

Franking machine installation guide - Mailstart +

Read Now BEFORE you unpack your equipment



Continue reading below

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

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

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

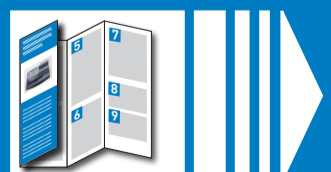
If you have not received the letter from Royal Mail, do not go any further with this installation. Please call Royal Mail Customer Services on 08457 950950. If they ask you for the franking machine Serial Number, it can be found on a label on the outside of the box.

If you have everything you need, check that the serial numbers on your box and the letter from Royal Mail are identical. If they are, continue to work through this set-up. If not, call **Mailcoms** on **08450 530 930**.

Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of 7am to 8pm Monday to Saturday.

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

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



- An online guide An animated, step-by-step guide. Email info@mailcoms.co.uk and click on the 'installation guide' link.

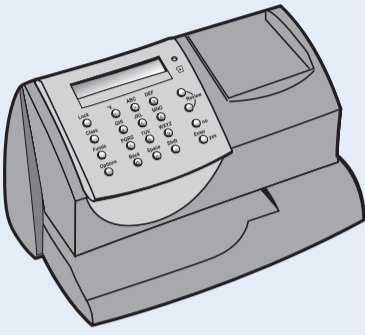


1 Open the box and unpack

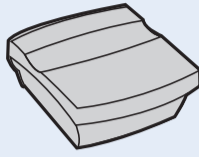
Here's a diagram and explanation of the items you should find in your box, if anything is missing give us a call on **08450 530 930**. Depending on how you install your franking machine, you might not need all of these items.

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

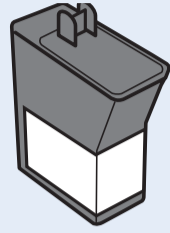
☐ Franking Machine



☐ Scale



☐ Ink Cartridge



☐ Postage Meter Labels



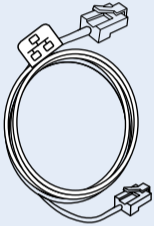
☐ Communication Device



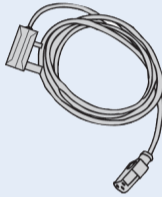
☐ Velcro Pads



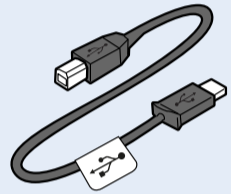
☐ Network Cable



☐ Power Cord



☐ USB Cables
(1 short, 1 long)



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

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

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

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

LAN (Network) Connection

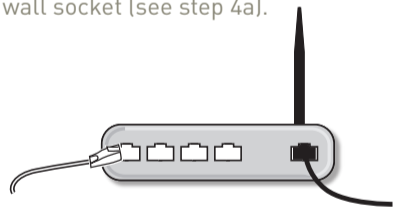
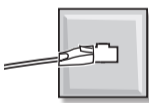
You must use a suitably configured network connection (LAN) that gives access to the internet. (* see below)

Benefits

Fastest.
Always connected.
Ease of use.

Requirements

Using the supplied Communication Device you can connect to a standard (RJ45) network connection on your router (as found in a normal domestic wired setup) or an active network wall socket (see step 4a).



OR...

you can also use the Communication Device to connect to your network wirelessly (see step 4b).

* The connection must use DHCP (automatic configuration), be open to all HTTP and HTTPS traffic and must NOT be using a PROXY server. If your network does not meet these requirements, our online Communication Device Guide can help.

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

PCMC Connection (Internet connection via your PC)

If you have a PC with an internet connection nearby, you can install the free PC Meter Connect™ (PCMC) software and use the PC's internet connection (see step 4c).

Benefits

Backup connection method if LAN not possible.

