



# PostBase Mini

Franking machine



**Operator Manual**  
Reference Guide

# About this Manual

This Operator Manual is directed at the users of the PostBase Mini franking machine.

This Operator Manual contains all relevant information on handling the PostBase Mini. Functions that are described here but are not available for each PostBase Mini (among other things because of postal requirements in the individual countries) are identified as *(not available in all countries)*.

Further documents

The **Installation instructions** (flyer) and the **First steps** manual which were supplied with your PostBase Mini contain all relevant information on installing, commissioning and handling the PostBase Mini.

Information on country-specific features and particularities can be found in the **Addendum to the Operator Manual** *(if available in your country)*.

Safety tips

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



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



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

## PostBase Mini

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

Text features  
and symbols

The following symbols and text features are used in this 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 figures in this manual are generic examples that may differ from the actual display on your PostBase Mini. As currency, Euro is used exemplarily.

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# 1 Safety tips

PostBase Mini is a digital franking machine with ink-jet print technology for franking mail. PostBase Mini 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 Mini only on a grounded single-phase power socket. Make sure your office power supply conforms to the power requirements indicated on the power supply unit's serial number plate.
- Use only with specified power supply unit: XP POWER LTD. - VEH40US24.
- Make sure the socket for connecting the PostBase Mini is close by and easily accessible at all times.
- Unplug the mains plug in case of an emergency. Call the Customer Support.
- Take special care that no foreign objects or liquids penetrate the interior of the PostBase Mini.
- Unplug the mains plug prior to cleaning the PostBase Mini.

## Prevention of mechanical hazards

- Do not remove any equipment related to safety or protection. Do not make them inoperative or unable to function.
- Do not remove any parts of the housing.

## Accessories and consumables

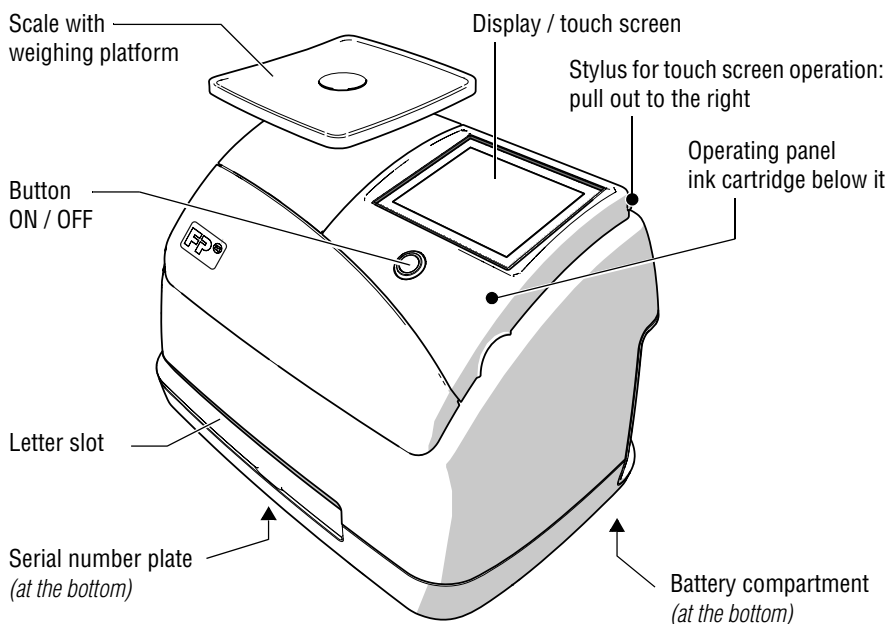
- We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.
- Use only the power supply unit provided with the PostBase Mini or approved by Francotyp-Postalia. Make sure that the power supply unit is not damaged.
- Use the supplied cables or cables that have been approved by Francotyp-Postalia. Make sure that cables are not damaged.

- Ingestion of the ink can be hazardous to health. Avoid contact with the eyes. Keep the ink cartridges away from children. Further instructions for use are enclosed with the ink cartridge.
- 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.

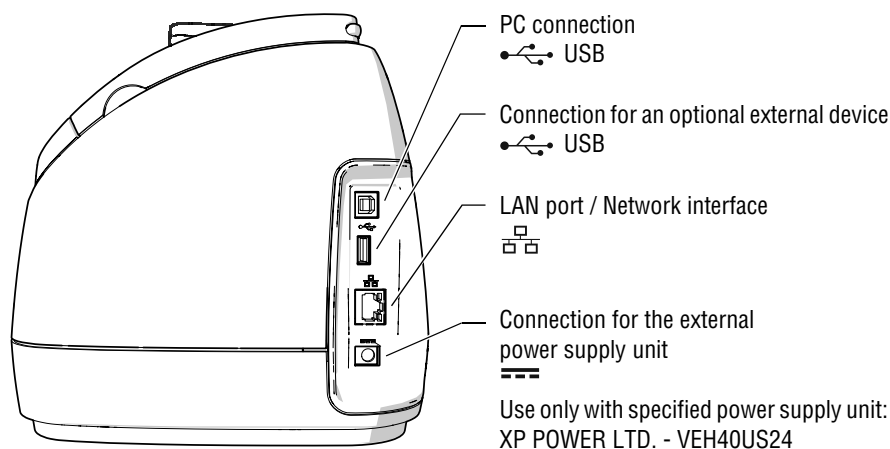
### **General safety tips**

- Install the PostBase Mini according to the instructions.
- When you move the PostBase Mini from a cold environment (i.e. below 10 °C / 50 °F): Unpack the PostBase Mini and wait at least two hours before connecting the PostBase Mini. The PostBase Mini requires this period to adapt to the ambient conditions. Any condensation evaporates.
- 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 Mini



### Connections (view from the right)





## Things worth knowing about PostBase Mini

PostBase Mini is a digital franking machine for small mail volumes featuring a touch screen. It stands out due to its compact design and intuitive handling. The reliable ink-jet technology delivers clean franking imprints.

### *Intuitive handling*

PostBase Mini makes do with only a single button, arranged in the centre: for switching on and off. For all other operations, the clearly designed user interface in the 3.5 inch colour display guides you fast and easy to the desired destination.

### *Franking*

Simply switch on the PostBase Mini, select a postal product, position a letter – done!

Franking is possible on mail pieces made of ink-absorbing material – postcards to 6 mm (0.23") thick letters in ISO B4 format – and special self-adhesive labels.

### *Letters as advertising medium*

In addition to printing postage, you can print an advertisement of your choice on every mail piece you send.

When using the optional PC control software, this can also be a text message (*if available in your country*).

### *Download postage*

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

*(Availability and handling of features relating to postage accounting depend on the respective countries.)*

### *Remote Services: flexible and up to date*

The PostBase Mini ensures you are always using the current postal rates. Whether new postage rates, new adverts or a software update – the franking machine downloads current data from the data centre.

*Additional functions*

**Weighing** – the space saving, integrated scale quickly and reliably determines the weight of letters and parcels. The determined weight directly affects the product settings.

**Account function** – PostBase Mini allows for registration and billing of postage costs to accounts.

**Access control** – PostBase Mini can be protected against unauthorised use via a PIN (Personal Identification Number).

**Controlling PostBase Mini via PC software** *(optional)*. Francotyp-Postalia offers software for controlling and administration of the PostBase Mini franking machine via PC, e.g. NavigatorBasic, NavigatorPlus, RemoteOne, ReportOne *(not available in all countries)*.

### 3 Installation and commissioning

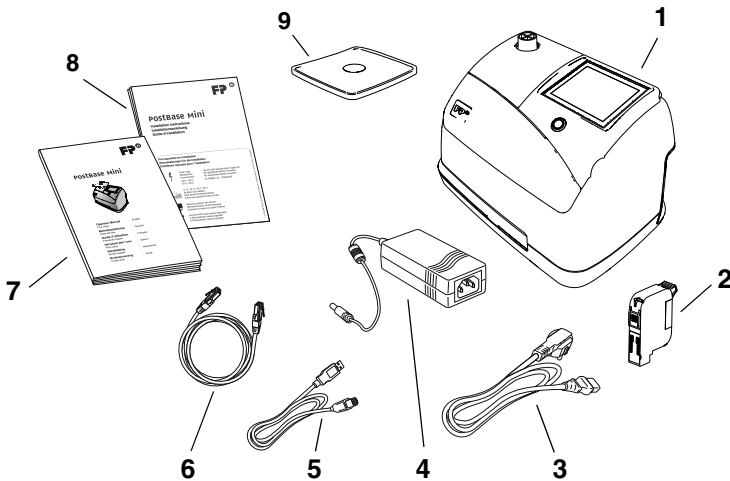
#### Step 1: Unpacking and checking the contents of the package



**Warning!** Do not start operating PostBase Mini if parts are damaged or missing. Please contact the Customer Support.



**Caution!** Carry out the steps exactly in the given order. Also, consult the installation instructions (fold-out).



- 1 PostBase Mini franking machine
- 2 Ink cartridge
- 3 Power cable
- 4 Power supply unit
- 5 USB cable (*optional*)
- 6 Ethernet cable
- 7 'First steps' manual
- 8 Installation instructions (flyer)
- 9 Weighing platform (*version as ordered*)

- Unpack the packages.
- Check that the contents of the packages are complete and free from any damage.

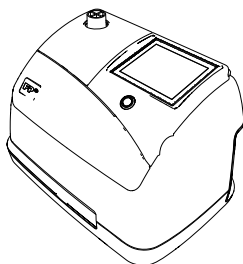


Keep the packing. Use it again when you need to transport PostBase Mini or send it in to service.

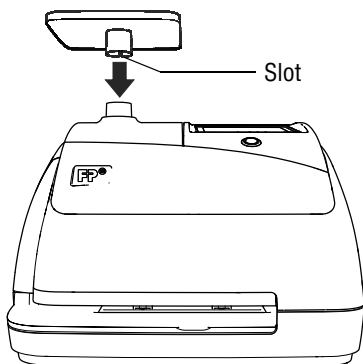
## Step 2: Assembling PostBase Mini



**Caution!** When you move PostBase Mini from a cold environment (i.e. below 10 °C / 50 °F): Unpack the PostBase Mini and wait at least 2 hours before connecting PostBase Mini. PostBase Mini 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.
- Place PostBase Mini on a firm, level, low vibration and horizontal base



### Mounting the weighing platform

- Hold the weighing platform such that the slot in the weighing platform foot points to the back.
- Place the weighing platform onto the scale receptacle from above. The slot of the weighing platform must slide in the counterpart on the scale receptacle.
- Press down slightly on the weighing platform with your flat hand.

### Step 3: Connecting PostBase Mini

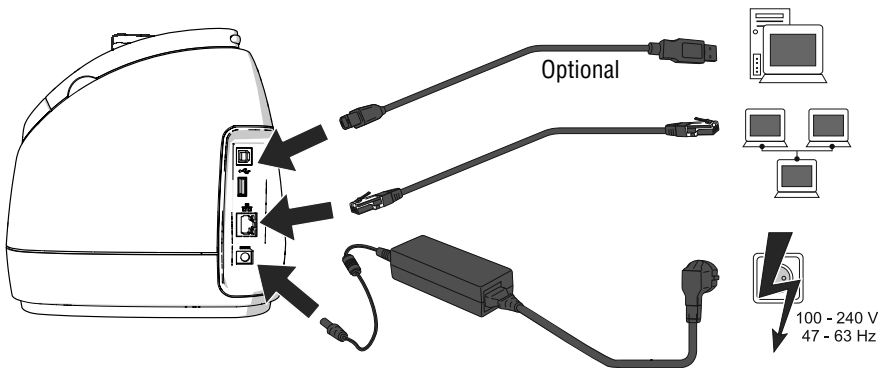


**Warning!** Use only the power supply unit provided with the PostBase Mini or approved by Francotyp-Postalia. Make sure that the power supply unit is not damaged.

