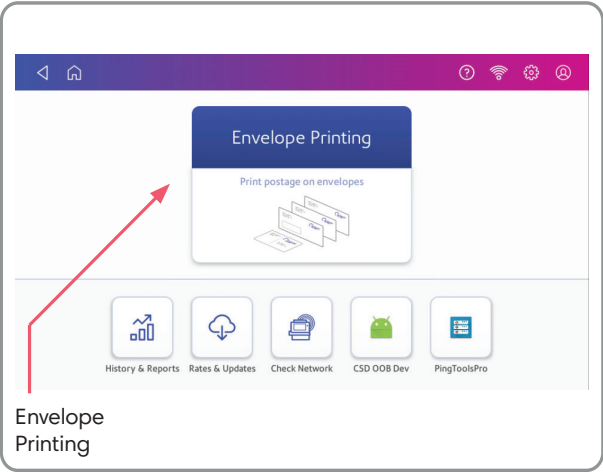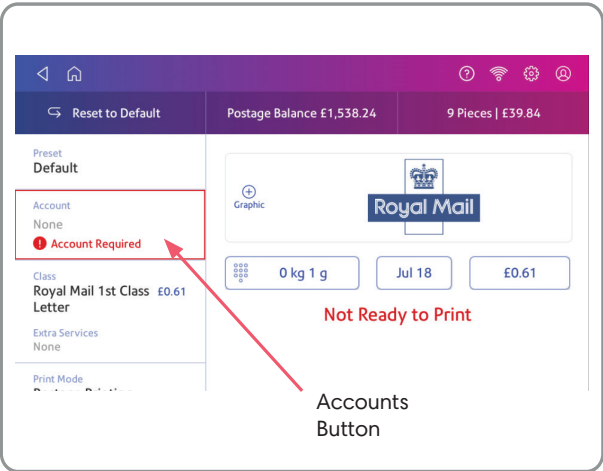# Creating and Managing Accounts
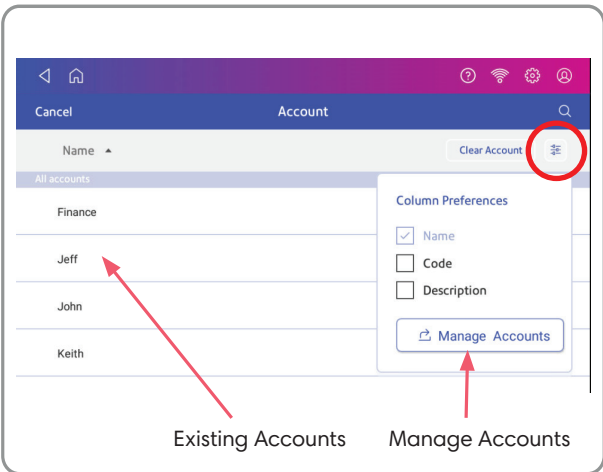
Before you can process mail you are required to set up an Account/ Accounts on your system.

Envelope Printing

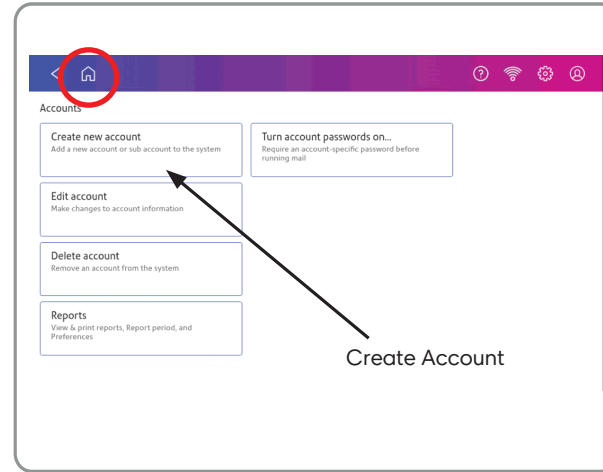To do this, Select Envelope Printing from the Home screen.

Not Ready to Print

Accounts Button

Tap the Account button to access the Accounts screen.

