

## Envelope messaging

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

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

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

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

[www.pitneybowes.com/uk/support/envelope-messaging](http://www.pitneybowes.com/uk/support/envelope-messaging)

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

### Software Update

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

- Press **Menu/Options**.
- Use the **Review** ▼ ▲ keys to scroll to 'Connect to Pitney Bowes' then press **Enter/yes**.
- Your franking machine connects with the Pitney Bowes Data Centre and indicates if any updates are available. Follow the prompts on the screen to start the download.
- Press **Enter/yes** when complete.

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

## Pre-setting options

You can save settings on your franking machine so that you do not have to make the same selections every time you use the machine. These settings are called pre-set options.

Having pre-sets saved on your franking machine can save time and errors when using your franking machine. Your franking machine will remember these presets even after being turned off or entering a sleep cycle.

We suggest that you pre-set options for Envelope Messaging and Postal Class, but this is entirely up to you.

### Creating a preset

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

To create a preset, ensure that the display shows the values that you would like to save, then follow the instructions below.

### To store your preset...

- Press **Menu/Options**.
- Use the **Review** ▼ ▲ keys to scroll to 'Change Setup?' then press **Enter/yes**.
- Scroll to 'Use Preset Setup?' then press **Enter/yes**.
- If the 'Turn Preset on? Y/N' prompt appears, press **Enter/yes**.
- If the 'New postal rates since preset created' prompt appears, press **Enter/yes**.
- Scroll to 'Store new preset?', then press **Enter/yes**.
- When the system displays 'Review settings to be stored?' press **No**.
- When you see 'Confirm store new preset', press **Enter/yes**.
- Press **No** when you see 'View new preset?' and 'Stay in setup?'. Your new preset is now stored.

### To recall your preset at any time...

Press **Menu/Options**. Use the **Review** ▼ ▲ keys to scroll to 'Recall Preset?', then press **Enter/yes**.

## Using your franking machine

You will have processed a simple mail piece in Step 9 of this instruction but now that you've installed your franking machine, you'll probably want to learn more about its many features.

A **Quick Reference Guide** providing more information can be found in the slide out tray underneath your franking machine. This gives more detail of how your franking machine works, and how you can use it to process your post.



We also provide an in-depth **Operating Guide** that covers all aspects of your franking machine in detail. To download the guide, go to **(UK) [www.pitneybowes.com/uk/support/products/dm50-dm55](http://www.pitneybowes.com/uk/support/products/dm50-dm55)** and under the Getting Started tab you will see the Operator Guide. **or (ROI) [www.pitneybowes.com/ie/support](http://www.pitneybowes.com/ie/support)** and then select **Products, Meters and Mailing Systems, DM50/55** and under the Getting Started tab you will see the Operator Guide.



## Troubleshooting

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

### Envelope messaging not available

See the Envelope Messaging section on the left.

### Error 11

You have tried to install your franking machine before your Postal Authority have fully approved your licence. Please wait 24 hours and try the installation again.

### Problems connecting when using SmartLink™

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

If you continue to experience problems please visit-

[pitneybowes.com/uk/smartlinkhelp](http://pitneybowes.com/uk/smartlinkhelp) for further assistance.

### Problems connecting when using PC Meter Connect™

- Make sure the USB cable is connected between the franking machine and the PC.
- Check that your PC is running and has an internet connection.

### You cannot meet the requirements of SmartLink™ or PC Meter Connect™ connection

If you do not have a SmartLink™ device or an internet enabled PC available to allow your franking machine to connect to the Pitney Bowes Data Centre, please give us a call on (UK) 08444 992992 or (ROI) 01 4808700 to discuss other possible options.

### Poor Print Quality

If you are experiencing poor print quality, perform a test print

1. Press the Menu / Options key
2. Press Review (down) to scroll and select "Use ink functions?"
3. Press Review (down) to scroll and select "Print test pattern?"

Now follow the instructions in Step 6 overleaf. Select **No- poor print** when prompted and the printer nozzles will be cleaned.

If you continue to experience print quality issues you can clean the print head.

