Right, let’s get your franking machine up and running quickly…

Let’s first get together the things you will need:
• The box containing your new franking machine.
• A red letter from Royal Mail titled ‘Your Licence’.

If you have not received the letter from Royal Mail, do not go any further with this installation. Please call Royal Mail Customer Services on 08457 950950. If they ask you for the franking machine Serial Number, it can be found on a label on the outside of the box.

If you have everything you need, check that the serial numbers on your box and the letter from Royal Mail are identical. If they are, continue to work through this set-up. If not, call Pitney Bowes on 08444 992 992.

Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of 8am to 8pm weekdays or 8am to 5pm weekends and public holidays.

We all know that different people work in different ways, so we’ve provided two alternative methods that you can use to install your franking machine, depending on your preference:
• This paper guide
  Open the guide fully and follow steps 1 - 9
• An online guide
1 Open the box and unpack

Here’s a diagram and explanation of the items you should find in your box, if anything is missing give us a call on 08444 992992. Depending on how you install your franking machine, you might not need all of these items.

If you have any problems during this installation, refer to ‘Troubleshooting’ overleaf.

- Franking Machine
- Scale
- Stacker
- Print Head (in plastic packaging)
- Blue ink Cartridge
- Postage Meter Labels
- Operating Guide
- Network Adapter
- LAN (network) Cable
- USB Cable
- Power Cord
- Base Unit (some models only)
- Moistener (some models only)
- Sealing Solution (only if moistener supplied)
- DM220i only - INVIEW Kit

Package contains USB memory stick and other components

1 Open the box and unpack

2 Decide where to site your system and how to connect it

Please DO NOT connect power until instructed.

Your franking machine has to connect to the Pitney Bowes Data Centre to add postage funds, get software updates, and carry out the required Postal Authority inspections.

This connection is made via the internet using your LAN (network). This provides a constant connection for ease of use and trouble free communications.

**LAN (Network) Connection**

You must use a suitably configured network connection (LAN) that gives access to the internet.

**Benefits**
- Fastest.
- Always connected.
- Ease of use.

**Requirements**
- A standard (RJ45) network connection on your router (as found in a normal domestic wired setup) or an active network wall socket.
- OR...
  - If you have purchased the optional Wi-Fi Communication Device, you can connect to your network wirelessly.

As a backup and only if you cannot provide a direct connection to your network, you can use the free Pitney Bowes PC Meter Connect™ (PCMC) software to connect via any PC with an internet connection.

**PCMC Connection (Internet connection via your PC)**

If you have a PC with an internet connection nearby, you can install the free Pitney Bowes PC Meter Connect™ (PCMC) software and use the PC’s internet connection.

**Benefits**
- Backup connection method if LAN not possible

**Requirements**
- Requires a PC with an active internet connection to be nearby and turned on.
- The PC must run Windows Vista or 7 and have Pitney Bowes PCMC software installed.
- PCMC is not available for Mac.

If you cannot meet the requirements of any connection method described above, refer to ‘Troubleshooting’ overleaf.

You must also ensure that the franking machine has a constant power supply and you have space around it to work.
3. Connect to the outside world

Remove your franking machine from its packaging.
On models supplied with a base unit, place the machine onto the base unit now. 
Follow the relevant section below for the connection method you’ve chosen:

3a. Wired LAN (network) connection
Connect the franking machine to your network as shown below:

Plug the power cord into a convenient outlet and into the machine. Turn the power switch ON.
When power is turned on, you should see either the 10 or 100 indicator on the network adapter light and the ACT indicator may also flash. If none of the indicators light, check your router/network socket is working correctly before proceeding with step 4.

3b. Wireless LAN (network) connection
Instructions for setting up the Wi-Fi Communication Device are available on the web. Go to europe.pitneybowes-support.com and enter the code 10959. Follow the instructions in the guide to setup the device. When complete, return to step 4 of this guide to complete the franking machine installation.

3c. PCMC Connection (Internet connection via your PC)
Before you connect your franking machine to your PC, you need to install our FREE PC Meter Connect™ software. To do this, you must have administrator rights on your PC which may require you to contact your IT department. Please note that the software is not Mac compatible.

To install, visit www.europe.pb.com/PCMeterConnect/setup.exe and choose the ‘Run’ option. Select English (United Kingdom) as your installation language and follow the on-screen instructions. This process installs the software and tests your franking machine connection. When complete, you are asked to return to step 4 of this guide to complete the franking machine installation.

4. Install the print head and ink cartridge

4.1 When the display shows ‘Print head not detected. Open cover to install print head and ink tank’, open the top cover.
4.2 Flip open the guard.
4.3 Remove the print head from its packaging and peel the tape strip from the print head. DO NOT touch the contacts on the print head.
4.4 Slide the print head pegs down into the grooves.
4.5 Push the print head to the left until it clicks into position.
4.6 Unwrap the ink cartridge making sure the tape is removed from the bottom of the cartridge.

