



Postage Meters

# DM475™

## Digital Postage Meter

### Operator Guide

Canada English Version  
SV62415 Rev. C  
November 2023

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We have made every reasonable effort to ensure the accuracy and usefulness of this manual; however, we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

Due to our continuing program of product improvement, equipment and material specifications as well as performance features are subject to change without notice. Your digital mailing system may not have some of the features described in this book. Available features vary, depending on the model of your mailing system, installed options, system software level, how your system is set up and the country it is designed to operate in.

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## ***Servicing***

This equipment is not intended to be serviced by the user. Please refer to the warranty information if problems occur. The responsible party is Pitney Bowes Canada, 5500 Explorer Drive, Mississauga, Ontario L4W 5C7.

## ***Industry Canada***

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The Ringer Equivalence Number (REN) of this terminal equipment is 1.0 (with the exception of the K7M0, which is 0.3). The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

## ***Declaration of Conformity According to FCC Rules Part 2 , Paragraph 2.1077***

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Responsible party: Pitney Bowes Canada, 5500 Explorer Drive, Mississauga, Ontario L4W 5C7.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to correct the interference at his own expense.



**CAUTION:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded I/O and USB cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

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# *Pitney Bowes Contact List*

## *Machine Identification*

**Product Name:** DM475 Digital Mailing System

**PCN:** Refer to the label on the back of your DM475

NOTE: If you need to contact customer support, refer to What Information You Need to Provide Customer Support before making the call.

## *Resources*

### **For Account Information**

Visit us online at:

(English) [pitneybowes.com/ca](http://pitneybowes.com/ca) and sign in.

(French) [pitneybowes.com/ca/fr](http://pitneybowes.com/ca/fr) and sign in.

### **For Customer Support**

Visit us online at:

(English) [pitneybowes.com/ca/en](http://pitneybowes.com/ca/en) and click Support

(French) [pitneybowes.com/ca/fr](http://pitneybowes.com/ca/fr) and click Soutien

### **For Supplies**

Visit us online at:

(English) [pitneybowes.com/ca](http://pitneybowes.com/ca) and click Buy Supplies

(French) [pitneybowes.com/ca/fr](http://pitneybowes.com/ca/fr) and click Boutique

To contact the Canada Post (CPC), visit: [www.canadapost.com](http://www.canadapost.com)

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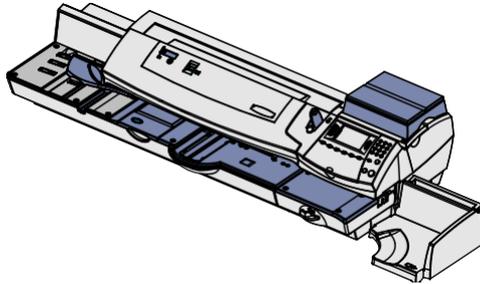
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# 1 • Introduction



This chapter lists the key features of your mailing system, tells you what's in this guide, and presents important safety information.

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# 1 • Introduction

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## What's in this Guide

Section	Description
<b>Chapter 1</b> <i>Introduction</i>	Describes the key features of your mailing system. It also includes important safety notes.
<b>Chapter 2</b> <i>Getting to Know Your System</i>	Explains the purpose and shows the location of each control and machine feature. Please read this section carefully.
<b>Chapter 3</b> <i>Running Mail</i>	Explains how to process mail. The operations covered here are the ones you'll use most often.
<b>Chapter 4</b> <i>Printing Options</i>	Explains your printing options for incoming and outgoing mail.
<b>Chapter 5</b> <i>Normal and Custom Presets</i>	Explains the Normal and Custom Presets feature for saving commonly-used settings on your machine
<b>Chapter 6</b> <i>Adding Postage /Connecting to Data Centre</i>	Explains how to connect your system to the Pitney Bowes Data Centre so you can add postage and download the latest postal rates and software to your meter
<b>Chapter 7</b> <i>System Options</i>	Provides step-by-step instructions for customizing system operation to suit your own needs
<b>Chapter 8</b> <i>Standard Accounting</i>	Provides instructions for setting up the optional standard accounting feature.
<b>Chapter 9</b> <i>Reports</i>	Provides you with a description of reports you can print on your system
<b>Chapter 10</b> <i>Scale Options</i>	Provides instructions for setting up the optional weighing platform.
<b>Chapter 11</b> <i>Maintenance</i>	Explains how to check print quality and take care of the ink cartridge and moistener.
<b>Chapter 12</b> <i>Troubleshooting</i>	Explains how to fix common problems and tells you what error messages mean.
<b>Chapter 13</b> <i>Supplies/Options</i>	Lists the supplies and options that add to the versatility of your mailing system and the productivity of your mailroom.
<b>Appendix A</b> <i>Specifications</i>	Provides material and equipment specifications.
<b>Appendix B</b> <i>Glossary</i>	Explains terms unique to the world of mailing.

## About Your Digital Mailing System

Your digital mailing system's advanced features include:

- ENERGY STAR® compliant design lowers operating costs and helps preserve the environment
- Large, easy-to-read display shows system status and prompts you through setup operations
- Sautomatic envelope feeding, transport, and auto-eject
- Weigh-On-The-Way® (WOW®) feature increases your productivity by weighing the piece of mail and applying the correct postage as it travels through the mailing machine.
- Automatic date advance
- User-selectable ad slogans and inscriptions
- Convenient and simple postage refills via PB Postage® (requires a LAN Internet connection)
- Stacker neatly stacks finished envelopes
- Ink jet printing technology provides clear, crisp imprints
- Weighing platform weighs mail pieces (optional)
- Integrated rating feature calculates correct postage
- Date and time stamp for use on incoming mail or on sensitive documents
- Accounting feature tracks postage costs by department (optional)
- Password protection limits access to authorized personnel
- Full report printing capability provides hard-copy records of your postage transactions
- In-line moistener wets and seals envelopes
- USB communication ports for exporting report data to a PC and for adding peripherals such as an optional scanner or printer

## Postal Requirements

The meter on your mailing machine is licensed by Canada Post and you must follow some basic requirements.

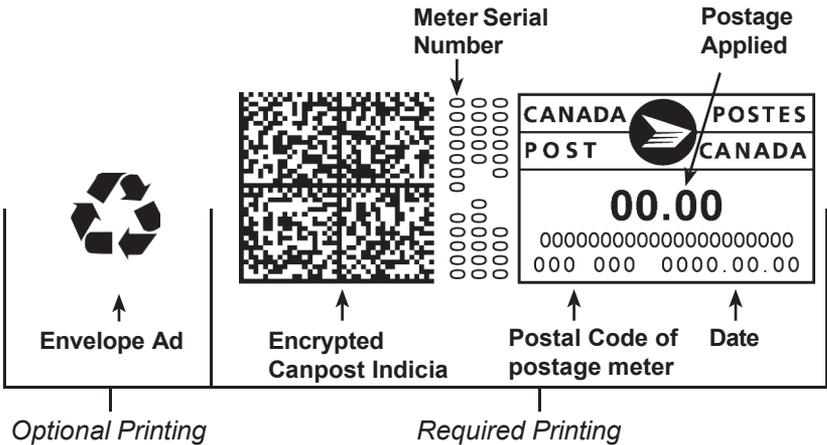
- The digital indicia must show the correct date and postage amount.
- The digital indicia must bear the postal code of the location where your system is registered (i.e., your business address).
- If you move to another postal code location, you must update the postal code. Contact Pitney Bowes (see page v) when you need to do this.
- Each time you add postage to the machine, the Pitney Bowes Data Centre automatically performs a postal inspection.

**i NOTE:** If the interval between inspections is more than 60 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 90 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

- Follow the prompts on the "Inspection Due" screen or
  - Press **Refill Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).
- The tape sheets for putting postage on larger items must conform to postal specifications. To order tapes that meet Canada Post requirements, see *Chapter 10, Supplies and Options*.

## Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.



## What is IntelliLink™?

Your mailing system takes full advantage of IntelliLink™, your digital gateway to an entire suite of services and information that can move your mail more efficiently and enhance your business performance. IntelliLink™ technology gives you the ability to:

### *Add postage funds conveniently via internal modem*

You can add funds to your machine electronically via the Pitney Bowes PB Postage® (requires a LAN internet connection).

### *Download Postal Rate Updates*

The latest postal rates are downloaded precisely when you need them.

### *Add Features On Demand*

You can easily download envelope ads and optional product enhancements.

### *Keep Your System Current*

Software download capability means you'll always have the latest version of your machine's operating system.

## About Constant Connection

Constant Connection is an option that allows you to connect your machine to the Pitney Bowes Data Centre via a LAN network that has Internet access.

To use, plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the LAN port on the back of the machine (see also *Chapter 6, Adding Postage*).

You may leave this connected on a permanent basis; hence the name "constant connection".

## Other Sources of Information

Other sources of information for your machine include:

- The *DM475 Quick Reference Guide* has condensed versions of many of the topics covered in this book. You can normally store this handy guide in the storage slot in the stacker tray.
- The *Pitney Bowes Contact List* on page v, which provides helpful websites and phone numbers.

## Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- 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 labeled flammable and always read instructions and safety precautions on the duster label.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- To obtain Material Safety Data Sheets (MSDS) for OSHA requirements, please go to **[www.pb.com/msds](http://www.pb.com/msds)**. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.

## Important Safety Notes

- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
- To prevent overheating, do not cover the machine.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace.



**CAUTION:** In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. See page v for contact information.



**CAUTION:** Do not move the DM475 by yourself. The machine is made to separate into two sections, and by moving it without proper disassembly, you may:

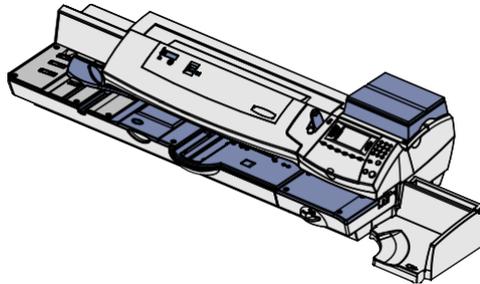
- cause serious injury to yourself
- cause serious damage to the machine
- cause the WOW module to go off of calibration
- void any service warranties

Contact Pitney Bowes to arrange a Service visit for moving the machine (additional charges may apply). See page v for contact information.

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## 2 • Getting to Know Your System

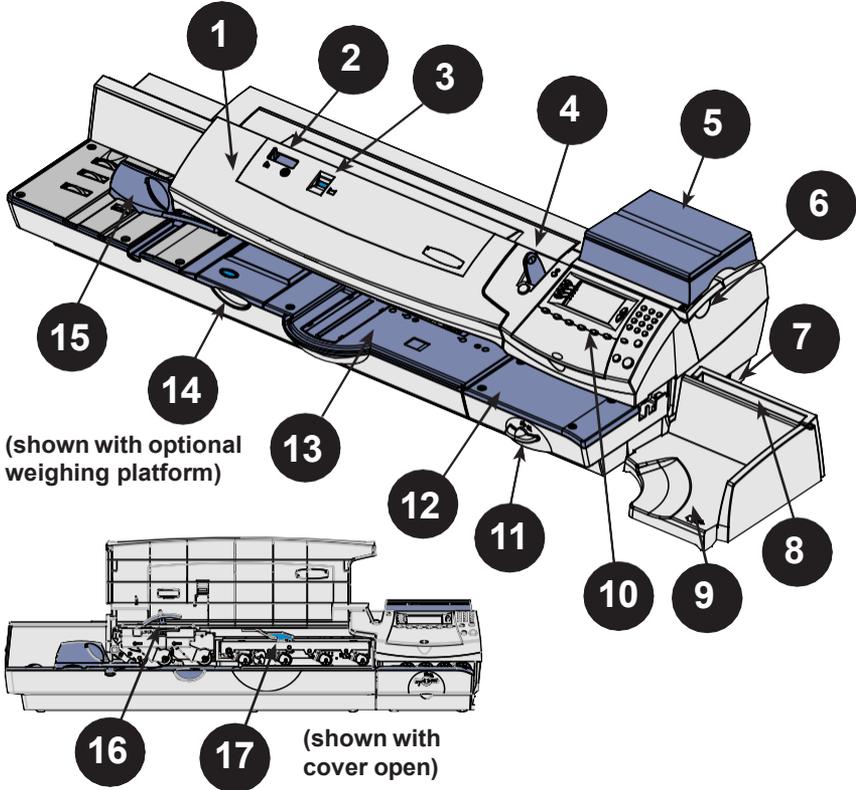


In this chapter you'll find out where everything is and what it does.

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## 2 • Getting to Know Your System

### Parts of the Machine



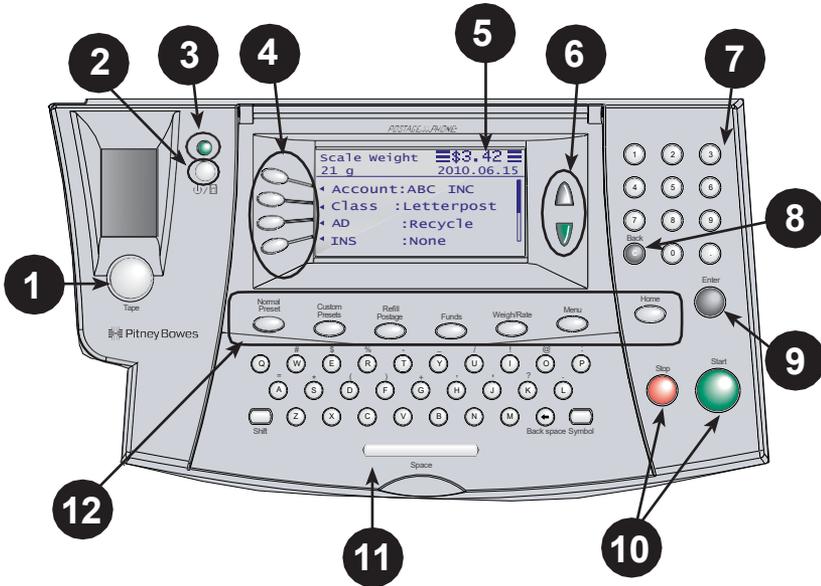
Item	Part	Description
1	Feeder/WOW Cover	Open this cover to gain access to the WOW deck and two clearance levers (items #16 and #17)
2	Seal/No Seal Lever	Allows you to turn envelope sealing on and off
3	Sealing Fluid Level Indicator	Allows you to see how much sealing fluid is left in the tank (red band indicates low level)
4	Tape Feeder	Holds and feeds tape strips for printing
5	Weighing Platform (optional)	Allows you to weigh a mail piece so your system can calculate postage based on the service selected
6	Ink Access Cover (under optional scale)	Opens up to allow replacement of the ink cartridge (see <i>Chapter 11, Maintenance</i> )

### Parts of the Machine

<b>7</b>	<i>Ink Waste Tank (in tray under printer section)</i>	Collects ink waste
<b>8</b>	<i>Stacker Tray Storage Slot</i>	Allows you store the Quick Reference Guide, CD, etc. for easy access.
<b>9</b>	<i>Stacker Tray</i>	Allows the neat stacking of finished mail pieces
<b>10</b>	<i>Control Panel</i>	Allows you to enter and set up information on your machine (see next page for details)
<b>11</b>	<i>Printer Clearance Lever (two position)</i>	<p><i>Home</i> - printer rollers engaged for processing mail (normal)</p> <p><i>Released</i> - printer rollers disengaged; lower portion of printer deck drops down so you can clear a stalled mail piece</p> <p> <b>NOTE:</b> The machine won't process mail when the lever is left in the released position.</p>
<b>12</b>	<i>Printer Deck</i>	Supports your mail piece or tape strip as it passes under the printer mechanism
<b>13</b>	<i>Feeder/WOW Deck</i>	Supports your mail piece as it feeds through the feeder/WOW section
<b>14</b>	<i>Moistener</i>	Applies sealing fluid to the envelope flap (you can seal envelopes or leave them unsealed, depending on the position of Seal/No Seal lever)
<b>15</b>	<i>Side Guide</i>	Reduces the skewing of pieces of mail as you feed them into the feeder.
<b>16</b>	<i>Moistener Clearance Lever (two position, under cover)</i>	<p><i>Home</i> - printer rollers engaged for processing mail (normal)</p> <p><i>Released</i> - printer rollers disengaged; upper rollers lifted so you can clear a stalled mail piece</p> <p> <b>NOTE:</b> The machine won't process mail when the lever is left in the released position.</p>
<b>17</b>	<i>Feeder/WOW Clearance Lever (two position, under cover)</i>	<p><i>Home</i> - transport rollers engaged for processing mail (normal)</p> <p><i>Released</i> - transport rollers disengaged; upper rollers lifted so you can clear a stalled mail piece</p> <p> <b>NOTE:</b> The machine won't process mail when the lever is left in the released position.</p>

## 2 • Getting to Know Your System

### Control Panel



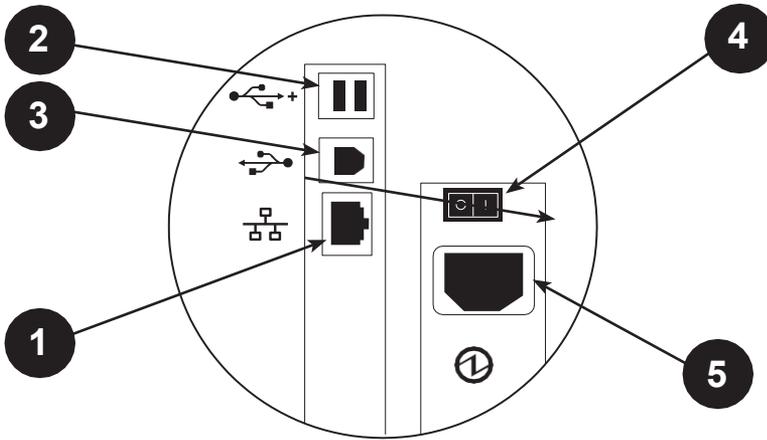
Item	Part/Key	Description
1	Tape Key	Allows you to print tape strip(s)
2	Lock/Sleep Key	Allows you to lock or put machine in sleep mode. If the lock code feature has been enabled, you can either put the machine in sleep mode or put the machine into lock-down mode. In lock-down mode, access to the machine requires entering a four-digit lock code.
3	LED	Lights green when your system is on; lights orange when your system is in "sleep" mode
4	Screen Selection Keys	Allows you to select a line (one key for each line) on the operator display. Whenever the left arrow (◀) occupies the first position in one of the display lines, you may press the corresponding Screen Selection key to select that line.
5	Operator Display	Shows the current status of your system and prompts you through all operations
6	Up/Down Arrows (Scroll Keys)	Allows you to scroll up and down through menu choices (when lit, it indicates more choices)

### Control Panel

Item	Part/Key	Description
7	Numeric	Allows you to type in numbers for postage values, account names, and text messages
8	Back/C Key	Allows you to move back one level in a menu, or clear an entry
9	Enter Key	Allows you to accept an entry or choice
10	Start and Stop Keys	Allow you to start/stop the mailing system when running envelopes
11	QWERTY Keypad (under its own cover)	Allows you to type in letters and special characters for account names and text messages
12	Feature Keys	Allows you quick access to the key features on the system. Pressing a Feature key takes you immediately to the top-level screen of the feature for that key.
	Home	Takes you back to the Home (date/postage) screen
	Normal Preset	Allows you to recall a frequently used, predefined setting (see <i>Chapter 5, Normal and Custom Presets</i> )
	Custom Preset	Allows you to select from up to 10 predefined settings (see <i>Chapter 5, Normal and Custom Presets</i> )
	Refill Postage	Allows you to transfer funds from your PB Postage account to your meter (see <i>Chapter 6, Adding Postage</i> )
	Funds	Allows you to check your postage funds and number of mail pieces processed (see <i>Chapter 6, Adding Postage</i> )
	Weigh/Rate	Allows you to weigh and calculate postage based on service selected (see <i>Chapter 3, Running Mail</i> )
	Menu	Allows you to access system setup information such as date, time, postage, accounts, passwords, etc. (see <i>Chapter 7, System Options</i> )

## 2 • Getting to Know Your System

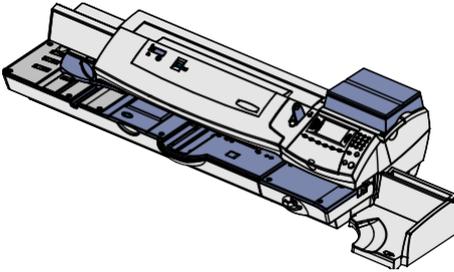
### Connections on Back of Machine



Item	Part	Description
1	LAN Port	Allows you to connect your system to the Pitney Bowes Data Centre via a LAN network that has Internet access. See <i>Chapter 6, Adding Postage</i> for more information.
2	USB A Ports	Allows you to connect: <ul style="list-style-type: none"><li>• an external printer to print report data</li><li>• an external weighing platform (scale)</li></ul>
3	USB B Port	Allows you to connect to a PC
4	Power Switch	Turns power ON or OFF to machine
5	Power Receptacle	Connects to AC power cord (supplied)

### Special Warning for not Moving the DM475 by Yourself

You should not move the DM475 machine by yourself. Call Pitney Bowes to arrange a Service visit.



