Mailsend & Mailsend+

User Guide

Table of Contents

1 - Quick start guide

2 - Connectivity information

3 - Managing your device

4 - Creating Parcel Shipping Labels

5 - Managing Parcel Shipping Labels

6 - Printing on envelopes

7 - Presets

8 - Managing Printing on Envelopes

9 - View and Print Reports

10 - Maintenance

11 - Supplies

12 - Device Information

13 - Safety

14 - Technical Support

15 - Third party software

1 - Quick start guide

In this section

Navigating the Home screen

The Home screen on the Mailsend & Mailsend+ machine provides the starting point for creating either a parcel shipping label or printing postage on an envelope.

For general purpose envelopes and post cards, print postage by tapping **(1) Envelope Printing**. For important large envelopes or packages using Royal Mail or ParcelForce start creating a parcel shipping label by tapping **(2) Parcel Shipping.**

The application drawer **(3)** at the bottom of the screen provides access to a variety of applications to support and enhance your Mailsend & Mailsend+ device. For example, you can obtain tracking information (Shipping History), access address information (Address Book) and even check your network connection (Check Network).
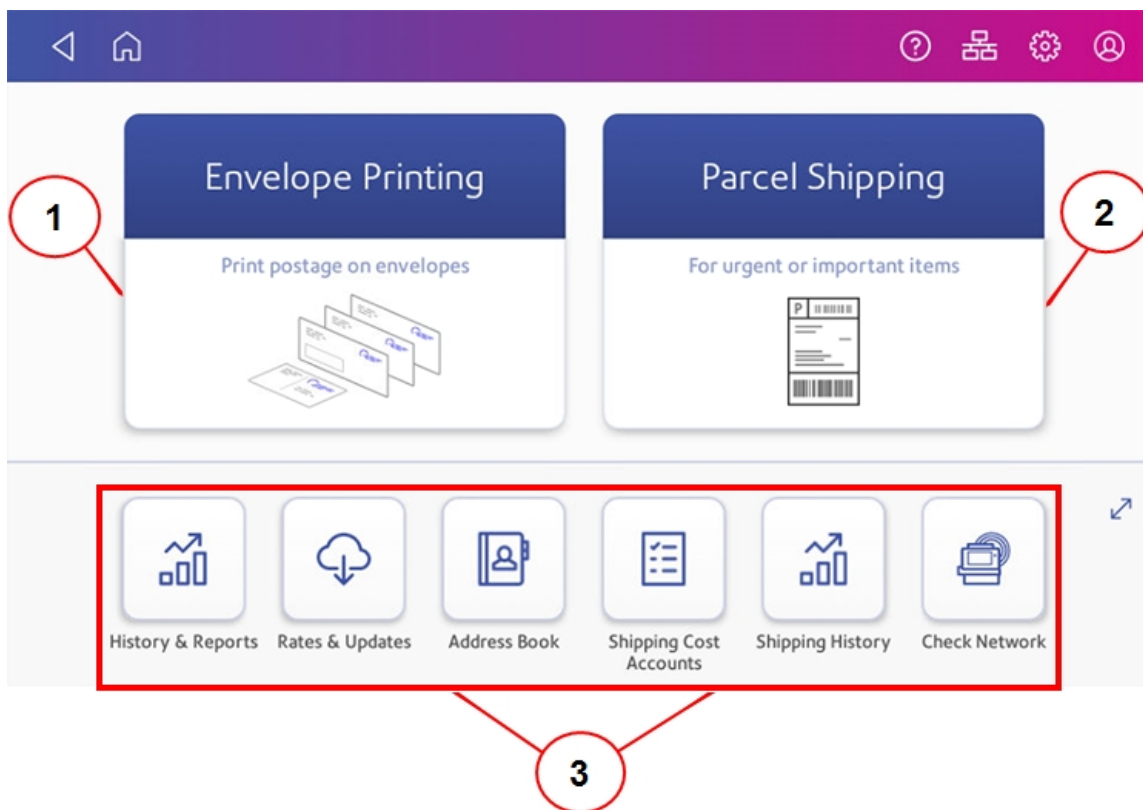
To view all of the options in the application drawer, tap the double-headed arrow **(4)** on the right side of the application drawer. Other options include the ability to check for available software updates (Rates & Updates) and view online support (Help).
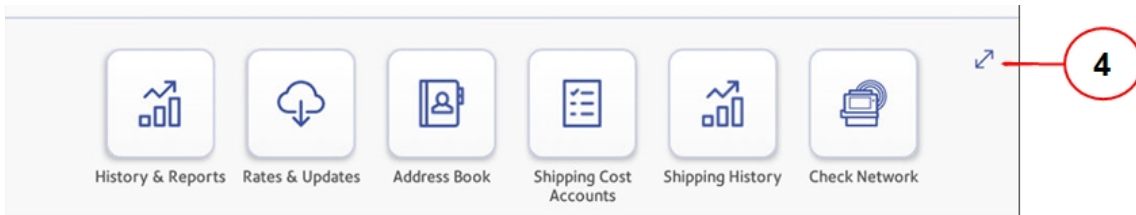
Note: The **Shipping History** icon in the application drawer provides information about labels you have created using the Parcel Shipping application (Date, Recipient, Carrier, Tracking Number, Status, and Label Amount). The **History & Reports** application provides a history of the postage refill operations you have performed for the Envelope Printing application.

Toolbar

The toolbar located at the top of the Home screen appears at the top of every screen within the Parcel Shipping and Envelope Printing applications.

This toolbar allows you to view and change settings and defaults values for your machine and the Parcel Shipping and Envelope Printing applications.

1. **Back** - Return to the previous screen.
2. **Home** - Return to the Home screen from anywhere in Parcel Shipping or Envelope Printing.
3. **Support** - Search online content and get information on how to perform tasks using Parcel Shipping and Envelope Printing.
4. **Network** - View the current network type (wireless or Ethernet) and status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here represents a wireless connection.
5. **Profile** - Sign out of Parcel Shipping or lock your Mailsend & Mailsend+ device.

6. **Settings** - View or change your machine and application settings. View or change your machine and application settings. For your machine, this includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information.

Printing a Parcel Shipping label

Print Parcel Shipping labels to get the best pricing for Royal Mail or ParcelForce® parcel services.

1. Tap **Parcel Shipping** on the Home screen.
2. Tap **Royal Mail and ParcelForce**.

3. Add the sender address. Use the address book icon or enter it manually.

4. Select a cost account, if enabled. If this field contains an account, check the account is correct.

5. Tap **Continue**.

6. Tap the **Address** icon to select the recipient address from the address book. Alternatively, manually enter a postcode and scroll to the desired address. Tick the **Save contact** box to save the address to the address book.

7. Tap **Continue**.
8. Enter the size of the parcel in centimetres within the Dimensions boxes.
9. Tap the **Weight** button.

10. There are two options to now choose:
    a. Tap the **Scale** radio button, then place the parcel on the scale. Tap **Apply**, then **Continue** or
    b. Manually enter the weight of the parcel if you know the weight. Tap **Apply**, then **Continue**.
11. Tap the service you wish to use, in this example, **1st Class**.

12. Tap **Extra Services** if required. If you are not adding any special services, go to step 15.

13. Tap the desired extra service.

14. Tap **Apply** to confirm the extra services.

15. Tap the **Label Options** icon to add a memo onto the label. Enter further information about your parcel, if prompted. When complete, tap **Continue**. Alternatively, tap **Print** to print the label.

16. Tap **Print**.
17. The carrier screen reappears. You can now print another label.

Tracking a parcel

Use the Shipping History app on the Home screen to find a tracking number for a parcel.

1. Tap **Shipping History** in the application drawer at the bottom of the Home screen.
2. Find the parcel you want to track in the list.
3. Enter the tracking number in Royal Mail's or ParcelForce's website (**https://www.royalmail.com/track-your-item**) or (**https://www.parcelforce.com/track-trace**).

What are Cost Accounts?

Use Cost Accounts to charge back costs for printing Parcel Shipping labels. This help you keep track of how much each department is spending.

When you print a Parcel Shipping label you can allocate a cost account to that label. Your device allocates the cost of that label to that cost account.

Tap **Shipping History** to view the amount each department has spent.

Adding a Parcel Shipping cost account

Create cost accounts to record Parcel Shipping usage by department.

1. Tap **Shipping Cost Accounts** in the application drawer at the bottom of the Home screen.
2. Tap the plus sign **+** in the upper left corner of the Cost Accounts screen.
3. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:
   - - hyphen
   - _ dash
   - ' single quote
   - @ at sign
   - . Full stop
   - and optional description.
4. (Optional) Enter a description of the account, up to 200 characters.
5. Tap **Enter** (green check mark) when done. You can use the same types of characters as for the account name.
6. Tap **Active** or **Inactive**, whichever is appropriate for this account.

7. Tap the checkbox for **Make this my default Cost Account** to make this cost account automatically used for all Parcel Shipping.
8. Tap **Apply**.

Printing postage on envelopes

The Envelope Printing screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print.

To open the Envelope Printing screen, tap **Envelope Printing** on the Home screen.

On this screen, you can:

1. Tap **Class** to view the class and any extra services.
2. Select an account by tapping **Account**.
3. Create or select a Preset.
4. View the balance of funds you have remaining in your device.
5. Preview or add graphics.
6. View the total postage amount.
7. Tap the date to view the date options.
8. Tap the weight icon to view the weighing options (enter weight manually or using a scale).

9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope or adding more postage. You can also choose to only seal envelopes without printing any postage.

10. Tap the mode you wish to use:
    - **Date and Time Stamp**
    - **Graphic Only**
    - **Postage Printing** - Printing postage on an envelope is the default mode.
    - **Seal Only** - Bypass all printing.

What is Accounting

You can use accounts to charge back postage for printing envelopes to departments or clients and run reports showing how you spent your postage over specific time periods.

The printing postage on envelopes application uses a multi-level account structure and is separate from the shipping label cost accounts.

- Run reports to show how much each department uses.
- View and email reports from your device.
- Obtain information such as postal classes used and the cost of postage.

Adding an Envelope Printing account

Create accounts to record Envelope Printing usage by department.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.

3. Tap the **Preferences** icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap **Create new account**.
6. Tap **Create a new account** for a new account.
7. Complete the required account name field. Account names can be up to 75 characters long.
8. Complete the required code field. Assign a unique code to identify each account. Codes help you locate accounts more easily.
9. Complete any optional fields, such as:
   - **Description** - Enter a description of the account up to 150 characters.
   - **Password** - Tap **Password** to create a password for an account.
     - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You must enter this password to edit or feed mail against the account once enabled.
10. Ensure you set the status to active.
11. Tap anywhere on the screen, but outside of the fields when complete.
12. Tap **OK** to save. The name of the new account appears.
    - Tap **Create New Account** to create another account.
    - Tap **Add a Sub Account to this account** to add a sub account to the account you just created.
    - Tap **Continue** if you do not need to create any more accounts.
13. Press the back-arrow to return to the account list.

Sending post by First Class

Send your letters and small parcels by First Class post. First Class can be an economical way to send your post.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Royal Mail First Class**.
6. Tap **Letter**.
7. Tap **Apply**.
8. Place the envelope on the scale. The weight appears in the weight button on the screen.

9. Place the envelope on the feed deck. The device automatically feeds the envelope and prints the postage.

Printing a custom or standard graphic

Customise your mail by adding a custom logo or standard graphic.

Custom graphics

Add your own custom logo or graphics to your device. You can store up to five custom

graphics. To order a custom graphic, please contact Mailcoms.

Standard graphics

Your device has a set of standard graphic images that you can add when you print postage.
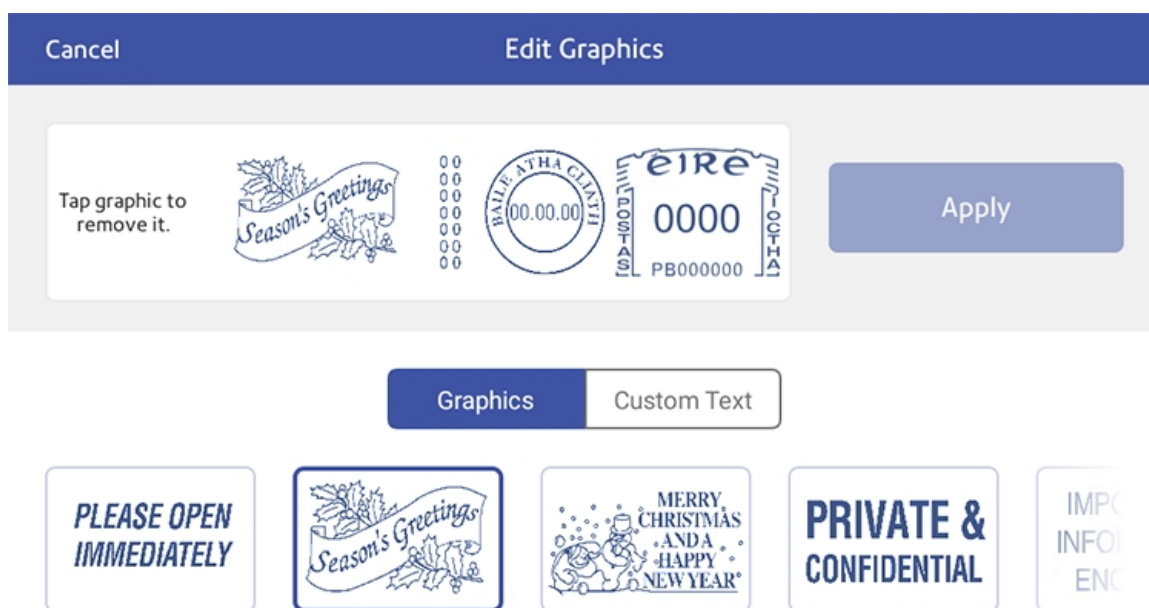
1. Tap **Envelope Printing** on the Home screen.
2. Weigh your envelope, select a class, and select any special services required.
3. Tap **Graphics** on the Envelope Printing screen.
4. Select the graphic you want from the list of available graphics.

5. Tap **Apply**.
6. To verify that the envelope prints correctly, feed the envelope through the device.

Using the scale when printing postage

Use the scale to weigh your mail and calculate the correct postage for you.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
3. Tap **Scale**.
4. Place the envelope on the scale. You must do this before the next step or else the Apply button remains inactive.
5. Tap **Apply**.
6. Tap **Class**.
7. Select **Start Over** to show the class options.
8. Tap the class you want.
9. Select any special services required.
10. Tap **Apply**.
11. Place the envelope or envelopes on the feed deck. Depending on the Mailsend & Mailsend+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Sealing envelopes

Use the moistener on your device to seal your envelopes. You can seal envelopes whether you are printing postage or only sealing the envelopes (no postage is printed).

1. Check the level of sealing solution in the moistener tank and add more if required.
2. Slide the envelope flap under the edge of the feed deck when feeding an envelope, so the moistener can wet the flap.

Important: If the moistener tank is full and your envelopes do not seal correctly, clean the moistener brush and wick.

Sealing the envelope only

Use Seal Only mode to seal envelopes without printing anything.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**. You may need to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.

5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck.

Filling the moistener tank

Fill the moistener tank periodically with Mailcoms sealing solution to seal your envelopes.