Requirements

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

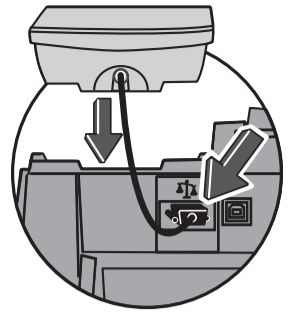
If you cannot meet the requirements of any connection method described above, give us a call on **08450 530 930**.

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

3 Fit the Scale

Remove all shipping tape from the machine, including the tape on the underside of the machine which holds the slide-out tray in position.

Position the scale on the franking machine and plug in the scale connector as shown in the diagram. Tighten the connector screws.



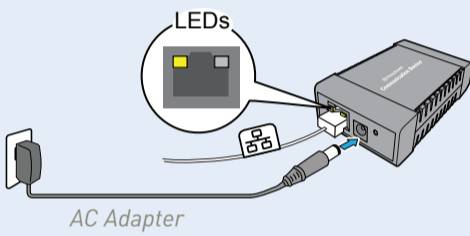
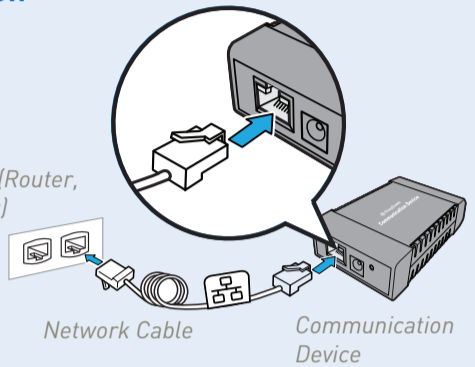
4 Connect to the outside world

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

4a. Wired LAN (network) connection

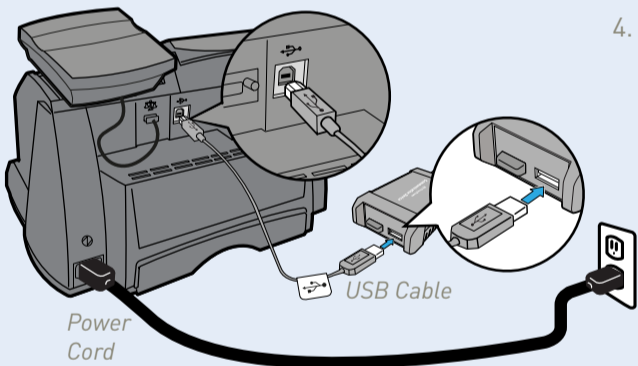
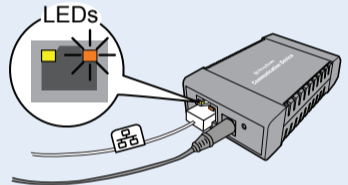
1. Connect the Communication Device to your network as shown.

LAN connection (Router, Hub, Wall socket)

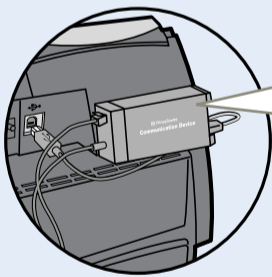


2. Plug the AC adapter into the Communication Device and a power outlet. The left LED is lit **yellow** when it is on.

3. After 45 seconds, the right LED will blink **orange**.
If the right LED lights orange continuously (not blinking), follow Communication Device Troubleshooting 1 overleaf.



4. Connect the Franking Machine to the Communication Device using one of the supplied USB cables. You may wish to use the short cable and fix the Communication Device to the rear of the Franking Machine using the self adhesive velcro pads supplied. Alternatively, you may wish to use the long USB cable to place the Communication Device in a convenient location where its connections will not be disturbed.



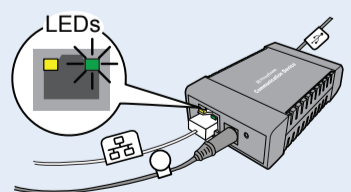
If using velcro pads, fix Communication Device in this location. Do not apply the pads over the Mac address label on the back of the Communication Device.

5. Connect the Franking Machine to a power outlet using the cord supplied. The Franking Machine displays its startup screens and you will hear noises as the Franking Machine initialises.



