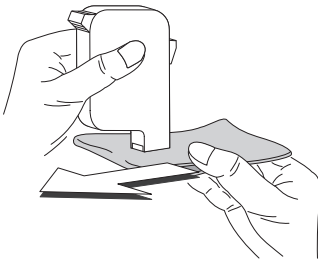
- Moisten a soft, fibreless cloth with de-ionised water.



If you do not have de-ionised water at hand, you can also use distilled or tap water. However, tap water contains minerals that may stain the cartridge / print head.



For best cleaning results, use FP contact cleaner and cleaning cloths contained in the 'clean & renew' cleaning kit offered by FP Mailing Solutions.



- Hold the cartridge / print head as indicated. The nozzles face down!
- Wipe the cartridge / print head slowly and very softly with the cloth in the direction of the arrow. Repeat this procedure a few times.

The water will blend with ink residues and clean the nozzles.

- Re-insert the cartridge / print head.
- Remove the other cartridge / print head and clean it in the same way.
- Re-insert the cartridge / print head.
- Close the print system flap.
- Adjust the ink cartridges / print heads (see chapter 14.6, page 118).

## 14.8 Replacing the ink fleece

PostBase One will remind you when it is time to change the ink fleece.

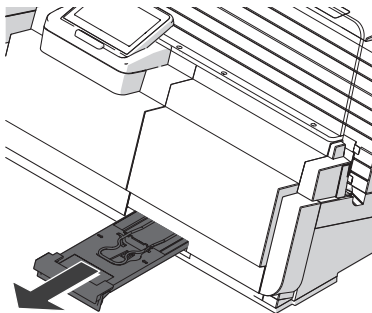


**Caution!** Take care not to soil your skin, your clothes, or objects near by. Use a mat to place the fleece tray.

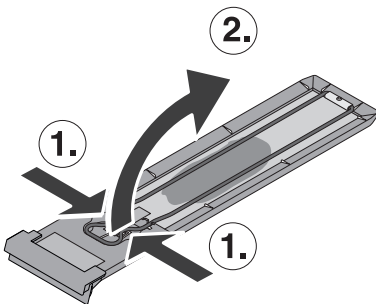


- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE INK FLEECE.

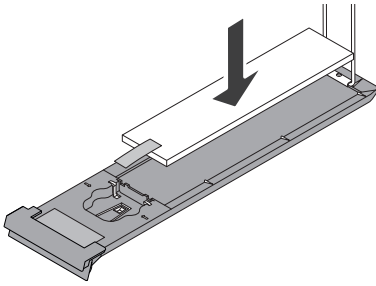
PostBase One opens the wizard for changing the ink fleece.



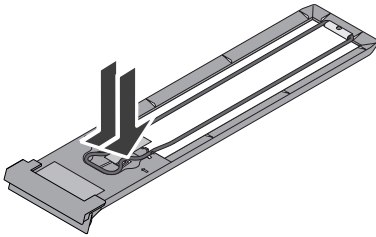
- Remove the fleece tray to the front.
- Place the fleece tray on a mat.



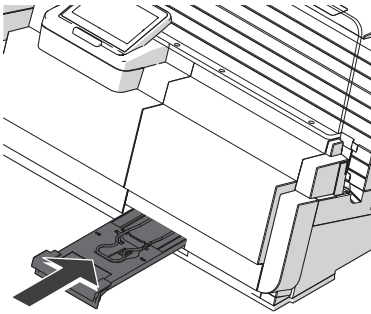
- Compress the clamp at its indentations with two fingers (1) and lift it upwards (2).
- Remove the ink fleece.



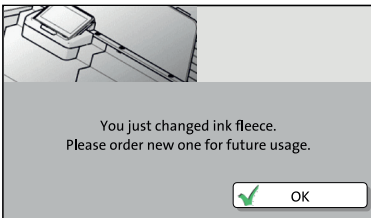
- Insert a new ink fleece as shown in the illustration.



- Move the clamp downwards until it snaps back into place.



- Push in the fleece tray as far as it will go.
- CONFIRM the replacement of the ink fleece.



In a pop-up, PostBase One informs you that the ink fleece was replaced.

- Confirm the pop-up with OK.

PostBase One is ready for operation again.

## 14.9 Topping up sealing liquid *(PostBase One with sealer)*

With the sealer, you received a bottle with 'seal-it' sealing liquid. Please note that we can assure reliable sealing results only when you use 'seal-it'. This special sealing liquid is available from FP Mailing Solutions.

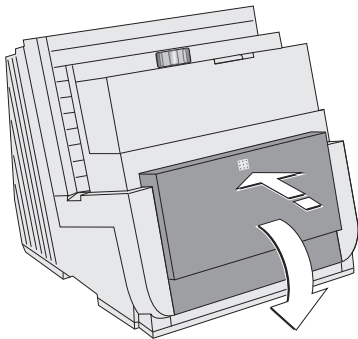
Using tap water is possible. Note, however, that the sealing process may be less reliable when using water.



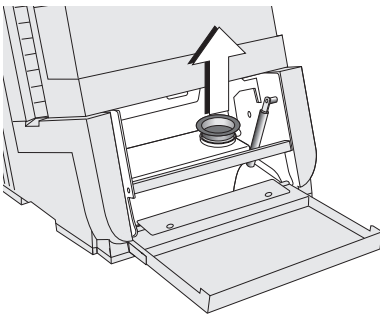
**Warning!** Switch off the PostBase One franking system and all components connected to it prior to topping up sealing liquid.



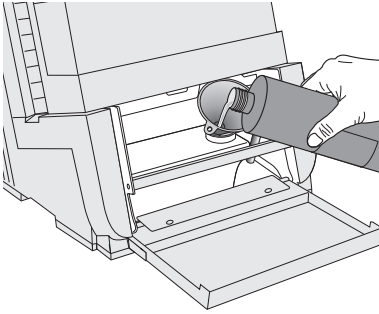
**Warning!** Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wet any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase One franking system checked by FP aftersales service before using it again.



- Switch off PostBase One and all components connected to it.
- Open the lid: Press on the marker, then flap down the lid.



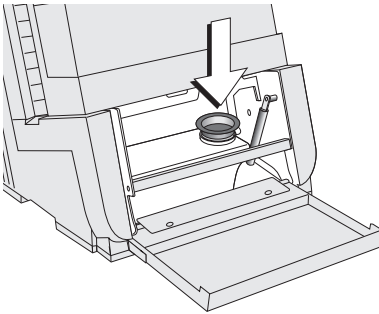
- Pull out the yellow plug of the sealant tank.



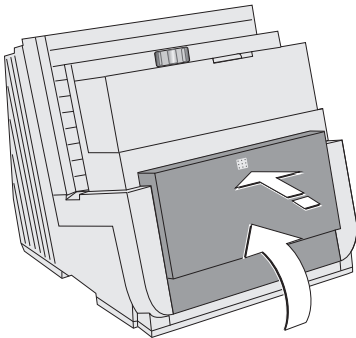
- Put a funnel in the filler hole.
- Fill the tank with sealing liquid.  
The sealant tank holds up to 800 ml.
- Pull out the funnel.



Retain the funnel, the closing with suction pipe and an empty bottle of the sealing liquid. You need the original bottle in case you have to drain the tank.



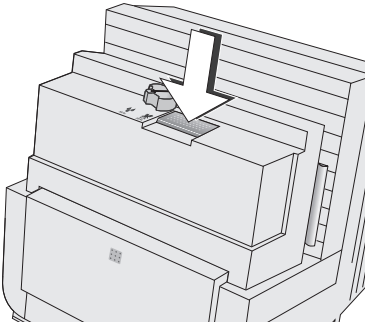
- Re-insert the plug into the filler hole of the sealant tank.



- Close the lid and gently snap it in its lock.  
It is now safe to switch the franking system back on.

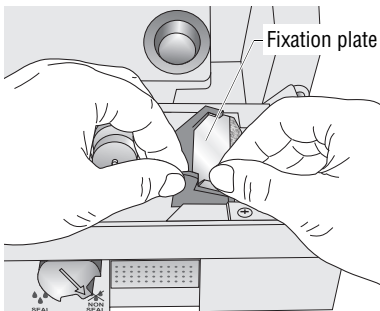
## 14.10 Clean / replace the sponge *(PostBase One with sealer)*

The sponge for moistening the envelope laps should be cleaned regularly (e.g. always after weekend). Check the condition of the sponge and replace it if exhausted. We recommend always keeping a new sponge in reserve.

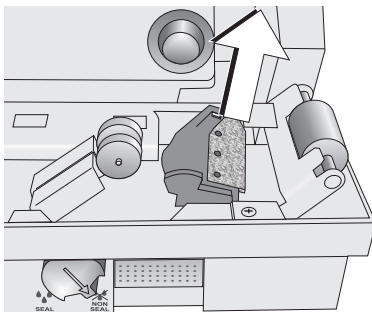


- Switch off PostBase One and all components connected to.
- Press the release key.

The moistening unit swings to the front by itself.



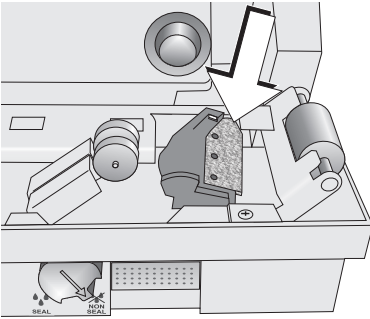
- Hold the moistener as illustrated.
- Slightly press down the lug of the fixation plate and remove the fixation plate.



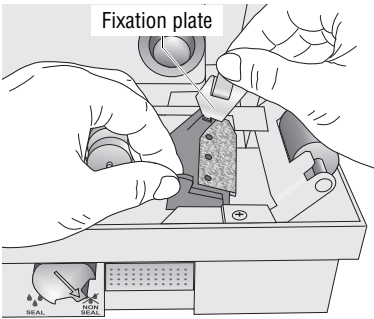
- Remove sponge.
- Check if the sponge is in proper state.
- To clean the sponge: rinse with plenty of water to remove glue residues.

Or

- Replace the exhausted sponge.
- Moisten the new sponge prior to insertion. Thus, you make sure that the flaps will be correctly moistened from the start.



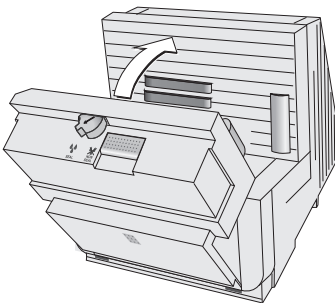
- Insert a new / the cleaned sponge.



- Hook the fixation plate into the lower part of the moistener as illustrated.
- Snap in the upper part of the fixation plate.



**Warning: Mind Your Hands!** When closing the unit, do not reach into the area between the moistening unit and the letter guide face.



- Lock the moistening unit back in place.

It is now safe to switch the franking system back on.



## 14.11 Calibrating the touch screen

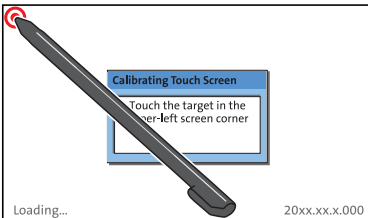
You have to calibrate the touch screen when operating the screen with your finger or with the stylus does not work correctly.



- Turn on the PostBase One.

As soon as the screen displays the PostBase One logo:

- **Touch and hold your finger in the middle of the display** until the calibration procedure starts.



A red circle (the first calibration circle) appears in the upper left corner.

- Touch the red circle with the stylus.
- Follow the further instructions on the display: Touch each of the displayed calibration circles with the stylus.

PostBase One will continue its start routine. The touch screen is now calibrated.