Visit **(UK) [www.pitneybowes.com/uk/support](http://www.pitneybowes.com/uk/support)** or **(ROI) [www.pitneybowes.com/ie/support](http://www.pitneybowes.com/ie/support)**

and search 'How to clean the print head on DM50/DM55 and DM60'.

### Adding Postage

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

### Error (0)104

You have tried to refill with an amount that is not a multiple of £10/€10. Please try again with an amount that is a multiple (£10/ €10, £20/ €20, etc.)

If you're still having trouble in the UK, then visit [www.pitneybowes.com/uk/support/products/dm50-dm55](http://www.pitneybowes.com/uk/support/products/dm50-dm55) or give us a call on **08444 992992**.

If you're still having trouble in the Republic of Ireland, then visit [www.pitneybowes.com/ie/support](http://www.pitneybowes.com/ie/support) and select **Products, Meters and Mailing Systems** and then **DM50/55** or give us a call on **01 4808700**.

## About Pitney Bowes products and services

### Ordering consumable supplies

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

To find out more about what we can offer just visit our online shop at **(UK) [www.pitneybowes.co.uk/shop](http://www.pitneybowes.co.uk/shop)** or **(ROI) [www.pbdirect.ie](http://www.pbdirect.ie)**. However, if you would like to speak to someone or have any queries about your consumable supplies just give us a call on (UK) 0844 844 8101 or (ROI) 01-4608700.

### My Account

An online site where you can access most of the information to manage your business with Pitney Bowes:

- Display account information and invoices.
- Review the status of your orders and track their progress.
- Manage your contact and account information.
- Access technical support.

To access My Account, go to **(UK) [www.pitneybowes.com/uk](http://www.pitneybowes.com/uk)** or **(ROI) [www.pitneybowes.com/ie](http://www.pitneybowes.com/ie)** and click Your Account (at the bottom of the page, under Customer Service).

For your first visit only, register. To register, you will need your Account Number which can be found on a recent invoice or statement (not Purchase Power).

### Safety information

**Follow normal safety precautions for all office equipment:**

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



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Mailing and Shipping

Franking Machines

# Franking machine installation guide - DM50/55 series

Read Now BEFORE you unpack your equipment



Continue reading below

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

Please note that this document contains installation information for both the UK and Republic of Ireland. Please select the relevant information for your location.

### First Check

#### 1. You need-

- **The box containing your new franking machine.**
- **A letter from your Postal Authority titled 'Your Licence'.**

If you have not received the letter from your Postal Authority, do not go any further with this installation. Please call Royal Mail Customer Services on 08457 950950 or An Post Customer Services on 01-7057600. If they ask you for the franking machine Serial Number, it can be found on a label on the outside of the box.

#### 2. Check that the serial numbers on your box and the letter from your Postal Authority are identical.

If they are then continue to work through this set-up. If not, call Pitney Bowes on (UK) 08444 992 992 or (ROI) 01 4808700.

### Important-

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

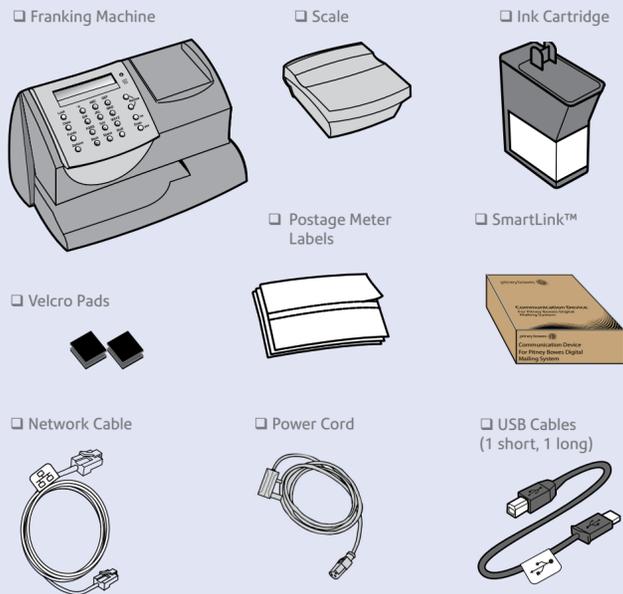
Please unfold this poster fully and carefully follow the installation instructions (Steps 1-9) on the reverse.



