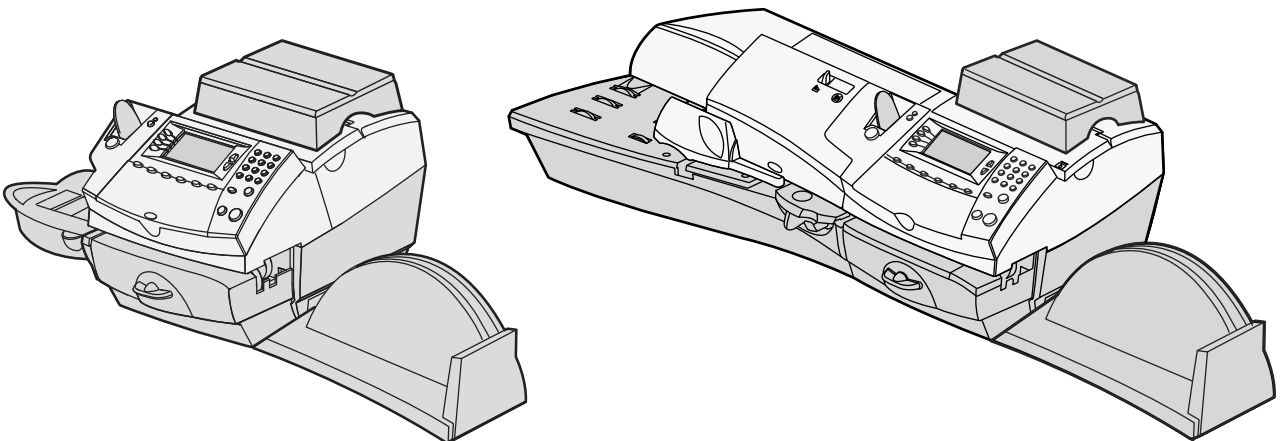


SDC766C (09-17) © Pitney Bowes Limited, 2017 Printed in the UK

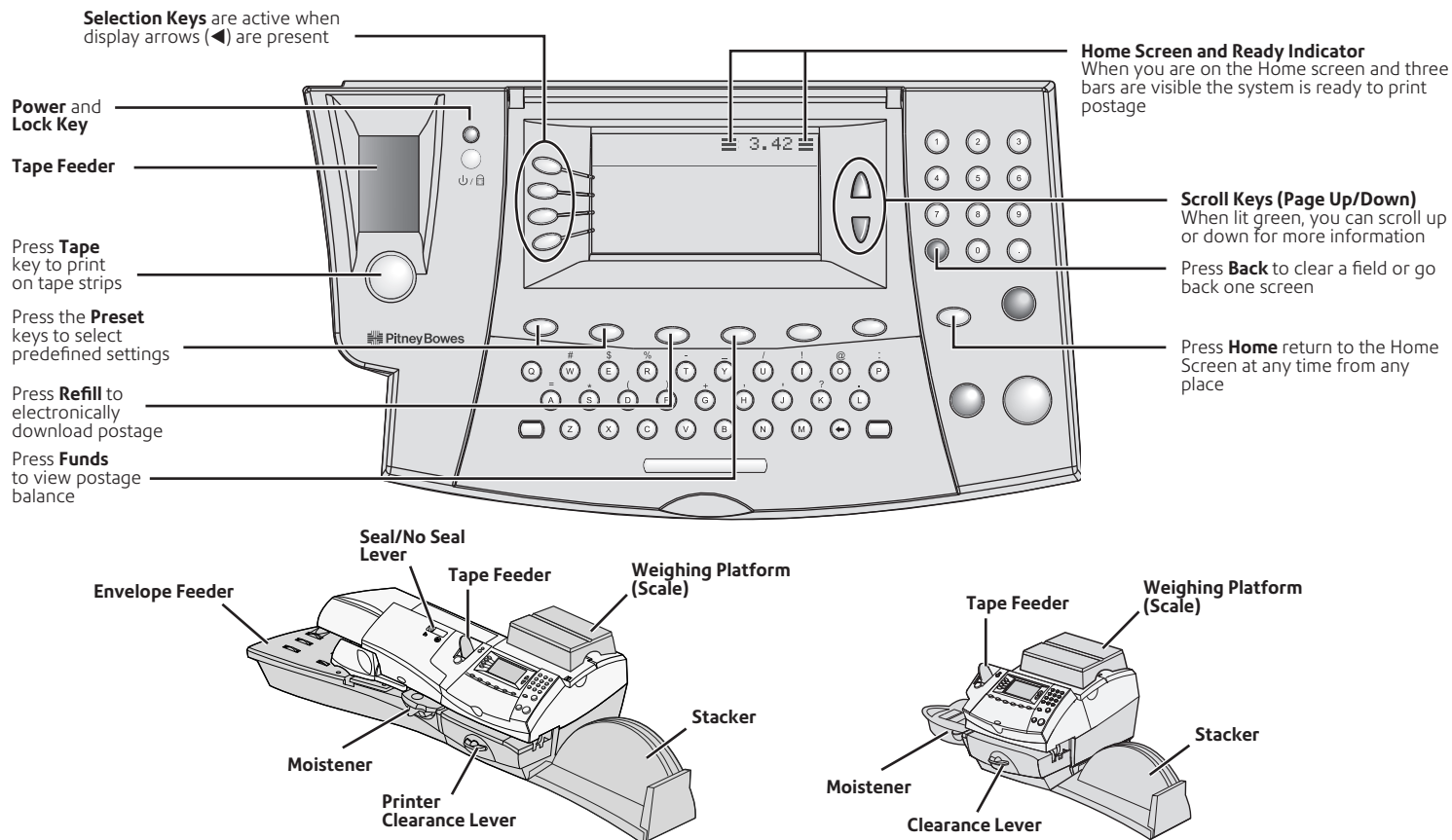


**Shipping and Mailing**  
Franking Machines



**DM300c/DM400c Series** Digital Mailing Systems  
**Quick Reference Guide**  
International English Version

## Getting to know your DM300c/DM400c



## Troubleshooting

### Meter stamp does not print/ Lines are missing in the meter stamp

The print head is not primed with ink. Perform printer maintenance as described on the 'Printer Maintenance' page in this guide.

### Meter stamp is smudged

Envelope is contacting print head during printing. Check that the envelope is less than 9.5mm thick (DM300c) or 8mm thick (DM400c). If it is too thick, use tape strips. Also, check for objects such as paper clips in the stamp area.

### Ink Low

Warns you that the Ink Cartridge will need replacing soon.

### Ink Out

Change the Ink cartridge now as described on the 'Changing the Ink Cartridge' page in this guide.

### Insufficient Funds

The system does not have enough funds to print the postage entered or calculated. Perform a postage refill as described on the 'Funds Refill' page in this guide.

### High Value Postage

You have entered a postal value that is higher than the High Value Warning level. This feature prevents you from accidentally printing a postage value that's higher than you need. To change the level of this alert: Press Options>Setup>Postage Values.