1. Check the level of sealing solution in your moistener tank.
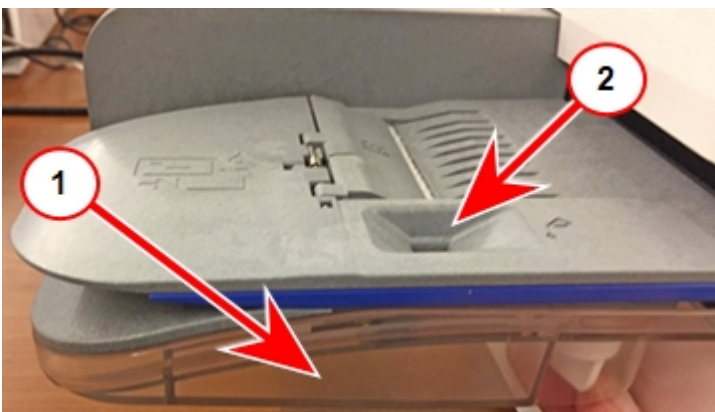
2. Add enough sealing solution to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Replacing the ink cartridge

Replace your ink cartridge promptly when the low ink warning appears. You must maintain an adequate ink supply to keep the device in optimal working condition.

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.

6. Insert the new ink cartridge, and then close the ink cartridge guard.

7. Close the top cover.

8. The cartridge repositions itself and the Envelope Printer Maintenance screen appears.
9. Print a test pattern to ensure that your ink cartridge installed properly.

Printing a test pattern

Print a test pattern to see if the printhead is working properly or if you have enough ink in the cartridge.

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printing**.
3. Tap **Print Test Pattern**.
4. Feed the envelope through the device when the message "Print a Test Pattern?" appears.
5. Examine the pattern printed on the envelope:
   - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
   - Tap **Clean Printhead** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
     - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.

Good Test Print

Bad Test Print

Supplies

Supplies for Mailsend & Mailsend+

Description	Part Number
1 Litre Folding Inserting Machine Sealing Solution	SF-01
500ml Folding Inserting Machine Sealing Solution	SF-02
Royal Mail Size Guide Ruler – Includes Small / Medium Parcel Sizes	PIPR
1000 Mailcoms Mailsend Franking Labels	MCL-MSEND-DS-1000-S
1000 Mailcoms Mailsend Long (175mm) Franking Labels	MCL-MSEND-DS-1000-L-175
1000 Mailcoms Mailsend+ Franking Labels	MCL-MSEND+-DS-1000-S
1000 Mailcoms Mailsend+ Long (175mm) Franking Labels	MCL-MSEND+-DS-1000-L-175
Mailcoms Mailsend Blue Ink Cartridge	MCI-MSENDP+-CB
Mailcoms Mailsend+ Blue Ink Cartridge	MCI-MSENDP+-CB
Dry, Lint-Free Wipes - Pack of 300	SL-CKW03
250 Late Meter Posting Franking Envelopes	MCE-LPE-250
1000 White DL+ Gummed Plain Windowed Envelopes (114mm x 235mm)	MCE-1000-DLGWW-G
1000 White DL+ Gummed Plain Non Windowed Envelopes (114mm x 235mm)	MCE-1000-DLGNW-G
500 White C5+ Gummed Plain Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWW-G
500 White C5+ Gummed Plain High Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWHW-G
500 White C5+ Gummed Plain Non Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWNW-G

Supplies for Mailsend+ Label Printer

Description	Part Code Number (PCN)
Continuous 55 Meters Direct Thermal Labels - 1 Roll	MCLR-CD55M-MSEND+-MC-PK1
Continuous 55 Meters Direct Thermal Labels - 4 Rolls	MCLR-CD55M-MSEND+-MC-PK4

2 - Connectivity information

In this section

Setting up a wired network connection

Use a network cable to connect your Mailsend & Mailsend+ device to the Data Center with a wired connection.

First, determine the connection type:

1. Tap **Settings** on the toolbar.

2. Tap **Wired**.
3. Check to see which connection type is selected.
4. If your connection type is **DHCP**, follow the steps for **DHCP**. If your connection type is **Static IP**, follow the steps for **Static IP**.

DHCP

1. Select **DHCP**.
2. Tap **Connect**.
3. If it does not connect, unplug the power cord.
4. Wait 2 minutes. The screen should turn off after 10 seconds.
5. Plug the power cord back in, ensuring that it is plugged directly into a wall outlet.
6. Quickly tap and release the power button to turn the device back on.
7. Tap the **Settings** icon in the toolbar.
8. Tap **Wired (Ethernet)** and make sure DHCP is selected.
9. Tap **Connect**.

Static

1. Select **Static**.
2. Contact your internal IT department to record the values you will need to enter for your device. The values needed are the **IP Address**, **Netmask**, **Gateway** and **DNS Address**.
3. Enter the values you recorded in step 2 for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
4. Tap **Connect**.
5. If it fails to connect, remove the network cable from the back of the device.
6. Tap the **Connect** button. Wait for the attempted connection to fail.

7. Plug the network cable back in.
8. Delete the values in the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** fields.
9. Enter the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** that you recorded in step 2.
10. Tap **Connect**.

Setting up a wireless (Wi-Fi) network connection

You can connect your Mailsend & Mailsend+ device via a wireless network connection. You can also connect your device to your mobile phone's hotspot, should the need arise.

1. Tap **Settings** on the toolbar.

2. Tap **Wi-Fi** in the Device & Network section.
3. Choose your Wi-Fi network from the list. Tap **Add Network** if your Wi-Fi network is hidden.
4. Enter your Wi-Fi password and identity.
   Tip: Use the show password option to make sure that your password is entered correctly.
5. Tap **Advanced Options** if your network requires advanced network settings such as a proxy server or static IP address:
   - To set up a proxy server:
     a. Select **Manual** in the Proxy drop down.
     b. Tap on the line and enter the information provided by your IT department.
   - To set up a Static IP address:
     a. Select the **IP Setting** menu and choose **Static**.
     b. Tap on the line and enter the value provided by your IT department.
     c. Tap the **>** in the green circle.

Connecting to a hidden Wi-Fi network

Add a network when you want to connect using Wi-Fi and your network is not present in the Wi-Fi list.

1. Tap **Settings** on the toolbar.

2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.

3. Tap **Add Network** at the top of the Wi-Fi screen.
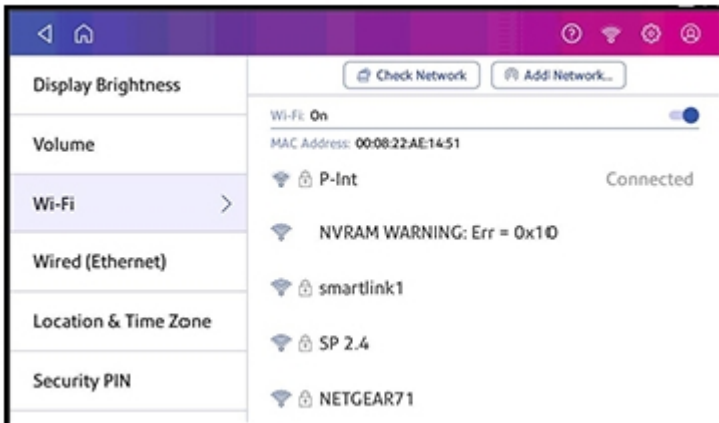
4. For each of the following steps, please consult with your IT department if you are not a technical person:

 a. Tap the down arrow in the Security field and select the security method.
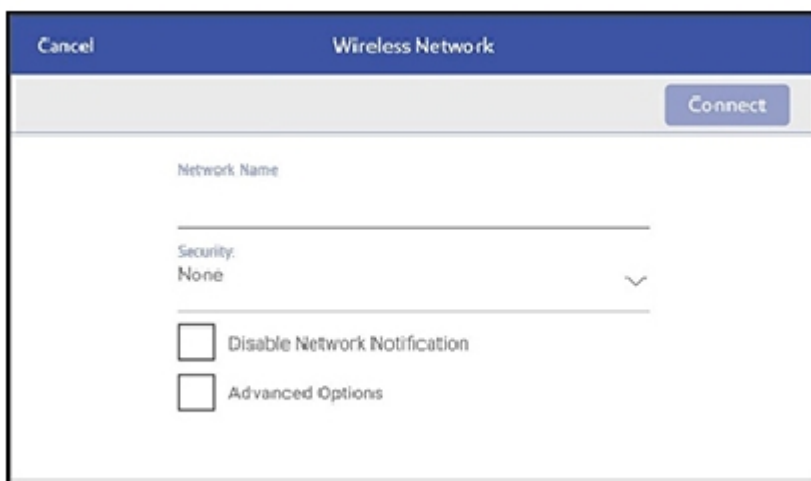
 b. Tap **Advanced Options** to enter a static IP or set up a proxy.

5. Tap **Connect** when done.

Deleting a Wi-Fi network

Delete a network if you don't want your device to automatically connect to a network or you need to resolve a wireless network issue.

1. Tap **Settings** on the toolbar.

2. Tap **Wi-Fi** in the device& Network section to see a list of available networks.
3. Tap the network you want to delete. Note that you can only delete a network to which you have previously connected.
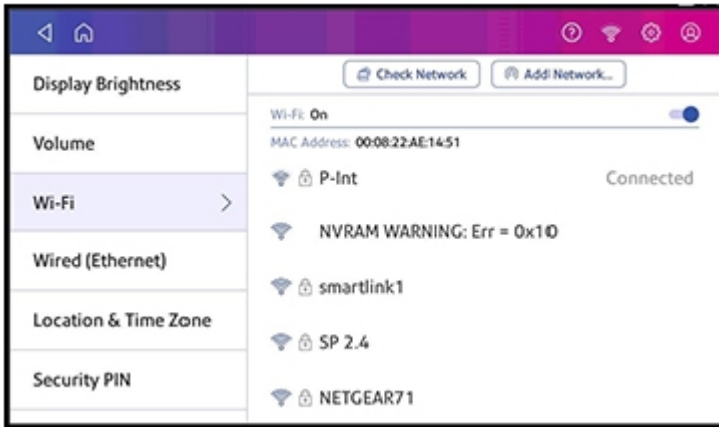
The network details appear.

4. Tap **Forget** to delete the network connection.

Checking your network connection

Check your device has access to all the required internet services by using the network checking application. The app helps diagnose issues if you cannot connect to the internet.

If your device is behind a firewall, you may need an IT professional or someone who has access to your network configuration to provide access to these services.

Open and run network checking application:

- Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen or,
- Tap **Apps** on the Home screen, then tap **Network Connection**.

Finding the MAC address for wired and wireless networks

Provide the MAC address to your IT department if they require it to allow your device to connect to the internet.

Your device contains two MAC addresses. However, depending on your chosen connection method it will only be using one MAC address.

Connecting via a Wireless connection

1. Tap **Settings** on the toolbar.

2. Tap **Wi-Fi**.
3. The MAC address appears above the list of wireless networks.
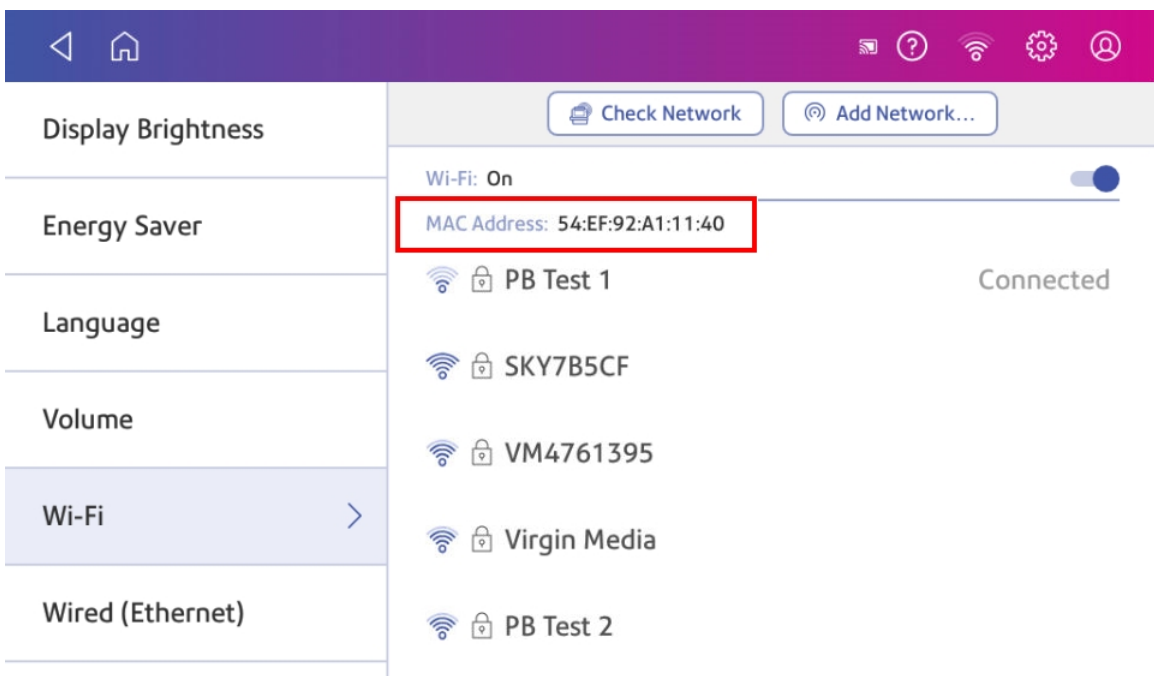
Connecting via a wired connection

1. Tap the **Settings** icon in the toolbar.
2. Tap **Wired (Ethernet)**.
3. Tap **Check Network**. The "Checking Network Connections" screen appears. Tap **View Details** in the "Connected to wired network" box when the test completes.
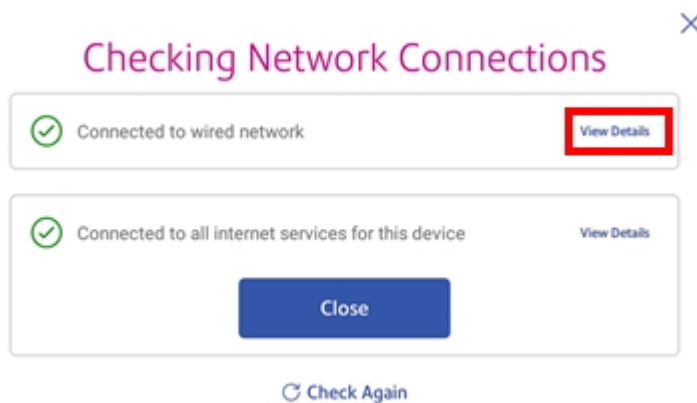
The MAC address displays:
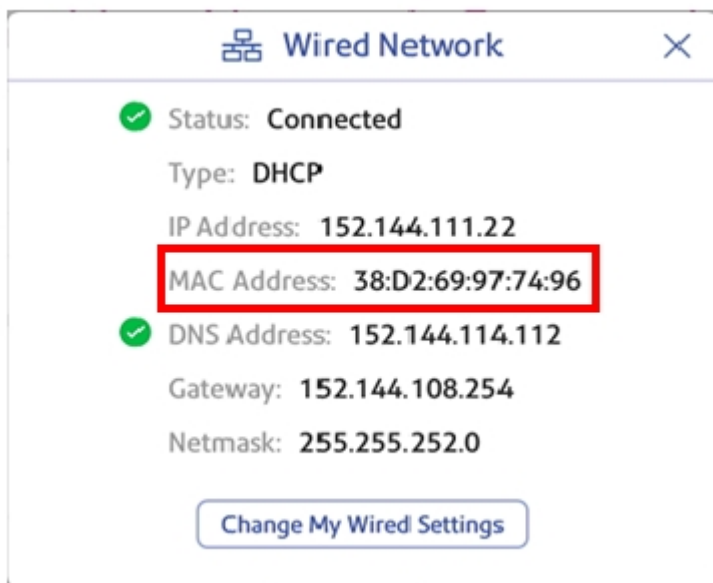
4. Tap **X** to close this window.
5. Tap **Close**, then the back-arrow to return to the Home screen.