# 1 Open the box and unpack

Here's a diagram and explanation of the items you should find in your box, if anything is missing give us a call on (UK) 08444 992992 or (ROI) 01 4808700. Depending on how you install your franking machine, you might not need all of these items.

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



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

Please **DO NOT** connect power until instructed.

You must ensure that the franking machine is located on a sturdy and flat surface, has a constant power supply and that you have space around it to work.

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

## SmartLink™

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

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

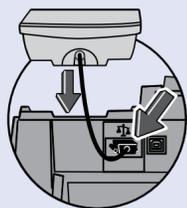
PCMC Connection (Internet connection via your PC)	
If you have a PC with an internet connection nearby, you can install the free Pitney Bowes PC Meter Connect™ (PCMC) software and use the PC's internet connection (see step 4b).	
Benefits	Requirements
Backup connection method if LAN not possible.	Requires a PC with an active internet connection to be nearby and turned on. The PC must run Windows Vista or 7 and have Pitney Bowes PCMC software installed. PCMC is not available for Mac.

If you cannot meet the requirements of any connection method described above, give us a call on (UK) 08444 992992 or (ROI) 01 4808700.

# 3 Fit the Scale

Remove all shipping tape from the machine, including the tape on the underside of the machine which holds the slide-out tray in position.

Position the scale on the franking machine and plug in the scale connector as shown in the diagram. Tighten the connector screws.



# 4 Connect to the outside world

Follow the relevant section below for the connection method you've chosen:

## 4a. SmartLink™ device connection

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

Wired? or Wireless?

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

### Wired instructions

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

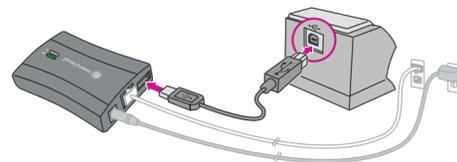


**Note-** Lights on the device will remain off.

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

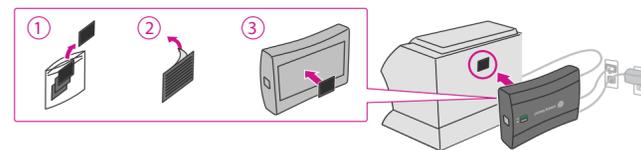


- The SmartLink™ device's lights will change colour.
  - Once the device has connected to the internet the connectivity light will flash green.
  - Also the SmartLink™ Device Ethernet port light will show green for successful connection and yellow for network activity.
- Plug the USB cable into your SmartLink™ Device and into the back of your Franking machine.



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

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



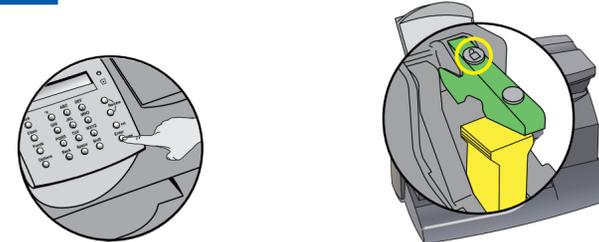
Now your SmartLink™ connection is established, please proceed to Step 5.

## 4b. PCMC Connection (Internet connection via your PC)

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

To install, visit [pitneybowes.com/uk/setup-pcmc](http://pitneybowes.com/uk/setup-pcmc) and choose the 'Run' option. Select 'English (United Kingdom)' as your installation language and follow the on-screen instructions. This process installs the software and powers up and tests your franking machine connection. When complete, you are asked to return to this guide to complete the franking machine installation.

# 5 Install the ink cartridge

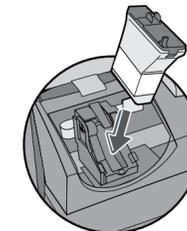


- When the display shows 'Add ink cartridge', press **Enter/yes**.

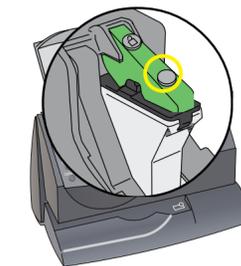
- When prompted, lift the top cover and press the unlock symbol on the cartridge latch. Remove and discard the yellow packaging material.



