Manuals+ — User Manuals Simplified.

FP PostBase Mini Postage Meter Installation Guide

Contents

FP PostBase Mini Postage Meter

Product Information

The FP Mailing Solutions Postage Machine is a device that allows you to print postage directly onto envelopes and labels. The machine comes with several fixed assets and resources, including:

- PACCT50 PACKAGE
- PAD30 POSTBASE ADVERTS
- PB0061800155 POSTBASE METER COMMERCIAL
- PBASEP000415 POSTBASE BASE/LABEL/SCALE
- PFS0EPF00196 POSTBASE AUTO FEEDER/SEALER
- PREPORT1 REPORT ONE SOFTWARE ACTIVATION
- PSCALE15 POSTBASE SCALE 15LB
- PSPEED65 POSTBASE SPEED 65LPM
- PTEXT12 POSTBASE TEXT MESSAGES 12
- RGPOST POSTBASE RATEGUARD 5-15LB
- UNL UNLIMITED RESETS

The machine requires an online customer portal account and funding in order to operate.

Product Usage Instructions

1. Locate the Shipment Packing List included in the box. Identify your Customer ID/Number (#1) and Postal/Meter Serial Number (#2) on this form.
2. Call FP @ 866-750-7570 and select option 1 to look up your 4-digit PIN. This PIN will not be used for anything else and does not need to be retained.
3. Key in your Customer ID/Number (#1), Zip Code, and Postal/Meter Serial Number (#2) into the phone as

directed by the prompts.

4. Register for an Online Customer Portal account by visiting **www.myfp-portal.com** using a desktop computer.

5. Underneath the login button, select "Click Here to Register" to create an account. Enter your Customer ID/No. (#1 on Packing List) and choose PSN Postal/Meter Serial Number (#2 on Packing List). Click on "Continue" and complete the registration.

6. If you want to fund your postage via an eCheck/Credit card, set it up on your online account. This option takes 1-2 business days to set up.

7. If you want to fund your postage via a reset debit, set it up on your machine. This option takes 1-2 business days to set up.

8. To fund your online postage account via credit card/eCheck, go to the Customer Portal and hover over Account Management. Choose "Purchase Postage" to add funds to your account.

Note:
You cannot fully install your machine until there are funds in your online or reset debit postage account.

Please allow 45 minutes for PostBase® Installation.

Note:
Direct Debit postage funding takes 1-2 business days to set up.

Unlock Your Postage Machine

Unlock Your Postage Machine (over the phone)

Unlock your PostBase® mini

1. Locate the Shipment Packing List included in the box; Identify your Customer ID/ Number (#1) and Postal/ Meter Serial Number, which starts with 718 (#2) on this form.

2. Call FP @ 866-750-7570, then select option 1 to look up your 4-digit PIN. This PIN will not be used for anything else and does not need to be retained.

3. Key in your Customer ID/ Number (#1), Zip Code, and Postal/ Meter Serial Number (#2) into the phone as directed by the prompts.

Shipment Packing List

FP Mailing Solutions
140 N. Mitchell Ct.
Addison, IL 60101
United States
800-341-6052

www.fp-usa.com

August 17, 2011
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Order No.   RO1234567   Customer No.   512345678   **1**
Purchase Order No.

Total Packages   1   Ship-to   ABC CORPORATION
                                                     JOHN JOHNSBURG
                                                     123 MAIN STREET
                                                     MAILING, US 12345
                                                     United States
                                          Phone: 1234567890

Package No.	Shipping Agent	Shipping Agent Service	External Tracking No.	Weight
PK000000000	FEDEX	2Day	111111111111	7

Type	No.	Description	Serial No.	Quantity
Resource	PACCT50	POSTBASE #ACCOUNTS 50		1
Item	PACKAGE			1
Resource	PAD30	POSTBASE ADVERTS 30		1
Fixed Asset	PB0061800155	POSTBASE METER COMMERCIAL	7777777	1
Fixed Asset	PBASEP000415	POSTBASE BASE/LABEL/SCALE	EP000123	1
Fixed Asset	PFS0EPF00196	POSTBASE AUTO FEEDER/SEALER	EPF00156	1
Resource	PREPORT1	REPORTONE SOFTWARE ACTIVATION		1
Resource	PSCALE15	POSTBASE SCALE 15LB		1
Resource	PSPEED65	POSTBASE SPEED 65LPM		1
Resource	PTEXT12	POSTBASE TEXT MESSAGES 12		1
Resource	RGPOST	POSTBASE RATEGUARD 5-15LB		1
Resource	UNL	UNLIMITED RESETS		1

2

Setting Up Your Online Customer Portal

Setting Up Your Online Customer Portal & Funding Your Postage Account (on a computer)

Register for Online Customer Portal
You must to set up your Online Customer Portal Account before continuing.

1. **Visit the Customer Portal: www.myfp-portal.com** (We recommend using a desktop computer for this section).
2. Underneath the login button, select "Click Here to Register" to create an account
3. Enter your "Customer ID/ No." (#1 on Packing List).
4. Choose the "PSN" Postal/ Meter Serial Number (#2 on Packing List). This is an all-numeric number on your packing list, starting with 718. Click on "Continue".
5. Complete the Registration.
   - First Name
   - Last Name
   - Email Address
   - New Password
   - Accept Terms & Conditions
   - If you want to receive marketing materials
6. You will receive an email with an activation link to complete your registration.

