



# PostBase® Upgrade & Exchange Withdrawal Guide

This guide will help you successfully withdraw your current machine and instruct you on returning it to FP Mailing Solutions.

Your current machine must have the following capabilities to withdraw funds already on your machine:

- Has power and can be turned on
- Able to access the Home and Menu screens
- Connect the machine to the internet

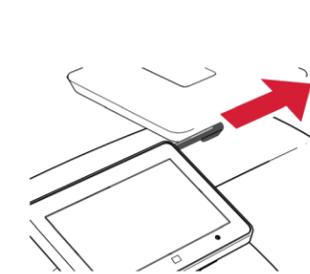
If your current machine has **ALL** of these capabilities please continue to the **BACK SIDE** of this guide and follow the steps.

If your current machine **DOES NOT HAVE ALL** of the above capabilities the withdrawal must be completed by FP Mailing Solutions. The ink cartridge must be manually removed prior to shipping back to FP Mailing Solutions. Please proceed with the instructions that correspond to your current PostBase model. Do not return the ink cartridge with your current machine.

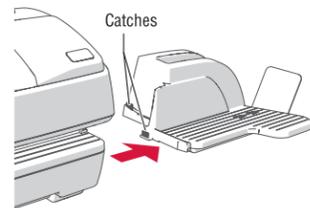
1. Once ink is removed:
  - Please use new machine box to return your current machine to FP for withdrawal of funds.
  - Any funds currently in your postage meter will be returned to your online postage reserve account once withdrawal is completed by FP Mailing Solutions.
2. Continue on to the included install guide to setup your new machine.
  - If you are not currently registered on the MyFP Customer Portal, you will need to register to obtain the RPIN for your new machine.

## Manual Ink Removal Instructions (Model Specific)

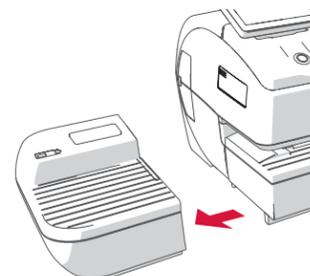
### PostBase Fusion



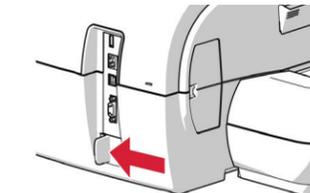
1. Take the stylus from its carrier behind the display. You will need the stylus to operate the cartridge mechanism.
2. Turn PostBase Fusion off.
3. Unplug the power plug from the outlet.



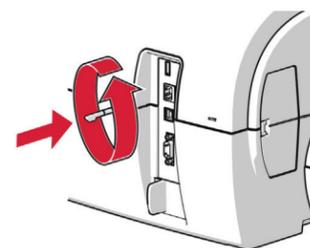
4. Remove all cable connections on the back of the postage meter, remove letter catch tray.



5. Remove feeder from the left hand side of the postage meter. Then turn the device so the backside of the postage meter is facing you.

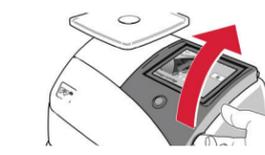


6. Push the white slider next to the power outlet on the PostBase Fusion in the direction of the arrow and hold it.

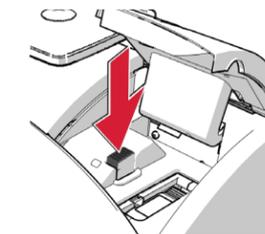


7. Insert the stylus in the opening in the back of the postage meter. Release slider.
8. Rotate the stylus counterclockwise until the cartridge door opens.

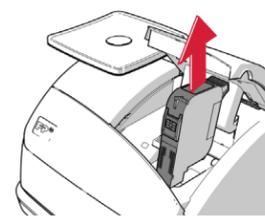
### PostBase Mini



1. Lift up the operating panel as far as it goes. You can feel it engage.

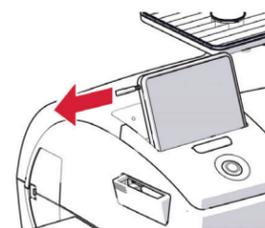


2. Unlock the ink cartridge: Press the green release key.

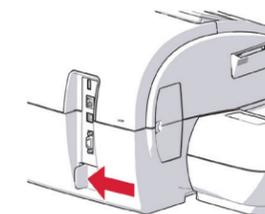


3. Pull the ink cartridge upward out of the cartridge holder.

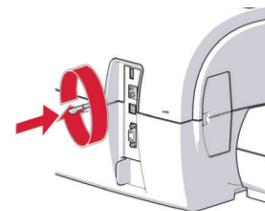
### PostBase classic / Insight™



1. Take the stylus from its carrier behind the display. You will need the stylus to operate the cartridge mechanism.
2. Turn the PostBase off.
3. Unplug the power plug from the outlet.



4. Remove all cable connections on the back of the postage meter.
5. Push the white slider next to the power socket on the PostBase in the direction of the arrow and hold it.



6. Insert the stylus in the opening in the back of the PostBase. Release slider. Rotate the stylus clockwise until the cartridge door opens.
7. Remove ink cartridge and set aside.

Register/ Login for the online MyFP Customer Portal (on your Desktop)

1 Register or Login to MyFP Customer Portal

⚠ - You must use the MyFP Portal [www.myfp-portal.com](http://www.myfp-portal.com) (not MyOneFP) for the withdraw process. If you have already registered for the MyFP Customer Portal the system will let you know and you can log on or reset your password. If you are registered on MyOneFP, you will need to register to create a new account on the MyFP customer portal.

1. Visit the MyFP 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.
  - If you have already registered on the MyFP customer portal, login to the portal and skip ahead to step 2 of this guide.