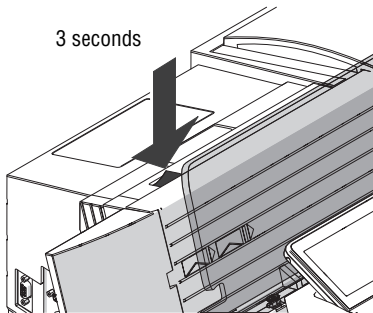
## 14.12 Replacing the battery

PostBase One monitors the charging state of the battery. A display message appears when it is time to replace the battery.

We recommend to use only a battery 90.4701.8004.00 provided by Francotyp-Postalia. The manufacturer FP has established reliability, safety and applicability. Observe the instructions enclosed with the battery for correct use and disposal.



**Caution** Switch off the PostBase One. Pull the power plugs out of the power socket prior to replacing the battery.

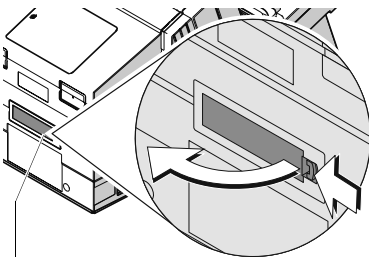


- Switch off the franking system: press the rocker switch for three seconds.
- Pull the power plugs of all components from the socket.

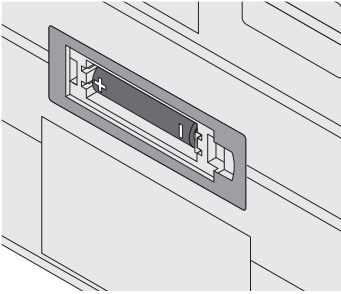
The battery compartment is located at the rear of the machine.

If you have to turn the PostBase One to get access to the machine's back:

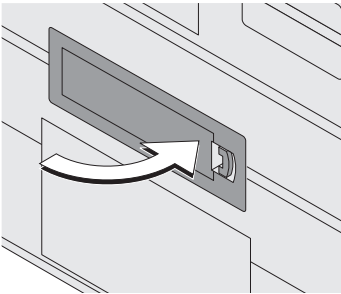
- Disconnect all cable connections.
- Dismantle the franking system as far as necessary (see appendix, page 155).
- Push in the clip-lock of the battery compartment cover in the direction of the arrow and remove the cover.
- Remove the empty battery.



Battery compartment



- Insert new battery (90.4701.8004.00). Make sure that the polarity is correct! Symbols in the battery compartment depict the correct polarity.

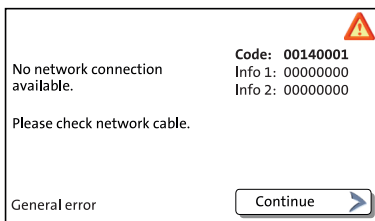


- Close the battery compartment.
- Set up all additional components of the franking system if necessary (see appendix, page 165).
- Re-insert the power cable(s) of the franking system.
- Dispose of the empty battery as prescribed.

It is now safe to switch the franking system back on.

## 15 Tips for troubleshooting

### 15.1 Error messages



An error message appears on the display in case of an error or handling error. An additional beep may also indicate an error.

Make sure to carefully read the error message. You will be given hints on the error cause and what you can do to remedy it.

A symbol indicates the error group (e.g. 'General error'). For an overview of error group symbols, refer to page 154.

You can correct many minor errors and issues occurring during PostBase One operation yourself.



Please contact the FP aftersales service if you cannot remedy an error by means of the display information and the hints given in the present Operator Manual.

## 15.2 Possible causes and remedy

This chapter offers tips for troubleshooting, grouped by the types of problems

- ... when franking (page 133)
- ... when weighing (page 135)
- ... general errors (page 136)
- ... with downloading postage (page 138)
- ... when using special functions (page 138)
- ... with basic settings, during maintenance and care (page 139)
- ... with automatic feeding (page 140)
- ... with automatic sealing (page 141).

Issue	Possible cause and remedy
<b>... when franking</b>	
Label franking: – separation error – jam.	The labels used were not well suited. Follow the instructions for label printing on <i>page 57</i> . <hr/> Labels stick to one another. Take the labels out of the dispenser. Slacken / fan the label stack and reinsert it. <hr/> Label package incorrectly inserted (slid in too far). Take labels from label dispenser. Put them in correctly ( <i>see page 57</i> ). <hr/> Too many labels in the dispenser. Never insert more than 1 package (25 labels) at a time. <hr/> Internal problem of label print function. Contact FP aftersales service.
Label franking: Button ‘Label’ is missing.	Dynamic weighing is active for the current product. Select ‘Static scale’ ( <i>see page 37</i> ).
Letter transport fails to start.	PostBase One does not show the Home screen. Return to the Home screen and try again <hr/> Sensor does not recognise letter. Position the letter again.

Issue	Possible cause and remedy
Letter transport stops or does not start.	Safety cap has been released. Please refer to <i>chapter 15.5 on page 145</i> .
DX mail products are missing.	The optional DX feature has to be enabled to frank mail pieces for dispatch by the private carrier DX. For this purpose, a DX license code is necessary. For activation of this feature, please contact the FP aftersales service or your local sales agent.
Error message: “System Error: The product going to be printed is a Data Dependent product ...”	At the PostBase One, confirm the error message with CONTINUE. PostBase One now franks the set product. Please remember to perform the Data Upload on the same day.
Franking not possible.	<p>No product / postage set because – mailing data are incomplete or – weight value is missing. Check product setting (<i>see chapter 4.1, page 35</i>).</p> <hr/> <p>No credit left in the franking machine. Download postage (<i>see chapter 7, page 63</i>).</p> <hr/> <p>Maximum postage value for franking exceeded. Please contact the system administrator.</p> <hr/> <p>Credit of the current user is too low. Have the system administrator assign new credit.</p>
Printed Postage Impressions (PPI) are missing.	In order to print PPIs the optional PPI feature has to be enabled in your PostBase One. For this purpose, a DX license code is necessary. For activation of the PPI feature, please contact the FP aftersales service or your local sales agent.
Print quality: Blank spots.	Clean print system ( <i>see chapter 14.7, page 120</i> ).
Print quality: Offsets / shifts in the imprint.	Align the ink cartridges / print heads ( <i>see chapter 14.6, page 118</i> ).

Issue	Possible cause and remedy
<p>The advert / SMS text shown in Navigator is not printed when franking.</p>	<p>When franking certain products, advertising imprints are not supported. The function to set advert and SMS text is disabled for such products. Watch the PostBase One display. PostBase One blanks out the areas where adverts / texts are not allowed.</p>

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**... when weighing**

<p>No confirmation beep.</p>	<p>Adjust tone signals (<i>see chapter 13.3, page 87</i>).</p>
<p>Static scale: No weight is determined for mail piece placed on the weighing platform.</p>	<p>The weighing platform was still occupied when another mail piece was placed on it. The scale can determine a new weight only if the scale has been emptied beforehand.</p> <p>Empty the weighing platform. Place the mail piece.</p> <hr/> <p>Letter transport is still running. Wait until letter transport stops prior to putting on a mail piece for weighing.</p> <hr/> <p>The scale operates in the 'Differential weighing' mode. The weight is determined upon removing the mail piece from the weighing platform (<i>see chapter 4.1.2.2, page 39</i>).</p> <hr/> <p>PostBase One does not recognise the scale. Turn off the PostBase One. Check whether the scale is correctly connected to the franking machine (<i>see page 171</i>). Turn the PostBase One on again. Contact FP aftersales service if the problem persists.</p>

Issue	Possible cause and remedy
<p><i>(Continued)</i></p> <p>Static scale: No weight is determined for mail piece placed on the weighing platform.</p>	<p>The scale is defective.</p> <p>Turn off the PostBase One. Unplug the scale from the franking machine. Turn the PostBase One on again. You have to enter the weight for postage calculation manually in the product calculation menu when using PostBase One without scale (<i>see chapter 4.1.3, page 44</i>).</p> <hr/> <p>The weight is too low or the scale is overloaded. Use scale for mail pieces of the permitted weight range only.</p>
<p>Weighing: Static and / or dynamic scale fails to determine the weight.</p>	<p>PostBase One does not recognise the scale.</p> <p>Turn off the PostBase One. Verify that all connection cables have been properly plugged in (<i>see page 170</i>).</p> <p>Turn the PostBase One on again. Contact FP aftersales service if the problem persists.</p> <hr/> <p>The scale is defective. Contact FP aftersales service.</p> <p>You have to enter the weight for postage calculation manually in the product calculation menu when using PostBase One without scale (<i>see chapter 4.1.3</i>).</p>
<p>Weighing: Dynamic scale indicates a pre-load that is too heavy.</p>	<p>A foreign object is stuck in the letter transport.</p> <p>Check the letter transport / weighing area of the dynamic scale for foreign objects (visual inspection). Carefully remove any foreign object(s).</p> <p>If the error occurs repeatedly: Contact FP aftersales service.</p>
<p><b>... general errors</b></p>	
<p>Accounts are missing.</p>	<p>The current user is not allowed to frank on the desired account. Contact the system administrator.</p>



Issue	Possible cause and remedy
Blank display.	<p>Check whether the power cable is plugged in correctly and the PostBase One is turned on.</p> <hr/> <p>PostBase One is in standby. Briefly touch the display.</p>
Data Upload is not possible.	<p>PostBase One fails to establish connection to the data center. Check the connectivity settings (Menu → Manage Connection).</p> <hr/> <p>Data centre issue. Try again later.</p>
No users available.	<p>When deactivating access control, all users are deleted. Create new users with the PC software.</p>
PostBase One makes sounds without any apparent reason.	<p>The bulk ink print system may cause sounds due to pumping and deairing. These are normal sounds that are related to their function, thus they are no errors.</p>
Lost PIN (administrator PIN).	<p>Select LOST PIN. Follow the prompts in the display.</p>
Lost PIN (user PIN).	<p>Contact the system administrator.</p>
Touch screen fails to react when touched.	<p>Turn off the PostBase One. Calibrate the touch screen (<i>see chapter 14.11, page 129</i>).</p>
User PIN is not accepted.	<p>Did you select the correct user? Press BACK. Select the correct user.</p> <hr/> <p>Contact the system administrator.</p>
Error message: “FSCP connection plug missed ...”	<p>Verify that the FSCP plug (termination plug) has been connected to the FSCP interface correctly (<i>see page 170</i>).</p> <hr/> <p>Verify that all connection cables between the system components have been plugged in and screwed correctly (<i>see page 170</i>).</p>

Issue	Possible cause and remedy
Print DX Reporting.	<p>On the PostBase One, there is no printing function available for the DX Report.</p> <p>Please use the Navigator PC software for printing DX Reports: PostBase Menu → DX Statistics → Print.</p>
Print PPI Reporting.	There is no printing function for the PPI Report.
Printed Postage Impressions (PPI) are missing in Navigator	<p>Navigator does not support the PPI feature.</p> <p>Terminate the connection between Navigator and PostBase One.</p> <p>Use PPI feature as described in chapter 8.</p>
<b>... with downloading postage</b>	
Desired amount cannot be loaded.	<p>Impermissible amount.</p> <p>Change amount and repeat the procedure.</p>
Function not available.	<p>The current user is not authorised to access this function.</p> <p>Contact the system administrator.</p>
PostBase One fails to establish connection to the data centre.	<p>Verify that the network cable is properly connected (<i>see page 170</i>).</p> <p>Check the connectivity settings (<i>see chapter 13.8, page 91</i>).</p> <p>Repeat the procedure.</p> <hr/> <p>Data centre issue. Try again later.</p>
<b>... when using special functions</b>	
Seal Only: letters are transported, but not sealed.	<p>Sealing function is disabled.</p> <p>Turn the envelope sealing switch to the position <b>SEAL</b> (<i>see chapter 3.6, page 21</i>).</p>