Funding Your Postage Account
You cannot fully install your machine until there are funds in your online or reset debit postage account.

1. Decide how you would like to pay for postage, Do you want to set up eCheck/Credit card, or pull directly from your bank account (Direct Debit)?
2. Decide if you would like to fund your postage via an:

Online Postage Account:
Funds are posted to your online account via MyFP Customer Portal, users then download postage onto the machine from your online account.

- Credit Card: Postage will charge the credit card you set up (limits and fees apply), to your online account. This option is instant. (Go to Step 4)
- eCheck: Postage will be submitted by eCheck to the bank you set up (limits and fees apply), to your online account. This option is instant. (Go to Step 4)
- Debit-on-Demand (Direct Debit): Postage will draw from the bank account you set up, to your online account. This option takes 1-2 business days to set up. (Go to Step 5)

Reset Debit Account:
Allows (specific) users to download funds directly on your postage meter without the need to fund your online postage account.

- Reset Debit (Direct Debit): Postage will draw directly from the bank account you set up, to your machine. This option takes 1-2 business days to set up. (Go to Step 6)

Funding Your Online Postage Account via Credit Card/eCheck
These steps will need to be done from the MyFP Customer Portal every time you add funds to your Online Postage Account via Credit Card/ eCheck.

1. **On the Customer Portal: www.myfp-portal.com** hover over "Account Management" and choose "Purchase Postage".
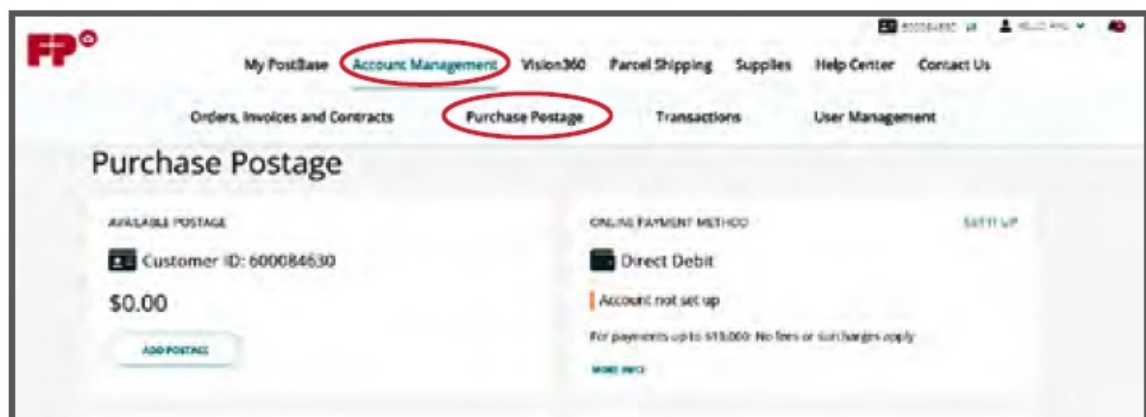
2. In the Available Postage section, click the "Add Postage" button.

3. Choose the amount in the bullets & click Next.

4. Select Payment Method: Choose eCheck or Credit Card, and add payment information.

You can save Credit Card & eCheck payment method for future use.

5. Summary page shows selected options. If correct, select confirm.

Funding Your Online Postage Account via Debit-on-Demand

1. **On the Customer Portal: www.myfp-portal.com** hover over "Account Management" and choose "Purchase Postage".

2. In the Direct Debit section, click the"Set it Up" button. Select "Debit on Demand" & fill out your banking information.

3. A summary of what you selected will show. If multiple users are enabled for the account you may choose optional password protection for the direct debit banking information. Confirm your selections.

4. Check your login email for the authorization form, or download from the confirmation page. Fill it out, and send to the email listed on the form.

Finding Your R-PIN
You will need this R-PIN on step 16 to install your machine.

1. **While on the Customer Portal: www.myfp-portal.com** Click on "My PostBase®".
2. View the 6-digit R-PIN on the dashboard, and retain for use on step 16 to install your machine. (Do not skip to

this step!)
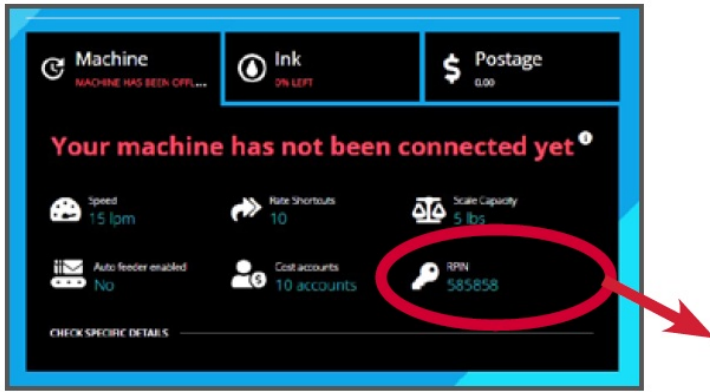
Unpacking Your Machine

View on YouTube: PostBase mini Install – Part 1
https://www.youtube.com/watch?v=LIU0rFLMre0.

