

**Mailcoms**  
Franking Machines

# Franking machine installation guide - Mailbase series

(models Mailbase Lite, Mailbase and Mailbase Pro)

Read Now BEFORE you unpack your equipment



**Continue reading below**

## Right, let's get your franking machine up and running quickly...

Let's first get together the things you will need:

- The box containing your new franking machine.
- A red letter from Royal Mail titled 'Your Licence'.

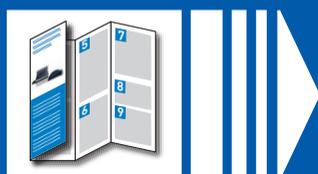
If you have not received the letter from Royal Mail, do not go any further with this installation. Please call Royal Mail Customer Services on 08457 950950. If they ask you for the franking machine Serial Number, it can be found on a label on the outside of the box.

If you have everything you need, check that the serial numbers on your box and the letter from Royal Mail are identical. If they are, continue to work through this set-up. If not, call Mailcoms on 01543 572 776.

Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of 8am to 8pm weekdays or 8am to 5pm weekends and public holidays.

We all know that different people work in different ways, so we've provided two alternative methods that you can use to install your franking machine, depending on your preference:

- This paper guide    Open the guide **fully** and follow **steps 1 - 9.**



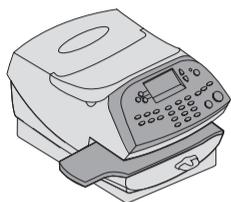
- An online guide    A step-by-step guide with helpful videos. Go to [https://www.mailcoms.co.uk/support\\_category/mailcoms/mailbase/](https://www.mailcoms.co.uk/support_category/mailcoms/mailbase/) and click on the 'installation guide' link.

# 1 Open the box and unpack

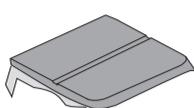
Here's a diagram and explanation of the items you should find in your box, if anything is missing give us a call on 01543 572776. Depending on how you install your franking machine, you might not need all of these items.

If you have any problems during this installation, refer to 'Troubleshooting' overleaf.

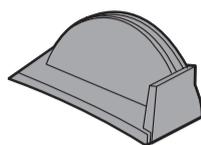
Franking Machine



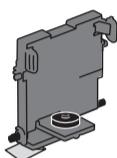
Scale



Stacker



Print Head (in plastic packaging)



Blue ink Cartridge



Postage Meter Labels



Operating Guide



Network Adapter



LAN (network) Cable



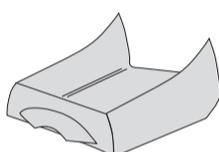
USB Cable



Power Cord



Base Unit (some models only)



Moistener (some models only)



Sealing Solution (only if moistener supplied)



Mailbase Pro only - INVIEW Kit



Package contains USB memory stick and other components

# 2 Decide where to site your system and how to connect it

Please **DO NOT** connect power until instructed.

Your franking machine has to connect to the Data Centre to add postage funds, get software updates, and carry out the required Postal Authority inspections.

This connection is made via the internet using your LAN (network). This provides a constant connection for ease of use and trouble free communications.

## LAN (Network) Connection

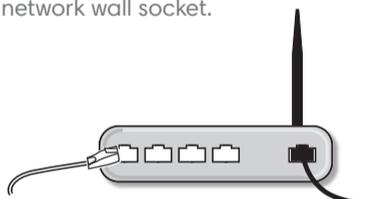
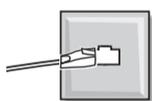
You must use a suitably configured network connection (LAN) that gives access to the internet. Mailcoms strongly advises LAN connection.

### Benefits

Fastest.  
Always connected.  
Ease of use.

### Requirements

A standard (RJ45) network connection on your router (as found in a normal domestic wired setup) or an active network wall socket.



OR...

If you have purchased the optional Wi-Fi Communication Device, you can connect to your network wirelessly.

As a backup and only if you cannot provide a direct connection to your network, you can use the free PC Meter Connect™ (PCMC) software to connect via any PC with an internet connection.