Issue	Possible cause and remedy
<b>... with basic settings, during maintenance and care</b>	
<p>Ink cartridges / print heads / ink tank are not detected.</p>	<p>Ink cartridges / print heads / the ink tank are not fitted correctly. Remove and insert the ink cartridges / print heads / ink tank once again.</p> <hr/> <p>Wrong ink cartridges / print heads / ink tank inserted. Observe the specifications (<i>see page 182</i>).</p> <hr/> <p>Contacts of the print system are soiled. Use the FP 'clean and renew' cleaning kit to clean the contacts.</p> <hr/> <p>Ink cartridges / print heads / ink tank defective. Contact FP aftersales service.</p>
<p>Print system cleaning fails to improve the print quality.</p>	<p>Ink cartridges / print heads heavily soiled or dried up. Repeat cleaning: Function 'Intensive Cleaning'. If you cannot solve the problem: Clean ink cartridges / print heads by hand (<i>see chapter 14.7.2, page 121</i>).</p>
<p>Print system flap cannot be closed correctly.</p>	<p>On the PostBase One Bulk Ink, the connecting hoses leading from the tank to the print heads might push against the flap. Gently turn the black handles of the connection pieces on the print head. Thus, you can alter the position of the hoses.</p>

Issue	Possible cause and remedy
<b>... with automatic feeding</b>	
Feeding deforms or damages letters.	Reduce separation ( <i>see chapter 3.5.2.3, page 19</i> ). Notice the suggested settings for separation ( <i>see table on page 17</i> ).
Jam.	Check setting of letter path (slide control) and adjust accordingly ( <i>see chapter 3.5.1, page 16</i> ). Check and adjust settings for separation ( <i>see chapter 3.5.2, page 17</i> ). On how to clear a letter jam, please read <i>chapter 15.3, page 143</i> and <i>chapter 15.4, page 144</i> .
Letters are not correctly separated.	Check setting of letter path (slide control) and adjust accordingly ( <i>see chapter 3.5.1, page 16</i> ).
Letter transport does not start.	PostBase One does not display the Home screen / the 'Batch Processing' pop-up.  Sensor does not recognise the letters. To start letter transport: In the 'Batch Processing' pop-up, press the START button.  Feeder cover is open. Re-place cover correctly on the feeder. The cover must latch audibly ( <i>see page 19</i> ).
Letter transport is stopped / batch processing was interrupted.	Jam. Carefully read the displayed information. On how to clear a letter jam, please read <i>chapter 15.3, page 143</i> and <i>chapter 15.4, page 144</i> .  The batch counter is turned on. After the pre-set number of mail pieces have been processed, PostBase One will automatically stop. Disable the batch counter or adjust the target count ( <i>see chapter 5.3.2.3, page 55</i> ).

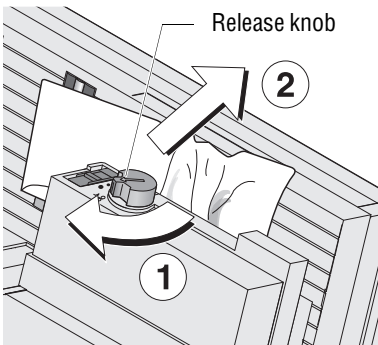
Issue	Possible cause and remedy
<p>Separation error, letter interval too close.</p>	<p>Reduce pressure (<i>see chapter 3.5.2.2, page 18</i>).            Notice the suggested settings for separation (<i>see table on page 17</i>).</p>
<p><b>... with automatic sealing</b></p>	
<p>Envelopes are not sealed.</p>	<p>Sealing function is disabled.            Turn the envelope sealing switch to the position <b>SEAL</b> (<i>see chapter 3.6, page 21</i>).</p> <hr/> <p>Sealant tank is empty.            Fill the sealant tank with 'sealit' sealing liquid (<i>see chapter 14.9, page 125</i>).</p>
<p>Envelopes are not properly sealed.</p>	<p>Stroke your hand firmly over the envelope's / letter stack's flap area.</p> <hr/> <p>Sponge is too dry.            Pump sealing liquid into the moistening unit:  <b>MENU → MOISTENER → START PUMP</b> (<i>see also chapter 13.14, page 100</i>).</p> <hr/> <p>Sponge is dirty or worn.            Clean or replace the sponge (<i>see chapter 14.10, page 127</i>).</p> <hr/> <p>You have used unsuited envelopes.            Only use envelopes that are suited for sealing by machine.            Observe specifications (<i>see page 185</i>).</p> <hr/> <p>Adjust moistening (<i>see chapter 13.14, page 100</i>).</p> <hr/> <p>Use the special 'sealit' sealing liquid available from FP Mailing Solutions.</p>


Issue	Possible cause and remedy
<p>PostBase One warns you about an empty sealant tank, although there is still enough sealing liquid in the tank.</p>	<p>Tap water might produce air bubbles (depending on the water quality of your local water supply), which may interfere with correct filling level detection.</p> <p>On the sealer: Open the lid. Pull out the yellow plug. <i>(See page 125.)</i></p> <p>The filling level sensor is located front-right of the inner side of the tank. Using a finger, wipe over the sensor several times.</p> <p>Close the sealant tank. Close the lid. <i>(See page 126.)</i></p> <p>If problem persists: Use 'sealit' sealing liquid or distilled water.</p>
<p>Other errors ...</p>	<p>If you cannot remedy an error yourself, please contact FP aftersales service.</p>

## 15.3 Clearing a letter jam in the feeder




**Warning: Mind Your Hands!** The mechanism is pressed by springs to the letter guide. It does not lock when released, but snatches back. Be cautious when removing jammed letters from the letter path.



- Turn release knob toward the position  till stop and **hold in that position** (1).

The pressure mechanism is released and unclamps the letter.

- Carefully remove the stuck letter to the top right (2).
- Let the release knob snatch back guardedly to initial position .

The pressure mechanism is set back to processing position. The feeder is ready to operate.

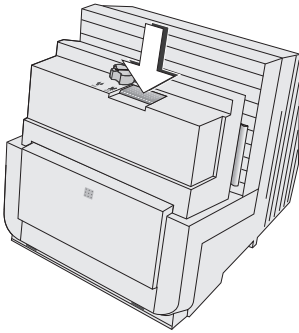
- Please heed the information on the franking machine's display.



If you cannot clear a letter jam by following the above instructions:

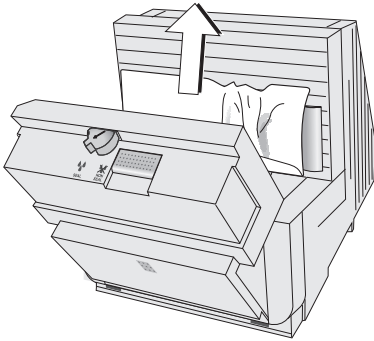
- Pull cover from feeder (refer to page 18).
- Remove letter as described above.
- Re-place cover on feeder (refer to page 19).

## 15.4 Clearing a letter jam in the sealer



- Press the release key.

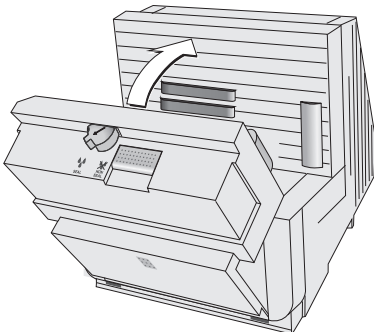
The moistening unit swings to the front by itself.



- Remove the letter.



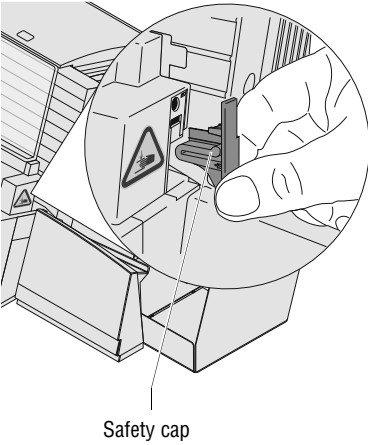
**Warning: Mind Your Hands!** When closing the unit, do not reach into the area between the moistening unit and the letter guide face.



- Lock the moistening unit back in place.
- Please heed the information on the franking machine's display.



## 15.5 Safety cap has been released – letter transport stops



The safety cap helps to avoid injury that may be caused by improper handling within the letter exit of the franking machine.

When the safety switch is activated, the safety cap is released and the letter transport stops immediately. An error message is issued, informing you about the problem.

- Remove the cause which led to the activation of the safety switch.
- Snap the safety cap back into place.



**Warning: Mind Your Hands!** By no means must you try to block or fasten the safety cap. Any fastening of the safety cap prevents it from being released in the case of a jam or an unauthorised interference, thus rendering the whole safety switch concept inoperative.

## 16 Decommissioning and disposing of the franking system

To ultimately decommission the PostBase One, you must correctly unsubscribe all postal services. PostBase One will guide you through all required decommissioning steps in a dialog. We are pleased to assist if required. Please contact the FP aftersales service.

In case of a rented or leased franking system, please make sure to always contact the FP aftersales service.



**Caution** Run the 'Withdraw machine' function only if you really want to decommission the PostBase One. Commissioning the franking machine after decommissioning is only possible by calling a service technician at extra costs.

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- Make sure PostBase One is ready to connect to the data centre.
- Open the MENU.
- Choose WITHDRAW MACHINE.
- Follow the instructions on the display. Make sure to carefully read the information!
- For disposal of the franking system, please contact the FP aftersales service.

## Graphical symbols, safety signs and product safety labels on the PostBase One franking system

Graphical symbols, safety signs and product safety labels are attached to the PostBase One franking system.

The following overview lists and explains them.



Warning: Mind Your Hands.

This safety sign is used to identify hazardous areas of the franking system where injury to the hands might occur.



GS Mark. “Geprüfte Sicherheit” (Tested safety) according to the requirements of the German Product Safety Act (ProdSG).

Tested by the accredited laboratory NEMKO.



CE label.

With this label, the manufacturer declares that the product meets the requirements of all relevant EU directives that require such labelling.



CSA Approval mark.

The CSA approval mark indicates that the product complies with the applicable standards as required by North American laws.

CSA (Canadian Standards Agency) is a NRTL (nationally registered testing lab), which is entitled to perform this test.

Product tested in accordance with IEC 60950-1.



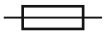
The crossed garbage can is a mark for electrical and electronic equipment (WEEE directive) and means the following:

The product may not be disposed of with household waste.

The bar below the garbage can indicates that the product was marketed after 13 August 2005.


For proper disposal and recycling of the PostBase One franking system, please contact the FP aftersales service.


~ Symbol for alternating voltage.  
Indicates the type of the input voltage.


 Symbol / Wiring symbol for a fuse.  
This symbol always stays along with the details of the fuse used.


**IOIOI** Serial interface for connection of external devices.

**FSCP** Interface for connection of optional components (e.g. feeder, sealer).  
The abbreviation FSCP stands for Franking System Control Protocol.


 Interface for static scale connection.


 Interface for connection to a personal computer (PC).


 USB port.  
Interface for connection to external USB devices.


 Interface for connection to a local computer network (LAN).


**CAN-BUS** The CAN bus is a serial bus system.  
The abbreviation CAN stands for Controller Area Network.


 Rocker switch on / off.

 Switch position: sealing function is enabled.

 Switch position: sealing function is disabled.

 Indicates the positioning of mail pieces.

 Indicates the positioning of labels.

 Feeder: Indicates the switch position for letter jam removal.

## User interface symbols (overview)

The following overview shows and explains the symbols in the user interface of the PostBase One franking system, grouped by

- standard buttons and status indications
- menu functions
- error categories.

