Envelopes messaging

Sometimes you might need a little help with the installation of your franking machine, hence a few of the common problems and resolutions for them:

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™ and the Ethernet cable are securely connected as described in Step 4 of this instruction (overleaf).
• If the Ethernet light on your franking machine is grey and not blinking, and the network connection is not established. You may be able to rectify this issue by retrying your Internet connection.

To continue to experience problems please visit

pitneybowes.co.uk/smartsupport for further assistance.

Problems connecting when using PC Meter Connect

To make sure the USB cable is connected between the franking machine and the PC, when complete.

Pre-setting options

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

Making pre-sets

Press Menu/Options then press Enter/Yes.

Scroll to 'Store new preset?' then press Enter/Yes.

Enter/yes

When the system displays: 'Select group', press Enter/Yes.

Enter/yes

Once stored, you can access and change your pre-set options using the Menu/Options key on the franking machine.

To recall your preset at any time...

Press Menu/Options then press Enter/Yes.

Scroll to 'Recall Preset?' then press Enter/Yes.

Enter/yes

Your new preset is now stored.

Troubleshooting

If you are still having trouble in the UK, then visit

pitneybowes.co.uk/support/products/dm50-55s

or give us a call on 0844 4992 992.

If you are still having trouble in the Republic of Ireland, then visit

pitneybowes.ie/support and select Products, Meters and Mailing Systems and then DM50/55S

or give us a call on 01 4808700.

Ordering consumable supplies

Whether you are an existing customer of your franking machine, or the new day-to-day routine items like paper and labels to help you manage your office: we are here to help. You can choose from a variety of high quality goods at very affordable prices, and backed by our fantastic quality service we can’t go wrong anymore.

To order any of these products, or visit our online shop at

www.pitneybowes.co.uk/shop or (ROI) www.pitneybowes.ie

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.co.uk or (ROI) www.pitneybowes.ie and click ‘Your Account’ (at the bottom of the page, under the Customer Service).

For your first log in to register, you will need your Account Number which can be found on a recent invoice or statement (not Purchase Order).

Safety information

Follow normal safety precautions for all office equipment:

• To obtain supplies, please contact our Supply Line® to place orders.
• Material Safety Data Sheets can be obtained through the web or from our even after being turned off or entering a sleep cycle.
• Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewelry and long hair away from dangling parts.
• Do not remove covers or defeat safety interlock switches. Covers enclosing hazardous parts should only be accessed by properly trained personnel.
• Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
• Do not remove the ground pin from the line cord.
• Place the unit in an accessible location to allow for proper venting of the equipment.
• The power cord 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.
• Keep the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
• Before cleaning a stoppage, be sure machine mechanisms come to a stop.
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Installation requires contact with our Data Centre. Please only attempt installation when the franking machine is on. If you have not received the letter from your Postal Authority on the day of installation, please contact us.

First Check

1. You need...
• The box containing your new franking machine.
• A letter from your Postal Authority titled ‘Your Licence’.

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

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Please note that this document contains installation information for both the UK and Republic of Ireland. Please select the relevant information for your location.
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 (0844) 9929929 or (0) 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 machine 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, 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 4 and follow the instructions to continue your SmartLink™ setup.

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

PCMC Connection (Internet connection via your PC)

To connect your franking machine to the Internet via a PC you can download and install the free Pitney Bowes PC Meter Connect™ (PCMC) software and use the PC’s internet connection (see step 4).

Benefits

- Enables connection without a network
- LAN not required
- PCMC is not available for Mac

If you cannot meet the requirements of any connection method described above, give us a call on (0844) 9929929 or (0) 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 in the franking machine to 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

- Installations take about 10 minutes.
- Requires an available internet port and power socket.
- Follow the instructions below to connect.
- The SmartLink™ device's lights will change colour.
- Once the device has connected to the Internet the connectivity light will stay green.
- Also the SmartLink™ Device Ethernet port light will stay 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.

Wireless

- Installations take about 15 minutes.
- Requires a computer and access to a wireless network.
- For wireless connection please go to pitneybowes.com/smartlinksetup.
- Do not proceed with the below instructions until the instructions are completed.
- Please see note above.
- Once installed return to step 5 on the instruction.

Wired instructions

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

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

3. Plug the USB cable into your SmartLink™ Device and into the back of your franking machine.

4. Now connect the power cord to your franking machine and connect to power.

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

Wireless instructions

1. Open the box and unpack

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

3. Plug the USB cable into your SmartLink™ Device and into the back of your franking machine.

4. Now connect the power cord to your franking machine and connect to power.

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

3b. PCMC Connection (Internet connection via your PC)

If you have a PCMC connected to 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 computer and may require you to contact your IT department. Please note that the software is not Mac compatible.

To install, visit pitneybowes.com/sclvkit-pcmc and choose the ‘Set up’ 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.

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

If you have a PCMC connected to 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 computer and may require you to contact your IT department. Please note that the software is not Mac compatible.

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5 Install the ink cartridge

5.1 When the display shows 'Add ink cartridge', press Enter/Yes.

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

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

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

5.5 Close the top cover and press Enter/Yes.

5.6 When the display shows 'Connection Required - Press Enter'.

5.7 Enter/Yes to continue. The franking machine will now go through a setup cycle which takes up to 2 minutes.

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

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 will automatically begin printing. Do not remove the item until the printing has finished.

Review the quality of the test print.

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.

Adding funds

You 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 the test print is completed, the Postage Meter displays with the franking machine is ready to be used.

8 Check for updates

Congratulations! Your Franking machine is now ready to use.

Your franking machine now automatically checks and installs any new software, including any new Envelope Messaging 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/Yes again'.

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

9 Get Started-

Franking an envelope

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

- Press your item of mail on the scale and the display will show the 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 arrow key until the required Envelope Message is shown. Press Enter/Yes to change it.

Press Enter/Yes to change it.

To select your preferred Envelope Message, press the down arrow key until the required Envelope Message is shown. Press Enter/Yes to change it.

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

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

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Problems?

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

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