



# PostBase Installation Guide



This PostBase Quick Installation Guide allows you to easily set up your postage meter to suit your organisation's network arrangements. This document will guide you through the steps of the wizard.

**Further installation videos are available on our dedicated YouTube channel**  
Simply visit [www.youtube.com](https://www.youtube.com) and search for **FPTVUK**

Depending on the network configuration in your organisation, installation may be very straightforward. However, in some cases, you may need to get information from your network administrator - where necessary this is indicated in the steps.

The Connectivity Wizard runs automatically the first time you turn on your PostBase meter. However you can change any settings at any time later from the main menu (under 'Manage Connection').

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### **1 Introduction**

The PostBase meter needs a connection to the Francotyp-Postalia Infrastructure in order that it can download funds and data. It is recommended that an Ethernet (LAN) connection is used for this. This is the type usually used to connect computers to the Internet, both at work and in the home (e.g. using DSL).

If necessary the meter can also use a modem connection - that is the older, slower method over the telephone. Modem connections are, however, only intended for those users cannot use an Ethernet connection since they are much slower and offer a more restricted service. This document gives you details on setting the meter up to use these communication methods.

## 2 Preparation - Assembling and connecting the PostBase

For an Ethernet connection, the meter needs:

- An Ethernet connection (minimum 10MBit/sec) in the vicinity of where the meter will be operated. The meter itself comes with a 3 meter (9.8 foot) cable. The meter and the included cable use an RJ45 type of connector. If you use a different cable, then we recommend it is of type CAT5E.

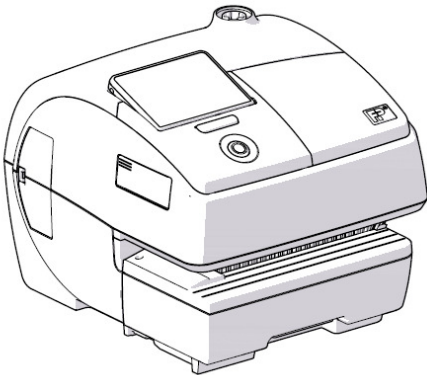
- If you work in a medium or larger organization, then the meter will probably have to be connected to an internal network, which may include a proxy server. If so, we recommend you check with your network administrator, whether “DHCP” is supported and, if not, then you will need an “IP-Address”. The last page of this document includes technical details for your network administrator. It includes a list of all information you will require.

If you do not have an Ethernet connection available, then you will need to use a telephone/modem connection. In this case you should make sure you have ordered the PostBase USB modem adapter, and should have a suitable telephone socket within 3 meters of your PostBase meter.

***We strongly recommend using your PostBase meter with an Ethernet connection.***

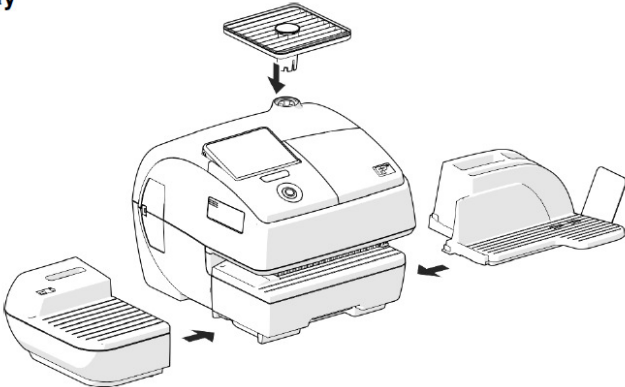
### 2 a - Assembling PostBase

**Caution!** *When you move PostBase from a cold environment (i.e. below 10 °C / 50 °F): Unpack the PostBase and wait at least 2 hours before connecting PostBase. PostBase requires this period to adapt to the ambient conditions.*