Checking the Contents of the Package

Box #1 – PostBase® Contents

1. PostBase® Mailing Machine (with Stylus)
2. Ink Cartridge Set
3. Power Cable
4. Power Supply Unit
5. USB Cable (Optional)
6. Ethernet Cable
7. Installation and Safety Brochure
8. Quick Reference Guide Leaflet
9. Scale Platform
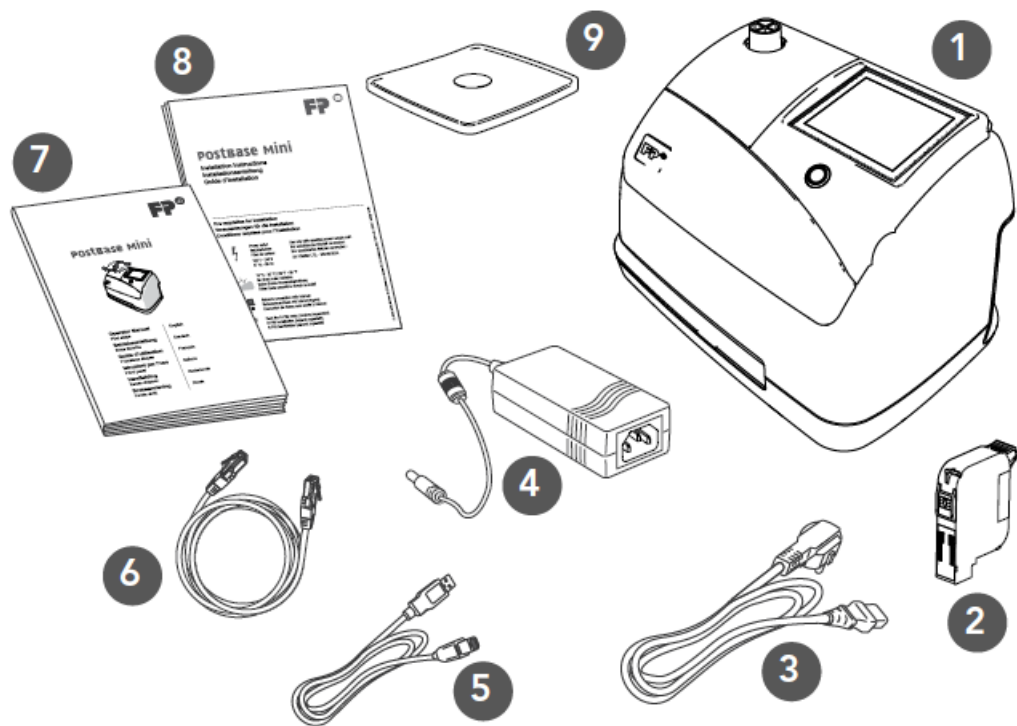
Assembling Your Machine

Remove Ink Cartridge Housing

1. Remove all packing materials from the ink cartridge housing.
    - Failure to remove packing materials can result in damage to the machine when powering on your PostBase®.
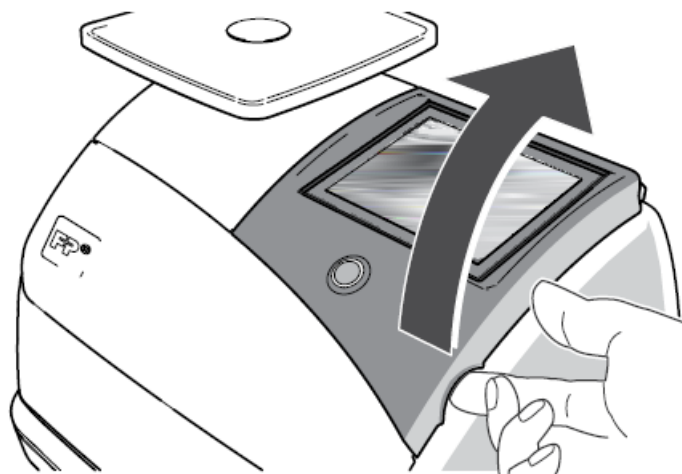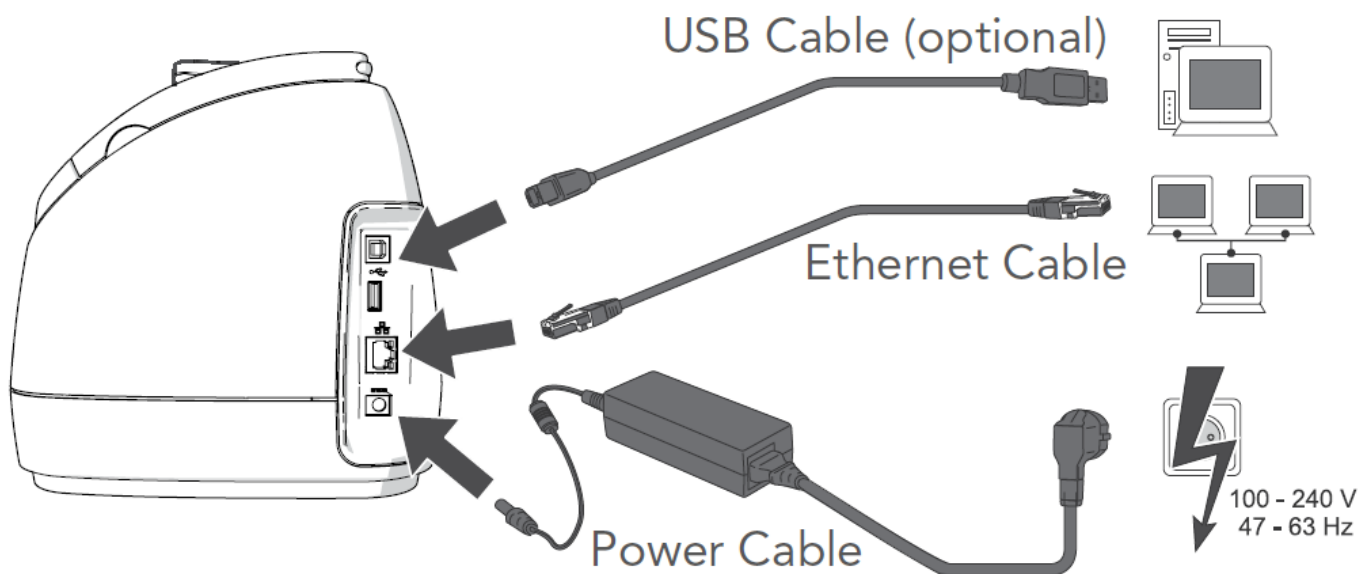