**CAUTION:** Do not move the DM475 by yourself. The machine is made to separate into two sections, and by moving it without proper disassembly, you may:

- cause serious injury to yourself
- cause serious damage to the machine
- cause the WOW module to go off of calibration
- void any service warranties

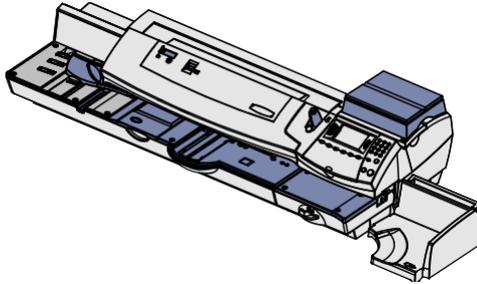
Contact Pitney Bowes to arrange a Service visit for moving the machine (additional charges may apply). See page v for contact information.

## 2 • Getting to Know Your System

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**This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.**

## 3 • Running Mail



This chapter explains how to run mail of various sizes.

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## 3 • Running Mail

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### Home Screen

When you power up your system, the Home screen appears on the operating display. If your system has been set up to require a Lock Code or password, you are prompted to enter it.

A typical Home screen is shown below (your screen may vary slightly if you have not purchased the optional accounting feature or weighing platform):

Scale Weight	\$0.00
0 g	2010.06.15
◀ Account	: None
◀ Class	: Dom Standard
◀ AD	: None
◀ Inscript.	: None
Place item on the scale	



The Up/Down arrow keys are lit up (green) when there are additional menu options.

- To process a mail piece from the Home screen you must place your mail piece on the scale or enter the weight of the mail piece manually, and then select a class. For more information on processing mail, please refer to the specific topics later in this chapter.
- If you want to do something other than print postage on an envelope or tape, press the **Menu** key. This provides you with access to other mailing modes and the system setup options. For information on the setup options refer to *Chapter 7, System Options* in this guide.

## Before Applying Postage

### Checking Funds (Postage) Availability in Machine

It is a good idea to check the amount of funds (postage) in your meter before running your daily mail.

1. Press **Funds**.
2. View funds used and pieces processed.

Funds	
Available	: \$204.94
Used	: \$17.06
Total Pieces	: 130
Ctl Sum	: \$222.00
More Options (Menu)	




3. Press the down arrow key to view additional information.

Funds	
Batch Value	: \$ 11.65
Batch Count	: 3
More Options (Menu)	




### Before Applying Postage

#### **Selecting a Class or Special Service**

Selecting a class is a required action in order to generate the appropriate rate for your mail piece. The procedure for setting a class special service or carrier depends on whether you enter the weight of the mail manually or use the interfaced scale to weigh your mail piece. Each class has its own set of special services. When you select a class only those options available for that selection appear in the display.

Your system automatically calculates the correct postage for your piece of mail based on its weight and the class of service you select

#### **Before Selecting or Changing a Class**

Before selecting a class or special feature, please note the following:

- The class that appears in the Home screen is the one you last selected.
- If you turn off and then turn on the power to your system, the previously selected class automatically clears.
- If you place a piece of mail on the scale, or enter a weight manually, the system automatically prompts you to select a new class if the new weight requires a different class.
- If your system has an attached scale, we recommend that you turn the AutoScale option ON. Refer to the Setting Up an Attached Scale section in *Chapter 10, Scale Options* of this guide.

## Before Applying Postage

### Selecting an Account to Track Postage

You can select an account to track postage if one of the optional departmental accounting features is turned on. See *Chapter 8, Standard Accounting Option*, for additional information.

1. From Home screen, press the selection key next to Account. The "Select Account" screen displays

Select Account	
Current: None	
✓ None	0
◀ Sales	1
◀ Engineering	2
◀ Marketing	3
(Use Keypad)	

2. Press the down arrow key to see more choices (if lit). To select an account:
  - A. You may either key in the first digit of the account number if you know it and press **Enter**, OR
  - B. Use the appropriate selection key next to the display.
3. If a password has been assigned to this account, you will be prompted to enter one. Key in the four-digit password if necessary.
4. You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

Key In Postage	
≡\$xx.xx≡	
2010.06.20	
◀ Account	: Sales
◀ Class	: None
◀ Ad	: None
◀ Inscrip.	: None

### Before Applying Postage

#### *Using Presets to Speed the Rating Process*

##### **Selecting the Normal Preset**

The Normal Preset is the factory default setting which contains no predetermined mail job settings (e.g., Postage Value, Class, or Weight).

Pressing the **Normal Preset** key will clear your current mail job settings and take you back into Seal Only Mode. From here you can begin a new transaction.

##### **Selecting a Custom Preset**

1. At the Home screen, press the **Custom Presets** key. The display lists all presets stored.
2. Press the corresponding key of the preset you wish to select. The display then shows the selected custom preset values.
3. Print the envelope as described in *Printing Postage on an Envelope* in this chapter, or: Print tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

If you'd like to set up custom preset values or change them, see *Chapter 5, Normal and Custom Presets*

### Processing Lettermail

#### *Processing Lettermail Using the Integrated Weigh Platform*

1. If you have the optional accounting feature, from the home screen select **Account** and choose an account.
2. **Weigh Mail Piece** – Place mail piece on the integrated weigh platform.
3. If necessary select **Letterpost** by pressing the corresponding key next to the display.
4. Select your desired Lettermail sub-class (e.g., Dom Standard, Dom Other, USA, International) by pressing the corresponding key next to the display.
5. Select any desired special services (e.g., Registration) by pressing the corresponding key next to the display. If no special services are required press **Enter**.
6. The screen will now display the postage amount in the top right hand corner with three lines on the left and right side. You are now ready to print the postage.
7. Place envelope in feed deck to print postage (see section 3-9 on Feeding Envelopes for additional instructions).

---

**NOTE:** Values between \$0.57 and \$3.49 cannot be entered as this range is representative of the current Canada Post Lettermail rate structure - these values will be adjusted based on future Canada Post Rate Changes. If a value between \$0.57 and \$3.49 (the restricted range at time of publication) is entered, the system will indicate that this is an invalid entry and therefore will not print the indicia. All mailing transactions must be processed by a combination of weight entry (integrated weight platform or manual entry) and making a class selection. The internal rating feature calculates the accurate postage for each mail job.

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## Processing Lettermail

### Processing Lettermail Using Manual Weight Entry

1. If you have the optional accounting feature, from the home screen select **Account** and choose an account.
2. At Home screen, press the **Weigh/Rate** button and then choose “Enter Weight Manually”.
3. Enter weight in grams or choose the **Enter Weight in Kilograms** option to enter weight in kilograms and then press **Enter** or choose “Accept”.
4. Based on your meter configuration you will be prompted to perform 4a and 4b or skip ahead to 4b:
  - a) Select Letters to process Lettermail.
  - b) Select the desired sub-class (e.g., Domestic Standard, Domestic Other, USA, etc.) by pressing the corresponding key next to the display.
5. Select any desired special services (e.g., Registration) by pressing the corresponding key next to the display. If no special services are required press **Enter**.
6. The screen will now display the postage amount in the top right hand corner with three lines on the left and right side. You are now ready to print the postage.
7. Place envelope in feed deck to print postage (see section 3-9 on Feeding Envelopes for additional instructions).

Manual Weight	= \$0.57 =
10 g	2010.06.08
◀ Account	: None
◀ Class	: Dom Standard
◀ AD	: None
◀ Inscip.	: None
Ready	



## Processing Lettermail

### Processing Incentive Lettermail

Incentive Lettermail is a category of Lettermail that consists of identical items of Standard, Long and Oversize mail as defined by Canada Post that must be deposited in Canada for delivery in Canada. In order to access the applicable Incentive Lettermail price, Customers must enter into an Agreement with Canada Post and ensure that the mail meets certain requirements established by Canada Post.

1. Place mail piece on the integrated weigh platform or key in a weight using the “Enter Weight Manually” function by pressing the **Weigh/Rate** key.
2. At the Select Carrier Screen using the arrow key scroll until you see “Dom Incentive”. Select it by pressing the corresponding key next to the display.
3. Select your desired **Dom Incentive** sub-class (e.g., Machinable, Std Ltr Pres, Oversize Mach or Oversize Std) by pressing the corresponding key next to the display.
4. The screen will now display the postage amount in the top right hand corner with three lines on the left and right side. You are now ready to print the postage.
5. Place envelope in feed deck to print postage (see section 3-9 on Feeding Envelopes for additional instructions).

The following images represent a Machineable Incentive Lettermail and a Presort Incentive Lettermail impression printed adjacent to the Digital Indicia.

INCENTIVE  
LETTERMAIL  
**1A**  
POSTE-LETTRES À  
TARIFS PRÉFÉRENTIELS

Machineable Incentive Lettermail

INCENTIVE  
LETTERMAIL  
**1B**  
POSTE-LETTRES À  
TARIFS PRÉFÉRENTIELS

Presort Incentive Lettermail

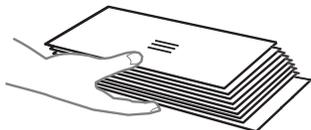
### Processing Lettermail

#### Automatically Feeding of Envelopes

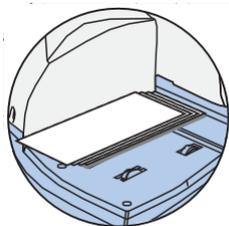
1. Tap lead edges and top edges of envelopes on table.

**i NOTE:** Do not use the WOW deck for tapping the edges of the envelopes.

2. Shingle envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes should be the same size.



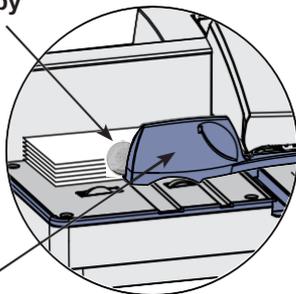
3. Load the envelopes onto the feeder with the flap side facing down and the top edge against the rear wall.



4. Slide the side guide up to the mail pieces. Leave 1/16" space (about the thickness of a quarter) between the bottom of the side guide and the envelope to ensure feeding is not restricted. (Use only a few mail pieces when making this side guide adjustment.)

1/16" Space  
(shown by  
quarter)

Side Guide



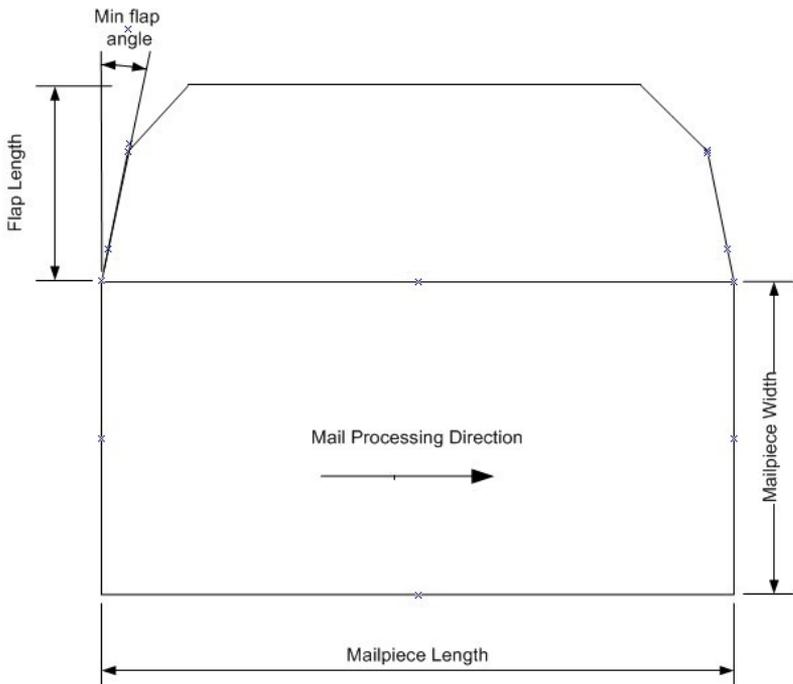
5. Press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.

## Processing Lettermail

### Automatically Feeding of Envelopes (cont'd)

**i NOTE:** For a proper seal, the envelope's minimum flap angle must meet the following criteria:

- For envelopes with a flap length from 25 to 60mm (1 to 2.36 inches), the minimum flap angle is 18 degrees.
- For envelopes with a flap length greater than 60mm to the maximum flap length for the particular model, the minimum flap angle is 21 degrees.



### Processing Parcels

#### *Processing a Parcel Using the Optional Parcel Rate Module*

The following outlines the procedure for processing a parcel using the optional Parcel rate module.

1. Place your mail piece on the integrated weigh platform or enter the weight manually through the following steps:
  - a. Press the **Weigh/Rate** button and then select "Enter Weight Manually".
  - b. Enter the weight in kilograms and then press **Enter** or choose **Accept** to confirm and the system will take you to the class selection option menu (skip to step 3).
2. If you used the integrated weigh platform to weigh your mail piece, you will be prompted to select the **Class**.

Additional sub-class selections and processing steps are required depending on which class selection, and country destination (Domestic, US, International) you select. The steps for the different country destinations are outlined below.

#### **Domestic (Canada) Destinations**

3. Press the **Class** key. Select "Package Svcs". Press the down arrow, if necessary, to bring Package Svcs into view. Select the class of mail.
4. When prompted, select "Post Code". Enter the destination Post Code using the QWERTY keyboard and/or the numeric keypad.
5. Select special services, if any. Press the **Enter** key when done.
6. The barcode label will print. Place the barcode label on the mail piece on the same side as the destination address.
7. Press the **Tape** key. Apply the postage tape to the barcode label.
8. To send another package, answer Yes when prompted to "Enter Another Package". Place the mail on the scale and repeat steps 3 to 7.

### Processing Parcels

#### *Processing a Parcel Using the Optional Parcel Rate Module US Destinations*

3. For US destinations you must select **USA Parcel** and then press **Enter** to confirm.
4. Select your desired sub-class **Expedited USA** or **US Xpresspost**. For more information on Canada Post Distribution Services (shipping products and services) log on to [www.canadapost.ca](http://www.canadapost.ca).
5. The system will prompt you to enter a Zone. Key in the appropriate Zone Code and press **Enter** or choose **Accept**.
6. Review your postage rate for your parcel and confirm service selection by pressing the corresponding key.
7. Select any appropriate Special Services you desire by following the prompts on the display. Press **Enter** when complete. The postage value will be displayed in the top right hand corner with lines to the left and right side. You are now ready to print the postage.
8. Press the **Tape** button to print postage (see section 3-13 Printing Digital Indicia on Tape for additional information).

#### *International Destinations*

3. For International destinations you must select **Int'l Parcels**.
4. Select your desired sub-class **Small Packet**, **Int'l Surface**, **Int'l Air**, or **Int'l Xpresspost**. For more information on Canada Post Distribution Services (shipping products and services) log on to [www.canadapost.ca](http://www.canadapost.ca).
5. The system will prompt you to enter a Country name or Code. If you know the country code enter it now. If you do not know the country code enter the first one or two characters of the country name. A list of all countries beginning with those characters appears in the display. Press the number that corresponds to the country you want and then press **Enter** to confirm.
6. Review your postage rate for your parcel and confirm service selection by pressing the corresponding key.
7. Select any appropriate Special Services you desire by following the prompts on the display. Press **Enter** when complete. The postage value will be displayed in the top right hand corner with lines to the left and right side. You are now ready to print the postage.
8. Press the **Tape** button to print postage (see section 3-13 Printing Digital Indicia on Tape for additional information).

### Processing Parcels

#### ***Printing a Statement of Mailing or Manifest Payment***

This procedure is used when you have multiple parcels to send and want to evidence the postage payment for these shipments through one single digital indicia.

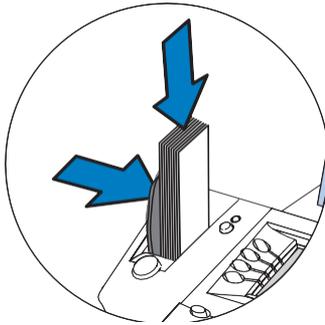
1. At the Home screen:
  - Press Menu and select “Printing Options”
  - Scroll to “St.of Mailing/Manifest” and press the corresponding key to select.
  - You will be prompted to “Enter Postage Amount”
2. Key in the postage value for the Statement of Mailing or Manifest Payment *using appropriate decimal places* and press Enter or choose Accept.
3. The system will instruct you to “Insert Envelope or Press Tape” to print the digital indicia.
  - To print on a tape strip press the Tape button located on the left side of the control panel.
  - To print on an envelope simply place the envelope up against the registration wall of the of the system and slide it to the right until the system grasps it. The system prints the digital indicia and ejects the envelope.
  - You will need to submit the printed digital indicia with the Statement of Mailing or Manifest which your local Canada Post retail outlet can provide.
4. Press **Tape** to begin printing on a tape strip. The system prints the digital indicia and ejects the tape. Place the tape on the Statement of Mailing or Manifest which your local Canada Post retail outlet can provide.

### Processing Parcels

If your mail piece is too thick to pass through the feeder (non-Letter size), you can use a tape strip to print the indicia on, then apply it to your mail piece.

#### Printing a Single Tape Strip

1. Push the tape lever to the right and drop tapes down into the slot.  
**i NOTE:** The printable side of the tape should be facing towards the control panel display (to the right).



2. Press **Tape** when ready to print. By default, a single tape is printed.

#### Printing Multiple Tape Strips

- i NOTE:** Ensure the system is configured to print multiple tapes. Refer to *Chapter 7, System Options, "Configuring the Tape Button"* for more information.

- If the system is ready to print postage and the Home screen is displaying, simply type in number of tapes you wish to print and press **Tape** OR
- Press **Tape**. You will be prompted to enter the tape quantity. Press Start to begin printing tapes.

Please refer to *Chapter 4, Printing Options* for available print options.

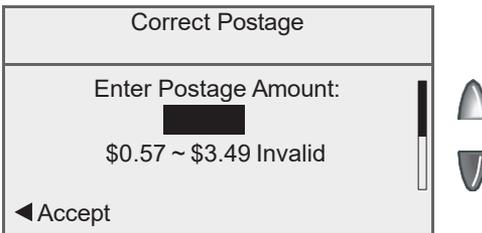
### Adding Postage to Correct a Mail Piece

This procedure is used if you have applied the incorrect amount of postage and need to make a correction to ensure that a mail piece has sufficient postage.

1. At the Home screen:
  - Press **Menu** and select "Printing Options".
  - Select "Postage Correction Mode".
  - Key in the postage correction using appropriate decimal places.

Please note that your machine may display a range where a postage amount within a set range cannot be keyed in. For example \$0.57 to \$3.49 is representative of the current Canada Post Lettermail rate structure - these values will be adjusted based on future Canada Post Rate Changes. If a value between \$0.57 and \$3.49 (the restricted range at time of publication) is entered, the system will indicate that this is an invalid entry and therefore will not print the indicia.

2. Press **Enter** or choose **Accept**.



3. Run the mail piece through the system so the that indicia prints on the upper right hand corner of the back side of the envelope (opposite of where initial indicia is printed). Alternatively, you can use a tape sheet to print the correction indicia and place it to the left of the original indicia (for parcels) or as instructed above for letters.

### Correcting a Date on a Mail Piece

This procedure is used if you have applied the wrong date to a mail piece and need to make a correction. For example, if you already ran your mail for the day but it was too late for that day's mail pickup, you can apply the next business day's date on the mail pieces so they can be processed correctly by the post office. However, you first need to advance the date on the machine before correcting the date on the mail piece.

---

**NOTE:** You cannot change the printed date to a date earlier than the meter's internally held date (in an effort to "backdate" the mail).

---

1. Press **Menu**.
2. Select "Printing Options".
3. Select "Date Correction Mode":
  - A. Select "Advance One Day" to advance date by one day.
  - B. To advance by more than one day select "Specify Days to Advance" then key in a number (from 1-30) representing the number of days you want to advance the date by. Press **Enter** or choose **Accept** to complete.
4. Run the mail piece through the system so the that indicia prints in the upper right hand corner of the back side of the envelope (opposite of where initial indicia is printed). Alternatively, you can use a tape sheet to print the correction indicia and place it to the left of the original indicia (for parcels) or as instructed above for letters.
5. The display will ask if you want to print more date corrections. Choose **Yes** to continue or **No** to exit.

### Using WOW® (Weigh-on-the-Way)

**i NOTE:** Refer to *Chapter 10, Scale Options* for settings regarding this feature on your DM475 machine.

When enabled, the Weigh-on-the Way (WOW®) feature increases your productivity because you don't have to presort the mail by weight before loading the pieces onto the machine. The DM475 has a special scale built into its deck that can weigh mail pieces on-the-fly (that is, as they pass along the deck) so the system can determine the correct postage of each item. You can feed mail pieces having various weights (e.g., 30 grams, 60 grams, 90 grams, etc.) into the machine and the machine will weigh and apply the correct postage to each piece automatically.

**i NOTE:** The maximum length of a mail piece that can be processed is 15" when running in non-WOW® mode and 14" when running in a WOW® mode.