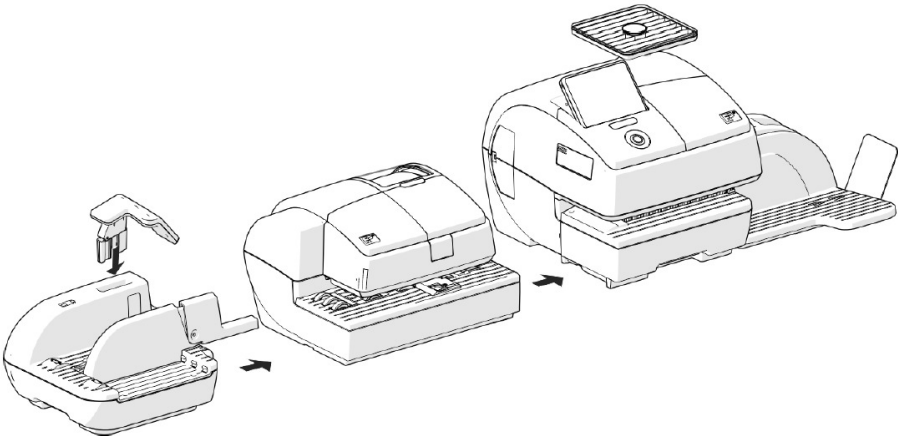
- Choose an installation site with the following ambient conditions:
  - room temperature: 15 °C to 35 °C (59 °F to 95 °F)
  - no direct sunlight
  - power socket in the immediate vicinity
  - network connection with internet access*or*
  - telephone socket for modem connection in the immediate vicinity.
- Place PostBase on a firm, level, low vibration and horizontal base.