Use the cables provided with the PostBase Mini or approved by Francotyp-Postalia. Make sure that cables are not damaged.

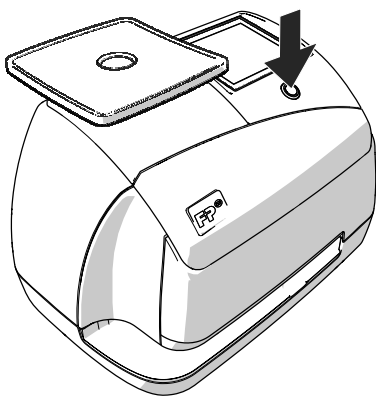
Connect PostBase Mini only to a grounded single-phase power socket. Make sure your office power supply conforms to the power requirements indicated on the power supply unit's serial number plate.

Make sure the socket for connecting PostBase Mini is close by and easily accessible at all times.



- Connect the franking machine to a local area network (LAN).
- Connect the franking machine to a PC (optional).
- Plug the mains plug of the power supply unit into the power connection of the franking machine. Connect the power cable to the power connection of the power supply unit. Only then, plug the power cable into the power socket.

## Step 4: Turning the PostBase Mini on



- Press the button on the operating panel.

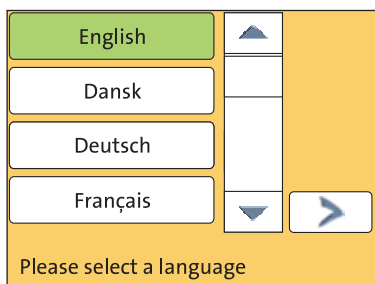
The display lighting and button illumination switch on. PostBase Mini performs a self test and then starts the installation procedure.

## Step 5: Installing PostBase Mini

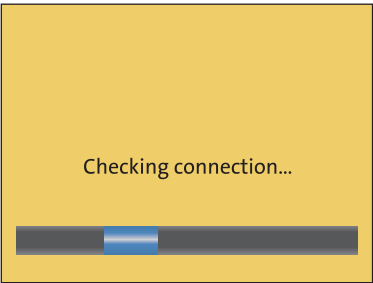
PostBase Mini will guide you step by step through the installation procedure. This chapter covers a selection of the most important steps. Follow the instructions on the display.



For information on handling the touch screen and an overview of screen elements, please read chapter 4.3.



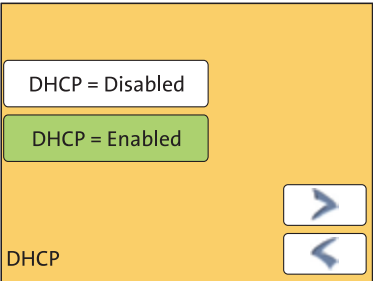
- Have the R-PIN ready (received separately).
- Touch the button with the desired **language**.
- Confirm with the ➤ button and continue the installation procedure.



PostBase Mini comes with pre-set connection settings that should work in most cases.

- Press the ➤ button to use these settings.

PostBase Mini tests the connection to the FP Infrastructure.



If no connection can be established, the wizard for entering connection parameters is opened.

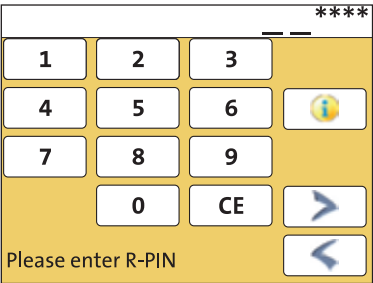
- If necessary: Enter the connection parameters. If need be, ask your network administrator for details.



For an overview of the connection parameters, please read "Connection settings (Overview)" on page 31.

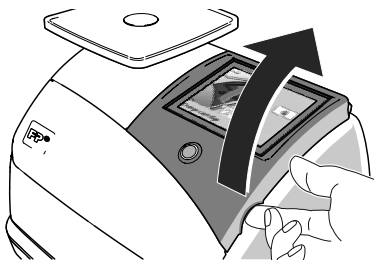


**Caution!** PostBase Mini may reboot several times during installation. Do not unplug the machine!



- Enter the **Repository-PIN** (R-PIN).
- Confirm with the ➤ button.

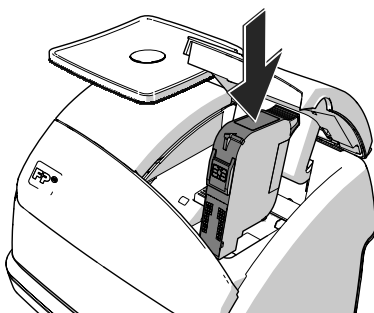
PostBase Mini now downloads the software and data, then reboots.



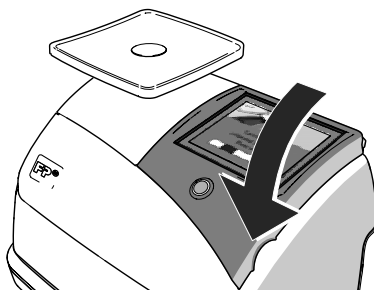
PostBase Mini then asks you to **insert the ink cartridge**.

- Lift up the operating panel as far as it goes. You can feel it engage.
- Remove the ink cartridge from the packing.
- Remove the nozzle protection.

For details, please refer to the instruction leaflet that comes with every cartridge.



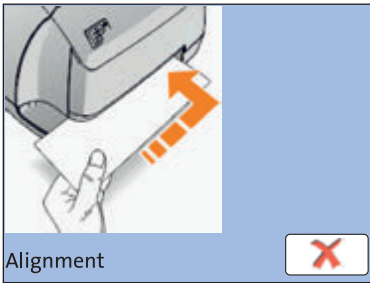
- Hold the ink cartridge so the contacts are facing to the front of the franking machine.
- Insert the ink cartridge into the socket.
- Push the ink cartridge all the way down. You can feel the ink cartridge engage.



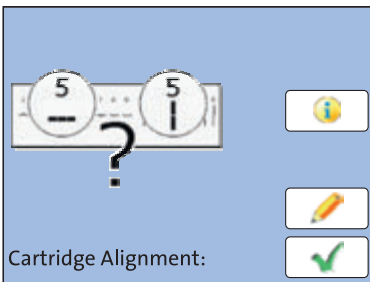
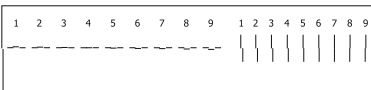
- Lower the operating panel back into position.

PostBase Mini calibrates the cartridge ...





*Test print (example)*



... and prompts you to perform a **test print**.

- Place an empty envelope at the right hand edge of the letter slot and push in as far as it goes.

As soon as the sensor (in the back right hand corner of the letter slot) detects the envelope, the PostBase Mini grips the envelope tightly and prints the test print.

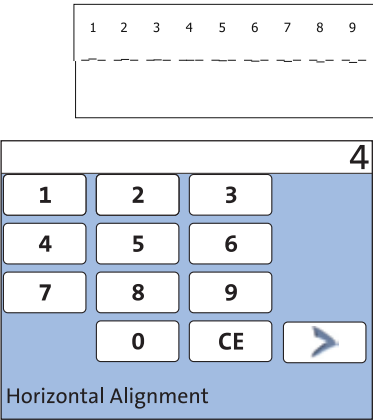
- On the test print, determine the numbers where
  - the horizontal lines are as exactly next to each other as possible and
  - the vertical partial lines are as exactly above each other as possible.

The ink cartridge is correctly aligned when horizontal and vertical partial lines form one line each at number 5.

- Confirm with the button.

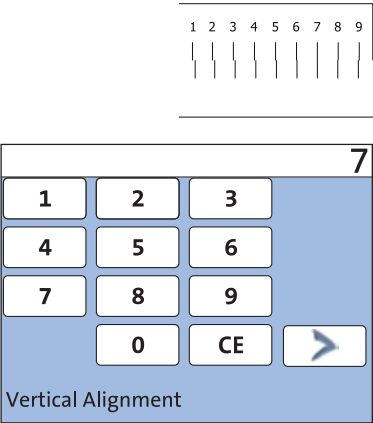
When horizontal and / or vertical partial lines do not form one line each at number 5:

- Press to continue the procedure of ink cartridge alignment.



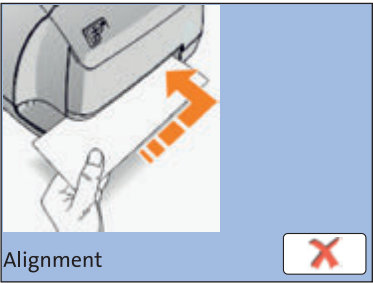
Adjust cartridge: horizontal line

- Type the number where the horizontal partial lines are as exactly next to each other as possible.  
In the example, this is number '4'.  
(If necessary: Press CE to clear the displayed number.)
- Confirm and continue with ➤.

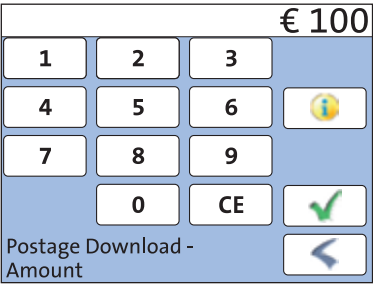


Adjust cartridge: vertical line

- Type the number where the vertical partial lines are as exactly above each other as possible.  
In the example, this is number '7'.  
(If necessary: Press CE to clear the displayed number.)
- Confirm and continue with ➤.



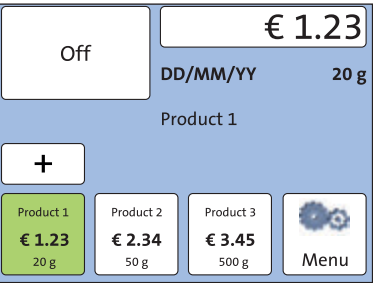
- Place an empty envelope for another test print.
- Assess the test print. If necessary, repeat the alignment procedure until a correct alignment has been obtained.



- Contact to the data centre / load postage.

To be able to frank with your PostBase Mini, the PostBase Mini must have the corresponding **postage credit** available. For this, a connection to the data centre is necessary. The exact process, permissible loading amounts, as well as postage accounting depend on postal regulations of the respective countries.

*Home screen (example)*



PostBase Mini shows the Home screen.

**Installation is complete.**



In the MENU, you can configure the system settings of your PostBase Mini to your liking (display brightness, tone signals, standby time, access control via PIN ...). You also have access to the account function of the PostBase Mini in the MENU.

## 4 The basics of operation

In this chapter, you will learn about the basic functions of the PostBase Mini and how to handle the touch screen.

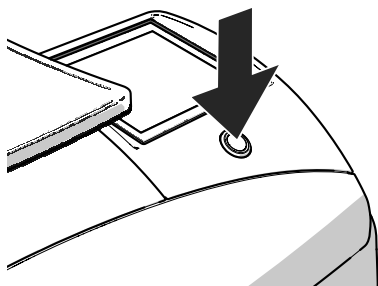
### 4.1 Turning the PostBase Mini on / off

#### Turning on

- Press the button on the operating panel.