If the MAC address does not display, try these steps:

1. Tap the **Settings** icon in the toolbar.
2. Scroll down to the "Advanced Device Options" section and tap **About This Device**.

3. Scroll down to the "Base Network Info" section and locate the MAC Address field. This contains the MAC Address.
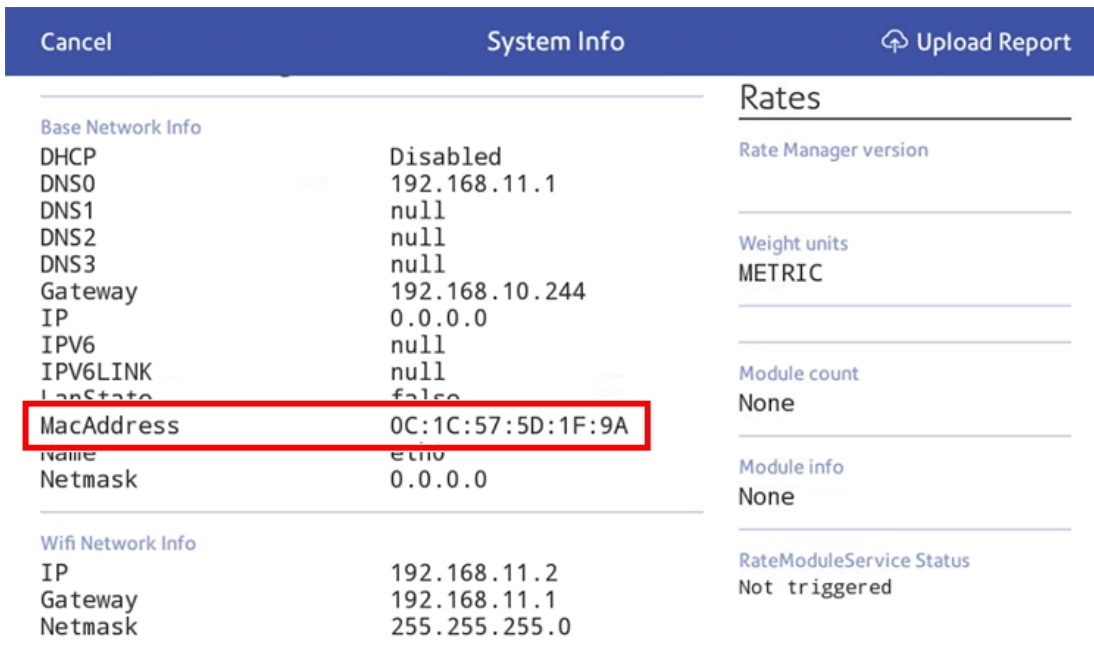
4. Tap **Cancel** in the upper left corner to return to the Home screen.

Setting up a proxy server

A proxy server is a computer that acts as a gateway between your local network, your device and a larger-scale network, such as the internet. Proxy servers provide increased performance and security.

1. Tap **Settings** on the toolbar.

2. Tap the **Wi-Fi** or **Wired (Ethernet)** option in the in the Device & Network section.
3. For **Wi-Fi**:
   a. Select the network from the list.
   b. Tap on the **Advanced Options** checkbox to select it.
   c. Scroll down and tap the arrow next to Proxy, then select **Manual**.

   For **Wired (Ethernet)**:
   a. Select either DHCP or Static IP.
   b. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select **Manual**.

4. For **Proxy Hostname**
   - enter the IP address or,
   - HTTP or HTTPS proxy address of your proxy server.

5. For **Proxy Port**, enter the port the device should use to send network traffic to the Proxy Server.
6. (Optional) Use **Bypass** to enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy.
7. If your Proxy Server requires authentication, select the **Need Authentication** check box and additional fields will appear.
   a. Enter the **Proxy Username**. This may be case sensitive for some proxy servers.
   b. Enter the **Proxy Password**. This is case sensitive for proxy servers.

3 - Managing your device

In this section

Installing the Mailsend & Mailsend+

If you are installing a Mailsend & Mailsend+ for the very first time, follow these instructions.

1. *Before you begin*
2. *Open the box*
3. *Unpack the device*
4. *Install the printhead*
5. *Install the ink cartridge*
6. *Connect device to a power source*
7. *Continue installation steps*

Before you begin

Before you being installing your new Mailsend & Mailsend+, you need to decide what type of connection (wired or wireless) you wish to use.

Choose your connection type

Wired

Takes about 10 minutes

Requires an available internet jack and power outlet

Wireless

Takes about 15 minutes

Requires access to a wireless network and power outlet

Open the box

Here's a diagram and explanation of the items you should find in your box. If anything is missing, please contact Mailcoms.

SendPro C   Cover or Scale   Power cord

Printhead in package   Ink cartridge   LAN/internet cable

E-Z Seal   Tape sheets
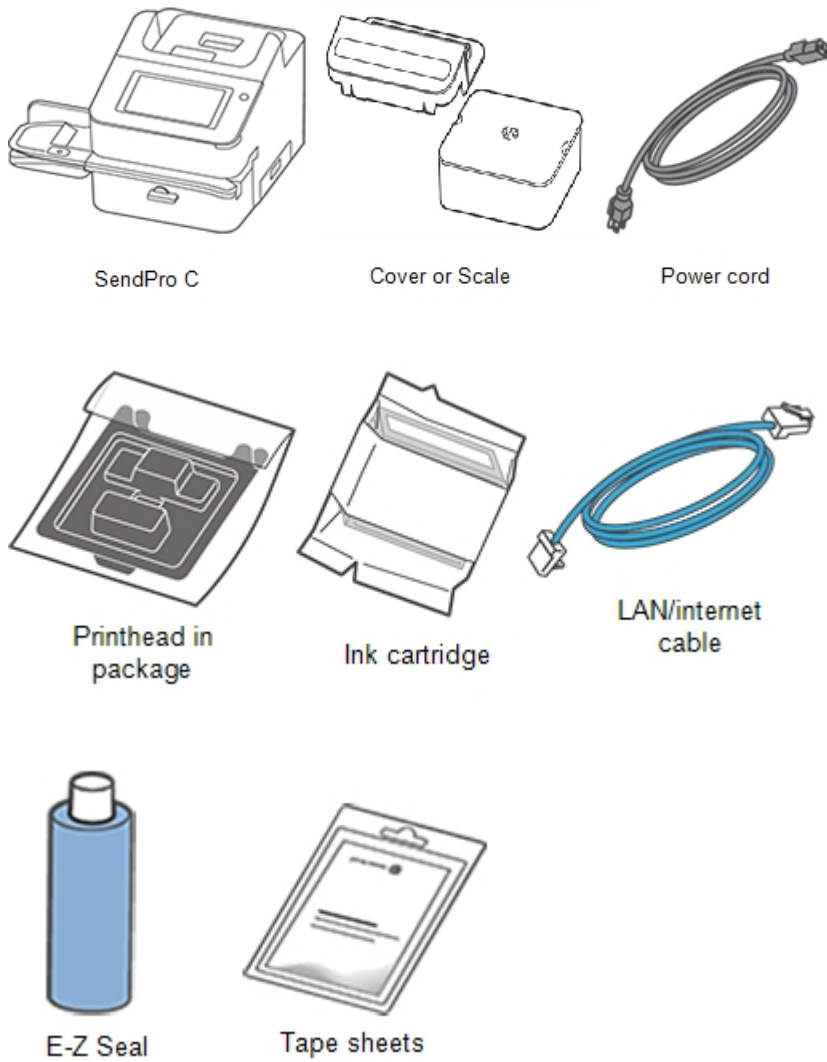
Unpack the device

> **Warning:** Do not connect the Mailsend & Mailsend+ to a power source yet and be sure to grab the entire feeder and not just the flap.
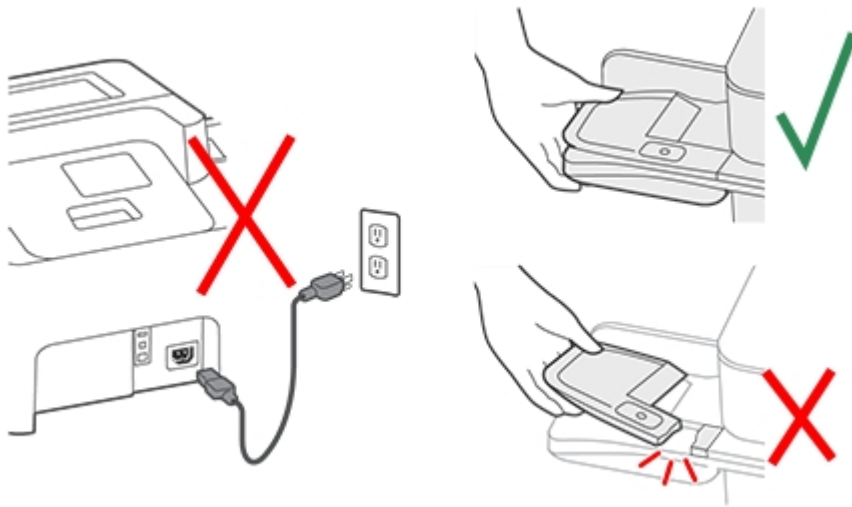
Remove all the packing materials from your device.
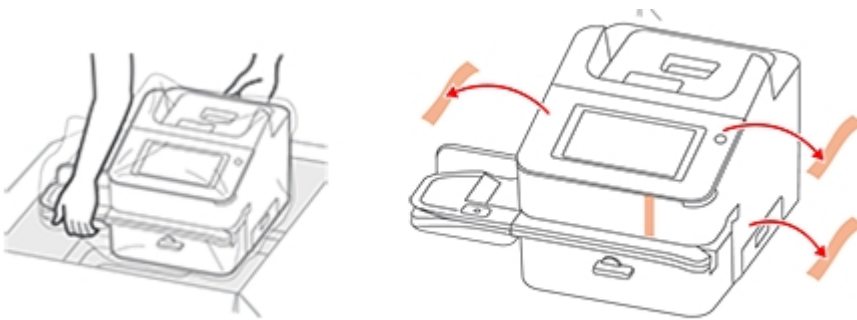
Install the printhead

1. Open the cover to access the ink carriage.
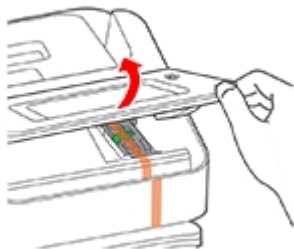
2. Remove the packing tape from the ink carriage.
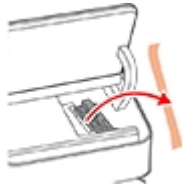
3. Open the ink carriage guard.
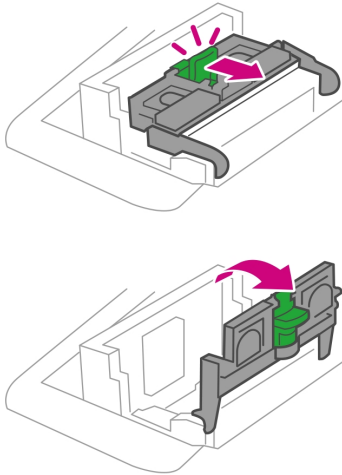
4. Unwrap the printhead and remove the protective strip.
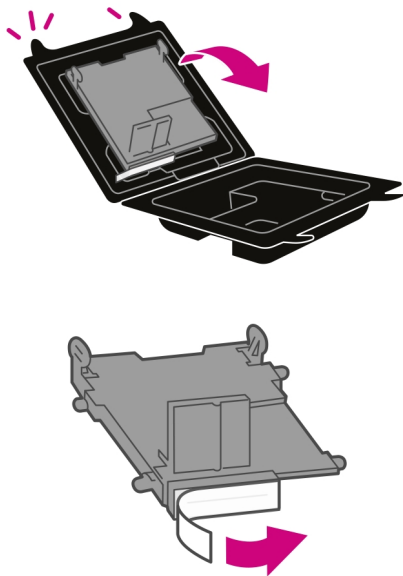
5. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

Groove   Peg   Tab
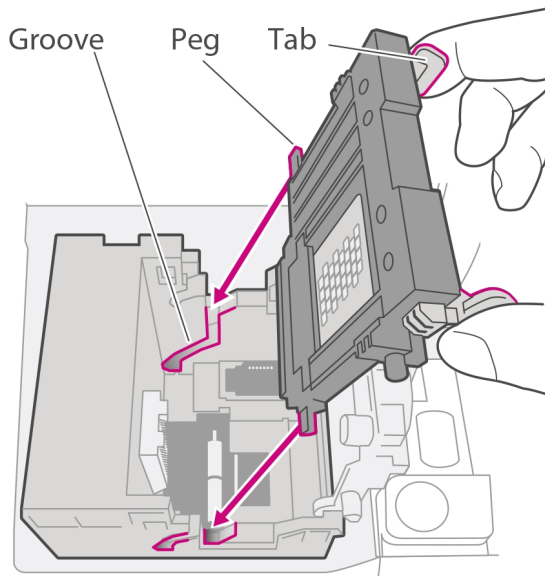
> **Warning:** This step is critical to prevent system damage.

6. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.
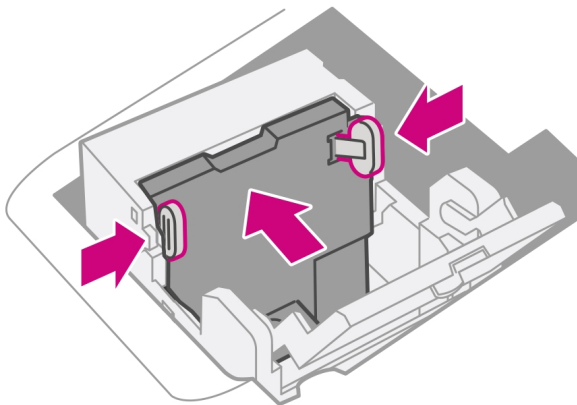
Install the ink cartridge

1. Unwrap the ink cartridge and remove the silver foil strip from the ink cartridge.
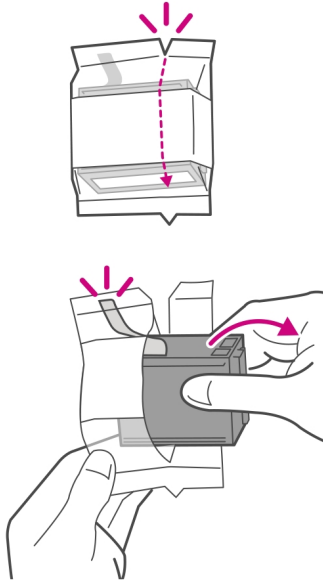
2. Install the ink cartridge and close the guard.
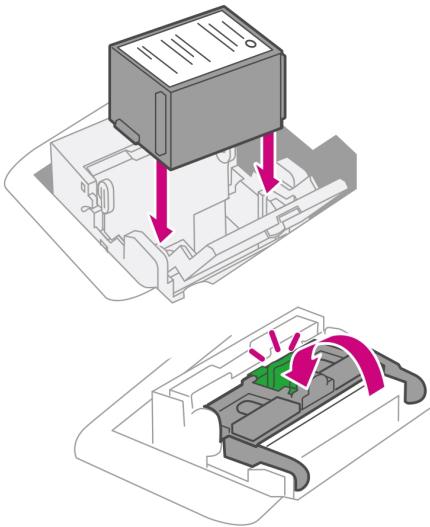
3. Close the cover.

