

User manual BlueMailCentral

Introduction:

This document shows step by step how you can send a letter using BlueMailCentral.

With BlueMailCentral you can send a letter directly from your PC to any country in the world. You can send your letter with a simple mouse click and we'll do the rest. Your documents will be encrypted before being digitally sent to the country of destination. The documents will be printed and delivered to the recipient using the local postal service.

Step 1: Creating the document and sending it to the program.

You can place the address anywhere in the document. Our software will search the entire document to find the address. If you send a letter to a foreign country you should place the country name on the last line of the address. Make sure there is no other information on the last line of the address in order for our software to automatically recognize the country name. An example of how to construct the address is shown in figure 1.

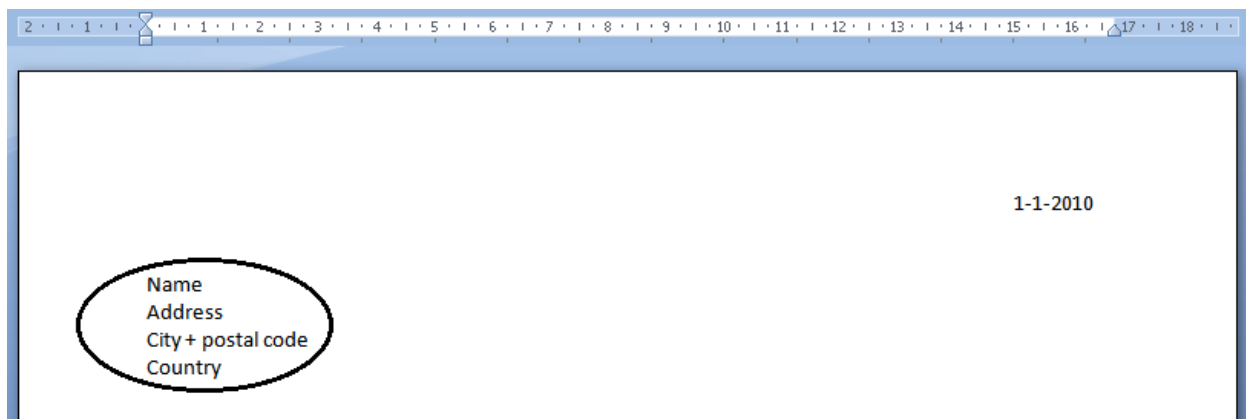


Figure 1

After creating a document in (for example) Ms Word you can send the document via the BlueMailCentral printer to the BlueMail Central program.

Select "print" in the Ms Word menu, select the BlueMailCentral printer (figure 2) and press "OK" to proceed.

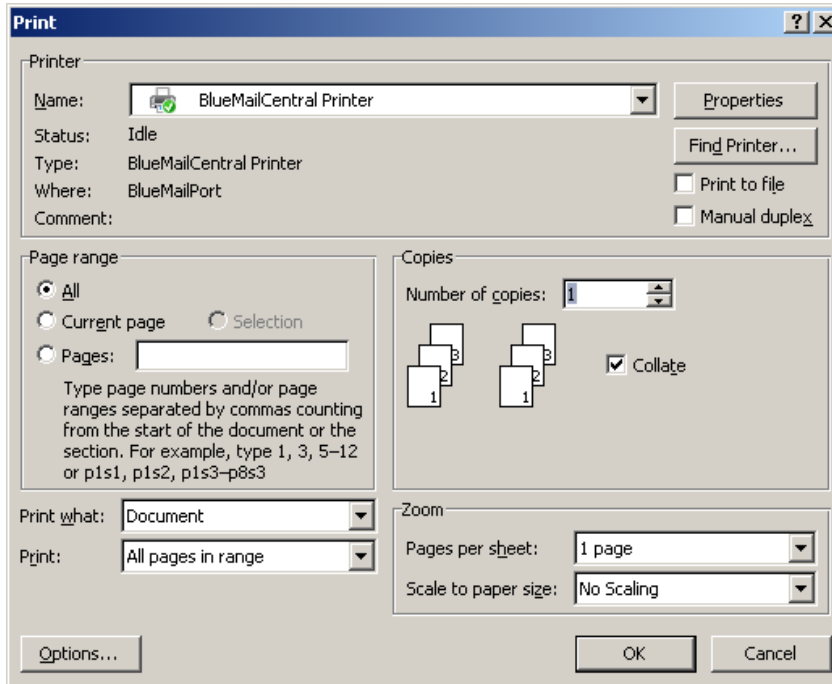


Figure 2


Your document is now sent to the program. You can watch the animation of a little envelope if you look at our icon in the system tray (figure 3).



