![Freedom Office Solutions, Inc. logo]

PostBase Mailing System Quick Reference Guide (revised 6/2019)

PLEASE POST THIS QUICK REFERENCE GUIDE NEAR YOUR MACHINE

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) – this is a new process effective 1/27/19**
  Weigh item – Press Product – First Class – Package-Retail – Type in first 3 digits of destination zip – OK – OK

- **To process Priority Mail Packages with Dimensional Weight – this is a new process effective 6/24/19**
  Weigh item – Press Product – Priority Mail – Package Retail – Envelope/Parcel – type in first 3 digits of destination 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.

- **Message stating 'Maximum Weight has exceeded the current product selection'**
  Same as above

Operator Maintenance Tips

- **Downloading Postage into Meter**
  Press Menu – Download Postage – key in $ value – Load Postage – Yes

- **Changing Ink Cartridges**
  Press Menu, Press Print System, Press Change Cartridges (cover will open automatically)
  Discard BOTH expired cartridges
  Remove strip/covers from new set and insert BOTH new cartridges. Close cover
  Follow alignment instructions on screen
  Note: If you receive a message stating 'Non-FP Certified Ink Cartridges Inserted', press OK to ignore

- **To update Postal Rates**
  Press Menu – Remote Services
  Help/Information: Please visit our web site: *https://www.freedomofficesolutions.com/support.html*

Troubleshooting Tips – please utilize *before* contacting support

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

- **All connectivity errors when downloading postage *OR* 'System Failure' message**
  Power down system by holding power button for 4 seconds – then retry the download

- **Message: 'Please run postage download soon (0-PVD)' *OR* 'Postal Sync Required Soon'**
  Press Menu – Download Postage – key in $0 – OK – Yes

To order supplies – Web: www.freedomofficesolutions.com | Email: supplies@freedomcarolina.com

To request equipment repair – Phone: 704-866-7710 ext. 504