The display lighting and button illumination switch on. The PostBase Mini performs a self test and then displays the Home screen.

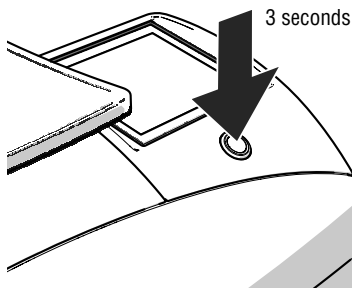
When access control is active, PostBase Mini prompts you to enter the PIN during the start routine.



#### Turning off

- Press the button for **three seconds**.

The PostBase Mini will complete any current actions and then switches off. The display light and button illumination go out and the touch screen is deactivated.



## Disconnecting from mains



**Caution!** Make sure to always turn the PostBase Mini off before disconnecting the PostBase Mini from mains. Never pull the mains 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 button ON/OFF for **three seconds** to turn the franking machine off.

The display light and button illumination go out.

- Unplug the mains plug of the power supply unit from the socket.

## 4.2 Standby

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

The display is dark and the button is illuminated in standby. The touch function is inactive.

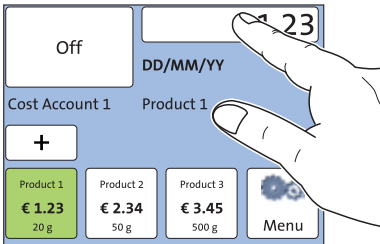
You can 'wake up' PostBase Mini by briefly pressing the button.

### 4.3 Screen elements and operation philosophy

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

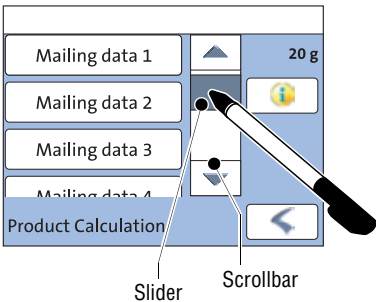
#### 4.3.1 The touch screen

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

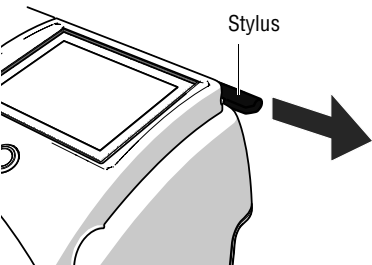


#### General operation philosophy

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



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



#### Stylus

You can also use the supplied stylus instead of your finger. The stylus is located behind the operating panel. You can pull it out to the right.

## Buttons

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



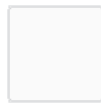
Button can be pressed / is active.



Button is selected.



Button is being pressed.



Button cannot be pressed / is deactivated.

## Standard buttons

The term 'standard button' refers to common functions like:



**OK / Save** – confirm an entry, a message, a security prompt.  
Save the displayed setting.



**Cancel** – abort entry / function.



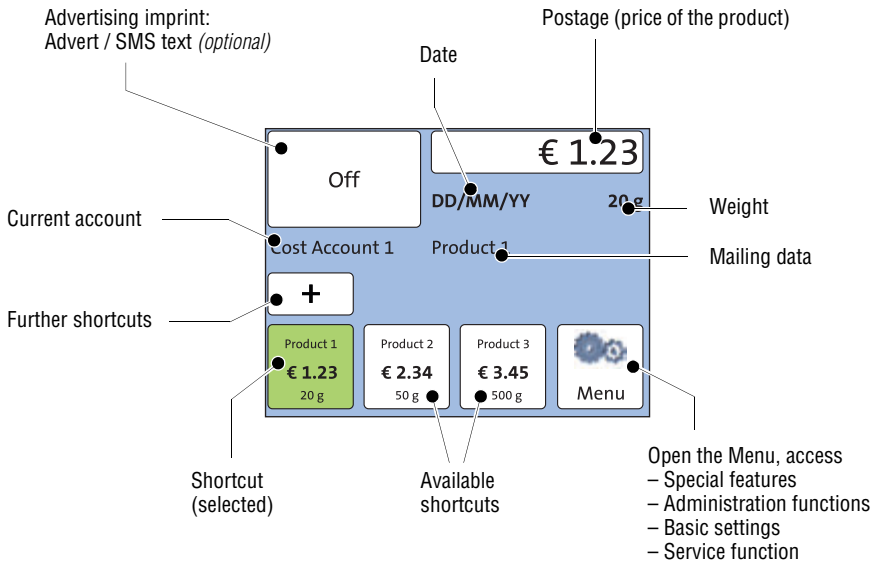
**Back** – to the previous window / higher-level menu. Go back one step / level.



**Continue** – acknowledge a message, accept the current setting and proceed to the next step.

### 4.3.2 The Home screen

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



#### Functions

#### 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.

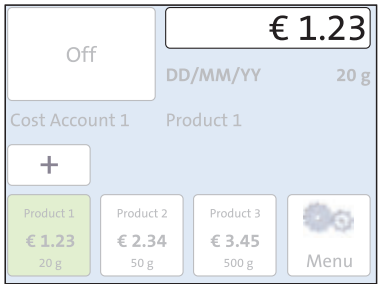
#### Operation philosophy

A function can be edited or selected by simply touching its button. Depending on the respective function, the PostBase Mini 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.



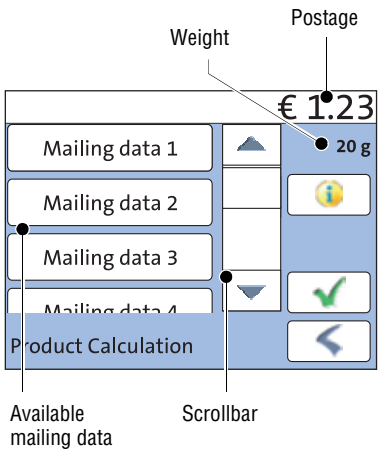
### 4.3.3 The Product calculation menu

In the Product calculation menu, you set the product for franking.



#### Calling up the Product calculation menu

You open the Product calculation menu by pressing the button showing the postage value.



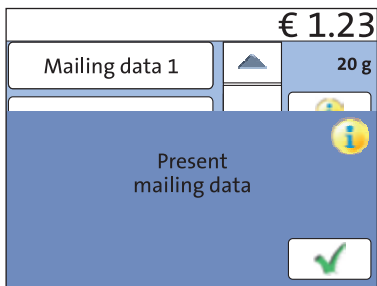
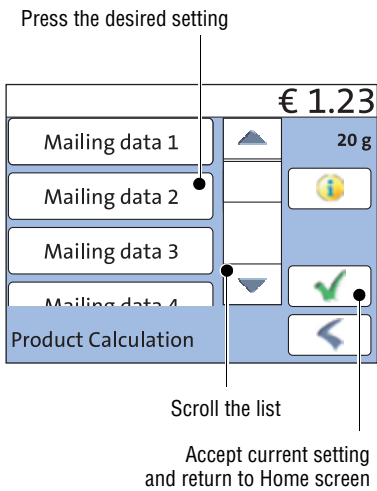
The left area of the display shows the available mailing data.

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

The set weight for product calculation appears to the right in the display.

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

You can view the selected mailing data with the i button.




*Set product for franking*

*Cancel Product calculation menu*


### Selecting mailing data

You select the mailing data for a product by pressing the button with the desired setting.


PostBase Mini applies your selection and shows the next available mailing data to the left in the display. PostBase Mini guides you through the postage calculation process step by step.

Press the  button to accept the current setting and to return to the Home screen.

### Deselecting mailing data

You can erase the mailing data step by step with the  button.


### Display current mailing data


To view the selected mailing data, press the  button.

PostBase Mini displays the current mailing data in a pop-up window.

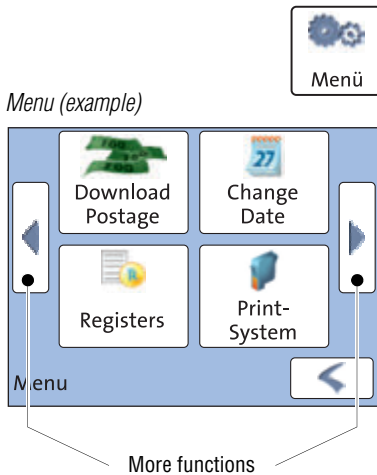
Close the pop-up window with the  button.

### Returning to the Home screen

With the  button, you set the selected product for franking and return to the Home screen.

Deselect all mailing data and cancel the Product calculation menu with the  button. The product set last remains set in the Home screen.

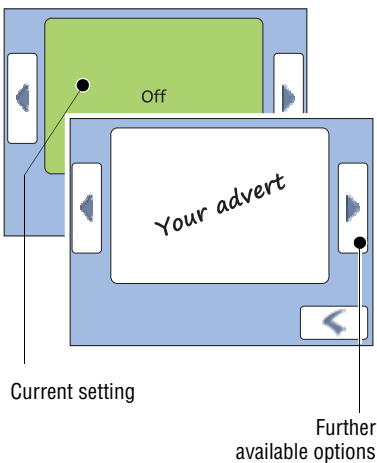
### 4.3.4 The Menu



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

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

### 4.3.5 Lists



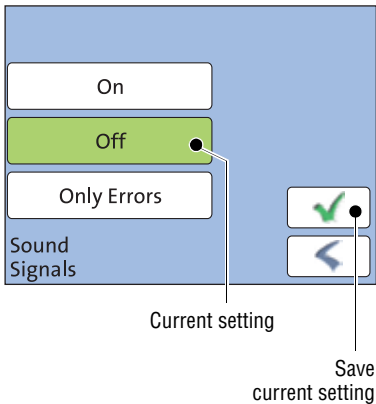
Lists (e.g. for adverts) offer all available settings. The current setting is shown with a green background.

Use the arrow buttons to scroll forward or backward.

Press the respective button to select one of the provided settings.

4.3.6 Adjustment menus


A separate menu each opens for editing and selecting settings. There are different types of adjustment menus, for example lists where you select a setting or menus with a keypad for entering figures or letters.




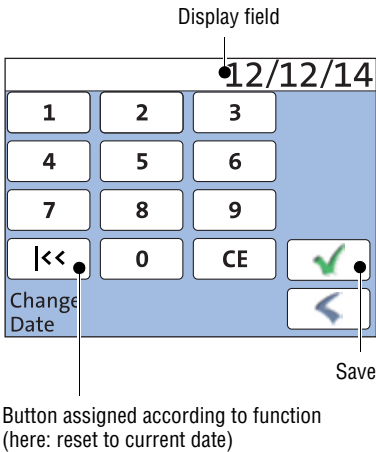
Lists

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

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

Press the  button to save the current setting and to quit the adjustment menu.

Press the  button to leave the adjustment menu without saving any changes.




Input via keypad


Use the keypad to input values. The display field indicates your input.

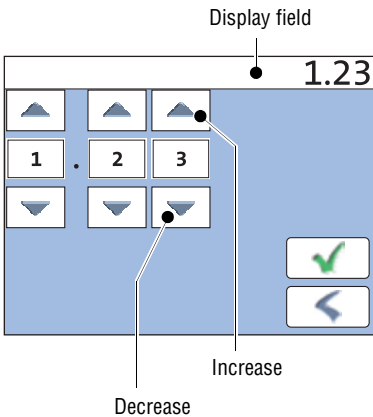
The keypad is always matched to the respective situation: The button labels change accordingly, depending on whether you must type figures or figures and letters.