Figure 3

Step 2: Checking the document and selecting the right print settings.

You can now open the program if you go to *“Start>all programs>BlueMailCentral”*.

You can also open the program if you click twice with your left mouse button on the system tray icon  on the bottom right of your screen.

Please note:

If you're not already logged in a menu will appear to allow you to login in. If you don't login some features will not be available until you login (figure 4).

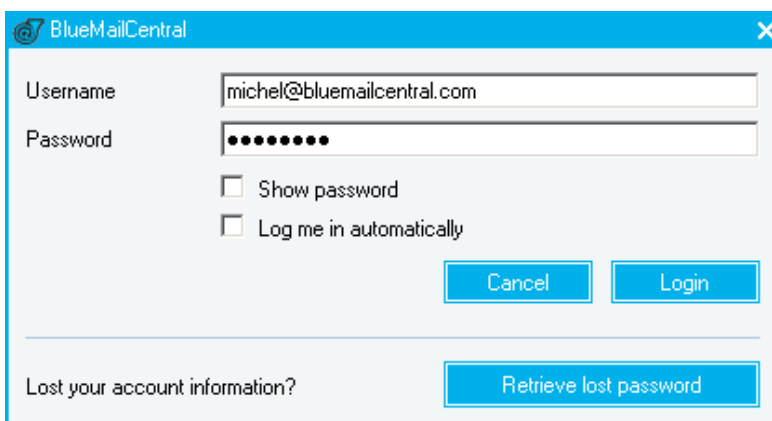


Figure 4

Now you can see that the document is placed in the “Local outbox”.

If you double click with your left mouse button you can view the document to see if the conversion to PDF was successful. This is an actual preview to see how the document will be printed.

The software will reserve a border on both sides of 1.5cm. Any information within these borders will not be printed, therefore we recommend that you stay within the printable area by setting the margins of the document to 2cm on both sides.

