



Shipping & Mailing
Postage Meters

DM60™

Quick Reference Guide



Using your System



Running Mail



*Selecting a Value /
Using the Scale*



Adding Funds



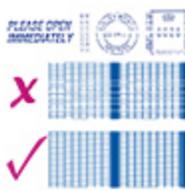
*Changing the Ink
Cartridge*



*Envelope Messaging
/ Preset Feature*



*Advancing Date /
Selecting an
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*Printer Maintenance
/ Print a Test Pattern*



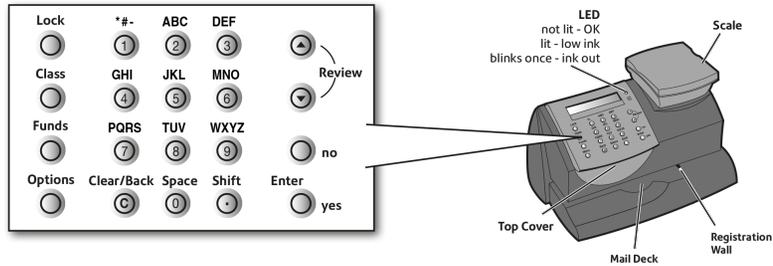
Problems?



*Responsible
Disposal / Pitney
Bowes Support*

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About your Digital Mailing System



Keyboard

Lock

Prevents the accidental use of your DM60 series Digital Mailing System.

Class

Allows selection of a postal class for automatic postage calculation.

Funds

View details of your postage funds and number of pieces processed.
Add funds and obtain details of your Postage by Phone account.

Options

Accesses the system set-up menus.

Clear/Back

Allows you to cancel or clear a value or to return to a previous display.

Review Keys ▼▲

Allow scrolling up and down through choices on the display or review of current settings.

Enter/yes

Confirms a selection or answers yes to a question on the display.

no

Replies no to a question on the display.

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Running Mail

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

- Before you begin, ensure that the Home screen is visible. The Home screen is the default screen that appears after the meter has been switched on or has been woken from sleep mode.
- If Accounting is switched on you will be required to select an Account before proceeding. See [Select an Account](#).
- Place your item of mail on the scale and the display will show the cost, weight, class and date.
- The screen will display Royal Mail. Press the **Enter/yes** button.
- If you want to change the Class, press the **Class** button and use the Review ▼▲ Keys to highlight the Class you wish to use and then press **Enter/yes**.
- The screen will display a Service. Use the Review ▼▲ Keys to highlight the service you require.
- 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 [The Preset Feature](#)).
- 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.



To watch a video on Running Mail [Click Here](#)

Or visit pitneybowes.com/uk/support and search Running Mail on the DM50-DM60.

IMPORTANT: Always ensure that your prints are clear and complete. Poor prints may be rejected by Royal Mail.



The illustration above shows a bad print with missing lines. Only approved ink should be used in the machine.

If you are experiencing Poor Print see [Printer Maintenance](#).

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Selecting a Value

Before printing mail, you need to set the Mailing System to the value you wish to print.

You can weigh the item on the scale, select a class of mail and have the internal rating module automatically calculate the correct postage (see 'Using the Scale' opposite).

Weight Hold

- Weight Hold can be enabled within the system settings. This mode holds the weight after an item has been removed from the scale and is used when the size of the item covers the display.
- Place an item of mail onto the scale. Give the system time to weigh the item and then remove it. The weight/value holds for a preset time after the item is removed from the scale to allow you to select the correct Class, etc.
- To clear the weight/value before it automatically resets, press Clear/Back.

Surcharge Payment Carrier

Occasionally, Royal Mail may need an additional payment (due to underpayment, etc). To produce a Frank for payment, press **Class**, then select the "Surch Pymnt" Carrier, followed by the "Surch Pymnt" class. You can now enter the value of underpayment required. Press **Enter/yes** to confirm the amount and print postage in the normal way.

Parcelforce FrankPay

If you wish to use your Franking machine to process Parcelforce Frankpay transactions, press **Class**, then select the "Royal Mail" carrier. Scroll down and select "Parcelforce". Select the "Frankpay" service and the "Enter Amount" option. Key in the amount in £ and press the **Enter/yes** key to confirm, then print the postage onto a tape sheet.

Using the Scale

- Place an item of mail onto the scale. The weight will show at the top right of the display.
- Check the Class displayed. If you need to change this, press the **Class** key. Use the Review ▼ ▲ keys to scroll to the Class you require, then press **Enter/yes**. Follow prompts to select any additional options and/or services.
- The system will set itself to the correct postage value.