Connect the device to a power source

Connect the device to a power source and turn on the power switch.
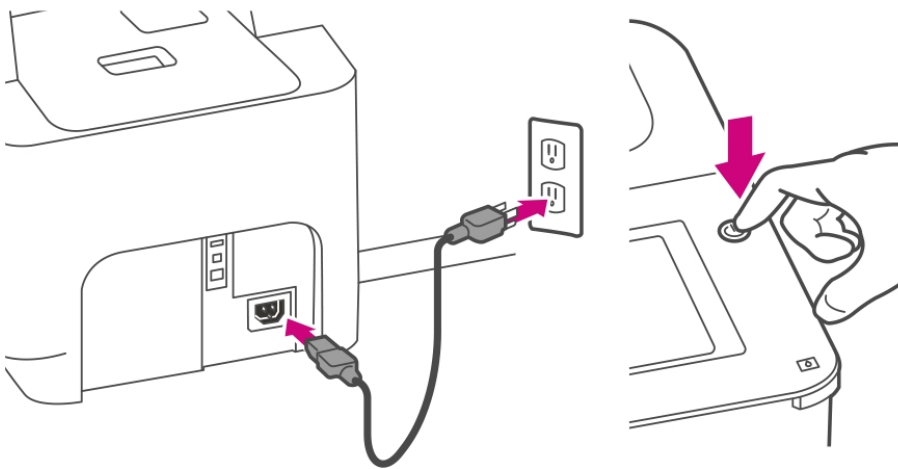
Continue installation steps

1. Wait for the system to start up.
2. Tap **Get Started** on the touchscreen and continue the installation steps on the screen.

3. Tap **Got it** when you see the message 'You're ready to start sending'.

Adjusting display brightness

Set the brightness of the display to suit your work space.

1. Tap **Settings** on the toolbar.

2. Tap **Display Brightness** in the Device & Network section of the screen.
3. Move the slider to adjust the brightness.
4. Tap the back-arrow or Home icon to exit the Settings screen.

Adjusting time zone and location code

When you move your device to a new location or install a new scale, you may need to modify the location and time zone values.

1. Tap **Settings** on the toolbar.

2. Tap **Location & Time Zone**.
3. Enter the new Location Code. See the list of location codes in the related topics section.
4. Enter the Time Zone.
5. Tap **Apply**.

Creating or disabling the security PIN

Create a security PIN to prevent unauthorised use of your device.

If you created a security PIN when you installed your device, you must enter it when you power it up or after it enters sleep mode.

Create a security pin

1. Tap **Settings** on the toolbar.

2. Tap **Security PIN** in the Device & Network section of the screen.
3. Tap **Create PIN**.
4. Enter a 4-digit numeric PIN using the keyboard on the display.
5. Verify your PIN by entering it again.

Change or disable the security PIN

1. Tap **Settings** on the toolbar.

2. Tap **Security PIN** in the Device & Network section of the screen.
3. Tap **Change PIN** or **Turn OFF Security PIN**.
4. You will be prompted to enter the current security PIN for either option.

Manually lock your device

1. Tap the user profile icon in the upper right corner of the toolbar.

2. Tap **Lock this device**. The screen saver displays shortly after the "device is Locked" screen displays.
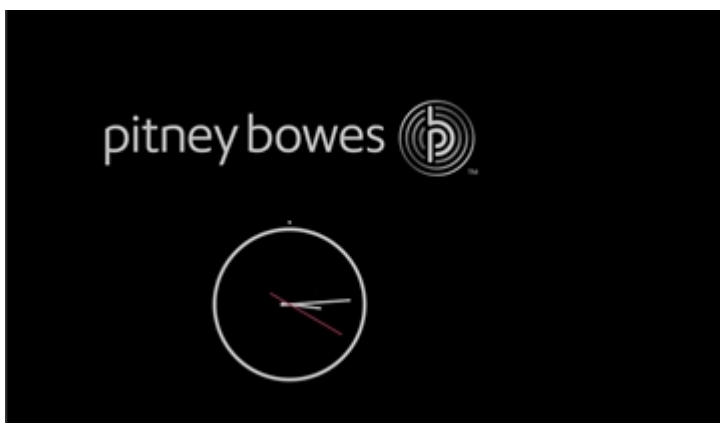
If you forget your Security PIN, tap on the **Forgot PIN?** link to get help.

Installing a scale

Install a scale if you did not install one when you installed your device. Your device contains step-by-step installation instructions for compatible scales.

1. Tap **Settings** on the toolbar.

2. Scroll to the Advanced Device Options section at the bottom of the Settings screen and tap **Scale Installation Guides**.
3. To view all the available scales, swipe to the left on the screen.

4. Tap to select the appropriate scale, then tap **Continue**.
5. Follow the instructions displayed on your screen. To advance to the next step, swipe the screen to the left.

Managing your Royal Mail Postage Funds

Mailcoms offers two ways to fund postage for your device: A prepaid account called Postage by Phone or a credit account called Purchase Power.

You must choose one payment method. You cannot use credit cards with Purchase Power.

The Envelope Printing funds are managed in an account on the Mailsend & Mailsend+.

Uploading system logs

Your device creates a series of system logs that monitor a variety of operations on your device. Mailcoms Technical Support may ask you to upload one or more of these logs.

1. Tap **Settings** on the toolbar.

2. Scroll down to the Advanced device Options section.
3. Tap **System Log Upload** to see a list of the available logs.
4. Tap the check box in front of any log that you wish to deselect.
5. Tap **Upload Selected Logs**.
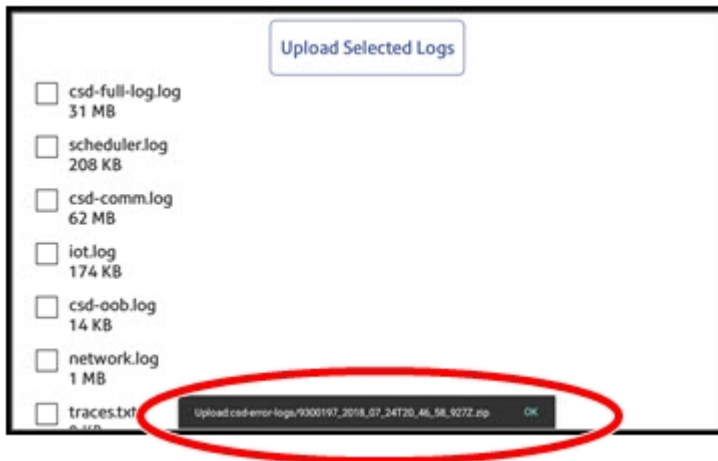
6. Once the upload completes, an upload message bar appears at the bottom of the screen.
7. Tap **OK** or **Got It** in the message bar.
8. Select another log to upload, or swipe down from the top of the screen and then tap on the **Home** icon to exit.

4 - Creating Parcel Shipping Labels

In this section

Signing in to and out of Parcel Shipping

In order to create and print Parcel Shipping labels you need to sign in to your Parcel Shipping labels account. You can also prevent unauthorised printing of labels by signing out of your account when you are away from your device.

Signing in

Tap **Parcel Shipping** on the Home screen to sign in to the Parcel Shipping application. You are prompted to enter a name and password.

Signing out

1. Tap the user profile icon in the upper right corner of the toolbar to sign out of Parcel Shipping.

2. Select **Sign out**.

Printing a Parcel Shipping label

Print Parcel Shipping labels to get the best pricing for Royal Mail or ParcelForce® parcel services.

1. Tap **Parcel Shipping** on the Home screen.
2. Tap **Royal Mail and ParcelForce**.

3. Add the sender address. Use the address book icon or enter it manually.

4. Select a cost account, if enabled. If this field contains an account, check the account is correct.

5. Tap **Continue**.
6. Tap the **Address** icon to select the recipient address from the address book. Alternatively, manually enter a postcode and scroll to the desired address. Tick the **Save contact** box to save the address to the address book.

7. Tap **Continue**.
8. Enter the size of the parcel in centimetres within the Dimensions boxes.

9. Tap the **Weight** button.

10. There are two options to now choose:
    a. Tap the **Scale** radio button, then place the parcel on the scale. Tap **Apply**, then **Continue** or
    b. Manually enter the weight of the parcel if you know the weight. Tap **Apply**, then **Continue**.
11. Tap the service you wish to use, in this example, **1st Class**.

12. Tap **Extra Services** if required. If you are not adding any special services, go to step 15.

13. Tap the desired extra service.

14. Tap **Apply** to confirm the extra services.

15. Tap the **Label Options** icon to add a memo onto the label. Enter further information about your parcel, if prompted. When complete, tap **Continue**. Alternatively, tap **Print** to print the label.

16. Tap **Print**.
17. The carrier screen reappears. You can now print another label.

Printing a Parcel Shipping label from the address book

Print a Parcel Shipping label from an address you have selected in the address book.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Find the address you want to use for your label.
3. Tap the address to open it.
4. Tap the **Print shipping Label** button at the bottom right side of the screen.
5. Follow the steps for printing a Parcel Shipping label.

Creating a new sender address for Parcel Shipping

If you need to ship from more than one address, you can add additional sender addresses to the address book.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Tap **Recipients** and select **Senders**.
3. Tap **+**.
4. Enter the sender information.
5. Tap **Save**.

Editing the sender address for Parcel Shipping

Edit a sender address by editing it in the address book.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Tap **Recipients** and select **Senders**.
3. Select the address you want to edit.
4. Tap the **edit** icon.
5. Make your edits and tap **Save**. You are returned to the address book.

Reprinting a Parcel Shipping label

Reprint a Parcel Shipping label if it does not print correctly.

1. Tap **Shipping History** in the application drawer at the bottom of the Home screen.
2. All of the Parcel Shipping labels are listed by date. The latest date appears first in the list. The Date column shows the date you purchased the postage.
3. Find your label in the list.
4. Tap the label to open the details screen.
5. Tap **Reprint Label**.
6. Tap the tick box to confirm you will not use the label multiple times.
7. Tap **Reprint**.

Getting a refund for a Parcel Shipping label

Void a Parcel Shipping label to cancel it. The funds will be re-credited to your Purchase Power account.

You can void a Parcel Shipping label up to fourteen days after it has been printed. Your Purchase Power invoice will list both your postage charges and voided Parcel Shipping labels (credits.

1. Tap **Shipping History** in the application drawer at the bottom of the Home screen.
2. All of the Parcel Shipping labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. Find your label in the list.
4. Tap the label to open the details screen.
5. Tap **Void Label**.
6. Tap the tick box to confirm you accept the terms and conditions.
7. Tap **Continue**.
8. Press the back button twice to return to the Home screen.

5 - Managing Parcel Shipping Labels

In this section

Use your Online Shipping Account to perform these tasks

You need to perform the following Parcel Shipping tasks using your Online Shipping Account instead of your Mailsend & Mailsend+ device. Using a browser on your PC, go to **https://spo.pitneybowes.com**. You can use your Mailsend & Mailsend+ device user ID and password to sign in to your Online Shipping Account or you can sign in to your account and go to your Online Shipping Account there.

Importing and exporting

- Importing multiple Parcel Shipping addresses in your Online Shipping Account and on the Mailsend & Mailsend+
- Exporting Parcel Shipping addresses in your Online Shipping Account and on the Mailsend & Mailsend+
- Exporting Parcel Shipping history in your Online Shipping Account and on the Mailsend & Mailsend+

Cost accounting

- Importing Cost Accounts in your Online Shipping Account and on the Mailsend & Mailsend+
- Exporting Cost Accounts in your Online Shipping Account and on the SMailsend & Mailsend+

Presets

- Modifying Presets in your Online Shipping Account and on the Mailsend & Mailsend+
- Deleting Presets in your Online Shipping Account and on the Mailsend & Mailsend+

Managing a multi-user subscription

- Managing Users in your Online Shipping Account and on the Mailsend & Mailsend+ (requires a multi-user subscription)
- Inviting Users in your Online Shipping Account and on the Mailsend & Mailsend+ (requires a multi-user subscription)
- Viewing Multi-Locations in your Online Shipping Account and on the Mailsend & Mailsend+ (requires a multi-user subscription)

Using the Parcel Shipping address book

Store commonly used addresses in the address book. This prevents you manually entering addresses when you print Parcel Shipping labels.

Tap **Address Book** in the application drawer at the bottom of the Home screen. Use this screen to add, edit or delete addresses within the book.

Adding new addresses to the Parcel Shipping address book

Use the Address Book application to add new addresses. This saves you having to manually enter addresses when you print Parcel Shipping labels.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Tap **Recipients** if the new address is a recipient. Alternatively, tap **Senders**.
3. Tap the **+** icon and enter the address information.
4. Tap **Save** when done.

Searching addresses in the Parcel Shipping address book

Use the search feature in the address book to quickly find an address. This feature is helpful if you have many addresses stored in your address book.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Search for an address by typing a portion of the contact (name, company, street, etc.) in the search field. The address book displays matching addresses.
3. Tap **Sort by** to sort the address book then select how you wish to sort (name, company, street, city ...)

The maximum number of addresses that can be displayed in the Parcel Shipping address book is 1000.

You can print a Parcel Shipping label once you find an address. Select the address, then tap **Print shipping label**.

Editing addresses in the Parcel Shipping address book

Edit addresses in the address book when you want to change any of the address information.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Tap the address you want to edit.

3. Tap the **Edit** icon.

4. Make your changes to the address information, then tap **Update**.

Deleting addresses from the Parcel Shipping address book

Delete addresses from the address book if they are no longer used. Once you delete an address it cannot be restored.

1. Tap **Address Book** in the application drawer at the bottom of the Home screen.
2. Select the address you want to delete.
3. Tap the **Delete** icon.
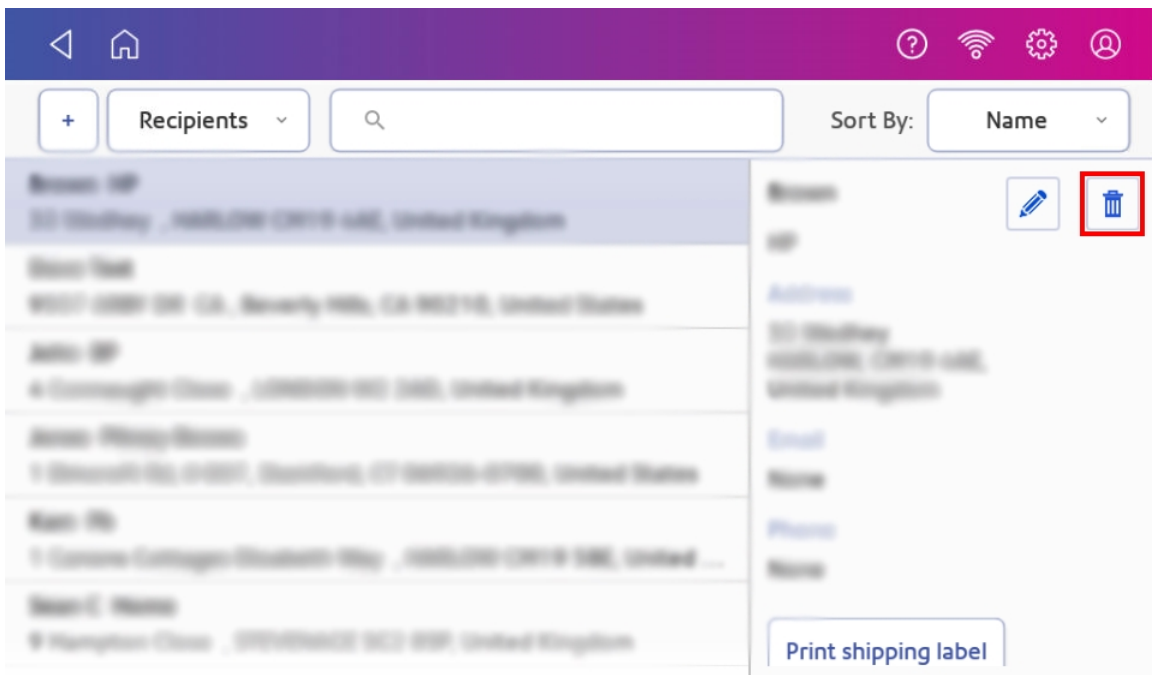
4. Tap **Delete** to confirm.