### Inspection Due/Inspection Required

Connection to the Data Centre has not occurred within a time period specified by your postal authority.

To clear Inspection Due: Refill postage or check your Postage by Phone balance.

To clear Inspection Required: Check your Postage by Phone balance.

### Account Balance Low

You do not have enough money in your Postage by Phone account to pay for the refill amount. Refill a smaller amount (subject to the minimum allowed by your Postal Authority), or add funds to your Postage by Phone account.

### Problems connecting when using a LAN (network) connection or when using PC Meter Connect™

**LAN:** Check PC's on your network connect to internet. Check connections to your network. If you're unsure about the requirements for LAN connection, our online LAN guide can help. Go to [europe.pitneybowes-support.com/](http://europe.pitneybowes-support.com/) and enter the code **8026** to download the guide.

**PCMC:** Check PC connection and that PC is on.

### Data Capture Required

Your Postal Authority uses Data Capture and you have not uploaded your data within the specified time period. Follow the on-screen instructions to make the Data Capture call.

## Clearing a Material Stall

### Printer Area

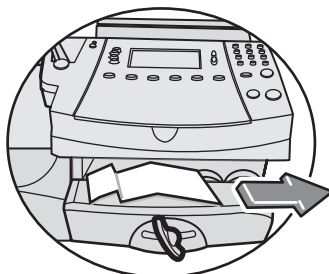
To clear a stall, turn the Printer Clearance Lever clockwise to lower the Transport Deck.