**PostBase with hand feed tray**

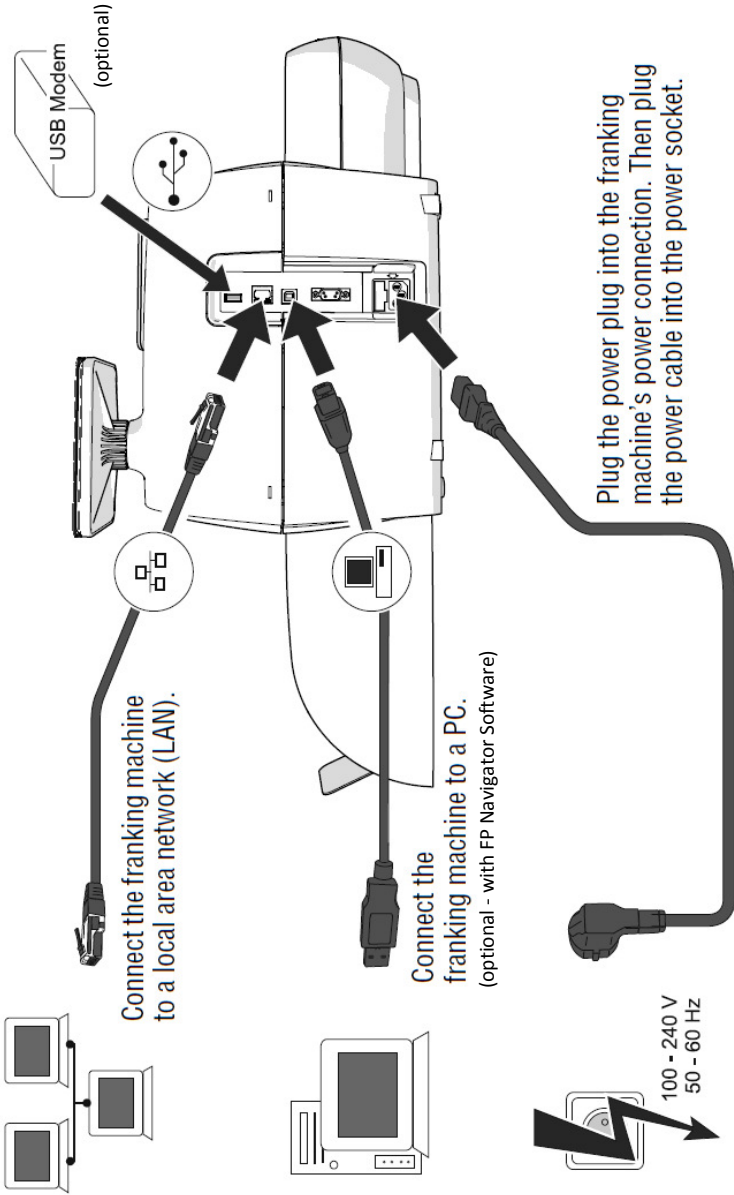


**PostBase with feeder (optional)**

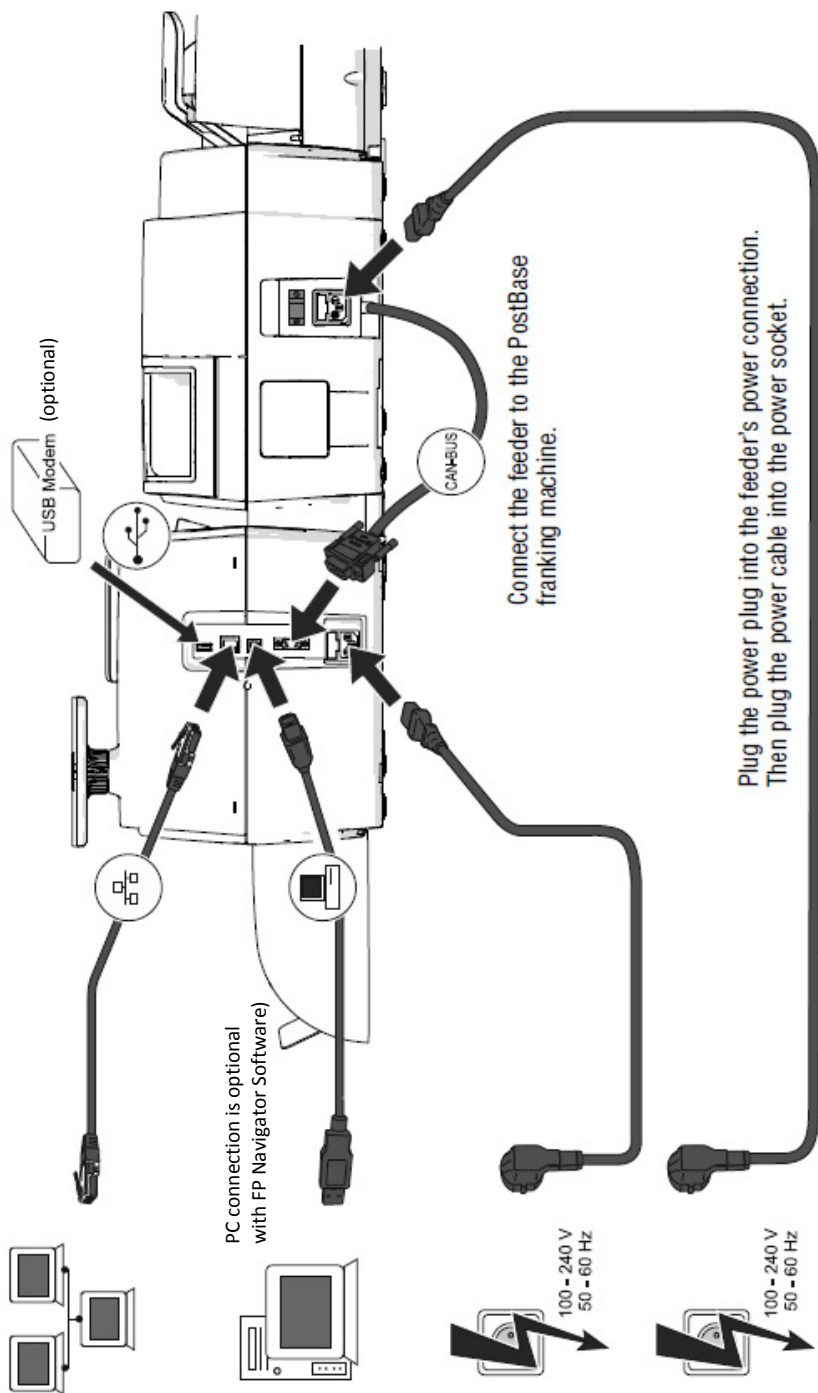
**Assembling the feeder**



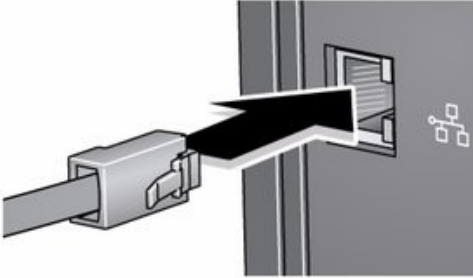
## 2 b - Connecting PostBase



## Connecting the feeder (optional)

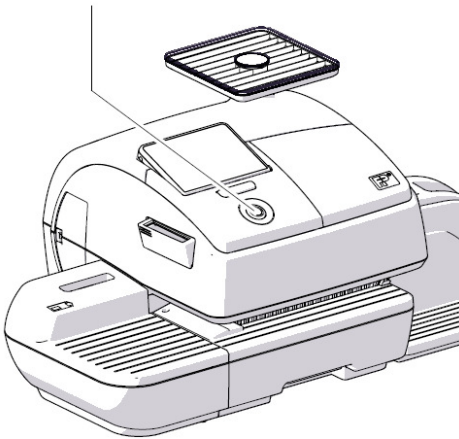


### 3 First Steps: Installing the PostBase



**Before switching PostBase on...**  
please ensure you have connected the PostBase via Network cable to a live Ethernet port or switch