Existing Accounts   Manage Accounts

Tap the 🎚 button and select **Manage Accounts** from the drop down menu to create an account. Where accounts have previously been created, you can see a list and select an existing account here.
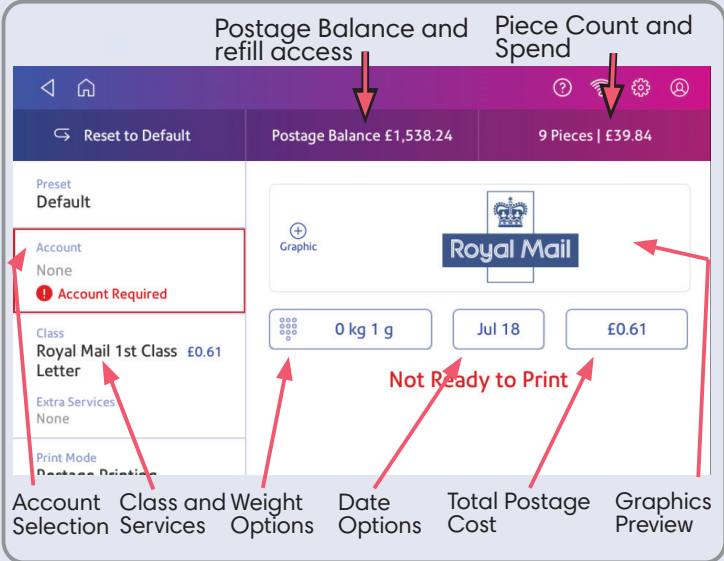

Create Account

Select **Create an Account** and follow the on screen prompts. You can also Edit and Manage Accounts from this screen.

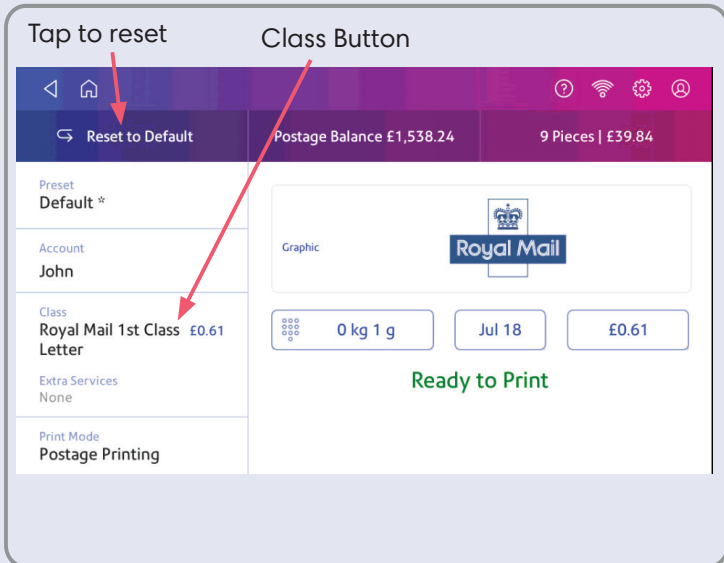Return to the Home screen by tapping the Home button 🏠 on completion of Account set up.

Envelope Printing
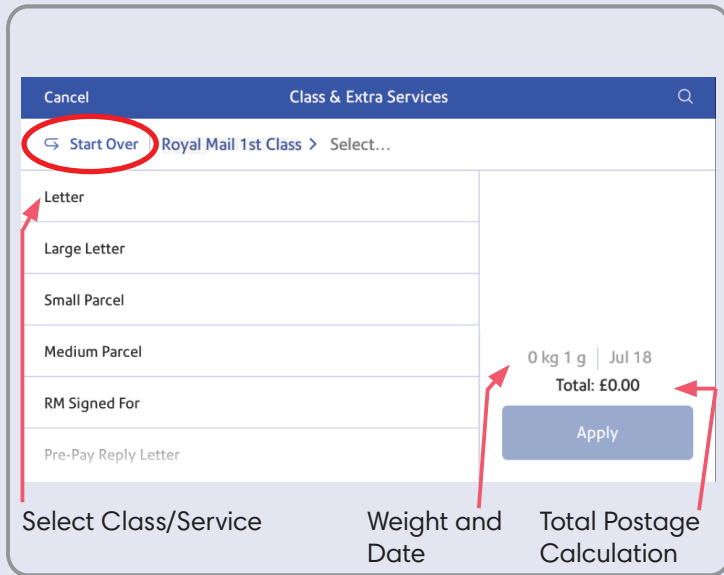
Select Envelope Printing from the Home screen.

You are able to choose an account, Print Mode, Class, Graphic/Ad, and Date. You are also able to refill, check your postage balance and view piece count and spend data from this screen.


Postage Balance and refill access   Piece Count and Spend

Graphic

Not Ready to Print

Account Selection   Class and Weight Services   Date Options   Total Postage Cost   Graphics Preview

Tap the **Account** button to select your desired account.

Tap to reset   Class Button

Ready to Print

The Class shows the current Class selected. Tap the **Class** button to enter the Class screen.

