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 8am to 6pm Monday to Friday.

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.

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. Choose which of the two connection methods described in the table below best suits your needs. Consider the requirements and ensure that there is a suitable network socket or Internet enabled PC within reach of the supplied cables. You must also ensure that the franking machine has a constant power supply and you have space around it to work. When you have decided, continue with step 3.

If you cannot meet the requirements of either connection method, refer to ‘Troubleshooting’ overleaf or call us on 08450 530 930.

- Franking Machine
- Scale
- Stacker
- Print Head (in plastic packaging)
- Blue ink Cartridge
- Postage Meter Labels
- Operating Guide
- Network Adapter
- LAN (network) Cable
- USB Cable
- Power Cord
- Base Unit (some models only)
- Moistener (some models only)
- Sealing Solution (only if moistener supplied)
- Mailbase Pro only - INVIEW Kit

Package contains USB memory stick and other components

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

Please: DO NOT connect power until instructed.

Your franking machine has to connect to the Data Centre to add postage funds, get software updates, and carry out the required Postal Authority inspections. Choose which of the two connection methods described in the table below best suits your needs. Consider the requirements and ensure that there is a suitable network socket or Internet enabled PC within reach of the supplied cables. You must also ensure that the franking machine has a constant power supply and you have space around it to work. When you have decided, continue with step 3.

If you cannot meet the requirements of either connection method, refer to ‘Troubleshooting’ overleaf or call us on 08450 530 930.

BEST - LAN (Network) Connection

You can use a suitably configured network connection (LAN) that gives access to the internet. We highly recommends LAN connection.

Benefits

- Fast.
- Always connected.
- Saves phone call costs.

Requirements

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

The technical stuff...
The connection must use DHCP (automatic configuration), be open to all HTTP, HTTPS and FTP traffic and must NOT be using a PROXY server.

Wireless networking is not covered in this document.

GOOD - PCMC Connection (Internet connection via your PC)

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

Benefits

- Fast.
- Requires a PC with an active Internet connection to be nearby and turned on.
- Saves phone call costs.

Requirements

- The PC must run Windows XP, Vista or 7 and have PCMC software installed.
- PCMC is not available for Mac.
3 Connect to the outside world

Remove your franking machine from its packaging. On models supplied with a base unit, place the machine onto the base unit now.

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

3a. LAN (network) connection

Connect the franking machine to your network as shown below:

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

3b. Wireless LAN (Network) Connection

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

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

Before you connect your franking machine to your PC, you need to install 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 step 4 of this guide to complete the franking machine installation.

4 Install the print head and ink cartridge

4.1 When the display shows ‘Print head not detected. Open cover to install print head and ink tank’, open the top cover.
4.2 Flip open the guard.
4.3 Remove the print head from its packaging and peel the tape strip from the print head. DO NOT touch the contacts on the print head.
4.4 Slide the print head pegs down into the grooves.
4.5 Push the print head to the left until it clicks into position.
4.6 Unwrap the ink cartridge making sure the tape is removed from the bottom of the cartridge.

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

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

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

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

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

Review the quality of the test print.

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

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

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

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

5  Carry out a test print

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

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

5.1  Review the quality of the test print.

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

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

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

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

6  Add postage funds

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

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

Adding funds
You now need to add postage to your franking machine.

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

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

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

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

The display shows the status of the update:
- At the first ‘Install Successful’ screen, select Continue.
- At the next screen, select OK.

8 Install the Scale

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

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

When the display shows ‘Enter scale location code supplied’, key in the correct scale code for your location from the map and select Continue.

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

9 Frank an envelope

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

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

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

It can take up to about 10 days to create your personalised Envelope Message and if it is 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 Options.
- Use the Page Down button to scroll to Connect-Data Centre, then press the button alongside it to select it.
- Select Uploads & Downloads.
- Your franking machine connects with the Data Centre and indicates if any updates are available. Follow the prompts on the screen to start the download.

If at any time you would like a new Envelope Message for your franking machine, just visit our website at 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.

Data Capture/Mailmark™

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

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

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

Pre-setting options

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

Creating a preset

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

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

To store your ‘Normal Preset’...

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

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

To recall your ‘Normal Preset’ at any time...

Simply press the Normal Preset button.

Mailmark™ is a trademark of the Royal Mail
Using your franking machine

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

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

- Chapter 3 describes how to run mail and how to select your Envelope Messaging.
- Chapter 4 describes setting up the ‘Normal Preset’ so that your system automatically loads your ‘standard’ settings, including your preferred Envelope Messaging, etc.
- Chapter 7 describes how to fit the optional moistener, if you have one supplied with your system.
- Mailbase systems are supplied with the ability to use INVIEW Postage Reporting. Documentation for INVIEW is available on the web. Go to www.europe.pb.com/docs and enter the relevant access code listed below:
  - INVIEW Kit Installation Guide  Code 9691
  - INVIEW Operating Guide Code 8025

Troubleshooting

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

Problems connecting when using a LAN (network) connection
- Check that PC’s on your network can access the Internet.
- ‘DE’ errors generally relate to an issue with connectivity. You may need the help of your IT/Network Administrator to ensure the network settings are configured correctly. Please refer to the LAN connection guide. To view the document, go to europe.pitneybowes-support.com and enter the code 8026.

- Wired LAN Connection -
  - Check you have either the 10 or 100 indicator on the network adapter lit and the ACT indicator may flash. If no indicators are lit, check the network cable and network connection socket or router.
  - Connection using the Wi-Fi Device -
    - Check that the device has been configured correctly as described in the online setup document. To view the document, go to europe.pitneybowes-support.com and enter the code 10959.

Problems connecting when using PC Meter Connect™
- Make sure the USB cable is connected between the franking machine and the PC.
- Check that your PC is running and has an internet connection.

You cannot meet the requirements of LAN or PC Meter Connect™ connection
If do not have a LAN connection or an Internet enabled PC available to allow your franking machine to connect to the Data Centre, please give us a call on 08450 530 930 to discuss other possible options.

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

Envelope messaging not available
See the Envelope Messaging section on the left.

Error 11
You have tried to install your franking machine before Royal Mail have fully approved your licence. Please wait 24 hours and try the installation again.

Error 104
You have tried to refill with an amount that is not a multiple of £50. Please try again with an amount that is a multiple (£50, £100, £150, etc.)

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