Attach Scale Platform

1. Lower the Scale Platform onto the metal integrated scale post on top of the PostBase®.
2. Make sure the long groove is facing the back of the machine.
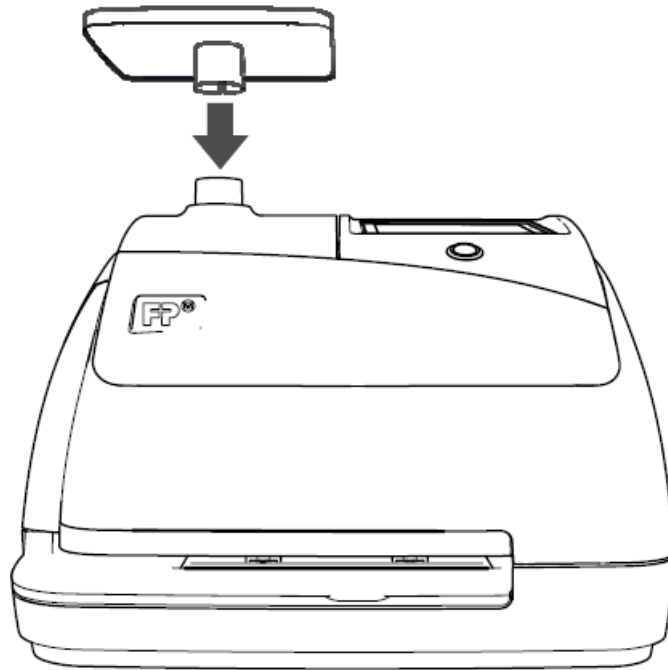
Connect Power and Ethernet

USB Cable (optional)

Ethernet Cable

Power Cable

100 - 240 V
47 - 63 Hz

1. Attach the female end of the Power Cord to the back of the PostBase® Machine as shown; plug the male end into a nearby power outlet.
2. Connect one end of the Ethernet Cable to the back of the PostBase® Machine as shown; plug the other end into a nearby Ethernet outlet.
3. If you want the PostBase® mini to use a direct USB connection: Connect one end of the USB Cable to the back of the PostBase® Machine as shown and the other to the computer

Optional Wi-Fi adapter available. Contact your FP Representative to order.

Initialization of Your Machine

Power On Your PostBase

1. Push the Power Button on the front of the PostBase® Machine. Stylus is located on the back of the screen.
2. The LCD Touch Screen will illuminate and will begin the installation process.
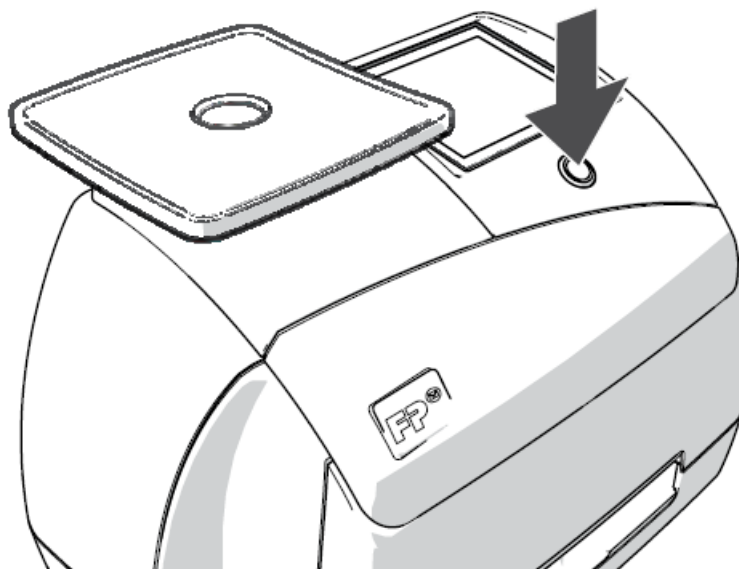
System startup takes up to 2 minutes, please wait until instructions appear on the LCD Touch Screen to complete machine setup.