Select Class/Service   Weight and Date   Total Postage Calculation

Tap **Start Over** to select from the full list of rates available. Select your class and other services from the list. The total postage cost displays. Next, tap **Apply**.
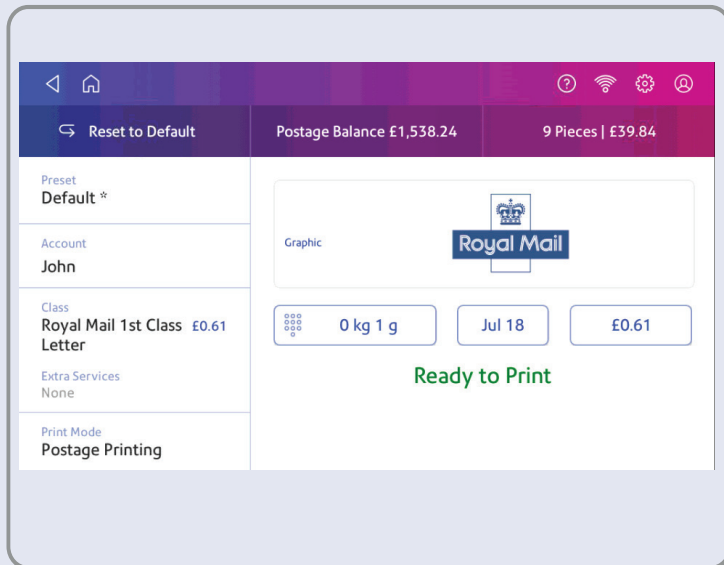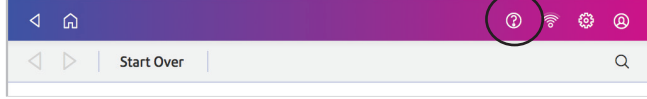

Ready to Print

You will be returned to the Home screen and you can then print your envelope.

Your machine is now ready to use.

Troubleshooting

How do I get Support on my device?

Access our Support System from the '?' icon on the top right of the tool bar.

How do I troubleshoot my Wi-Fi or LAN network connection?

Tap the Check Network app on the Home screen to make sure your device has access to required internet services. These provide updates on rate information, sync your data, and refill your device.

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.
You can manage your Wi-Fi or wired network settings from the gear icon on the top right of the toolbar.

How do I get the latest Rates or Software Updates?

As long as you don't disconnect your device from the internet, it will automatically update whenever your device is idle.
You can confirm that your rates are up to date by tapping the Rates & Updates app from the App Drawer.

If you're still having trouble, then visit
www.mailcoms.co.uk or call **01543 572 776**

Top Up Your Franking Supplies Today

Parcelsend Ink
Mailcoms Royal Mail approved franking machine ink cartridge for the Mailcoms Parcelsend franking machines.

Scan To Order

Parcelsend Labels
Mailcoms franking machine labels for the Mailcoms Parcelsend franking machines. Available in packs of 1000, 500 & 200.

Scan To Order

Packaging Supplies
Wide range of packaging supplies available for your parcel needs. See a range of packaging tape, mailing boxes, padded envelopes and more.

Scan To Order

Parcelsend Quick Install Poster

Read Now BEFORE you unpack your equipment
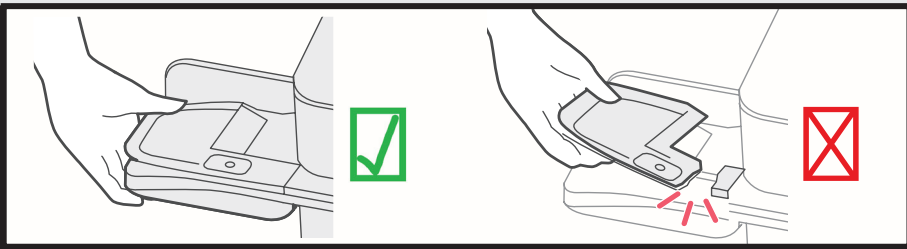

Continue reading below

Right, let's get your Franking Machine up and running quickly…

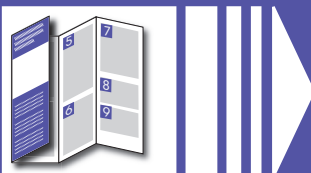Remove your machine and all items from the box.

