

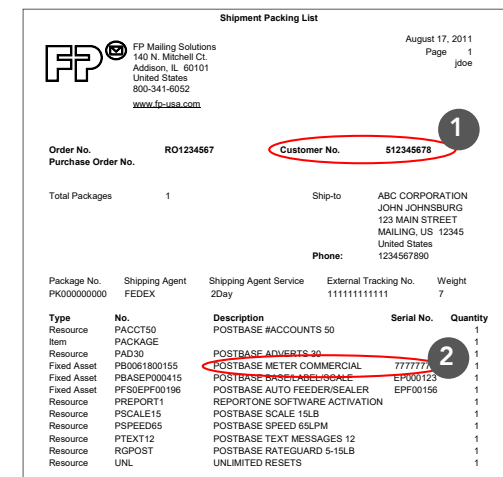


# PostBase® / PostBase® insight Quick Start Installation Guide

⚠ - Please allow 45 minutes for PostBase® Installation. Note: Direct Debit postage funding takes 1-2 business days to set up.

## Unlock Your Postage Machine (over the phone)

### 1 Unlock your PostBase®



1. Locate the Shipment Packing List included in the box; Identify your Customer ID/ Number (#1) and Postal/ Meter Serial Number, which starts with 618 or 818 (#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.

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

### 2 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](http://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 "PSN" Postal/ Meter Serial Number (#2 on Packing List). This is an all numeric number on your packing list, starting with 618 or 818. 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.

### 3 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)

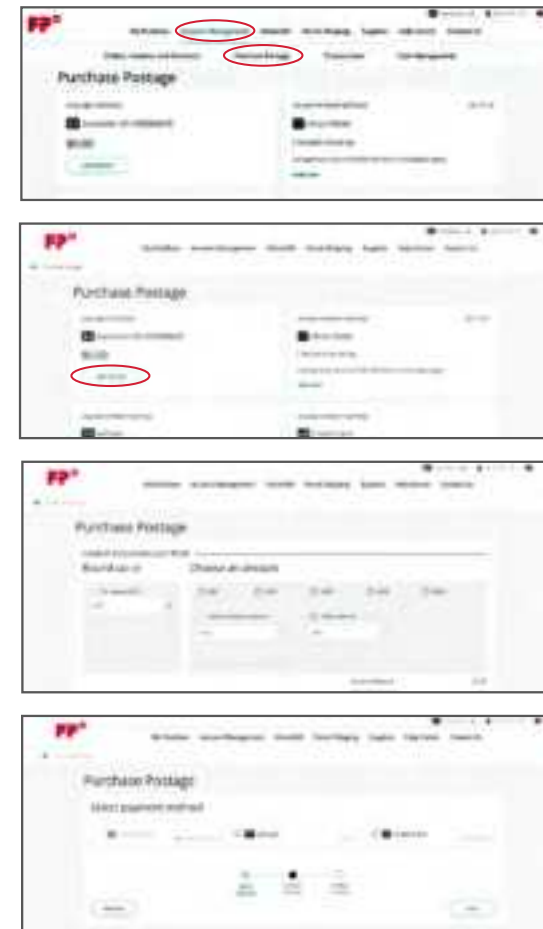
#### Reset Debit Account:

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)

### 4 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](http://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 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.
6. Continue to step 7.

### 5 Funding Your Online Postage Account via Debit-on-Demand

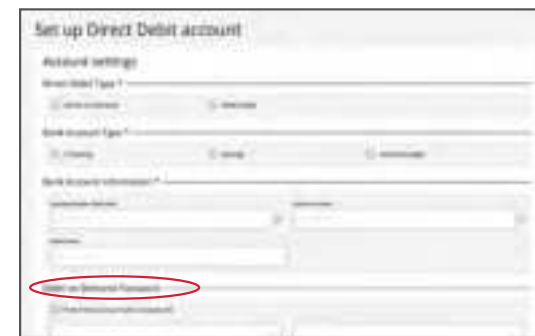
1. On the Customer Portal: [www.myfp-portal.com](http://www.myfp-portal.com) hover over "Account Management" and choose "Purchase Postage".



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.

