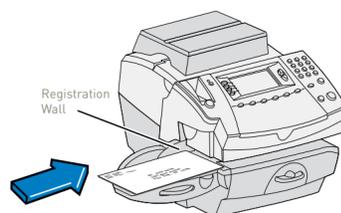


## Using your franking machine

Let's now create your first piece of franked mail.

With your machine showing the Home screen...

- 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 the button alongside **Ad**. 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**).
- Position the envelope against the registration wall and slide it to the right until the Franking Machine grasps it. The Franking Machine prints the digital meter stamp and ejects the envelope.



Now that you've installed your franking machine, you'll probably want to learn more about its many features.

An **Operator Guide** that covers all aspects of your franking machine is available. This gives more detail of how your franking machine works, and how you can use it to process your post. In particular...

- If you require a copy of your DM300M Operator Guide you can find it online at **UK- [www.pitneybowes.com/uk/support](http://www.pitneybowes.com/uk/support)** and select Meters and Postage and then DM300M-DM400M-DM475M
- DM300M systems are supplied with the kit that allows use of INVIEW Postage Reporting. Documentation for using INVIEW is contained in Chapter 12 of the Operator Guide. Details of fitting the INVIEW kit to your franking machine are available on the web at [www.pitneybowes.com/uk/inview-setup](http://www.pitneybowes.com/uk/inview-setup)

## Envelope messaging

An Envelope Message is a personalised and preordered message/advert that can print alongside your frank when franking mail.

It can take up to about 10 days to create your personalised Envelope Message. If it is not available for download during the installation process you may email [envelopemessagingqueries@pb.com](mailto:envelopemessagingqueries@pb.com) to see when it is going to be ready.

When it becomes available, carry out a **software update** as described below to download it into your franking machine.

If at any time you would like a new Envelope Message for your franking machine, just visit our website at:

[www.envelopemessaging.com](http://www.envelopemessaging.com)

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

### Software Update

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 **Data Centre Options** then press the button alongside it to select it.
- Select **Check for Updates**.
- 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.

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

## Data Capture/ Mailmark™

Your DM300M 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 display says *'Data Upload Required'*. 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*

## 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 10 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 **Options**.
- Press **Page Down** and select **Preset Options**.
- Select **Set Normal Preset**.
- Select **OK** to store the preset.
- 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.

## 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.com](http://www.pitneybowes.com). However, if you would like to speak to someone or have any queries about your consumable supplies just give us a call on **08444 992992**.

### 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 **(UK) [pitneybowes.com/uk/signin](http://pitneybowes.com/uk/signin)**. 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 Purchase Power).

## Troubleshooting

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 SmartLink™

- When establishing a wired connection, make sure that the SmartLink™ is physically and securely connected as described in Step 4a of this instruction (overleaf).
- If the USB Network light is not blinking green a network connection is not established. You may be able to rectify this issue by restarting your SmartLink™ and Meter:
  - Power down the meter by removing the power cable from the back of the machine.
  - Power down the SmartLink™ device by removing the power cable from the back of the box.
  - Wait 10 seconds, then restart the meter only by plugging the power lead back in. Ignore any messages to make a connection.
  - Power up the SmartLink™ device and wait for the top USB light to go steady green and the bottom internet light flashing green.
  - Once the SmartLink™ device's lights are as above, you can attempt a connection.

If you continue to experience problems please visit [pitneybowes.com/uk](http://pitneybowes.com/uk) for further assistance.

### You cannot meet the requirements of SmartLink™ connection

If you do not have a SmartLink™ device 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.

### 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.

### 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.

### Poor Print Quality

If you are experiencing poor print quality, perform a test print as described in Step 6 of this guide. Select **No- poor print** when prompted and the printer nozzles will be cleaned.

If you continue to experience print quality issues you can clean the print head. Visit [www.pitneybowes.com/uk/support](http://www.pitneybowes.com/uk/support) and search 'How to clean the print head on DM300M'.

### Adding Postage

- Select Funds. The display shows the postage funds available in the meter.
- Press Review (down) to scroll to "Refill Postage?"
- Press Yes/Enter. The meter displays the last amount refilled.
- Follow the prompts to complete your 'top up'.