### Standard buttons and status indications



Open the product calculation menu (setting mailing data / postal product)



Open the Menu  
(access system settings, special features, administration functions)



Batch processing with the feeder and / or label printing  
Use feeder



Use label print function / franking labels



No scale available  
(in the product calculation menu, use the 'Manual weight input' option for setting the weight manually)



Static scale is active: normal weighing mode (differential weighing = off)



Static scale is active: differential weighing mode  
(differential weighing = on)



Dynamic weighing feature is used



Dynamic weighing feature is disabled



OK / Finished / Confirm / Save / Yes



Cancel / No



Continue



Back



Scroll left / right (in lists)



Scroll up / down



Edit / Change



Start label printing / automatic feeding (batch processing)



Stop label printing / automatic feeding (batch processing)

## Menu functions



Download postage



Display postage download report (with print function)



Set date for the franking imprint (forward dating)


















Print system



Display print system information:  
filling level of the ink cartridges / filling level of the ink tank and state of the  
print heads (*PostBase One Bulk Ink*)



Clean print system

-  Align ink cartridges / print heads
-  Change ink cartridges / print heads
-  Change ink tank
-  Print head status / remaining service life
-  Change ink fleece
-  Calibrate ink cartridges / print heads
-  Run remote services / synchronise with data centre
-  Change account
-  Switch account function on / off,  
Account administration (show / print list, set accounts to zero)
-  Special functions
-  Print advertising imprint only
-  Print incoming mail stamp
-  Feed only  
(count mail pieces, prepare bulk mail for dispatch in counted stacks)
-  Seal only
-  Print numbers (consecutive numbering)
- 1-2-3** Direction of counting: ascending

3-2-1 Direction of counting: descending



Configure 'Auto postage download' feature (turn on / off, set threshold)



Display / reset piece counter



Display / reset advert counter



Adjust display brightness



Brighter



Default



Darker



Adjust moistening



Increase moistening of envelope flaps



Default moistening



Decrease moistening of envelope flaps



Display system information (postal serial number, software version, rate table version, ...)



Change user interface language



Display / edit connectivity settings (network connection)



Upload product data





Withdraw machine



Set sound signals



Edit standby time



Configure 'Auto Off' feature / adjust 'Auto Off' time



Configure access control / set PIN



Display contact information



Product after Standby



Access service mode (for service technicians only)



Display DX information



Print PPIs (Printed Postage Impressions)

### Error categories



General error



Cliche error



Account error



Feeder error



Print system error



Scale error



Label dispenser error



Letter transport error, jam



Security device error



Communication error with the PC *(when using the optional PC control software)*



Product calculation error



Communication error with FP infrastructure

## Moving the PostBase One to another location

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**Warning!** When moving the PostBase One franking system to another location, please observe the following tips for your own safety:

- Switch off the franking system and all components connected to it prior to dismantling and transporting them.
- The PostBase One franking machine weighs around 20 kg. You are advised to seek the help of another person when moving the franking machine.



**Warning: Mind Your Hands!** Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.

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**Caution!** Please observe the following tips to avoid damage to the PostBase One franking system:

- Have the PostBase One franking system with dynamic scale moved by FP aftersales service. Improper moving or transport of the dynamic scale may result in damage to the scale system.
  - Empty the sealant tank completely before transporting the sealer.
  - Do not use attached parts like the hand feed tray, the protective glass, or the label dispenser as 'handles' during transport.  
The best way to handle the components is to hold them at the lower part of the housing at the clearance normally used for the housing connectors.
  - Always move the franking system in a horizontal position.
  - We recommend using the original packaging in case you have to move the franking system or send it to the FP aftersales service.
  - Once you have brought the franking system from a cold environment to the new location: Wait for at least two hours before starting up the franking system again. The PostBase One adapts to the room temperature. Any condensation evaporates.
- 



This chapter describes how to dismantle and install the PostBase One franking system including all of its optional components. Should a step not apply to your configuration, just continue with the next step.

## Dismantling the PostBase One franking system

### Remove ink cartridges / remove print heads and ink tank *(PostBase One Bulk Ink)*



You only need to remove the ink cartridges / print heads and the ink tank if you move the franking system to another location or when it is brought to service.

During a transport within a building, the cartridges / print heads and the ink tank may remain in the franking machine.

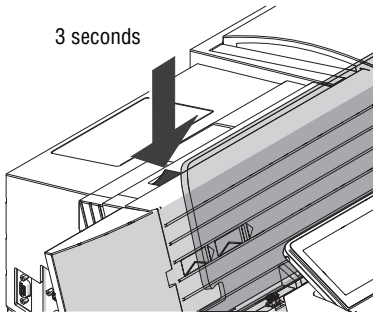
#### PostBase One with ink cartridges:

- Start the exchange procedure to remove the ink cartridges. Please refer to chapter 14.3 on page 104.
- Mark cartridges (left / right) and pack them separately. Best suited are plastic bags.
- Close the flap.
- Press CANCEL to exit the exchange procedure.
- Confirm all error messages (e.g. on missing ink cartridges).

#### PostBase One Bulk Ink:

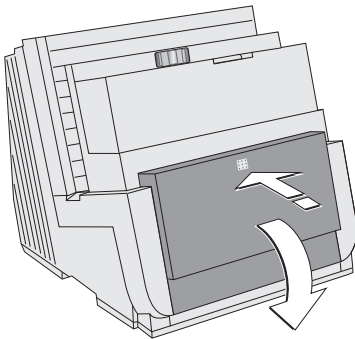
- Start the exchange procedure to remove the print heads and the ink tank. Refer to chapter 14.4 on page 109.
- Mark print heads (left / right) and pack them separately. Best suited are plastic bags.
- Follow the instructions how to remove the ink tank on page 116.
- Pack up the ink tank (plastic bag).
- Close the flap.
- Press CANCEL to exit the exchange procedure.
- Confirm all error messages (e.g. on missing print heads).

## Switch off

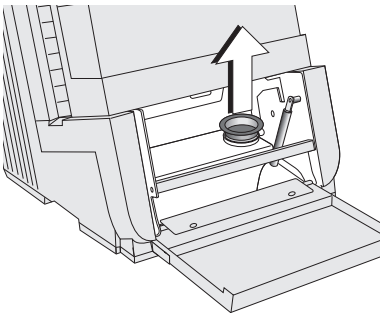


- Switch off the franking system.
- Empty the label dispenser.
- Switch off connected external devices (e.g. PC).
- Pull the power plugs of the franking machine, as well as all components connected to it (feeder, power supply unit of the sealer, ...) from the socket(s).
- Pull the Ethernet cable from the network connection.

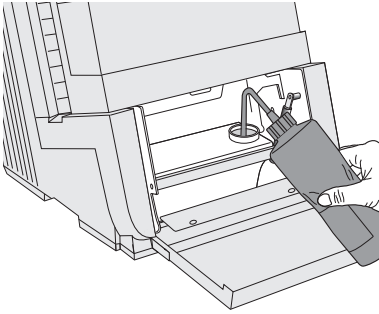
## Empty the sealant tank



- Open the lid: Press on the marker, then flap down the lid.

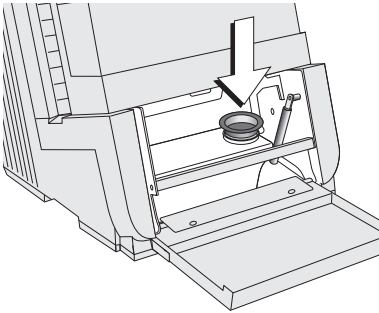


- Pull out the yellow plug of the sealant tank.

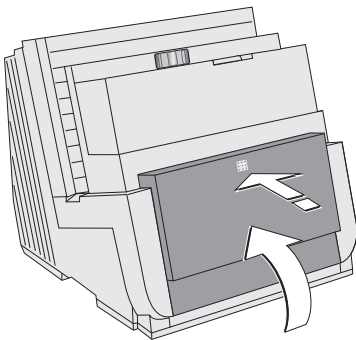


You need an original sealing liquid bottle and the suction hose, which came as an accessory with the sealer.

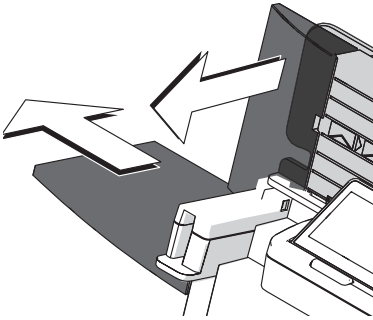
- Screw the suction hose onto the empty original bottle.
- To drain the sealant tank: Slightly compress the bottle, immerse its suction hose in the tank, then loosen your grip of the bottle. Repeat this procedure until the sealant tank is empty.
- Re-insert the plug into the filler hole of the sealant tank.



- Close the lid and gently snap it in its lock.



### Remove the hand feed tray

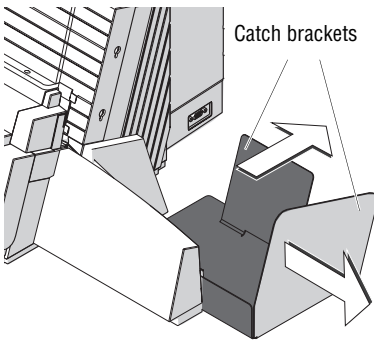


When using the original packaging for transport, you have to remove the hand feed tray.

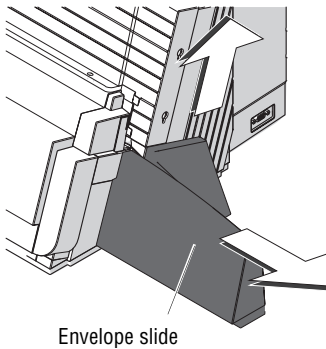
- Push the hand feed tray forward to release it from the locking device.
- Pull the hand feed tray to the left and away from the franking machine.

### Remove the letter catch tray from the franking machine

(PostBase One *without* Sealer / Power Sealer)

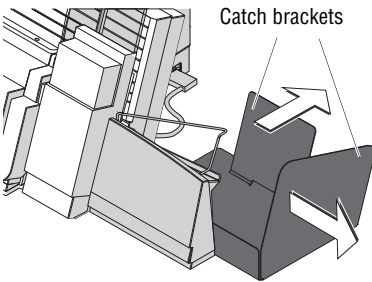


- Pull out both catch brackets.

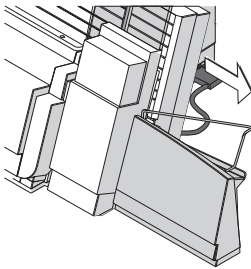


- Slightly lift the franking machine on its right side and remove the envelope slide to the right.

**Remove the power sealer and letter catch tray** (*PostBase One with Sealer / Power Sealer*)



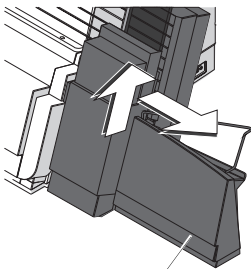
- Pull out both catch brackets.



- Remove the connection cable of the power sealer from the franking machine: Unscrew and carefully pull off the plug.



**Warning: Mind Your Hands!** *Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.*

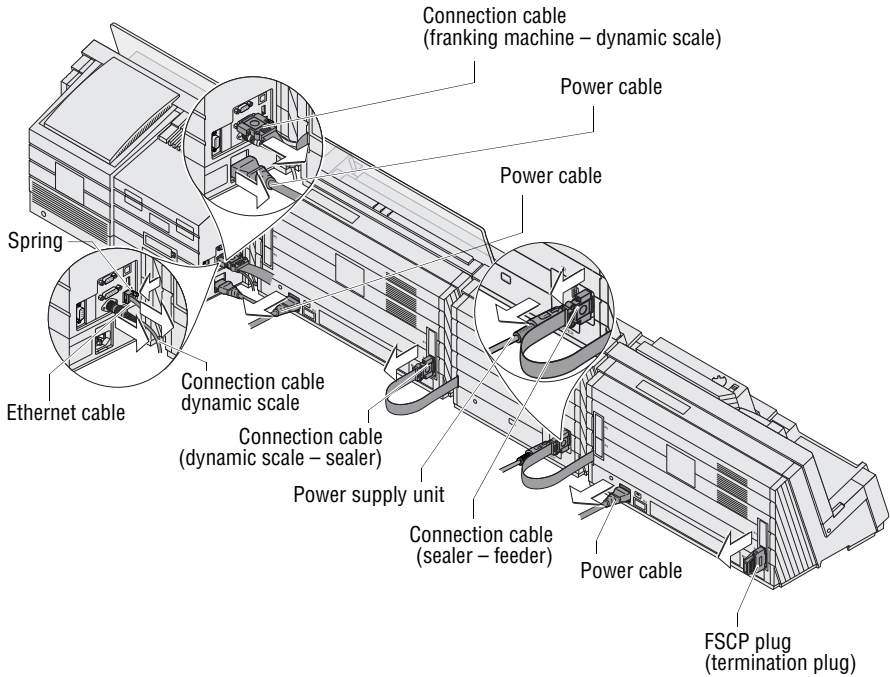


Envelope slide

- Slightly lift the power sealer and remove it to the right.
- The envelope slide, which is secured to the power sealer with two hooks, can now be easily separated from the power sealer.