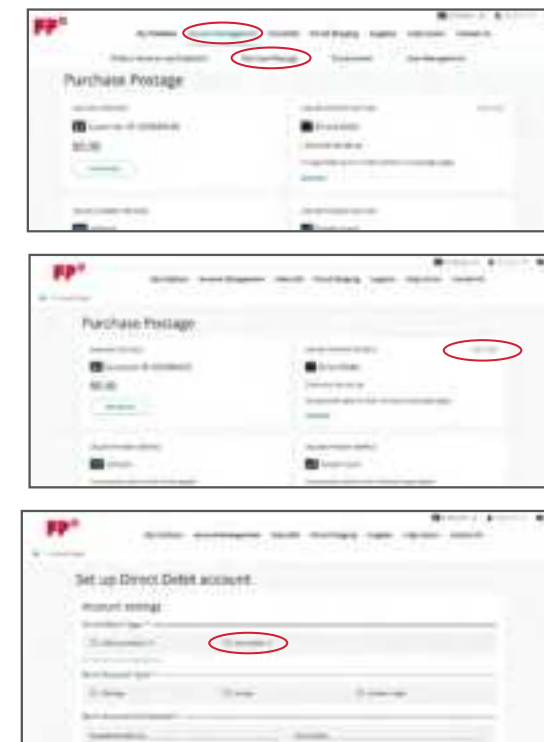
⚠ - This will take 1-2 business days to be approved. Please stop installation at this time. Return to the portal after 1-2 business days to confirm account activation, and resume once account is active.

5. Once approved: go to Step 4, and follow the steps (Choosing Direct Debit in Step 4) to fund your Online Postage Account.
6. Continue to step 7.

### 6 Funding Your Reset Debit Account

Once set up and approved, you do not have to go online to add funds to your postage meter, please go directly to your postage meter.

⚠ - If set up, Reset Debit will be your standard payment method until you go back into the online portal and change your payment authorization to allow Online Postage Account funding.



1. On the Customer Portal: [www.myfp-portal.com](http://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 "Reset Debit" & fill out your banking information.
3. Summary of what you selected will show & 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.

⚠ - This will take 1-2 business days to be approved. Please stop installation at this time. Return to the portal after 1-2 business days to confirm account activation, and resume once account is active.

### 7 Finding Your R-PIN

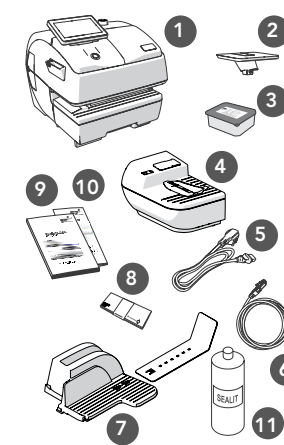
⚠ - You will need this R-PIN on step 19 to install your machine.



1. While on the Customer Portal: [www.myfp-portal.com](http://www.myfp-portal.com) Click on "My PostBase®".
2. View 6-digit R-PIN on the dashboard, and retain for use on step 19 to install your machine. (Do not skip to this step!)

## Unpacking Your Machine

### 8 Checking the Contents of the Package

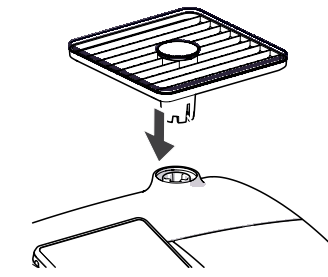


#### Box #1 - PostBase® Contents

1. PostBase® Mailing Machine (with Stylus)
2. Scale Platform
3. Ink Cartridge Set
4. Manual Sealer
5. Power Cable
6. Ethernet Cable
7. Catch Tray and Stop
8. Labels
9. Installation and Safety Brochure
10. Quick Reference Guide Leaflet
11. (Optional) Bottle of SEALIT Sealing Liquid

## Assembling Your Machine

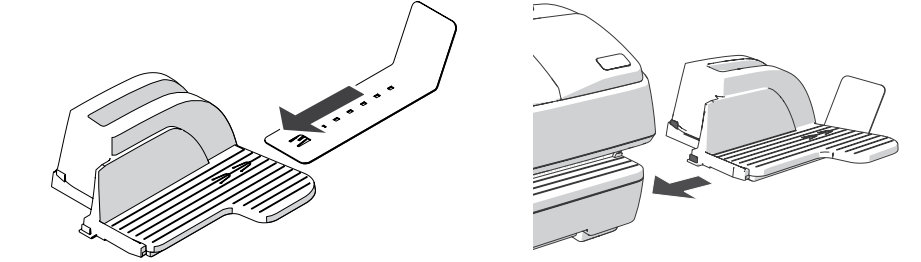
### 9 Attach Scale Platform



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 front of the machine.

