PostBase Vision Postage Account Quick Reference Guide

Understanding the difference in your Postage Meter balance and Postage Account
Your Postage Meter and your Postage Account are two separate things. Your Postage Account is like your personal bank account. Your Postage Meter is like your wallet. You may have money in your Account, but to use it you need to download it to your Meter.

Download Postage to your Meter
1) Your meter needs to be connected via Wi-Fi or the Ethernet connection in the back
2) From the Home screen, press the Menu button
3) On the next screen press the Download Postage button
4) Enter the amount of postage you would like to download. This must be zero or a $10 increment
5) Once you have the amount you want to download, select Load Postage. You will get a verification of the dollar amount to load, select Yes
6) Once the download process starts, it will take several minutes of synchronizing. If it goes back to the main menu quickly, it was not successful. Reboot the machine and try it again.
7) Once the download is complete you should check your Register to verify the funds are there

Checking the Postage Balance on your Postage Meter Register
1) From the Main screen, press the Menu button
2) On the next screen press the Postal Registers button
3) The Postage Available amount is the current amount of postage you have available to use on the meter

Checking the Postage Balance on your Postage Account
1) Call FP Customer Line at 800-341-6052, select option 3
2) You will be prompted to enter your meter serial number, followed by the #. This number can be found on any of your printed mail. It is the number under the date, after the zeros
3) You will then enter your zip code
4) The recording will tell you the current account balance available
5) You can download that amount in $10 increments to your meter

Changing the Low Postage Warning Amount
This is the dollar amount that once reached your meter will tell you to add postage.
1) From the Main screen, press the Menu button
2) Use the Right Arrow to scroll over one screen
3) Press the Auto Postage Download button (this does not automatically download, just the warning message)
4) Press Change to change the dollar amount (if you select Turn Off it will completely stop the message)
5) Enter the dollar amount you want to start receiving a download message
6) Press Save and then OK

For a Complete Detailed Manual, visit the Helpful Info tab on our website Innovative-Office.com