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

6. About 10 seconds after it initialises, the Franking Machine will display 'Meter connected to internet - Press Enter'. Also, the right LED changes from blinking orange to blinking **green**. Press **Enter/Yes** to continue with **step 5**.
If the right LED stays orange (either blinking or continuous), follow Communication Device Troubleshooting 2 overleaf.



4b. Wireless LAN (network) connection

Instructions for setting up Wi-Fi using the Communication Device are available on the web. Follow the instructions in the guide to setup the device. When complete, return to **step 5** of this guide to complete the franking machine installation.

4c. PCMC Connection (Internet connection via your PC)

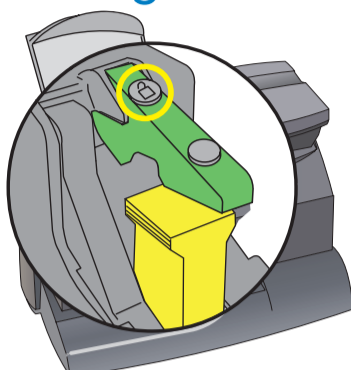
Before you connect your franking machine to your PC, you need to install our **FREE PC Meter Connect™ software**. To do this, you must have administrator rights on your PC which may require you to contact your IT department. Please note that the software is not Mac compatible.

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

5 Install the ink cartridge



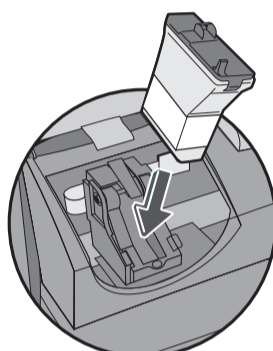
5.1 When the display shows 'Add ink cartridge', press **Enter/yes**.



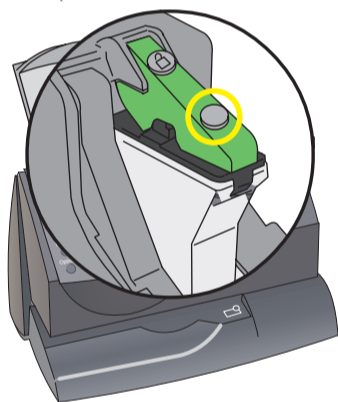
5.2 When prompted, lift the top cover and press the unlock symbol on the cartridge latch. Remove and discard the yellow packaging material.



5.3 Open the packaging for the ink cartridge and take off the protective tape from the bottom.



5.4 Insert the ink cartridge. Insert the base of the cartridge first before pushing the top back.



5.5 Press the ink cartridge latch down until it clicks and holds the cartridge in place.

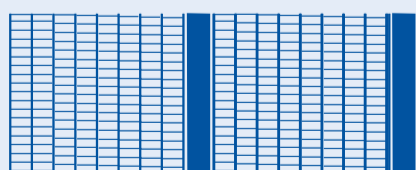
5.6 Close the top cover and press **Enter/yes**. When you see 'IMPORTANT - is the ink cartridge installed?' displayed, press **Enter/yes** again. The franking machine will now go through a set-up cycle which takes up to 2 minutes.

6 Carry out a test print

When prompted, insert a spare envelope or tape/label strip for a test print. Insert the item into the franking machine from the front, making sure it is pushed up to the right registration wall. The franking machine automatically begins printing.

Do not remove the item until the printing has finished.

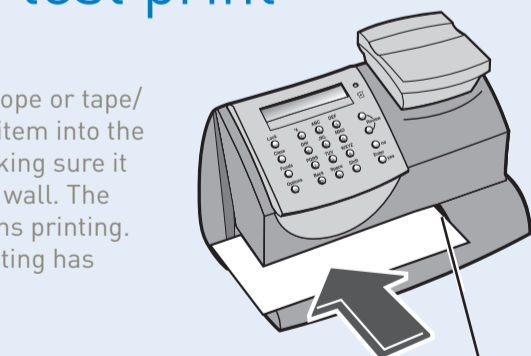
Review the quality of the test print.