On-Screen Postage Meter Setup

Choosing your language

1. Choose your appropriate language, press "continue".

View on YouTube:
PostBase mini Install – Part 2
https://www.youtube.com/watch?v=LIU0rFLMre0.
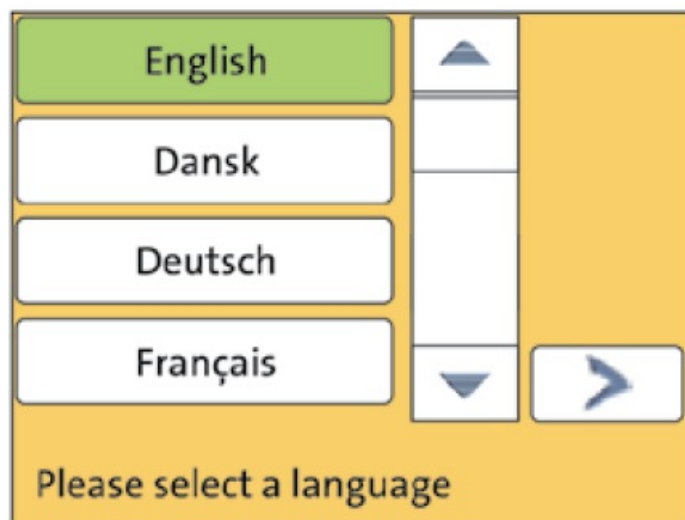
Ethernet/LAN Set-up

1. The screen will display "There are connectivity settings saved", press the pencil button to show current status.
2. Confirm your IP address has been detected, then press forward arrow. If no connection is established, the connectivity settings must be adjusted: Tap the pencil button to open the entry wizard for setting up the network connection.
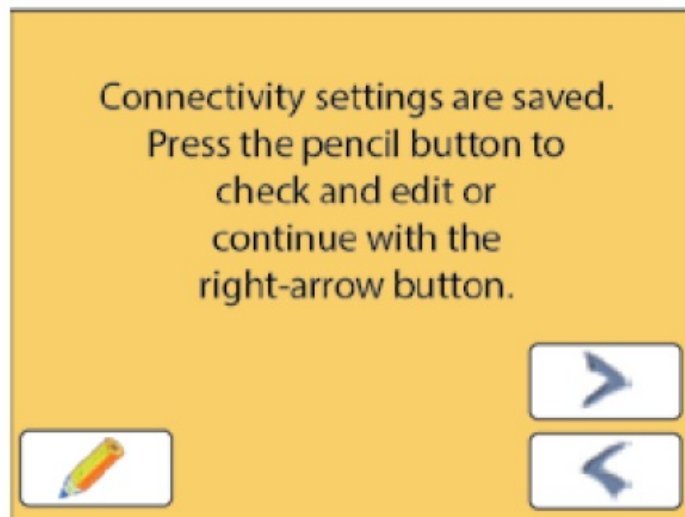

If no IP address is detected: First make sure your Ethernet Cable is plugged in; if not, plug in and restart your machine by holding down the power button, then repeat these steps.

Network Settings

1. DHCP – Default is "Enabled" Press the forward arrow. (If your company's network settings require a static IP-Address, select "Disabled" and press the forward arrow and follow the prompts to enter the static IP-Address.)
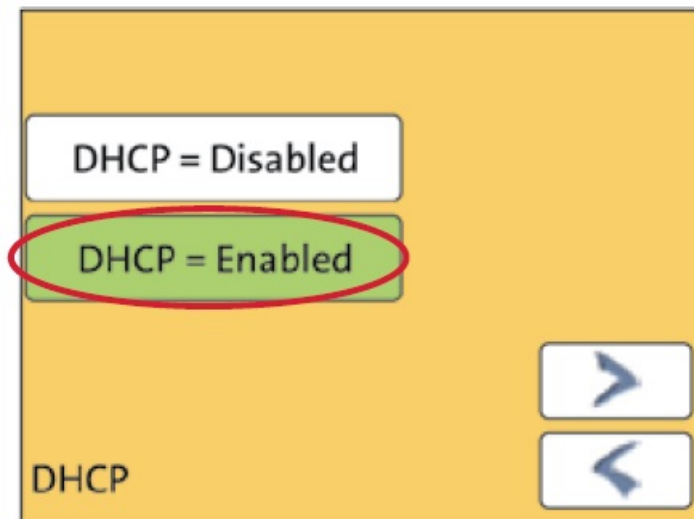
2. Proxy-Server: Default is "Disabled" Press the forward arrow. (If your company uses a proxy server, select
   "Enabled" and press the forward arrow to enter your proxy server address.)
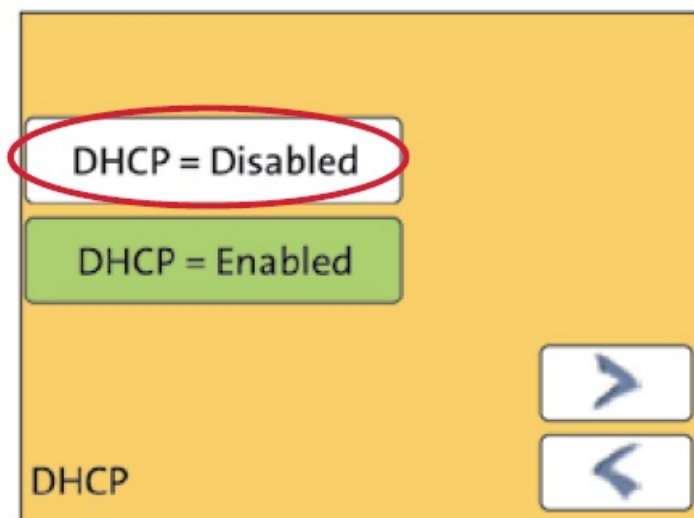
The machine will make an initial attempt to confirm the connection, if error, please repeat these steps. If the error continues, please confirm your DHCP and Proxy settings with your company's IT department.
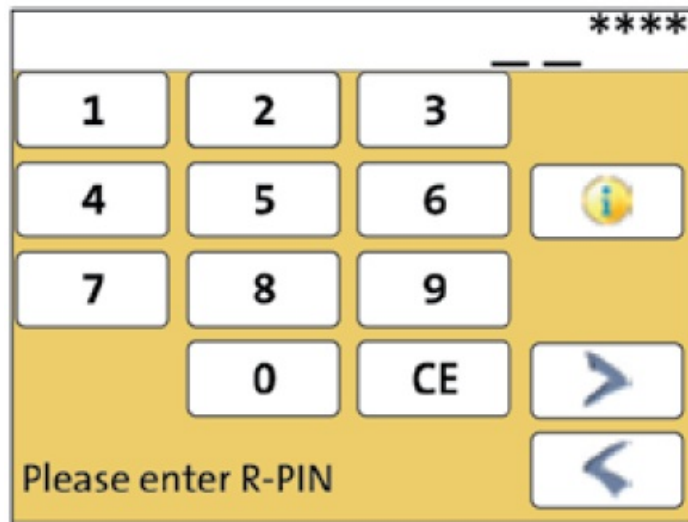
View on YouTube:
PostBase mini Install – Part 3
**https://www.youtube.com/watch?v=gNd1bL8iFU0**.