⚠ Caution

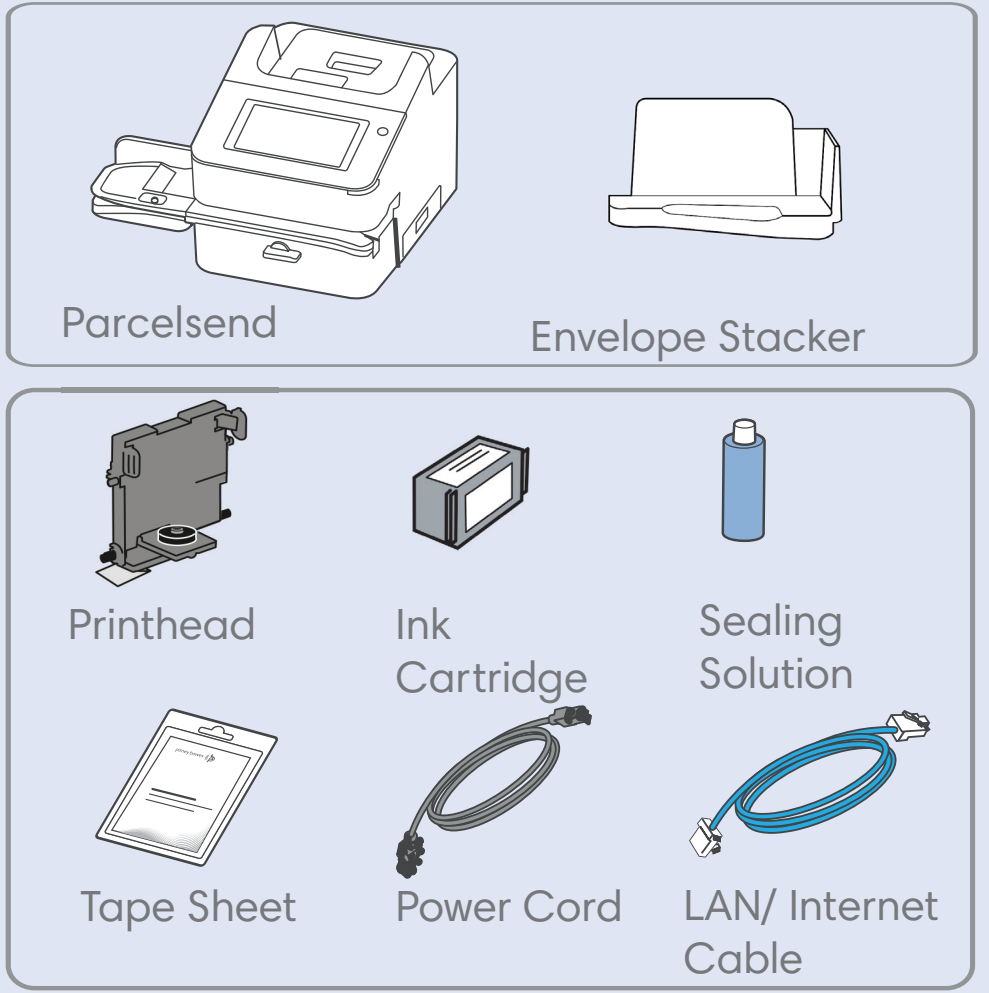Be sure to lift the entire feeder, not just the flap.

Please unfold this poster fully and carefully follow the installation instructions (Steps 1-4) on the reverse.

1 Checking and getting to know your machine

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


Parcelsend
Envelope Stacker

Printhead
Ink Cartridge
Sealing Solution
Tape Sheet
Power Cord
LAN/ Internet Cable

Note - Do not connect your machine to a power source yet.

You will also need 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.

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

Important - Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of **7:00am to 8:00pm Monday to Saturday**.