What are Cost Accounts?

Use Cost Accounts to charge back costs for printing Parcel Shipping labels. This help you keep track of how much each department is spending.

When you print a Parcel Shipping label you can allocate a cost account to that label. Your device allocates the cost of that label to that cost account.

Tap **Shipping History** to view the amount each department has spent.

Turning cost accounts on or off for Parcel Shipping labels

Enable cost accounts to keep a record of how much you are spending on Parcel Shipping labels.

1. Tap **Shipping Cost Accounts** in the application drawer at the bottom of the Home screen.
2. Tap the **Preferences** icon.

3. Tap the slider in the upper right so that it turns blue and displays **ON**.
   - Tap the tick box for **Require cost account for all shipments** to make sure every Parcel Shipping label is assigned an account.
4. Tap the slider in the upper right so that it turns grey to turn Parcel Shipping cost accounts off.
5. Tap **Apply** to continue.

You must create a least one cost account in order to use this feature.

Adding a Parcel Shipping cost account

Create cost accounts to record Parcel Shipping usage by department.

1. Tap **Shipping Cost Accounts** in the application drawer at the bottom of the Home screen.
2. Tap the plus sign **+** in the upper left corner of the Cost Accounts screen.

3. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:

   - - hyphen
   - _ dash
   - ' single quote
   - @ at sign
   - . Full stop
   - and optional description.

4. (Optional) Enter a description of the account, up to 200 characters.
5. Tap **Enter** (green check mark) when done. You can use the same types of characters as for the account name.
6. Tap **Active** or **Inactive**, whichever is appropriate for this account.
7. Tap the checkbox for **Make this my default Cost Account** to make this cost account automatically used for all Parcel Shipping.
8. Tap **Apply**.

Modifying a Parcel Shipping cost account

Modify a cost account to activate or deactivate a cost account, set a default cost account, or modify the description for the cost account.

You cannot delete an existing cost account.

1. Tap **Shipping Cost Accounts** in the application drawer at the bottom of the Home screen.
2. Tap the cost account you wish to modify.
3. Tap the **Edit** icon.

4. Tap the **Active** or **Inactive** option as appropriate. Tap the **back arrow** to make the keyboard disappear from view.
5. Tap the tick box for **Make this my default Cost Account** to make this account the default.
6. Tap the Description field to change the description.
7. Tap **Apply** when done with all your changes.

Creating a Parcel Shipping preset

Create presets to store commonly-used parcel information. Presets are ideal for repeat parcels that use the same attributes such as weight, dimensions, carrier and class services.

You can create up to eight presets.

1. Once a label has been printed it appears in the Recents screen of Parcel Shipping.
2. Tap the **star** on the label you have printed.
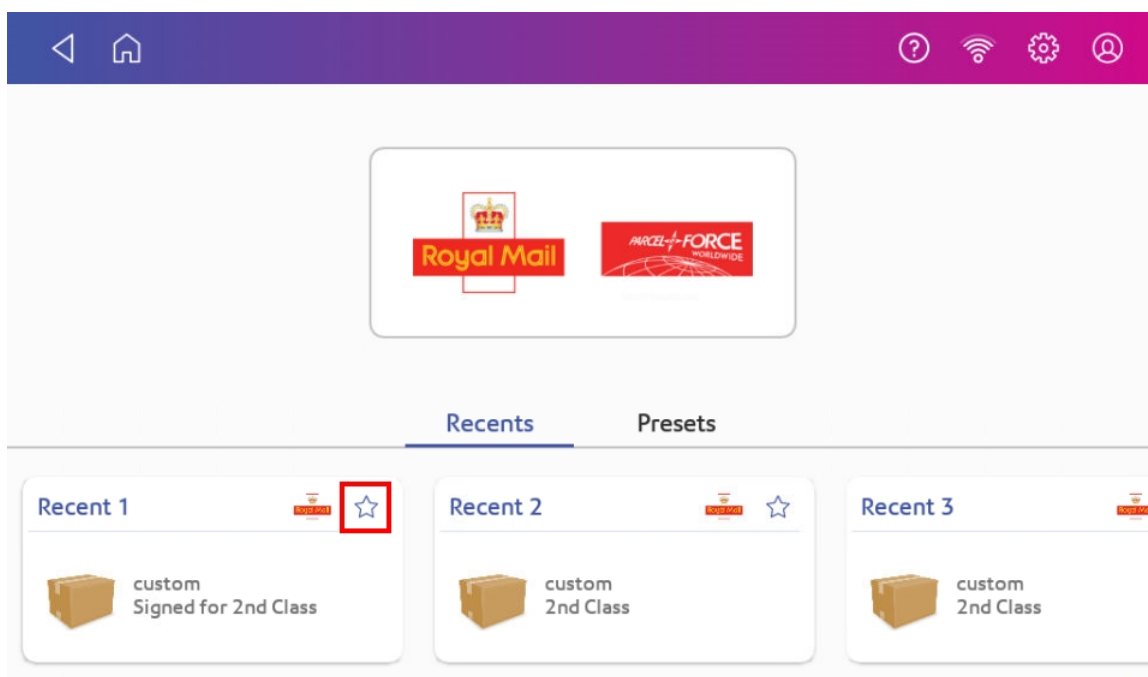
3. Enter the name of the preset in the **Name Preset** field.
4. Tap the **green tick**.
5. Tap **Save**.

Setting a transaction limit for Parcel Shipping labels

Set a transaction limit to prevent Parcel Shipping labels being printed over a certain amount.

You must be logged in as an Administrator to use this feature.

1. Tap **Settings** on the toolbar.

2. Tap **Label Options** in Shipping Settings.

3. Tap **Admin Option**.
4. Tap the **Set a maximum transaction limit for all users** tick box.
5. Enter an amount above £0.10p
6. Tap **Apply**.
7. Tap the back arrow to return to the Parcel Shipping screen.

Setting the label options for Parcel Shipping labels

Use the label options setting to show the label options screen before printing a Parcel Shipping label.

1. Tap **Settings** on the toolbar.

2. Tap **Label Options** in Shipping Settings.
3. Tap the **label options screen before printing** tick box.
4. Tap the **back arrow** to return to the previous screen.

Emailing tracking numbers for Parcel Shipping labels

Email a tracking number for each new Parcel Shipping label automatically.

1. Tap **Settings** on the toolbar.

2. Tap **Automated Emails** in Shipping Settings.
3. Tap the **Send tracking emails to recipients** and **Send tracking emails to myself (or the sender)** tick boxes, as desired.
4. *(Optional)* Enter the subject in the Customize the email subject line field.
5. Tap the **back arrow** to return to the previous screen.

6 - Printing on envelopes

In this section

Printing postage on envelopes

The Envelope Printing screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print.

To open the Envelope Printing screen, tap **Envelope Printing** on the Home screen.

On this screen, you can:

1. Tap **Class** to view the class and any extra services.
2. Select an account by tapping **Account**.
3. Create or select a Preset.
4. View the balance of funds you have remaining in your device.
5. Preview or add graphics.
6. View the total postage amount.
7. Tap the date to view the date options.
8. Tap the weight icon to view the weighing options (enter weight manually or using a scale).

9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope or adding more postage. You can also choose to only seal envelopes without printing any postage.

10. Tap the mode you wish to use:
    - **Date and Time Stamp**
    - **Graphic Only**
    - **Postage Printing** - Printing postage on an envelope is the default mode.
    - **Seal Only** - Bypass all printing.

Checking the available funds for printing postage

Check your funds for printing postage on your device at any time.

View your available funds on the Postage Balance button in the Envelope Printing screen.

To view the amount available in your postage account:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.

Refilling postage for your Envelope Printing balance

Refill your postage funds for printing postage as soon as you receive a message that your available funds are getting low.

Before you begin

Make sure that your device is connected to the internet.

- For wired network connections, you will see the following connection icon in the toolbar:

- If you have a wireless connection, you will see the following connection icon in the toolbar:

To refill postage:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the postage refill amount. Tap the **back** button to change the amount shown.
5. Tap **Refill Mail Postage**.
6. Tap **View Receipt** to view or print a receipt.
7. Tap **Done**.
8. Your updated postage balance appears on the Envelope Printing screen.

What is Accounting

You can use accounts to charge back postage for printing envelopes to departments or clients and run reports showing how you spent your postage over specific time periods.

The printing postage on envelopes application uses a multi-level account structure and is separate from the shipping label cost accounts.

- Run reports to show how much each department uses.
- View and email reports from your device.
- Obtain information such as postal classes used and the cost of postage.

Adding an Envelope Printing account

Create accounts to record Envelope Printing usage by department.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.

3. Tap the **Preferences** icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap **Create new account**.
6. Tap **Create a new account** for a new account.
7. Complete the required account name field. Account names can be up to 75 characters long.
8. Complete the required code field. Assign a unique code to identify each account. Codes help you locate accounts more easily.
9. Complete any optional fields, such as:
   - **Description** - Enter a description of the account up to 150 characters.
   - **Password** - Tap **Password** to create a password for an account.
     - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You must enter this password to edit or feed mail against the account once enabled.
10. Ensure you set the status to active.
11. Tap anywhere on the screen, but outside of the fields when complete.
12. Tap **OK** to save. The name of the new account appears.
    - Tap **Create New Account** to create another account.
    - Tap **Add a Sub Account to this account** to add a sub account to the account you just created.
    - Tap **Continue** if you do not need to create any more accounts.
13. Press the back-arrow to return to the account list.

What are sub accounts and sub sub accounts

When you use Envelope Printing accounts to track your postage usage, use sub accounts and sub sub accounts to analyze your usage within an account.

How you create accounts depends on your needs. You can create accounts in single or multiple levels. For example, you can divide a top level department (account) into two additional sub sections (sub accounts and sub sub accounts).

The Envelope Printing accounting structure can have up to a three level hierarchy:

- account (top level of the hierarchy)
- sub account (next possible level of the hierarchy)
- sub sub account (last possible level of the hierarchy)

Important: Only the lowest level of the account hierarchy is chargeable. This means that transactions must be posted to the lowest level of the account.

- **Account with no sub accounts** - When you create an account with no sub accounts, postage is charged to that account. This account gets charged because it does not have sub or sub sub accounts.
- **Account with sub account or sub sub account** - When you create a sub account or sub sub account, postage is charged to the lowest level (sub account or sub sub account).

Account hierarchy examples

Top level Account

- Engineering

Account with sub accounts

- Engineering; Sub account - Software;
- Engineering; Sub account - Hardware;

Account with sub sub accounts

- Engineering; Sub account - Software; Sub sub account - Graphics and Layout; Sub sub account - Design
- Engineering; Sub account - Hardware; Sub sub account - Quality Approval; Sub sub account - Testing

Editing an account

Edit an account when you want to change the account name, code, description, status or password.

Important: Once you charge postage to an account, you cannot change the account name or code.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Preferences** icon at the top right of the screen.

4. Tap **Manage Accounts**.
5. Tap **Edit account**.
6. Tap the account you want to edit.

7. Select **OK**.
8. Make your changes, such as:
   - Edit the account name, code, description, status or password.
   - Set the account status to 'inactive' to prevent anyone from charging postage against an account.
9. When finished, tap anywhere on the screen, but outside of the fields.
10. Tap **OK** to return to the Accounts screen.
11. Tap the back-arrow to return to the list of accounts.
12. Tap **Cancel** to return to the Envelope Printing screen.

Deleting a Envelope Printing account

Accounts can only be deleted if postage has not been charged to them. Make sure you do not need an account's data before you delete an account. When you delete an account, sub account or sub sub account, you remove its data. You cannot recover that data.

Important: If postage has been charged to an account, you can only make the account inactive. You cannot delete the account.

Set an account status to 'inactive' to prevent users from charging transactions against this account. To prevent misallocation of postage funds you will need to delete any presets that have an inactive account associated with them.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Preferences** icon in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap **Delete account**. The list of available accounts appears.
6. Tap the account you want to delete.
7. Tap **OK**.
8. Tap **Yes, delete account** to confirm.
9. Tap **OK**.
10. Tap the back-arrow to return to the list of accounts.
11. Tap **Cancel** to return to the Envelope Printing screen.

Sending post by First Class

Send your letters and small parcels by First Class post. First Class can be an economical way to send your post.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Royal Mail First Class**.
6. Tap **Letter**.
7. Tap **Apply**.
8. Place the envelope on the scale. The weight appears in the weight button on the screen.
9. Place the envelope on the feed deck. The device automatically feeds the envelope and prints the postage.

Advancing the date

Advance the date to print postage up to thirty days before you need to send it.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the date. The calendar is displayed.
3. Tap **Tomorrow** or **Another Date**, depending on the date you wish to print.
4. When you see the future date highlighted on the calendar, tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the Mailsend & Mailsend+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Important: The date on the postage should match the date when your mail goes to the post office. Your device automatically advances the printed date on the device stamp (as well as its internally held date) when the device time reaches 5:00 PM. This time cannot be changed.

Using the scale when printing postage

Use the scale to weigh your mail and calculate the correct postage for you.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
3. Tap **Scale**.

4. Place the envelope on the scale. You must do this before the next step or else the Apply button remains inactive.
5. Tap **Apply**.
6. Tap **Class**.
7. Select **Start Over** to show the class options.
8. Tap the class you want.
9. Select any special services required.
10. Tap **Apply**.
11. Place the envelope or envelopes on the feed deck. Depending on the Mailsend & Mailsend+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Entering the weight manually when printing postage

Enter the weight of a mailpiece when you know its weight and are not using the scale.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
3. Tap **Manual**.
4. Enter the **kilograms** and **grams**.
5. Tap **Apply**.
6. Tap **Class**.
7. Tap **Start Over** to see all the class options.
8. Select the class and any special services required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the Mailsend & Mailsend+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Sealing envelopes

Use the moistener on your device to seal your envelopes. You can seal envelopes whether you are printing postage or only sealing the envelopes (no postage is printed).

1. Check the level of sealing solution in the moistener tank and add more if required.
2. Slide the envelope flap under the edge of the feed deck when feeding an envelope, so the moistener can wet the flap.

Important: If the moistener tank is full and your envelopes do not seal correctly, clean the moistener brush and wick.

Sealing the envelope only

Use Seal Only mode to seal envelopes without printing anything.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**. You may need to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.

5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck.

Zeroing the scale

Zero the scale to set the weight to zero.

Make sure there is nothing on the scale when you zero the scale.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
3. Tap **Scale** on the weighing method screen.
4. Tap **Zero Scale**.
5. Tap **Cancel** to return to the Envelope Printing screen.

Getting a Royal Mail refund for damaged or incorrectly printed mail in Envelope Printing

Once you print a meter impression (or indicia), the postage amount is deducted from the funds on your device, even if the printing is illegible. Therefore, it is important to ensure the correct value is displayed before printing postage.

For up-to-date refund guidelines, refer to the Royal Mail website.

To request a refund via Royal Mail:

1. Don't post the items.
2. Remove the contents and start again with a new envelope.

3. Send any unused franked envelope (the whole envelope) to: Royal Mail Franking, Stone Hill Road, Farnworth, Bolton, BL4 9XX.

- The affected mail must be at least £10 in total value.
- All the impressions must be clear and readable and made within six months of the franked date.
- You will receive a cheque refund for the value of the unused impressions minus a 15% administration fee.