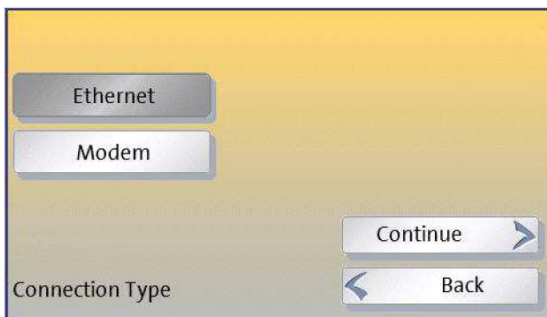
PostBase button



Turn PostBase on: Press the PostBase button.

The display lighting and button illumination switch on. PostBase performs a self test and then starts the installation procedure.

The first step of the installation wizard will ask you for your desired language selection.



You will then be asked whether you want to use an Ethernet or Modem based connection. We strongly recommend using an Ethernet connection.

The set up for Ethernet connections is described in the next section.

For Modem connections see section 6.

## 4 Setting up Ethernet Connections

### 4.1 DHCP: Is the IP Address assigned automatically?

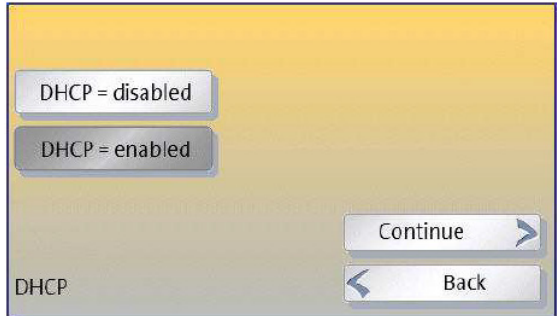
For an Ethernet connection, you will next be asked whether 'DHCP' connections can be used in your network or not. Using DHCP simplifies the configuration and so we recommend this if possible.

If you are not sure whether DHCP is supported, please contact your IT network administrator (where possible).

You can simply try making a connection with DHCP. If it isn't supported, then you will get an error later and will simply have to run through the wizard again.

Simply touch your chosen option and then 'CONTINUE'.

If you select DHCP =Disabled then you will be prompted to manually enter the machine IP address. Contact you IT network administrator in this instance.



### 4.2 Specifying a proxy server

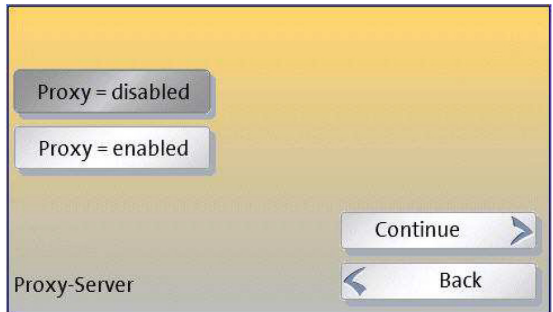
Next, you will be asked about a 'Proxy Server'. If your organisation uses one, you will have to enter its details so that the meter can get access to the Internet.

In most cases, the default setting is:  
**Proxy = disabled.**

**In this case you should answer 'DISABLED' here. Continue to step 5.**

If you select 'ENABLED' then please continue to step 4.2a

If you are unsure then please consult your IT Network administrator.





#### 4.2a Entering Proxy Server Settings (if applicable)

If your network uses a proxy server, you will need to enter its details into the wizard. Before you can do this, you will need to obtain the needed information.

You will need the following:

- The IP address of the proxy server and the port number to use
- Whether authentication is to be used, and if so, the corresponding user name and password.

1) Enter the **IP address** of the proxy server -

A keyboard will appear on the display in which you can enter the IP address.

You can use the CE (bottom right key) to successively correct the last entries.

Proxy-Server IP-Address

2) Enter the **Port Number**

The 'port number' must be entered next. This will normally have the value "8080".

*Occasionally another value might be needed, for example "80".*

*Contact your IT network administrator if unsure.*

Proxy-Server Port Number

3) If your proxy server needs authentication, then you must set ENABLED here and enter the details on the next wizard pages.