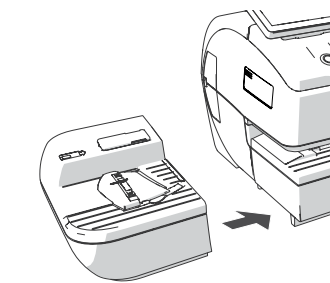
### 10 Connect Catch Tray

1. Insert Catch Tray Bracket into the Catch Tray.
2. Gently raise the right hand side of the PostBase® as indicated by the arrow.
3. Slide the Catch Tray up to the right side of the PostBase®.
4. Gently lower the PostBase® Machine over the Catch Tray's locking clips.



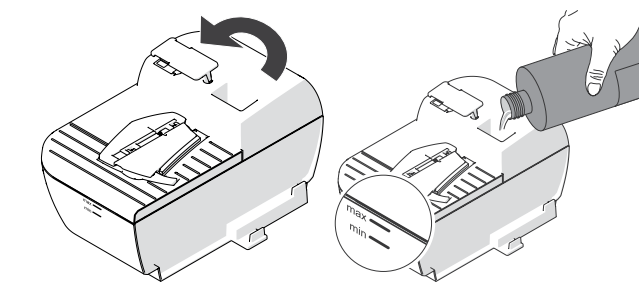
(Note: Both the PostBase® and Catch Tray should be flush.)

### 11 Attach Manual Sealer to the PostBase® Machine



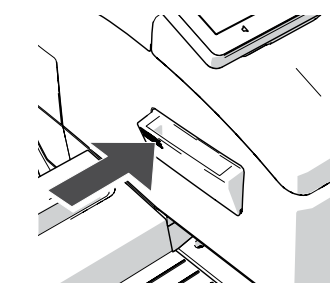
1. Place the sealer to the left of the PostBase®
2. Slide the Manual Sealer up to the left side of the PostBase®.
3. Gently lower the PostBase® over the Manual Sealer's locking clips. (Note: Both the Manual Feeder and PostBase® should be flush.)

### 12 Fill the Manual Sealer with Liquid



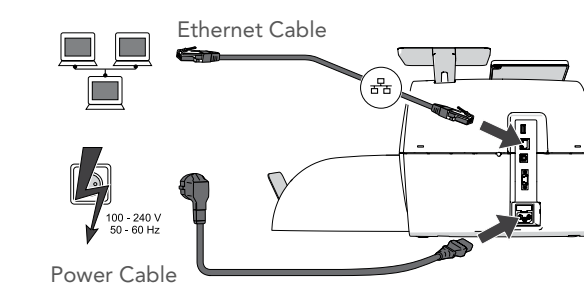
1. Swivel the cover of the filling opening to the side.
2. Fill sealer with SEALIT sealing liquid. Check the filling level. The sealer should be filled roughly up to the "max" mark.
3. Close the filling opening with the cover.

### 13 Insert Labels in Label Dispenser (Not on insight i2)



1. Press the Label Dispenser slot as shown by the arrow, to open.
2. Insert labels in the Label Dispenser. (Labels will have an arrow printed on them showing which direction they go in the PostBase®.)

### 14 Connect Power and Ethernet



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.

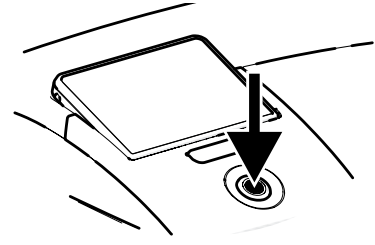
⚠ - Optional Wi-Fi adapter available. Contact your FP Representative to order.





## Initialization of Your Machine

### 15 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

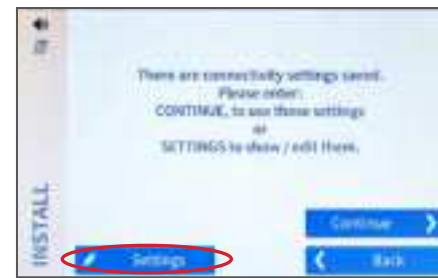
### 16 Choosing Your language



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

### 17 Ethernet/LAN Set-up

1. The screen will display "There are connectivity settings saved", press "Settings" to show current status.



2. Confirm your IP address has been detected, press "back", then press "continue". If no connection is established, the connectivity settings must be adjusted: Tap "Change" 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.