## PCMC Connection (Internet connection via your PC)

If you have a PC with an internet connection nearby, you can install the free PC Meter Connect™ (PCMC) software and use the PC's internet connection.

### Benefits

Backup connector method if LAN not possible.

### Requirements

Requires a PC with an active internet connection to be nearby and turned on. The PC must run Windows Vista or 7 and have PCMC software installed. PCMC is not available for Mac.

If you cannot meet the requirements of any connection method described above, refer to **Troubleshooting** overleaf.

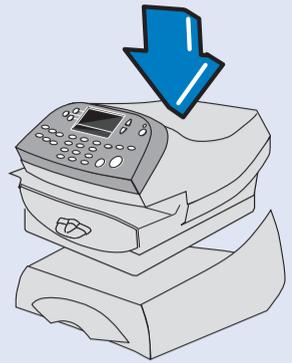
You must also ensure that the franking machine has a constant power supply and you have space around it to work.

## 3 Connect to the outside world

Remove your franking machine from its packaging.

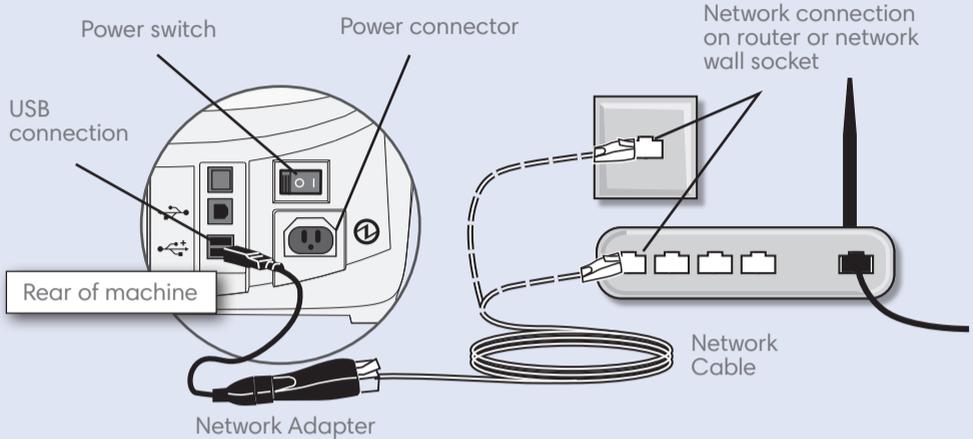
On models supplied with a base unit, place the machine onto the base unit now.

Follow the relevant section below for the connection method you've chosen:



### 3a. Wired LAN (network) connection

Connect the franking machine to your network as shown below:



Plug the power cord into a convenient outlet and into the machine. Turn the power switch ON.

**⚠ WARNING:** Always plug the equipment into a properly grounded wall outlet. The socket outlet should be near the equipment and should be easily accessible. Use the mains lead supplied with your equipment.

When power is turned on, you should see either the 10 or 100 indicator on the network adapter light and the ACT indicator may also flash. If none of the indicators light, check your router/network socket is working correctly before proceeding with **step 4**.

### 3b. Wireless LAN (network) connection

Instructions for setting up the Wi-Fi Communication Device are available on the web. Go to [europe.pitneybowes-support.com](http://europe.pitneybowes-support.com) and enter the code **10959**. Follow the instructions in the guide to setup the device. When complete, return to **step 4** of this guide to complete the franking machine installation.

### 3c. PCMC Connection (Internet connection via your PC)

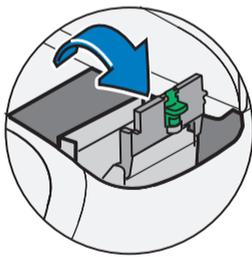
Before you connect your franking machine to your PC, you need to install the **FREE PC Meter Connect™ software**. To do this, you must have administrator rights on your PC which may require you to contact your IT department. Please note that the software is not Mac compatible.

