Pre-setting options

It’s advisable to pre-set some options on your franking machine, as this could save you time and possibly prevent errors later. Be pre-setting options, if your franking machine is turned off or goes into a ‘sleep’ cycle, once turned back on the preset options will be set automatically. We suggest that you set up the preset options for your franking machine. For example, if the machine is set up to print a certain Envelope Messaging when you frank mail, 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 ‘View’ key 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.

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

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

Troubleshooting

Envelope messaging

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:

- **Balance too low**
  - If it’s low, add more postage than you have in your Postage by Phone account. Try again with a lower amount.

- **Envelope messaging not available**
  - New any new Envelope Messaging or software updates allocated to your account. To do this:
    - Press Menu/Options
    - Use the ‘View’ key to scroll to ‘Connect to Pitney Bowes’ then press Enter/yes.

- **Mailmark™ is a trademark of the Royal Mail**

- **‘Connection required Connect - Press Enter’**
  - If the connection was not made due to your franking machine being turned off, or the printer, see ‘Pre-setting options’ below.

- **‘Stay in setup?’**
  - No

- **‘Confirm store new preset’**
  - Enter/yes

- **‘New postal rates since preset created’**
  - Enter/yes

- **‘Turn Preset on? Y/N’**
  - Press Y

- **‘Use Preset Setup?’**
  - Enter/yes

- **‘Enter/yes’**

- **Menu/Options**

- **‘Change Setup?’**
  - Then press Enter/yes

- **‘Use the Menu/Options’ keys to scroll to ‘Change Setup?’ then press Enter/yes.**

- **‘Scroll to ‘Store new preset?’ then press Enter/yes.**

- **‘When the system displays ‘Review settings to be stored?’ press No.**

- **‘If you see ‘Confirm store new preset’ press Enter.**

- **‘Press when you see ‘Next preset? and ‘Stay in setup?**

- **Your new post is now stored.**

To recall your preset at any time,
- Press Menu/Options
- Use the ‘View’ key to scroll to ‘Recall Preset? then press Enter/yes

About Pitney Bowes products and services

**Ordering consumable supplies**

When you need to order envelopes for your franking machine, or the more day-to-day items like ink pads and pens to help you manage your office work, you’ll want to ensure that your customers have found that we can provide excellent quality goods at very affordable prices, and backed by our fantastic service guarantee you can’t go far wrong.

To learn more about how to order visit our online store at www.pitneybowes.com/uk and click Supplies to benefit from an automatic 10% discount and HD delivery charge. However, if you would like to speak to someone or have any queries about your consumable supplies just give us a call on 0844 864 8101.

**My Account**

If you’re a Pitney Bowes customer 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 www.pitneybowes.co.uk and 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 and 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 data sheet.

- To obtain supplies please contact our Supply Line* to place orders.

DataCapture-Mailmark™

Your DM60 series is a Mailmark™ compliant system. At regular intervals defined by Remote Management, a Communication Device will connect to your franking machine to exchange data to your Royal Mail. The connection will normally happen in the background without you needing to do anything.

If the connection was not made due to your franking machine being turned off, or some other connection problem, the display says ‘Connection due Connect now?’: To connect, select Enter/yes.

If, for any reason, a connection has not been made within the ‘grace’ period allowed by Royal Mail: Connection required Connect - Please Enter will appear in the case, this MUST occur before a new franking machine will allow you to continue processing mail. Confirm by pressing Enter/yes.

Mailmark™ is a trademark of the Royal Mail

Using your franking machine

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

A Quick Reference Guide providing more information can be found on the Pitney Bowes Data Centre to provide usage data to Royal Mail. The connection will normally happen in the background without you needing to do anything.

A Quick Reference Guide is available on your franking machine, and you can view it by pressing the following keys.

- **Go to Menu/Options**
- **Select the Product Code for the guide you want to view.**

We also provide an on-line Operating Guide that covers all aspects of the Franking Machine. To download the guide, go to www.pitneybowes.com/uk/products

- **Form SG2032D (1-2020)**

Closing the guide

- Press ‘Exit’

Continue reading below

Right, let’s get your franking machine up and running quickly…

Let’s first get together the things you will need:

- The box containing your new franking machine
- A letter from Royal Mail titled ‘Your Licence’

If you have not received the letter from Royal Mail, do not go any further with this installation. Please call Royal Mail Customer Services on 0845 795 9590. If you try to use your franking machine without it, you will receive an error message (e.g. DOC2027D).

If you have everything you need, check that the serial numbers on your box and the letter from Royal Mail are identical. If they are, continue with this walkthrough. If not, call Pitney Bowes on 0844 499 992.

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

Open the guide fully and follow steps 1 - 9 overleaf.
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 a call on 08444 992992. Depending on how you install your franking machine, you might not need all of these items.

1. Franking Machine
2. Ink Cartridge
3. Power Cord

Please note - You will need to retain and reuse items such as your scale, Smartlink™ Device or network cables from your old machine to use when installing your new franking machine.

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

Please DO NOT connect power until instructed.

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.

Connection is made via the internet. If you were previously connecting using an Ethernet connection, our online Communication Device Guide can help.

As a backup and only if you cannot provide a direct connection to your network, you may wish to use the short cable and USB cables. You may wish to use the short cable and USB cables. You may wish to use the short cable and USB cables.

5 Install the ink cartridge

Follow the relevant section below for the connection method you’ve chosen.

4a. Smartlink device connection

To connect using a Smartlink device please go to https://pitneybowes.com/uk/smartlinksetup. Once installed return to step 5.

4b. Wired LAN (network) connection

1. Connect the Communication Device to your network as shown.

2. Position the scale on the franking machine and plug in the connector screws.

3. After 4 seconds, the right LED will blink.

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 new ink cartridge and take off the protective tape from the bottom.

5.4 Insert the new ink cartridge. Insert the base of the cartridge first before pressing it through.

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

5.6 Close the top cover and press Enter/yes. When you see ‘Install the ink cartridge completed’, press Enter/yes again.

The franking machine will now go through a set-up cycle which takes about 2 minutes.

Carry out a test print

When prompted, insert a spare envelope or tape/label strip for a test print. Insert the items into the franking machine from the front, making sure it is pushed up to the 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.

6 Carry out a 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 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.

2. If you pressed Clear/Back you will be prompted to enter a new amount. Enter the amount and then press Enter/yes. This new refill amount will be in increments of £1/€.

3. Confirm the amount to add by pressing Enter/yes again.

The franking machine communicates with the Data Centre to add postage and display your updated balance.

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 8.

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.

9 Frank an envelope

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

1. Place your item of mail on the scale and the display will show the cost, weight and date.

2. If you want to change the Class, press the Class button and scroll to highlight the class and date.

3. Confirm the amount to add by pressing Enter/yes again.

4. You can change the Class, press the Class button and scroll to highlight the amount and then press Enter/yes again.

Problems?

Can’t see the personalised Envelope Message you ordered?

Insert the item into the franking machine from the front.

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