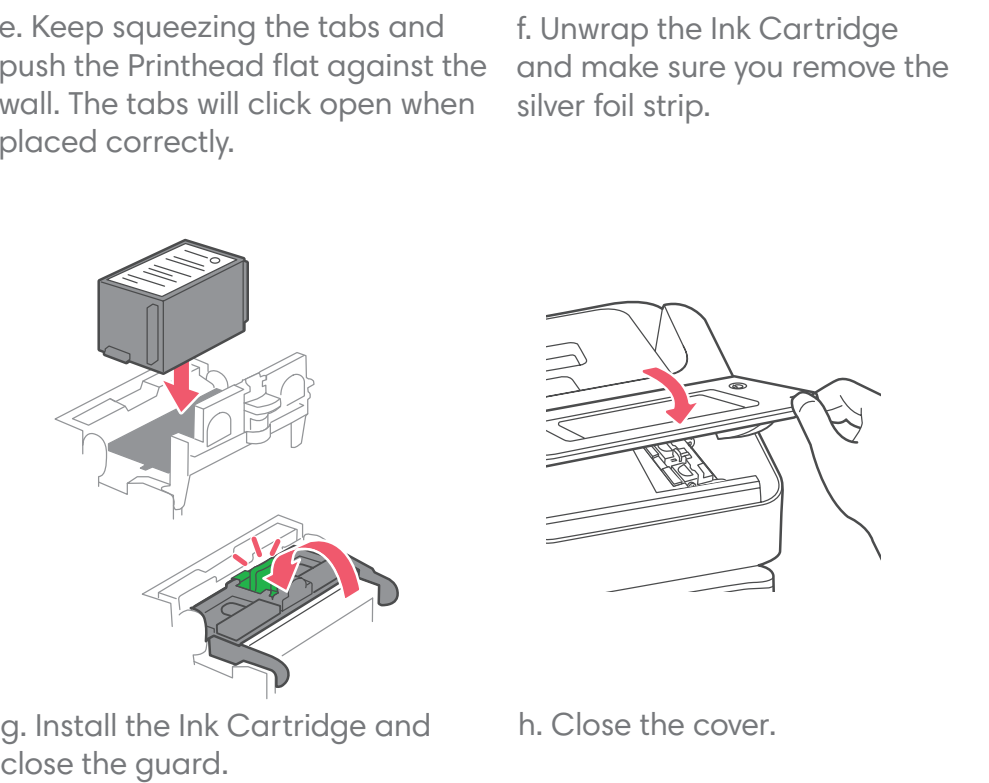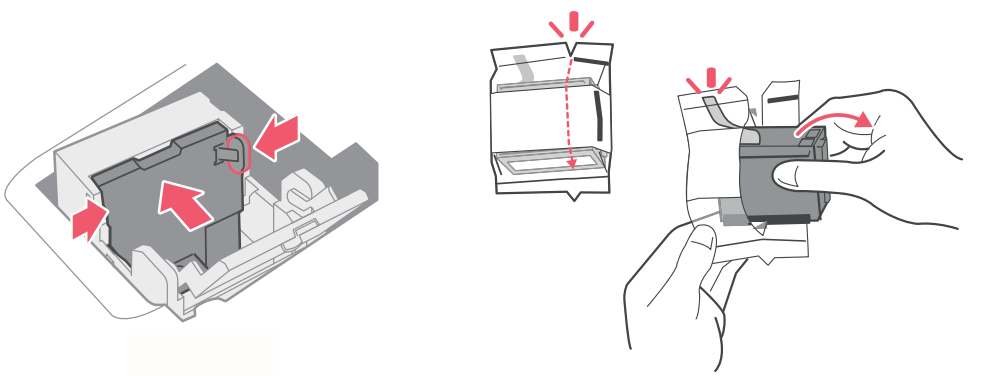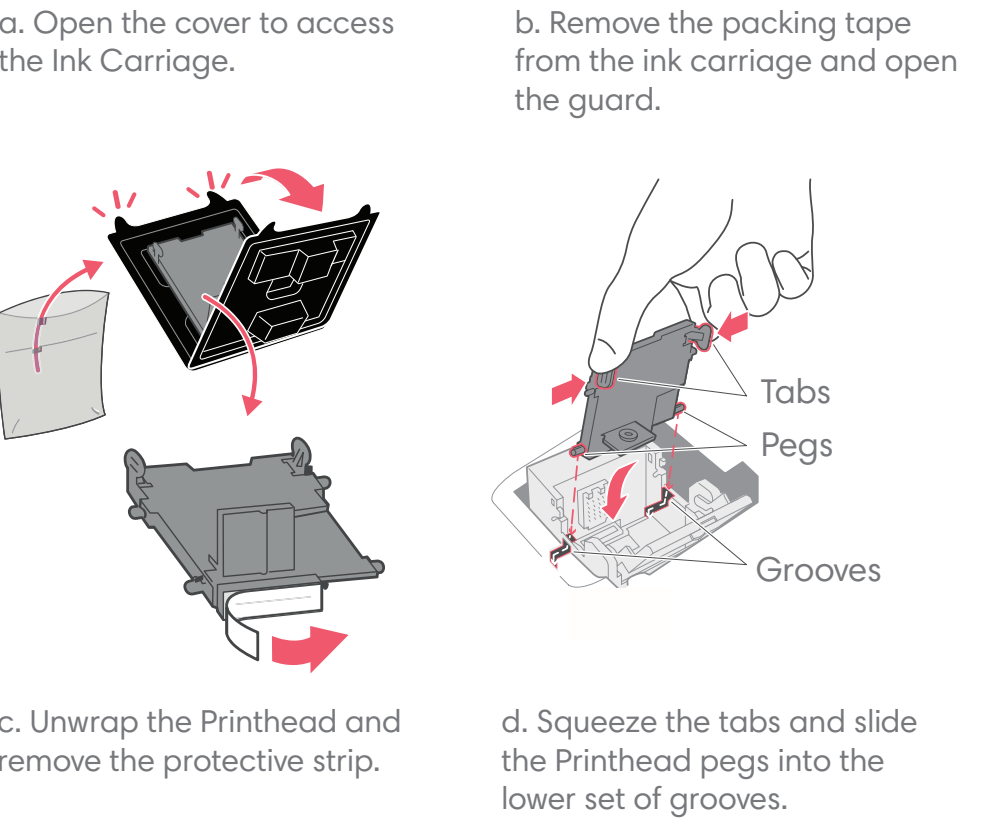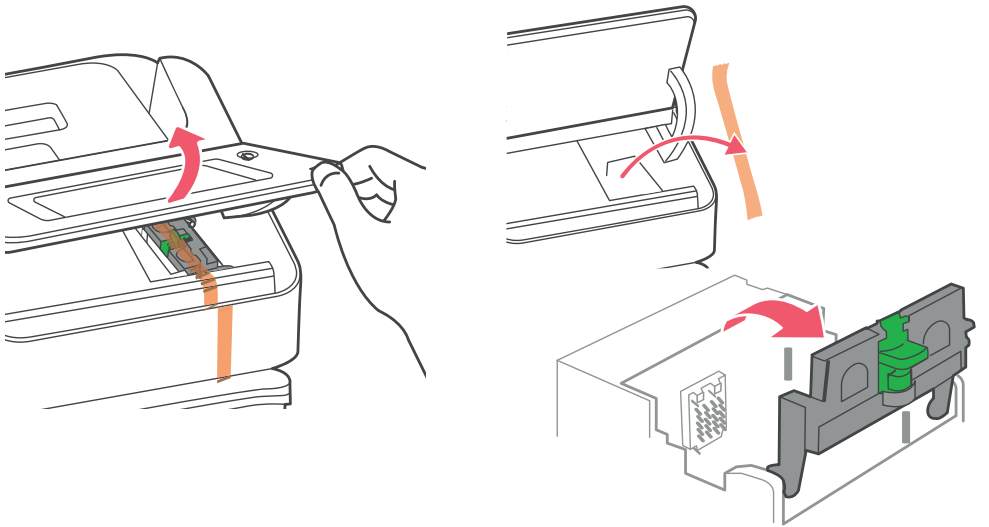Remove all packing materials from the machine before assembling them.
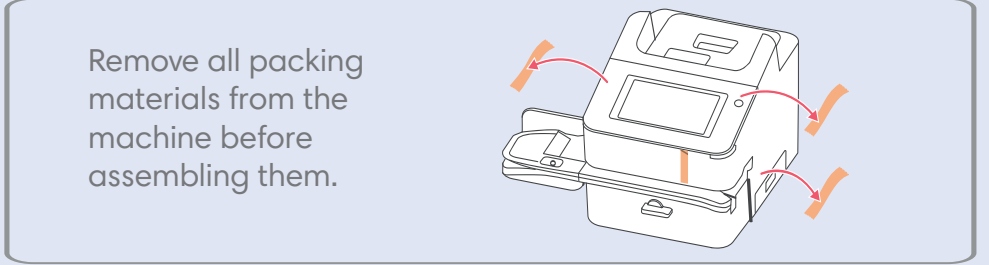
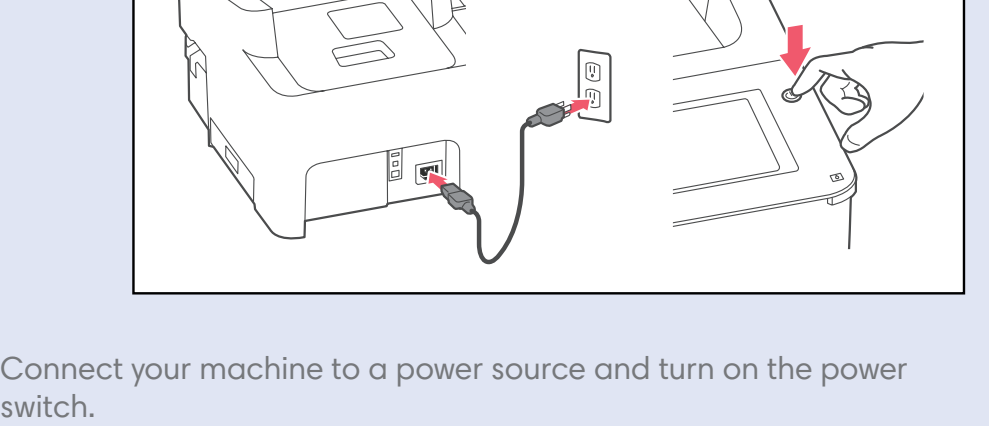This is how your machine should look when fully assembled.