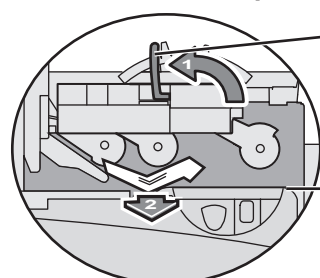
Remove the stalled item.



Lift the Transport Deck while rotating the Clearance Lever anticlockwise, back to its home position.

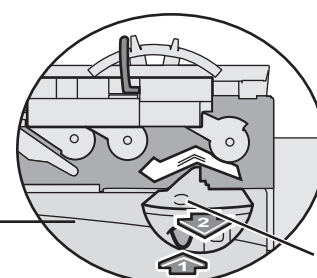
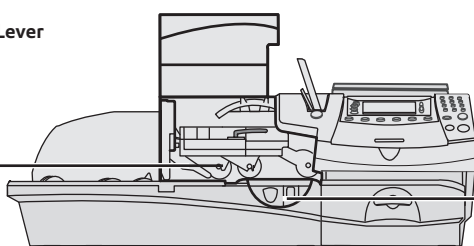


### Feeder Area (DM400c Only)



Feeder Clearance Lever

Release the Feeder Clearance Lever to remove mail under feeder rollers.



Moistener

Remove Moistener Assembly, to remove mail between the feeder and the printer area.

## Selecting a Value

### Ways to Select a Value

Before printing mail, you need to set the Mailing System to the value you wish to print.

Depending on country requirements, you may be able to key in a value as described in 'Key in Postage' below.

Alternatively, you can weigh the item on the scale, select a class of mail and have the internal rating module automatically calculate the correct postage (see 'Using the Weighing Platform (Scale)').

Note that the internal rating module may not be available or may be a chargeable option in some countries.

### Key in Postage

- ▶ At the Home screen, key in a postage amount.
- Press **Enter**.
- Press the **Back (C)** key if you want to change the amount you entered.
- ▶ Depending on country requirements, you may now have to select a postal class and/or enter a password before you can process mail.
- ▶ If you select a high value, you will have to confirm the amount to prevent accidentally printing a value that's more than you need.

### Using the Weighing Platform (Scale)

#### 'Standard' operation

- ▶ Place an item of mail onto the scale. The weight will show at the top of the display.
- Check the Class displayed. If you need to change this, press the **Class** key. Use the **Scroll keys** to scroll to the Class you require, then press **Enter**. Follow prompts to select any additional options and/or services.
- ▶ The system will set itself to the correct postage value.

#### 'Differential Weighing' operation

The Differential Weighing option is not available on all models.

- Check the Class displayed. If you need to change this, press the **Class** key. Use the **Scroll keys** to scroll to the Class you require, then press **Enter**. Follow prompts to select any additional options and/or services.
- Press the **Weigh/Rate** key, then select 'Differential Weighing'.
- ▶ Place all the items of mail onto the scale.
- ▶ Remove the first item. The system will set itself to the correct postage value.
- ▶ Continue removing and processing items. At the last item, follow on-screen prompts.
- ▶ Select 'Exit Differential Weighing' when done.

## Selecting an Account

- ▶ If your system has accounting turned on, you must select an account before you can print postage.
  - From the Home screen, press the selection key next to 'Account' to display the Accounts Menu.
  - The "Select Account" screen displays. Press **Page Down** to see more choices (if Page Down is lit). To select an account, either:
    - A. Use the appropriate selection key next to the display.
    - B. Key in the account number if you know it and press **Enter**. (The machine will display account names as the number progresses).
    - C. Key in the first character of the account name, using the alpha/numeric keys. Select the account or press **Enter** to select the first account for the character. (You can enter more than one character to advance your search).
- You may now need to enter a password, if the account has password protection.
- ▶ You return to the Home screen with the account selected.