- Open the packaging for the ink cartridge and take off the protective tape from the bottom.



- Insert the ink cartridge. Insert the base of the cartridge first before pushing the top back.



- Press the ink cartridge latch down until it clicks and holds the cartridge in place.

- Close the top cover and press **Enter/yes**. When you see 'IMPORTANT - is the ink cartridge installed?' displayed, press **Enter/yes** again. The franking machine will now go through a set-up cycle which takes up to 2 minutes.

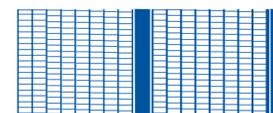
# 6 Carry out a test print

When prompted, insert a spare envelope or tape/label strip for a test print. Insert the item into the franking machine from the front, making sure it is pushed up to the right registration wall. The franking machine automatically begins printing. Do not remove the item until the printing has finished.

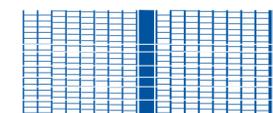
Review the quality of the test print.



Right Registration Wall



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



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

Good quality – press **Enter/Yes**.

Poor quality – press **No**, the franking machine goes through another set-up cycle and will clean the print nozzles. When this is complete you should try the test print again.

### IMPORTANT

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

# 7 Add postage funds

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

## Connect to Pitney Bowes Data Centre

The franking machine automatically connects with the Data Centre and, after a short delay, displays your account balance:

Prepaid: £xxxxx.xx

Prepaid: €xxxxx.xx

## Adding funds

You now need to add postage to your franking machine.

- Press **Enter/Yes** - an amount will be suggested. To accept this amount, press **Enter/Yes** or press **Clear/Back** to change it.
- If you pressed **Clear/Back** you will be prompted to enter a new amount. Enter the amount and then press **Enter/yes**.

**Important- This new refill amount must be in increments of £10 / €10.**

- Confirm the amount to add by pressing **Enter/yes** again.
- The franking machine communicates with the Data Centre to add postage and confirms when complete. Press **Enter/yes**.
- The display asks if you would like a receipt. Press **Enter/Yes** and print an envelope or label as you did for the test print at step 6.

### IMPORTANT

Once you have printed the receipt, check the Postage by Phone account number on the receipt and ensure it matches the account number on the dispatch note received with the franking machine. If the numbers do NOT match, do not go any further with this installation and contact Pitney Bowes on (UK) 08444 992992 or (ROI) 01 4808700.

# 8 Check for updates

Your franking machine now automatically checks and installs any new software, including any new Envelope Messages associated with your account. The display shows the status of the update.

Once the updates have been completed, your franking machine requires a final connection. Press **Enter/Yes** when you see 'Connection Required - Press Enter'.

Once complete, the Home Screen displays and your franking machine is ready to be used.

x.xx  
postal class

0 g  
date

**Congratulations! Your Franking machine is now ready to use.**

# 9 Get Started- Franking an envelope

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

- Place your item of mail on the scale and the display will show the cost, weight, class and date.
- If you want to change the Class, press the Class button and scroll to highlight the Class you wish to use and then press **Enter/yes**.
- Envelope Messaging (advert or message) prints alongside your frank. To select your preferred Envelope Message, press the down **Review** key until 'Ad' displays, then press **Enter/yes**. Scroll to the required Envelope Message using the **Review** keys, then press **Enter/yes**. (To ensure your Envelope Message prints automatically in future, see **Pre-setting Options**, overleaf).
- Insert the item of mail into the franking machine (exactly as you did at step 6- test print) to create your first piece of franked mail.

## Problems?

- Can't see the personalised Envelope Message (advert) you ordered? See **Envelope Messaging** overleaf.
- Want to pre-set the franking machine to automatically print your preferred Envelope Message? See **Pre-setting Options** overleaf.
- Want to learn more about using your new franking machine? See **Using your franking machine** overleaf.

Turn over for further information on Envelope Messaging, Pre-setting Options, Troubleshooting and Using your Franking Machine.,