To install, visit [www.europe.pb.com/PCMeterConnect/setup.exe](http://www.europe.pb.com/PCMeterConnect/setup.exe) and choose the 'Run' option. Select 'English (United Kingdom)' as your installation language and follow the on-screen instructions. This process installs the software and tests your franking machine connection. When complete, you are asked to return to **step 4** of this guide to complete the franking machine installation.

## 4 Install the print head and ink cartridge



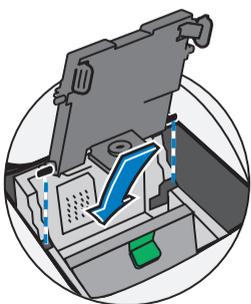
4.1 When the display shows 'Print head not detected. Open cover to install print head and ink tank', open the top cover.



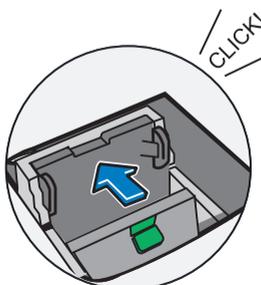
4.2 Flip open the guard.



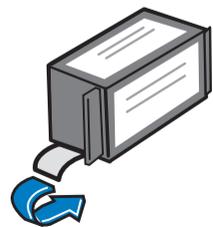
4.3 Remove the print head from its packaging and peel the tape strip from the print head. **DO NOT** touch the contacts on the print head.



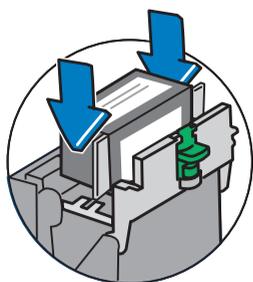
4.4 Slide the print head pegs down into the grooves.



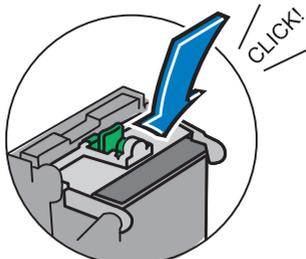
4.5 Push the print head to the left until it clicks into position.



4.6 Unwrap the ink cartridge making sure the tape is removed from the bottom of the cartridge.



4.7 Insert the cartridge.  
The ridges on the cartridge slide into the grooves.



4.8 Return the guard to the operate position and click to close.

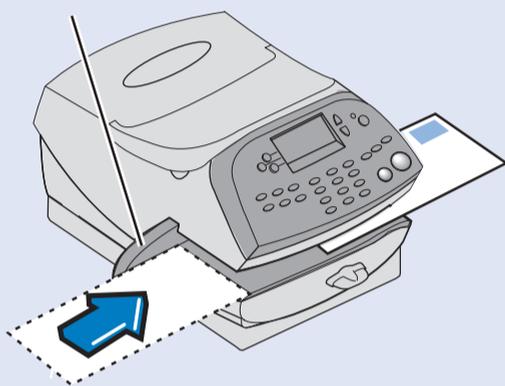


4.9 Close the top cover.  
The franking machine will now go through a setup cycle which takes up to **2 minutes**.

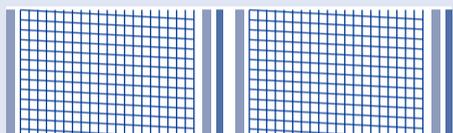
## 5 Carry out a test print

When prompted, insert a spare envelope or tape/label strip for a test print. Insert the item into the franking machine from the left, making sure its top edge is kept against the registration wall. The franking machine automatically begins printing.

Registration wall



Review the quality of the test print.



**Good print** - no broken lines in the centre of the test print



**Bad print** - broken lines in the centre of the test print

Good quality - press **Yes/Enter**.

Poor quality - press **No**, the franking machine goes through another set-up cycle and when complete you should try the test print again.

