
Troubleshooting Tips – please utilize *before* contacting support

- **Message: ‘Postal Sync Required’**

Press Continue to start sync process. Once complete, continue processing mail

Note: if message persists, turn meter off then on and repeat the sync process until complete

- **All connectivity errors OR ‘System Failure’ message**

Power down system by holding power button for 4 seconds or unplug the machine

Note – most other errors can be cleared by restarting the system (hold power button for 4 seconds)

Processing Mail Tips

- **Message stating ‘Do you want to use weight from shortcut?’**

Make sure scale is empty – Press YES (this sets the default weight) – Proceed with processing

- **To process First Class Packages (any piece exceeding ¾” thickness)**

Press Rate box (top right) – First Class – Package Retail – Type in first 3 digits of zip – OK – Confirm – weigh item

- **To process Priority Mail Packages with Dimensional Weight**

Press Rate box (top right) – Priority Mail – Envelope/Parcel – type in first 3 digits of zip – OK

Now choose if the package is *less than 12 cubic* or *more than 12 cubic* inches. If more, follow the instructions on the screen to enter the dimensions of the package to get the Dimensional Rate.

Weigh Item

Operator Maintenance Tips

- **Downloading Postage into Meter**

Press Menu, Press Download Postage, Key in \$ amount, Press Load Postage, Press Yes

- **Changing Ink Cartridge**

Press Menu, Press Ink Cartridge, Press Change Cartridge (cover will open automatically)

Press Down to remove old cartridge

Prepare new cartridge by removing packing material

Insert new cartridge and close the cover

- **To update Postal Rates**

Press Menu, Press Synchronize, Press Sync All

Help/Information: Please visit the support page of our web site: www.freedomofficesolutions.com