### 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 that is a multiples of £50.

If you're still having trouble, then visit [pitneybowes.com/uk/support](http://pitneybowes.com/uk/support)  
Meters and Postage > DM300m-DM400m-DM475m  
or give us a call on **08444 992992 (UK)**

### Safety information

Follow normal safety precautions for all office equipment:

- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labelled flammable and always read instructions and safety precautions on the duster label.
- To obtain supplies, please contact our Supply Line™ to place orders
- Material Safety Data Sheets can be obtained through the web or from our Supply Line™. Refer to the Contact Information List for more information.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Do not route the power cord over sharp edges or trap between furniture.
- Ensure there is no strain on the power cord and that it does not become jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.



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# Franking machine installation guide - DM300M

Read now BEFORE you unpack your equipment



Continue reading below

## Right, let's get your franking machine up and running quickly...

### First Check

- You need-
  - The box containing your new franking machine.
  - A letter from Royal Mail titled 'Your Licence'.

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

- 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 992992 (UK).

### Important-

Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of **7am to 8pm Monday to Saturday**.

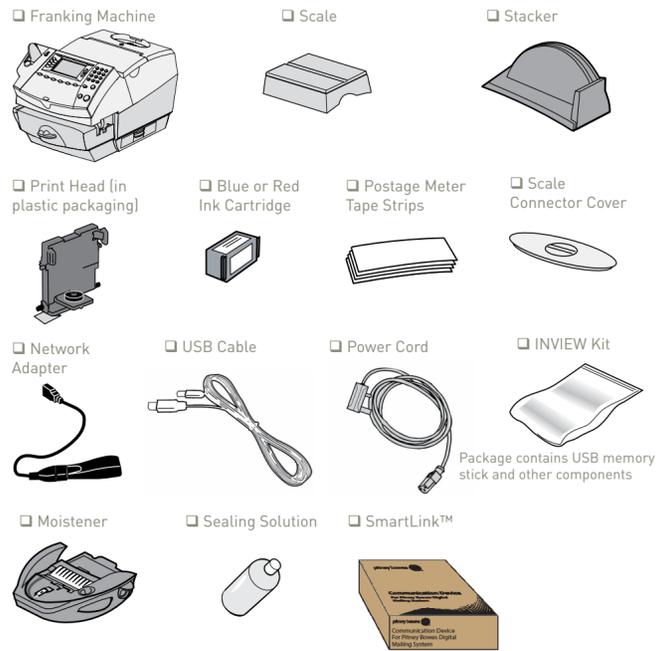
Please unfold this poster fully and carefully follow the installation instructions (Steps 1-10) on the reverse.



# 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 (UK). 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.



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

Please **DO NOT** connect power until instructed. You must ensure that the franking machine is located

- on a sturdy and flat surface
- has access to a constant power supply
- has space around it to work.

Your franking machine has to connect to the Pitney Bowes Data Centre to add postage funds, get software updates, and carry out the required Royal Mail updates for MailMark™.

## SmartLink

Connection is made via the internet. If you are connecting via a Smartlink device please go straight to **Step 3** to prepare your machine and then proceed to **Step 4** and follow the instructions to continue your Smartlink setup.

**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.

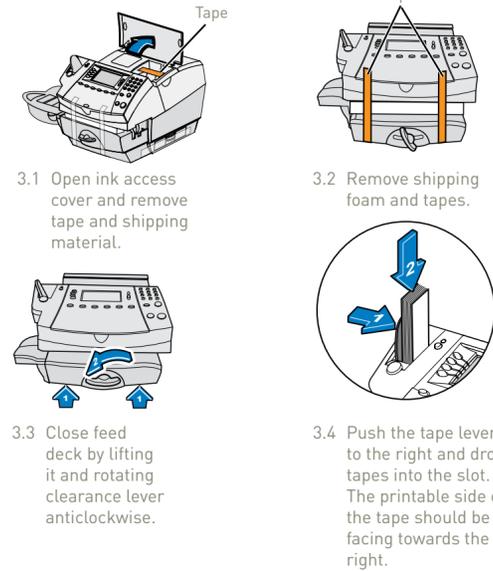
Benefits	Requirements
Backup connection method if LAN not possible.	Requires a PC with an active internet connection to be nearby and turned on. The PC must run Windows Vista or 7 and have Pitney Bowes PCMC software installed. PCMC is not available for Mac.

