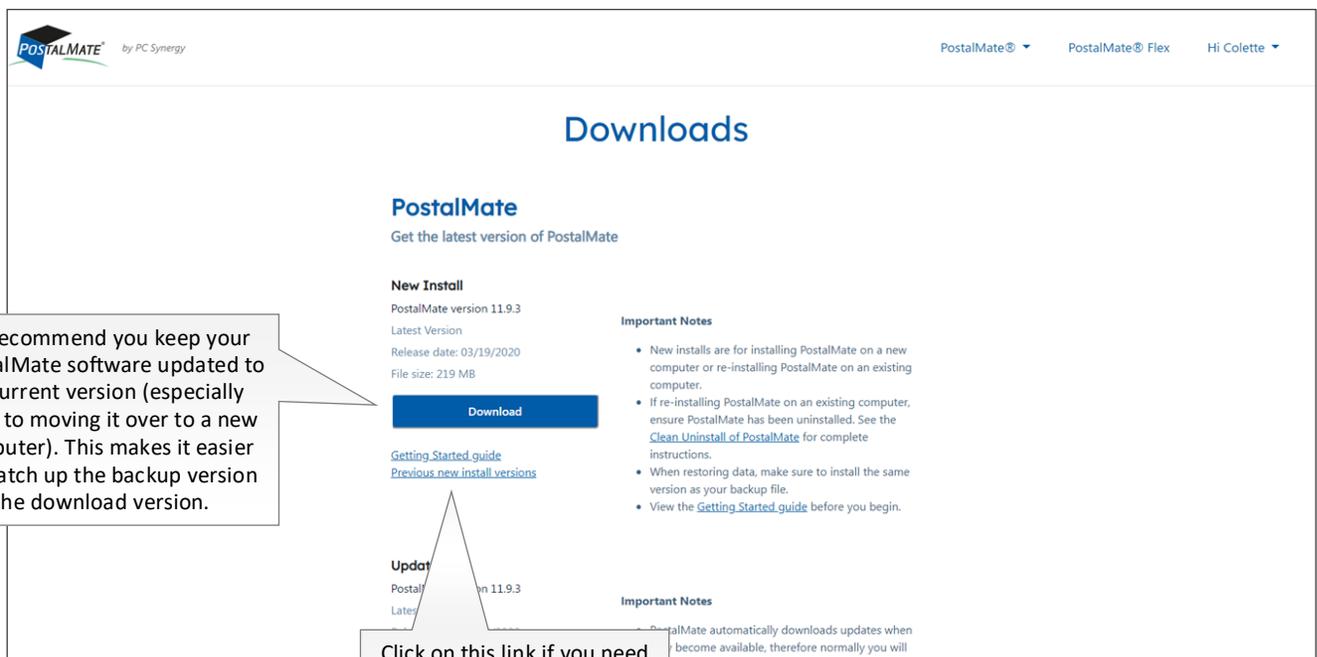


Make sure your new system meets the minimum Hardware Requirements. Follow these steps to assist you in transitioning PostalMate to your new computer:

What you'll need

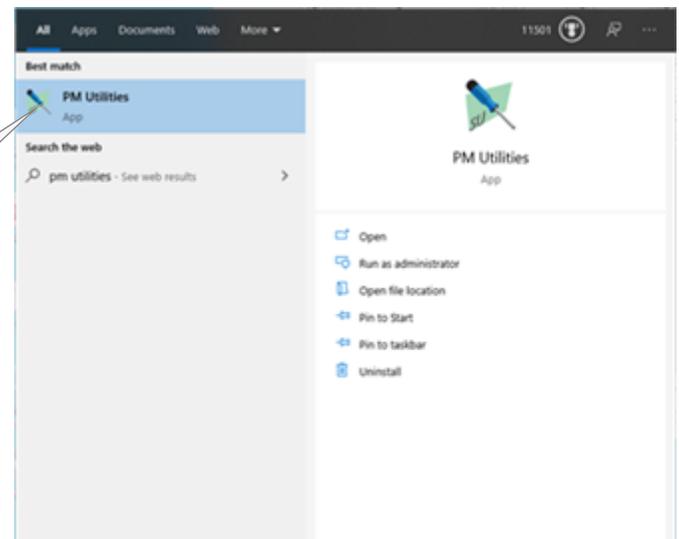
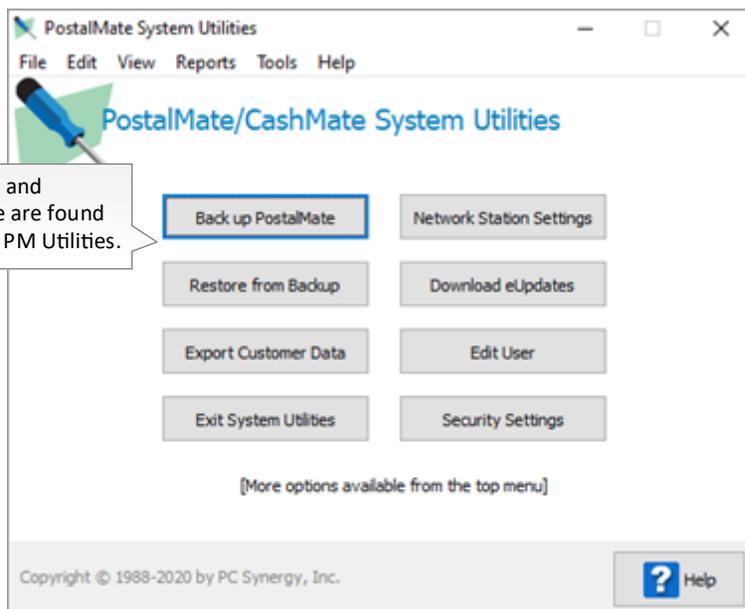
- **PostalMate Serial Number:** Find this in PostalMate on your current computer under **Help > About**.
- **PostalMate Install:** Download PostalMate from www.pcsynergy.com. Once logged in, choose **PostalMate > Downloads**. The current PostalMate version is available by clicking the Download button. If you need a prior version, click on the link for **Previous new install versions**. Choose the **Download** button to download the current version, or click on the version number on the right to download the version that your current backup is on. (In PostalMate, click on **Help > About** to see your PostalMate version.)
- **PostalMate Backup:** Save a copy of your most recent backup to a flash drive, cloud storage, or other alternate method to bring over to the new computer.
- **Printer Drivers:** Install the latest drivers for your specific report printer, 4x6 label printer, Dymo printer and receipt printer.
- **Credit card Interface credentials:** if you use an integrated credit card interface with CashMate, you will need to re-enter and reauthenticate your usernames and passwords on the new computer. This information cannot be restored with a backup for security reasons.



The screenshot shows the 'Downloads' page for PostalMate. At the top, there is a navigation bar with 'PostalMate®', 'PostalMate® Flex', and 'Hi Colette' dropdown menus. The main heading is 'Downloads'. Below it, the 'PostalMate' section is highlighted, with the text 'Get the latest version of PostalMate'. Under 'New Install', it lists 'PostalMate version 11.9.3', 'Latest Version', 'Release date: 03/19/2020', and 'File size: 219 MB'. A prominent blue 'Download' button is present. Below this, there are links for 'Getting Started guide' and 'Previous new install versions'. To the right, under 'Important Notes', there are three bullet points: 1. New installs are for installing PostalMate on a new computer or re-installing PostalMate on an existing computer. 2. If re-installing PostalMate on an existing computer, ensure PostalMate has been uninstalled. See the [Clean Uninstall of PostalMate](#) for complete instructions. 3. When restoring data, make sure to install the same version as your backup file. 4. View the [Getting Started guide](#) before you begin. A callout box on the left points to the 'Download' button and the 'Previous new install versions' link, stating: 'We recommend you keep your PostalMate software updated to the current version (especially prior to moving it over to a new computer). This makes it easier to match up the backup version and the download version.' Another callout box at the bottom points to the 'Previous new install versions' link, stating: 'Click on this link if you need to install a previous version.'

Steps

1. Backup your existing system to an external medium that is readable by the new computer such as a flash Drive, external hard drive, network drive, or cloud backup system.
2. Install PostalMate to your new computer.
3. Attach your scale, printers, scanner and other hardware to the new computer. The easiest way to do this is to remove each piece of hardware (one at a time) and attach to the new computer. This way you can see where it came from and get a better idea of where it should go.
4. Use **PostalMate Utilities** to restore your backup. Choose **Restore from Backup** and follow the onscreen instructions to complete the restore.