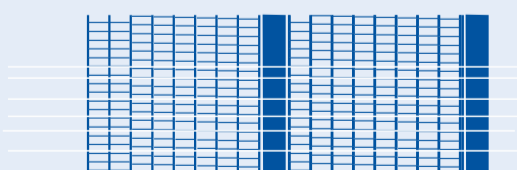
Good print - no broken lines in the centre of the test print

Good quality – press **Enter/Yes**.

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



Right Registration Wall



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

IMPORTANT

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

7 Add postage funds

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

Connect to the Data Centre

The franking machine automatically connects with the Data Centre and, after a short delay, displays your account balance:

Prepaid: £xxxxx.xx

Adding funds

You now need to add postage to your franking machine.

- Press **Enter/Yes** - an amount will be suggested. To accept this amount, press **Enter/Yes** or press **Clear/Back** to change it.
- If you pressed **Clear/Back** you will be prompted to enter a new amount. Enter the amount and then press **Enter/yes**. This new refill amount must be in increments of £10.
- Confirm the amount to add by pressing **Enter/yes** again.
- The franking machine communicates with the Data Centre to add postage and confirms when complete. Press **Enter/yes**.
- The display asks if you would like a receipt. Press **Enter/Yes** and print an envelope or label as you did for the test print at step 6.

IMPORTANT

Once you have printed the receipt, check the Postage by Phone account number on the receipt and ensure it matches the account number on the dispatch note received with the franking machine. If the numbers do NOT match, do not go any further with this installation and contact Mailcoms on **08450 530 930**.

8 Check for updates

Your franking machine now automatically checks and installs any new software, including any new Envelope Messages associated with your account. The display shows the status of the update.

Once complete, the Home Screen displays and your franking machine is ready to be used.

x.xx
postal class

0 g
date

9 Frank an envelope

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

- Place your item of mail on the scale and the display will show the cost, weight, class and date.
- If you want to change the Class, press the Class button and scroll to highlight the Class you wish to use and then press **Enter/yes**.
- Envelope Messaging prints alongside your frank. To select your preferred Envelope Message, press the down **Review ▼** key until 'Ad' displays, then press **Enter/yes**. Scroll to the required Envelope Message using the **Review ▼ ▲** keys, then press **Enter/yes**. (To ensure your Envelope Message prints automatically in future, see **Pre-setting Options**, overleaf).
- Insert the item of mail into the franking machine exactly as you did at step 6 to create your first piece of franked mail.

Problems?

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

Envelope messaging

It can take up to about 10 days to create your personalised Envelope Message and if it's not available for download during the installation process, email info@mailcoms.co.uk to see when it is going to be ready. When it is available, carry out a software update as described below to download it into your franking machine.

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

- Press **Menu/Options**.
- Use the **Review ▼ ▲** keys to scroll to 'Connect to' then press **Enter/yes**.
- Your franking machine connects with the Data Centre and indicates if any updates are available. Follow the prompts on the screen to start the download.
- Press **Enter/yes** when complete.

If at any time you would like a new Envelope Message for your franking machine, just email us at:

Info@Mailcoms.co.uk

Alternatively, log-in to MyAccount and click on the Envelope Messaging link at the right hand side of the MyAccount home screen.

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

Pre-setting options

It's advisable to pre-set some options on your franking machine, as this could save time and possibly prevent errors later. By pre-setting options, if your franking machine is turned off or goes into a 'sleep' cycle, once turned back on the preset values will be set automatically. We suggest that you pre-set options for Envelope Messaging and Postal Class, but this is entirely up to you.

Creating a preset

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

To create a preset, ensure that the display shows the values that you would like to save, then follow the instructions below. If you require more information about presets, please refer to your Quick Reference Guide found in a tray underneath your franking machine.

To store your preset...