If you cannot meet the requirements of any connection method described above, give us a call on **08444 992992**.

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

**WARNING:** When prompted to power up your machine, 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.

# 3 Prepare Your Machine



# 4 Connect to the outside world

Follow the information below to connect your meter

## 4a. SmartLink™ device connection

**Note-** If you are installing your SmartLink™ using a wireless connection you should connect your power cord to the back of your franking machine and power up **now** before proceeding to the connection instructions below.

- Wired? or Wireless?
- Installation takes about 10 minutes.
  - Requires an available internet port and power socket.
  - **Follow the instructions below to connect.**
- or
- Installation takes about 15 minutes.
  - Requires a computer and access to a wireless network.
  - For wireless connection please go to [pitneybowes.com/uk/smartlinksetup](http://pitneybowes.com/uk/smartlinksetup) Do not proceed with the below instructions.
  - **Please see note above.**
  - Once installed return to step 5 on this instruction.

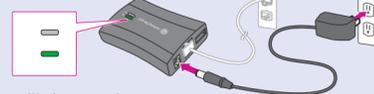
## Wired instructions

1. Connect the SmartLink™ device to either a wall internet port or a router with the included internet cable.



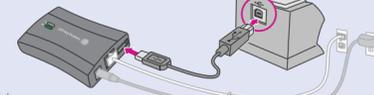
**Note-** Lights on the device will remain off.

2. Plug the power adapter into the into the SmartLink™ device. Now connect the power lead to the wall socket.



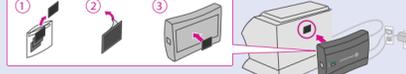
- The SmartLink™ device's lights will change colour.
- Once the device has connected to the internet the connectivity light will flash green.
- Also the SmartLink's Ethernet port light will show green for successful connection and yellow for network activity.

1. Plug the USB cable into your SmartLink™ Device and into the back of your Franking machine.



- The USB cable is the short cable.
- The SmartLink™ device's lights will again change colour.
- Once a network connection has been established the SmartLink™ device's USB Connectivity light will turn green and it's Network Connectivity light will blink green.

1. Now connect the power cord to your Franking machine and connect to power.
2. Attach the SmartLink™ device to your meter with the included adhesive fastener strips.



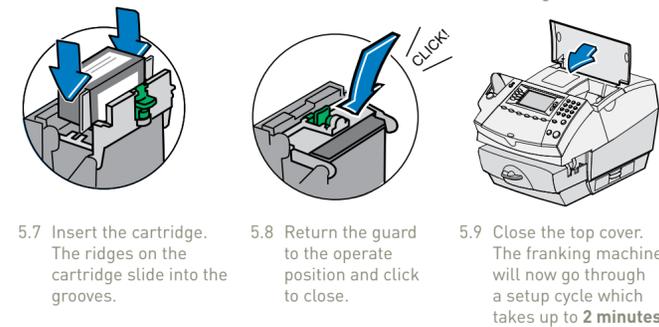
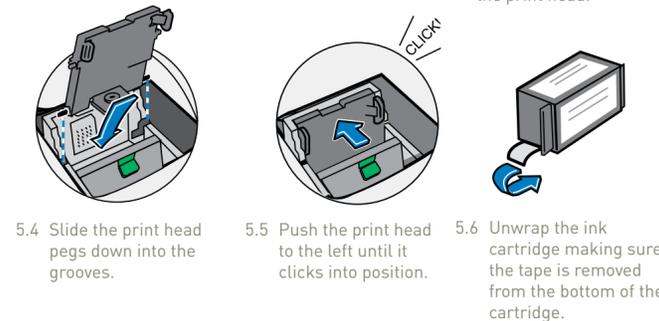
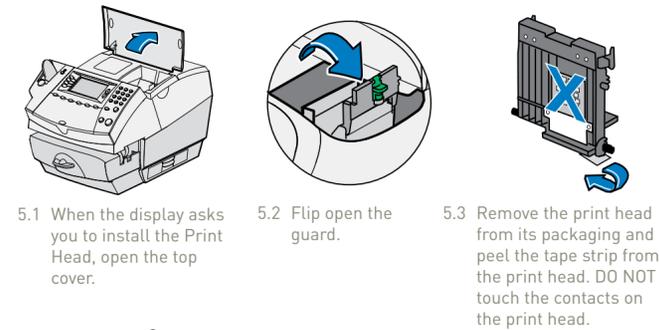
Now that your SmartLink™ connection is established, please proceed to Step 5.