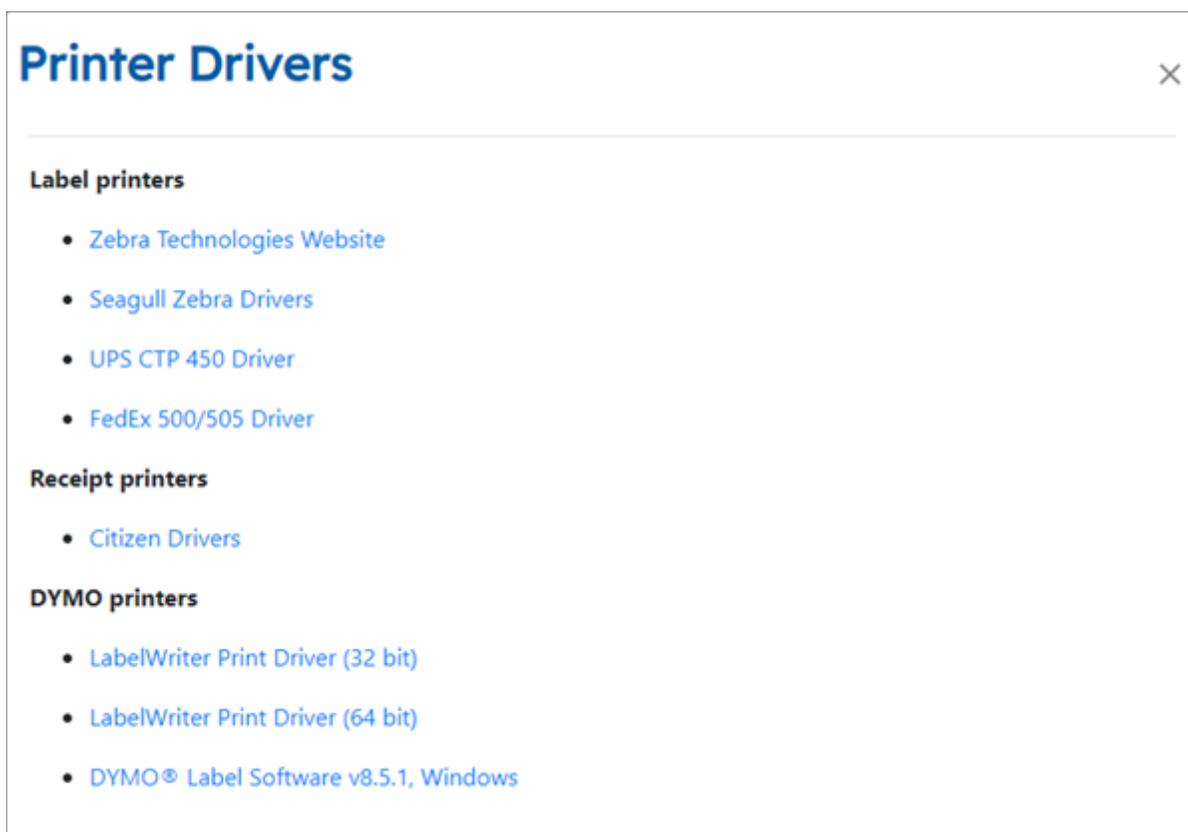


PostalMate Settings

The following settings should be done on any new install of a Standalone, Master, or Auxiliary station.

4x6 Label Printer

1. For PostalMate printing, install the printer driver for your specified printer (i.e. Zebra LP 2844, Zebra ZP450). In some cases, if a specific label doesn't print correctly, we suggest using a Zebra Seagull driver, which will work for all label printing functions in PostalMate. You can locate current drivers by logging into <https://pcsynergy.com/downloads>. Scroll down and click on **View printer drivers**.