R-PIN
If you enter the R-Pin incorrectly 3 times the machine will lock.

1. Enter your 6-digit R-PIN, press the forward arrow. Note: Your R-PIN was retrieved on Step 7 through:
   **www.myfpportal.com** and was sent by mail.

Please enter R-PIN

2. PostBase® will begin updating and may take up to 10 minutes; Once the system is updated, it must be restarted by pressing the back arrow.

Synchronization ...
Please wait ...

Your system has been updated and has to be restarted now.
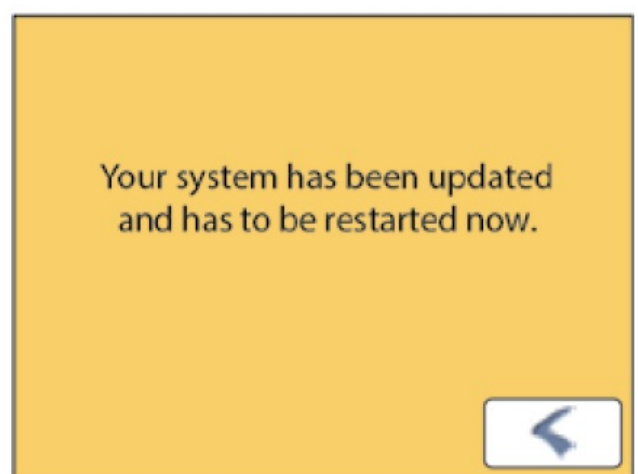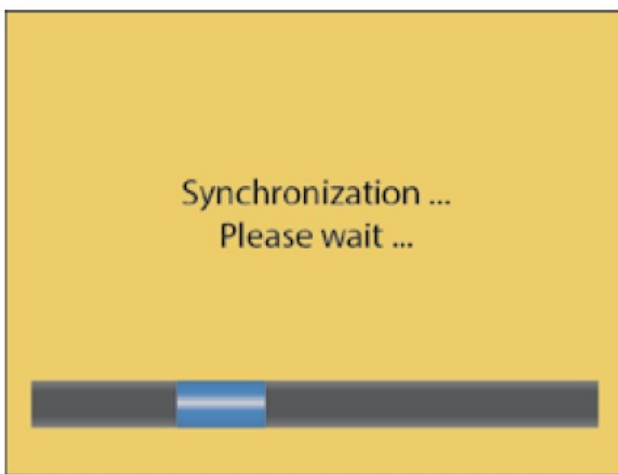
If you enter the R-Pin incorrectly 3 times the machine will lock. Please contact FP (800-341-6052) to unlock your machine.
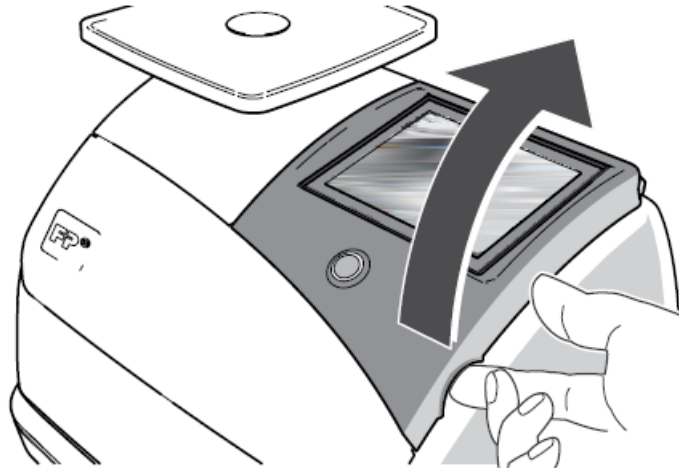
Install Ink Cartridge

