BMI MAIL SYSTEMS
Personal Attention. Professional Care.

PostBase Mailing System Quick Tips/Troubleshooting

Most errors can be cleared by following the prompts on the screen and/or powering down and then restarting the system. Please refer to the following and/or power down the system to clear the error before calling for service.

- **Turning PostBase On/Off & Waking-Up PostBase from *'Sleep Mode'*** To turn on, firmly **press and release** the silver power button (it will illuminate blue when power is on). To turn off, firmly **press and hold** the silver power button until it displays, *'PostBase is shutting down.'* If display screen is dark, but the blue light is on the power button, the system is in power-saving *'sleep mode.'* To wake-up the display screen for use, firmly **press and release** the silver power button.

- **Scale and Shortcut buttons** If you get a message asking *'Do you want to use the weight from the shortcut,'* make sure the scale is empty and answer *YES*. Then weigh the piece and proceed.

- **Message stating *'Maximum Weight Exceeded'* (the weight is too much for the selected class of service)** If the mail exceeds 13 ounces, the system will display a message: *'Maximum Weight Exceeded'.* Press *OK*, then use the **Product** button to select **Priority Mail**, then **Retail**, then type the first 3 digits of the destination zip code to properly rate the piece. (Note: Mail must be processed in the specific manner required by the US Postal Service – if an error message is displayed when selecting a certain service or class, you are likely not choosing the correct option available. Consult USPS regulations.)

- **Postage, Rate and Software Downloads** Your PostBase must be connected to an active Local Area Network (LAN) data port to download postage, new postage rates, and necessary software updates. If you get an error when downloading, power down the system, make sure the Ethernet/CAT-5 cable is properly connected, then restart the system. (Note: The Ethernet/CAT-5 cable must be connected to the PostBase BEFORE the system was turned on.)

- **Message stating *'Perform Teleporto Operation'* or *'Internal Error'* or *'PSD Error'* (this is a postal regulation)** If the meter displays one of these messages, you must either download postage **OR** if you don't need postage, you can download $0. When the download is complete, you may need to re-boot the system (off/on).

- **Error code: OE000227** It has been more than 90 days since your last reset. Please download $0.

- **Error Code: OE000001 "PSD Error"** This is simply a software update. To do this, please download $0. This could take up to 45 minutes to install the new software.

- **Message stating *'Letter Feed Error, Please restart the letter transport'*** Follow the screen prompts to acknowledge the error message. Remove the letter drawer (section located beneath the display screen), remove the jammed material, re-insert the letter drawer, continue metering as usual. If you cannot remove the letter drawer, turn the machine off by pressing and holding down the power button, remove the letter drawer and jammed material, then turn the machine on.

- **To change ink cartridges** From the main screen, choose Menu, Print System, Change Cartridges. This will open the "door" so you may remove the empty cartridges. Install both cartridges at this time to ensure proper use. DO NOT PRY OPEN the ink cartridge cover. This will result in damage to your meter system.