Important - The integral scale and (if ordered) optional thermal label printer, will arrive seperately. Do not assemble or install your machine until all items have arrived.
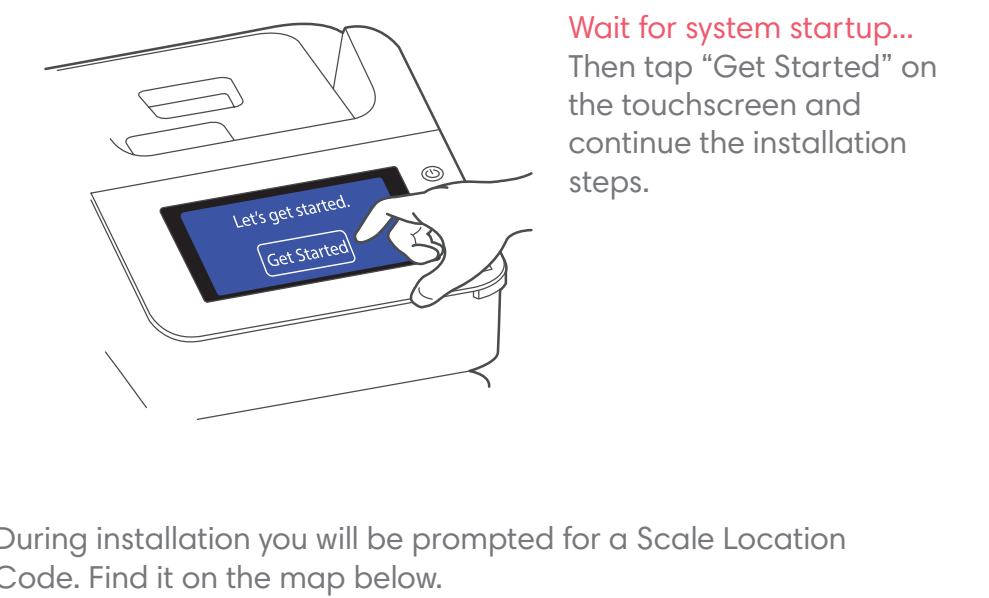
Optional thermal label printer for printing trackable labels