- Press **Menu/Options**.
- Use the **Review ▼ ▲** keys to scroll to 'Change Setup?' then press **Enter/yes**.
- Scroll to 'Use Preset Setup?' then press **Enter/yes**.
- If the 'Turn Preset on? Y/N' prompt appears, press **Enter/yes**.
- If the 'New postal rates since preset created' prompt appears, press **Enter/yes**.
- Scroll to 'Store new preset?', then press **Enter/yes**.
- When the system displays 'Review settings to be stored?' press **No**.
- When you see 'Confirm store new preset', press **Enter/yes**.
- Press **No** when you see 'View new preset?' and 'Stay in setup?'.

Your new preset is now stored.

To recall your preset at any time...

Press **Menu/Options**. Use the **Review ▼ ▲** keys to scroll to 'Recall Preset?', then press **Enter/yes**.

Data Capture/Mailmark™

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

If the connection was not made due to your franking machine being turned off, or some other connection problem, the display says 'Connection due Connect now? (y/n)'. To connect, select **Enter/yes**.

If, for any reason, a connection has not been made within the 'grace' period allowed by Royal Mail, 'Connection required Connect - Press Enter' will appear. In this case, you **MUST** make a connection before your franking machine will allow you to continue processing mail. Confirm by pressing **Enter/yes**.

Mailmark™ is a trademark of the Royal Mail

Troubleshooting

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

Balance too low

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

Envelope messaging not available

See the Envelope Messaging section on the left.

Error 11

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

Error (0)104

You have tried to refill with an amount that is not a multiple of £10. Please try again with an amount that is a multiple (£10, £20, etc.)

Problems connecting when using PC Meter Connect™

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

Problems connecting when using the Communication Device

Communication Device Troubleshooting 1

Your Communication Device is not communicating with an active network port.

Try the following:

- Be sure the Network Cable is properly connected at both ends.
- Try other network ports/sockets (for 10 seconds each) until you find one that is active (LED changes from solid orange to green). Do not use a network port in a computer.
- Unplug the AC Adapter from the Communication Device, then reconnect power to restart the Communication Device.
- If after 45 seconds, the right LED is still not blinking orange, consult your IT specialist. Your IT specialist may need to refer to our online Communication Device Advanced Setup Guide.

Communication Device Troubleshooting 2

If the Franking Machine does not display the message, " Meter connected to Internet", and/or the Communication Device right LED is orange, your Franking Machine is not communicating with the Internet.

Try the following:

- Check that the USB Cable is connected properly.
- If the right LED is continuous orange (not blinking), then the network cable is connected to an inactive network port/socket. Try other ports/sockets (for 10 seconds each) until you find one that is active (LED changes from solid orange to green).
- Unplug the AC Adapter from the Communication Device, then reconnect power to restart the Communication Device.
- If, after 60 seconds the message, "Meter connected to internet" is not displayed, consult your IT specialist. Your IT specialist may need to refer to our online Communication Device Advanced Setup Guide.

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

If do not have a LAN connection or an internet enabled PC available to allow your franking machine to connect to the Data Centre, please give us a call on 08450 530 930 to discuss other possible options.

If you're still having trouble, then give us a call on **08450 530 930**.

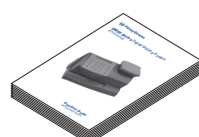
Using your franking machine

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

A **Quick Reference Guide** providing more information can be found in the slide out tray underneath your franking machine. This gives more detail of how your franking machine works, and how you can use it to process your post.



We also provide an in-depth **Operating Guide** that covers all aspects of your franking machine in detail.



About Mailcoms products and services

Ordering consumable supplies

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

To find out more about what we can offer just visit our online shop at

www.mailcoms.co.uk/franking-machine-ink-labels/. However, if you would like to speak to someone or have any queries about your consumable supplies just give us a call on **08450 530 930**.

My Account

To edit your account email us at info@mailcoms.co.uk or call us on **08450 530 930**.

Safety information

Follow normal safety precautions for all office equipment:

- Use only 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 nonfunctioning 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.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Avoid using wall outlets that are controlled by wall switches, or shared 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.



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