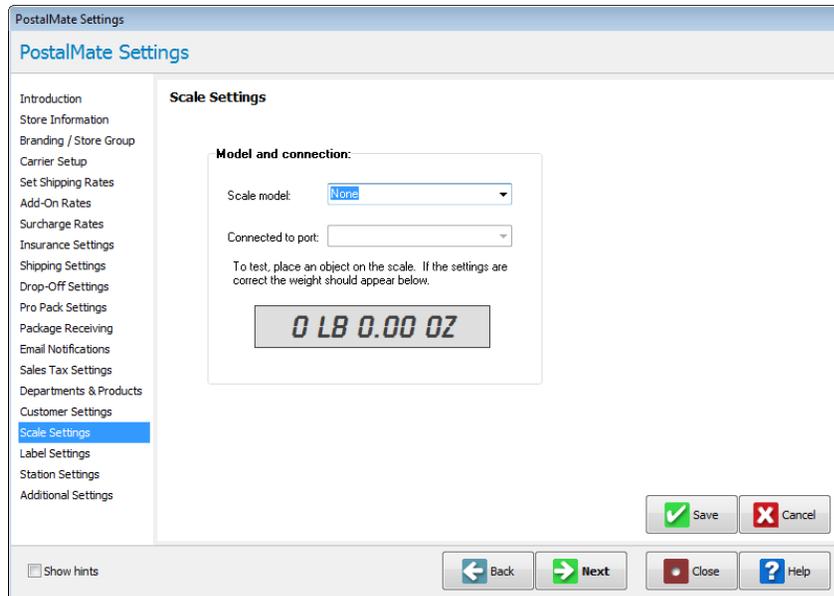


Note: For ZPL only label printers, the printer driver must include "ZP" or "ZPL" in the printer driver name in order for PostalMate to print to the ZPL printer.

Scale Settings

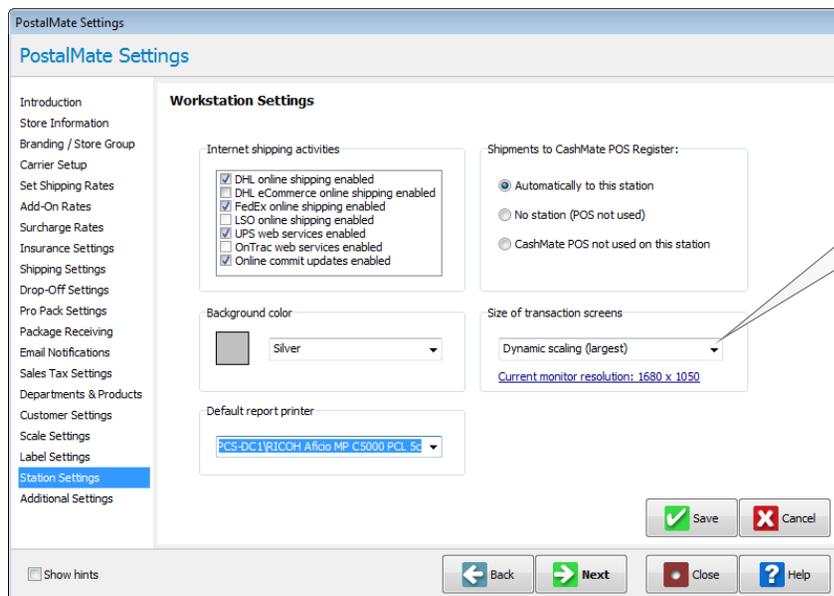
Choose **Tools > PostalMate Settings** and select **Scale Settings** on the left pane to assign your scale. Scales are plug and play and do not require drivers.

***Note:** If your scale connected to your old computer via Serial (Com port) connection, it's best to install a serial port on your new computer. Serial to USB adapter cables do exist, but not all adapter cables work with scales. It may require trial and error to find an adapter cable that does work and additional drivers may need to be installed.*



Station Settings

In **PostalMate Settings** select **Station Settings** on the left pane. Place a checkmark next to each shipping option your store offers as well as **Online commit updates enabled**.



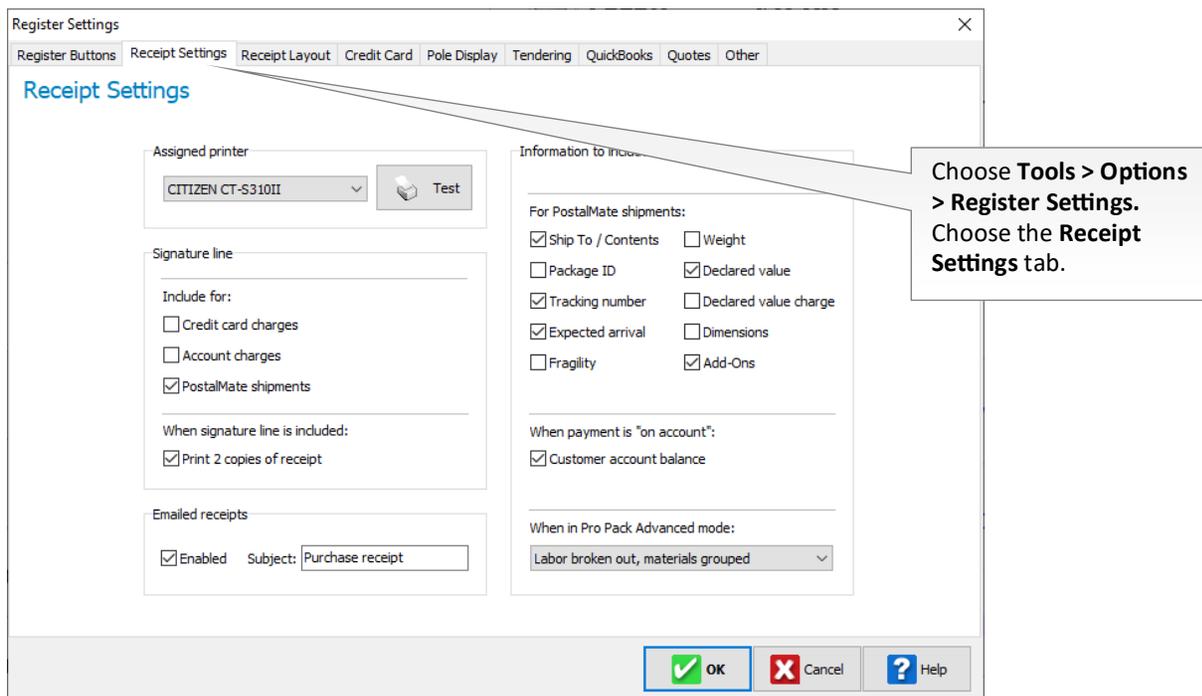
Scale up the size of your PostalMate and CashMate screens here. Choose Dynamic scaling for the optimal fit.