### IMPORTANT

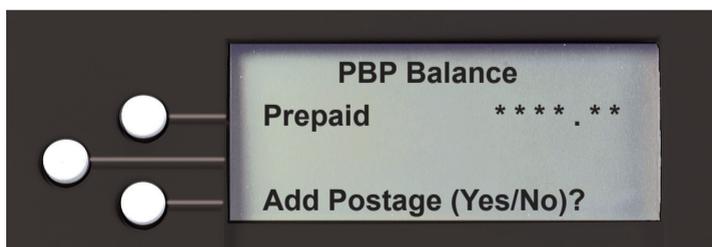
It is very important that the print from your franking machine is of a good quality. If you do not have a good quality print, Royal Mail may refuse or be unable to read the information automatically, this might result in a delay in delivering your post.

## 6 Add postage funds

You need to add funds to your franking machine before you can use it.

### Connect to the Data Centre

The franking machine automatically connects with the Data Centre and, after a short delay, displays your account balance. **Note:** If you receive a "DE" error at this point refer to **Troubleshooting** overleaf.



### Adding funds

You now need to add postage to your franking machine.

- Press **Yes/Enter**.
- Enter the amount you wish to add and then select **Continue**. This refill amount must be in increments of £50.
- Confirm the amount to add by pressing **Yes/Enter**.
- The franking machine communicates with the Data Centre to add postage and confirms when complete.
- The display asks if you would like a receipt. Press **Yes/Enter** and print an envelope or label as you did for the test print at **step 5**.

### IMPORTANT

Once you have printed the receipt, check the Postage by Phone account number on the receipt and ensure it matches the account number on the dispatch note received with the franking machine. If the numbers do NOT match, do not go any further with this installation and contact Mailcoms on **01543 572776**.

# 7

## Check for updates

Your franking machine now automatically checks for any new software, including any new Envelope Messages associated with your account.

**If the display asks if you wish to install the updates, always select 'GET UPDATE NOW' or your franking machine will not complete its installation correctly.**

The display shows the status of the update.

- At the first 'Install Successful' screen, select **Continue**.
- At the next screen, select **OK**.

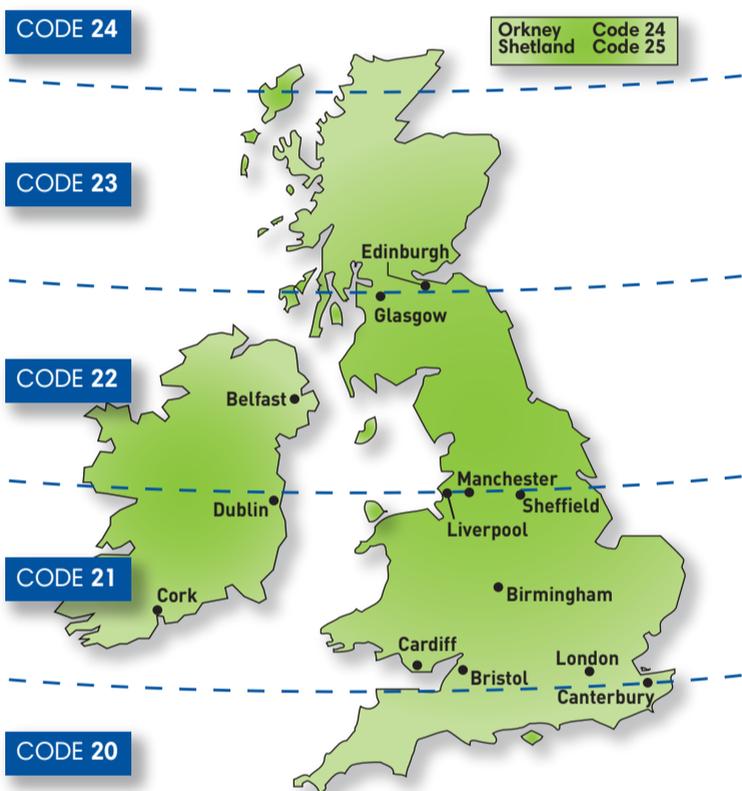
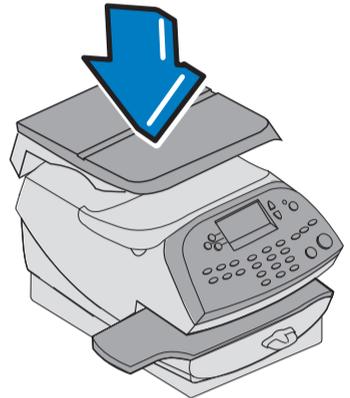
# 8

## Install the Scale

Your system is now installed, but you must fit and configure the scale.