### 18 Network Settings

1. DHCP - Default is "Enabled" Press "Continue".  
(If your company's network settings require a static IP-Address, select "Disabled" and press "Continue" and follow the prompts to enter the static IP-Address.)
2. Proxy-Server: Default is "Disabled" Press "Continue".  
(If your company uses a proxy server, select "Enabled" and press "Continue" to enter your proxy server address.)



3. Connectivity Settings: Confirm Changes and hit "Save".



4.

⚠ - Machine will make an initial attempt to confirm connection, if error, please repeat these steps. If error continues, please confirm your DHCP and Proxy settings with your company's IT department.

### 19 R-PIN

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

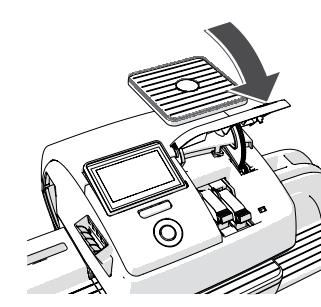
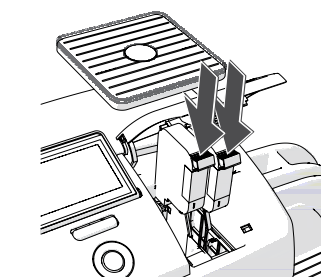
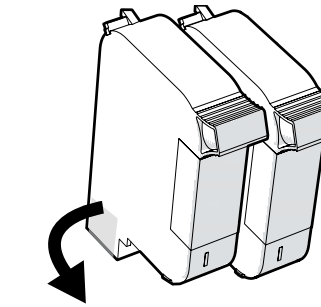
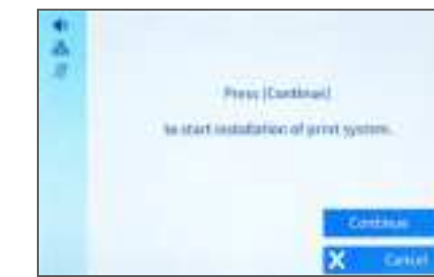
1. Enter your 6-digit R-PIN, press "Continue"  
Note: Your R-PIN was retrieved on Step 7 through: [www.myfp-portal.com](http://www.myfp-portal.com) and was sent by mail.
2. PostBase® will begin updating and may take up to 10 minutes; Once the system is updated, it must be restarted by pressing "Reboot".



⚠ - If you enter the R-Pin incorrectly 3 times the machine will lock. Please contact FP (800-341-6052) to unlock your machine.

### 20 Install Ink Cartridges

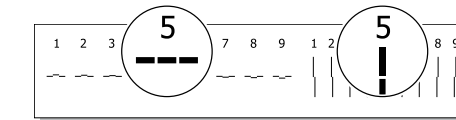
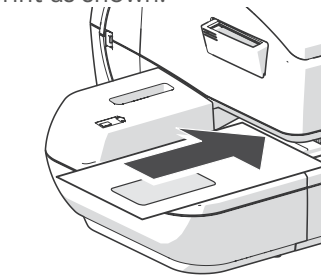
1. Press "Continue" to start installation of ink cartridges. Please wait for front Ink Cartridge Cover to open automatically.
2. Prepare Ink Cartridges by removing the safety strip (nozzle protection).
3. Insert Ink Cartridges into the ink cartridge holder, with the print head and contacts toward the back of the PostBase®.
4. Press down firmly on cartridges to lock in place.
5. Gently close the Ink Cartridge Cover.



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

### 21 Adjustment of Ink Cartridges

1. Touch Screen will prompt you to do a test imprint as shown.
2. To begin adjusting the ink cartridges, feed an envelope through the system as shown, then review the printed lines to confirm the straightest horizontal and vertical line.
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 "Finish".
5. Your registration process is now beginning, press "Continue" to confirm your connectivity settings.



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

### 22 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 "Load" to continue.
3. Confirm the amount by pressing "Yes" 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-insight-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>

