

### Troubleshooting Tips – please utilize *before* contacting support

- **Message: ‘Postal Sync Required’ or ‘Meter is locked and has to contact FP Infrastructure’**  
Press Continue to home screen, Press Menu, Press Download Postage, Press \$0, Press Load Postage, Press Yes
- **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)**  
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**  
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, Press Download Postage, Key in \$ amount, Press Load Postage, Press 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 the support page of our web site: [www.freedomofficesolutions.com](http://www.freedomofficesolutions.com)