Receipt Printer

Install the latest driver for your specified receipt printer. Typically, the driver will install automatically once you plug it into a new computer. If the driver does not install automatically, you may install a generic/text only driver named **Receipt Printer**. See TechNote titled [Installing a Receipt Printer](#) for more detailed information.

In **CashMate** POS, assign the Receipt Printer.

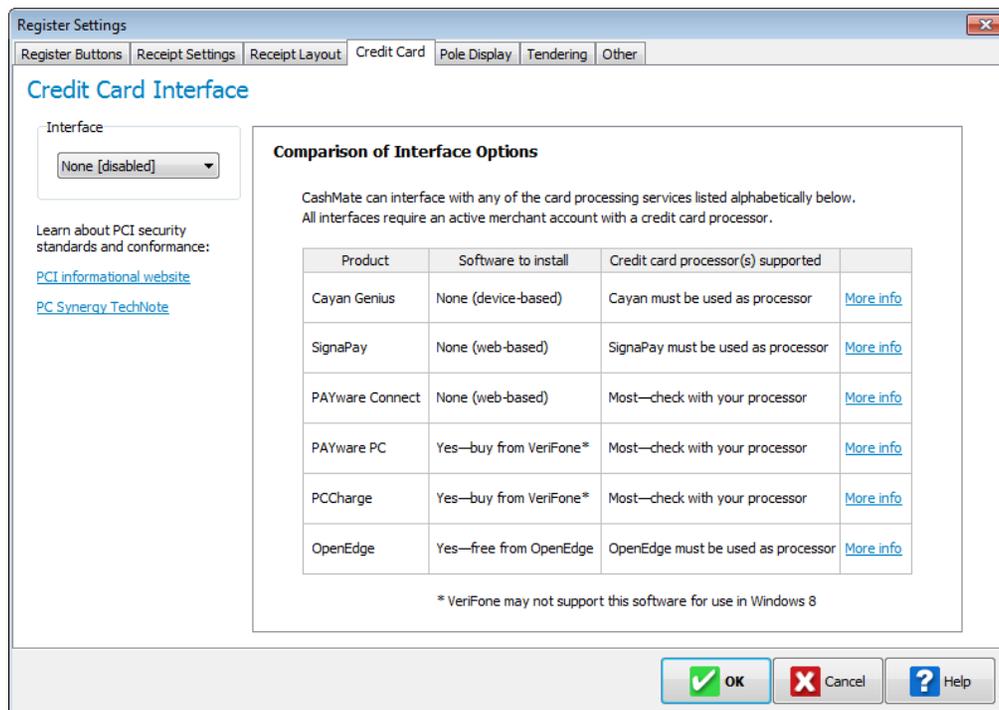
Choose **Tools > Options > Register Settings**, choose the **Receipt Settings** tab.



Credit Card

In the POS, assign your Credit card interface (if used).

Choose **Tools > Options > Register Settings**, choose the **Receipt Settings** tab. Select the **Credit Card** tab.



Additional setup instructions are available for each individual credit card interface.

Visit www.postalmate.com. Choose **PostalMate > Help Center**.

[Cayan Genius Payment Card Setup](#)

[PAYware Connect setup](#)

[SignaPay Setup](#)

[OpenEdge Setup](#)