The bottom left button is assigned a special function matched to the current operation. In the adjustment menu for setting the franking date, for example, this is 'reset to current date'.

Press CE to clear input.

Press the  button to save the current setting and to quit the adjustment menu.

Press the  button to leave the adjustment menu without saving any changes.





### Input using the counter principle

*(not in all countries)*

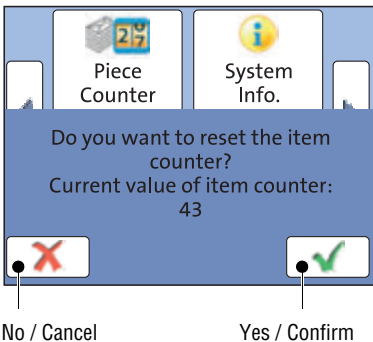
For some particular settings, PostBase Mini may require you to enter values via a counter principle.

Mode of operation: Use the arrow buttons to increase or decrease the figure in each digit until the desired amount is displayed in the top of the display.

Press the  button to save the displayed amount.

Press the  button to leave the adjustment menu without saving any changes.

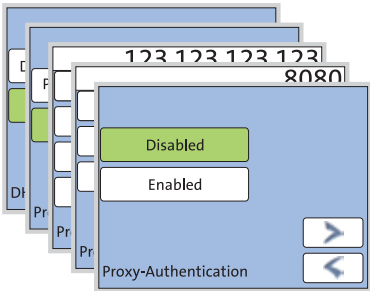
### 4.3.7 Pop-up windows



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 'PC Mode' (using the PC control software for PostBase Mini) also appear as a pop-up.

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

### 4.3.8 Procedures (wizards)



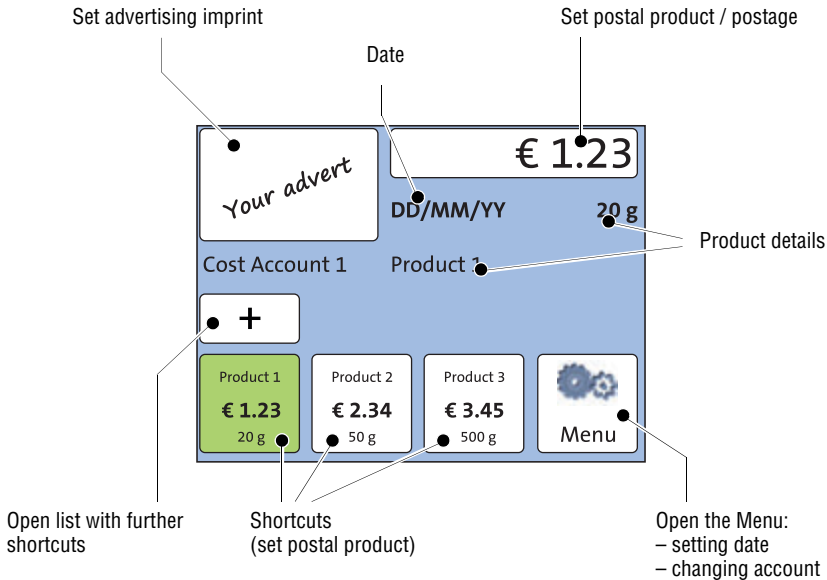
For more complex settings, e.g. when setting up connection data, PostBase Mini guides you through all necessary actions step by step. Different window types are used, depending on requirements.

Press the ➤ button to accept the current settings and to go to the next step.

You can press the ⬅ button to return to previous steps.

Pressing the ⬅ button in the first screen of the procedure will discard all settings and close the procedure.

## 5 Setting the franking imprint



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

- Postage / postal product (see chapter 5.1)
- Advertising imprint (see chapter 5.2)
- Date (see chapter 5.3).

Detailed information on the franking imprint of your postal service can be found in the country-specific addendum (*if available in your country*).



For information on how to use the optional PC control software from Francotyp-Postalia (e.g. Navigator, RemoteOne) to set the franking imprint, please refer to the manual provided with the software.

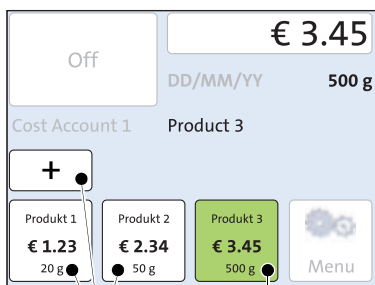
## 5.1 Product / postage

PostBase Mini 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.

Use the shortcuts to fast and easily set up a product.

### 5.1.1 Setting a product via shortcut

The franking machine comes ex factory with typical postal products stored as shortcuts. You can directly view and retrieve three products in the Home screen at the touch of a button. Via the **+** button, you can display and call up further shortcuts. There are up to 10 shortcuts available. Upon activation of a new rate table, the shortcuts will be erased and re-programmed.



- In the Home screen, 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 Mini opens a list with further shortcuts.

- Press the desired shortcut button.

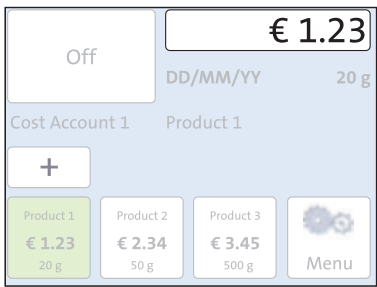
PostBase Mini sets the product with the related postage and returns to the Home screen.



For details on how to save products as shortcuts via the optional PC control software from Francotyp-Postalia (e.g. Navigator, RemoteOne), please refer to the manual provided with the software.



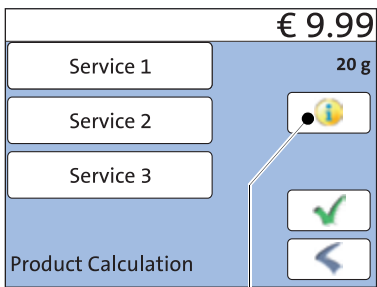
5.1.2    Setting mailing data



In the Home screen:

- Press the postage button.

PostBase Mini opens the Product calculation menu.




Display selected  
mailing data

PostBase Mini prompts you for all required details regarding the mail piece.

- Select the respective desired setting by pressing the button.

The postage appears as soon as all necessary mailing data have been selected.

If the desired mailing data have been set:

- Press the  button to accept the current setting and to return to the Home screen.

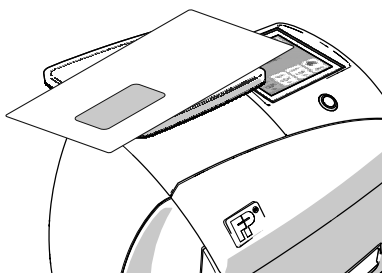
### 5.1.3 Setting the weight – Weighing the mail piece

---



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

- Please heed the maximum weight of 2 kg (5 lb).
  - Place large mail pieces on the scale so that these are not touching the housing of the PostBase Mini. This prevents you getting false weighing results.
  - 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.
- 



- In the Home screen, place the mail piece on the weighing platform.

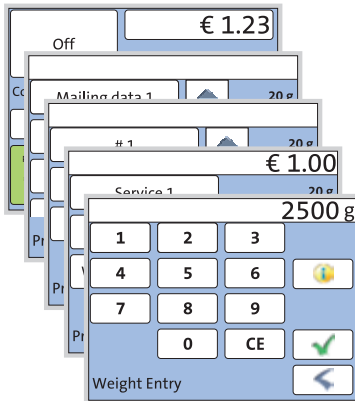
Note:

When the sound signals of the PostBase Mini are ON a beep indicates that the scale has determined the weight.

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


### 5.1.4 Setting the weight manually *(not in all countries)*

For certain products, the PostBase Mini offers the possibility to enter the weight manually. This feature is necessary for mail pieces that exceed the scale's weighing range (>2 kg / >5 lb).



- Call up the Product calculation menu.
- Select the desired mailing data as usual.
- Press the button which offers the 'Weight Entry' option.

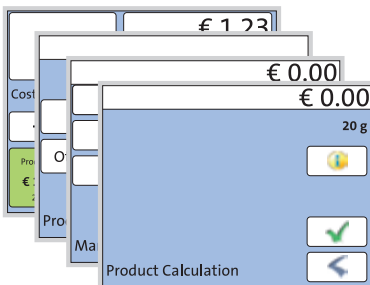
PostBase Mini opens an adjustment menu where you can set the weight.

- Enter the weight.
- Confirm with .

PostBase Mini uses the set weight to calculate the postage.


### 5.1.5 Setting the postage manually *(not in all countries)*

There may be particular cases where PostBase Mini does not offer the desired mailing data and thus cannot calculate the postage. In such a case, PostBase Mini offers the possibility to enter the postage value manually.



- Call up the Product calculation menu.
- Select appropriate option(s) from the list *(country-specific)*.  
It may be called 'Other' for example.

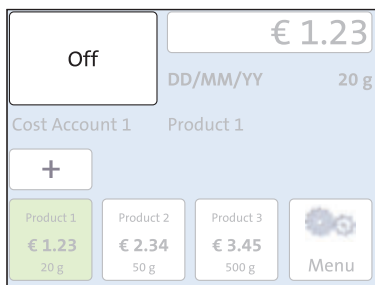
PostBase Mini opens an adjustment menu where you can set the postage.

- Enter the desired postage and confirm.
- Press the  button to accept the displayed product setting and to return to the Home screen.

## 5.2 Advertising imprint

With the franking imprint, PostBase Mini can print an advertising imprint of your choice on your mail piece. Advertising imprints may be:

- Graphical advertisements
- Text messages / SMS texts (*optional, not in all countries*).



### Setting the advertising imprint

In the Home screen:

- Press the advertising imprint button.

You see a list with all available advertising imprints.



- Touch the desired advertising imprint.

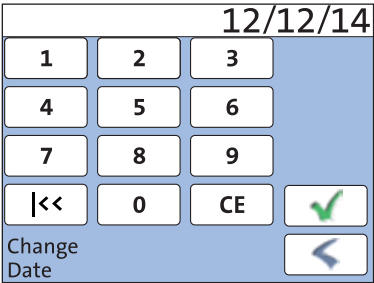
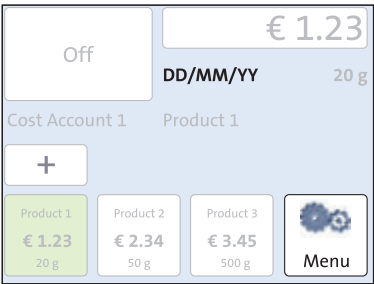
The PostBase Mini returns to the Home screen. The advertising imprint is set for franking.



You can only create and save SMS texts as advertising imprints in the PostBase Mini with the optional PC control software from Francotyp-Postalia (e.g. NavigatorBasic, RemoteOne). For details on how to enter text and manage adverts on the PC, please read the manual provided with the software.

5.3     **Date** *(not changeable in all countries)*

The date for the franking imprint is set automatically to the current date by the built-in clock. You can forward the date for the franking imprint. The PostBase Mini rejects invalid input, e.g. a franking date too far in the future or backward dating.



**Setting the franking date**

In the Home screen:

- Press the MENU button.

- Select CHANGE DATE.

PostBase Mini opens the CHANGE DATE adjustment menu.

- Type the date.

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

- Press the ✓ button to save the displayed date.

The Home screen shows the currently set date.