Position the scale as shown. Plug the connector on the scale into the matching connector on the franking machine.

When the display shows 'Enter scale location code supplied by PB', key in the correct scale code for your location from the map and select **Continue**.



**Congratulations - your franking machine is now ready to use...**

# 9

## Frank an envelope

Let's now create your first piece of franked mail.

- Place your item of mail on the scale and the display will show the weight and date.
- You now need to select the Class of mail you require. Press the button alongside **Class** and select the carrier **Royal Mail**. Use the **Page Up** or **Page Down** buttons to scroll until the Class you wish to use is visible and then press the button alongside it to select it.
- Envelope Messaging prints alongside your frank. To select your preferred Envelope Message, press **Page Down** until **Ad** displays, then press the button alongside it. Use the **Page Up** or **Page Down** buttons to scroll until the Envelope Message you wish to use is visible and then press the button alongside it to select it. (To ensure your Envelope Message prints automatically in future, see **Pre-setting Options**, overleaf).
- Insert the item of mail into the franking machine exactly as you did at step 5 to create your first piece of franked mail.

### Problems?

- *Can't see the personalised Envelope Message you ordered?* See **Envelope Messaging**.
- *Want to pre-set the franking machine to automatically print your preferred Envelope Message?* See **Pre-setting Options**.
- *Want to learn more about using your new franking machine?* See **Using your franking machine**.

# Envelope messaging

It can take up to about 10 days to create your personalised Envelope Message and if it's not available for download during the installation process, email [envelopemessagingqueries@pb.com](mailto:envelopemessagingqueries@pb.com) to see when it is going to be ready. When it is available, carry out a software update as described below to download it into your franking machine.

You can carry out a software update at any time, which automatically downloads any new Envelope Messaging or software updates allocated to your account. To do this:

- Press **Options**.
- Use the **Page Down** button to scroll to **Connect-Data Centre** then press the button alongside it to select it.
- Select **Uploads & Downloads**.
- Your franking machine connects with the Data Centre and indicates if any updates are available. Follow the prompts on the screen to start the download.

If at any time you would like a new Envelope Message for your franking machine, just visit our website at: [www.pitneybowes.co.uk/envelopemessaging](http://www.pitneybowes.co.uk/envelopemessaging) Alternatively, log-in to MyAccount and click on the Envelope Messaging link at the right hand side of the MyAccount home screen.

**To make your franking machine automatically select your preferred Envelope Messaging when you frank mail, see 'Pre-setting options' below.**

## Pre-setting options

It's advisable to pre-set some options on your franking machine, as this could save time and possibly prevent errors later. Your franking machine has a 'Normal Preset' for your most used settings which will be set automatically every time the franking machine is turned on or woken from its 'sleep' mode. There are also 5 other 'Custom Presets' that can be recalled with a few button presses. We suggest that you pre-set options for Envelope Messaging and Carrier/Postal Class, but this is entirely up to you.

### Creating a preset

You don't have to program the values into the preset memory. Instead, the franking machine memory takes a "snapshot" of the current values on your franking machine. For example, if the machine is set up to print a certain Envelope Message and Second Class is selected, these will be used to define the preset.

If you require more information about presets, please refer to the Operating Guide supplied with your franking machine.

### To store your 'Normal Preset'...

To create the 'Normal Preset', ensure that the display shows the values that you would like to save, then follow the instructions below.

- Press **Custom Presets**.
  - Select **Define Normal Preset**.
  - Select **YES: store preset**.
  - Select **Continue**.
- Press **Home** to return to the Home Screen ready for franking.  
**Your new 'Normal Preset' is now stored.**

### To recall your 'Normal Preset' at any time...

Simply press the **Normal Preset** button.