#### **IMPORTANT:**

To avoid mail processing errors:

- Do not touch or accidentally brush against the width sensor or the deck during WOW® mode while running mail.
- Do not tamp the mail on the mail/WOW® deck
- Do not use the mail/WOW® deck as a work surface

## Using Differential Weighing

Differential Weighing is an optional feature that allows you to place all your mixed weight mail on the scale and have the system automatically calculate the correct weight as you remove each mail piece. It is a fast and convenient method for processing mixed weight, but same class mail.

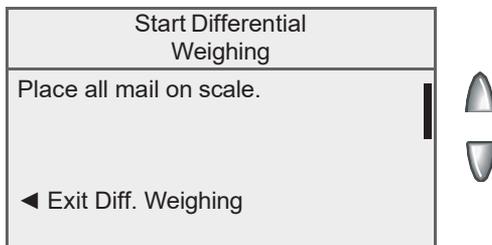
1. Select the Account (if applicable), the Class and any other options desired for these mail pieces.

**i NOTE:** If you are unsure if a particular class is valid for your mail piece, call your local CPC office.

2. Press **Enter** (for "Done") when finished entering all the options and fees.
3. Press **Weigh/Rate**.
4. Use the scroll keys to the second screen and select "Differential Weighing".

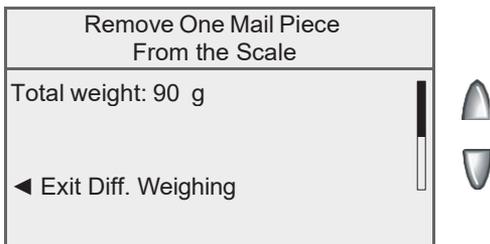


5. At the "Start Differential Weighing" screen, place the items on the scale.

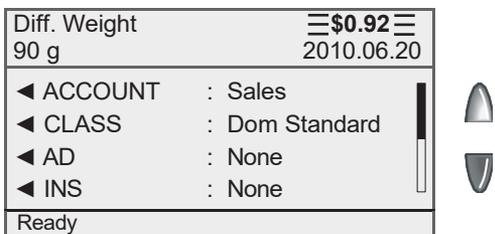


#### Using Differential Weighing

6. The total weight of the mail pieces are displayed. As prompted, remove one item from the scale.



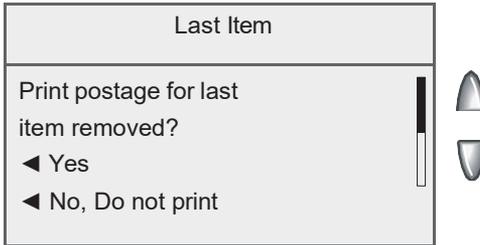
7. A ready to print postage screen displays, showing the weight of the item removed.



8. Remove the top item from the stack and load the envelope onto the feeder with the flap down and facing the rear wall.
9. Slide the side guide up to the envelope. Leave space (about the thickness of a dime) between the side guide and the envelope to ensure feeding is not restricted. Press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.
10. The same screen from Step 6 appears.  
Repeat steps 6 -10 for each item that needs postage.

## Using Differential Weighing

11. When you have removed the last item from the scale, the "Last Item" screen displays.



Select "Yes" to rate the item or "No, Do not print".

12. The same screen from Step 5 appears.  
Select "Exit" to leave the Differential Weighing mode  
OR  
Place additional items on the scale and repeat steps 6 -10 for each item that needs postage.

### Checking and Clearing the Batch Count

Your system has the ability to keep track of batches of mail if desired. You may use this feature to track the amount of mail going out per day, per week, per month, etc. The system stores the postage value and piece count information in a "batch register". You can view and print the batch register values at any time. You can also clear/ reset the batch register to zero when necessary.

#### Viewing (Checking) the Batch Count

1. Press **Funds**.
2. Press the green down arrow key to scroll through the menu and view the Batch Count information. (Batch Count is the last item in the Funds menu list.)

Funds	
Batch Value	: \$ 11.65
Batch Count	: 3
Funds Options (Menu)	



3. Press **Home** to return to the Home screen.

## Checking and Clearing the Batch Count

### Printing the Batch Count

1. Press **Funds**.
2. Press **Menu** and select "Print Funds Report".
3. When prompted, load envelope onto the feeder and press **Start** or load a tape strip and press the **Tape** button.  
The Funds Reports is printed (see sample below) and the envelope/tape strip is ejected.
4. Press **Home** to return to the Home screen.

<b>Funds Report</b>	<b>Used:</b> \$965.390	06 08 28
	<b>Available:</b> \$10333.610	4: 13P
	<b>Total Pieces:</b> 6765	<b>Batch Count:</b> 1
	<b>Control Sum:</b> \$11299.000	<b>Batch Value:</b> \$001.420
		<b>PBP Serial Number:</b> 8030397

**Used** – the total of all postage ever used in the meter

**Available** – the amount of postage left in the meter

**Total Pieces** – the total number of mail pieces run through the meter that had postage applied

**Control Sum** – the total of all postage refills for the meter and equals the amount **Used** plus **Available**. This is a postal requirement that verifies an accurate accounting of the postage in your machine.

**Batch Count** – the number of mail pieces that had postage applied since the last time the batch count was cleared

**Batch Value** – the amount of postage applied since the last time the batch value was cleared

**PBP Serial No.** – serial number of this meter (also prints on the indicia)

### Clearing the Batch Count

**IMPORTANT:** Make sure you really want to clear the batch count; once you do, you can't restore the data.

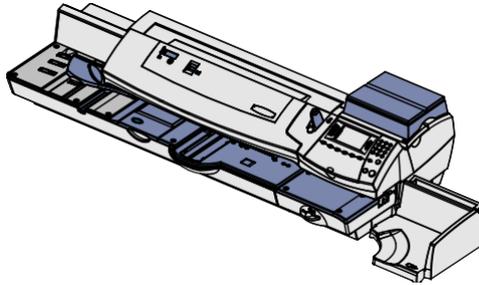
1. Press **Funds**.
2. Press **Menu** and select "Clear Batch Value".
3. At the Confirm Clear prompt, select "Yes, Clear Value" to confirm. The batch value and batch piece registers return to zero.
4. Press **Home** to return to the Home screen.

### 3 • *Running Mail*

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## 4 • Printing Options



This chapter explains your printing options for incoming and outgoing mail.

Printing Options Overview .....	4-2
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Printing a \$0.00 Meter Stamp .....	4-3
Auto-Advance of Printed Date for the Meter Stamp .....	4-3
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## 4 • Printing Options

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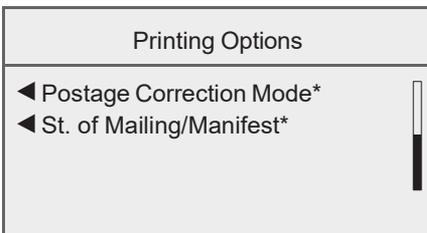
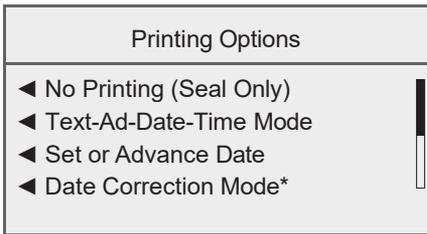
### Printing Options Overview

There are various printing options available when processing mail through the system. You can:

- Seal the envelope without printing the meter stamp
- Print the date and time, or advertisement (no meter stamp)
- Set or advance the date of the meter stamp
- Correct the postage on a mail piece (see *Chapter 3, Running Mail*)
- Correct the date on a mail piece (see *Chapter 3, Running Mail*)
- Print/download an envelope advertisement
- Print a Statement of Mailing/Manifest (see *Chapter 3, Running Mail*)

Many of these settings are available by pressing **Menu** and selecting "Printing Options" (see below).

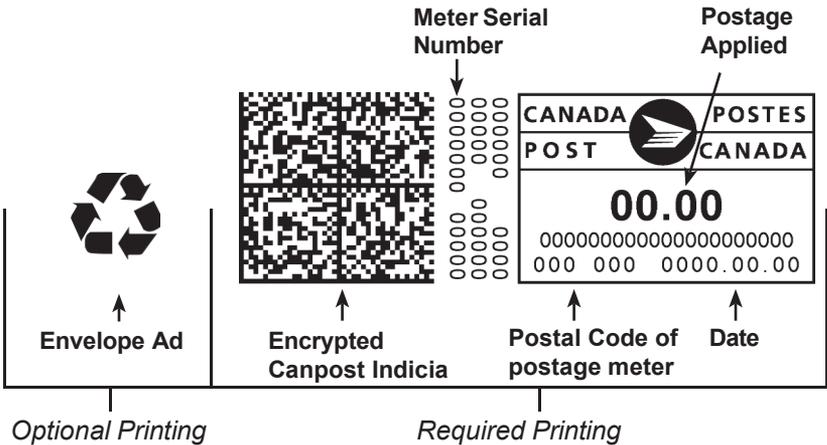
**i NOTE:** All menu options shown may not be available your system, based on the features/configuration purchased for your machine.



\* See Chapter 3, Running Mail

## Sections of the Meter Stamp

These are the sections that make up the meter stamp printed on your mail piece.



## Printing a \$0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a \$0.00 meter stamp for this purpose so that you do not waste your postage funds..

1. At the “Home Screen” using the numeric keypad type in ‘0.00’ and press **Enter**.
2. The screen will now display “\$0.00” in the top right hand corner with three lines on the left and right side. You are now ready to print the indicia.
3. Place envelope in feed deck to print or press the **Tape** button to print indicia on tape.

## Auto-Advance of Printed Date for the Meter Stamp

The system is set from the factory to automatically advance the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM. However, you may change the time of day when the auto-advance of the meter stamp date occurs (see *Chapter 7, System Options* for more information).

### Manually Changing Printed Date for the Meter Stamp

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

#### **IMPORTANT:**

- Changing the printed date does not change the meter's internally held date.
- You can always return the printed date to the current date.
- You cannot change the printed date to a date earlier than the meter's internally held date (in an effort to "backdate" the mail).
- Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp.*

1. Press **Menu**.
2. Select "Printing Options".
3. Select "Set or Advance Date". The system displays the current date in YYYY.MM.DD format. You may either:
  - Select "Set to today's date". You will be returned to the Home screen with the current (today's) date set.
  - Select "Advance one day" to advance date one day for each pressing of the key.
  - Select "Specify days to advance" and key in a number (from 1-30) representing the number of days you want to advance the date, then select "Accept".
4. Select "Continue". The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Menu**, select "Printing Options", and then "Set to today's date".

### Sealing Envelopes without Printing a Meter Stamp

You can set up your mailing system to seal envelopes without printing a digital indicia on them.

1. Make sure the seal/no seal lever is set to the seal position (see *Chapter 2 - Getting to Know Your System*).
2. Press **Menu**.
3. Select "Printing Options."
4. Select "No Printing (Seal Only)."
5. Load unsealed envelopes onto the feeder and press **Start**.

## 4 • Printing Options

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### Printing the Date and Time or Ad (No Meter Stamp)

You may want to use this feature to time-stamp incoming mail or sensitive documents, or to include an ad to outgoing letters already having a meter stamp.

1. Press **Menu**.
2. Select "Printing Options."
3. Select "Text-Ad-Date-Time Mode."

When Ready Insert Envelope or Press Tape	
◀ Date-Time	: Print
◀ Ad	: None
◀ Text	: None
◀ Return to Normal Mode	

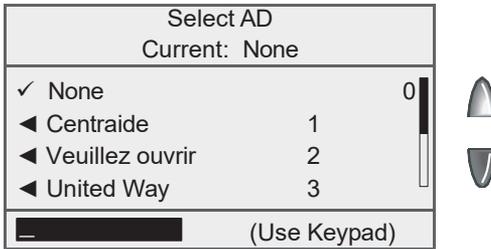


#### Text-Ad-Date-Time screen on Manual Feed System

- *Date-Time* - allows you to toggle between "Print" and "Do Not Print."
  - *Ad* - allows you to select an advertisement to print on the envelope/tape.
  - *Text* - this option is not available.
4. Load envelopes onto the feeder and press **Start**. The system automatically feeds the envelope, prints the digital indicia and ejects the envelope.  
*To print tapes:* Press **Tape**. Enter the number of tapes and press **Start**.
-  **NOTE:** Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.
5. Select "Return to Normal Mode" when finished to return to the Home screen.

## Adding/Removing an Envelope Ad to the Meter Stamp

1. From Home screen, select “Ad”.



2. The “Select Ad” screen displays. You may either:
  - A. Key in the Ad number and then press **Enter** to select the ad.
  - B. Scroll through ads and then select the ad.
  - C. To remove an add, select **None**.
3. You return to the Home screen with the name of the add listed.

## Downloading an Envelope Ad into Your Machine

Your system comes pre-loaded with several envelope ads. If you want another envelope ad, contact Pitney Bowes (see page v). Ready-made items can be purchased and downloaded directly into your meter. We can also work with you to create custom ads.

**i NOTE:** Your ad must be purchased and the machine must be connected to Pitney Bowes Data Centre for this download procedure.

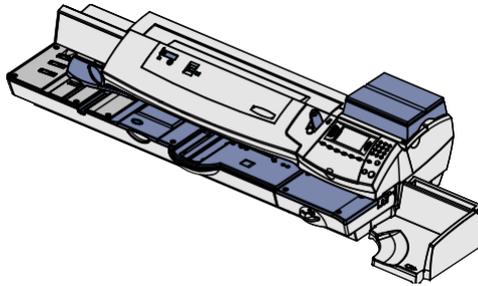
1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Centre Options".
4. Select "Check for Updates". The system automatically dials in to the centre.
5. After connection is made, follow the prompts. The appropriate files are downloaded and you return to the Home screen.

## 4 • *Printing Options*

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**This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.**

## 5 • Normal and Custom Presets



This chapter discusses the Normal and Custom Presets feature available on your machine.

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## 5 • Normal and Custom Presets

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### What is a Preset?

A preset is very similar to a “shortcut” on your computer. It recalls a setting that already contains the postage class, the postage value, and possibly other values.

Your machine has two types of presets, Normal and Custom; and they actually work the same way. The Normal Preset is simply the “most frequently used” preset, and contains the values that always appear on your machine when it is first powered on or after it awakens from a “sleep” mode. Generally, Custom Presets contain more postal parameters than the Normal Preset, and are used less frequently.

### Why Should I Use Presets?

Presets save you time. You don’t have to concern yourself with individually selecting the class, special services, etc. – all that information is automatically contained in the preset.

The Normal preset is generally set to the most commonly printed postage value you use in your home or office. Many of our customers choose to set the Normal preset for Domestic Standard Lettermail, since that is the cost of mailing a standard business letter.

### Normal Preset

Normal Preset comes pre-configured. You can change these settings by re-defining new values (vs. editing existing values) using the procedure below.

#### **IMPORTANT:**

- You cannot delete the Normal Preset, but you can define new values for the Normal Preset based on the current condition of the machine.
- The Normal preset displays after you turn on your machine or after you activate the machine from "sleep" mode.
- When a rate change become effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

### *Selecting the Normal Preset*

To select the Normal Preset, press **Normal Preset**.

### *Defining New Values for the Normal Preset*

To define new settings (change the settings) for the Normal Preset:

1. Establish the proper settings on the machine (such as 1st Class letter, No Ad, etc.) that you want the preset to contain.
2. Press **Menu**.
3. Press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Select "Set Normal Preset". The Confirm Current Settings screen displays.
6. You will be prompted if all current settings are correct.
  - A. If you select "Yes" the new settings are saved and you return to the preset options screen.
  - B. If you select "Not Sure, View Settings", the system will display the preset name and the current settings. Press the down arrow key to see the remainder of the defined settings.

 **NOTE:** The values that display will vary, depending upon the settings you have established on the machine. The Account field is not displayed for the Normal Preset.

### Normal Preset

#### Defining New Values for the Normal Preset (cont'd)

View Settings	
Preset: Normal Preset	
Class	: Dom Standard
Ad	: None
Inscrip	: Not Avail-NonDis
Date	: Print
Select This Preset [Enter]	



View Settings	
Preset: Normal Preset	
Hor. Pos	: 11
Mode	: Platform
Select This Preset [Enter]	



7. Press **Enter** when done viewing the preset settings:
  - A. If you want to use the preset as is, select "Yes".
  - B. If you do not want to use the preset as is, select "Exit" to return to the "Preset Options" screen.
8. Press **Home** to return to the Home screen.

### Custom Presets

You have the option of viewing, editing the name of, overwriting (save new settings for), or deleting a Custom Preset as necessary.

#### **IMPORTANT:**

When a rate change becomes effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.

### *Selecting Custom Presets*

1. Press **Custom Presets**.
2. The display lists all presets created on your system. Press the down arrow key to see additional choices (if available).
3. Select the preset you want to use. You return to the Home screen with the preset settings chosen.

### *Viewing a Custom Preset*

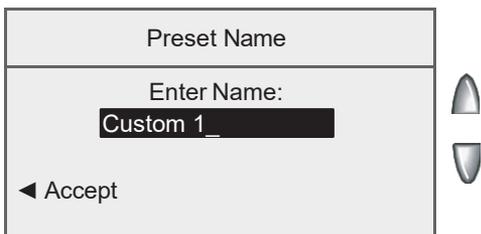
1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Select "View Preset Settings". The display lists all presets.
5. Select the preset you want to view. The first screen of defined settings for the Custom Preset is listed. Press the down arrow key to see the remainder of the defined settings.
6. Press **Enter** when done viewing the preset settings.

### Custom Presets

#### Defining Custom Presets

To define (create) a new Custom Preset:

1. Establish the proper settings on the machine (such as No Ad, a class, a specific departmental account, etc.) that you want the preset to contain.
2. Press **Menu**.
3. Press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Select "Create New Custom Preset". The system will prompt for the name of this preset. Type in a name for the preset. It can be up to 16 alpha/numeric characters long. When finished, select "Accept".



Preset Name

Enter Name:  
Custom 1\_

◀ Accept

6. You will be prompted if all current settings are correct.
    - A. If you select "Yes" the new settings are saved and you return to the preset options screen.
    - B. If you select "Not Sure, View Settings", the system will display the preset name and the current settings. Press the down arrow key to see the remainder of the defined settings.
-  **NOTE:** The values that display will vary, depending upon the settings you have established on the machine.

### Custom Presets

#### Defining Custom Presets (cont'd)

View Settings	
Preset: Custom 1	
Class	: Dom Standard
Ad	: None
Inscrip	: None
Date	: Print
Select This Preset [Enter]	



View Settings	
Preset: Custom 1	
Hor. Pos	: 11
Mode	: Platform
Select This Preset [Enter]	



7. Press **Enter** when done viewing the preset settings:
  - A. If you want to use the preset as is, select "Yes".
  - B. If you do not want to use the preset as is, select "Exit" to return to the "Preset Options" screen.
8. Press **Home** to return to the Home screen.

### Custom Presets

#### *Editing a Custom Preset Name*

You may change the name of a preset if you want.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Select "Edit Preset Name".
5. The display lists all the Custom Presets. Select the preset you want to edit.
6. The system will prompt for the new name of this preset. Key in the new name for this preset. It can be up to 16 alpha/numeric characters long.
7. When finished, select "Accept". You return to the Preset Options menu.
8. Press **Home** to return to the Home screen.

#### *Overwriting (Save New Settings for) a Custom Preset*

Overwriting a preset allows you to save new settings to an existing Custom Preset.

**IMPORTANT:** Once you overwrite a preset, its values are gone. You can't recover an overwritten preset.

1. Establish the proper settings on the machine (such as No Ad, a specific postage, a departmental account, etc.) that you want the preset to contain.
2. Press **Menu**.
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Preset Options."
5. Press the down arrow key and select "Overwrite Preset". The display lists all presets.
6. Select the preset you want to overwrite.
7. At the "Confirm Current Selections" screen, select "Yes". The preset is overwritten with the new settings. You return to the Preset Options menu.
8. Press **Home** to return to the Home screen.

### Custom Presets

#### *Deleting a Custom Preset*

Deleting a preset removes all the settings assigned to it and removes it from the Presets Menu.

**IMPORTANT:** Once you deleted a preset, its values are gone. You can't recover a deleted preset.

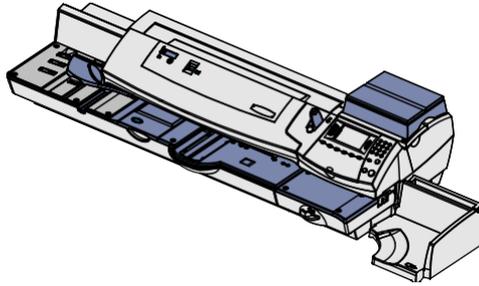
1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Preset Options."
4. Press the down arrow key and select "Delete Presets". The display lists all presets.
5. Select the preset you want to delete.
6. At the "Confirm Delete" screen, select "Yes, Delete". The preset is deleted. You return to the Preset Options menu.
7. Press **Home** to return to the Home screen.

## 5 • Normal and Custom Presets

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## 6 • Adding Postage/ Connecting to Data Centre



This chapter explains how to add postage to your system using Pitney Bowes' PB Postage® service and connecting to the Pitney Bowes Data Centre.