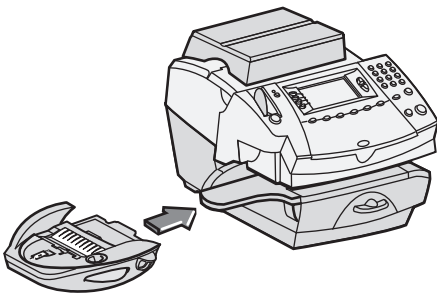
## Envelope Messaging

- ▶ The Envelope Messaging feature on your system allows you to print additional information alongside the postal indicia.  
Depending on your model and country, Graphic Ads, Text Messages and/or Incriptions may be available to print.
- From the Home screen, select 'Ad', 'Text Msg' or 'Inscription' as required. (You may need to **Page Down** to see some of these options).
- Select the Graphic Ad, Text Message or Inscription required. You may either:
  - A. Scroll through the list and then select the required Graphic Ad, Text Message and/or Inscription
  - B. Key in the Graphic Ad, Text Message or Inscription number and press **Enter** to select it.
- ▶ You return to the Home screen with the new item selected for printing.

## The Envelope Moistener

### DM300c

- ▶ To fit the DM300c Moistener, slide it onto the left of the Feed Deck until it 'clicks' into position.



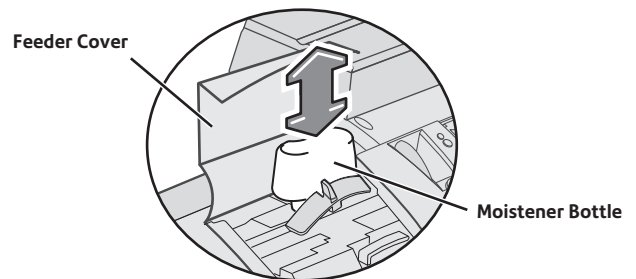
- ▶ Fill the moistener reservoir with Sealing Solution or water.



- ▶ Process envelopes as described on the 'Printing Envelopes' page in this guide.

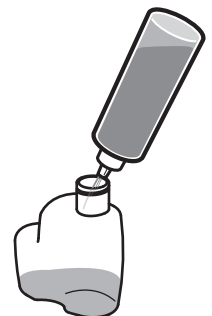
### DM400c

- ▶ To fill the DM400c Moistener, open the Feeder Cover and remove the Moistener Bottle.



- ▶ Remove the cap and fill the Moistener Bottle with Sealing Solution or water. Refit the cap, place the bottle back in its original location and close the cover.

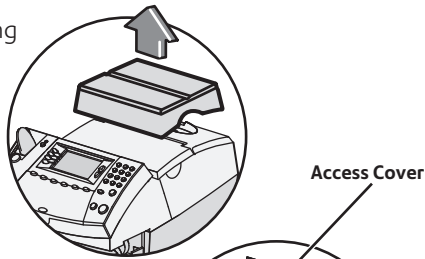
- ▶ Process envelopes as described on the 'Printing Envelopes' page in this guide.



Sealing solution is recommended to help keep your moistener clean improve sealing efficiency.

## Changing the Ink Cartridge

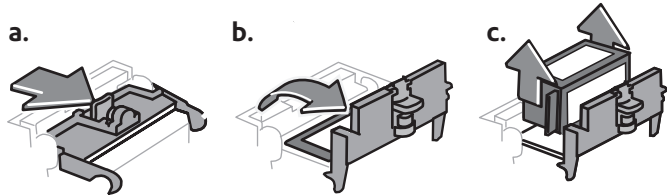
- ▶ Remove the Weighing Platform (if fitted).



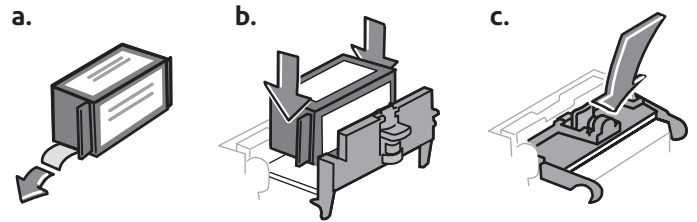
- ▶ Open the Ink Tank Access Cover.
- ▶ Select 'Replace Ink Cartridge' to move the ink cartridge carriage to the replacement position.