## Data Capture/Mailmark™

Your Mailbase series is a **Mailmark™** compliant system. At regular intervals defined by Royal Mail, it has to connect to the Data Centre to provide usage data to Royal Mail. The connection will normally happen in the background without you needing to do anything.

If the connection was not made due to your franking machine being turned off, or some other connection problem, the display says 'Data Upload Due'. To connect, select **Connect Now**.

If, for any reason, a connection has not been made within the 'grace' period allowed by Royal Mail, the screen below will appear. In this case, you **MUST** make a connection before your franking machine will allow you to continue processing mail.



# Using your franking machine

Now that you've installed your franking machine, you'll probably want to learn more about its many features.

An **Operating Guide** that covers all aspects of your franking machine is provided. This gives more detail of how your franking machine works, and how you can use it to process your post. In particular...



- Chapter 3 describes how to run mail and how to select your Envelope Messaging.
- Chapter 4 describes setting up the 'Normal Preset' so that your system automatically loads your 'standard' settings, including your preferred Envelope Messaging, etc.
- Chapter 7 describes how to fit the optional moistener, if you have one supplied with your system.
- Mailbase Pro systems are supplied with the ability to use INVIEW Postage Reporting. Documentation for INVIEW is available on the web.

Go to **europa.pitneybowes-support.com** and enter the relevant access code listed below:

INVIEW Kit Installation Guide = code **9691**  
INVIEW Operating Guide = code **8025**

## Troubleshooting

Sometimes you might need a little help with the installation of your franking machine, here's a few of the more common problems and resolutions for them.

### Problems connecting when using a LAN (network) connection

- Check that PC's on your network can access the internet.
- "DE" errors generally relate to an issue with connectivity. You may need the help of your IT/Network Administrator to ensure the network settings are configured correctly. Please refer to the LAN Connection guide. To view this document, go to **europa.pitneybowes-support.com** and enter the code **8026**.
- **Wired LAN Connection**  
Check you have either the 10 or 100 indicator on the network adapter lit and the ACT indicator may flash. If no indicators are lit, check the network cable and network connection socket or router.
- **Connection using the Wi-Fi Device**  
Check that the device has been configured correctly as described in the online setup document. To view the document, go to **europa.pitneybowes-support.com** and enter the code **10959**.

### Problems connecting when using PC Meter Connect™

- Make sure the USB cable is connected between the franking machine and the PC.
- Check that your PC is running and has an internet connection.

### You cannot meet the requirements of LAN or PC Meter Connect™ connection

If do not have a LAN connection or an internet enabled PC available to allow your franking machine to connect to the Data Centre, please give us a call on **01543 572776** to discuss other possible options.

### Balance too low

You have tried to add more postage than you have available in your Postage by Phone account. Try again with a lower refill amount.

### Envelope messaging not available

See the Envelope Messaging section on the left.

### Error 11

You have tried to install your franking machine before Royal Mail have fully approved your licence. Please wait 24 hours and try the installation again.

### Error 104

You have tried to refill with an amount that is not a multiple of £50. Please try again with an amount that is a multiple (£50, £100, £150, etc.)

If you're still having trouble, then visit  
**www.mailcoms.co.uk/support**  
or give us a call on **01543 572776**.

# About Mailcoms products and services

## Ordering consumable supplies

Whether it's ink or envelopes for your franking machine, or the more day-to-day routine items like pens and pads to help you manage your office we're here to help. Thousands of our customers have found that we can provide excellent quality goods at very affordable prices, and backed by our fantastic quality guarantee you can't go far wrong.

To find out more about what we can offer just visit our online shop at [www.mailcoms.co.uk/franking-machine-ink-labels/](http://www.mailcoms.co.uk/franking-machine-ink-labels/). However, if you would like to speak to someone or have any queries about your consumable supplies, just give us a call on **01543 572776**.

## My Account

To edit your account, email us at [info@mailcoms.co.uk](mailto:info@mailcoms.co.uk) or call us on **01543 572 776**.



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