**Franking without date** *(not in all countries)*

In the CHANGE DATE adjustment menu:

- Clear the displayed date with CE.
- Press the ✓ button to save the setting.

## 6 Franking

In this chapter, you can read how to frank your mail pieces with the PostBase Mini. You will learn how to set the account to register the postage used and how to insert letters correctly. Also, the counter function available for franking is described.

Please refer to chapter 5 on page 31 for detailed information on how to set franking imprint parameters.

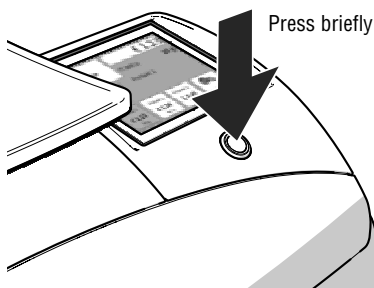
### 6.1 Changing the user *(optional)*

A user-specific access control for the PostBase Mini can be set up via the optional PC control software from Francotyp-Postalia (e.g. NavigatorBasic, RemoteOne).

In this case, you are prompted to select a user and enter the corresponding PIN during startup. PostBase Mini loads the corresponding user profile. Among other things, the following settings are stored in the user profile:

- name
- PIN
- budgets
- allocated account(s) and the standard account
- allow / block postage download.

On how to set up and manage users, please refer to the manual of the PC software.



#### Changing the user

- **Briefly** press the button on the operating panel.

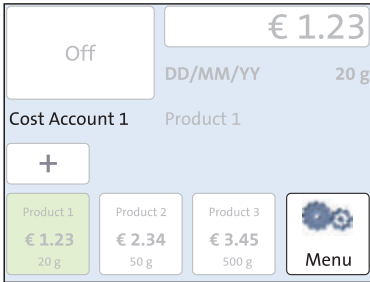
You see the list of users.

- In the list, press the button of the desired user.
- Enter the PIN.

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

## 6.2 Selecting / changing an account

When the account function is active, PostBase Mini books all frankings to the currently set account. The currently set account is displayed in the Home screen.



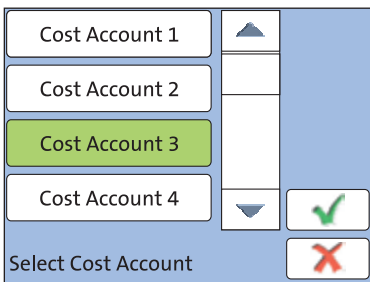
### Changing the account

- Open the MENU.



- Press the SELECT ACCOUNT button.

The PostBase Mini opens the SELECT COST ACCOUNT adjustment menu. You see the account names and numbers of the available accounts. The currently set account is shown with a green background.



- Press the button of the desired account.

The selected account is shown with a green background. (In the example, this is COST ACCOUNT 3.)

- Confirm with .
- In the MENU, press  to return to the Home screen.

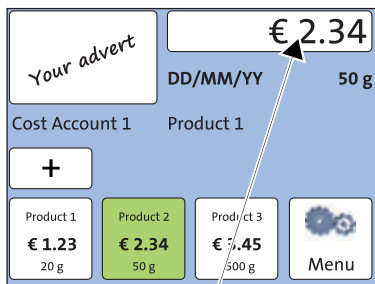
The selected account is set for franking.



If users are enabled on your PostBase Mini, only those accounts allocated to the currently set user are available.

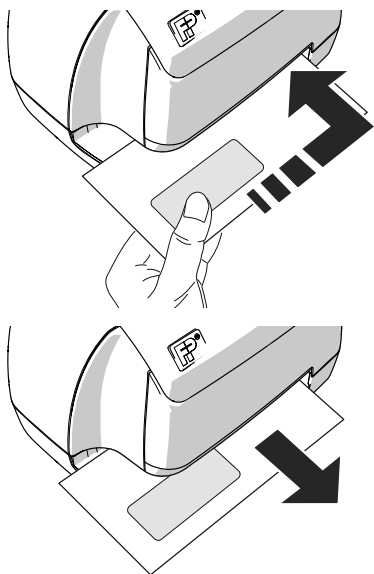
### 6.3 Positioning and franking a letter

You can use the PostBase Mini to frank postcards and letters up to a thickness of 6 mm (0.23"). For thicker mail pieces, frank the empty envelope or use the special franking labels of at least 140 mm (5.5") length. You can order suitable labels for the PostBase Mini from Francotyp-Postalia.



PostBase Mini is ready for franking

You can feed mail pieces to frank when the Home screen displays the desired settings for franking.



- Insert the letter:
  - side to be printed face up
  - top edge first.
- Place the letter at the right hand edge of the letter slot and push in as far as it goes.

As soon as the sensor (in the back right hand corner of the letter slot) detects the letter, the PostBase Mini grips the letter tightly and prints (franks) it.

During franking, a message informs you about the printing process.

Do not remove the letter until the Home screen reappears and the PostBase Mini releases the letter.



## 6.4 Displaying and resetting the piece counter


Apart from the counter for franking imprints in the register and the account counters, the PostBase Mini features a piece counter for franking imprints you can use as you like. The piece counter counts all franking imprints. You can reset this piece counter to zero or use it as a daily or job counter.

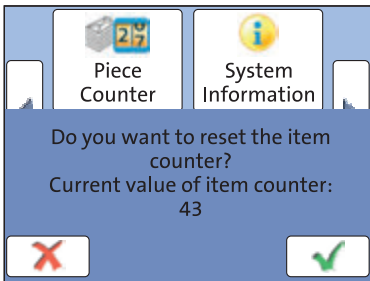


### Displaying current counter value


- Open the MENU.
- Select PIECE COUNTER.

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

- Press the  button to return to the MENU without clearing the counter.

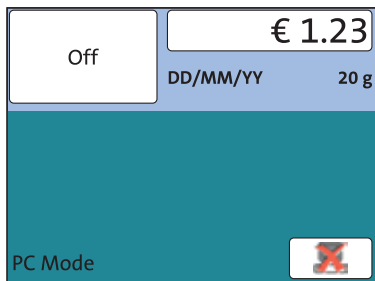


### Resetting the piece counter to zero

- In the pop-up, acknowledge the query with the  button.

The piece counter is reset to zero.

## 6.5 Using PostBase Mini in 'PC Mode' *(optional)*



When PostBase Mini is connected to a PC via the optional FP software (e.g. Navigator, RemoteOne), a corresponding pop-up is shown (similar the example shown left). Access to the imprint settings and menu functions is blocked on the PostBase Mini while in 'PC Mode'.

All imprint settings are done on the PC. The current settings (postage, advertising imprint and date) are shown on the PC and in the display of the PostBase Mini.

Position a letter on the PostBase Mini as usual to frank it.

### Quit 'PC Mode'

- In the pop-up, press the button.

The connection between PostBase Mini and the PC is disconnected. Menu and imprint settings are accessible via the PostBase Mini touch screen again.



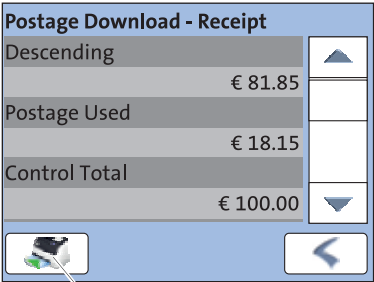
For information on how to use the PC control software from Francotyp-Postalia, please refer to the manual (integrated help feature) provided with the software.

## 7     Displaying and printing registers

PostBase Mini saves important parameters and information on used postage in registers. You can view and print the register states.



- Open the MENU.
- Select REGISTERS.



PostBase Mini displays the current register states.

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 sums
TOTAL ITEMS	Number of all franking imprints performed
LAST AMOUNT	Last amount loaded
LAST DATE	Date and time of last postage loading

Note: Depending on country-specific regulations, the contents of the registers may vary from the information shown in the list above.

**Printing register report**

- In the POSTAGE DOWNLOAD - RECEIPT screen, press the  button.
- Place a label or a folded sheet (folded edge first) in the letter slot.

PostBase Mini prints the register report.



For further information on 'Positioning and printing' refer to chapter 6.3 on page 40.

## 8 Download postage

*(subject to country-specific regulations / not available in all countries)*

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 postal service. Refer also to the country-specific addendum (if available) in case there is further information on the loading process.

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



### Loading postage

- Make sure PostBase Mini is ready to connect to the data centre (network cable is connected, correct connectivity settings).

- Open the MENU.

- Select DOWNLOAD POSTAGE.

- Accept the amount to be loaded.

Or

Type the desired amount.

- Confirm the amount displayed with ✓.

To load the displayed amount:

- Confirm the security prompt with ✓.

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

The new residual amount is indicated when loading ends.

- Use the REPORT button to view and print the 'Postage Download - Receipt'.

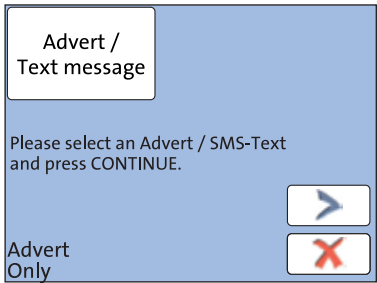
## 9 Special functions

### 9.1 Print advert only

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



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



PostBase Mini opens the ADVERT ONLY menu.

The advertising imprint button on the upper left shows the set print image for this special function.

#### Selecting the advertising imprint

- Press the advertising imprint button.

PostBase Mini opens the list of all available advertising imprints.

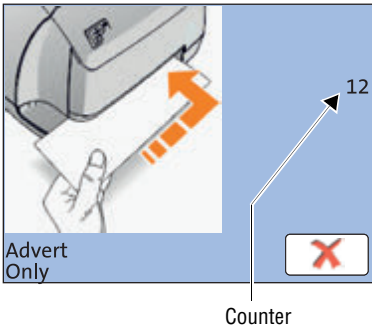
- Touch the desired advertising imprint.

The PostBase Mini returns to the ADVERT ONLY menu. The selected advertising imprint is set for printing.

### Printing the advert

To print the displayed advert / text message:

- Press the ➤ button to continue.
  - Insert an envelope, a label or a folded sheet (folded edge first) into the letter slot.
- For further information on 'Positioning and printing' refer to chapter 6.3 on page 40.



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

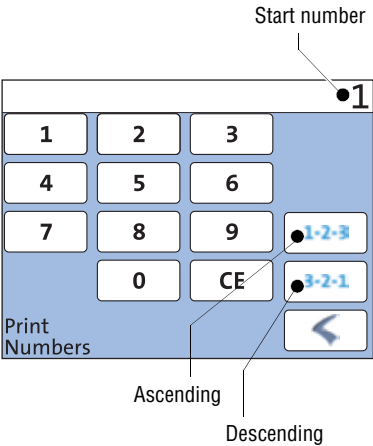
## 9.2 Print Numbers

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.
- Select SPECIAL FUNCTIONS.
- Select PRINT NUMBERS.

PostBase Mini opens the adjustment menu for the 'Print Numbers' function.



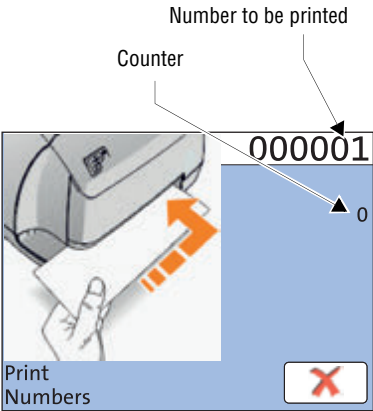
### Setting the start number

- 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 Mini applies start number and direction of counting. You can start printing numbers.

