

# Postage Machine Cheat Sheet

PostBase Auto/Pro

Press blue button to wake machine up. If your machine has accounts, ALWAYS LOG-IN to your ACCOUNT FIRST, before proceeding.

## The Basics

- 1) Press BLUE button to wake machine up.
- 2) SELECT the type of postage you would like to use
- 3) SELECT whether or not you want to use the SEALER (blue light = on)
- 4) A. Weigh if necessary (heavier than 1oz. and/or too thick to fit through machine)  
B. LOAD envelopes
  - DO NOT load envelopes until steps 1-4 are complete!

## Selecting Your Postage

- Presets can be found on the Home Screen. Under the + on the home screen, and you will see additional pre-sets based on your business' needs.
- If you are sending something that is NOT a preset, it can be found under the Product icon.

## Notes on Postage

- As a general rule, the most economical option for sending anything over 13oz. is a Priority Flat Rate" envelope or box.
- Guaranteed 2-3 day delivery, free tracking (use tracking label)
- If something over 13oz. and is in a NON-FLAT RATE envelope/box, it must be sent as standard Priority (Product → Priority → Envelope/Parcel → type in first 3 digits of destination zip code → If the box is UNDER one cubic foot, select the top option. If the package is OVER one cubic foot, select the bottom option (please go to our website under the Documents tab to find specific instructions for these large packages) → select services if necessary → weigh item → OK → print label

## Thick Mail Pieces

### Run a Label

- 1) After selecting the postage and weighing, press the icon on the home screen labeled **Label/Feeder**.
- 2) Press **Label**.
- 3) If you wish to print multiples of the same label, do so by pressing the **number, typing in** however many you need, and press **Ok**.
- 4) Press **Start**.

## Other Features

- **Change Date:** Menu → Change Date → type in new future date → Save. This date will stay until either you change it back or at midnight tonight.
- **No date:** Product → First Class → Static/Dynamic (your choice) → choose mail type- → scroll down → Reply.
- **Seal Only:** Menu → scroll over-> Special Functions → Seal Only. Turn sealer on → Load mail

## Trouble Shooting

### **“Exceeds Maximum Weight” Warning**

Sometimes you may get this notice. It means the item you weighed is **OVER 13oz, and thus IS TOO HEAVY TO SEND FIRST CLASS**. If you get this warning:

**SEE GREEN HIGHLIGHTED SECTION ON PREVIOUS PAGE**

**OR** you can place packages in **Priority Flat Rate** envelopes/boxes and skip many of the above steps.

### Other Common Errors

- **POSTAGE CANNOT DOWNLOAD:** This usually means there's an **error in your IT network**.
  - 1) First **turn machine off** (**hold in silver button**), **turn back on** (**hold in silver button**), and **try the download again**.

2) Check the **machine's Register** to confirm it did or did not go through (**Menu → Registers → read bottom two lines**). **It may have gone through already.**

3) If neither of these worked, please call for assistance

- **“Perform Teleset 0-PVD”**: The machine needs to **contact the USPS servers every 60-90 days in order to function**. If you get this error, **you most likely have plenty of postage**.
- **“Low Postage” Warning**: Please **inform** whomever is in charge of the machine that the postage is low, and **press the CANCEL icon**. The home screen should then appear.
- **“Low Ink” Warning**: Please **inform** whomever is in charge of the machine that the ink is low, and **press the OK icon**. The previous screen should then appear. **You will get this message any time the ink falls below 10%. Contact us to order more.**
- **“Letter Feed Error”**: This means something is jammed in the machine. It is **caused by**:
  - A) Not having the **feeder gate snug** to the envelopes. This causes the mail to “fishtail” through the machine and jam.
  - B) Sending an item through that is **already sealed**, or is not a traditional envelope, on the **SEAL mode**. This causes the item to get hung up on the sealer mechanism.
  - C) Something is **too thick to fit through the machine**. Usually, this stops before it causes a jam deeper in the machine.
  - D) Not placing the weighted arm on the stack of envelopes. By doing this, the machine may grab several pieces of mail at once.

E) Having the machine on the **thick setting**, when you're **not** feeding something through that is thick. By pressing the **Label** button on the home screen, you will see an **icon that looks like a thin or thick line**. **Press this icon**. If it is set on **Thick** please **change to the thinner option**.

F) A **label** could have gotten stuck in the machine. Labels get stuck **because of reason "E" above**, the label feeder, **was overly full with labels**, causing it to be tight; **only one or two labels is in the feeder** (about 10-15 is a great amount to have in there), or the **labels aren't pushed all the way down into the feeder**.

**-IF TWO OR MORE LABELS IN A ROW ARE FAULTY**, your machine needs to be cleaned. Please call for service.

### **Remove a Jam**

- 1) **Press** the **large white button** on machine, **above the "seal" switch**. The unit will pop up. **Gently remove jammed item**.
- 2) **Under the section where the screen is**, at the bottom-front of the machine, there is a **black handle**. **Press this handle upwards, and pull towards you**. This **drawer** will come out. Whatever is stuck should drop down. If it does not drop, **run your hand along the underside of the unit**. **To the left, you should feel the end of a label sticking out**. **Gently pull the label out**.
- 3) **Push Seal Unit** that popped up, **back down firmly**. Then place the drawer back from where it came, and push firmly in.
- 4) **Press the OK** button on the screen.

If you have any further questions, please **[call while standing in front of the machine](#)**. We can usually walk you through the issue very quickly.

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