## Remove cables



*On the franking machine (left side of machine)*

- Remove all connection cables to optional components and external devices (e.g. PC): Unscrew and carefully pull off the plug.
- Remove the connection cable of the static scale.
- Remove the network cable: Press the spring on the plug and pull the plug out of the network socket.
- Pull out power cable.
- Remove termination plug  
*(PostBase One without feeder):*  
Unscrew and carefully pull off the termination plug.

*On the dynamic scale (back cover)*

- Remove the connection cable of the sealer / feeder: Unscrew and carefully pull off the plug.
- Pull out power cable.

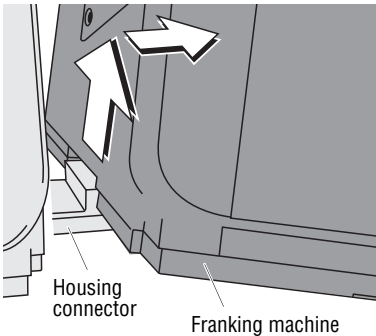
*On the sealer (back cover)*

- Remove the power supply unit.
- Remove the connection cable of the feeder: Unscrew and carefully pull off the plug.

*On the feeder (back cover)*

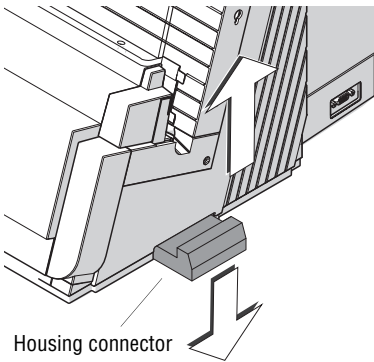
- Pull out power cable.
- Remove FSCP plug (termination plug): Unscrew and carefully pull off the FSCP plug.

### Separate the components of the franking system



- Slightly lift the franking machine and move it to the right.
- Slightly lift the dynamic scale and move it to the right.
- Slightly lift the sealer and move it to the right.

### Remove housing connector

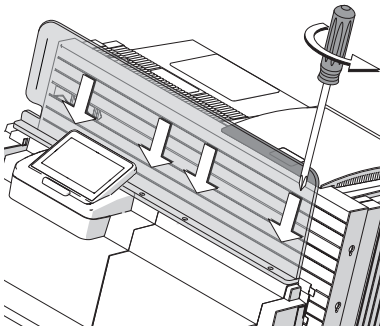


The connectors for mechanic coupling of the housings are located in the clearances of the side walls.

To remove the connectors:

- Slightly lift the affected component and remove the connector to the bottom.

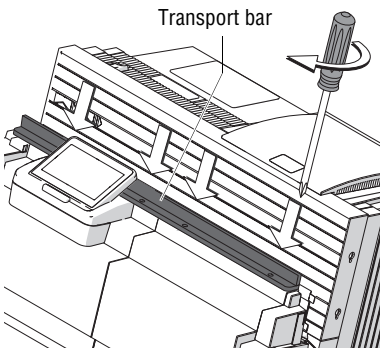
### Remove the protective glass from the franking machine



When using the original packaging for transport, you have to remove the protective glass.

The protective glass is fastened to the housing of the franking machine with four screws.

- Remove the four screws.
- Remove the protective glass.



- Fasten the transport bar (part of the original packaging) to the housing of the franking machine with the four screws.

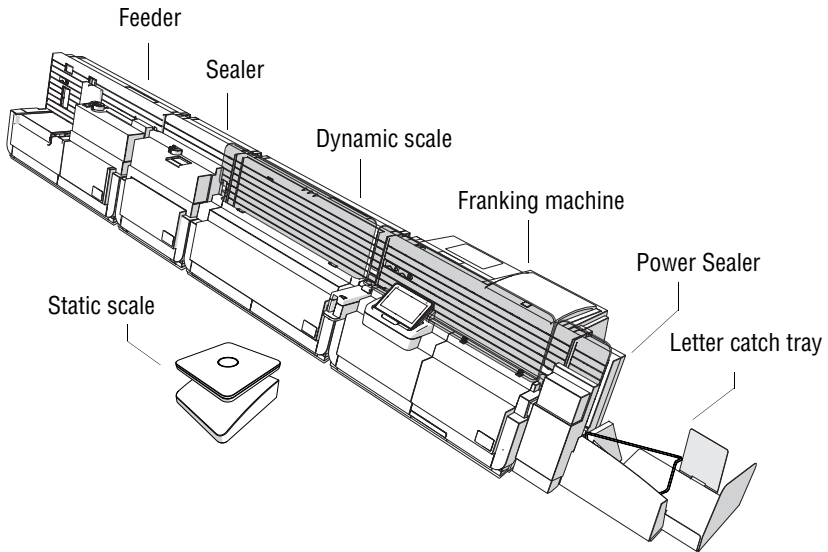
## Transport

- Make sure the franking machine and all its components are safely packed before transporting them.

We recommend using the original packaging when transporting the franking system or sending it to the FP aftersales service.

- Always transport the franking system in a horizontal position.

## Installing the PostBase One franking system on a new location



**Caution!** Please observe the following notes on systems with a dynamic scale:

- Have the franking system installed by a service technician.
- As for the choice of the place of installation, make sure that the feeder and the dynamic scale rest on the same base (table / pedestal base).
- By no means must the base vibrate or be mechanically unstable.

### *Location*

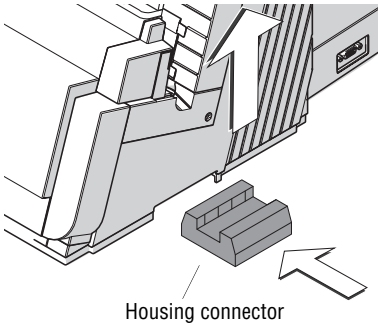
- Make sure that the new location meets the following requirements:
  - room temperature: +15 °C to +35 °C (59 °F to 95 °F)
  - not exposed to direct sunlight
  - relative humidity: 20 % to 70 %, non-condensing
  - power socket in the immediate vicinity
  - network connection.

- Place the PostBase One and its optional components on a firm, level, low vibration horizontal base.



Please refer to page 180 for the standing surface values of the system in different configurations.

### Insert housing connector



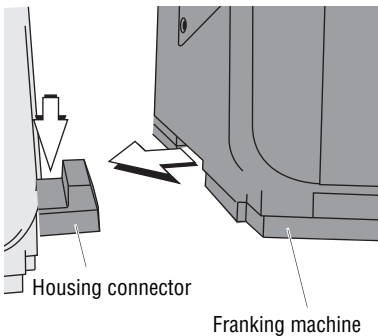
The components of the franking system are mechanically coupled and thus fixated with regard to their position in relation to one another by means of housing connectors.

- Slightly lift the franking machine on its right side and slide the connector into the clearance of the housing.

On the dynamic scale and the feeder:

- Insert the connectors in the same way into the right side wall.

### Coupling feeder – sealer – dynamic scale – franking machine



- Slightly lift the sealer on its left side, move it close to the feeder and position it on the connector.
- Slightly lift the dynamic scale on its left side, move it close to the sealer and position it on the connector.
- Slightly lift the franking machine on its left side, move it close to the dynamic scale, and position it on the connector.

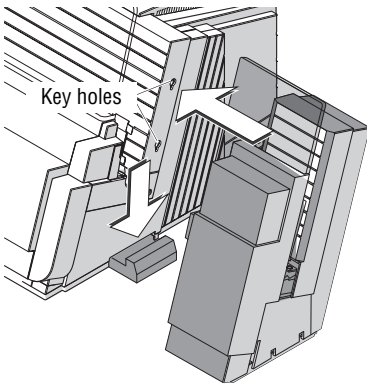


If your franking system does not comprise all components mentioned, couple those you use in the described way.

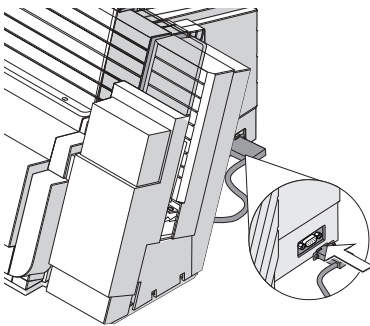
## Connect the power sealer to the franking machine



**Warning: Mind Your Hands!** Be very careful when handling the power sealer. As a consequence of its construction design, the power sealer has very sharp edges that might hurt you.



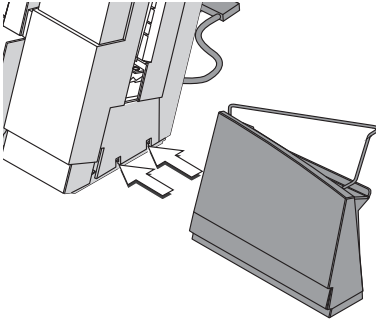
- Position the power sealer on the connector while inserting the two pegs of the power sealer into the key holes of the right side wall of the franking machine.
- Push the power sealer down as far as it goes. Make sure that the letter guide faces of both the franking machine and the power sealer are flush at the upper side.



- Insert the connection cable of the power sealer into the 9-pin interface on the right side wall of the franking machine and tighten screws.

### Mounting the envelope slide

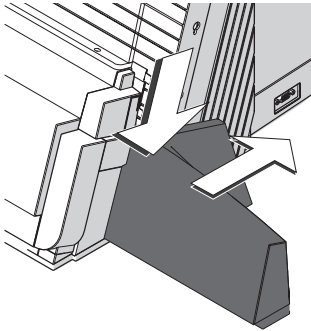
*On the power sealer*



If you use a power sealer:

- Attach the appropriate envelope slide to the power sealer. Both hooks of the envelope slide must snap into the housing of the power sealer.

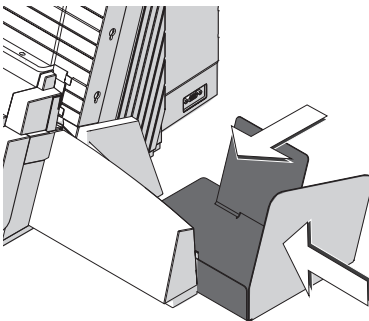
*On the franking machine*



If you do not use a power sealer:

- Position the envelope slide (standard version for systems without power sealer) on the connector as shown in the illustration and push it back firmly. You will feel the envelope slide lock into place.

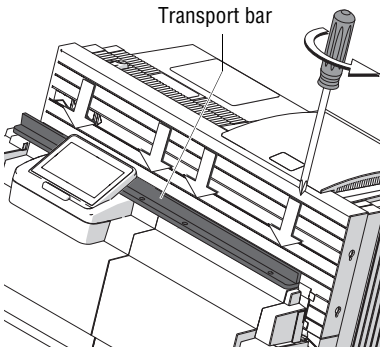
### Insert the catch brackets



- Push the catch bracket into the slot of the envelope slide from the right.
- Push in the back bracket.