- Insert an envelope or a label into the letter slot.

For further information on 'Positioning and printing' refer to chapter 6.3 on page 40.

The 'Print Numbers' special function has its own counter. PostBase Mini shows the number of imprints below the number to be printed. When quitting the 'Print Numbers' function, the counter is reset to '0'.



## 10 Account administration

The account function of the PostBase Mini offers you the possibility of registering and evaluating frankings separately according to accounts, i.e. according to the sending persons or departments of a company.

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

### 10.1 Switch account function on / off

#### Switching on



- Open the MENU.
- Select MANAGE ACCOUNTS.
- Press the ➤ button to switch on the account function.

The account function of the PostBase Mini is enabled.

#### Switching off



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



**Caution!** When switching the account function off, any data stored in the accounts will be lost.

To switch off the account function:

- Confirm the security prompt with ✓.

The account function of the PostBase Mini is disabled.



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

## 10.2 Display account information



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

PostBase Mini displays the list of accounts containing the respective number and value of franked letters.

## 10.3 Set one account to zero



- Open the MENU.
- Select MANAGE ACCOUNTS.
- Select CLEAR ONE ACCOUNT.
- Select the account you want to set to zero.
- Press the ➤ button to continue.
- Confirm the security prompt with ✓.

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

## 10.4 Set all accounts to zero



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

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

## 11 Advanced settings & system information

### 11.1 System information

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



- Open the MENU.
- Select SYSTEM INFO.

PostBase Mini displays the system information.

### 11.2 Display brightness

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



- Open the MENU.
- Select DISPLAY BRIGHTNESS.


PostBase Mini 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

- Select 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.

- Press  to save the current setting.


### 11.3 Sound signals

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



- Open the MENU.
- Select SOUND SIGNALS.

PostBase Mini opens the adjustment menu for sound signals. The current setting is shown on a green background.

- Select the desired setting.
- Save the setting shown with .

Sound signals – possible settings and their meaning:

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

## 11.4 User interface language

The PostBase Mini user interface supports multiple languages.




- Open the MENU.
- Select LANGUAGE.

PostBase Mini opens the language adjustment menu. The current setting is shown on a green background.

- Select the desired setting.

The user interface language changes immediately.

- Save the setting shown with .

The set language will be kept until you change it again.


## 11.5 Standby time

The PostBase Mini 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 Mini automatically goes to standby.



- Open the MENU.
- Select STANDBY TIME.

PostBase Mini opens the standby adjustment menu.

- Type the desired time.
- Save the specified standby time with .


## 11.6 Auto Off

The PostBase Mini franking machine 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 Mini automatically switches off.



- Open the MENU.
- Select AUTO OFF.

PostBase Mini opens the adjustment menu for the Auto Off feature.

- Type the desired time.
- Save the specified Auto Off time with .



Enter '0' for the time to switch off the Auto Off feature.


## 11.7 Meter type *(not in all countries)*

The meter type setting defines whether PostBase Mini displays and prints the postage in the 00.00 or 00.000 format.



- Open the MENU.
- Select METER MODE.

PostBase Mini opens the adjustment menu. The current setting is shown on a green background.

- Select the desired setting.
- Save the setting shown with .

Decimal Meter Mode – possible settings and their meaning:

0.00	Displays and prints the postage in integer cents.
0.000	Displays and prints the postage in tenths of cents.

## 11.8 Connection to data centre


The PostBase Mini franking machine needs a connection to the data centre (Francotyp-Postalia Infrastructure) in order that it can download funds and data. The connection configuration is part of the installation procedure during commissioning. You should verify and, if necessary, correct the settings if changes were made to your system environment. In case of problems, please contact your network administrator.



- Open the MENU.
- Select MANAGE CONNECTION.

PostBase Mini shows the current connectivity settings.

### Changing the connectivity settings

- Press the  button to open the 'Connectivity Wizard'.
- Simply follow the instructions on the display. The PostBase Mini successively prompts you to specify all necessary details.

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

Connection Type	
ETHERNET	LAN connection. PostBase Mini connects to the Francotyp-Postalia Infrastructure (FPI) via the internet. <i>(default setting, not changeable)</i>

<b>DHCP</b>	Dynamic Host Configuration Protocol. Network- ing protocol that allows automatic connection to a network.
DHCP = ENABLED	Select this setting if your network supports DHCP. <i>(default setting)</i>
DHCP = DISABLED	Select this setting if your network does not sup- port DHCP. During manual configuration, you will need to enter the following parameters: – Static IP address for your PostBase Mini – Subnet mask – Default gateway – IP address of the DNS server. Please contact you network administrator for details. <u>Note:</u> When entering IP addresses, you have to enter the dots, too.
<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.



**Proxy-Authentication**  
*(only when Proxy = Enabled)*

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).  
*(default setting)*

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.

When finished, PostBase Mini displays the selected connection configuration.

- If everything is correct: save with .



For further details, you may also refer to the Connectivity Guide for PostBase on the FP homepage.



In case your network only supports explicitly authorised devices, your network administrator will require the MAC address of your PostBase Mini. You can find it in the System Information in the Menu.

**Reference Information for Network Administrators**

The PostBase Mini requires (preferably) an Ethernet connection, with a minimum of 10 Mbit/sec, in order to 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.

## 11.9 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.
- Select CONTACT INFORMATION.

PostBase Mini displays the stored phone numbers and URLs.

## 11.10 Access control / PIN

The PostBase Mini can be protected against unauthorised use via a PIN.

With the optional PC control software, you can set up a user-specific access control for the PostBase Mini. Please refer to the manual of the PC software.

The menu function 'Manage PIN' is then only accessible with the administrator PIN.



### Enable access control

- Open the MENU.
- Select MANAGE PIN.
- Press the ➤ button to switch on the access control.
- Type the desired PIN and continue with ➤.
- For checking purposes, enter the PIN a second time and confirm with ✓.

The PIN is stored. The access control is enabled.



If the entered PIN and the second PIN entry do not match, PostBase Mini will ask you to re-enter the PIN. Repeat the PIN entry and the second entry.

### Disable access control



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



- Open the MENU.
- Select MANAGE PIN.
- Press the ➤ button to switch off the access control.

The access control is disabled.

## 11.11 Auto Postage Download *(not in all countries)*

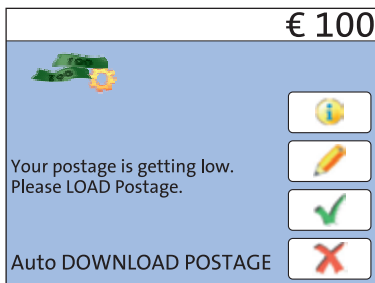
The 'Auto Postage Download' feature facilitates keeping track of the remaining postage. When enabled, PostBase Mini will warn you once the remaining postage reaches the preset threshold and will give you the opportunity to load postage.



### Enable 'Auto Postage Download' feature

- Open the MENU.
- Select AUTO POSTAGE.
- Press the ➤ button to switch on the monitoring feature.
- Type the desired threshold.
- Save the displayed threshold with ✓.

Auto Postage Download is enabled.



### Performing Auto Postage Download

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

- Use ✓ to load the displayed amount directly.

Or

- Use ✎ to change the displayed amount, then load postage.

Or

- Use ✖ to quit Auto Postage Download and load postage later.



### Change threshold

- Open the MENU.
- Select AUTO POSTAGE.
- To CHANGE the threshold (option is already selected), continue with ➤.
- Type the new threshold.
- Save the setting shown with ✔.



### Disable 'Auto Postage Download' feature

- Open the MENU.
- Select AUTO POSTAGE.
- Select the TURN OFF option.
- Continue with ➤.
- Confirm the security prompt with ✔.

Auto Postage Download is disabled.

## 11.12 Remote Services

With the 'Remote Services' function, PostBase Mini connects to the FP Infrastructure 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.
- Select REMOTE SERVICES.

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

## 11.13 Change Postal Code (ZIP) / Re-authorisation *(not in all countries)*

You must inform Francotyp-Postalia of the new location of your PostBase Mini if you wish to operate the PostBase Mini at another location (e.g. after a relocation).



- Open the MENU.
- Select CHANGE ZIP.
- Follow the instructions in the display.

Re-authorization starts. It takes some time to establish the connection and to exchange data. Please stand by.

## 12 Maintenance and care

Have your PostBase Mini cleaned and serviced regularly by an authorised service staff. This guarantees long-term, trouble-free operation. Ask about our low-cost care and maintenance agreement.

You can do the following work yourself:

- Cleaning housing exterior
- Changing / aligning the ink cartridge
- Cleaning the print system
- Replacing the battery.

Only when prompted by Francotyp-Postalia: start the 'Temp. Calibration' service function.

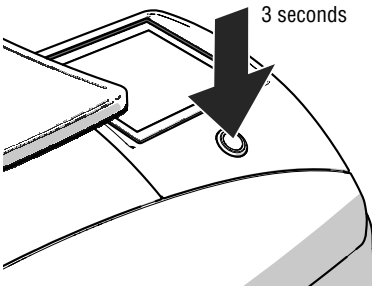
### 12.1 Cleaning the PostBase Mini



**Warning!** *Unplug the mains plug prior to cleaning the PostBase Mini franking machine.*



**Warning!** *Handle liquids with care. Make sure that no foreign objects can reach the interior of the franking machine. If this happens nevertheless: Have the franking machine checked by the after-sales service before using it again.*



#### How to clean the franking machine

- Turn off the franking machine.
- Unplug the mains plug of the power supply unit from the socket.
- Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available dishwashing detergent.

## 12.2 Checking the ink level



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

The PostBase Mini displays the filling level of the ink cartridge.

## 12.3 Changing the ink cartridge

The PostBase Mini franking machine monitors the ink level and issues a message when the ink cartridge must be replaced.

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

We recommend also cleaning the contacts in the cartridge holder each time you replace the cartridge. For this purpose, use the special 'clean & renew' cleaning kit for ink-jet print systems from Francotyp-Postalia.



**Warning!** Ingestion of the ink can be hazardous to health. Avoid contact with the eyes. Keep ink cartridges out of the reach of children. Further instructions for use are enclosed with the ink cartridge.



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

- 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 use a brand new ink cartridge.



**Caution!** There are ink residues on the used cartridge.

- Take care not to soil yourself, your clothes or any objects.
- Use a mat to deposit the ink cartridge.



## Changing the ink cartridge

The PostBase Mini will prompt you to replace the cartridge when it is depleted.

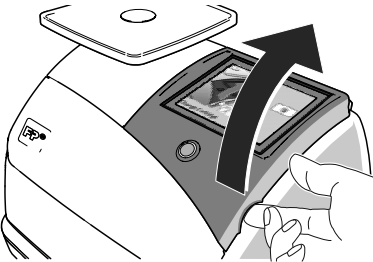


- Acknowledge the message.
- Open the MENU.
- Select PRINT SYSTEM.
- Select CHANGE CARTRIDGE.

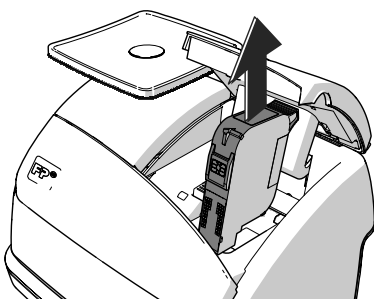
The PostBase Mini moves the ink cartridge to the exchange position. The exchange procedure starts.