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Establishing Communications Between Your Machine and the Pitney Bowes Data Centre .....	6-2
Downloads from the Data Centre to Your Machine .....	6-3
Using LAN Network (Constant Connection) to Establish Communications with the Data Centre .....	6-6
Checking Funds (Postage) Availability in Machine .....	6-7
Checking Your PB Postage® Account Balance .....	6-8
Adding Postage .....	6-10
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Downloading Files or Updating System .....	6-12
Settings for Connecting to the Data Centre .....	6-13
LAN Connection Settings .....	6-13
Data Centre Distributor Settings .....	6-14

### Postage and Your Machine

Postage is stored internally in your meter. When you need to add more, you simply establish communications between your meter and the Pitney Bowes Data Centre, and specify the amount of postage you wish to download. The postage is electronically transferred to your meter from your Pitney Bowes PB Postage meter payment account.

You must establish a Pitney Bowes PB Postage meter payment account and have funds available in it before you can download the funds (for postage) to your meter. There are several ways you can arrange to have funds put in your PB Postage® meter payment account (send in a cheque, direct withdrawal, establish credit, etc.). See the *Pitney Bowes Contact List* on page v to call for further information.

### Establishing Communications Between Your Machine and the Pitney Bowes Data Centre

You can establish communications between your meter and the Pitney Bowes Data Centre by connecting your machine to a LAN network that has Internet access. This is known as "Constant Connection" (see page 6-6).

#### **IMPORTANT:**

For printing postage, the meter does not have to be connected to the Pitney Bowes Data Centre. However, we recommended you keep your meter in a "ready-to-connect" state to the Pitney Bowes Data Centre on a permanent basis (using any of the above connection methods).

### Downloads from the Data Centre to Your Machine

When you connect to the Pitney Bowes Data Centre to add postage or perform other functions, the Data Centre may activate other downloads while the machine is connected. If some type of software/postal update or download is available, a message stating so displays.

- If a download is not mandatory, you will be prompted with either “Get Update now” or “Skip; Get later”. Select the one that makes sense to you at that time.
- If a download is mandatory, only “Get Update now” displays and you must perform the download.

After the download has completed, a message stating so displays.

- If you need to reboot the system, the prompt "Restart now" displays. Select this to restart the system.
- If no rebooting is necessary, simply select "Continue" to return to the Home screen.

#### **IMPORTANT:**

You should not remove power or Internet connection to the Pitney Bowes Data Centre during a software upgrade or rates download.

Wait until the meter has finished processing before disconnecting the meter. You will know this has occurred when the meter's Home screen showing postage and date displays.

The following downloads/activities may occur when your system is connected to the Pitney Bowes Data Centre:

#### ***System/Software Update***

If there has been an important update to the software that runs your system, you will be notified that a required update is necessary.

#### ***Envelope Ads***

If you ordered new envelope advertisements, you will be notified that you can perform a download to obtain these.

### Downloads from the Data Centre to Your Machine

#### *Postal/ZIP Code Update*

If the Postal Code on record at the Pitney Bowes Data Centre does not match the Postal/ZIP Code of your system, the code will be downloaded into your system. (When a system is moved to a new Postal Code, the Data Centre enters the new code into the record. The system is updated when a connection is made to the Data Centre.)

#### *Postal Inspection*

The Canada Post requires a postal inspection of your machine every 60 days. This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Centre to check your PB Postage® meter payment account balance or to add postage to your meter.

① **NOTE:** If the interval between inspections is more than 60 days, your machine's display prompts "Inspection Due." If the interval between inspections is more than 90 days, the display prompts "Inspection Required." At this point, you won't be able to use your mailing system until your system is inspected. In either case, to satisfy the postal inspection requirement, simply:

- Follow the prompts on the "Inspection Due" screen, or
- Press **Refill Postage** and select "Check PBP Account Balance" (which will not decrease or change the funds in your account).

### Downloads from the Data Centre to Your Machine

#### Postal Rate Update

Postal rates change periodically by the CPC. If new rates are available, you can download them quickly and easily directly from the Pitney Bowes Data Centre. The new rates are normally available for download at least seven days before the effective date.

The display tells you when a Rate Change update is complete. It also tells you if the update is immediate or takes effect at a later date by listing the new date. Once the effective date has been reached, the system automatically switches to the new rates.

- ① **NOTE:** If you decide to take the update and the rates go into effect in the future, you will not be printing postage at the new rates until the effective date is reached.

If the rate for a Domestic Standard class letter has changed and is effective immediately, a screen displays showing the present preset postage and asks you if you want to reset the normal preset postage. Press **Enter**. A screen displays for you to enter the new rate.

- ① **NOTE:** When a Rate Change update takes place it may also affect other presets you have set in your mailing machine. You must check all your presets to insure that they conform to the new rates. See *Chapter 5, Normal and Custom Presets* for instructions on changing preset values.

As part of downloading the new rates, we recommend that you print the last rates update report (see figure below) when prompted.

Last Rates Update	System will begin using new rates on the date effective.				
	Description	Version	Effective	Meter No.:	3231234
	Code / Zone	C .01	06 08 28	Page 1 of 1	
	CPC Rates	F .02	06 08 28		
Downloaded:		06 08 27 11:59A	Printed: 06 08 27 12:05P		

**Description** – the specific type of rate that is affected

**Version** – the alpha-numeric identifier used for this rate

**Effective** – the date the new rate takes effect

**Meter No.** – the serial number of this meter

**Downloaded** – the date and time the new rates were downloaded into the machine

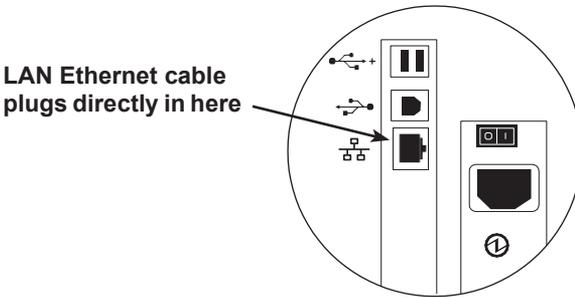
**Printed** – the date and time this report was printed

### Using a LAN Network (Constant Connection) to Establish Communications with the Data Centre

Constant Connection is a feature that allows you to connect your system to the Pitney Bowes Data Centre via a LAN network that has Internet access. This provides a quick way to download postage and software updates to your machine.

Simply plug one end of the Ethernet cable (supplied) to your Internet LAN network port and the other end to the LAN connector on the back of the machine (see figure below).

You may leave this connected on a permanent basis; hence the name "constant connection".



### Checking Funds (Postage) Availability in Machine

1. Press **Funds**.
2. View funds used and pieces processed.

Funds	
Available	: \$204.94
Used	: \$17.06
Total Pieces	: 130
Ctl Sum	: \$222.00
More Options (Menu)	



*Available* – the amount of funds (postage) left in your meter

*Used* – the total of all postage ever used in the meter

*Total Pieces* – the total number of mail pieces run through the meter that had postage applied

3. Press the down arrow key to view additional information.

Funds	
Batch Value	: \$ 11.65
Batch Count	: 3
More Options (Menu)	



## 6 • Adding Postage/Connecting to Data Centre

### Checking Your PB Postage® Account Balance

You can check your PB Postage account balance at any time, as long as your system is connected to the Pitney Bowes Data Centre.

**NOTE:** The PB Postage® account balance represents the funds in your account, *not* the amount in your meter.

1. Press **Refill Postage**.
2. Select "Check PBP Balance".
3. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens displays, letting you know the status of the process.
4. The Prepaid and Other balances displays. Select "Continue" to return to the Funds Options menu.

Requesting PBP Balance	
Please Wait....	

PBP Balance	
Prepaid	: \$ xxxxx
Other	: \$ xxxxx
◀ Refill Postage	
◀ Continue	



**Prepaid** – the amount you have *prepaid* in your PB Postage account balance (by sending in a cheque, using your credit card, etc.)

**Other** – the amount you have *on credit* on your PB Postage® account balance (by signing up to one of the various Pitney Bowes credit programs such as Pitney Works™, etc.)

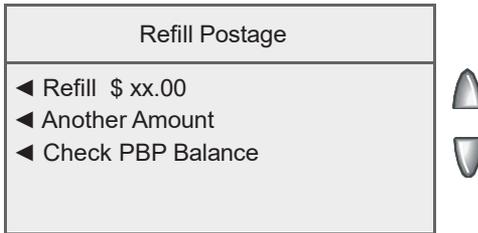
If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

### Adding Postage

You can add postage to your machine any time you need to, as long as you have enough funds in your PB Postage account and your system is connected to the Pitney Bowes Data Centre.

1. Press **Refill Postage**.

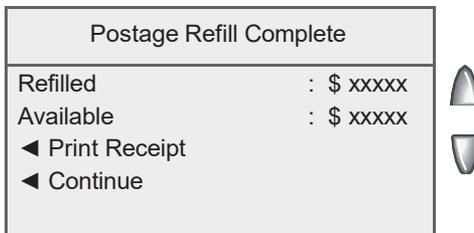
- You may select "Refill \$xx.00" to add the amount shown.
- Select "Another Amount". Key in the amount in whole dollars that you want to add and select "Accept". Select "Yes" to verify the amount.



**i NOTE 1:** The minimum amount of postage you can add is \$1.

**i NOTE 2:** The amount shown in the "Add \$xx" selection line represents the amount of postage you added the last time.

3. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens displays, letting you know the status of the process.
4. The Postage Refill complete screen displays.



**Amount Added** – the amount of the postage downloaded into the meter

**Available** – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

### Adding Postage

5. If a receipt is desired, select "Print Receipt" and follow the prompts OR simply press **Home** to return to Home Screen.

<b>Refill Receipt</b>	Refill: 06 08 28                      4 : 43P	Account No.: 17911751
	Refill Amount: \$25 . 00	Meter No.: 1849972
	Funds Available in Meter: \$41 . 00	06 08 28
	Prepaid: \$420 . 52	4 : 43P
	Additional Funds Available: \$5000 . 00	

**Refill** – the date and time the new postage was added to your machine

**Refill Amount** – the amount of the new postage you downloaded into your machine

**Funds Available in Meter** – the amount of postage available to use in the meter. This represents any balance you had in the meter before adding postage, plus the refill amount.

**Prepaid** – the amount you have **prepaid** in your PB Postage account balance (by sending in a cheque, using your credit card, etc.)

**Additional Funds Available** – the amount you have **on credit** on your PB Postage account balance (by signing up to one of the various Pitney Bowes credit programs such as Pitney Works, etc.)

**Account No.** – your PB Postage account number

**Meter No.** – the serial number of this meter

### Printing a Funds (Postage) Report

A funds report allows you to print a record of how much postage has been used and how much is remaining in the machine.

1. Press **Funds**.
2. Press **Menu** and select "Print Funds Report".
3. When prompted, press the **Tape** key.

The Funds Reports is printed (see sample below) and the envelope/tape strip is ejected.

<b>Funds Report</b>	<b>Used:</b> \$495 . 86		06 08 28
	<b>Available:</b> \$304 . 14	<b>Batch Count:</b> 34	5 : 31P
	<b>Total Pieces:</b> 40	<b>Batch Value:</b> \$493 . 16	
	<b>Control Sum:</b> \$800 . 00	<b>PSD Serial No.:</b> 0011969	

**Used** – the total of all postage ever used in the meter

**Available** – the amount of postage left in the meter

**Total Pieces** – the total number of mail pieces run through the meter that had postage applied

**Control Sum** – the total of all postage refills for the meter and equals the amount *Used* plus *Available*. This is a postal requirement that verifies an accurate accounting of the postage in your machine.

**Batch Count** – the number of mail pieces that had postage applied since the last time the batch count was cleared

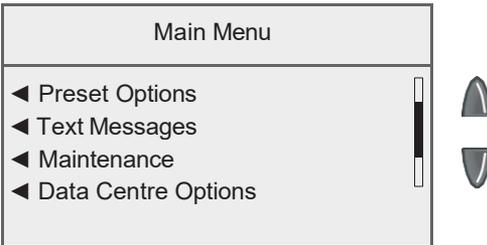
**Batch Value** – the amount of postage applied since the last time the batch value was cleared

**PBP Serial No.** – serial number of this meter (also prints on the indicia)

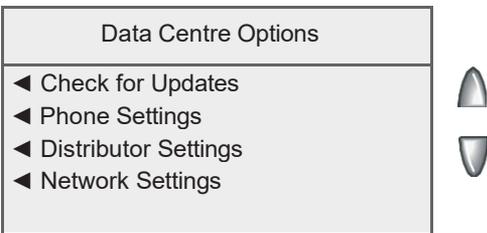
### Downloading Files or Updating System

Use this option when you need to manually:

- Perform CPC meter inspections
  - Restart an interrupted download
  - Download postal inscriptions, envelope ads, meter software updates, or rate updates
1. Press **Menu**.
  2. If necessary, press the green down arrow key to scroll through the menu screens.
  3. Select "Data Centre Options".



4. Select "Check for Updates".



The system automatically dials the centre.

**i** **NOTE:** Make sure the system is connected in the proper manner to communicate to the Pitney Bowes Data Centre (see page 6-2).

5. After connection is made, if some type of software or postal update or download is available, a message stating so displays.
  - A. If a download is not mandatory, you will be prompted with either "Download Now" or "Skip, Return Home." Select the one that makes sense to you at that time.
  - B. If a download is mandatory, only "Download Now" displays and you must perform the download.

### Downloading Files or Updating System

6. After the download has completed, a message stating so displays.
  - A. If you need to reboot the system, the prompt "Restart Now" displays. Select this to restart the system.
  - B. If no rebooting is necessary, simply select "Return Home" to return to the Home screen.

### Settings for Connecting to the Data Centre

You can modify the connection settings on your machine, such as user ID, password, and server IP address.

#### **IMPORTANT:**

Do not change the Data Centre settings unless directed to do so by your Pitney Bowes representative.

### LAN Connection Network Settings

Follow the steps below to ensure your LAN Internet connection is set up properly. This procedure is necessary for typical (non-Firewall) LAN Internet connections.

1. Press the **Menu** key.
2. Select "Data Centre Options."
3. Select "Network Settings."
4. Verify that the "Get IP" menu option is set to "Auto."
5. Press the green down arrow and verify that the "MAC Addr" field is populated. This indicates that the network card inside the machine is working.
6. Press the **Enter** key and then the **Home** key.
7. Check your PB Postage® account balance to confirm your LAN Internet connection is working. Refer to *Checking Your PB Postage Account Balance* in this chapter for more information.

### Settings for Connecting to the Data Centre

#### Data Centre Distributor Settings

This option allows you to modify the connection parameters that your machine uses to connect to the Pitney Bowes Data Centre. A brief description of each parameter is provided on the next page.

#### IMPORTANT:

Do not change these settings unless directed to do so by your Pitney Bowes representative.

To access the Distributor Settings:

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Data Centre Options".
4. Select "Distributor Settings".
5. Select the parameter you want to modify from the list appearing in the display. Press the down arrow key if needed to access your choice.

Distributor Settings	
◀ Account ID	: xxxxx...
◀ Password	: xxxxx...
◀ Server IP	: xxxxx...
◀ Server Port	: xxxxx...
Done [Enter]	



Distributor Settings	
◀ Primary DNS	: xxxxx...
◀ Secondary DNS	: xxxxx...
◀ URL	: xxxxx...
Done [Enter]	



 **NOTE:** Each of the Distributor Setting parameters are described on the next page.

### Settings for Connecting to the Data Centre

#### Data Centre Distributor Settings (cont'd)

6. A warning message displays that reminds you that entering a wrong value may result in errors connecting to the Data Centre. Select "Continue".
7. Key in a new entry for that parameter.
  - To modify the existing parameter, select "Edit Options". You can then move the cursor right or left to insert a character. Select "OK" when done.
  - To restore the default settings, select "Restore Defaults".
8. Select "Accept" when done. You return to the Distributor Settings menu.
9. Press **Enter** to return to the Data Centre Options menu.

#### Distributor Setting Parameter Descriptions

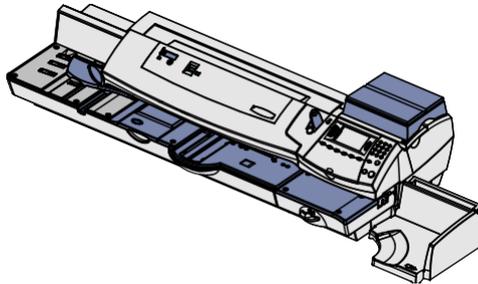
- **Account and User ID** - This is the account number and the user ID that your system uses to dial into the Internet service provider (ISP) that allows you to connect to Pitney Bowes.
- **Global Password** - This is the password your system uses to dial into your Internet Service Provider.
- **ANI/LCZ Server IP** - This is the Internet address of the Automatic Number Identification (ANI)/Least Cost Zone (LCZ) server that identifies your system and routes your call to a zone that ensures the lowest cost for the connection.
- **ANI/LCZ Server Port** - The server port number identifies the port number on the ANI/LCZ server to which your system connects on dial-up.
- **Primary DNS Server** - This is the Internet address of the Pitney Bowes primary Domain Name Server (DNS). The Domain Name Server converts your system name to its IP address.
- **Secondary DNS Server** - This is the Internet address of the Pitney Bowes secondary Domain Name Server (DNS).
- **Distributor URL** - The Universal Resource Locator, URL, is the web page to which your system connects during dial-up.

## ***6 • Adding Postage/Connecting to Data Centre***

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## 7 • System Options



This chapter presents system options you can setup or modify, such as setting time, date, passwords, warnings, etc.

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Setting the Time, Date, and Timeouts .....	7-3
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## 7 • System Options

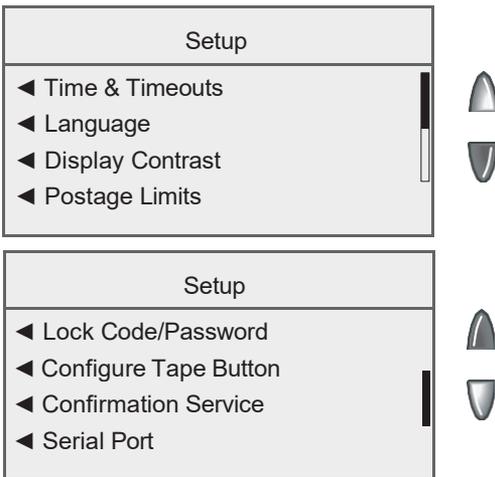
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### System Options Overview

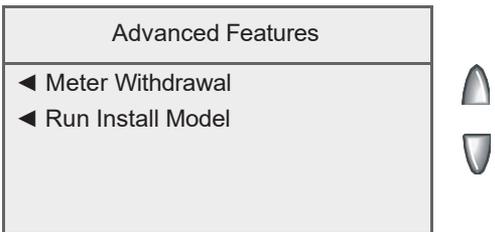
System Options allow you to customize the machine for the way you run your mail and add security to those features that are sensitive to your organization. Because of the many settings available, the settings are categorized into "Basic" and "Advanced".

The basic System Options are accessed by pressing **Menu** and selecting "Setup". You can then select your choice from the menu as shown below.

**i NOTE:** All menu options shown may not be available your system, based on the features/configuration purchased for your machine.



The Advanced Options are accessed by pressing **Menu**, then pressing the green down arrow key and selecting "Advanced Features", which displays a menu of settings as shown below.



## Basic Options

### Setting the Time, Date, and Timeouts

You can change the system time/date, set the time/date to daylight saving time, change the time at which your system advances the date/time to the next day, and set the amount of time your system can remain inactive before reverting to the Normal Preset values.

#### Setting the Time

Sometimes, the time on the machine may need to be corrected due to internal drift. To change the time for Daylight Saving Time, see *Setting Daylight Saving Time* in this chapter.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Correct Time Drift".



**i NOTE:** You can add/subtract up to 120 minutes (2 hours) from the current time.

5. Key in the new time and select "Accept".
6. Select "Yes". The display returns to Time & Timeouts menu.

### Basic Options

#### Setting the Time, Date, and Timeouts (cont'd)

##### Setting Auto Date Advance Time

Your system can automatically advance the date every day at a time you specify. The date advance time is factory set to 12:00 AM. If your mail is picked up at a certain time each day, you can set the system to advance the date after the mail pickup time.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Auto Date Advance Time".

Time to Auto Date (Next Day) Advance
Enter Time 12 : 00 AM ◀ Switch AM/PM ◀ Accept



5. Select "Switch AM/PM" to toggle between "AM" and "PM".
6. If necessary, press the **Clear** key to remove the existing time entry.
7. Type in the time. Example: To enter one o'clock, type 1 - 0 - 0. To enter 12:01 o'clock, type 1 - 2 - 0 - 1. (Don't type the hyphens.)
8. Select "Accept". The display returns to Time & Timeouts menu.

**i NOTE:** Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp.*

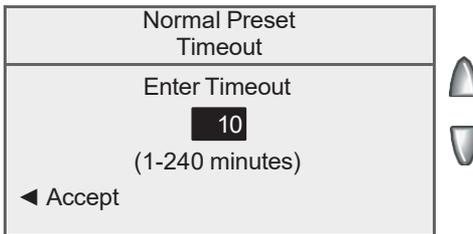
## Basic Options

### Setting the Time, Date, and Timeouts (cont'd)

#### Setting the Normal Preset Timeout

The Normal Preset is a pre-defined set of values (postage, ad, account and so on) that your machine display automatically returns to after a set period of time. You can set the amount of time the display takes before it reverts to the Normal Preset.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Normal Preset Timeout".