WARNING: Always plug the equipment into a properly grounded wall outlet. The socket outlet should be near the equipment and should be easily accessible. Use the mains lead supplied with your equipment.

4.2 Flip open the guard.
4.3 Remove the print head from its packaging and peel the tape strip from the print head. DO NOT touch the contacts on the print head.
4.4 Slide the print head pegs down into the grooves.
4.5 Push the print head to the left until it clicks into position.
4.6 Unwrap the ink cartridge making sure the tape is removed from the bottom of the cartridge.

WARNING: Always plug the equipment into a properly grounded wall outlet. The socket outlet should be near the equipment and should be easily accessible. Use the mains lead supplied with your equipment.
4.7 Insert the cartridge. The ridges on the cartridge slide into the grooves.

4.8 Return the guard to the operate position and click to close.

4.9 Close the top cover. The franking machine will now go through a setup cycle which takes up to 2 minutes.

5 Carry out a test print

When prompted, insert a spare envelope or tape/label strip for a test print. Insert the item into the franking machine from the left, making sure its top edge is kept against the registration wall. The franking machine automatically begins printing.

Review the quality of the test print.

Good quality – press Yes/Enter.
Poor quality – press No, the franking machine goes through another set-up cycle and when complete you should try the test print again.

IMPORTANT
It is very important that the print from your franking machine is of a good quality. If you do not have a good quality print, Royal Mail may refuse or be unable to read the information automatically, this might result in a delay in delivering your post.

6 Add postage funds

You need to add funds to your franking machine before you can use it.

Connect to the Pitney Bowes Data Centre
The franking machine automatically connects with the Data Centre and, after a short delay, displays your account balance. Note: If you receive a “DE” error at this point refer to Troubleshooting overleaf.

Adding funds
You now need to add postage to your franking machine.

• Press Yes/Enter.
• Enter the amount you wish to add and then select Continue. This refill amount must be in increments of £50.
• Confirm the amount to add by pressing Yes/Enter.
• The franking machine communicates with the Data Centre to add postage and confirms when complete.
• The display asks if you would like a receipt. Press Yes/Enter and print an envelope or label as you did for the test print at step 5.

IMPORTANT
Once you have printed the receipt, check the Postage by Phone account number on the receipt and ensure it matches the account number on the dispatch note received with the franking machine. If the numbers do NOT match, do not go any further with this installation and contact Pitney Bowes on 08444 992992.
Check for updates

Your franking machine now automatically checks for any new software, including any new Envelope Messages associated with your account.

If the display asks if you wish to install the updates, always select ‘GET UPDATE NOW’ or your franking machine will not complete its installation correctly.

The display shows the status of the update.
- At the first ‘Install Successful’ screen, select Continue.
- At the next screen, select OK.

Install the Scale

Your system is now installed, but you must fit and configure the scale.

Position the scale as shown. Plug the connector on the scale into the matching connector on the franking machine.

When the display shows ‘Enter scale location code supplied by PB’, key in the correct scale code for your location from the map and select Continue.

Congratulations - your franking machine is now ready to use...

Frank an envelope

Let’s now create your first piece of franked mail.
- Place your item of mail on the scale and the display will show the weight and date.
- You now need to select the Class of mail you require. Press the button alongside Class and select the carrier Royal Mail. Use the Page Up or Page Down buttons to scroll until the Class you wish to use is visible and then press the button alongside it to select it.
- Envelope Messaging prints alongside your frank. To select your preferred Envelope Message, press Page Down until Ad displays, then press the button alongside it. Use the Page Up or Page Down buttons to scroll until the Envelope Message you wish to use is visible and then press the button alongside it to select it. (To ensure your Envelope Message prints automatically in future, see Pre-setting Options, overleaf).
- Insert the item of mail into the franking machine exactly as you did at step 5 to create your first piece of franked mail.

Problems?
- Can’t see the personalised Envelope Message you ordered? See Envelope Messaging.
- Want to pre-set the franking machine to automatically print your preferred Envelope Message? See Pre-setting Options.
- Want to learn more about using your new franking machine? See Using your franking machine.
Envelope messaging

It can take up to about 10 days to create your personalised Envelope Message and if it’s not available for download during the installation process, email envelopemessagingqueries@pb.com to see when it is going to be ready. When it is available, carry out a software update as described below to download it into your franking machine.

You can carry out a software update at any time, which automatically downloads any new Envelope Messaging or software updates allocated to your account. To do this:

- Press Options
- Use the Page Down button to scroll to Connect-Data Centre then press the button alongside it to select it.
- Select Uploads & Downloads
- Your franking machine connects with the Pitney Bowes Data Centre and indicates if any updates are available. Follow the prompts on the screen to start the download.