## Removing the ink cartridge

- Lift up the operating panel as far as it goes. You can feel it engage.



- Unlock the ink cartridge:  
Press the green release key.



- Pull the ink cartridge upward out of the cartridge holder.

### Inserting the new ink cartridge

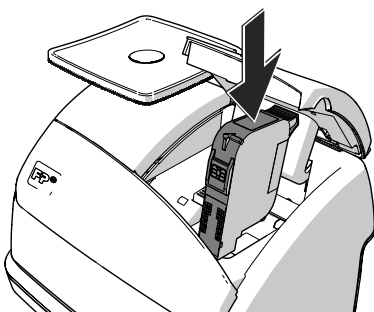


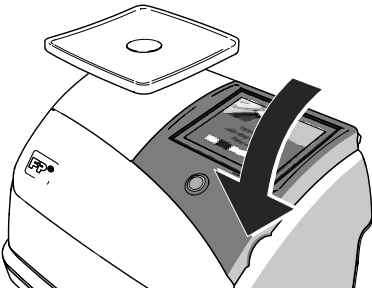
**Caution!** Insert the ink cartridge only when it has adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or transport in a cold car). Otherwise, correct calibration will be impossible.

- Take the new ink cartridge out of the packing.
- Remove the nozzle protection from the ink cartridge.

For details, please refer to the instruction leaflet that comes with every cartridge.

- Hold the ink cartridge so the contacts are facing to the front of the franking machine.
- Insert the ink cartridge into the cartridge holder.
- Push the ink cartridge all the way down. You can feel the ink cartridge engage.





- Lower the operating panel back into position.

#### *Calibration / Cleaning*

After cartridge exchange, PostBase Mini will calibrate the cartridge and clean the print system. Please be patient until this process is complete.

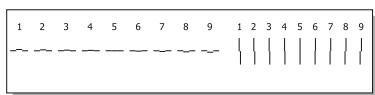
#### *Aligning*

The PostBase Mini continues by aligning the ink cartridge and prompts you to perform a test print.

For details on how to align the cartridge, please read chapter 12.4.

## 12.4 Aligning the ink cartridge

You must align the ink cartridge when there are shifts in the franking imprints. Alignment will ensure your imprints are free of shifts.

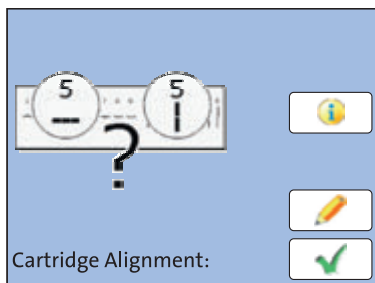


### Starting the alignment procedure

- Open the MENU.
- Select PRINT SYSTEM.
- Select ALIGNMENT.
- Insert an empty envelope or a folded sheet (folded edge first) into the letter slot.

The PostBase Mini 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

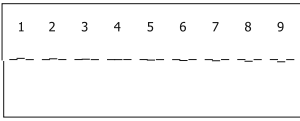
The ink cartridge is correctly aligned when horizontal and vertical partial lines form one line each at number 5.

- Press to quit the procedure.


### Not aligned correctly

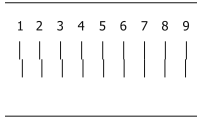
When horizontal and / or vertical partial lines do not form one line each at number 5:

- Press to continue the procedure of ink cartridge alignment.




### Horizontal line

- Type the number where the horizontal partial lines are as exactly next to each other as possible.  
In the example, this is number '4'.  
(If necessary: Press CE to clear the displayed number.)
- Confirm with .



### Vertical line

- Type the number where the vertical partial lines are as exactly above each other as possible.  
In the example, this is number '7'.  
(If necessary: Press CE to clear the displayed number.)
- Confirm with .
- Place an empty envelope / a folded sheet for another test print.
- Assess the test print. If necessary, repeat the alignment procedure until a correct alignment has been obtained.

## 12.5 Cleaning the print system

### 12.5.1 Starting automatic print system cleaning

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



#### Cleaning

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

A message informs you about the cleaning process in progress.

- Check the print quality with a test print.



#### Intensive cleaning

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

A message informs you about the cleaning process in progress.

- Check the print quality with a test print.



In case of stubborn soiling, even intensive cleaning may be unable to improve the print quality as desired. In such cases, you can manually clean the cartridge (see page 71).

## 12.5.2 Cleaning ink cartridge by hand



**Caution!** Inexpert cleaning can damage the ink cartridge and render it useless. Heed the following hints to avoid damage to the print system:

- In case of print quality issues, always run the cleaning functions of the franking machine accessible from the MENU first. Read chapter 12.5.1 on page 70.
- You should manually clean the ink cartridge in exceptional cases only when intensive cleaning fails to restore the normal print quality.
- For cleaning, make sure to use a soft, lint free cloth moistened with demineralised water. Small fibres could clog the nozzles. Too hard or dry cloths could scratch the nozzle plate. Such scratches make the ink cartridge useless because they prevent the ink-jet from being correctly positioned during printing.
- Never use any chemical cleansers either.



### Removing the ink cartridge

- Open the MENU.
- Select PRINT SYSTEM.
- Select CHANGE CARTRIDGE

The PostBase Mini moves the ink cartridge to the exchange position.

- Lift up the operating panel as far as it goes. You can feel it engage.
- Unlock the ink cartridge and remove it (see page 65).

## Cleaning

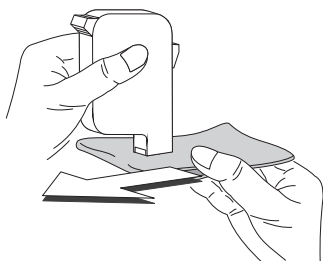
- Moisten a lint free cloth with demineralised water.



You can also use distilled water or normal tap water if demineralised water is not at hand. The minerals contained in tap water could, however, leave residues in the print head.



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



- Hold the cartridge as shown in the picture. The nozzles must point downwards!
- Slowly and carefully wipe the print head with the cloth in the direction of the arrow. Repeat this action several times.

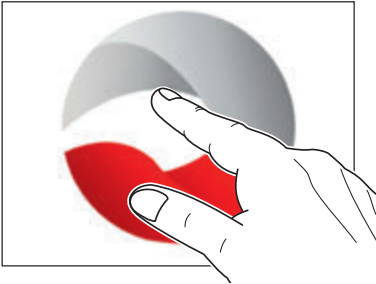
The water will blend with ink residues and clean the nozzles.

- Reinsert the ink cartridge (see page 66).
- Lower the operating panel back into position.
- Align the ink cartridge (see chapter 12.4, page 68).



## 12.6 Calibrating the touch screen

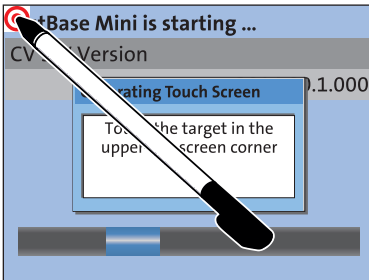
You have to calibrate the touch screen when operating the screen with your finger or with the stylus does not work correctly.



- Turn on the PostBase Mini.

As soon as the screen displays the PostBase 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.

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

## 12.7 Replacing the battery

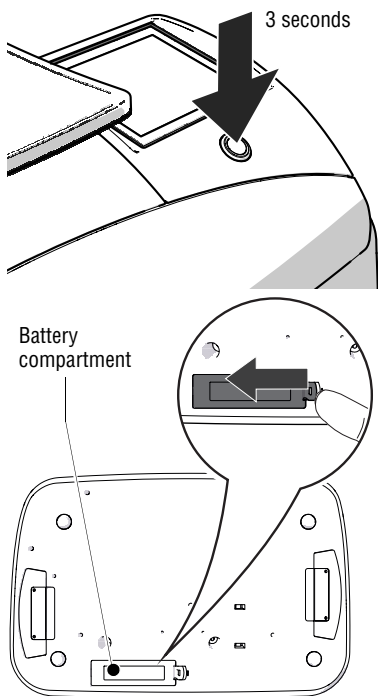
The PostBase Mini monitors the charging state of the battery. An appropriate message appears in the display when it is time to replace the battery.



**Caution!** The used battery has a special rated voltage of 3.6 V. There is a risk of severely damaging the machine when inserting the wrong battery. We recommend to use only a battery 90.4701.8004.00 provided by Franco-typ-Postalia. The manufacturer FP has established reliability, safety and applicability.



**Warning!** Observe the instructions enclosed with the battery for correct use and disposal.



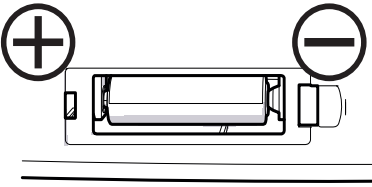
- Turn off the PostBase Mini.
- Unplug the mains plug of the power supply unit from the socket.

Remove all cables from the PostBase Mini:

- Remove the mains plug.
- On the network connector, press the spring and remove the Ethernet cable.
- If present: Remove the USB cable.
- Turn the PostBase Mini on its back.

You now have access to the battery compartment on the bottom of the PostBase Mini.

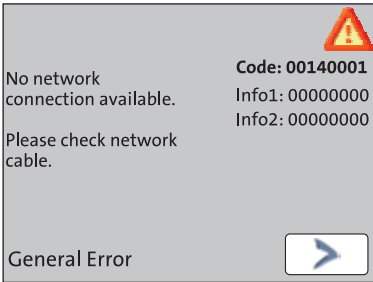
- Press the clip catch in the direction of the arrow and remove the battery compartment cover.
- Remove the empty battery.



- Insert the new battery (90.4701.8004.00) in the specified position. Symbols in the battery compartment depict the correct polarity.
- Close the battery compartment.
- Turn the PostBase Mini back to the upright position.
- Reconnect the PostBase Mini (see page 13).
- Dispose of the old battery as prescribed.

## 13 Tips for troubleshooting

### 13.1 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. ‘Communication error’). For an overview of error group symbols, refer to page 86.

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






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


### 13.2 Problems and remedies

Problem	Possible cause and remedy
... during installation	
Blank display	Check whether the power supply unit and the power cable are connected correctly and the PostBase Mini is turned on.
Delivery is incomplete / damaged	Do not start operating the PostBase Mini. Call the Customer Support.

Problem	Possible cause and remedy
Error during installation procedure	<p>An error message with troubleshooting information appears.</p> <p>If necessary:</p> <ul style="list-style-type: none"> <li>• Turn off the PostBase Mini (<i>see chapter 4.1</i>).</li> <li>Wait one minute.</li> <li>• Turn the PostBase Mini on again.</li> </ul> <p>The installation procedure restarts.</p> <p>Make sure the connectivity settings are correct (<i>see chapter 11.8</i>).</p>
R-PIN missing	<p>Call the Customer Support. You cannot install the PostBase Mini without the R-PIN.</p>
<b>... when franking</b>	
Franking not possible	<p>No product / postage set because</p> <ul style="list-style-type: none"> <li>– mailing data are incomplete or</li> <li>– weight value is missing.</li> </ul> <p>Check product settings (<i>see chapter 5.1</i>).</p>
	<p>No credit left in franking machine.</p> <p>Please load postage (<i>see chapter 8</i>).</p>
	<p>Data synchronisation is due. PostBase Mini has to contact the data centre (e.g. run download postage, amount of '0' is sufficient).</p>
	<p>Maximum postage value for franking exceeded.</p> <p>Please contact the administrator.</p>
	<p>Credit of the current user is too low.</p> <p>Have the administrator assign new credit.</p>

Problem	Possible cause and remedy
PostBase Mini does not print	Sensor does not recognise the letter. Place a letter at the right hand edge of the letter slot and push in as far as it goes. (The sensor is in the back right hand corner of the letter slot.)
	Sensor does not recognise the sheet (e.g. for a test print). Fold the sheet down the middle and place it in the letter slot folded edge first.
	Sensor does not recognise the label. Place a sheet or empty envelope under the label to be printed and try again.
	The letter was already in the letter slot when you made settings in the menu. Remove letter and re-insert.
Print quality: gaps / blanks	Clean print system (see chapter 12.5).
	