5. Key in the amount of minutes (from 1-240) you want the system to wait before returning to the Normal Preset. The default time is 10 minutes.
6. Select "Accept". The display returns to Time & Timeouts menu.

#### Setting Sleep Mode Timeout

You can set the amount of time the machine waits before entering "Sleep Mode". When the machine is in sleep mode, the display is blank and you can't process mail. You "awaken" the machine by pressing most keys on the control panel.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Sleep Mode Timeout"
5. Key in the amount of minutes (from 1-240) before the system goes into Sleep Mode. The default time is 10 minutes.
6. Select "Accept". The display returns to Time & Timeouts menu.

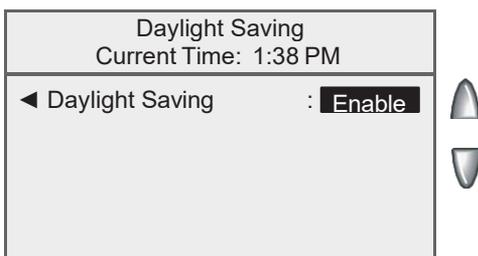
**Standby Mode**—In order to reach the lowest use of power while still plugged into an outlet, the switch on the back of the meter may be toggled "off". Before resuming power to the meter, the switch will need to be switched to the "on" position.

### Basic Options

#### Setting the Time, Date, and Timeouts (cont'd)

##### Setting Daylight Saving Time

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. If necessary, press the green down arrow key to scroll through the menu screens.
5. Select "Daylight Savings". The display shows the current setting.



6. Select "Daylight Saving" to toggle between "Enable" and "Disable":
    - "Enable" - If Daylight Saving Time is used, it should be enabled in the Spring to advance the time by one hour.
    - "Disable" - If Daylight Saving Time is used, it should be disabled in the Fall to decrease the time by one hour.
- i NOTE:** If you do not want to use Daylight Saving Time, leave it disabled. (This is the default setting.)
7. Press **Enter** to return to the Time & Timeouts menu.
- i NOTE:** See *Setting the Time* in this section if you need to adjust the time after setting up Daylight Saving Time.

## Basic Options

### Setting the Time, Date, and Timeouts (cont'd)

#### Setting the Envelope Timeout

You can set the amount of time the system waits for the next envelope to feed before the machine stops running.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Envelope Timeout".
5. Key in the amount of seconds (from 0-180) you want the system to wait for the next envelope to feed before the machine stops running. The default time is 10 seconds.

Wait for Envelope Timeout	
Enter Timeout <b>10</b> (0-180 seconds)	
◀ Accept	

6. Select "Accept". The display returns to Time & Timeouts menu.

#### Setting the Time to Display Postage Timeout

You can set the amount of time the system displays the current postage before it prompts you to enter new postage settings.

1. Press **Menu**.
2. Select "Setup".
3. Select "Time and Timeouts".
4. Select "Envelope Timeout".
5. Key in the amount of seconds (from 0-60) you want the system to display the current postage before it prompts you to enter a class for a new postage setting. The default time is 10 seconds.

Time to Display Postage	
Enter Timeout <b>10</b> (10-60 seconds)	
◀ Accept	

6. Select "Accept". The display returns to Time & Timeouts menu.

### Basic Options

#### Changing Language

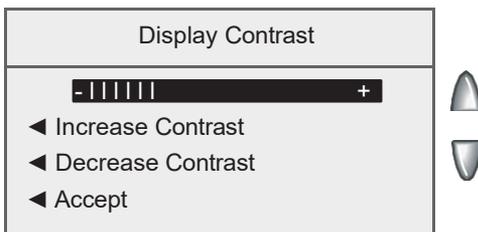
The machine is capable of displaying all screens, operator prompts, and options in either English or Francais (French). English is the default language when the machine is initially powered up. To change the screens to Spanish (or back to English when Español is selected):

1. Press **Menu**.
2. Select "Setup".
3. Select "Language".
4. Select the desired language, English or Francais

Your system will return to the Home screen in the selected language.

#### Adjusting the Contrast of the Display

1. Press **Menu**.
2. Select "Setup".
3. Select "Display Contrast".
4. Select "Increase Contrast" or "Decrease Contrast" to change the contrast level as necessary. The default is 6 lines (shown below).



5. Select "Accept" to return to Setup menu.

## Basic Options

### Setting Postage Limits (Funds Warnings)

You can specify values so that when your postage funds drop below a certain level, or if you try to enter too much postage for a piece of mail, the system displays a warning.

#### Setting the High Value Warning

You can have the system warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This feature prevents you from accidentally printing a postage value that's more than you need.

**i NOTE:** The high warning value feature is effective when you manually key in the postage value, but does not function when rating using the machine's internal rating feature.

1. Press **Menu**.
2. Select "Setup".
3. Select "Postage Limits".
4. Select "High Postage".

High Postage Warning	
Enter Amount:	
\$ 10.00	
◀ Accept	

5. Key in the amount you want, including the digits to the right of the decimal point. You may enter a fractional value like .75 or \$1.50. (You cannot set the warning higher than 99.99.)
6. Select "Accept" to return to Setup menu.

#### Setting the Low Funds Warning

You can set up the system so that when the postage remaining reaches a certain level, the system will remind you to add postage.

1. Press **Menu**.
2. Select "Setup".
3. Select "Postage Limits".
4. Select "Low Funds".
5. Key in the amount you want (in whole dollars only).
6. Select "Accept" to return to the Setup menu.

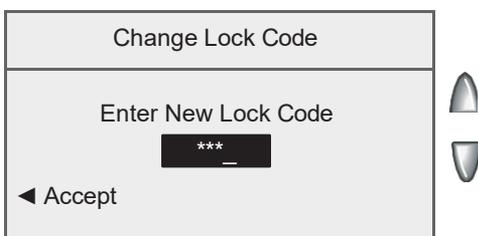
### Basic Options

#### *Enabling, Changing or Disabling Lock Codes and Passwords*

##### Enabling the Lock Code

The Lock Code prevents unauthorized access to your mailing system after the machine has entered sleep mode.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Enable Lock Code".



5. Enter the new 4-digit Lock Code and select "Accept".
6. Re-enter the new Lock Code again to confirm and select "Accept".
7. At the "Lock Code Enabled" message, select "OK".

##### Disabling the Lock Code

You can disable the Lock Code if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Disable Lock Code".
6. When prompted, enter the current Lock Code and select "Accept".

### Basic Options

#### *Enabling, Changing or Disabling Lock Codes and Passwords*

##### Changing the Lock Code

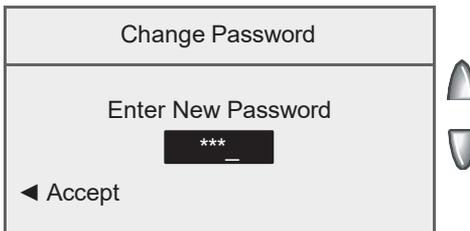
You can change the Lock Code if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Change Lock Code".
6. When prompted, enter the current Lock Code and select "Accept".
7. Enter the new Lock Code, and select "Accept".
8. Re-enter the new Lock Code to confirm and select "Accept". At the "Lock Code Enabled" message, select "OK".

##### Enabling the Supervisor Password

The Supervisor Password prevents unauthorized access to accounting setup.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Enable Password".



5. Enter the new Supervisor Password and select "Accept".
6. Re-enter the new Supervisor Password to confirm and select "Accept".
7. At the "Password Enabled" message, select "OK".

### Basic Options

#### *Enabling, Changing or Disabling Lock Codes and Passwords*

##### Disabling the Supervisor Password

You can disable the Supervisor Password if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Disable Password".
6. When prompted, enter the current Supervisor Password and select "Accept".

##### Changing the Supervisor Password

You can change the Supervisor Password if it has been enabled.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Lock Code/Password".
5. Select "Change Password".
6. When prompted, enter the current Supervisor Password and select "Accept".
7. Enter the new Supervisor Password, and select "Accept".
8. Re-enter the new password to confirm and select "Accept".
9. At the "Password Enabled" message, select "OK".

### Basic Options

#### *Configuring the Tape Button*

You can specify the action the system takes when the **Tape** button is pressed.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Configure Tape Button".
  - If you always want to print one tape at a time, select "Always Print One Tape".
  - If you want to enter the number of tapes to print, select "Ask For Tape Quantity".

Once you make your selection, the system returns to the Setup Menu.

#### *Configuring the Serial Port*

You can specify how the serial port on the top of the machine (under the scale) is being used.

1. Press **Menu**.
2. Select "Setup".
3. If necessary, press the green down arrow key to scroll through the menu screens.
4. Select "Serial Port".
  - If you are using an attached scale, select "Attached Scale".
  - If you are using an older version of Ascent, select "External Accounting".

Once you make your selection, the system returns to the Setup Menu.

### Advanced Options

Advanced Options allow you access to features that are used very infrequently such as meter withdrawal, etc. The Advanced Feature menu includes:

- Meter Withdrawal (for withdrawing postage funds)
- Run Install Mode

#### **Meter Withdrawal (Withdrawing Postage Funds)**

For a meter withdrawal, you need to move any remaining postage from your machine to your PB Postage account. Normally this is done if you are no longer going to use the machine.

**i NOTE 1:** Contact Pitney Bowes first before withdrawing funds.

**i NOTE 2:** The system must be connected to the Pitney Bowes Data Centre (see *Chapter 6 - Adding Postage*) before you begin.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Advanced Features".
4. Select "Meter Withdrawal".
5. You will be prompted to "Transfer all funds from meter to PBP account". Select "Continue".
6. The system dials into the Pitney Bowes Data Centre (this may take a few moments). Various screens display, letting you know the status of the process.
7. The Transfer Successful screen displays. Either:
  - Select "Print Receipt" to print a meter withdrawal receipt. Follow the prompts to print the receipt on an envelope or tape strip.
  - Select "Done" to return to the Home screen.

<b>Funds Report</b>	<b>Used:</b> \$464 . 270		06 08 28
	<b>Available:</b> \$000 . 000	<b>Batch Count:</b> 733	5 : 31P
	<b>Total Pieces:</b> 735	<b>Batch Value:</b> \$464 . 270	
	<b>Control Sum:</b> \$464 . 270	<b>PSD Serial No.:</b> 0011969	

**i NOTE:** "Available" should show \$000.000 after withdrawal.

### Advanced Options

#### *Running Install Mode*

Running “Install Mode” allows you to review, and change if desired, most of the values that were selected when the machine was first installed via the procedure in the Quick Install Guide. This option provides a convenient location to set several values all at once. Parameters that may be set by running the Install mode include:

- Select a language
  - Key in the correct local time
  - Print a test pattern
  - Enter the two-digit scale location code
  - Set the dialing prefix (the number you have to dial to get an outside line)
1. Press **Menu**.
  2. If necessary, press the green down arrow key to scroll through the menu screens.
  3. Select "Advanced Features".
  4. Select "Run Install Mode".

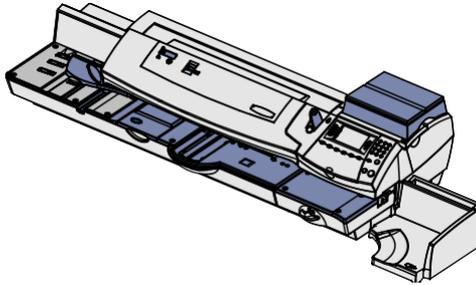
At this point you will be presented the option to select a language, which is the first step of the install procedure. Simply follow the screen prompts until you reach the “Installation Successful” screen. Select "OK" and you will be returned to the main screen with your new values active.

## 7 • System Options

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## 8 • Standard Accounting Option



This chapter explains how to take advantage of the standard accounting option of the system.

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## 8 • *Standard Accounting Option*

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### Overview of Accounting Options

An accounting feature on a mailing system allows you to track your postage costs by categories. These categories can represent whatever makes sense to your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

With this model of mailing machine, you have a choice of these accounting options:

- **Standard Accounting Option**

This is the base option that allows you to track postage for a minimum number of accounts and is explained in this chapter.

- **Budget Manager Option**

Budget Manager adds a handy budgeting feature in addition to enhanced accounting. For more information, refer to the Budget Manager Operator Guide.

**i NOTE 1:** The information in this chapter describes how to set up the *Standard Accounting* option.

**i NOTE 2:** Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp*.

### Activating/Setting Up Standard Accounting Option

Use the table below to step you through the process of setting up standard accounting (assuming you purchased it). The table covers the entire "life cycle" of an account, from creation to deletion.

Step	Action	Description/Procedure
1	<i>Turn On Accounting Feature</i>	<p>Turns on the Standard Accounting feature. This is necessary to create accounts.</p> <ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select "Accounts OFF".</li> <li>3. Select "Turn Feature ON/OFF".</li> <li>4. Select "Accounting"</li> </ol>
2	<i>Create a Supervisor Password</i>	<p>If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing or deleting Departmental Account totals. Also, you need to set up a Supervisor password before you can enable Account passwords. If you don't need this option, or you don't need passwords, you can skip to step 4.</p> <ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select "Setup".</li> <li>3. Select "Lock Code/Password".</li> <li>4. Select "Enable Password".</li> <li>5. Enter the new Supervisor Password and select "Accept".</li> <li>6. Re-enter the new Supervisor Password to confirm and select "Accept".</li> <li>7. At the "Password Enabled" message, select "OK".</li> </ol>
3	<i>Turn On Accounting Passwords Option</i>	<p>Turns on the requirement for all operators to enter passwords when choosing an account (if a password has been established for an account).</p> <ol style="list-style-type: none"> <li>1. Press <b>Menu</b>.</li> <li>2. Select "Accounts".</li> <li>3. Press the green down arrow key.</li> <li>4. Select "Turn Acct Password ON".</li> <li>5. When prompted, select "Turn Acct Password ON". The system returns to the Accounts screen.</li> </ol>

## Activating/Setting Up Standard Accounting Option

Step	Action	Description/Procedure
4	<i>Create Account</i>	Sets up your account name (and password if desired). See <i>Creating New Accounts</i> later in this chapter for procedure.
5	<i>Maintain (Edit) Account</i>	Allows you to change the name and/or password of an account. See <i>Editing Account Names and Passwords</i> later in this chapter for procedure.
6	<i>Select Account</i>	<p>Allows you to choose the specific account for recording postage.</p> <ol style="list-style-type: none"> <li>1. From Home screen, press the selection key next to Account. The "Select Account" screen displays.</li> <li>2. Press the down arrow key to see more choices (if lit). To select an account, use the appropriate selection key next to the display.</li> </ol> <p> <b>NOTE:</b> If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.</p> <ol style="list-style-type: none"> <li>3. You return to the Home screen with the name of the account listed.</li> </ol>
7	<i>View/Print Account Totals</i>	<p>Allows you to see the accumulated totals for this account.</p> <ul style="list-style-type: none"> <li>• For viewing totals, see <i>Displaying Account Totals</i> later in this chapter for procedure.</li> <li>• For printing totals, see <i>Printing Account Reports</i> later in this chapter for procedure.</li> </ul>
8	<i>Clear Accounts</i>	<p>Allows you to clear the postage totals on accounts (for example, at the beginning of a new fiscal year). See <i>Clearing All Accounts</i> later in this chapter for procedure.</p> <p> <b>NOTE:</b> Make sure you really want to clear an account. Once you do, the account information is gone.</p>
9	<i>Delete Accounts</i>	<p>Allows you to delete an account. See <i>Deleting Accounts</i> later in this chapter for procedure.</p> <p> <b>NOTE:</b> Make sure you really want to delete an account. Once you do, the account information is gone.</p>

### Turning On Accounting

1. Press **Menu**.
2. Select "Accounts".
  -  **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
3. When prompted, select "Turn Accounting ON".
  - If no accounts are present on the system, you will be notified that you need to have at least one account in order to use accounting. Select "Create an Account" to continue. Go to step 4 in *Creating an Account* in this chapter to create a new account.
  - If accounts are present on the system, the Accounts screen will appear.

### Turning Off Accounting

You can temporarily turn off the Accounting whenever you wish.

-  **NOTE:** You will not be tracking postage by account when this feature is turned off.
1. Press **Menu**.
  2. Select "Accounts".
    -  **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
  3. Select "Account Type: xxxxxx"
  4. Select "Turn Accounting OFF".
  5. Press **Home** to return to the Home screen. No account is displayed.

## Turning On Account Passwords

You can turn on the requirement for all operators to enter passwords when choosing an account.

**i NOTE 1:** You need to set up a Supervisor password (see *Chapter 7, System Options*) before you can enable Account passwords.

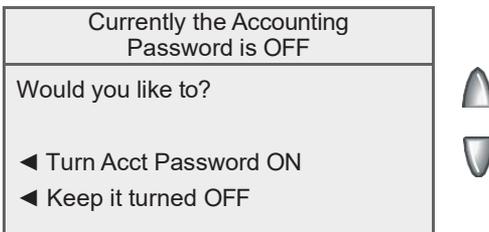
**i NOTE 2:** Turning on the account password feature forces you to select a new account, just in case your existing account uses a password.

1. Press **Menu**.
2. Select "Accounts".
3. Press the green down arrow key.

**i NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.



4. Select "Turn Acct Password ON".

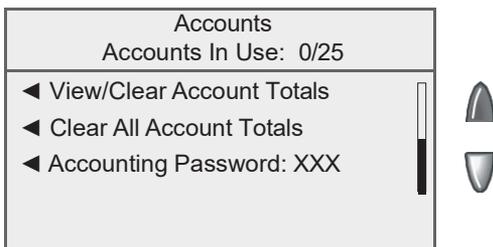


5. When prompted, select "Turn Acct Password ON". The system returns to the Accounts screen.

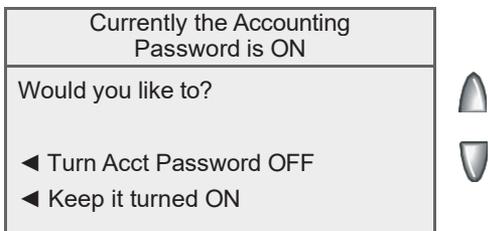
### Turning Off Account Passwords

You can turn off the requirement for all operators to enter passwords (if passwords are set up) when choosing an account .

1. Press **Menu**.
2. Select "Accounts".
  - ① **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
3. Press the green down arrow key.



4. Select "Accounting Password XXX".



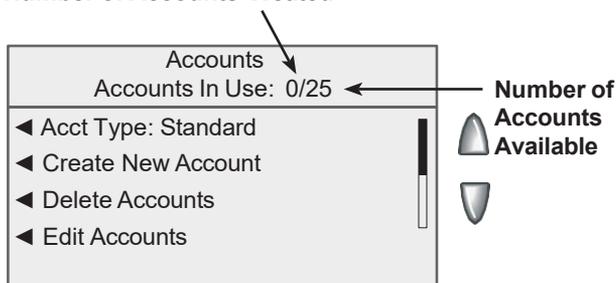
5. When prompted, select "Turn Acct Password OFF". The system returns to the Accounts screen.

### Creating New Accounts

You need to create an account before you can use the departmental accounting feature to track postage.

1. Press **Menu**.
2. Select "Accounts".

#### Number of Accounts Created



**i NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "Create New Account".

**i NOTE:** If no accounts are present on the system, you will be notified that you need to have at least one account in order to use accounting. Select "Create an Account" to continue.

4. Type in a name for the account. It can be up to 15 alpha/numeric characters long. Select "Accept" to continue.
5. The New Account Created screen appears.
  - A. Select "Name" to edit the account name. Select "Accept" to return to the New Account created screen.
  - B. If the supervisor and account passwords are enabled, you will have the option of adding an account password. Select "Add Acct Password" and enter the 4-digit password. Select "Accept" to return to the New Account Created screen.
  - C. Select "Number" if you would like to change the number assigned to the account. Select a number from the list.
  - D. Select "Done" to return to the Accounts screen.

### Editing Account Names and Passwords

You can edit an account name and establish passwords for each account if you wish.

1. Press **Menu**.
2. Select "Accounts".

 **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

3. Select "Edit Accounts".
4. Select an account to edit:

Select Account To Edit	
◀ Sales	1
◀ Marketing	2
◀ Engineering	3
◀ Service	4
(Use Keypad)	



- Key in the account number and press **Enter**, OR
  - Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.
5. The Edit Account screen appears.
    - A. Select "Name" if you would like to edit the account name. Select "Accept" to return to the Edit Account screen.
    - B. If the supervisor and account passwords are enabled, you will have the option of editing the account password. Select "Password" and enter the four-digit password. Select "Accept" to return to the Edit Account screen.
    - C. Select "Number" if you would like to change the number assigned to the account. Select a number from the list.
    - D. Select "Done" to return to the Accounts screen.

## Selecting an Account to Track Postage

You need to select an account to track postage when using Departmental Accounting.

- From Home screen, press the selection key next to Account. The "Select Account" screen displays.

Select Account	
Current: None	
✓ None	0
◀ Sales	1
◀ Engineering	2
◀ Marketing	3
(Use Keypad)	

- Press the down arrow key to see more choices (if lit). To select an account:
  - You may either key in the first digit of the account number if you know it and press **Enter**, OR
  - Use the appropriate selection key next to the display.
- If a password has been assigned to this account, you will be prompted to enter one. Key in the four-digit password if necessary.
- You return to the Home screen with the name of the account listed (the example below shows "Sales" as the account chosen).