Shipment Packing List					
FP Mailing Solutions 140 N. Millard Ct. Addison, IL 60101 United States 800-341-6052 <a href="http://www.fp-usa.com">www.fp-usa.com</a>		August 17, 2011 Page 1 job			
Order No. Purchase Order No.	RD1234567	Customer No.	512345678		
Total Packages	1	Ship-to	ABC CORPORATION JOHN JOHNSBURG 123 MAIN STREET MILWAUKEE, WI 53245 United States 1234567890		
Package No.	PK00000000	Shipping Agent	FEDEX	Shipping Agent Service	2Day
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 SPEEDSCALE	EP00015	1	
Fixed Asset	PF00EPF00196	POSTBASE AUTO FEEDER/SEALER	EPF00196	1	
Resource	PREPORT1	REPORTONE SOFTWARE ACTIVATION		1	
Resource	PSCAL15	POSTBASE SCALE 15LB		1	
Resource	PSPEED65	POSTBASE SPEED 65LPM		1	
Resource	PTEXT12	POSTBASE TEXT MESSAGES 12		1	
Resource	RPOST	POSTBASE RATEGUARD 5-15LB		1	
Resource	UNL	UNLIMITED RESETS		1	

3. Enter your "Customer ID/ No." (#1 on Packing List from this box)
4. Choose "PSN" Postal/ Meter Serial Number (#2 on Packing List). This is an all numeric number on your packing list. Click on "Continue".
5. Complete the Registration.
6. You will receive an email with an activation link to complete your registration.

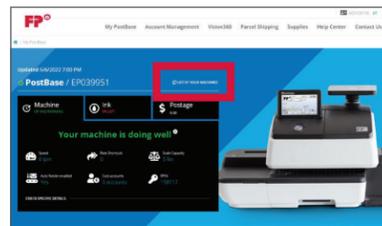
Find RPIN for both NEW and WITHDRAWING Machines

2 Finding Your WITHDRAWING MACHINE RPIN

⚠ - You will need this RPIN on step 6 to withdraw your current machine. If your current machine is non-operational then skip to step 3.



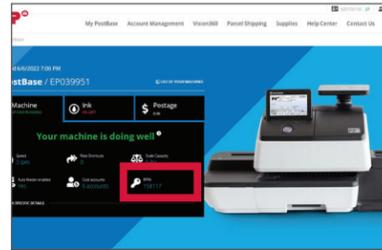
1. While on the MyFP Customer Portal: [www.myfp-portal.com](http://www.myfp-portal.com) Click on "My PostBase®".



2. From the My PostBase Dashboard click "List of your machines"



3. Choose your CURRENT machine



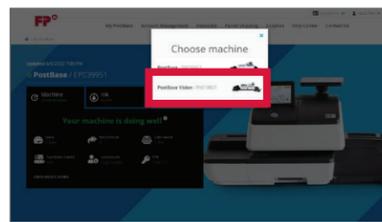
4. View 6-digit RPIN on the dashboard, and retain for use on step 6 to withdraw your machine. (Do not skip to this step!)

(CURRENT/ WITHDRAWING MACHINE)

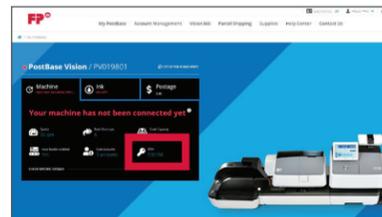
3 Finding Your NEW MACHINE RPIN



1. While on the My PostBase Dashboard click "List of your machines"



2. Choose your NEW machine



3. View 6-digit RPIN on the dashboard, and retain for use on step 20 of the new machine installation guide to install your machine. (Do not skip to this step!)

(NEW MACHINE)

⚠ - It is important to keep these RPINs clearly noted. Entering an incorrect RPIN 3 times will lock the machine. In this instance, you will need to call our customer support at 800-341-6052 to get the machine unlocked.

Withdraw your Current Machine (On the Machine)

4 Print a receipt of postage on your machine (For your records)

⚠ - This step does not move funds from one meter to the other, it ONLY prints a receipt of the postage on your current (withdrawing) machine.

1. Choose "Menu"
2. Choose "Registers"
3. You can print Registers directly from the machine

\*If you are unable to print, please take a picture of the screen as a receipt.

5 Remove Ink

⚠ - For EXCHANGES - Save ink to place into new machine. For UPGRADES - Check if ink is compatible with new machine before recycling.

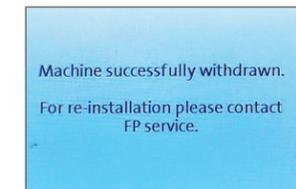
1. Choose "Menu"
2. Choose "Print System"
3. Choose "Change Cartridges"
4. Remove ink & close door

\*If you are unable to follow these 4 steps, refer to the manual ink removal instructions on the opposite side

⚠ - DO NOT DISCARD INK

6 Withdraw your Current Machine

1. Choose "Menu"
2. Scroll to "Withdraw Machine"
3. Choose "Continue"
4. Enter your RPIN (from step 2) and choose "Continue"



5. You are done once you see the message on the left. Your machine is now withdrawn and any funds on the withdrawn machine are transferred to your postage reserve account. Please go to [www.myfp-portal.com](http://www.myfp-portal.com) to confirm. Upon installation of the new machine, these funds will be available to download to your new PostBase machine.

You are finished withdrawing your current PostBase machine.

Please use new machine box to return the current machine to FP for withdrawal. You can now proceed with the Installation Guide included in the box to install your new PostBase machine. After completing step 1 of the installation guide, you can skip ahead to step 8 as you have already completed steps 2-7 with this guide.