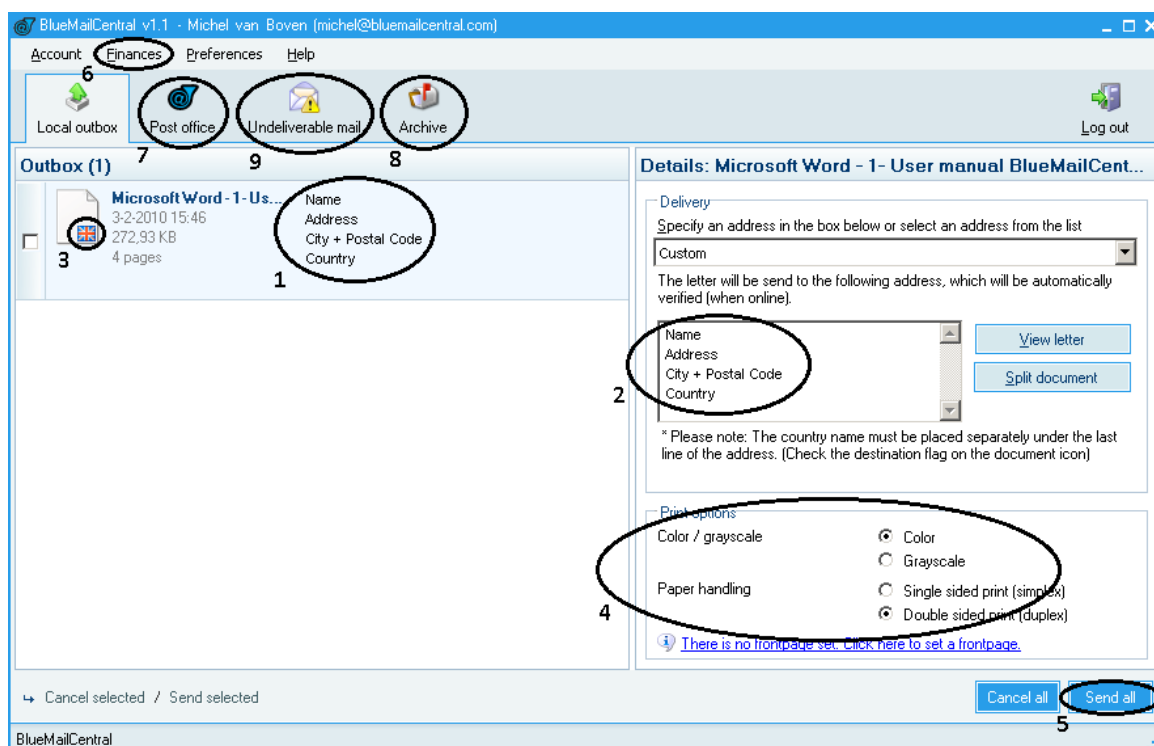


Figure 5

Check the address found by the software (figure 5, number 1), you can change the address manually in the address box on the right side (figure 5, number 2).

Check the flag of the country (figure 5, number 3). This should be the flag of the country of destination.

Choose the print settings for your document (figure 5, number 4). You can select grayscale or color and if you want a single sided or double sided print. (If your document contains only one page this function will not be available and is shown in grey)

If you're ready to upload the document you can select “Send all” to continue (figure 5, number 5).

Step 3: Uploading the document to the BlueMailCentral server.

Now you will see what the delivery of the document is going to cost you and will be displayed in your local currency (figure 6). The software will notify you if there's not enough money on your account. In that case you will have to make a deposit before you can upload the letter. To make a deposit you can go to “Finances>Make payment” (figure 5, number 6).

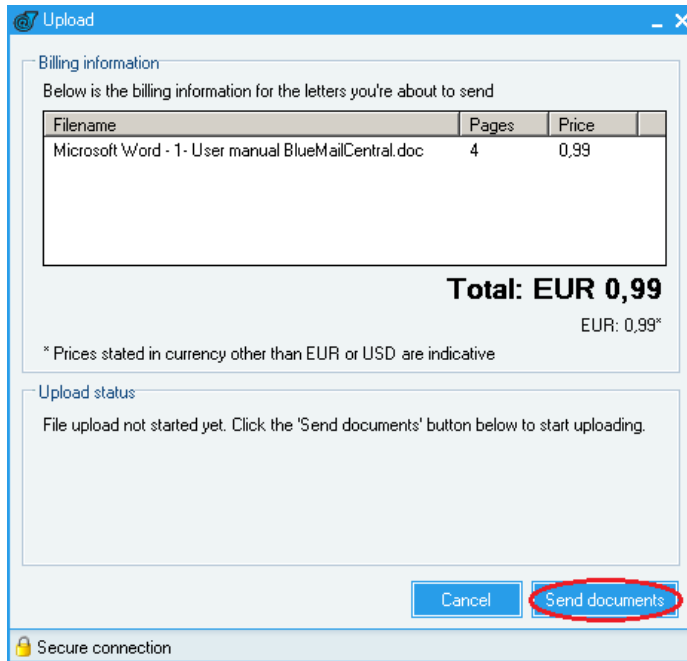


Figure 6

You're now ready to upload the document to our server. Click on "Send documents" to upload the document.

When the upload is complete you will return to the "Local outbox". The document is now moved from the "Local outbox" to the "Post office" (figure 5, number 7). In the "Post office" you can see when the document will be printed and shipped out.

To cancel a document.

You can still cancel a document until the document is actually sent to the recipient. You can see the handling time of the document in the "Post office". You're able to cancel the document as long as it is in the "Post office". When a document is sent to the recipient the document will be moved from the "Post office" to the "Archive" (figure 5, number 8). If you cancel a document the costs of the cancelled document will be refunded to your account. For more information about the "Post office" you can watch the instruction videos at www.bluemailcentral.com/onlinedemos.

Undeliverable Mail.

It's possible that a document is returned to sender. In that case the document will be sent back to the printing location of the country of destination. You will receive a notification that the document has been returned to sender before the document is destroyed (without being opened). You can find the notification by going to the "Undeliverable mail" section of the program (figure 5, number 9). Here you can view the returned document and see the reason why the document has been returned to sender.

Do you have any questions?

We have created instruction videos on our website to answer any questions you might have. Go to www.bluemailcentral.com and select the "Online Demos". You can watch 7 individual instruction videos covering all BlueMail functions.

On top of that we have an extended "FAQ" (frequently asked questions) section where you can find the answers to additional questions. To visit our "FAQ" you can go to www.bluemailcentral.com and select "FAQ". You can also contact us at hello@bluemailcentral.com for questions we didn't answer in the "FAQ" or if you have any suggestions to improve our service.