Scale Weight	≡ \$0.00 ≡
0g	2010.06.15
◀ Account	: Sales
◀ Class	: Dom Standard
◀ AD	: None
◀ Inscip.	: None

### Displaying Account Totals

You can view your account totals anytime using this option.

1. Press **Menu**.
2. Select "Accounts".
  - ① **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
3. Press the down arrow key and select "View/Clear Account Totals".
4. Select an account to view:
  - Key in the account number and press **Enter**, OR
  - Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.
5. The account name, pieces, and value of the postage used displays. Select "Done" to return to the Accounts screen.

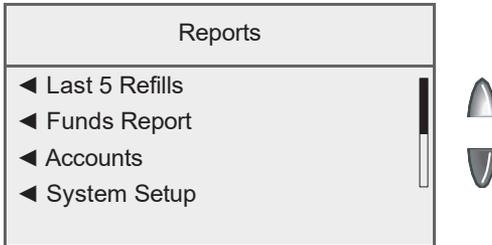
Account Totals	
Account: SALES	
Value	: Print
Piece	: None
◀ Clear these Totals	
◀ Done	



### Printing Account Reports

Your system allows you to print accounting reports for a specific account or all accounts, and also to print a list of accounts. The reports are accessed by pressing **Menu** and selecting "Reports", then selecting "Accounts".

**i NOTE:** Some reports can be printed on an envelope or tape strip; others require an optional attached printer (laser).



### Printing to an Optional Attached Printer (Laser)

1. Press **Menu**.
2. Select "Reports".
3. Select "Accounts"
4. Select the appropriate report from the list.
5. When prompted, select "Attached Printer".
6. A message will appear indicating the report will be printed to the attached printer. Select "Return to Report Menu" to continue.

### Printing Account Reports

#### *Printing on an Envelope or Tape Strip*

1. Press **Menu**.
2. Select "Reports".
3. Select "Accounts"
4. Select the appropriate report from the list. You may need to press the down arrow key to view additional reports.
  - **i** **NOTE:** If you have an attached printer, but want to print on an envelope or tape strip, select "Mailing Machine" when prompted.
    - *Print on an automatically fed envelope:* Load envelopes into the feeder and press **Start**.
    - **i** **NOTE:** If this is a multi-page report, you will be prompted to insert another envelope.
    - *Print on a tape strip:* Press **Tape**. You will be prompted to print another report once printing is complete (see samples on next page).
    - Select "Yes" to print an additional report.
    - Select "No" to return to the Home screen.

## Printing Account Reports

### Single Accounts Report

This report provides the postage amount and number of pieces applied against a single account. It must be printed on an envelope or tape strip.

<b>Account Report</b>	<b>Account Name:</b> SALES	1019699
	<b>Acct Number:</b> 1	06 08 28
	<b>Pieces:</b> 76	11 : 01A
	<b>Postage:</b> \$65 . 48	

### Multi-Account Summary Report

This report provides the postage amount and number of pieces applied to all of your accounts. It must be printed on an envelope or tape strip.

<b>Accounts Summary</b>	<b>Account No.</b>	<b>Pieces</b>	<b>Postage</b>	1019699
	1	10	\$12 . 48	06 08 28
	2	76	\$65 . 48	11 : 14A

### Account List Report

The Account List Report lists the names and numbers of all accounts that are set up in your machine. It must be printed on an attached printer.

<b>Account List</b>	<b>Account No.</b>	<b>Account Name</b>	0011989
	1	SALES	06 08 28
	2	MARKETING	4: 13P
			page 1 of 1

### Clearing All Account Totals

You can clear the postage totals on all accounts (for example, at the beginning of a new fiscal year) with this option.

**IMPORTANT:** Make sure you really want to clear an account. Once you do, the account information is gone.

1. Press **Menu**.
2. Select "Accounts".
  - ① **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.
3. Press the down arrow key and select "Clear All Account Totals".



5. When prompted to clear all account totals, select "Yes, Clear All".
6. The system indicates that the totals for all accounts are cleared. Select "OK" to return to the Accounts screen.

## Deleting Accounts

You can delete an account from the system if necessary.

**IMPORTANT:** Make sure you really want to delete an account. Once you do, the account information is gone.

1. Press **Menu**.
2. Select "Accounts".
3. Select "Delete Accounts".
4. Select an account to delete:
  - Key in the account number and press **Enter**, OR

 **NOTE:** If the supervisor password is enabled, you will need to enter it to gain access to all of the accounting functions.

Select Account To Delete	
◀ SALES	1
◀ MARKETING	2
◀ ENGINEERING	3
◀ SERVICE	4
(Use Keypad)	



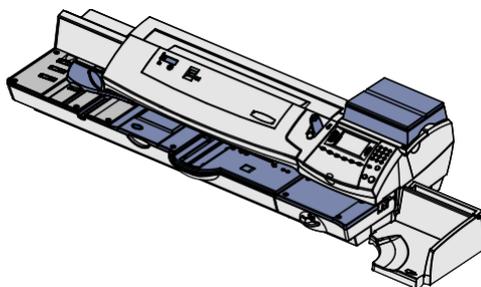

- Select the appropriate account from the list. If necessary, press the green down arrow key to scroll through the menu screens.
5. The Confirm Delete screen displays. Select "Yes, Delete" to delete the account.
    - If the deleted account was the last account on the system you will be prompted to "Create New Accounts" or "Turn Accounting OFF". Select the appropriate option and follow the prompts to continue.
    - If the deleted account was not the last account on the system you will be asked if you want to delete another account. Select "Yes" to return to the Select Account screen (step 5). Select "No" to return to the Accounts screen.

## 8 • Standard Accounting Option

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## 9 • Reports



This chapter explains how to take advantage of the reporting capabilities of your system.

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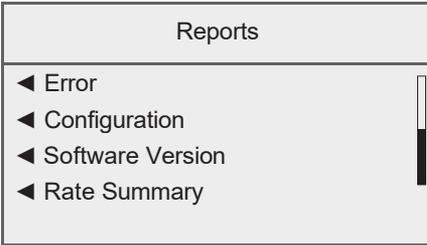
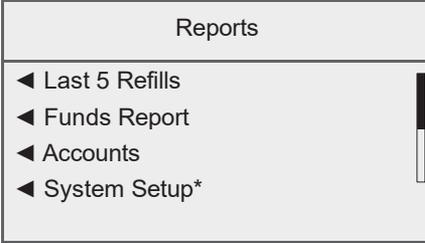
# 9 • Reports

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## Overview of Reports

Your system allows you to print reports for funds usage, postage refills, postage tracked by account, and other valuable data. The reports are accessed by pressing **Menu** and selecting "Reports".

**i NOTE:** Some reports can be printed on an envelope or tape strip; others require an optional attached printer (laser).



\*Requires external printer to print.

## Last 5 Refills Report

This report lists the last five postage refills. It must be printed on an envelope or tape strip.

Last 5 Refills	Date of Refill	Time	Refill Amount	Acct No.:	99999999
	06 08 28	3 : 32P	\$75 . 000	Meter No.:	0011969
	06 08 11	12 : 15P	\$50 . 000	Printed.:	06 08 28
	06 07 26	11 : 05A	\$125 . 000		
	06 07 12	10 : 38A	\$100 . 000		
	06 06 23	4 : 318P	\$100 . 000		

*Date of Refill* – the date of refill

*Time* – the time of refill

*Refill Amount* – amount of refill

*Account No.* – your PB Postage system account number *Meter*

*No.* – serial number of this meter (normally meter number)

*Printed* – the date the report was printed

## Funds Report

This report lists the postage used, postage available, pieces processed, and other information about your machine usage. It must be printed on an envelope or tape strip.

Funds Report	Used:	\$495 . 86		06 08 28
	Available:	\$304 . 14	Batch Count:	34
	Total Pieces:	40	Batch Value:	\$493 . 16
	Control Sum:	\$800 . 00	PSD Serial No.:	0011969
				5 : 31P

*Used* – the total of all postage ever used in the meter

*Available* – the amount of postage left in the meter

*Total Pieces* – the total number of mail pieces run through the meter that had postage applied

*Control Sum* – the total of all postage refills for the meter and equals the amount *Used* plus *Available*. This is a postal requirement that verifies an accurate accounting of the postage in your machine.

*Batch Count* – the number of mail pieces that had postage applied since the last time the batch count was cleared

*Batch Value* – the amount of postage applied since the last time the batch value was cleared

*PBP Serial No.* – serial number of this meter (also prints on the indicia)

## Accounts

### Single Accounts Report

This report provides the postage amount and number of pieces applied to all of your accounts (if the Departmental Accounting feature is set up on your system). It must be printed on an envelope or tape strip.

<b>Account Report</b>	<b>Account Name:</b> SALES	1019699
	<b>Acct Number:</b> 1	06 08 28
	<b>Pieces:</b> 76	11 : 01A
	<b>Postage:</b> \$65 . 48	

### Multi-Account Summary Report

This report provides the postage history for multiple accounts (if the Departmental Accounting feature is set up on your system). It must be printed on an envelope or tape strip.

<b>Accounts Summary</b>	<b>Account No.</b>	<b>Pieces</b>	<b>Postage</b>	1019699
	1	10	\$12 . 48	06 08 28
	2	76	\$65 . 48	11 : 14A

### Account List Report

The Account List Report lists the names and numbers of all accounts that are set up in your machine (if the Departmental Accounting feature is set up on your system). It must be printed on an attached printer.

<b>Account List</b>	<b>Account No.</b>	<b>Account Name</b>	0011989
	1	SALES	06 08 28
	2	MARKETING	4: 13P
			page 1 of 1

## System Setup Report

The System Setup Report is an extensive report that gives you comprehensive information about your total mailing machine. The entire report must be printed on an attached printer. It provides information on:

- Serial Numbers
- Software Versions
- Funds and Piece Information
- Warning Values
- Time Settings
- Advertisements
- Inscriptions
- Accounting Set Up
- Modem Set Up
- Scale Settings
- Presets

## Error Report

This report provides a history of error codes that your machine has encountered. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

Error Report	Error Date	Time	Identifier	Count	
	06 10 08	4 : 25P	1879	001	0011969
	06 11 15	10 : 36A	Oaff	000	06 12 28 9: 25A

page 1 of 1

### Configuration Report

This report lists configuration information about your machine and PB Postage® account. It is generally a report you will not have to access unless your Pitney Bowes Customer Service Representative requests that you print it out.

<b>Cfg Report</b>	<b>PBP Serial No:</b> 0011969	<b>PSD:</b> 5. 00.00	06 08 28
	<b>PBP Account:</b> 99999999	<b>UIC:</b> 11.14	9 : 25A
	<b>PSD Ser. #</b> 4C4600000007E4C	<b>Rate Mgr:</b> 1 . 91	
	<b>PrtHd No.:</b> 50000104	<b>Rate Data:</b>	<b>PCN:</b> P7EC
	<b>Platform:</b> D0 . 07	<b>PHS:</b> 1 . 11	<b>SMR:</b> AAA

### Software Version Report

This report provides system software version information. You may be directed to print this report by a Pitney Bowes agent.

<b>Software Versions</b>	<b>PBP Serial #:</b> 0011969	<b>PCN:</b> 0000	<b>Rate Mgr. #:</b> 03.10	06 08 28
	<b>UIC Software Version:</b>	01.02.0042	<b>Platform:</b> B0.02	4: 13P
	<b>Print Mgr.:</b>	0118.0004	<b>PHS:</b> 01.01.0014	
	<b>Low Sector:</b>	01.06.11	<b>Feeder Ver.:</b>	
	<b>Protected Sector:</b>	01.09.14	<b>Feeder Profile:</b>	

### Rates Summary Report

This report provides rates version information. You may be directed to print this report by a Pitney Bowes agent.

<b>Rates Summary</b>	<b>Description</b>	<b>Version</b>	<b>Effective</b>	<b>Active</b>	<b>Meter No.</b>
	G9CA007	C. 01	2010 01 11	Yes	1959874
	G9CA002	E. 01	2010 01 11	Yes	
					2010 03 30
					2: 18P
					Page 1 of 1

## Printing a Report

The report printing options available to you will depend on the type of report you have selected.

### *Printing to an Attached Printer*

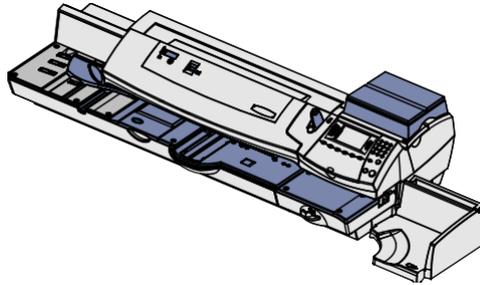
1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the green down arrow key to view additional reports.
4. When prompted, select "Attached Printer".
5. A message will appear indicating the report will be printed to the attached printer. Select "Return to Report Menu" to continue.

### *Printing on an Envelope or Tape Strip*

1. Press **Menu**.
2. Select "Reports".
3. Select the appropriate report from the list. You may need to press the down arrow key to view additional reports. Press **Tape** to print on a tape strip.
  - ① **NOTE:** If it have an attached printer, but want to print on an envelope or tape strip, select "Mailing Machine" when prompted.
  - ① **NOTE:** If it is a multi-page report, you will be prompted to insert another strip (if necessary).
4. You will be prompted to print another report once printing is complete.
  - Select "Yes" to print an additional report.
  - Select "No" to return to the Home screen.

**This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.**

## 10 • Scale Options



This chapter presents system settings you can setup or modify the optional weighing platform (scale).

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## 10 • Scale Options

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### Scale Options Overview

There are various options you can set with your weighing platform. These can be accessed by pressing the **Weigh/Rate** key.

**i NOTE:** All menu options shown may not be available on your system, due to the features/configuration purchased for your machine.

Weigh/Rate Current: xx g	
◀ WOW- Weigh on the Way	
◀ W1P- Weigh First Piece	
◀ Zero the Scale	
◀ Rate the Mail on Scale	



Weigh/Rate Current: xx g	
◀ Enter Weight Manually	
◀ Differential Weighing	
◀ Change/Retain Class	
◀ Change/Retain Destination	



Weigh/Rate Current: xx g	
◀ WOW Wt. Limit	
◀ WOW Start Key: xxxxxx	
◀ Turn Auto Scale: xxx	
◀ Scale Location Code	



Weigh/Rate Current: xx g	
◀ Discount Code	



### Zeroing the Scale

You may need to run this option to zero out the weighing platform before processing mail.

1. Press **Weigh/Rate**.
2. Select "Zero the Scale".
3. The weighing platform will zero out the weight and return to the Home screen.

### Rate the Mail on Scale

This setting allows you switch to "scale" mode so you can use the scale to weigh a mail piece for rating.

1. Press **Weigh/Rate**.
2. Select "Rate Mail on Scale".
3. Process you mail accordingly.

### Entering Weight Manually

See *Chapter 3, Running Mail*.

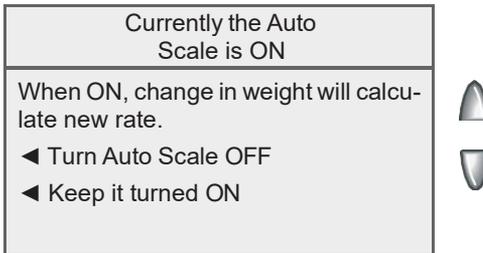
### Differential Weighing

See *Chapter 3, Running Mail*.

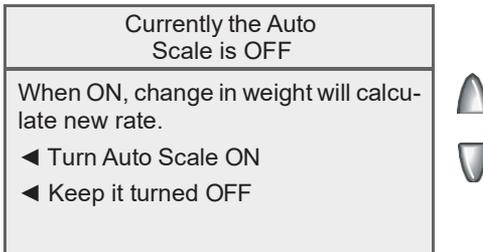
### Turning Auto Scale On or Off

Use the Auto Scale option to determine if you want the system to switch to "scale" mode (using the scale to weigh a mail piece for rating) when the weighing platform is touched.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Turn Rate Preview On/Off".
  - If the weighing platform is ON, you will be prompted to "Turn Auto Scale OFF" or "Keep it turned ON". Select the appropriate option.



- If the weighing platform is OFF, you will be prompted to "Turn Auto Scale ON" or "Keep it turned OFF". Select the appropriate option.



4. Depending on the changes you make, the system will do one of the following:
  - If you elect to turn the weighing platform on or off, you return to the Home screen with either the weighing platform on or off.
  - If you elect to keep the weighing platform in its current mode, you return to the Weight/Rate menu.

## Change/Retain Class (When a New Piece is Put On)

You can set how the weighing platform reacts regarding the class of service or destination when the weight changes.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Change/Retain Class".

When New Piece	
◀ Retain Class	: <input checked="" type="checkbox"/> Yes
◀ Retain Destination	: <input checked="" type="checkbox"/> Yes
Done [Enter]	

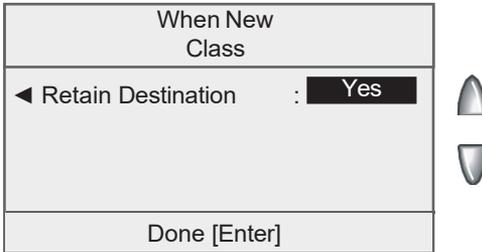


4. Select "Retain Class".
  - Toggle "Yes" if you want the system to retain the class when the weight changes.
  - Toggle "No" if you do not want the system to retain the class when the weight changes.
5. Select "Retain Destination".
  - Toggle "Yes" if you want the system to retain the destination when the weight changes.
  -  **NOTE:** Not applicable if Retain Class is set to "No".
  - Toggle "No" if you do not want the system to retain the destination when the weight changes.
6. Press **Home** when done to return to the Home screen.

### Change/Retain Destination (When Selecting a New Class)

You can set how the weighing platform reacts regarding the destination when the class of service changes.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Change/Retain Destination".



4. Select "Retain Destination".
  - Toggle "Yes" if you want the system to retain the destination when the class changes.
  - Toggle "No" if you do not want the system to retain the destination when the class changes.
5. Press **Enter** when done to return to the Home screen

## WOW® (Weigh-on-the-Way)

When enabled, the Weigh-on-the Way (WOW®) feature increases your productivity because you don't have to presort the mail by weight before loading the pieces onto the machine. The DM475 has a special scale built into its deck that can weigh mail pieces on-the-fly (that is, as they pass along the deck) so the system can determine the correct postage of each item. You can feed mail pieces having various weights (e.g., 30 grams, 60 grams, 90 grams, etc.) into the machine and the machine will weigh and apply the correct postage to each piece automatically.

**i NOTE:** The maximum length of a mail piece that can be processed is 15" when running in non-WOW® mode and 14" when running in a WOW® mode.

### **IMPORTANT:**

To avoid mail processing errors:

- Do not touch or accidentally brush against the width sensor or the deck during WOW® mode while running mail.
- Do not tamp the mail on the mail/WOW® deck
- Do not use the mail/WOW® deck as a work surface

### **Turning On WOW® Mode**

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "WOW-Weigh on the Way".
4. You return to the Home screen ready to run mail in this mode.

**i NOTE:** To exit from a WOW® mode, simply:

- enter values (numbers) for key in postage (KIP),
- select KIP, Manual Weight Entry, Attached Scale, Differential Weighing mode, or any preset that contains a different weighing mode than WOW®

### WOW® (Weigh-on-the-Way)

#### W1P- Weigh First Piece Mode (a WOW® Mode)

In this mode, when processing mail pieces of same weight and size, the machine weighs the first mail piece automatically and processes the remaining mail pieces at the same postage rate. This allows faster processing of the mail because the system doesn't have to weigh each piece separately as it goes through the system.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "W1P-WOW First Piece".
4. You return to the Home screen ready to run mail in this mode.

 **NOTE:** To exit from this mode, simply:

- enter values (numbers) for key in postage (KIP),
- select Manual Weight Entry, Differential Weighing mode, or any preset that contains a different weighing mode other than WOW®.

#### WOW® Weight Limit

This option determines the weight limit (up to 480 grams) of a mail piece that you want the system to process using the WOW mode before it the machine stops and displays a "Mail Piece Too Heavy" error.

If you are working at a presort facility, you may want to use this feature when you have a large assortment of mail that have different weights and you want to separate them by weight (and apply postage at the same time). You would run the mail pieces through the machine several times, incrementing the weight value for each run (30 grams, 60 grams, 90 grams, etc.) using this option.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "WOW Weight Limit".
4. Enter a weight between 30 grams and 480 grams [Default Setting].
5. Select "Confirm" if finished, or "Return to Maximum" if you need to re-enter the weight.