Print quality: offsets / shifts in the imprint	Align the ink cartridge (see chapter 12.4).
	
Print quality: the printing image is distorted	Letter has been moved during printing. Let go of the letter during printing. Give large envelopes just a little support.
	
... when weighing	
No confirmation beep	Adjust sound signals (see chapter 11.3).

Problem	Possible cause and remedy
No weight is determined for the letter on the scale	The weighing platform was still occupied when another letter was placed on it. The scale only determines a new weight if it was emptied before. Empty the weighing platform. Place the letter.
	The weight is too low or the scale is overloaded. Use scale for mail pieces of the permitted weight range only.
	Either PostBase Mini does not recognise the scale, or the scale is defective. Call the Customer Support.
<b>... with postage loading</b>	
Desired amount cannot be loaded	Impermissible amount. Change amount and repeat loading.
Function not available	The current user is not authorised to access this function. Please contact the administrator.
Postage download procedure aborts	PostBase Mini fails to establish connection to the data centre. Check connection configuration ( <i>see chapter 11.8</i> ).
	Data centre issue. Try again later.
<b>... general errors</b>	
Accounts are missing	The current user is not allowed to frank on the desired account. Please contact the administrator.
Blank display	Check whether the power supply unit and the power cable are connected correctly and the PostBase Mini is turned on.
	PostBase Mini is in standby. Press the button on the operating panel <u>briefly</u> .

Problem	Possible cause and remedy
Functions are missing in the display (e.g. advertising imprint)	Unavailable functions are blanked out (e.g. because the currently set product may not allow an advertising imprint).
Ink cartridge is not detected	Ink cartridge is not fitted correctly. Remove and re-insert the ink cartridge.
	Wrong ink cartridge inserted. Observe the specifications ( <i>see page 89</i> ).
	Contacts of the print system are dirty. Use the 'clean and renew' FP cleaning kit to clean the contacts.
	Ink cartridge is defective. Call the Customer Support.
Lost PIN (administrator PIN)	In the 'Enter PIN' menu, press the  button. Follow the prompts in the display.
Lost PIN (user PIN)	Please contact the administrator.
No users available	When deactivating access control, all users are deleted. Create new users with the PC control software.
Print system cleaning fails to improve the print quality	Ink cartridge heavily soiled or dried up. Repeat cleaning: Function 'Intensive Cleaning'. If you cannot solve the problem: Clean ink cartridge by hand ( <i>see chapter 12.5.2</i> ).
Touch screen fails to react when touched	Turn off the PostBase Mini. Calibrate touch screen ( <i>see chapter 12.6</i> ).
User PIN is not accepted	Did you select the correct user? Cancel the 'Enter PIN' menu, and repeat: select the user and enter the PIN.
	Contact the administrator.
Other errors ...	If you cannot remedy an error yourself, please call the Customer Support.



## 14 Withdrawal and disposal of the PostBase Mini

To ultimately decommission the PostBase Mini franking machine, you must correctly unsubscribe all postal services. PostBase Mini will guide you through all required decommissioning steps in a dialogue. We are pleased to assist if required. Please contact the Customer Support.

In case of a rented or leased franking machine, please make sure to always contact the Customer Support.



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












- Make sure PostBase Mini is ready to connect to the data centre (network cable is connected, correct connectivity settings).
- Open the MENU.
- Select WITHDRAW MACHINE.
- Follow the instructions in the display. Make sure to carefully read the information!
- For disposal of the franking machine, please contact the Customer Support.







## Overview of symbols

### Standard buttons

-  OK / Finished / Confirm / Save / Yes
-  Cancel / No
-  Continue
-  Back
-  Scroll left / right (in lists)
-  Scroll up / down
-  Edit / Change
-  Display information
-  Call up the print function

### Menu functions

-  Open the menu  
(access basic settings, special features, administration functions)
-  Postage download / Synchronise data between PostBase Mini and the data centre *(subject to country-specific regulations)*
-  Display register report (with print function)
-  Set franking date (forward dating) *(not in all countries)*



Print system



Display filling level of the ink cartridge



Clean print system



Align cartridge



Replace cartridge



Calibrate cartridge



Switch account function on / off,  
Account administration (show list, set accounts to zero)



Change account



Run remote services / synchronise with data centre



Special functions



Print advertising imprint only



Print Numbers

1-2-3

Direction of counting: ascending

3-2-1

Direction of counting: descending



Auto postage download / set threshold



Display / clear down piece counter



Adjust display brightness



Brighter



Default



Darker



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



Change language



Display / edit connectivity settings  
(network connection)



Withdraw machine (*not in all countries*)



Set sound signals



Adjust standby times



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



Configure access control / set PIN



Display contact information



Set meter type (*not in all countries*):  
0.00 (postage in integer cents) or 0.000 (postage in tenths of cents.)



Change Postal Code (ZIP) / place of posting (*not in all countries*)

## Error categories



General error



Printing plate error



Account error



Print system error



Scale error



Security device error



Communication error with FP infrastructure



Postage calculation error



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



Postage warning, threshold is reached

## Technical Data

### Dimensions

– Length	310 mm (12.2")
– Width / Depth	205 mm (8.1")
– Height	230 mm (9.1")

<b>Weight</b>	3,0 kg (6.6 lbs)
---------------	------------------

<b>Power supply</b>	24 VDC / 0.7 A (using an external power supply unit) Protection class III
---------------------	--

<b>Power connection</b>	External Power Supply Unit: XP POWER LTD. - VEH40US24 100 - 240 V / 0,93 A / 47 - 63 Hz
-------------------------	---

<b>Power consumption</b>	40 W (Energy Star certification intended) <1 W (switched off) <7 W (standby)
--------------------------	--

<b>Battery</b>	3,6 V / 2 Ah / 20 mA (order no. 90.4701.8004.00)
----------------	--

<b>Display</b>	TFT, 320 x 240 pixels, with touch panel, backlit
----------------	--

### Print system

– Print technology	Ink-jet, 1 ink cartridge
– Printing area	133 mm x 25 mm (5.2" x 1")
– Print resolution	300 dpi

<b>Weighing area</b>	3 g to 2.000 g / 0.1 oz to 5 lb
----------------------	---------------------------------

<b>Performance</b>	Up to 15 letters/minute
--------------------	-------------------------

<b>Noise emission</b>	54.5 dB(A)
-----------------------	------------

<b>Operating conditions</b>	+15 °C to +35 °C (59 °F to 95 °F) Only use in closed rooms Do not expose to direct sunlight Rel. humidity 15 % to 80 %, non-condensing
-----------------------------	---

*Subject to short-term modification.*

### Equipment

Integrated Scale	Yes
Interfaces	USB, Ethernet/LAN
Rate table	Yes
Remote services (download postage, update rate table, software, ...)	Yes
Access control via PIN	Yes
Shortcuts for postal products	10
Accounts	5 / 10 (optional)
Advertisements, maximum number	10
SMS-text messages, number (only with PC control software)	2
PC control software (NavigatorBasic / USA: RemoteOne)	Optional
PC control software & account management (NavigatorPlus / USA: ReportOne)	Optional
FP Portal access	Yes

*Subject to short-term modification.*



## Ink cartridge

**Ink cartridge** FP ink cartridge for PostBase Mini  
(ink colour depending on country)

**Operating and storage conditions** +15 °C to +35 °C (59 °F to 95 °F)  
Only use in closed rooms  
Do not expose to direct sunlight  
Rel. humidity 20 % to 70 %, non-condensing



Safety data sheet for users available at <http://www.francotyp.com/en/mail-management/material-safety-data-sheets-msds.html>.

## Mail piece specifications

**Format** Postcard to ISO B4 envelope

**Thickness** Up to 6 mm (up to 0.23")

**Material** Ink-absorbent material (suitable for ink-jet printing)  
No dark paper  
No glossy coating on the surface to frank  
No corrugated board  
No extremely fibrous paper on which the franking imprint could smear

**Labels** Self-adhesive labels for PostBase Mini,  
minimum label size 140 mm x 85 mm (5.5" x 3.4")

*Subject to short-term modification.*

**EC DECLARATION OF CONFORMITY FOR ELECTRICAL PRODUCTS**

(According to Annex III B of the Low Voltage Directive)

Manufacturer: Francotyp-Postalia GmbH

Address: Prenzlauer Promenade 28, 13089 Berlin, Germany

herewith declares that the Franking System

**PostBase Mini**.....  
(Type or Model designation)

which this declaration refers to, is in accordance with the conditions of  
the Low Voltage Directive 2006/95/EC  
and the EMC Directive 2004/108/EC.

This product is in conformity with following harmonized standards:

EN 60950-1: 2006 + A1: 2010

EN 55022: 12.2011, Class B

EN 55024: 09.2011

EN 61000-4-2: 12.2009

EN 61000-4-3: 04.2011


EN 61000-4-4: 04.2013


EN 61000-4-5: 06.2007

EN 61000-4-6: 12.2009

EN 61000-4-8: 11.2010

EN 61000-4-11: 02.2005

November 3, 2014  
.....
  
Hans Szymanski  
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 Mini franking machine

The PostBase Mini 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 Mini 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.

## United States Patents

US-Patent-Nr. 5.671.146, 6.579.019, 6.594.648, 6.615.196, 6.623.189, 6.692.166, 6.709.087, 6.771.179, 6.821.040, 7.043.631, 7.103.583, 7.322.764, 7.343.359, 7.606.264, 7.694.010, 7.724.905, 7.996.884, 8.131.959, 8.205.088



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*Customer Support*

Every PostBase Mini is thoroughly checked before leaving the factory. Should any faults occur with your PostBase Mini in spite of our extensive quality control, please contact Francotyp-Postalia help line.

**FP INC. US**

**Consumable order phone number:** 800-341-6052

**Service phone number:** 800-341-6052

**Internet:** [www.fp-usa.com](http://www.fp-usa.com)

**Customer Resource Center:**

<http://www.fp-usa.com/postbasemini.cfm>

**ReportOne/RemoteOne Download Center:**

<http://www.fp-usa.com/remotetone.cfm>

**FP Canada Inc.**

**Please contact your local FP-partner**

**Customer Resource Center:**

<http://www.francotyp.ca/support/postbasemini.htm>

**Francotyp-Postalia Ltd.**

**Consumable order phone number:** please contact your local FP-partner

**Customer Support phone number:** 0344 225 2233

**Internet:** [www.fpmailing.co.uk](http://www.fpmailing.co.uk)

**Customer Resource Centre:** <http://www.postbasemini.co.uk>

**[fp-francotyp.com](http://fp-francotyp.com)**

*Warranty*

For warranty information, refer to the country-specific addendum to the PostBase Mini Operator Manual (*if available in your country*).

