Envelope messaging

If your Envelope Message is not available for download during the installation process, email **envelopemessagingqueries@pb.com**. Alternatively, use the instructions below to create new messages within Your Account. When it is available, carry out a software update as described below to download it into your franking machine.

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:

1. Press **Menu/Options**.
2. Use the **Review** keys to scroll to **Connect to Pitney Bowes** then press **Enter/yes**.
3. 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.
4. Press **Enter/yes** when complete.

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

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

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

Pre-setting options

It's advisable to pre-set some options on your franking machine, as this could save time and possibly prevent errors later. By pre-setting options, if your franking machine is turned off or goes into a 'sleep' cycle, once turned back on the preset values will be set automatically. 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.

Storing your preset
1. Press **Menu/Options**.
2. Use the **Review** keys to scroll to **Change Setup?** then press **Enter/yes**.
3. Scroll to **Use Preset Setup?** then press **Enter/yes**.
4. If the **Turn Preset on? Y/N** prompt appears, press **Enter/yes**.
5. If the **New postal rates since preset created** prompt appears, press **Enter/yes**.
6. Scroll to **Store new preset?**, then press **Enter/yes**.
7. When **Review settings to be stored?** appears press **No**.
8. When **Confirm store new preset** appears press **Enter/yes**.
9. 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**.

Data Capture/Mailmark™

Your DM60 series is a Mailmark compliant system. At regular intervals defined by Royal Mail, it has to connect to the Pitney Bowes Data Centre to provide usage data to Royal Mail. The connection will normally happen in the background without you needing to do anything.

If the connection was not made due to your franking machine being turned off, or some other connection problem, **Connection due Connect now? (y/n)** appears. 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 - Press Enter** appears. In this case, you MUST make a connection before your franking machine will allow you to continue processing mail. Confirm by pressing **Enter/yes.**

Mailmark™ is a trademark of the Royal Mail

Troubleshooting

When setting up your franking machine, you might encounter a few common issues. Here are some resolutions for them:

Balance too low
You have tried to add more postage than you have available in your PB Postage account. Try again with a lower refill amount.

Envelope messaging not available
See the Envelope Messaging section on the left.

Error 11
You have tried to install your franking machine before Royal Mail have approved your licence. Please wait 24 hours and try the installation again.

Error (0)104
You have tried to refill with an amount that is not a multiple of £10. Please try again with an amount that is a multiple (£10, £20, etc.).

Problems connecting when using PC Meter Connect
• Make sure the USB cable is connected between the franking machine and the PC.
• Check that your PC is running and has an active internet connection.

Problems connecting when using SmartLink
• When establishing a wired connection, make sure that the SmartLink is physically and securely connected as described in section 4 of this instruction.
• If the 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 franking machine.
1. Power down the franking machine 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. Disconnect the USB cable that joins the SmartLink device to the franking machine.Wait 10 seconds, then restart the franking machine and SmartLink device independently.
4. Wait for the bottom USB light (Internet) to start blinking green on the SmartLink device and the franking machine to be fully powered up.
5. Now reconnect the USB cable between the units and the USB light on the SmartLink device will go orange initially and then solid green if successful. If necessary, select Enter/yes to continue with the installation.
6. If "meter is controlled by PC" appears this is normal and shows that the connection is restored. Your franking machine returns to normal after a few seconds.

If you continue to experience problems please visit-**pitneybowes.com/uk/smartlinkhelp** for further assistance.

Poor Print Quality
If you are experiencing poor print quality, perform a test print.

1. Press Menu/Options.
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. Select No- poor print when prompted and the printer nozzles will be cleaned.

If you continue to experience print quality issues please scan the QR code on the right to create a case in Your Account. Alternatively, go to **pitneybowes.com/uk/poor-print**

Using your franking machine

You will have processed a simple mailpiece 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 on our website. This gives more detail of how your franking machine works and how you can use it to process your post.

Go to **pitneybowes.com/uk/support/products/dm60** or scan the QR code to the right and select the Quick Reference Guide from the list.

We also provide an in-depth Operating Guide that covers all aspects of your franking machine in detail.

About Pitney Bowes products and services

Ordering consumable supplies
Whether it's franking supplies or office stationery, thousands of our customers have found that we can provide excellent quality goods at very affordable prices and backed by our fantastic quality guarantee you can't go far wrong

To find out more about what we can offer just visit our online shop at **www.pitneybowes.com/uk** and click **Buy Supplies.**

Your 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 Your Account, go to **www.pitneybowes.com/uk/signin** 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 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 consumables, please contact our Supplies team to place orders
• Material Safety Data Sheets can be obtained through the web or from our Supplies team.
• 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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*SDC2081F*
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Form no: SDC2081F (1-2025)

pitney bowes Ⓟ

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Mailing and Shipping
Franking Machines

Franking machine installation guide - DM60 series

Read Now BEFORE you unpack your equipment

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'.

You will receive your formal licence in a letter from Royal Mail normally within 7 days. If you have not received the letter from Royal Mail, please call Royal Mail Customer Services on 08457 950950. If they ask you for the franking machine serial number, it can be found on the delivery note on the outside of the box.