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Adding Funds

Your system will periodically need refilling with postage funds.

Before refilling, check the DM60 is successfully connected to the internet via your chosen method of connection (For example - Smartlink™, Communication Device, PCMC).

- Press **Funds**. Use the Review ▼ ▲ keys to scroll to 'Refill postage?', then press **Enter/yes**.
- Key in the refill amount and press **Enter/yes**.

Note: Amount must be in increments of £10.

- Press **Enter** again to confirm amount of refill.

The system will automatically connect to the Pitney Bowes Postage by Phone system and download funds. When the process is complete, the meter will display a confirmation message.

- Press **Enter/yes** to continue.
- You will be prompted to print a receipt - confirm with either the yes or no button.

The meter will check for any pending downloads, for instance new rates or software updates. Follow any prompts to download and install any updates.

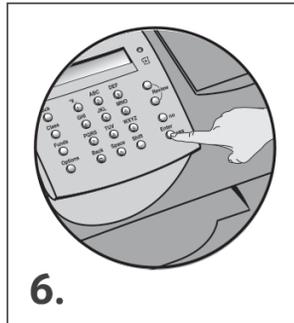
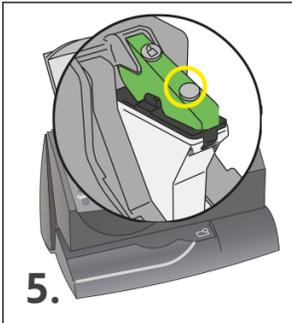
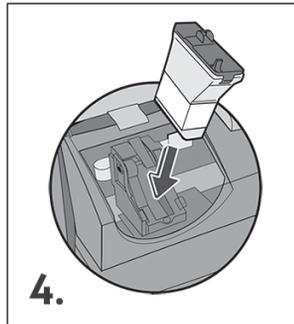
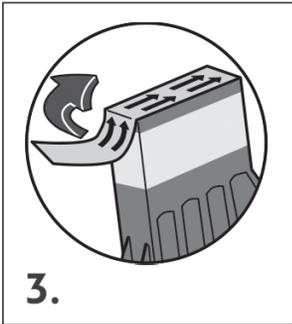
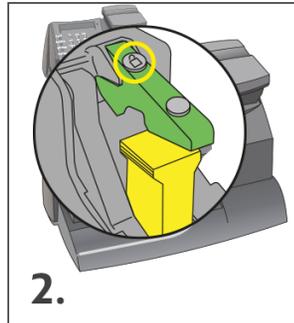
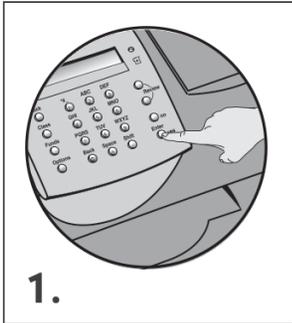
Once the process is complete the meter will return to the Home screen.

To watch a video on Adding Funds [Click Here](#)

Or visit pitneybowes.com/uk/support and search Adding funds to the DM50-DM60.

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Changing the Ink Cartridge



1. When the display shows 'Add ink cartridge', press **Enter/yes**.
2. When prompted, lift the top cover and press the unlock symbol on the cartridge latch. Remove and discard the yellow packaging material.
3. Open the packaging for the ink cartridge and take off the protective tape from the bottom.
4. Insert the ink cartridge. Insert the base of the cartridge first before pushing the top back.
5. Press the ink cartridge latch down until it clicks and holds the cartridge in place.
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.

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Printing Envelope Messaging

You can print Envelope Messaging alongside the postal indicia/frank.

- From the Home screen, press the down **Review** ▼ key until 'Ad' displays, then press **Enter/yes**.
- Scroll to the required Graphic Ad/Text Ad using the Review ▼ ▲ keys, then press **Enter/yes**.
- You return to the Home screen with the new item selected for printing.

Note: Graphic Ads and Text Ads print in the same location and so cannot be printed together.

Text Ads are only available on certain models.

To watch a video on Downloading Envelope Messaging [Click Here](#).

Or visit pitneybowes.com/uk/support and search Downloading an envelope message on the DM50-DM60

The Preset Feature

The Preset feature allows you to save values such as Class, Envelope Message, etc. that the system returns to when it is turned on or after it has been woken from sleep mode. Preset values can also be quickly recalled with a few button presses.

To create a Preset:

Set the system to the Class, Envelope Messaging, etc. that you want stored as described earlier in this guide.