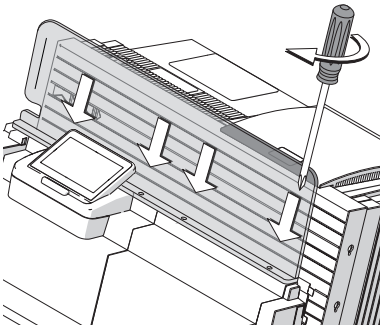


### Mounting the protective glass to the franking machine



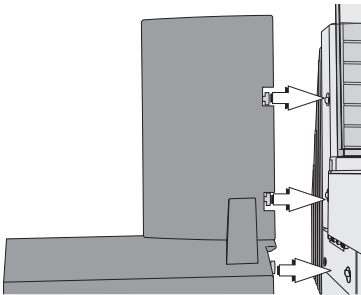
Remove the bar that was attached for transport:

- Remove the four screws.
- Remove the transport bar.



- Fasten the protective glass to the housing of the franking machine with the four screws.

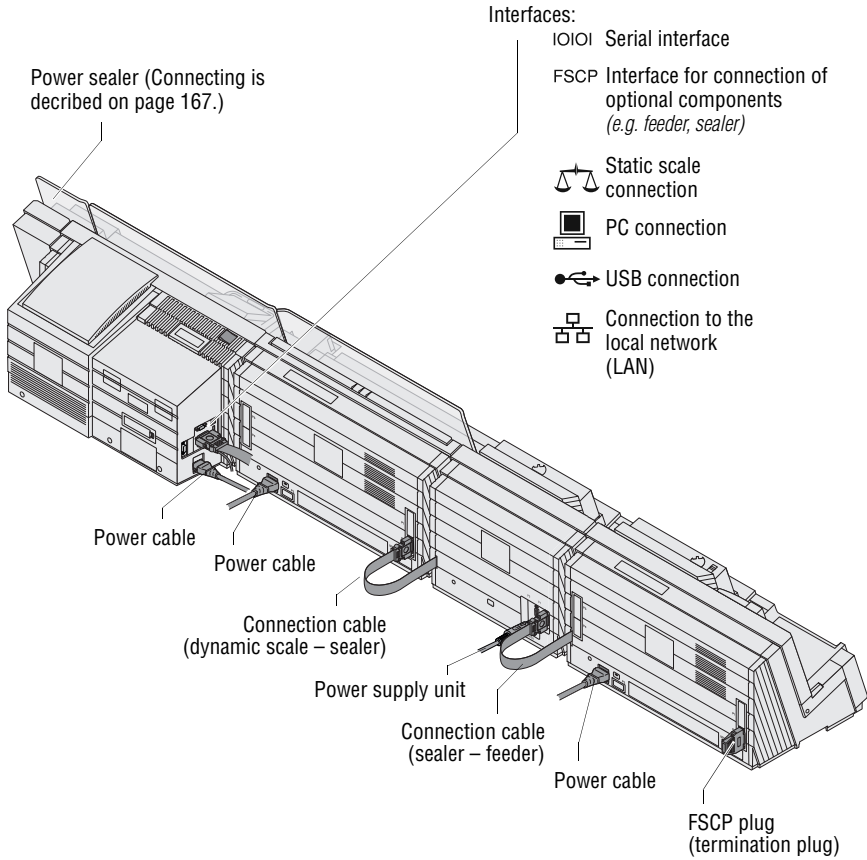
### Mounting the hand feed tray



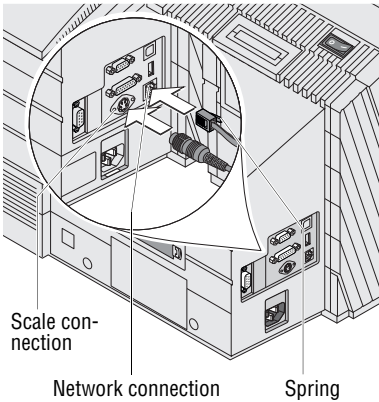
If you use PostBase One with no additional components:

- Mount the hand feed tray on the left side of the franking machine's housing. Insert the three pegs into the key holes of the side wall of the franking machine.
- Push the hand feed tray backwards as far as it will go.

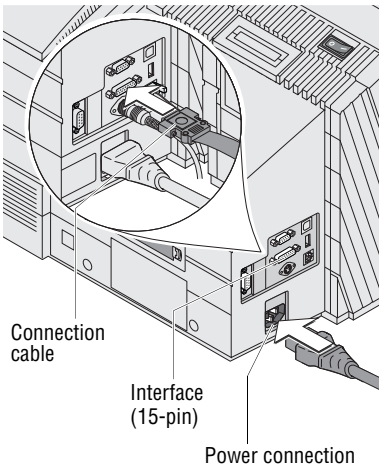
### Insert cables



*On the franking machine*



- Connect the network cable to the network connection on the side of the franking machine. Please check the correct position of the spring.
- Plug the connection cable of the static scale into the scale connection of the franking machine.

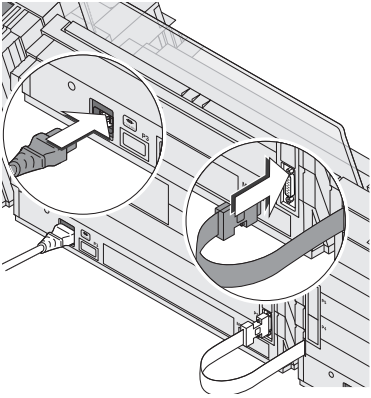


- Plug the power cable into the power socket of the franking machine.

Depending on the system's configuration:

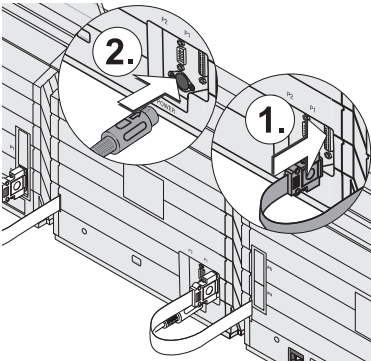
- Insert either the connection cable of the dynamic scale / the sealer / the feeder or the termination plug into the 15-pin interface and tighten screws.

*On the dynamic scale*

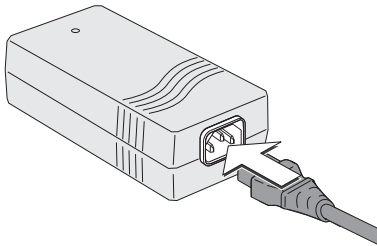


- Insert the connection cable of the sealer / the feeder into the 15-pin interface (P2) and tighten screws.
- Plug the power cable into the power socket of the dynamic scale.

*On the sealer*

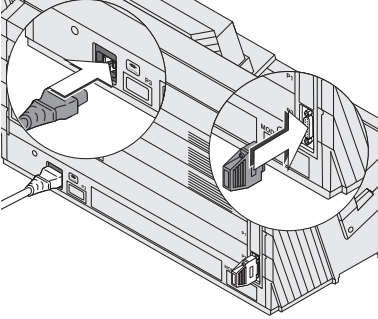


- Insert the connection cable of the feeder into the 15-pin interface (P1) and tighten screws.
- Connect the power supply unit.



- Plug the power cable into the power supply unit.

*On the feeder*



- Insert the FSCP plug (termination plug) into the 15-pin interface (P2) and tighten screws.
- Plug the power cable into the power socket of the feeder.

## Commissioning and functions check

- Recommendation: Cleaning the contacts in the cartridge bracket with the FP cleaning kit 'clean & renew' for ink-jet print systems, available at FP Mailing Solutions.
- Fill the sealant tank with sealing liquid. Please refer to chapter 14.9, page 125.
- Connect the power cables of the franking machine, the dynamic scale, the power supply unit of the sealer, and the feeder to grounded single-phase power sockets. Make sure your office power supply conforms to the power requirements indicated on the serial number plates.
- Connect the network cable (Ethernet).
- Switch on the PostBase One franking system. Please refer to chapter 3.1, page 13.

### PostBase One with ink cartridges:

- Insert the ink cartridges. To do this, call up the exchange procedure from the menu (see page 104).

### PostBase One Bulk Ink:

- Insert the ink tank (see page 116).
- Insert the print heads. To do this, call up the exchange procedure from the menu (see page 109).
- Generate and check a test print (see chapter 3.8, page 30).



## Glossary

- DX** Private carrier. In case the DX feature is enabled, your PostBase One can also frank mail pieces for delivery by DX.  
All DX frankings will be counted separately and balanced directly with the private carrier.
- Label** Special self-adhesive label which you can frank and stick onto your mail pieces. Necessary for large, heavy and thick mail pieces. Also use labels to attach on the mail piece when the envelope material is not suited for ink-jet printing.
- MailReport** Mailing and accounting software for PostBase franking systems.  
MailReport enables you, among other things, to register, manage and report postage costs for any number of accounts.  
In addition, MailReport offers the possibility to control the main features of your PostBase One franking system via PC.
- Franking imprint** Franking mail for carrying by the Royal Mail.  
When franking, the PostBase One Mailmark™ franking system prints the Royal Mail logo, the 2d indicia, the date of posting, the postage (product price) and the franking machine identification as well as a box with Royal Mail product data.  
The franking imprint can also comprise advert imprints (advert and/or text message).

### **NavigatorBasic**

NavigatorBasic is a user-friendly PC application enabling you to set up, maintain, and use the PostBase One franking system.

NavigatorBasic enables you to perform your franking system's basic functions directly on your computer. In addition to its ease of use, NavigatorBasic offers an extended functionality, e.g. entering / editing text messages and setting your frequently used postal products as shortcuts.

### **NavigatorPlus**

In addition to NavigatorBasic's entire functionality, NavigatorPlus offers easy to handle administration and report features.

### **PIN**

Personal Identification Number.

The PostBase One franking system can be protected against unauthorised use via a PIN.

### **PPI**

Printed Postage Impression.

A PPI is a mark on the mail piece. It indicates that postage has been paid.

PostBase One supports printing PPIs for several products, e.g. 1st and 2nd class mail. All imprints contain the POSTAGE PAID mark and the PPI license number.

### **Zero test print**

Franking imprint with the postage value £0.00.

This feature enables you to check the settings for the franking imprint and the print quality.





## Technical Data

PostBase One – components						
	PostBase One Franking machine	PostBase One Static Scale	PostBase One Dynamic Scale	PostBase One Feeder	PostBase One Sealer	PostBase One Power Sealer
<b>Dimensions</b>						
<b>Width</b>	550 mm <i>(franking machine)</i> 200 mm <i>(hand feed tray)</i> 302 / 415 mm <i>(catch tray min/max)</i>	140 mm	550 mm	550 mm	305 mm	103 mm
<b>Depth</b>	440 mm	150 mm	315 mm	315 mm	315 mm	245 mm
<b>Height</b>	340 mm	90 mm	340 mm	290 mm	290 mm	340 mm
<b>Weight</b>	18.5 kg <i>(without cartridges)</i> 20.8 kg <i>(with bulk ink system)</i>	1120 g	13.4 kg	13.8 kg	7.5 kg	2.7 kg
<b>Power connection</b>	100 - 240 V 50 - 60 Hz 0.8 - 0.4 A	–	100 - 240 V 50 - 60 Hz 0.5 - 0.3 A	220 - 240 V 50 Hz 0.3 A	24 VDC (±5%) 2 A <i>(using an external power supply unit)</i>	–

PostBase One – components						
	PostBase One Frinking machine	PostBase One Static Scale	PostBase One Dynamic Scale	PostBase One Feeder	PostBase One Sealer	PostBase One Power Sealer
<b>Battery</b>	3.6 V / 2 Ah / 20 mA lithium battery order no.: 90.4701.8004.00	-	-	-	-	-
<b>Display</b>	TFT, 480 x 272 pixels with touch panel backlit	-	-	-	-	-
<b>Print system</b>						
<b>Print technology</b>	Ink-jet printing featuring HP Technology	-	-	-	-	-
<b>Printing area</b>	max. 185 mm x 25 mm	-	-	-	-	-
<b>Print resolution</b>	≥ 300 dpi	-	-	-	-	-
<b>Weighing range</b>	-	3 g to 7 kg	3 g to 1 kg	-	-	-
<b>Operating conditions</b>	+15 °C to +35 °C (59 °F to 95 °F) For indoor use only Do not expose to direct sunlight Relative humidity 20 % to 70 %, non-condensing					
<b>Storage conditions</b>	+15 °C to +35 °C (59 °F to 95 °F) Relative humidity 5 % to 80 %, non-condensing					