If you have everything you need, check that the serial numbers on your delivery note and the letter from Royal Mail are identical. If they are, continue to work through this set-up. It's important you verify the unique serial number on the letter matches the print on your mail once your franking machine is installed.

If the numbers do not match, please scan the QR code on the right and create a case within Your Account. Alternatively, go to **pitneybowes.com/uk/serial-number**
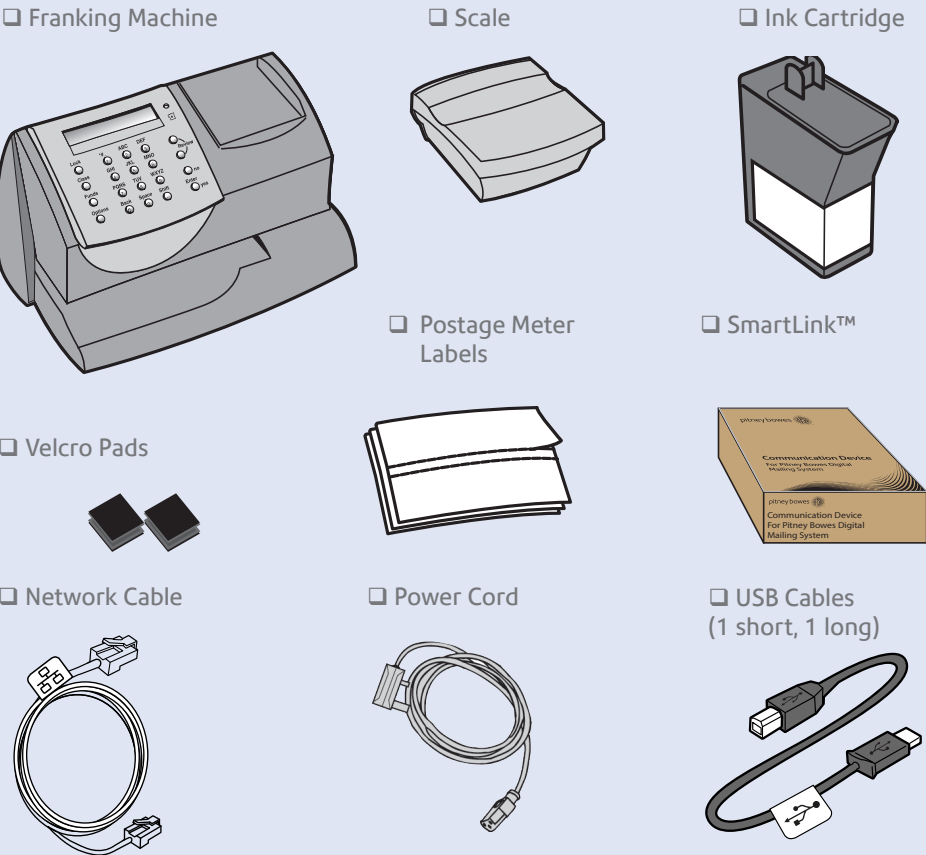
Installation requires contact with our Data Centre. Please only attempt installation during the opening hours of 7am to 8pm Monday to Saturday.

IMPORTANT: If you are installing using a SmartLink™ device, please proceed with the instructions in this paper guide. You will be directed to a website to install your SmartLink device before returning to this instruction to complete the installation.

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 please **scan the QR code on the right** to create a case in Your Account. Alternatively, go to **pitneybowes.com/uk/missing-items**
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 the Troubleshooting section.

❑ Franking Machine   ❑ Scale   ❑ Ink Cartridge

❑ Postage Meter Labels   ❑ SmartLink™

❑ Velcro Pads

❑ Network Cable   ❑ Power Cord   ❑ USB Cables (1 short, 1 long)

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

Please **DO NOT** connect power until instructed.
You must ensure that the franking machine is located
- on a sturdy and flat surface
- has access to a constant power supply
- has space around it to work.

Your franking machine has to connect to the Pitney Bowes Data Centre to add postage funds, get software updates, and carry out the required 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 use the link provided 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. PCMC is compatible with both Windows 10 (32 bit and 64 bit) and Windows 11. Ensure that your Windows computer meets the following minimum system requirements to use PC Meter Connect™ (PCMC): Important: Mac, Linux and other non-Windows operating systems are not currently supported.

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

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.
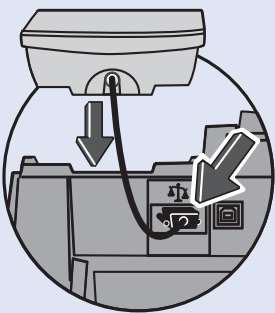
4 Connect to the outside world

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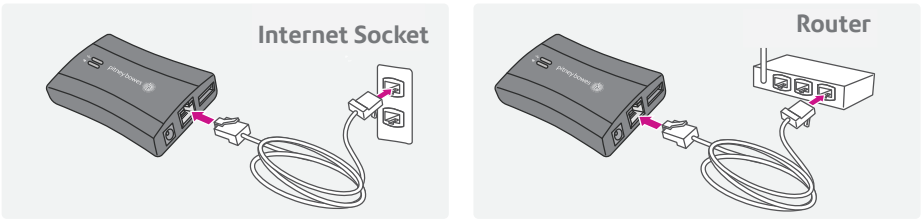
SmartLink device connection
Note- If you are installing your SmartLink™ using a wireless connection you should connect your power cord to the back of your franking machine and power up **now** before proceeding to the connection instructions below.