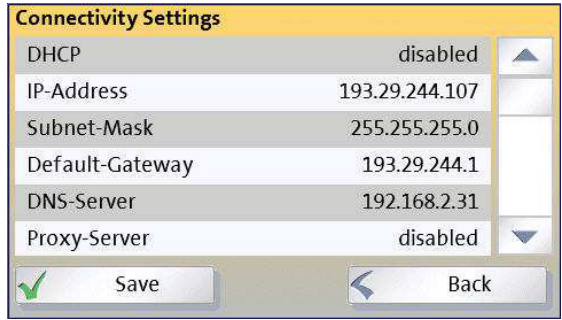
*If in doubt, contact your IT network administrator. If the proxy needs authentication they may need to give you a special user name and password for the device.*

Proxy-Authentication

## 5 Configuration overview

Finally, before saving the information, a summary will be shown of all the entries, including the manual IP address and the proxy server.

Check these through before touching on 'SAVE'.



Connectivity Settings	
DHCP	disabled
IP-Address	193.29.244.107
Subnet-Mask	255.255.255.0
Default-Gateway	193.29.244.1
DNS-Server	192.168.2.31
Proxy-Server	disabled

Save Back

The meter must restart before the settings will become active. Touch 'CONTINUE' to restart it and test the connection.

*If the machine can't make a connection, the wizard will reappear after rebooting. In this case, you should first check the connections, then the settings you have entered.*

*You can also check the settings with your IT system administrator.*

***If all goes well, PostBase will now continue with the remainder of its configuration...***

*If it can't connect, the wizard will return to its starting point. In this case, you should first check the connections, then the settings you have entered.*



Connectivity Settings

DHCP	disabled
IP-Address	193.29.244.107

Reboot machine.  
Please press Continue.

Continue

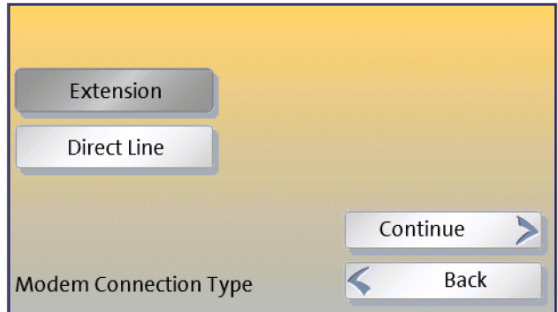
**PLEASE NOTE, YOU WILL NEED TO ENTER YOUR MACHINE SPECIFIC R-PIN NUMBER INTO THE MACHINE WHEN PROMPTED, THIS CAN BE FOUND IN YOUR FP WELCOME PACK.**

## 6 Using an external USB analogue modem (optional)

If you do not have access to an Ethernet connection, then PostBase can be configured to use a modem connection. In this case the USB Modem must be used. Connect the modem to the USB interface and telephone connection before proceeding. Then in the first step (see section 3 “First Steps: Type of connection, Ethernet or modem?”), select modem.

### 6.1 Direct Line

Next you will be asked to confirm the type of telephone line: Direct Line or Extension.



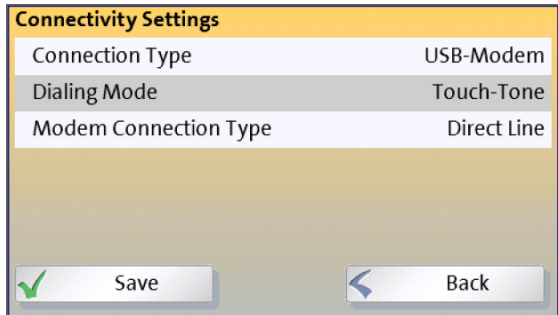
Modem Connection Type

Extension
Direct Line

Continue

Back

If you chose Direct Line, then that is all the information that is needed. You will be shown the confirmation screen (right) and PostBase will attempt to make a connection.