### WOW® (Weigh-on-the-Way)

#### WOW® Start Key

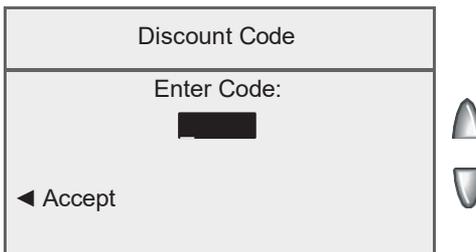
This option determines whether the system reverts to the WOW® mode after you rate a mail piece using the top or external scale and print postage.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "WOW Start Key".
4. Use the screen selection keys to choose between:  
*Revert to WOW mode* - machine reverts to WOW® mode after you rate a mail piece with a scale (unless you manually override WOW® mode via the **Weigh/Rate** key options).  
OR  
*Use Current Mode* - machine does not revert to WOW® mode after you rate a mail piece with a scale.

### Setting the Discount Code

The CPC offers rate discounts for parcel rates based on the level of use. If you fulfill the requirements for the lower rates, this option allows you to enter the discount code. Depending on the circumstances, a Pitney Bowes service technician may enter this code for you.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Discount Code".



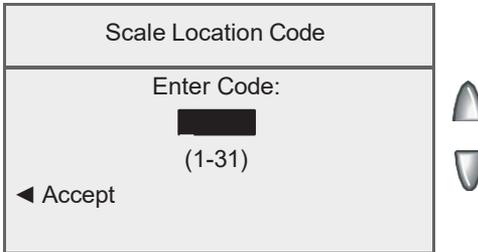
4. Enter the discount.
5. Select "Accept".

### Setting the Scale Location Code

The location code is used to calibrate your scale to your geographic location, based on your latitude coordinates. Normally, you do not need to change the scale location code once your system has been installed.

However, if you have moved the location of your system at least 100 miles (north or south only) from its original location *and a Pitney Bowes agent has directed you to do so*, enter in the new location code provided to you.

1. Press **Weigh/Rate**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Scale Location Code".



Scale Location Code

Enter Code:

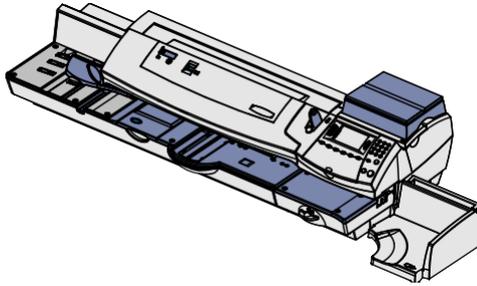
██████████

(1-31)

◀ Accept

4. Enter the location code (from 1 - 31) provided to you.
5. Select "Accept".

# 11 • Maintenance



This chapter explains how to maintain your mailing system.

Printing a \$0.00 Meter Stamp .....	11-2
Messages Indicating Ink Tank Cartridge Maintenance .....	11-2
Replacing the Ink Tank Cartridge .....	11-3
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Printing a Test Pattern .....	11-6
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Cleaning the Stripper Blade/Brush Assembly .....	11-11
Cleaning the Shield and Wick .....	11-13
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### Printing a \$0.00 Meter Stamp

If you want to check the ink imprint (meter stamp) on your machine, you can generate a \$0.00 meter stamp for this purpose. At the Home screen, simply press **Zero**, then **Enter**, and slide an envelope (or tape strip) through the machine.

### Messages Indicating Ink Tank Cartridge Maintenance

 **NOTE:** We recommend that you keep a spare ink tank cartridge on hand at all times.

Your actual ink usage will vary, depending on whether you routinely print ads, how many pieces of mail you print a day and other factors. The machine display tells you when the ink supply is low or exhausted with the following messages:

#### “Low Ink”

Replace the ink tank cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. See *Chapter 13, Supplies and Options* for part numbers to order this item.

#### **IMPORTANT:**

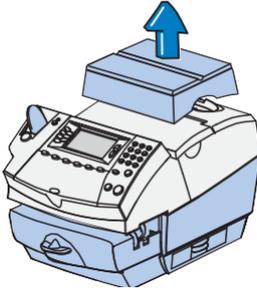
Replace the ink tank cartridge as soon as you see the “Low Ink” alert.

#### “Ink Out”

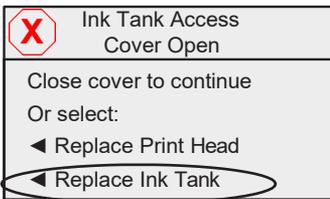
Replace the ink tank cartridge immediately. The ink supply is gone; you won't be able to print.

## Replacing the Ink Tank Cartridge

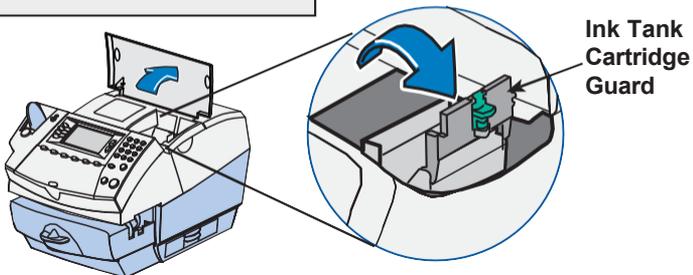
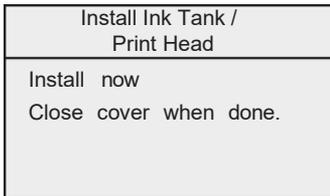
1. If you have an optional scale, simply lift it up and remove it from the top of the machine.



2. Open the ink access cover. At the screen with the red X, select "Replace Ink Tank". A "Moving Ink Tank" message displays.

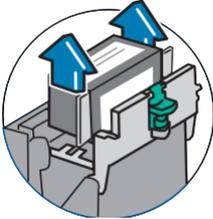


3. At the "Install Ink Tank/ Print Head" screen, unlock the ink tank cartridge guard.

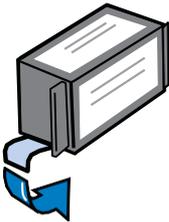


### Replacing the Ink Tank Cartridge

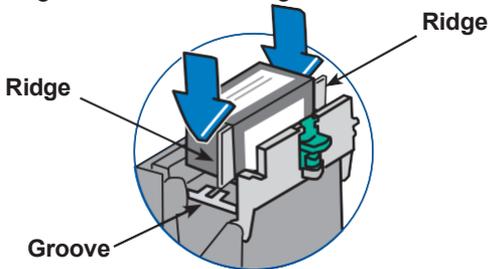
4. Lift up and remove old ink tank cartridge.



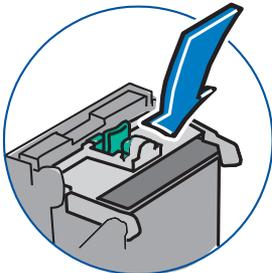
5. Remove tape on bottom of new ink tank cartridge.



6. Lower the ink tank cartridge into the cavity. The cartridge should drop in freely - do not push. The ridges on either side of the cartridge will slide into the grooves.



7. Rotate guard back to closed position and be sure it latches. Press on the two half-circle shaped pads on either side of the green latch until the latch snaps into place

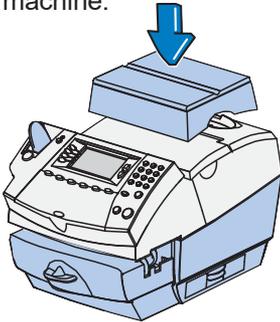


## Replacing the Ink Tank Cartridge

8. Close the ink access cover. The system automatically recognizes the new cartridge.



9. You are prompted to print a test pattern.
  - Select "Yes, Print Test Pattern" to print a test pattern. See *Printing a Test Pattern* in this chapter for more information.
  - Select "No" if you do not want to print a test pattern. You return to the Home screen.
10. If you have an optional scale, replace the scale on the top of the machine.



## Printer Maintenance

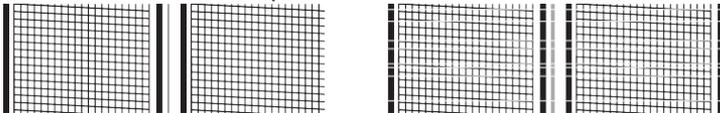
The system has several replacement procedures and tests that let you replace the ink tank cartridge and/or print head, check print performance and help you determine printing problems.

These tests and procedures are accessible by pressing **Menu**, pressing the down arrow key, and selecting "Maintenance", then "Printer Maintenance".

### Printing a Test Pattern

The test print allows you to print a test pattern to see if the print head is functioning properly.

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "Printer Maintenance".
5. Select "Print Test Pattern".
6. Follow the prompts to print the test pattern on an envelope or tape strip.
7. You are asked if the test pattern is OK.



#### Good Test Print (No Missing Lines)    Poor Test Print (Missing Lines)

- If yes, select "Yes". You return to the Home screen.
- If no, select "No, Clean Nozzle" and the system executes a purge (this may take a few moments). When the purge is complete, the "Cleaning Complete" screen displays. Select "Print Test Pattern" and repeat steps 6 and 7 above.



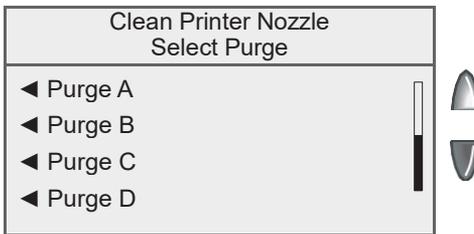
8. When finished, select "Done" to return to the Printer Maintenance menu.

## Printer Maintenance

### Cleaning the Printer Nozzle

This option allows you to purge the print heads in an effort to fix a printing problem

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "Printer Maintenance".
5. Select "Clean Printer Nozzle".
6. You have a choice of four purges to use. Normally selecting "Purge A" is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.



7. The system executes a purge. This may take a few moments. When finished, the Cleaning Complete screen displays.
  - Select "*Print Test Pattern*" to print a test pattern. See *Printing a Test Pattern* in this chapter for more information.
  - Select "Select Another Purge" to choose a different purge.
  - Select "Done" to return to the Printer Maintenance menu.

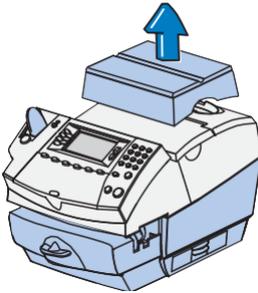
### Replace Ink Tank Cartridge

This option allows you to replace the ink tank cartridge. See "Replacing the Ink tank cartridge" at the start of this chapter.

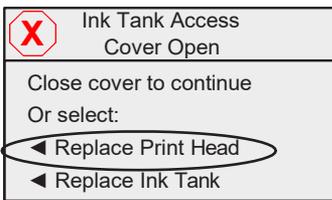
## Printer Maintenance

### Replacing the Print Head

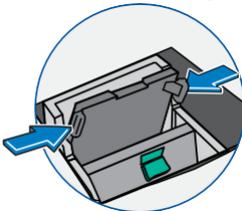
1. If you have an optional scale, simply lift it up and remove it from the top of the machine.



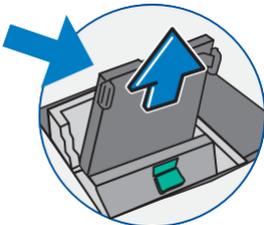
2. Open the ink access cover. At the screen with the red X, select "Replace Print Head". A "Moving Ink Tank" message displays.



3. Remove the ink tank cartridge. Refer to steps 3 and 4 in *Replacing the Ink Tank Cartridge* in this chapter for more information.
4. Squeeze the two gray tabs on either side of the print head.



5. While squeezing, lift and tilt the print head to the right. The print head should come up out of the machine.



## Printer Maintenance

### Replacing the Print Head (cont'd)

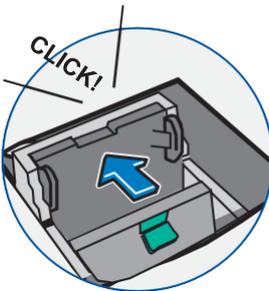
6. Pull up and remove the black cap on the new print head (if present). Also remove the protective tape from the bottom.



7. Squeeze the two gray tabs on either side of the new print head and slightly angle the print head while sliding it back into its holder.



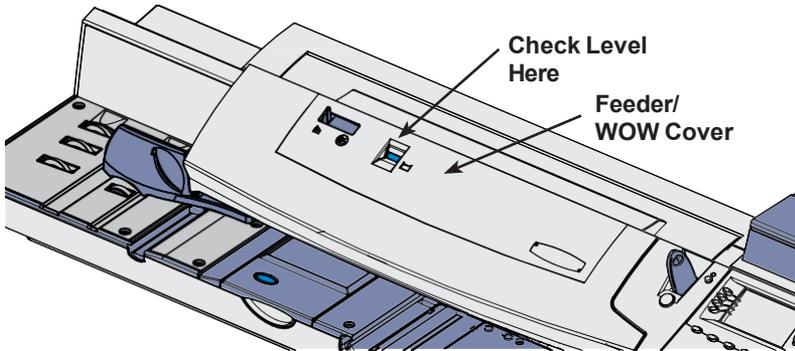
8. Push the print head back into place. You should hear a click when it is seated correctly.



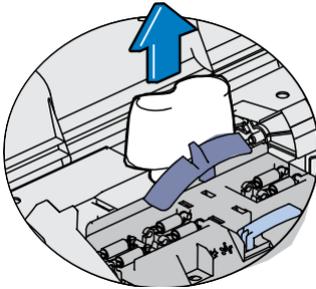
9. Replace the ink tank cartridge. Follow steps 5 - 10 in *Replacing the Ink Tank Cartridge* in this chapter for more information.

### Filling the Moistener

1. Check the indicator in the top cover.



2. Open the feeder/WOW cover.
3. Remove the moistener bottle, and place it on the table top with its cap facing up.



3. Unscrew the moistener bottle cap and fill the moistener bottle with Pitney Bowes E-Z Seal® sealing solution. We recommend E-Z Seal® because it helps keep your moistener clean and improves sealing efficiency.

**IMPORTANT:**

Do not overfill the moistener bottle.



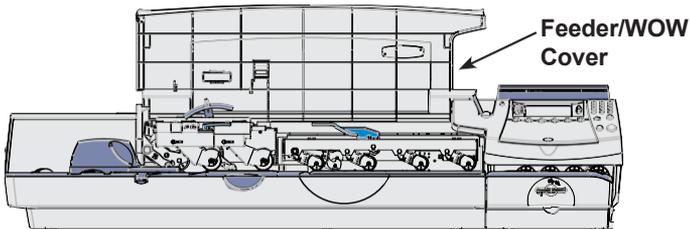
4. Screw back on the moistener bottle cap and place the bottle back in its original location (upside down in machine).
5. Close the appropriate cover.

## Maintaining the Moistener

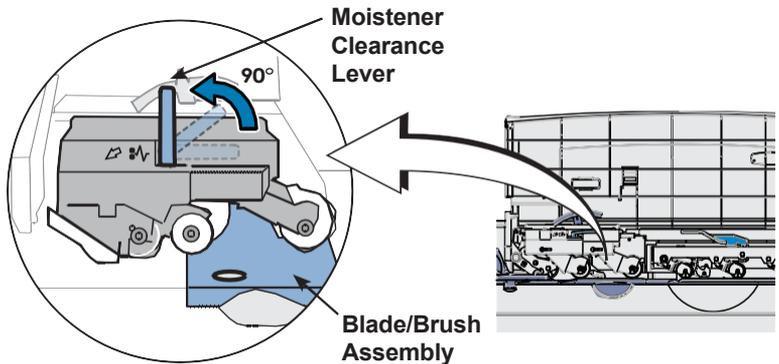
If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the stripper blade and brush assembly or wick as needed. See *Chapter 13, Supplies and Options* for instructions on ordering these supplies for your machine.

### *Cleaning the Stripper Blade/Brush Assembly*

1. Open the feeder/WOW cover.



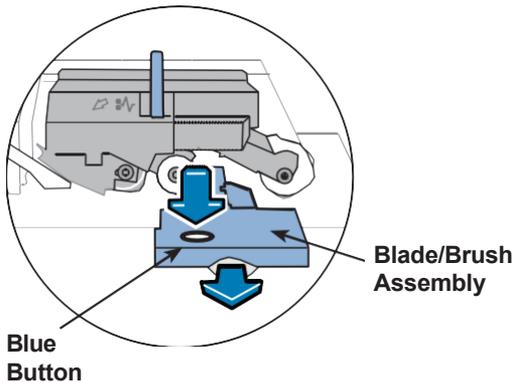
2. Raise the moistener clearance lever.



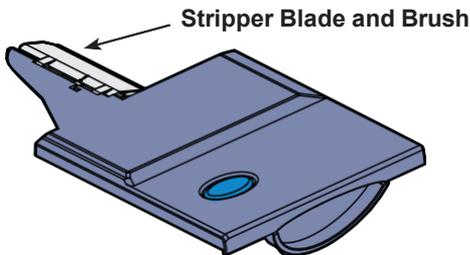
### Maintaining the Moistener

#### *Cleaning the Stripper Blade/Brush Assembly (cont'd)*

3. Push down on the blue button and slide the blade/brush assembly out of the deck.



4. Clean the moistener brush by running it under plain water. Blot the excess water from the brush after rinsing it.
- i NOTE:** Replace the assembly if it cannot be cleaned thoroughly.



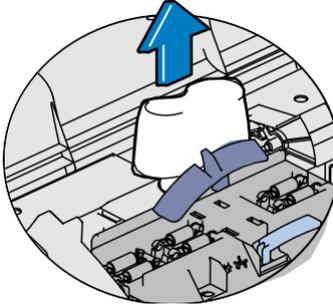
5. If you need to clean the wick and shield, continue with *Cleaning the Shield and Wick* on the next page.
6. Slide the assembly back onto the machine. You should hear a click as it engages.
7. Lower the moistener clearance lever and close feeder/WOW cover.

## Maintaining the Moistener

### *Cleaning the Shield and Wick*

**i NOTE:** This procedure assumes you have already removed the stripper blade/brush assembly (see previous pages).

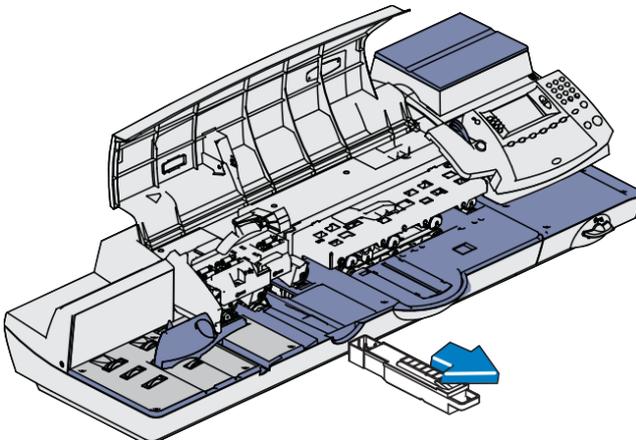
1. Open the feeder/WOW cover, remove the moistener bottle, and place it on the table top with its cap facing up.



2. Pull the moistener *tank* (located under moistener bottle) straight out towards you. Gently lift the tank up and out.

#### **IMPORTANT:**

The moistener tank may be full of E-Z Seal® sealing solution. If so, you can pour the solution back into the moistener bottle or into a receptacle.

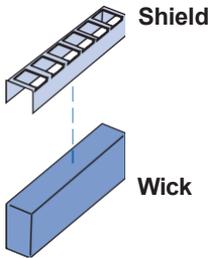


### Maintaining the Moistener

#### *Cleaning the Shield and Wick (cont'd)*

3. Pull up and remove the shield and wick from the moistener tank
4. Separate wick from the shield. Clean the wick in plain water, and rinse thoroughly. Blot the excess water from the wick.

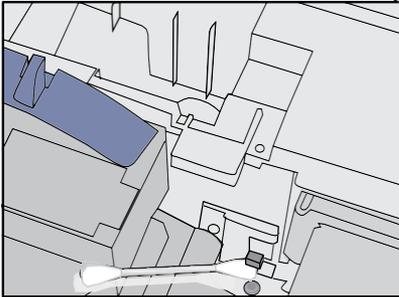
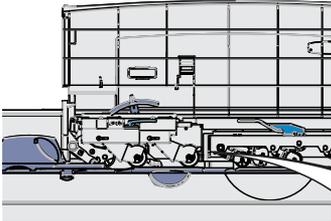
**i** **NOTE:** Replace the wick and shield if they cannot be cleaned thoroughly.



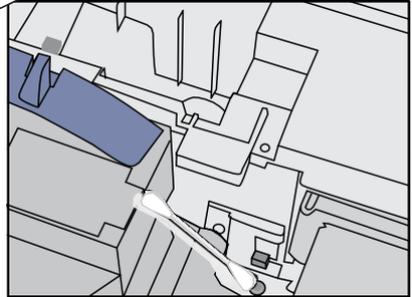
5. Place the wick back into the shield.
6. Push the wick and shield back into moistener tank. Be sure that the underside of the shield is in contact with the top of the wick. Press firmly on both ends of the shield to make sure it snaps into place.
7. Slide the tank back in place.
8. Replace the stripper blade/brush assembly by sliding it back on its track until it snaps into position.
9. Fill the moistener bottle, place it in the feeder, and close the access cover. Check the indicator in the top cover to see that it is all blue.

## Cleaning the Feeder Exit Sensor

The feeder exit sensor will require cleaning periodically. Lift the cover on the feeder/WOW and locate the sensor (see figures below). Use a cotton-tipped swab to clean both the top and bottom surfaces/holes.