Printing a custom or standard graphic

Customise your mail by adding a custom logo or standard graphic.

Custom graphics

Add your own custom logo or graphics to your device. You can store up to five custom graphics. To order a custom graphic, contact Mailcoms.

Standard graphics

Your device has a set of standard graphic images that you can add when you print postage.
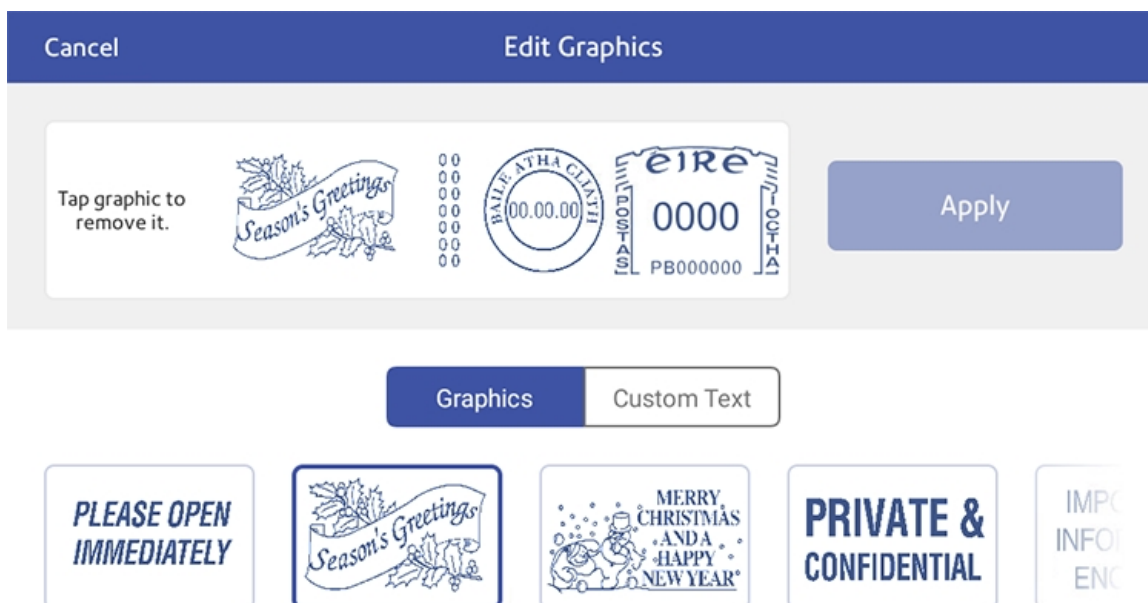
1. Tap **Envelope Printing** on the Home screen.
2. Weigh your envelope, select a class, and select any special services required.
3. Tap **Graphics** on the Envelope Printing screen.
4. Select the graphic you want from the list of available graphics.
5. Tap **Apply**.
6. To verify that the envelope prints correctly, feed the envelope through the device.

Adding a custom text message

Add a customised text message to print a return address or your own personalised message. Your message must comply with the postal rules for your country.

Your message can be up to five lines, with 20 characters per line. The message prints on the left side of the envelope.

1. Tap **Envelope Printing** on the Home screen.
2. Weigh your envelope, select a class, and select any special services required.
3. Tap **Graphic +**.
4. Tap **Custom Text**.
5. Tap **+ Add**.
6. Tap **Accept & Continue** to comply with the postal rules.
7. Enter a name for the message. The name can be up to 20 characters.
8. Tap **Save**.
9. Enter the message, line by line.
10. Tap **Apply** twice.
11. To verify that the envelope prints correctly, feed the envelope through the device.

Printing a graphic without printing postage

Print a graphic without printing postage such as the Received graphic on incoming mail.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap **Graphic**.
6. Tap **Graphics** then select your graphic.

7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape.

Printing only the date and time

Print the date and time to keep a record of when incoming mail has been received.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode** (you may have to scroll down to see this).
3. Select **Date and Time Stamp**.
4. Tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the Mailsend & Mailsend+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

7 - Presets

In this section

Creating presets

Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphic.

1. Tap **Envelope Printing** on the Home screen.
2. Define the settings you would like for your preset:
   a. Tap **Account** if accounting is enabled on your device, then select the desired account.
   b. Tap the **Class** button.
   c. Tap **Start Over**.
   d. Select the desired class and any additional services you may require. Tap **Apply** to continue.
   e. Tap **Graphic** to save a logo (Envelope Message).
   f. Tap the desired Envelope Message.
3. Tap the **Preset** button.
4. Tap the **Save New Preset** or **Make / Create new preset** button.
5. Enter a name for the preset. You can enter up to 32 characters.
6. Tap the green tick when done.

Selecting a Preset

Select a preset to quickly select a commonly-used group of settings.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the desired preset.
4. Tap the **<** button to return to the Home screen.

Renaming a Preset

Rename a preset when you change settings such as an account name or class.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the three dots on the preset you wish to **rename**.
4. Tap **Rename**.
5. Enter the new name using the onscreen keyboard.
6. Tap the green tick when done.
7. Tap the **<** button to return to the Home screen.

Deleting a Preset

Delete a preset when you no longer use this group of settings on your device.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the three dots on the preset you wish to delete.
4. Tap **Delete**.
5. Tap **Delete Preset**.
6. Tap the **<** button to return to the Home screen.

8 - Managing Printing on Envelopes

In this section

Changing the default refill amounts for printing postage

Change the default refill amount to store an amount you want to refill your device with.

There are two ways to change the default refill amount:

From the Home Screen:

1. Tap **Settings** on the toolbar.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap the box under **Default refill amount**.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap **Apply**.

From Envelope Printing:

1. Tap **Envelope Printing** from the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
4. Tap the box under **Default refill amount**
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap **Apply**.
8. Tap the back-arrow to return to the Home screen.

Uploading postage transactions

Automatic upload of your postage printing transactions

- Your device automatically uploads your postage printing transactions at least once during the day and once after hours.
- If you lock your device or turn it off for any extended period, it automatically uploads your transactions when you power it up again.
- If you see the message "Sync your data", it means you need to upload your transactions.

Important: If your device has not uploaded transactions recently due to connection issues, it may require multiple uploads. If the device prompts you to upload more than three times, please contact technical support.

Manual upload of your postage printing transactions

1. Tap **Settings** on the toolbar.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Sync Transaction Data**.
   - A series of messages appears on your display, starting with "Preparing Transaction Data" followed by "Sending Transaction Data".
   - Once the upload is complete, the message "Transaction Data Sent".
   - The message "No Sync Required" appears if there are no new transactions to upload.

Clearing or resetting the number of mailpieces sent

Reset the piece counter to delete the piece count information.

Make certain that you wish to delete the piece count information. Once you do so, you cannot restore the deleted data.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Pieces**.
3. Tap **Reset Counter to 0**.

Performing Royal Mail postal inspections for Envelope Printing

Perform a balance inquiry or postage refill when the message Inspection Due appears.

When a postal inspection is required, you are notified automatically by the message on the Envelope Printing home screen: "Inspection Due. Perform a balance inquiry or a refill".

1. If accounting is enabled, you must first tap **Account** and select an account.
2. Tap **Balance Inquiry** or **Refill Postage** to fulfill the inspection requirements.

Performing postal rate updates or software updates for Envelope Printing

Keep your device turned on and connected to your network to receive automatic software updates.

Automatic updates

Your device updates postal rates and software automatically.

Manual postal rate updates

1. Tap **Rates and Updates** on the Home screen.
2. If new rates are available, your device downloads and installs the updates.

Manual software updates

1. Tap **Rates and Updates** on the Home screen. Swipe the screen up to access the second row of buttons.

2. If an update is available, your device displays a progress bar showing the status of the download and installation.

Downloading Updates

We found updates for your device! The software is being downloaded to your device.Do not unplug or restart your device at this time.

PKG_1.00.0057_20180323_120228_95647835_0E26.zip - 7%

Installing Updates

Your updates have been downloaded and your device is being updated. You may see the power button blink and hear the printer moving. This is normal during the update process.

Step 1 of 5 - Unpacking Files

3. Once the download and install process completes, you see the message "Update Successful".

Update Successful
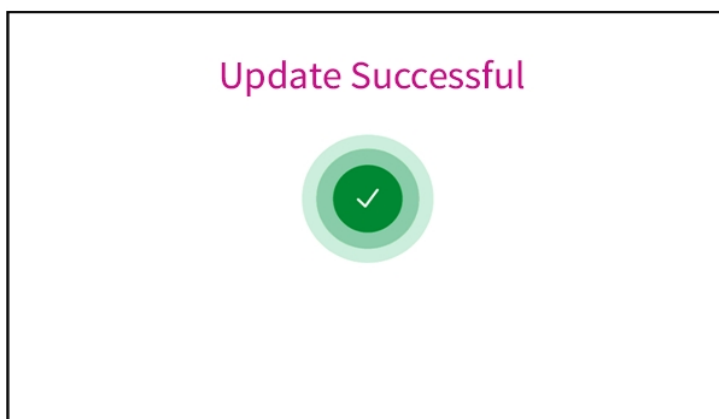
Running postage printing account reports

Run account reports to show how you spent your postage for a specific account or for all accounts over various time periods.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.

4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. If this is the first time you are running a report:
    a. Tap **Report Period** and set the time range for your reports.
    b. Tap **Preferences** and set how to you wish to identify the accounts.
7. Set the report period.
8. Tap **View & print reports**.
9. Tap to select a report.
10. Tap **Next**.
11. Choose what to do with the report:
    - To view the report on the screen, tap **View Report**.
    - To save the report under a new name, delete, print, or email the report, tap **Actions**. In order to print a report, you need an optional report printer.

Setting the postage printing account report period

Define the reporting period of an account report by setting the start and end dates of the report.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.

4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. Tap **Report period**.

7. Select the calendar icon next to the **Start date of fiscal year** field.
   a. Select a date on the calendar.
   b. Select **SET**.
   The End date of the fiscal year is determined based on the start date you enter. It cannot be entered manually.
8. Select the **Default reporting period** field.
   a. Select a report period type.
   b. Select **OK**.
9. (Optional) Use the **Previous year** and **Next year** buttons to view the reporting periods for the previous and next year. Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.
10. Tap **OK** to return to the Reports screen.

Setting the postage printing account report preferences

Set the account report preferences to determine what level of accounts are reported on (Account, Sub account or Sub sub account). You can also determine whether accounts are identified by Name or Code.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.

4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. Tap **Preferences**.
7. Tap to select how accounts should be identified: by **Name** or by **Code**.
8. Tap to select the account level you wish to report on: **Account**, **Sub account** or **Sub sub account**.
9. Tap **OK** to return to the Reports screen.

Setting low funds warning for printing postage

Set the low funds warning to warn you when your available funds for printing postage reach a certain amount. Use this warning as a reminder to add more postage to your device.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.

3. Tap **Refill Settings**.
4. Tap the **Low postage threshold** button.
5. Tap the back key on the numeric keypad to remove the existing amount.
6. Enter your threshold amount.
7. Tap **Apply**.
8. Tap the back-arrow button to return to the Envelope Printing screen.

9 - View and Print Reports

In this section

Printing a receipt when refilling postage for Envelope Printing

When you add funds to your Envelope Printing account, you have the option of printing a receipt.

To view past receipts for postage refills, tap the **History & Reports** icon in the application drawer and open the **Refill History** report.

Viewing the total spent on printing postage

View the total amount you have spent on postage and the total number of pieces printed.

1. Tap **Settings** on the toolbar.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap **Advanced** to view the total amount of postage spent and the number of pieces printed.

Viewing the Envelope Printing postage refill history

You can view a report showing all your past postage refills.

1. If necessary, tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen to display all the icons.
2. Tap the **History & Reports** icon.
3. Tap the **Refill History** report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

> **Note:** At this time, you can only view the report.

Printing a funds report

Print a funds report if you need a report showing the total number of mailpieces sent.

The funds report provides the following information about your device:

- **Used**: The total amount used over the lifetime of the device.
- **Available**: The amount currently available to print.
- **Total Pieces**: The total number of mailpieces run over the lifetime of the device.
- **Control Sum**: The control sum is the total of the amount used and available.
- **Batch Count**: The current Batch Count.
- **Batch Value**: The current Batch Total.
- **PBI Serial No**: The serial number of the device.
- The date and time the report was printed.

To print a funds report:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Pieces**.
3. Tap **Print Report**.
4. Tap **Envelope Printer**.
5. Feed the envelope through the device.
6. Tap the back-arrow to return to the Envelope Printing screen.

10 - Maintenance

In this section

Printing a test pattern

Print a test pattern to see if the printhead is working properly or if you have enough ink in the cartridge.

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printing**.
3. Tap **Print Test Pattern**.
4. Feed the envelope through the device when the message "Print a Test Pattern?" appears.
5. Examine the pattern printed on the envelope:
   - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
   - Tap **Clean Printhead** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
     - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.

Good Test Print

Bad Test Print

Cleaning the printhead

Clean the printhead nozzles if you get a bad quality test print pattern, to try to correct the problem.

1. Tap **Settings** on the toolbar.

2. Scroll down to the Envelope Printer Settings section.
3. Tap the **Envelope Printer Maintenance** button.
4. Tap **Clean Printhead**.
5. Once the cleaning operation completes, you are prompted to print another test pattern. If the new pattern still has broken or missing lines, you may need to replace the ink cartridge or printhead.

Replacing the ink cartridge

Replace your ink cartridge promptly when the low ink warning appears. You must maintain an adequate ink supply to keep the device in optimal working condition.

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.

5. Remove the ink cartridge, as shown on the label next to the cartridge holder.

6. Insert the new ink cartridge, and then close the ink cartridge guard.

7. Close the top cover.

8. The cartridge repositions itself and the Envelope Printer Maintenance screen appears.
9. Print a test pattern to ensure that your ink cartridge installed properly.

Installing the printhead

A new printhead may need to be installed when the existing printhead is producing poor print quality.

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printing**.
3. Tap **Install Printhead**.
4. Lift the cover; the ink cartridge moves to the front position.
5. Flip the ink cartridge guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.

7. Squeeze the two gray tabs on either side of the printhead.
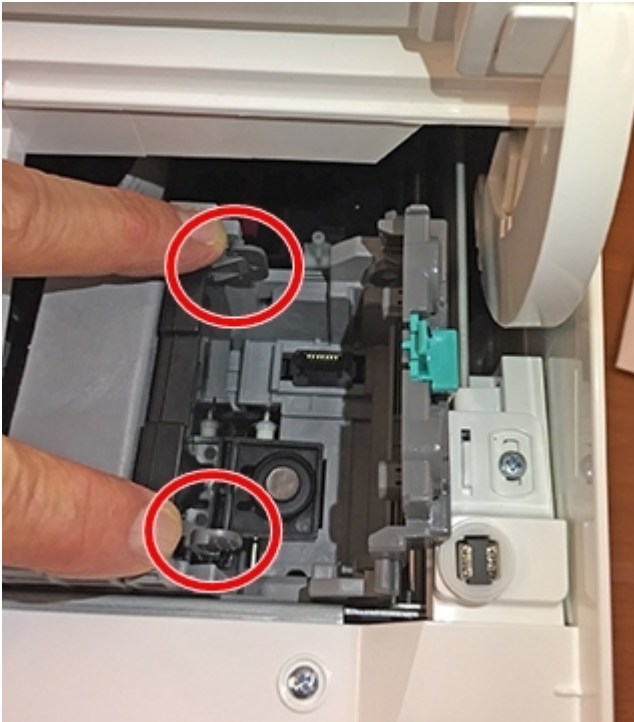
8. Lift and tilt the printhead gently to the right.
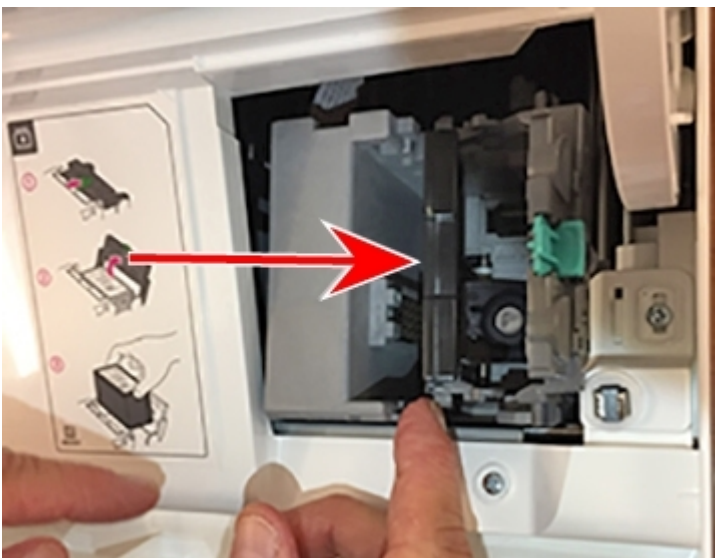
9. Pull the old printhead up and out of the holder.