1. Press the forward arrow to start the installation of the ink cartridge.

Press [>] to start
installation of print system
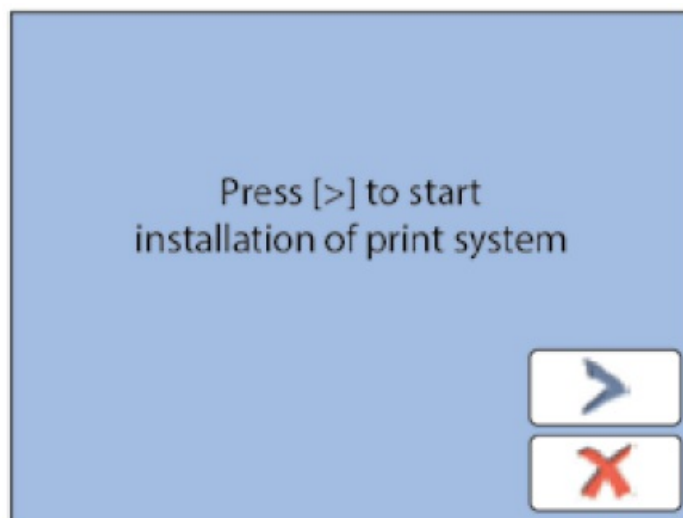
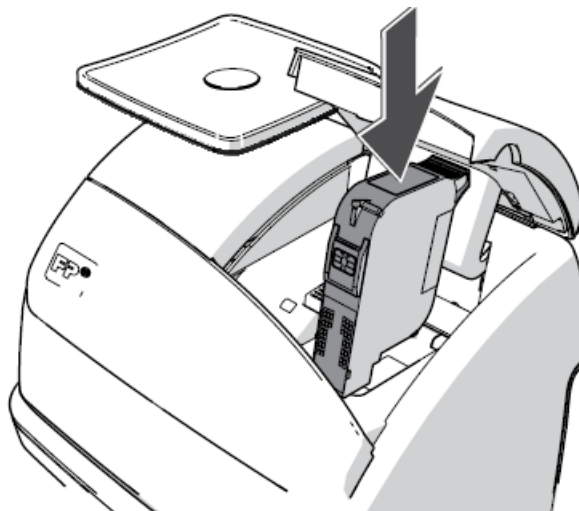2. Prepare Ink Cartridge by removing the safety strip (nozzle protection).
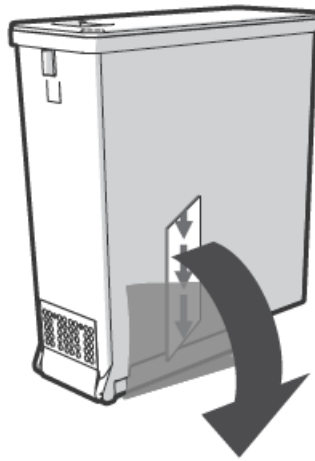
3. Lift up the operating panel as far as it goes.

4. Insert Ink Cartridge into the ink cartridge holder, with the print head and contacts toward the front of the PostBase®.
5. Press down firmly on cartridge to lock in place.

6. Gently close the Ink Cartridge Cover.

Print head will now be calibrated and cleaned; this may take up to 2 minutes.

Adjustment of Ink Cartridges

1. Touch Screen will prompt you to do a test imprint as shown.
2. To begin adjusting the ink cartridge, feed an envelope through the system as shown, then review the printed lines to confirm the straightest horizontal and vertical line.

Alignment
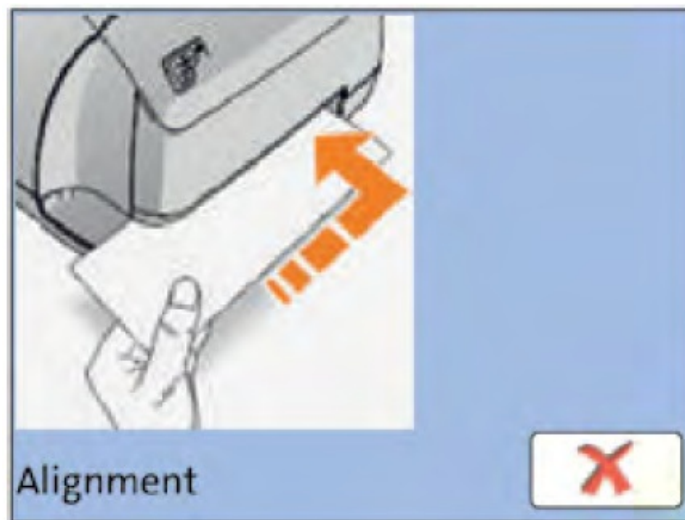
3. Press "Change" and manually enter the straightest vertical and horizontal lines as prompted.
4. Another test imprint will be required until the end result for the straightest horizontal and vertical lines is 5 and 5; when you achieve this result, press the forward arrow.
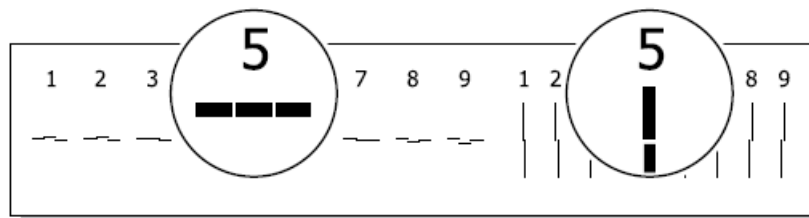

5. Your registration process is now beginning, press the checkmark button to confirm your connectivity settings.

Your machine is now registering. Please do not interrupt this process! This may take up to 5 minutes.