- ▶ Remove the old cartridge.



- ▶ Fit the new cartridge.



- ▶ Close the Access Cover and refit the Weighing Platform (if fitted).
- ▶ The system will now perform maintenance and ask if you wish to make a test print.

If you choose to make a test print, refer to the section 'Examine the test print for print clarity' on the 'Maintenance' page in this guide for details of how to interpret the results.

## Advancing/Omitting the Date

You can temporarily advance the date printed and, in some countries, omit the date from the postal indicia for certain classes of mail.

- Press **Options**.
- Select 'Printing Options'.
- Select the date printing option you require.

Follow the on-screen prompts to advance the date or set other date printing options allowed in your country, then select 'OK'.

- ▶ You return to the Home screen with the date printing settings you selected.

## Using Presets

The Preset feature allows you to save predefined values that the system will return to when the Preset is selected, or after the system has been woken from sleep mode.

There are two types of Preset:

### The Normal Preset

Selected by a single press of the **Normal Preset** key. It also contains the settings that the system returns to when it is woken or when it is turned on.

### Custom Presets

Selected as required after pressing the **Custom Presets** key.

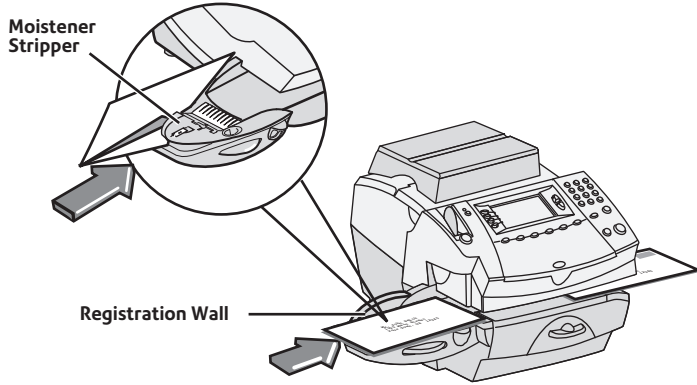
### Creating Presets

- ▶ Establish the settings that you want the preset to contain.
- Press **Options**. Press **Page Down** and select 'Preset Options'.
- Select 'Set Normal Preset' or 'Create New Custom Preset', as required.
- ▶ If you are creating a Custom Preset, the system will ask you to name it now.
- ▶ Confirm the settings are OK.
- ▶ Press the **Home** key to return to the Home screen.

## Printing Envelopes

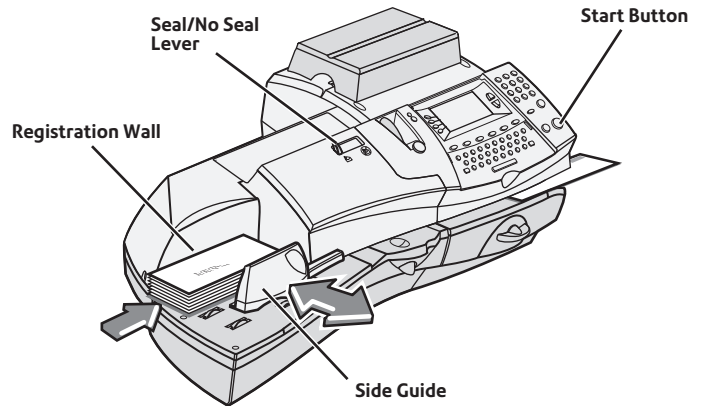
### DM300c

- ▶ If using the Moistener, the envelope flap must pass under the Moistener Stripper.



- ▶ Position the envelope face up, with its top edge against the Registration Wall and slide it to the right until the system grasps it.
- ▶ The system prints the meter stamp and ejects the envelope into the stacker.

### DM400c



- ▶ Load envelopes into the feeder face up with their top edges against the Registration Wall.
- ▶ Slide the Side Guide up to the envelopes. Allow clearance so that envelope feed is not restricted.
- ▶ Select seal (lever left) or no seal (lever right) using the Seal/No Seal Lever.
- ▶ Press **Start**. The system automatically feeds the envelopes, prints the digital meter stamp and ejects the envelope.