Integrated scale

Ink access cover (find the model and serial numbers inside)

Envelope Moistener
Envelope Printer
Clear Jam Lever
Envelope Stacker

2 Installing the Printhead and Ink Cartridge

a. Open the cover to access the Ink Carriage.

b. Remove the packing tape from the ink carriage and open the guard.

c. Unwrap the Printhead and remove the protective strip.

d. Squeeze the tabs and slide the Printhead pegs into the lower set of grooves.

Tabs
Pegs
Grooves

e. Keep squeezing the tabs and push the Printhead flat against the wall. The tabs will click open when placed correctly.

f. Unwrap the Ink Cartridge and make sure you remove the silver foil strip.

g. Install the Ink Cartridge and close the guard.

h. Close the cover.

3 Connecting your Machine

Connect your machine to a power source and turn on the power switch.

4 Installing your Machine

Wait for system startup...
Then tap "Get Started" on the touchscreen and continue the installation steps.

During installation you will be prompted for a Scale Location Code. Find it on the map below.

Scale Location Code

Use this map to find your Scale Location Code.
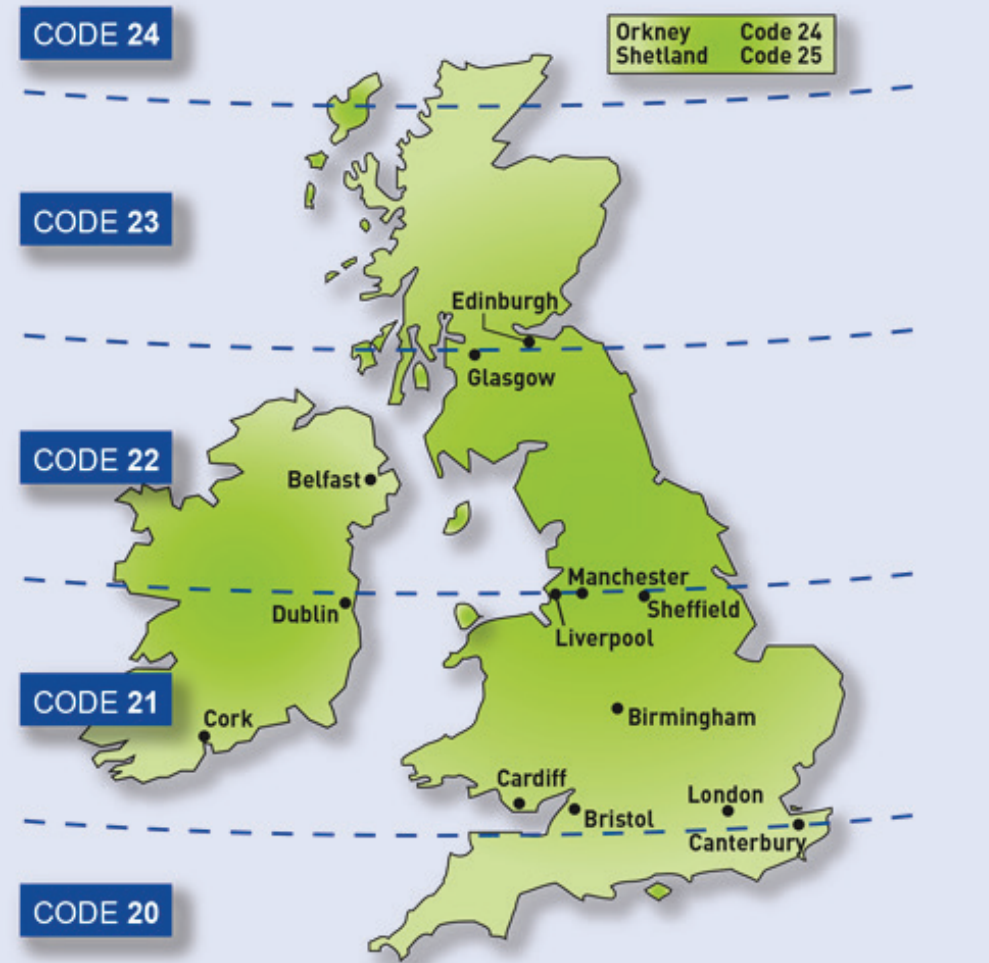
CODE 24
CODE 23
CODE 22
CODE 21
CODE 20