10. Note the location of the plastic alignment tabs and the orientation of the printhead so that you can install the new printhead correctly.
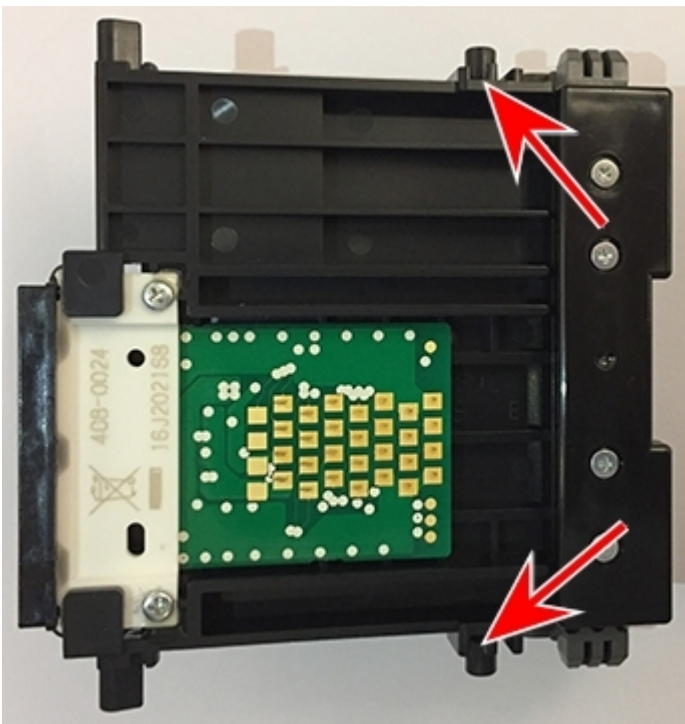
11. Examine the printhead holder and find the location of the lower printhead alignment slots.
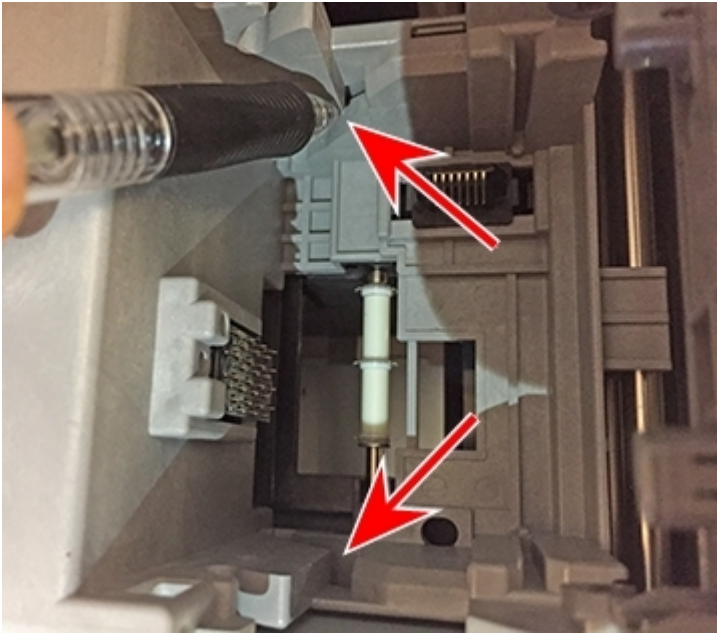
12. Insert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.
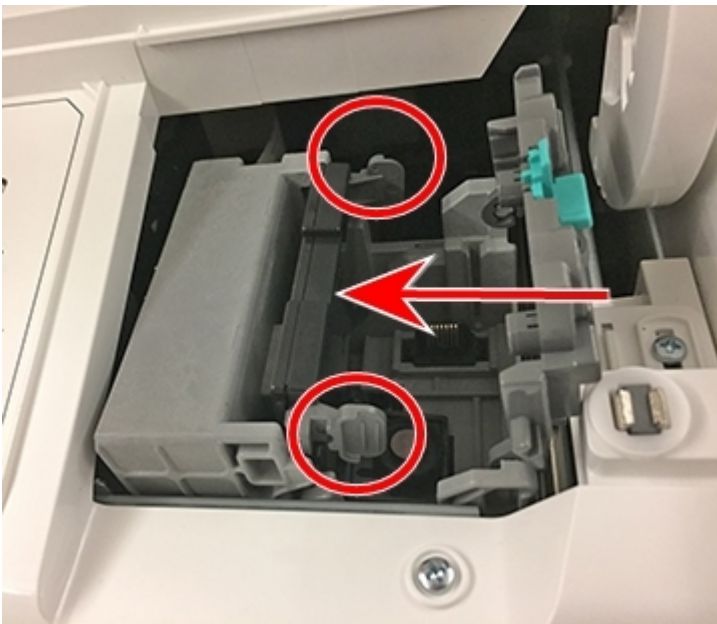
13. Gently push the printhead into place until it snaps into position.
14. Install the ink cartridge (see the label to the right of the cartridge holder).
15. Rotate the guard back to the closed position.

16. Close the cover; the ink cartridge moves back to the original position.
17. Tap **Done**.
18. Print a print test pattern to be sure that your printhead is functioning properly.

Cleaning the moistener brush and wick assembly

Clean the moistener brush and wick if the moistener tank is full and your envelopes are not sealing properly.

1. Unscrew the plastic thumbscrew under the moistener base.

2. Lift the moistener brush assembly off the top of the moistener base.

3. Turn the assembly over and slide the moistener brush out of the holder.
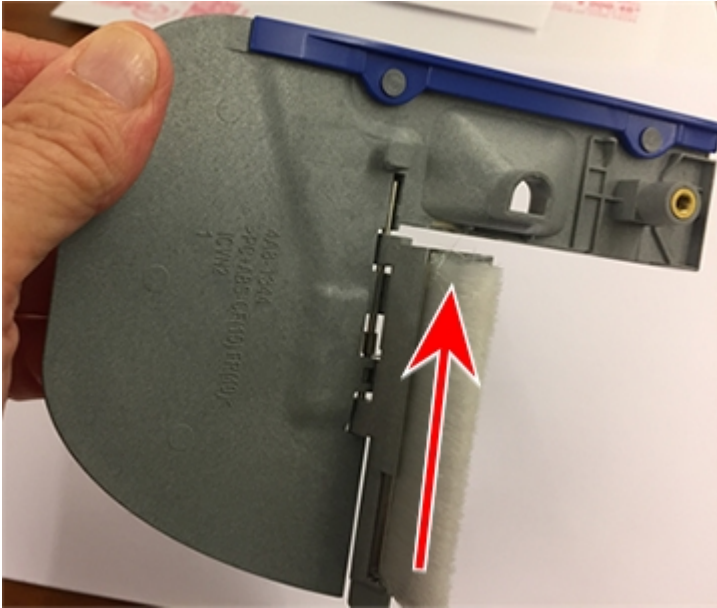
4. Locate the wick (with metal grate) on the moistener base.
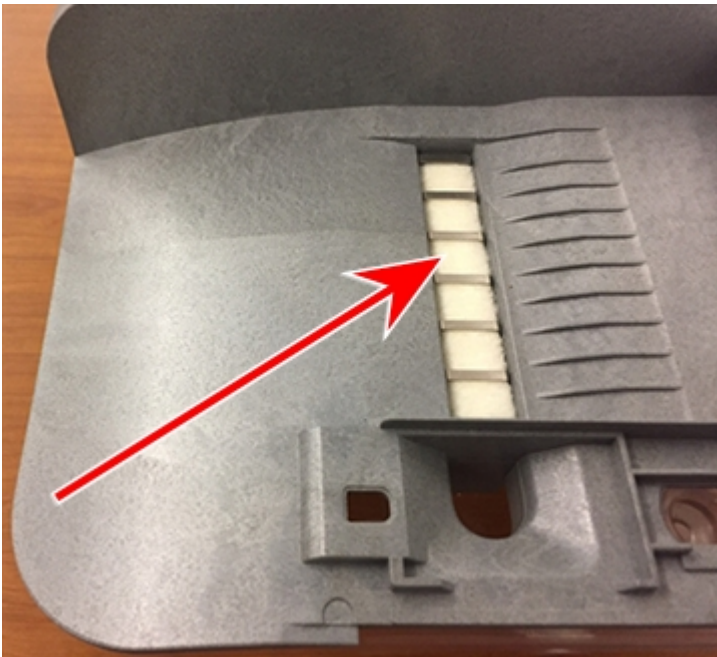
5. Remove the metal grate and wick from the moistener base.
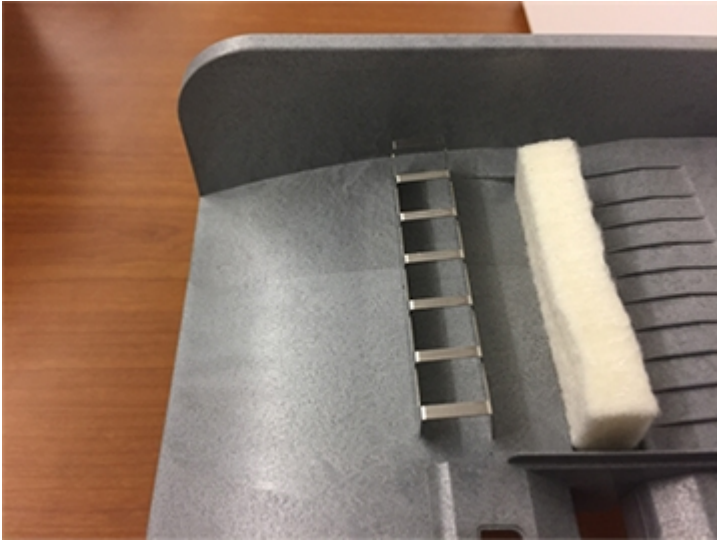
6. Clean the brush and wick with water and rinse thoroughly.
7. Place the wick back in the metal grate and replace the grate in the moistener base.
8. Slide the moistener brush back into the holder.
9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.

Filling the moistener tank

Fill the moistener tank periodically with Mailcoms sealing solution to seal your envelopes.

1. Check the level of Mailcoms sealing solution in your moistener tank.
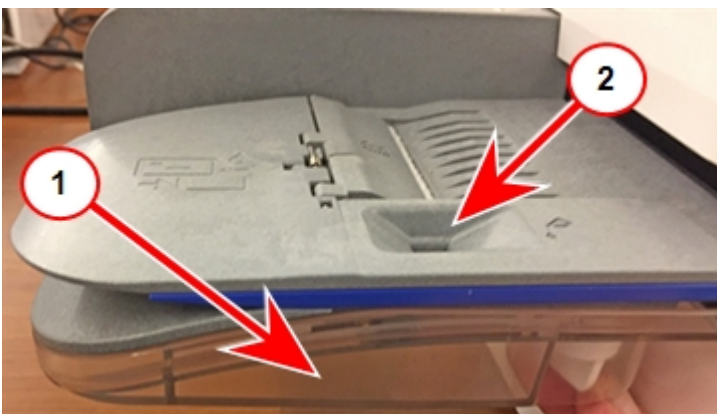
2. Add enough Mailcoms sealing solution to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Installing an external scale

Install an external scale if you send large volumes of mail such as parcels and packages.

1. If you are using the a scale that is located on top of the machine, remove the scale by it lifting off.

2. Fit the blanking plate on the device where the scale was located.

3. Tap **Settings** on the toolbar.

4. Scroll down and tap **Scale Installation Guides**.
5. Swipe to the left and select the scale you are installing.
6. Tap **Continue**.
7. Following the on-screen instructions, swipe to the left and unbox the scale.
8. Position and level the scale. The scale has a level bubble under its lid. Ensure the bubble is within the circle of the level bubble by adjusting the round feet of the scale.

9. Connect the large end of the USB cable into the machine and the other end into the scale.
10. Tap **Continue**.
11. Tap **Verify**.
12. Tap **Got It**.
13. Tap **Envelope Printing**.
14. Tap the **Weight** icon then tap the **Scale** option.
15. Place your mail on the scale.
16. Tap **Apply**.

Avoiding envelope sealing issues

Prevent sealing issues by having adequate sealant in the moistener tank, placing the envelope correctly on the feed deck, and maintaining the wick or brush in the moistener.

- Check the level of sealant in the moistener tank and add more if required.
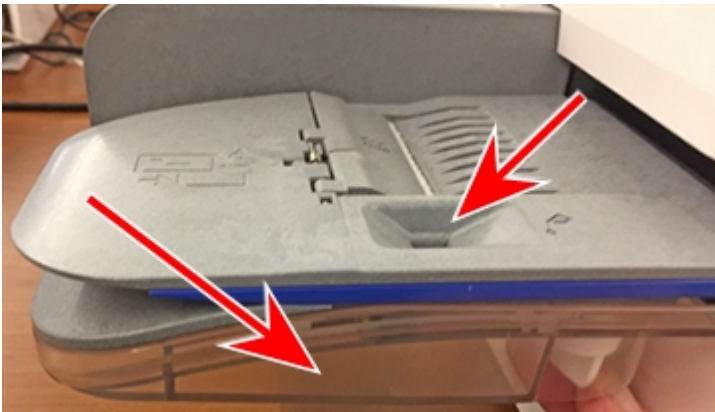
- When feeding an envelope be sure to slide the envelope flap under the edge of the feed deck. Otherwise, the moistener cannot wet the flap.
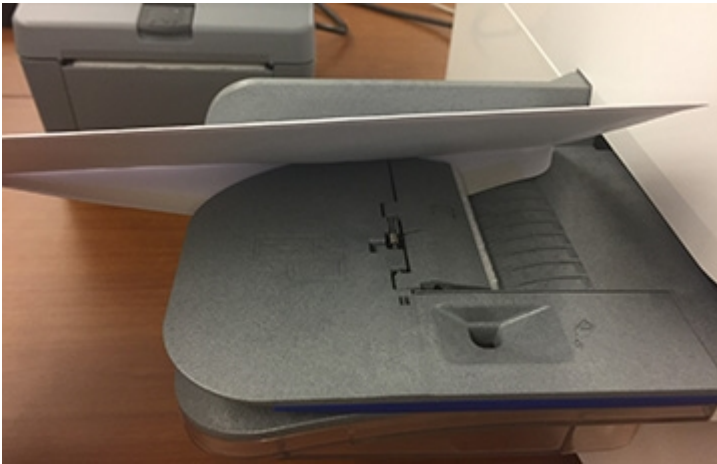
- If the moistener tank is full, and your envelopes are still not sealing correctly, clean your moistener brush and wick.