## Locking the System

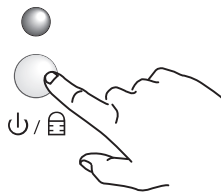
To restrict access to the system, you can lock your system with a lock code.

### Enabling the Lock Code

- Press **Options**.
- ▶ Select 'Setup'.
- ▶ Select 'Lock Code/Password', then select 'Enable Lock Code'.
- ▶ Enter a four-digit lock code and select 'OK'.
- ▶ Confirm the new Lock Code and select 'OK'.
- Press **Home** to return to the Home Screen.

### Locking the System

- Press the **Lock/Power** button.



- ▶ Select 'Lock the Meter'.

The system enters a locked sleep mode. The LED indicator will change from green to orange.

### Unlocking the System

When the system is locked, pressing any key will prompt you to enter the Lock Code.

Key in the four digit lock code and select 'OK' to return to the Home Screen with the LED indicator lit green.



**If you cannot remember your lock code, contact Pitney Bowes.**



## Printing Options

Your system can mark incoming mail, print permits or simply seal envelopes without printing them. The Printing Options screen provides the available choices.

### No Printing - Seal Only

This option moistens and seals envelopes without printing them.

- Press **Options**.
- ▶ Select 'Printing Options'.
- ▶ Select 'Seal Only (No Printing)'.
- ▶ Process your envelopes in the normal way.

On the DM300c, make sure the envelope flaps are fed under the Moistener Stripper.

On the DM400c, make sure the Seal/No Seal Lever is set to the 'seal' position.

### Permit Printing

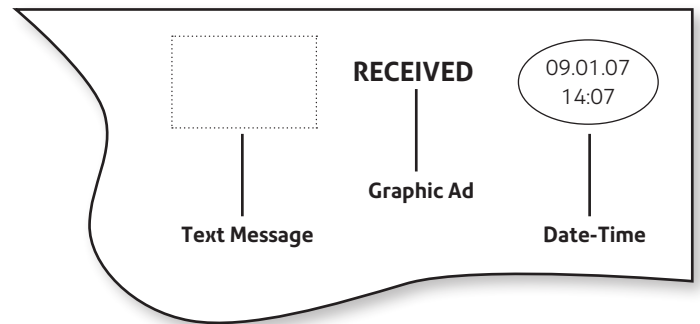
This option allows you to use your system to print postage paid impressions. It is only available if you have a licence with your Postal Authority to process 'bulk/permit' mail.

- Press **Options**.
- ▶ Select 'Printing Options'.
- ▶ Select 'Permits'.
- ▶ Select any other printing elements required by your Postal Authority and process your envelopes in the normal way.

### Printing the Date and Time, Graphic Ad and/or Text Message on Incoming Mail

- Press **Options**.
- ▶ Select 'Printing Options'.
- ▶ Use the selection keys to turn Date-Time, Graphic Ad and/or Text Message printing on or off.

When Graphic Ad and/or Text Message printing is selected, you will need to select which Graphic Ad or Text Message prints as described earlier in this guide.



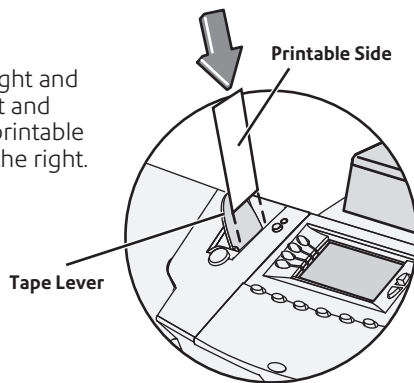
## Using Tapes

Use tapes for items of mail too thick to be processed through the machine.

### Load the tapes

Push the Tape Lever to the right and drop tapes down into the slot and release the Tape Lever. The printable side of the tapes must be to the right.

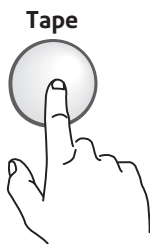
You can load up to 50 tapes.



### Printing Tapes

#### Printing a single tape

- Press **Tape**. By default a single tape will be printed.