*Subject to short-term modification.*

<b>PostBase One – system configurations</b>					
	PostBase One + Static Scale <i>(with ink cartridges)</i>	PostBase One + Static Scale Feeder	PostBase One + Static Scale Feeder Sealer + Power Sealer	PostBase One + Static Scale Feeder Dynamic Scale	PostBase One + Static Scale Feeder Dynamic Scale Sealer + Power Sealer
<b>Footprint</b> <i>(w/o scale)</i>					
<b>Width</b> *	1,165 mm	1,515 mm	1,925 mm	2,070 mm	2,480 mm
<b>Depth</b>	440 mm	440 mm	440 mm	440 mm	440 mm
<b>Footprint: static scale</b>	145 mm x 157 mm (width x depth)				
<b>Weight</b>	19.9 kg	33.7 kg	43.9 kg	47.1 kg	57.3 kg
<b>Power consumption</b>					
<b>Maximum</b>	60 W	122 W	165 W	147 W	192 W
<b>Standby</b>	17 W	30 W	37 W	37 W	44 W
<b>Noise emission</b>	< 67 dB(A) <i>(normal operation)</i> < 45 dB(A) <i>(standby)</i>				
<b>Processing speed</b> **	120 letters per minute optional: 150 letters per minute			up to 100 letters/min <i>(mixed mail)</i>	
<b>Performance per day</b>	Average Usage 1,000 letters Maximum Usage 5.000 letters				
* All values regarding the length take into account the catch tray for ISO B4 letters.					
** Depending on envelope size / content, imprint length, machine state and operating mode.					

*Subject to short-term modification.*

## PostBase One – Equipment

Hand feed tray	Yes
Letter catch tray	Yes
Feeder	Option
Sealer and Power Sealer	Option
Dynamic Scale	Option
Static Scale	Yes
Differential weighing	Option
Stacker (up to 350 envelopes)	Option
Label dispenser	Yes
System clock, battery backed	Yes
Processing speed (letters per minute)	120 / 150 (optional)
Remote services: download postage, update rates / software, ...	Yes
Access control via PIN	Yes
Shortcuts for postal products	20
Accounts	200 / 500 (optional)
Customisable franking advertisements	30 / 50 (optional)
SMS text messages (only with PC control software)	12
Interfaces for connecting optional components	Yes
Interfaces: USB, Ethernet / LAN, CAN-BUS, Serial	Yes
Printed Postage Impressions (PPI)	Option
Alternative carriers	Option
DX feature	Option
Incoming mail mode	Option
NavigatorBasic (PC control software)	Yes
NavigatorPlus (PC control software and account management)	Option
MailReport (advanced PC accounting software)	Option
Ink supply: 2 ink cartridges	Yes
Bulk Ink System (2 print heads + ink tank)	Option

*Subject to short-term modification.*

## Ink cartridges / Print heads / Ink tank

### Ink cartridges

FP Cartridge Set  
(2 pcs. FP cartridges, blue)  
order no. 58.0055.3188.00

### Bulk Ink System

FP Print head set  
(2 pcs. FP easy connect print heads for Bulk Ink System,  
blue), order no. 58.0055.3309.00  
FP ink tank for PostBase One (blue) 175 ml,  
order no. 58.0055.3147.00  
FP ink tank for PostBase One (blue) 350 ml,  
order no. 58.0055.3148.00

### Operating and storage conditions

+15 °C to +35 °C (59 °F to 95 °F)  
For indoor use only  
Do not expose to direct sunlight  
Relative humidity 20% to 70%, non-condensing

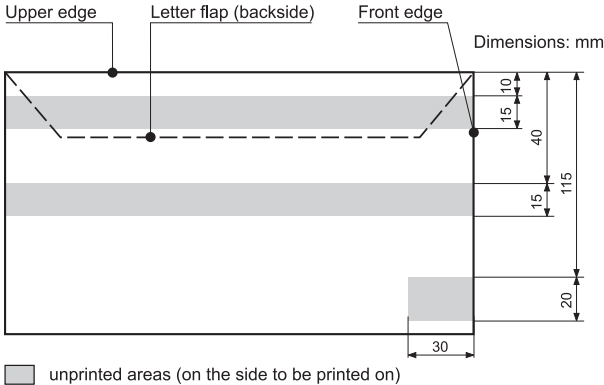


The Material Safety Data Sheet is available at <http://www.francotyp.com/en/mail-management/material-safety-data-sheets-msds.html>.

*Subject to short-term modification.*

### Mail piece specifications for franking

<b>Format</b>	Post card to ISO B4 envelope, rectangular-shaped No envelopes with extra large bottom (where the bottom is flapped and can cause jamming)
<b>Thickness</b>	20 mm – franking (non seal)
<b>Weight</b>	1 kg
<b>Material</b>	Ink-absorbent material (suited for ink-jet printing) No dark paper Paper must not be glossy on the side to be printed on No air cushion envelopes No corrugated paper No extremely fibrous paper on which the two-dimensional bar code could smear
<b>Processing direction</b>	Only process envelopes in longitudinal direction (not upright)
<b>Labels</b>	Self-adhesive labels for PostBase One
<b>Pre-printed envelopes</b>	In the areas that are monitored by sensors (the areas marked gray in the illustration below), the envelopes must not contain any pre-printed surfaces.



*Subject to short-term modification.*

## Envelope specifications for automatic feeding

<b>Material</b>	<p>Paper-based bleached envelopes Machinable Not pre-printed in the activity areas of the sensors (see page 183) Flap must be at the envelope's long side Glued on the inside White or recycled</p> <p><u>Suitable, but with certain limitations:</u></p> <p>Padded envelopes Open flap on the envelope's short side Open self-sealing flaps Glued on the outside (<b>Pay special attention that the edges are properly glued! The same applies to the windows.</b>)</p> <p><u>Not processable:</u></p> <p>Very soft and unstable letters Rigid letters (books, catalogues etc.)</p>
-----------------	--

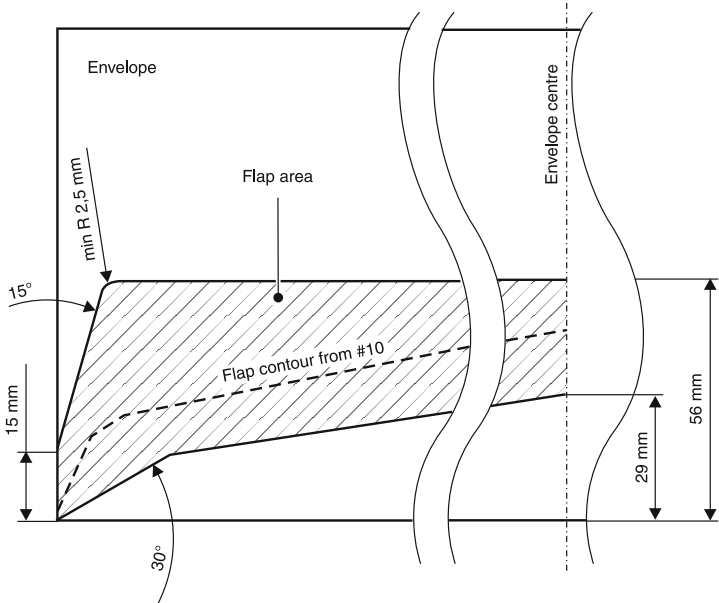
*Subject to short-term modification.*



### Envelope specifications for sealing

- Format** Post card size to format ISO B4
- Thickness** Up to 7 mm
- Material** Envelopes must be suitable for sealing by machine. The flap must be at the envelope's long side.
- Sealing area** Sufficient closure can only achieved with continuous sealing area.

### Flap shape and size



*Subject to short-term modification.*

## Franking machine supplies

Suitable supplies, like ink cartridges, ink tanks, print heads and labels, for PostBase One are available via our web store at [shop.fpmailing.co.uk](http://shop.fpmailing.co.uk).

Note: The full functioning of the PostBase One franking machine at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink cartridges / print heads.

## The Security Device

The Revenector Security Device used in your PostBase One Mailmark™ franking machine was authorised according to specifications of the Royal Mail following an internationally valid practice. To commensurate to this standard, the cryptographic keys used by the Security Device have to be updated or exchanged after a specified period of time. Please make sure that the franking machine contacts the Server at least once a month (e.g. by loading postage with the value of '£ 0'), even if the machine may not be in use. Otherwise the Security Device may disable itself and will have to be exchanged with costs for reconnecting the franking machine.

**EU DECLARATION OF CONFORMITY FOR ELECTRICAL PRODUCTS**

(According to Annex IV of the Low Voltage Directive 2014/35/EU)

Manufacturer: Francotyp-Postalia GmbH

Address: Prenzlauer Promenade 28, 13089 Berlin, Germany

herewith declares that the product

**Franking System PostBase One**

consisting of

postage device: **PostBase One**

with optional functional modules

**PostBase One Feeder** (automatic separating and feeding unit)**PostBase One Sealer** (automatic envelope closing and sealing unit)**PostBase One Dynamic Scale** (dynamic postage scale).....  
(Type or Model designation)

which this declaration refers to, is in accordance with:

the conditions of the Low Voltage Directive 2014/35/EU

and the EMC Directive 2014/30/EU.

This product is in conformity with following harmonized standards:

IEC 60950-1 :2005 (Second Edition) + Am 1 :2009 + Am 2 :2013


EN 55022 /2010, Class B

EN 55024 /2010

EN 61000-3-2 /2014

EN 61000-3-3 /2013

March 22, 2016

.....  
(Date of issue)  
Thomas Grethe  
Managing Director  
.....  
Uwe Hübler  
Head of R&D Hardware

(Legally binding signatures for the company)

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## Security Declaration for data usage

Product Description: PostBase One franking machine

The PostBase One franking machine is connected to the user's local network through an Ethernet interface to share data with the Francotyp-Postalia Data Centre using both the local network and a suitable available internet connection provided by the user.

Francotyp-Postalia guarantees that the PostBase One franking machine does not utilise, transmit, or sort any data from the user's network which is not relevant for the operation of this equipment.