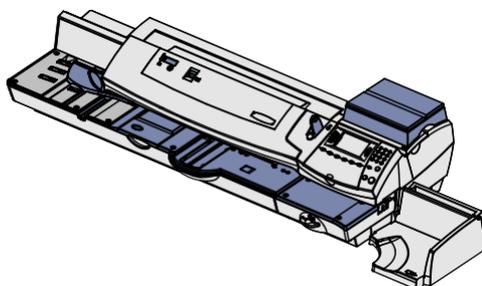
**Cleaning the under side of the top section of feeder exit sensor**



**Cleaning the bottom section of feeder exit sensor (the swab must go *inside* the hole for proper cleaning)**

**This page was put in as a placeholder so you can print this entire guide in a duplex (double-sided) mode while keeping the proper page positions.**

## 12 • Troubleshooting



This chapter explains how to troubleshoot your mailing system.

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To clear stalled envelope in printer area .....	12-4
To clear stalled envelope in feeder/WOW area.....	12-5
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Viewing System Configuration Levels .....	12-10

### Getting Help

There may be times when you need help to solve a problem, or you may want more information about how your mailing system works. Pitney Bowes provides several information resources. See page v for our web and phone support information.

Before you contact us, please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. Also, you can often restore normal operation by just turning Off and On your system.

If you need to call, please have the following information at hand:

- Model Identification: See page v.
- Serial number: See the back of the system.
- Nature of problem: What happens and when does it happen? Did the machine display an error message?
- The steps you've already taken to solve the problem and the results.

### Messages on the LCD Display

From time to time your system will display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a system condition you can fix (see also *Mail Transport Error Messages* later in this chapter). In rare instances you may have to call for service or assistance (see page v).

### Blank Display

Symptom	Cause	Solution
<i>Power lamp is not lit on the machine</i>	No power coming into machine	Check that: <ul style="list-style-type: none"><li>• power switch on back is turned (see figures in chapter 2)</li><li>• power cord is plugged into both mailing machine base and wall outlet</li><li>• power cord is not connected to a switched wall outlet, power strip, or surge protector</li></ul>
<i>Power lamp is yellow on the machine</i>	Machine in sleep mode	Press Home key to "awaken" it.



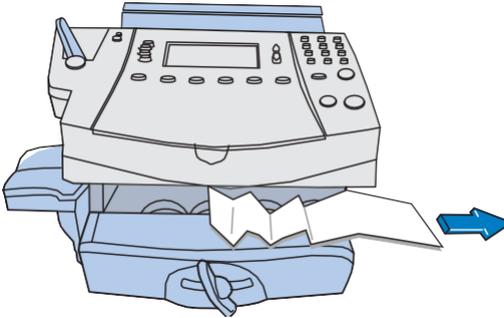
### Feeding Problems (stalled envelopes)

#### **To avoid stalled envelopes:**

- Make sure your envelopes meet Pitney Bowes published specifications. See *Appendix A, Specifications*.
- Feed envelopes correctly. See the instructions in *Chapter 3, Running Mail*. Don't try to feed oversize envelopes through the machine. Use tape strips instead.

#### **To clear a stalled envelope in the printer area:**

1. Move printer clearance lever to the "released" position (to the right).
2. Carefully pull envelope out towards the right.

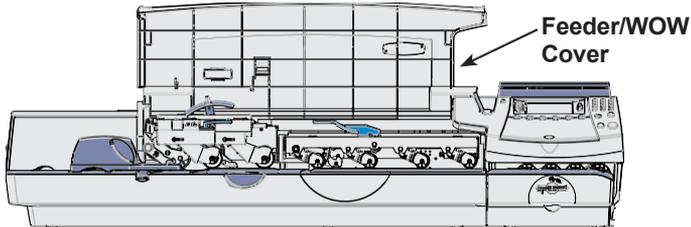


3. Make sure printer deck is clear of paper fragments.
4. Lift the printer clearance lever to the "home" position (counter-clockwise).

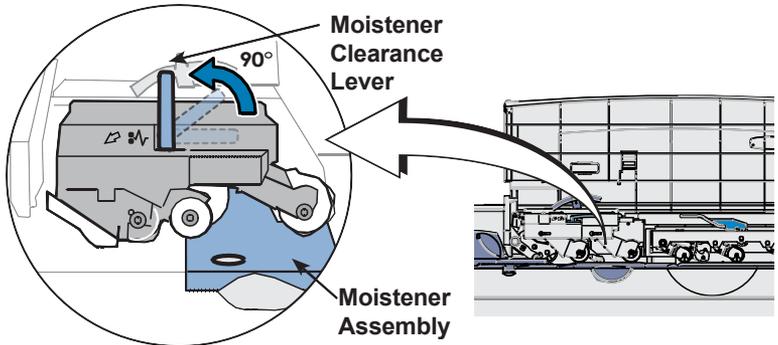
## Feeding Problems (stalled envelopes)

*To clear stalled envelope in the feeder/WOW area:*

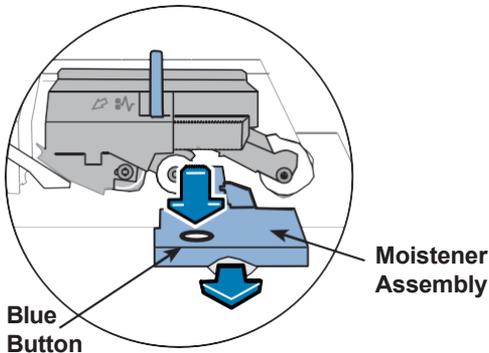
1. Open the feeder/WOW cover.



2. Raise the moistener clearance lever two clicks to the fully upright position remove mail under the feeder rollers.



3. If necessary to gain access to the material, push down on the blue button and slide the moistener assembly out of the deck.



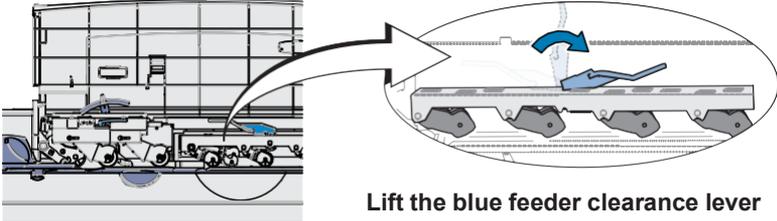
### **IMPORTANT:**

Do not remove mail without lifting the clearance lever.

### Feeding Problems (stalled envelopes)

*To clear stalled envelope in the feeder/WOW area:*

4. Raise the feeder/WOW clearance lever.



**IMPORTANT:**

Do not remove mail without lifting the clearance lever.

5. Lower all levers and close the feeder/WOW cover.

## Moistening Problems (envelopes don't seal)

Symptom	Solution
<i>Low sealant level</i>	<p>Check that sealer bottle has fluid and that it has been seated properly in the holder (should make a “glug” sound when seated properly).</p> <p>See the instructions in <i>Chapter 11, Maintenance</i>.</p>
<i>Dry moistener brush</i>	<p>Check that sealer bottle/moistener has fluid.</p> <p>Check that sealer bottle is installed correctly.</p> <p>Check that the grate is installed correctly (an incorrect installation can keep the brush from contacting the wick properly).</p> <p>Try wetting the moistener brush with E-Z Seal®. If the brush dries out quickly, replace the moistener wick.</p> <p>See the instructions in <i>Chapter 11, Maintenance</i>.</p>
<i>Dirty moistener brush</i>	<p>Remove the moistener brush. Clean it in plain water and rinse thoroughly (see <i>Chapter 11, Maintenance</i>).</p>
<i>Worn moistener brush</i>	<p>Replace the moistener brush* (see <i>Chapter 11, Maintenance</i>)</p>
<i>Slow acting glue and environmental conditions may affect sealing</i>	<p>To resolve these conditions, perform the following procedure a few seconds after the mail pieces have exited the machine:</p> <ol style="list-style-type: none"> <li>A. Remove the mail from the drop stacker.</li> <li>B. Examine the mail pieces and assure each envelope flap is seated flat against the body of the envelope.</li> <li>C. If necessary, tamp the mail on the table to assure all the mail pieces are even with each other.</li> <li>D. With the mail facing you, run your hand across the top of the stack, while squeezing the stack together. This process may be repeated.</li> <li>E. Allow the envelopes to dry undisturbed.</li> </ol>

\*See *Chapter 13, Supplies and Options* for part numbers for replacement brushes and E-Z Seal® solution. See page v for contact information.

### Mail Transport Error Messages

Occasionally, an error message may display. In most cases, simply following the on-screen instructions will solve the issue.

Screen Title	Screen Message	Error Code	Action
Mail Jammed	Clear Feeder Transport.	372D, 372A	Follow screen directions
	Clear WOW Transport.	372E, 372F	Follow screen directions
	Clear Printer Transport.	248B	Follow screen directions
Tape Jammed	Clear Printer Transport.	248B	Follow screen directions
WOW Error	Clear WOW Transport.	373E, 378E, 37AC, 37AD	Follow screen directions
Mailpiece Too Heavy	Clear WOW Transport.	37AF	Follow screen directions
WOW Error	Clear WOW Transport.	37B0, 37B1	Follow screen directions
WOW Calibration Error	Call for Service.	37B2	Follow screen directions
WOW Re-zero Error	Clear WOW Transport.	37B3, 37B4	Follow screen directions

### Problems Connecting to Data Centre via LAN Network

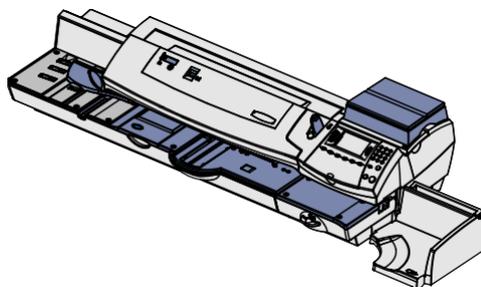
Symptom	Solution
<i>Machine may not be connected to LAN Internet Connection</i>	<ul style="list-style-type: none"><li>• Make sure you've connected your machine to a working LAN Internet connection. Contact your network administrator if you suspect issues with your LAN network.</li><li>• Make sure the LAN internet cable USB Internet adapter connectors are firmly seated in their receptacles</li><li>• Make sure the adapter lights are lit to show an active connection.</li></ul>

### Viewing System Configuration Levels

Sometimes in an effort to fix your problem over the phone, a Pitney Bowes representative may request you to look up the software and firmware level that is on your machine. Follow these steps to do this:

1. Press **Menu**.
2. If necessary, press the green down arrow key to scroll through the menu screens.
3. Select "Maintenance".
4. Select "View System Info".
5. There are multiple screens of information available about your machine. Press the green down arrow key to scroll through all the screens if needed.
6. Press **Enter** to return to the Maintenance menu.

## 13 • Supplies and Options



This chapter explains how to order supplies and accessories for your digital mailing system. It also tells you a little about optional equipment that can help you get the most value from your Pitney Bowes equipment.

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Advertisements .....	13-3
Departmental Accounting.....	13-3

## 13 • Supplies and Options

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### Supplies and Accessories

Visit our supplies website: <https://en.pitneybowes.ca/shop/home/en-ca/storeca> to order supplies for your device.

### Options

Pitney Bowes offers a number of flexible options so you can tailor your mailing system to meet your needs today, and expand them as your business grows tomorrow. Contact your Pitney Bowes Sales Representative or visit the Pitney Bowes web site to order these options. Refer to the *Contact Information List* at the front of this guide for more information.

### *Weighing Platform*

The weighing platform allows you to accurately weigh mail and packages. You have a choice of a 500 grams, 5 KG, 7 KG, 12 KG, and 35 KG capacity weighing platform. See *Chapter 3, Running Mail* and *Chapter 10, Scale Options* for details on using the weighing platform.

### Options

#### **Advertisements**

Your system comes pre-loaded with ten envelope advertisements. Envelope ads give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes also offers additional envelope ads (up to a total of 20).

Optional adds are convenient to add because they are done via software downloads.

#### **Departmental Accounting**

An accounting feature on a mailing system allows you to track your postage costs by categories. These categories can represent whatever makes sense to your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

With this model of mailing machine, you have a choice of these accounting options:

- Standard Accounting (see *Chapter 8, Standard Accounting Option*)
- Budget Manager

## 13 • Supplies and Options

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### Equipment Specifications

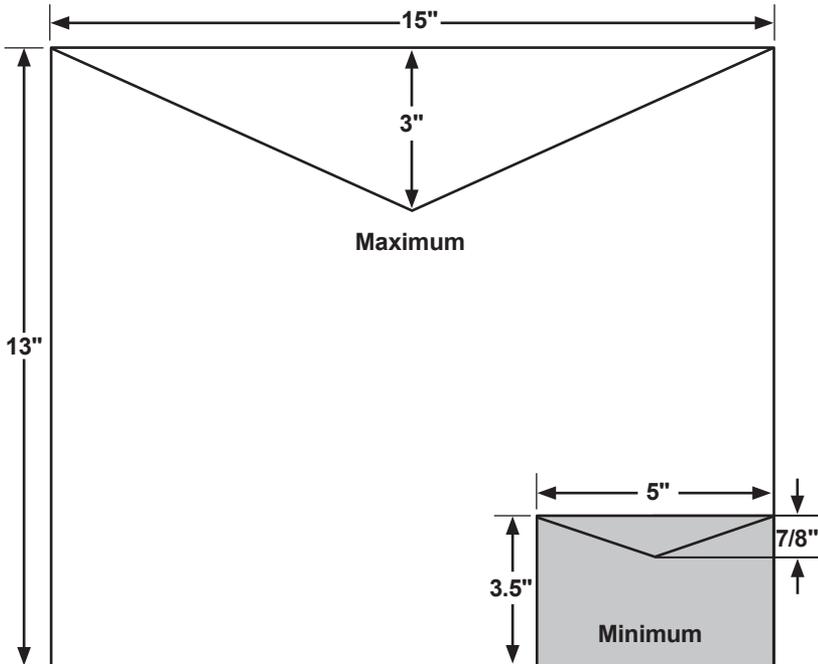
<i>System Dimensions (L x D x H)</i> <i>includes integrated scale, but not stacker</i>	51.3" x 22.5" x 12.3" (1296 mm x 572 mm x 312 mm)
<i>Weight</i>	64.1 lbs (29 kg ) without weighing platform 67.0 lbs. (30.4 kg) with weighing platform
<i>Power Requirements</i>	100-240 VAC, 50/60Hz. 2.0A
<i>Communications Ports</i>	2 USB Host, 1 USB Slave, 1 RJ-11, 1 LAN, 1 non-standard Serial
<i>Operating Temperature</i>	40°F (4°C) to 109°F (43°C)
<i>LCD Display</i>	3.75 x 2.12" (95 x 54 mm) 8 lines x 26 characters (color)
<i>Throughput</i>	up to 95 or 120 letters per minute, depending on option  Actual throughput may vary, depending on what is included in the indicia (e.g., advertisements, inscriptions), machine usage, and other factors.
<i>Print Resolution</i>	600 x 300 dpi
<i>Print Image Area</i>	1" (25.4 mm) x 7" (180 mm)
<i>Ink Cartridge Life</i>	Up to 8,000 impressions. Actual ink yields vary with usage, graphics printed and environmental conditions.
<i>Tape Strips</i>	Self-adhesive tape strips for use on mail pieces that are too thick or too large to run through your machine (order part number 625-0)
<i>Internal Ad Storage</i>	up to 20
<i>Departmental Accounting</i>	Number of accounts available vary based on op- tion ordered
<i>Maximum Imprint</i>	\$99.99

# Appendix A • Specifications

## Material Specifications

<i>Envelope Size</i>	Minimum: 3.5 x 5" (88.9 x 127 mm) Maximum: 13 x 15" (330 x 381 mm) Maximum: 13 x 14" (330 x 356 mm) [in WOW mode]
<i>Envelope Flap Depth</i>	3" (72.2 mm)
<i>Envelope Thickness</i>	Minimum: .02" (0.20 mm) Maximum: 5/16" (8 mm)
<i>Stack Height for Mail</i>	3" (76.2 mm) - this is the height of the inner edge of the side guide
<i>Envelope Weight</i>	Minimum: .035 oz. (1 g) Maximum: 16 oz. (450 g)
<i>Tape Size</i>	Minimum: 1.75 x 4" (44.2 x 100 mm) Maximum: 1.76 x 8" (44.7 x 200 mm)

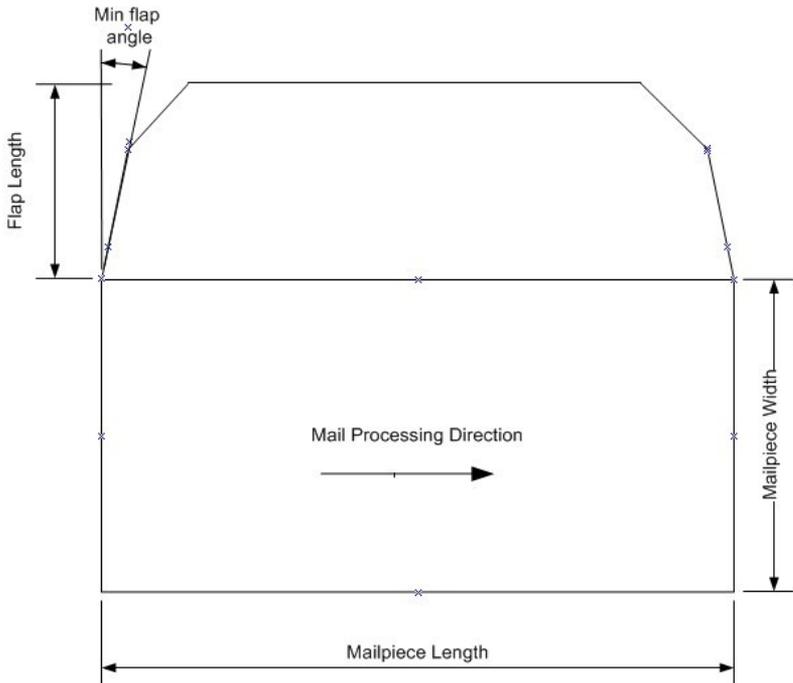
**IMPORTANT:** For best results, always make sure your material conforms to our published specifications.



### Material Specifications (cont'd)

**i NOTE:** For a proper seal, the envelope's minimum flap angle must meet the following criteria:

- For envelopes with a flap length from 25 to 60mm (1 to 2.36 inches), the minimum flap angle is 18 degrees.
- For envelopes with a flap length greater than 60mm to the maximum flap length for the particular model, the minimum flap angle is 21 degrees.



## *Appendix A • Specifications*

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**Account**—set up when using the Accounting option. An account can be an organization, person, department, etc. to which postage is charged. The machine stores the total postage used and the number of mail pieces processed for each account. The total number of accounts available on your machine depends on the option purchased.

**Advertisement**—An advertising message that appears next to the machine's meter stamp. You can choose from an array of standard and custom ads.

**Constant Connection**—a feature that allows you to connect your machine to a LAN network having Internet access so your meter can communicate to the Pitney Bowes Data Center.

**Default**—A value or setting the machine automatically uses unless you change it. As delivered, your machine has factory-set defaults or “normal” settings. You may change these if you wish.

**Home Screen**—The machine display that shows your current selections. It normally indicates that you're ready to print postage.

**Inspection (Postal)**—The CPC requires a postal inspection of your machine every 90 days to ensure accurate postal funds accounting. This postal inspection requirement can be automatically met by merely connecting your machine to the Pitney Bowes Data Center for any reason (e.g., to check your PB Postage account, add postage to your meter, etc.).

**IntelliLink®**—A Pitney Bowes technology that allows you to download machine features, postal rates, and system software updates via a digital link to the Pitney Bowes Data Center.

**LAN (Local Area Network)**—a network installed in a company that allows computers and printers to communicate with each other, and to the Internet (if configured).

## Appendix B • Glossary

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**Lock Code**—A four-digit code that can be set up which acts as a password to gain access to the machine after it powers up or after it is awakened from a sleep mode.

**Meter Stamp (indicia)**—The imprint produced by the machine (machine stamp or indicia). Depending on your settings, it may include:

- The indicia (includes postage amount, date, postal code, etc.)
- An advertisement, which is an optional part of the machine stamp that lets you convey your own special message to the mail recipient.

**Origin Postal Code**—the postal code where the mailing machine/meter is located.

**PB Postage®**—A service available through Pitney Bowes that allows you to buy postage and check account status via a phone line or the Internet. It also permits convenient postal inspection.

**Presets**—A custom machine setting you can call up instantly at the push of a button. You can assign each preset a number of values, depending on the postage mode you're in, how your machine is set up and what options are installed. A preset has a name, postage amount, class of service, and other values assigned to it.

**Serial Number**—The serial number found on the rear of the machine.

**Sleep Mode**—An energy-saving feature of your machine that clears the display after a certain period of idle time. Pressing any key wakes up the display.

**Standby Mode**—The mode where the machine consumes the lowest amount of power while it is still plugged in. This mode is activated when the power switch on the back of the meter is turned "Off". Turn the power switch "On" to resume use of the meter.

**Supervisor Password**—A four-digit code that can be set up to protect unauthorized users from changing sensitive settings on your machine.

**Tap Strips**—self-adhering paper which you print postage on and apply to a piece of mail or package that is too big to be processed through the machine.

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