If at any time you would like a new Envelope Message for your franking machine, just visit our website at: www.pitneybowes.co.uk/envelopemessaging

Alternatively, log-in to MyAccount and click on the Envelope Messaging link on the right-hand side of the MyAccount home screen.

To make your franking machine automatically select your preferred Envelope Messaging when you frank mail, see ‘Pre-setting options’ below.

Pre-setting options

It’s advisable to pre-set some options on your franking machine, as this could save time and possibly prevent errors later. Your franking machine has a ‘Normal Preset’ for your most used settings which will be set automatically every time the franking machine is turned on or woken from its ‘Sleep’ mode. There are also 5 other ‘Custom Presets’ that can be recalled with a few button presses. We suggest that you pre-set options for Envelope Messaging and Carrier/Postal Class, but this is entirely up to you.

Creating a preset

You don’t have to program the values into the preset memory. Instead, the franking machine memory takes a “snapshot” of the current values on your franking machine. For example, if the machine is set up to print a certain Envelope Message and Second Class is selected, these will be used to define the preset.

If you require more information about presets, please refer to the Operating Guide supplied with your franking machine.

To store your ‘Normal Preset’...

To create the ‘Normal Preset’, ensure that the display shows the values that you would like to save, then follow the instructions below:

• Press Custom Presets
• Select Define Normal Preset
• Select YES: store preset
• Select Continue
• Press Home to return to the Home Screen ready for franking.

Your new ‘Normal Preset’ is now stored.

To recall your ‘Normal Preset’ at any time...

Simply press the Normal Preset button.

Data Capture-Mailmark™

Your DM220i series is a Mailmark™ compliant system. At regular intervals defined by Royal Mail, it has to connect to the Pitney Bowes Data Centre to provide usage data to Royal Mail. The connection will normally happen in the background without you needing to do anything.

If the connection was not made due to your franking machine being turned off, or some other connection problem, the display says ‘Data Upload Due’. To connect, select Connect Now.

If, for any reason, a connection has not been made within the ‘grace’ period allowed by Royal Mail, the screen below will appear. In this case, you MUST make a connection before your franking machine will allow you to continue processing mail.

Mailmark™ is a trademark of the Royal Mail
Sometimes you might need a little help with the installation of your franking machine, here's a few of the more common problems and resolutions for them.

Problems connecting when using a LAN (network) connection
• Check that PC's on your network can access the internet.
• "DE" errors generally relate to an issue with connectivity. You may need the help of your IT/Network Administrator to ensure the network settings are configured correctly. Please refer to the LAN Connection guide. To view this document, go to europe.pitneybowes-support.com and enter the code 8026.
• Wired LAN Connection - Check you have either the 10 or 100 indicator on the network adapter lit and the ACT indicator may flash. If no indicators are lit, check the network cable and network connection socket or router.
• Connection using the Wi-Fi Device - Check that the device has been configured correctly as descibed in the online setup document. To view the document, go to europe.pitneybowes-support.com and enter the code 10959.

Problems connecting when using PC Meter Connect™
• Make sure the USB cable is connected between the franking machine and the PC.
• Check that your PC is running and has an internet connection.

You cannot meet the requirements of LAN or PC Meter Connect™ connection
If do not have a LAN connection or an internet enabled PC available to allow your franking machine to connect to the Pitney Bowes Data Centre, please give us a call on 08444 992992 to discuss other possible options.

Balance too low
You have tried to add more postage than you have available in your Postage by Phone account. Try again with a lower refill amount.

Envelope messaging not available
See the Envelope Messaging section on the left.

Error 11
You have tried to install your franking machine before Royal Mail have fully approved your licence. Please wait 24 hours and try the installation again.

Error 104
You have tried to refill with an amount that is not a multiple of £50. Please try again with an amount that is a multiple (£50, £100, £150, etc.)

If you're still having trouble, then visit www.pitneybowes.co.uk/dm220support or give us a call on 08444 992992.
About Pitney Bowes products and services

Ordering consumable supplies
Whether it’s ink or envelopes for your franking machine, or the more day-to-day routine items like pens and pads to help you manage your office we’re here to help. Thousands of our customers have found that we can provide excellent quality goods at very affordable prices, and backed by our fantastic quality guarantee you can’t go far wrong.

To find out more about what we can offer just visit our online shop at www.pitneybowes.co.uk/shop and benefit from an automatic 10% discount and NO delivery charge. However, if you would like to speak to someone or have any queries about your consumable supplies, just give us a call on 0844 844 8101.

My Account
An online site where you can access most of the information to manage your business with Pitney Bowes:
• Display account information and invoices.
• Review the status of your orders and track their progress.
• Manage your contact and account information.
• Access technical support.

To access My Account, go to www.pbmyaccount.co.uk and for your first visit only, register. To register, you will need your Account Number which can be found on a recent invoice or statement (not PurchasePower).