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## Z

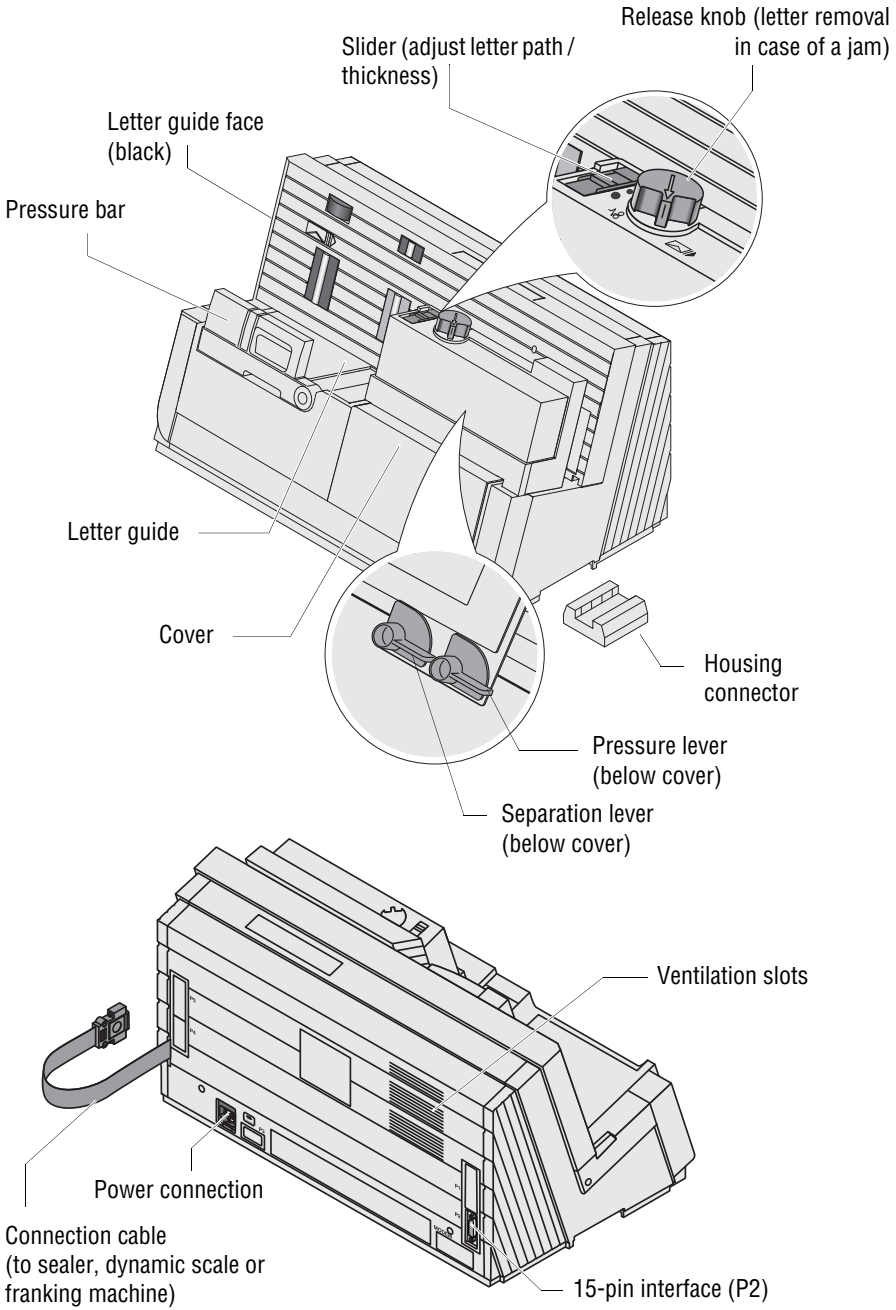
### Zero test print 30, 176









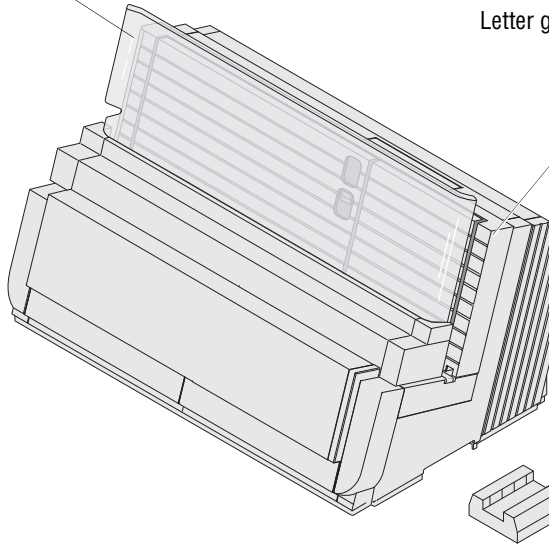


\* optional

Protective glass

Letter guide face (black)

Housing connector

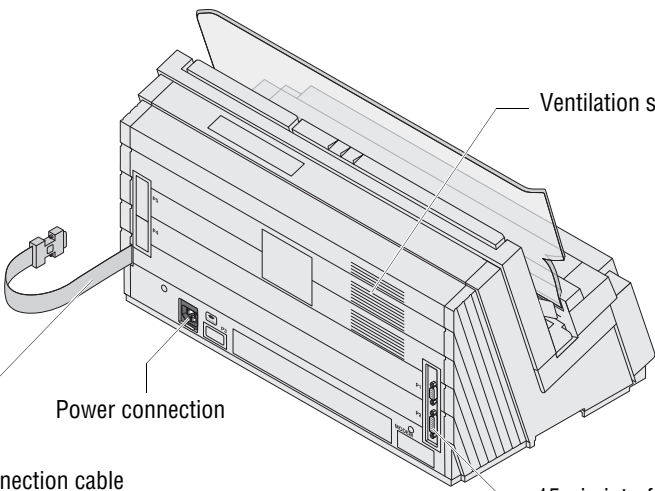


Ventilation slots

Power connection

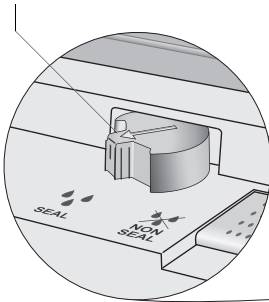
Connection cable  
(dynamic scale – franking machine)

15-pin interface (P2)



\* optional

Switch seal / non seal envelopes



Release key  
(moistening unit)

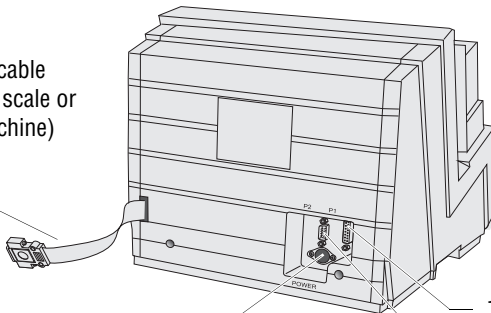
Letter guide face (black)

Lid, behind  
sealant tank

Housing connector

To open / close the lid:  
shortly press on the marker

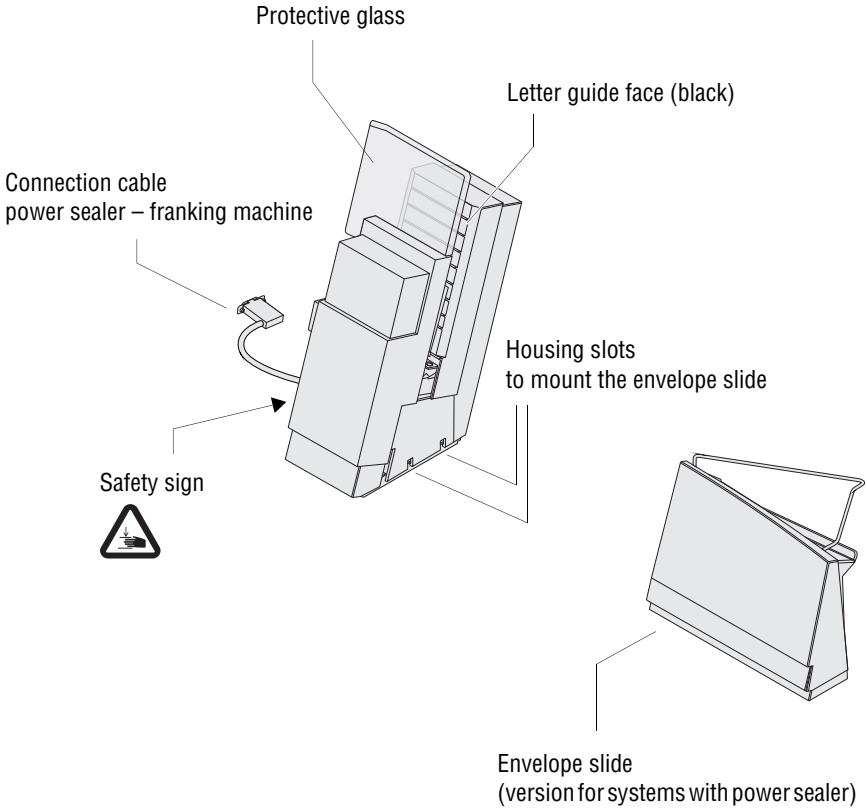
Connection cable  
(to dynamic scale or  
franking machine)

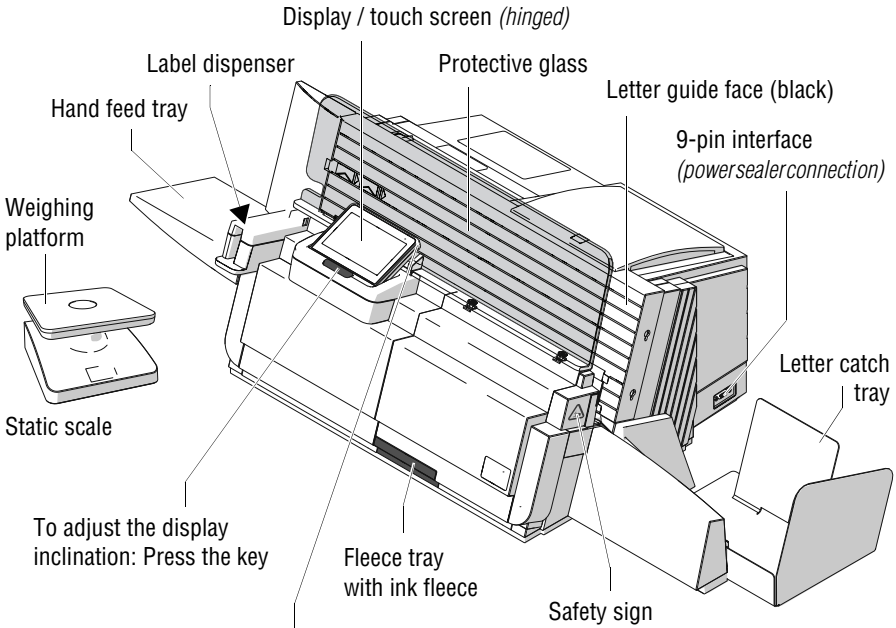


15-pin interface (P1)

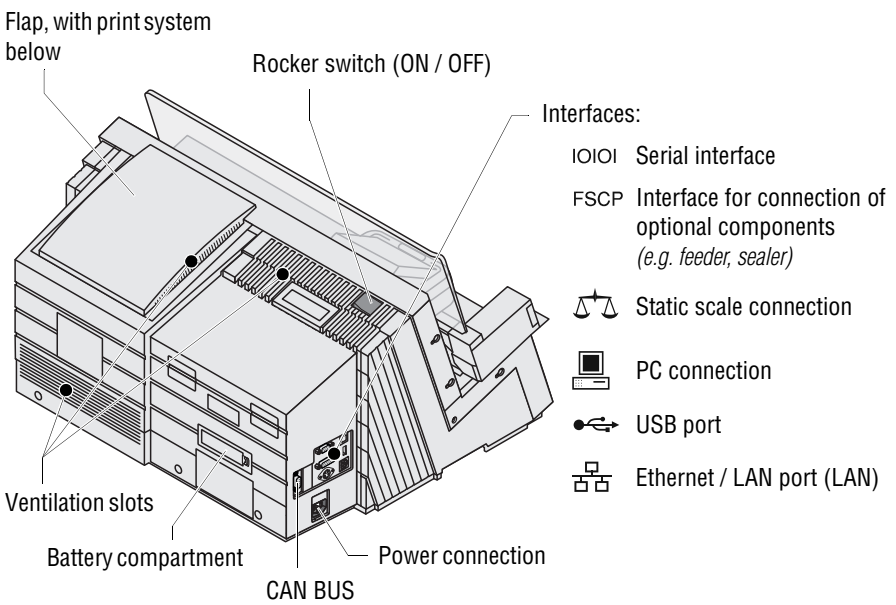
9-pin interface (P2)  
(for service purposes only)

Socket used for the  
power supply unit





 Stylus for touch screen operation  
*(stored either left or right in a receptacle on the back of the display housing)*



Every PostBase One franking system is thoroughly checked before leaving the factory. Should any faults occur with your PostBase One franking system in spite of our extensive quality control, please contact FP Customer Service.



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