Connectivity Settings

Connection Type	USB-Modem
Dialing Mode	Touch-Tone
Modem Connection Type	Direct Line

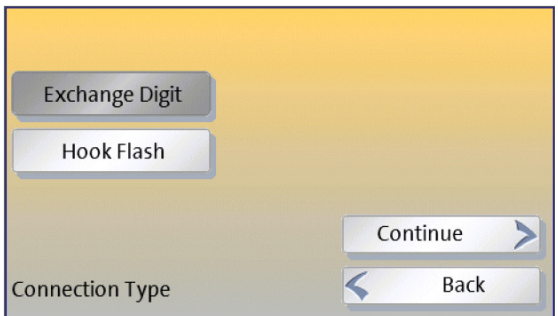
Save

Back

### 6.2 Extension lines: Hook Flash or Exchange Digit

If you have chosen an extension line above, then you will next need to configure the way in which the modem obtains an outside line. There are two ways:

Generally, in order to obtain an outside line the modem dials a Special ‘exchange digit’ (e.g. a ‘9’) - In this instance please select “Exchange Digit”



Connection Type

Exchange Digit
Hook Flash

Continue

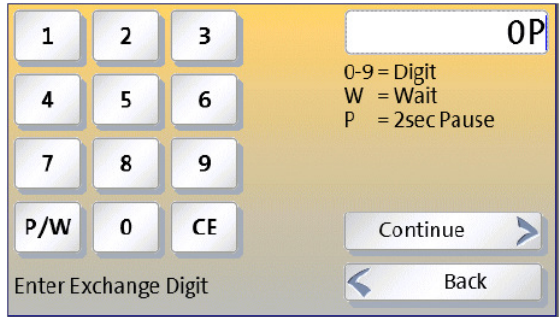
Back

### 6.3 Extension Lines: Setting the dialled code

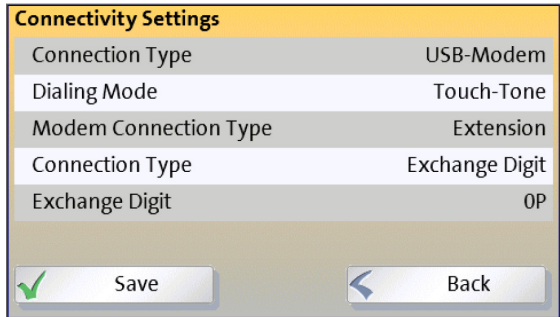
In systems where an exchange digit is used to get an extension line, the dialed digit(s) must be entered. This may be a simple digit, for example, '9' or a more complicated code.

Enter the digit using the numeric keypad. Sometimes there must a pause or wait period after the code has been entered to allow the telephone system to receive the dialing tone from the outside line. You can enter such a pause use the 'P/W' key.

*If you make a mistake, use the CE (bottom right key) to successively correct the last entries.*



That is all the information that is needed. You will be shown the confirmation screen (here) and PostBase will attempt to make a connection.



***If all goes well, PostBase will now continue with the remainder of its configuration...***

*If it can't connect, the wizard will return to its starting point. In this case, you should first check the connections, then the settings you have entered.*

***PLEASE NOTE, YOU WILL NEED TO ENTER YOUR MACHINE SPECIFIC R-PIN NUMBER INTO THE MACHINE WHEN PROMPTED, THIS CAN BE FOUND IN YOUR FP WELCOME PACK.***

## 7 Reference Information for Network Administrators

The following section summarises the information that a system administrator may need about the Francotyp-Postalia PostBase meter.

The PostBase meter requires (preferably) 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 [gbr.francotyp.com](https://gbr.francotyp.com)

The meter may be configured to use DHCP (default) or, alternatively, it may be configured to use a fixed IP address, in which case the IP address of the meter, subnet mask, gateway and DNS server information must be manually entered.

A proxy server may also be configured, in which case the IP address and port of the proxy will be needed. Proxy servers without authentication are supported, however the meter can also use 'basic' or 'digest' authentication methods (using a user name and password; the digest uses an MD5 checksum). NTLM is not supported as an authentication method.

The meter may also use a modem connection over a telephone line, however this mechanism is no longer recommended. In this case an 56,000 baud modem line is required.

**Further installation videos are available on our dedicated YouTube channel**  
**Simply visit [www.youtube.com](https://www.youtube.com) and search for **FPTVUK****

**If you need further information to assist with the installation of your franking machine, visit [www.fpmailing.co.uk](https://www.fpmailing.co.uk) and log in to the customer help centre.**

To help us improve our service to you, please provide any feedback on the installation of your PostBase machine to [postbase@fpmailing.co.uk](mailto:postbase@fpmailing.co.uk)

***Notes:***

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Francotyp-Postalia Ltd  
74 Questor  
Powdermill Lane  
Dartford  
Kent  
DA1 1EF