First Postage Download

1. Make sure your Online Postage Account is set up and funded, or you've set up reset debit properly. If you have questions see steps 3-6.
2. Enter in desired amount of postage to be drawn from your online postage account (Credit Card, eCheck or Debit-on-Demand), or bank account (Reset Debit). Requires a minimum of $10, must be in $10 increments, press the checkmark button to continue.
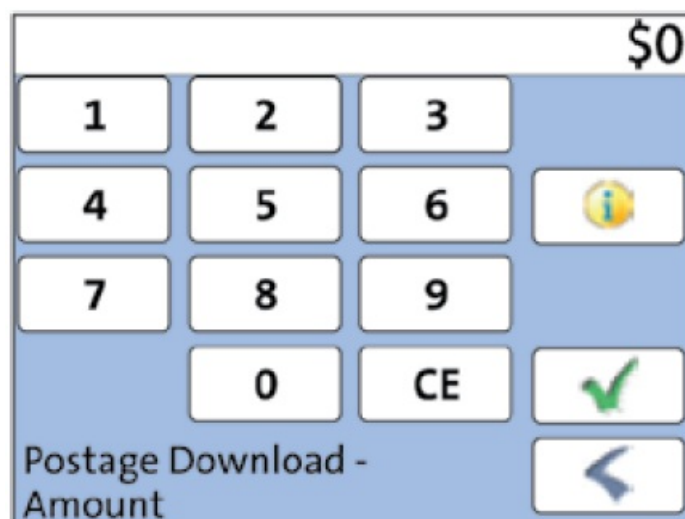
3. Confirm the amount by pressing the checkmark button. Postage will begin downloading immediately; this process may take up to 2 minutes.
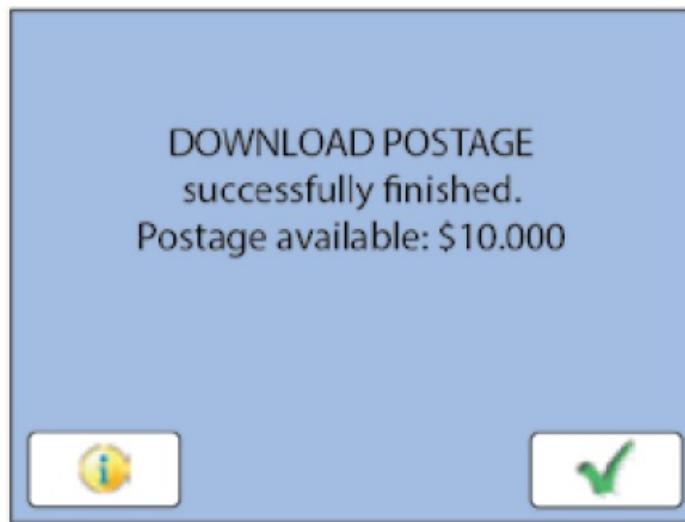
You're Finished, Congratulations

You have successfully set up your PostBase®.

If you have additional questions refer to the included Operator Manual to learn about the features and functions of the system or visit our online Help Center at: **https://www.fp-usa.com/postbase-mini-support**.

**Included features through MyFP Online Customer Portal**

FP Parcel Shipping

Ship. Track. Save.
Equipped with the USPS® shipping rates with the option to add multi-carrier shipping, this online shipping application allows you to easily compare rates and print shipping labels with the tracking barcodes for the carrier and service selected.

Key Features

- Discounted Commercial Plus® Pricing
- Free insurance on Priority Mail® and Priority Mail Express® (up to $100 value)
- CASS address correction and validation
- Package tracking dashboard with email notifications
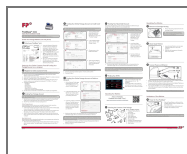- Add-on multi-carrier rate shopping option
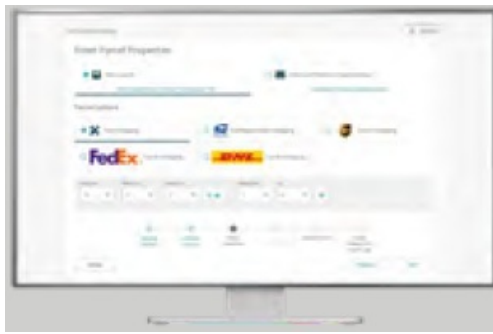
For help with FPPS visit our Help Center:
https://www.fp-usa.com/fp-parcel-shipping-support.

Documents / Resources

	FP PostBase Mini Postage Meter [pdf] Installation Guide PostBase Mini Postage Meter, PostBase Mini, Postage Meter, Meter

References

- ▪ **Welcome!**
- ⬯ **WebCenter Portal - Portal and Composite Applications Solution | Oracle**
- ▪ **Home**
- ▪ **Welcome!**
- ▪ **FP Parcel Shipping Support**
- ▪ **PostBase mini Support**