Orkney Shetland   Code 24
                  Code 25

Edinburgh
Glasgow
Belfast
Dublin
Manchester
Sheffield
Liverpool
Cork
Birmingham
Cardiff
Bristol
London
Canterbury
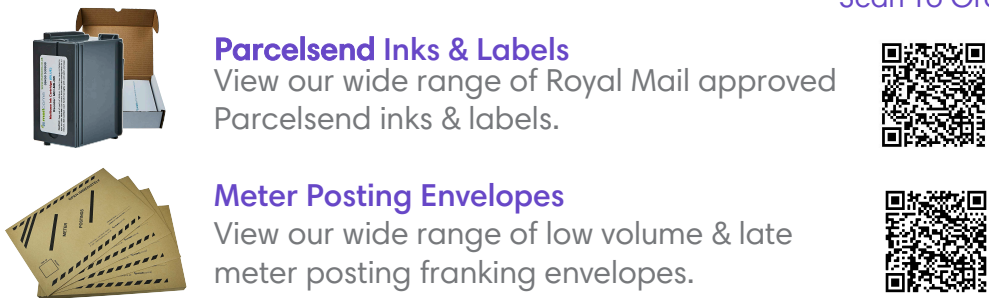
Quick Start

Orientation

Your Home screen on start up will look similar to this image. Use the touch screen to make your selections.

Back Home   Support Network Settings Profile

Envelope Printing
Print postage on envelopes

History & Reports   Rates & Updates   Check Network   C2D OOB Doc   ProgTestsPric

Envelope Printing App

App Drawer
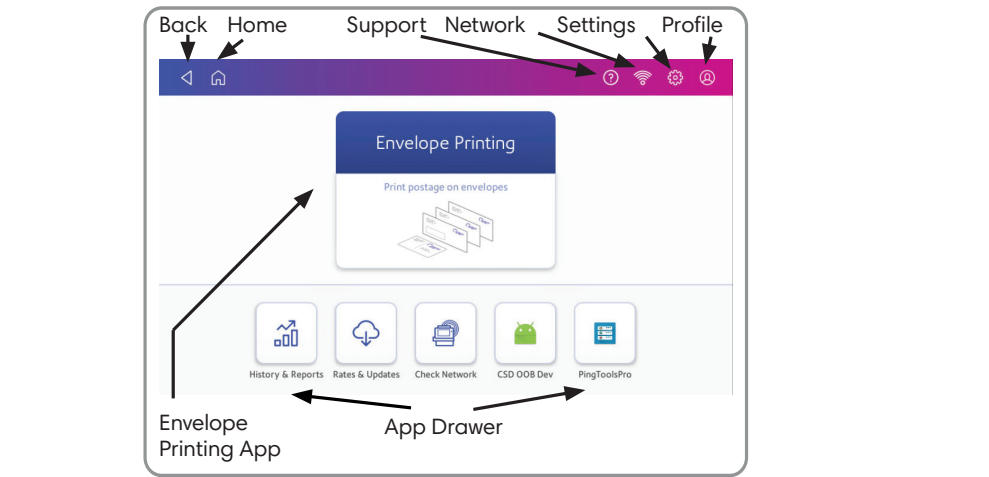
See the reverse of this poster for quick reference information on how to use your new machine.

Safety information
Follow normal safety precautions for all office equipment:
- 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 fi re.
- 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 specifi c 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.