Preventing envelope feeding problems

Ensure you feed envelopes correctly to help prevent feeding problems.

Actions you can take to ensure that your envelopes feed correctly:

Feeding mail

1. For your first envelope, hold the far edge of the envelope against the back wall of the feeder.
2. Slide the envelope into the feeder until you feel it touch the rollers. You hear the motor begin. Do not release the envelope until the feeder grabs it to pull it through the device.

3. You hear the motor continue to run for about 5 seconds once it prints postage on the envelope on the first envelope.
4. Continue to feed envelopes, one at a time, simultaneously pressing the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
   - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder.
   - If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

Hold the envelope against the back wall to avoid skews

If you don't hold the envelope against the back wall it can feed in crooked or skewed. A skewed envelope can either exit the device with no postage applied or cause a jam. The message Clear Paper Jam appears. Funds may be deducted from the device. Even a minor skew that may be difficult to see can cause a jam.

Preventive action

To prevent envelope feeding problems:

- Use a can of non-flammable compressed air and blow on the feed deck on the left side and work toward the transport deck on the right side. Make sure to remove all the dust and debris.

Moving your device

Move your device safely, whether you are moving it across the room or to a new facility.

1. If you have a scale, remove it from the device.
2. Remove the moistener assembly. Once you have removed and cleaned the assembly, place it in a zip-top bag for transport to prevent any remaining fluid from leaking.
3. Remove the ink cartridge. Once you get the ink cartridge out, place it in a zip-top bag.
4. Close the top cover.
5. Remove any USB cables and optional peripherals, such as a printer or scanner, and pack them with the device.
6. Unplug the power cord and pack it with the device.
7. Once in the new location, re-install any USB cables and peripherals.
8. Plug the power cord into the device and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.

11 - Supplies

In this section

Supplies

Supplies for Mailsend & Mailsend+

Description	Part Number
1 Litre Folding Inserting Machine Sealing Solution	SF-01
500ml Folding Inserting Machine Sealing Solution	SF-02
Royal Mail Size Guide Ruler – Includes Small / Medium Parcel Sizes	PIPR
1000 Mailcoms Mailsend Franking Labels	MCL-MSEND-DS-1000-S
1000 Mailcoms Mailsend Long (175mm) Franking Labels	MCL-MSEND-DS-1000-L-175
1000 Mailcoms Mailsend+ Franking Labels	MCL-MSEND+-DS-1000-S
1000 Mailcoms Mailsend+ Long (175mm) Franking Labels	MCL-MSEND+-DS-1000-L-175
Mailcoms Mailsend Blue Ink Cartridge	MCI-MSENDP+-CB
Mailcoms Mailsend+ Blue Ink Cartridge	MCI-MSENDP+-CB
Dry, Lint-Free Wipes - Pack of 300	SL-CKW03
250 Late Meter Posting Franking Envelopes	MCE-LPE-250
1000 White DL+ Gummed Plain Windowed Envelopes (114mm x 235mm)	MCE-1000-DLGWW-G
1000 White DL+ Gummed Plain Non Windowed Envelopes (114mm x 235mm)	MCE-1000-DLGNW-G
500 White C5+ Gummed Plain Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWW-G
500 White C5+ Gummed Plain High Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWHW-G
500 White C5+ Gummed Plain Non Windowed Envelopes (162mm x 235mm)	MCE-500-C5GWNW-G

Supplies for Mailsend+ Label Printer

Description	Part Code Number (PCN)
Continuous 55 Meters Direct Thermal Labels - 1 Roll	MCLR-CD55M-MSEND+-MC-PK1
Continuous 55 Meters Direct Thermal Labels - 4 Rolls	MCLR-CD55M-MSEND+-MC-PK4

12 - Device Information

In this section

Royal Mail requirements

Follow Royal Mail requirements to ensure you mail is not delayed or rejected.

Since your postage device (Postal Security Device) is licensed by Royal Mail, you must follow a few basic requirements.

- Mail must have the correct date and postage amount in the postage print.
- Always ensure that your postal prints are clear and complete. Poor prints may result in your Postal Authority being unable to offer the service you requested. If prints are illegible, items may be rejected by your Postal Authority.
- If you move to another address, you must update the Postal Authority records. Call your local machine supplier for advice.
- Postal printing ink and the tape sheets for putting postage on larger items must conform to postal specifications. For best performance, obtain ink cartridges and tape sheets direct from your machine supplier.

Sections of the meter impression

The meter impression contains elements that identify the mailer and the type of mail.
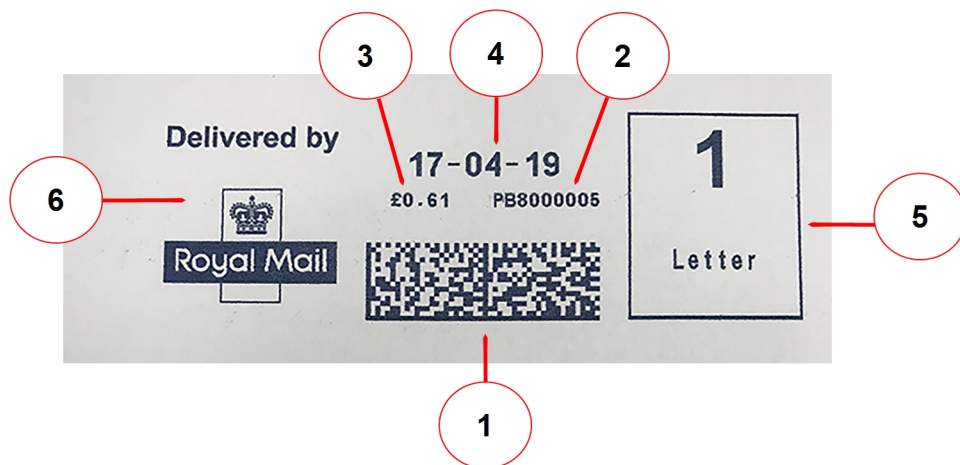
1. Data matrix barcode - contains postage and tracking information
2. Meter serial number
3. Postage amount
4. Date
5. Class of mail selected
6. Optional Envelope Messaging

Postal Security Device

The postage meter on your mailing system is a Postal Security Device (PSD) that secures your postage funds, incorporating the latest technology approved by Royal Mail. This technology eliminates the need for Royal Mail to perform physical inspections, thereby making your mailing system easier and more convenient for you to use.

Parts of the Mailsend & Mailsend+

Familiarize yourself with the parts of your Mailsend & Mailsend+.
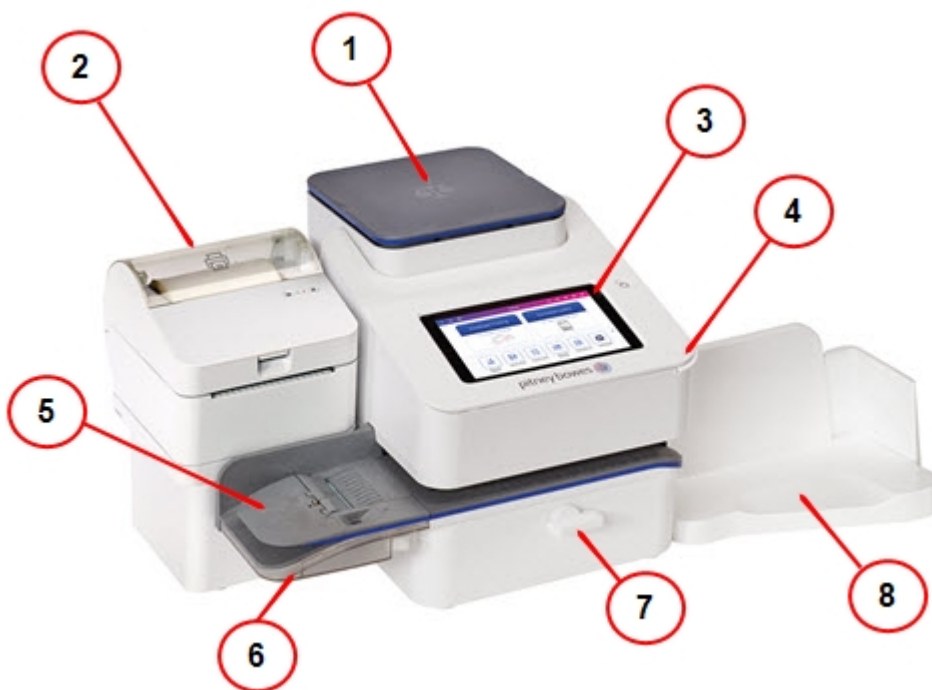
1. **Integrated scale** - Weigh envelopes and packages.
2. **Optional thermal label printer** - Prints shipping labels without using ink.
3. **Color touchscreen display** - Process envelopes and packages or ship (tablet style).
4. **Ink access cover** - Opens to allow access to the ink cartridges (find the model and serial numbers inside)
5. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
6. **Envelope moistener** - Moistens the flap on the envelope.
7. **Paper jam lever** - Normally engaged. If a stall occurs on the transport deck, turn this to disengage the rollers and clear the envelope, post card or tape strip.

8. **Envelope stacker** - This is where mail is deposited after the postage is applied to the piece of mail.

Connections on the back of the device

Familarise yourself with the ports on the back of your device.
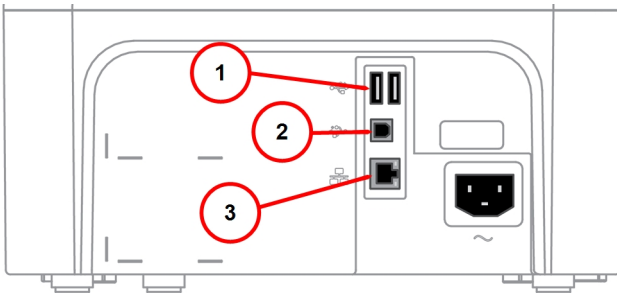
1. **USB port type A host** - use for:
   - External printer
   - Barcode scanner
   - External scale
2. **USB port, type B host** - use for:
   - Service operations
3. **RJ45** - use for:
   - Wired network connection

Specifications

Review the specifications of your Mailsend & Mailsend+ including the throughput, ink cartridge yield and other component details.

Power requirements:

- 100-240 VAC, 50/60 Hz, 1.0 A

Operating Temperature:

- 13°C to 35°C

Sound Level:

- Less than or equal to 70 dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Dimensions:

- 419 mm L x 394 mm W x 286 mm H

Weight:

- 8 kgs

Throughput (Letters Per Minute):

- Mailsend – up to 50 letters per minute
- Mailsend+ - up to 65 letters per minute

Actual throughput varies, depending on the material used, machine condition, use of moistener, etc.

Ink Cartridge Life:

- Yields up to 5,000 impressions (actual ink yields vary with usage and environmental conditions).

Ports:
- 2 USB port type A host connectors for external peripherals (scale, barcode scanner, report or label printer, HUB, keyboard)
- 1 USB peripheral port type B used only by service representatives.
- 1 RJ45 (wired network connector)

Display:
- 7-inch tablet (169 pixels/inch)

Print Resolution:
- 300 H x 600 V dpi

Print Image Area:
- 25.4 mm x 180 mm

Tapes and Strips:
- Self-adhesive, dual tape strip for use on mailpieces that are too thick/large to run in the machine. Ideal for adding postage to oversized envelopes, priority mail and packages.

Graphics:
- Up to 10 graphic ads on the machine

13 - Safety

In this section

Important safety notes

Visit www.mailcoms.co.uk/support for the latest product documentation. Follow the

normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Mailcoms approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and / or property damage. Never use aerosol dusters labelled flammable and always read instructions and safety precautions on the duster label.
- To obtain supplies, please contact our Supply Line™ to place orders.
- Material Safety Data Sheets can be obtained through the web or from our Supply Line™. Refer to the Contact Information List for more information.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and / or fire.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- If the unit becomes damaged unplug the power cord from the wall.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Do not use wall outlets that are controlled by wall switches and avoid sharing an outlet with other equipment.
- Do not route the power cord over sharp edges or trap between furniture.
- Ensure there is no strain on the power cord and that it does not become jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.

- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment. Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.
- This product contains a lithium ion battery. The battery must be recycled or disposed of properly. If you are leasing this product, you must return it to Mailcoms. Alternatively, contact your local waste disposal or recycle facility for instructions on how to dispose of it properly.
- This equipment contains a Radio Frequency Transmitter operating at 2.4 or 5 GHZ ISM band.

14 - Technical Support

In this section

Contacting A U]`Vƚa g

Your system information

Be sure to have the following information available before contacting T æ&[• Technical Support:

- **Product˙Name:** T æ•^} å˚T æ•^} å device
- **PCN˙and˙serial˙number:** check the label under the front cover of the machine.
- **Problem˙Description:**
  - What is happening and when
  - Are there any error messages displaying?
- **Attempts˙to˙fix:**
  - What steps have you already tried to fix the problem?
  - If you tried, what happened?

Technical and Account Support:

Visit our website at:

https://www.mailcoms.co.uk/support

Mailcoms Supplies

Visit our website at (copy the URL and paste it into a browser):

https://www.mailcoms.co.uk/shop/

> **Note:** Customer support technicians are available 9am to 5pm, Mon-Fri excluding public holidays.

15 - Third party software

In this section

Third party software

Third party software may have been incorporated into this product by the manufacturer under permission from PBI's licensors. Any special terms and conditions that apply to such software are provided below:

This product contains the following software:

- Okhttp3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://square.github.io/okhttp/.
- Retrofit which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://square.github.io/retrofit/.
- Okio which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/square/okio/blob/master/LICENSE.txt. The source code for this software is available from https://github.com/square/okio .
- Commons-codec which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-codec/download_codec.cgi.
- Commons-io which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-io/download_io.cgi.
- Org.greenrobot:eventbus which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org.
- Org.greenrobot:greendao which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org/greendao.
- FasterXml.jackson.core:jackson-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://wiki.fasterxml.com/JacksonLicensing. The source code for this software is available from http://wiki.fasterxml.com.
- Aws-android-sdk-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
- Aws-android-sdk-iot which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- Aws-android-sdk-s3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
- Nv-websocket-client which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/TakahikoKawasaki/nv- websocket-client.
- bumptech.glide which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/bumptech/glide.
- Jakewharton:butterknife which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/JakeWharton/butterknife.
- Caverock:androidsvg which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://mvnrepository.com/artifact/com.caverock/androidsvg/1.2.1.
- Glassfish:javax.annotation which is dual licensed under the CDDL, Version 1.0, and the GNU General Public License, Version 2, June 1991, with the Classpath Exception. The licenses can be downloaded from: https://javaee.github.io/glassfish/LICENSE. The source code for this software is available from https://javaee.github.io/glassfish.
- CalligraphyXamarin which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/mikescandy/Calligraphy- xamarin.
- Newtonsoft JSON.NET which is licensed under the MIT License. The license can be downloaded from: https://github.com/JamesNK/Newtonsoft.Json. The source code for this software is available from https://github.com/JamesNK/Newtonsoft.Json.
- MaterialChips which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/DoodleScheduling/android-material-chips.
- Android Open Source Project ("AOSP"), which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. AOSP also contains the Linux kernel which is licensed under GNU General Public License, Version 2, June 1991 ("GPL"). The license can be downloaded from: http://www.gnu.org/licenses/gpl-2.0.html Copyright © 1989, 1991 Free Software Foundation. For up to three years from PBI's distribution of this product,you may obtain a complete machine-readable copy of the source code for the Linux kernel under the terms of the GPL, without charge except for the cost of the media, shipping, and handling, upon written request to PBI. Such requests should be sent by e-mail to iptl@pb.com.