## 4b. 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 [pitneybowes.com/uk/setup-pcmc](http://pitneybowes.com/uk/setup-pcmc) 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 this guide to complete the franking machine installation.

# 5 Install the print head and ink cartridge



# 6 Carry out a test print

When prompted to make a test print select **Yes**, then press **Tape** to print a tape strip. The franking machine automatically begins printing.

Review the quality of the test print.



**Good print** - no broken lines in the centre of the test print

**Bad print** - broken lines in the centre of the test print

Good quality - select **Yes**.  
Poor quality - select **No**, the franking machine goes through another set-up cycle and when complete you should try the test print again. (If you have NO print, check that you have removed the tape from the print head at step 5.3).

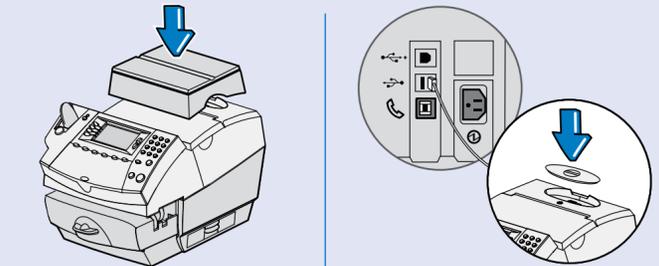
## IMPORTANT

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, your postal authority may refuse or be unable to read the information automatically, this might result in a delay in delivering your post.

# 7 Install the Scale

You must now fit and configure the scale.

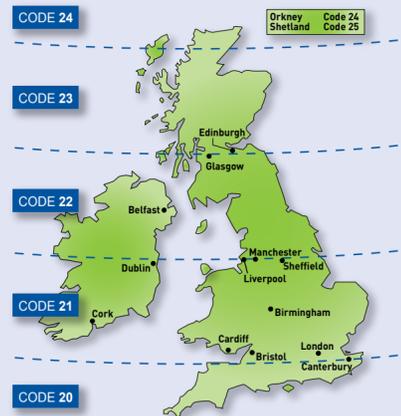
The system can operate with its integrated scale **OR** an external USB platform, **but not with both**. If you have purchased an external USB platform, install it as described in the right hand column and do not install the integrated platform which may have been supplied with your system.



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

**External Platform**  
Connect the USB cable between the platform and the DM300M as shown. Fit the scale connector cover.

When the display asks you to enter the scale location code, key in the correct scale code for your location from the map and select **OK**.



# 8 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.

## Adding funds

You now need to add postage to your franking machine.

- Select **Refill Postage**.
- Enter the amount you wish to add and then select **OK**. This refill amount must be in increments of £50.
- Confirm the amount to add by selecting **Yes**.
- The franking machine communicates with the Data Centre to add postage and confirms when complete.
- The display asks if you would like a receipt. Select **Print Receipt** and press the **Tape** button to print your receipt on a tape strip.

# 9 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. DO NOT switch the machine off during the update process.**

The display shows the status of the update. When it shows 'System Update Complete', select **Return Home**. The display may also tell you when the next data upload is planned and/or whether daylight savings time has been set. These prompts are for information only, just select **Continue** or **OK**.

**Congratulations - your franking machine is now ready to use. Turn the page and read Using Your Scale to begin using your meter.**