#### Printing multiple tapes

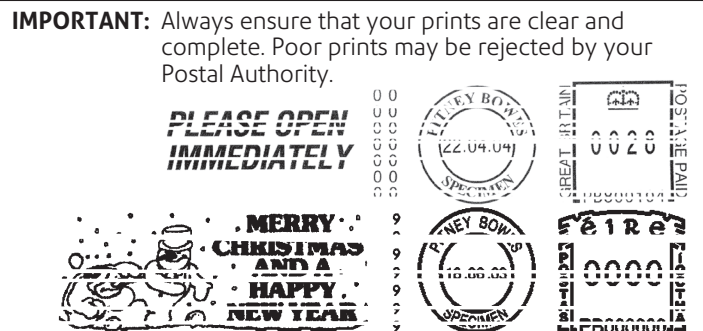
- On the Home screen, you can simply key in the number of tapes you want to print and press the **Tape** button.

### Configuring the Tape Button

If you often print multiple tapes, you can configure the **Tape** button to prompt for a tape quantity every time:

- Go to **Options > Setup > Configure Tape Button** and select 'Ask for Tape Quantity'.

Now, pressing the **Tape** button will prompt for a tape quantity. Key in the number of tapes that you want to print and press **Start**.



The indicia above is a black and white representation of the approved indicia.

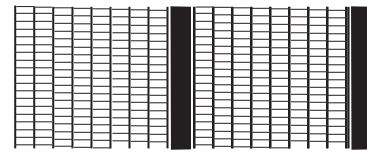
Royal Mail Customers should use the approved blue ink in their machine and with all their franked mail.

Customers in the Republic of Ireland should only use Red nonfluorescent ink approved by An Post in the machine.

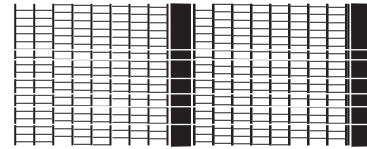
## Printer Maintenance

If lines are missing in the meter stamp, perform maintenance to clean the print head nozzles.

**IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority.



Good test print - no missing lines



Poor test print - missing lines

The illustration above shows bad prints with missing lines. It is a black and white representation of the approved red or blue indicia. Only red (An Post) or blue (Royal Mail) approved ink should be used in the machine.

### Clean printer nozzles:

- Press **Options**. Press **Page Down** and select 'Maintenance'.
- ▶ Select 'Printer Maintenance', then 'Clean printer nozzle'.
- ▶ You have a choice of purges. Normally, 'Purge A' is sufficient to purge the system.
- ▶ When prompted to insert an envelope, print an envelope or label, then review the test print.

### Examine the test print for print clarity

- ▶ You are asked if the test print is OK:

If lines are missing, select 'No, clean nozzle' and the system will perform maintenance again.

If the test print is complete, select 'Yes', then press **Home** to return to the Home screen.

If the test print appears to have got worse, it's possible that the Ink Cartridge needs replacing as described on the 'Changing the Ink Cartridge' page of this guide.

## Funds Refill/Credit Refill

Depending on country requirements, your system will periodically need refilling with postage funds or your credit balance might need replenishing. This is accomplished by contacting our Data Centre to transfer funds from your Postage by Phone account to your system.

### Postage Refill Call

*Before refilling, check the machine is connected to your network or PC (depending on the type of connection you use).*

- Press **Refill Postage**.
- ▶ Select the suggested refill amount or 'Another Amount', as required. If you choose 'Another Amount', key in the refill amount you want and select 'OK'.\*
- Select 'Yes' to confirm the refill amount.\*

The system automatically connects to the Pitney Bowes Postage by Phone system and downloads funds/credit balance into your machine. The refill successful screen displays when this is complete.

- ▶ When requested, insert a tape or envelope to print the receipt.

**\*Note:** In countries that use a 'credit balance' system, no refill amount will be requested. In these countries the credit balance is normally automatically replenished at each regular Data Capture call.

## Data Capture

In countries using the Data Capture system, you must connect to the Data Centre system periodically, as defined by your Postal Authority, to upload usage data.

This requirement is carried out during a postage Refill call automatically. However, if a refill call is not made within the required period, the system will prompt you to upload data.

Follow the on-screen instructions to connect to the Data Centre and upload information. The system will then be available for normal use.