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** Do not proceed with the below instructions.
- **Please see note above**.
- Once installed return to step 5 on this instruction.

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

   Note: Lights on the device will remain off.

   Internet Socket　　　**Router**

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

   USB
   Network

- The SmartLink device's lights will change colour.
- Once the device connects to the internet the network light will flash green.
- The SmartLink's network port light will show green for successful connection and yellow for network activity.
- If you don't see the required lights, your SmartLink may need further manual configuration. Please go to **pitneybowes.com/uk/smartlinksetup**

3. Plug the USB cable into your SmartLink device and into the back of your franking machine.
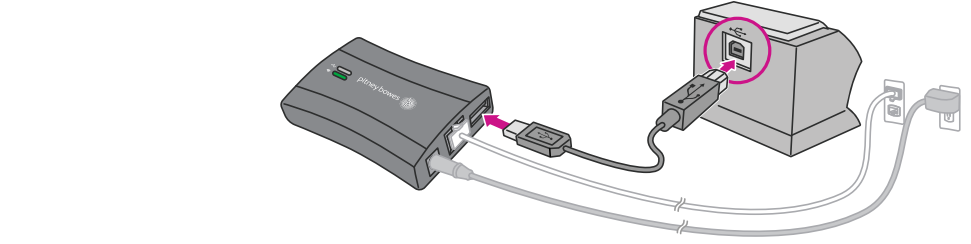
4. Now connect the franking machine to a power outlet. Startup screens appear and you will hear noises as the franking machine initialises.
- The SmartLink device's lights will again change colour.
- Once a network connection has been made, the SmartLink device's USB light will turn green and it's network connectivity light will blink green.

5. Attach the SmartLink device to your franking machine with the included adhesive fastener strips. Please proceed to Step 5.

   ①　　②　　③
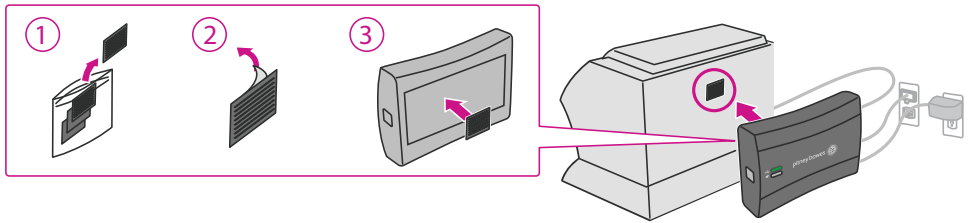
Now that your SmartLink™ connection is established, please proceed to Step 5.

4b. PCMC Connection (Internet connection via your PC)
Before you connect your franking machine to your PC, you need to install our **FREE PC Meter Connect™ software**. To do this, you must have administrator rights on your PC which may require you to contact your IT department. Please note that Mac, Linux and other non-Windows operating systems are not currently supported.

To install, visit **pitneybowes.com/uk/setup-pcmc** and select the **Download** button. Go to your Downloads folder and double-click the **setup.exe** file to start your installation. This process installs the software and tests your franking machine connection. When complete, you are asked to return to this guide to complete the franking machine installation.

5 Install the 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 new 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.

5.6 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.

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

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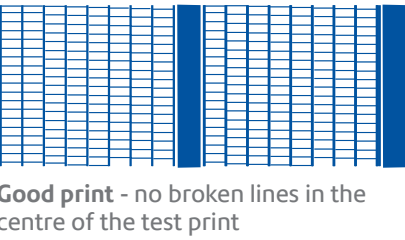
Good print - no broken lines in the centre of the test print

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, Royal Mail 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. Please only attempt to add funds during the opening hours of 7am to 8pm Monday to Saturday.

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

Adding funds
You now need to add postage to your franking machine.
1. 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 must be in increments of £10.
3. Press **Enter/yes** again to confirm the amount.
4. The franking machine communicates with the Data Centre to add postage and confirms when complete. Press **Enter/yes**.
5. 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 meter number on the receipt and ensure it matches the serial number on the delivery note received with the franking machine. If the numbers do **not** match, do not go any further with this installation. Please scan the QR code on the right to create a case in Your Account. Alternatively, go to **pitneybowes.com/uk/refill-receipt**

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	0 g
postal class	date

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, class and date.
2. 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**.
3. Envelope Messaging prints alongside your frank. To select your preferred Envelope Message:
   a. Press the down **Review** key until **Ad** appears, then press **Enter/yes**.
   b. 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**).
   c. Insert the item of mail into the franking machine exactly as you did at step 6 to create your first piece of franked mail.

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

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