- Press **Options**. Use the Review ▼ ▲ keys to scroll to 'Change Setup?', then press **Enter/yes**.
- Use the Review ▼ ▲ keys to scroll to 'Use Preset Setup?', then press **Enter/yes**.
- Use the Review ▼ ▲ keys to scroll to 'Store new preset?', then press **Enter/yes**.
- Press **no** when the system displays "Review settings to be stored?".
- At the "Confirm store new preset" prompt, press **Enter/yes**.
- Press **no** when the system displays "View new preset?" and "Stay in setup?".

Your new preset is now stored.

To recall the Preset settings at any time:

- Press **Options**. Use the Review ▼ ▲ keys to scroll to 'Recall Preset?', then press **Enter/yes**.
- You return to the Home screen with all the Preset settings selected.
- If "Turn Preset on? Y/N" prompt displays, press **Enter/yes**.
- If "New postal rates since preset created" displays, press **Enter/yes**.

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Advancing the Date

You can temporarily advance the date printed to process mail in advance of the posting date.

- Press **Options**. Use the Review ▼ ▲ keys to scroll to 'Change date and time settings?', then press **Enter/yes**.
- If necessary, use the Review ▼ ▲ keys to scroll to 'Change printed date?', then press **Enter/yes**.
- Use the Review ▼ ▲ keys to select the date you require, then press **Enter/yes**.

The system will set itself to the date selected.

Notes: Remember to reset the date to today's date after processing mail, using the procedure above.

- You cannot set a date that has already passed.
- You can advance a maximum of 30 days.

Selecting an Account

If your system has accounting turned on, you must select an account before you can print postage.

- From the Home screen, Press **Menu /Options** key.
- Press the down **Review ▼** key until 'Change Account?' displays, then press **Enter/yes**.
- Scroll to the required account using the Review ▼ ▲ keys, then press **Enter/yes**.
- You may now need to enter a password, if the account has password protection.

You return to the Home screen with the account selected.

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Printer Maintenance

If lines are missing in the system prints, perform maintenance to clean the print head nozzles.

IMPORTANT: Always ensure that your prints are clear and complete. Poor prints may be rejected by Royal Mail.



The illustration above shows a bad print with missing lines. Only approved ink should be used in the machine.

Clean printer nozzles:

- Press **Menu/Options**.
- Use the Review ▼ ▲ keys to scroll to 'Use ink functions?', then press **Enter/yes**.
- Use the Review ▼ ▲ keys to scroll to 'Clean printer nozzles?', then press **Enter/yes**.

Now print a Test Print (see opposite from **When prompted**).

Print a Test Print

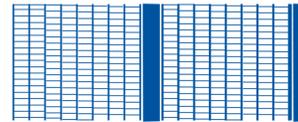
- Press **Menu/Options**.
- Use the Review ▼ ▲ keys to scroll to 'Use ink functions?', then press **Enter/yes**.
- Use the Review ▼ ▲ keys to scroll to 'Clean printer nozzles?', then press **Enter/yes**.

When prompted, insert an envelope or label for test.

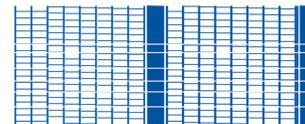
At the 'Is test pattern OK?' prompt:

If lines are missing, press **no** and the system will attempt to prime the print head again. It will then ask for another test print.

If test print is OK, press **yes** to return to the Home screen and resume normal operation.



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



Poor test print - missing lines in the centre of the test print

If you continue to experience poor print quality, replace your ink cartridge see [Changing the Ink Cartridge](#).

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Problems?

If...	Description	Action
Lines missing in prints	Printer maintenance required. May be clogged nozzles or low ink condition.	Perform Printer Maintenance. If problem remains, see Changing the Ink Cartridge section in this guide.
No print	Print head not primed with ink.	Check that tape on cartridge is removed. See Changing the Ink Cartridge section in this guide.
Prints are smudged	Envelope is contacting print head during printing.	Check that envelope does not exceed 8mm thickness. Do not place objects, such as paper clips, in the printing area.
A four digit number in the format Exxxx is displayed	System error.	Press Clear/Back . If error remains, unplug meter. Wait 30 seconds, reconnect.
Lock Code Unknown	Cannot remember lock code.	Call Pitney Bowes.
Amber LED is on	Low ink	Have a new ink cartridge ready.
Amber LED blinks once	No ink	Replace ink cartridge now. See Changing the Ink Cartridge section in this guide.
Envelope Messaging keeps 'disappearing' from print	Preset may not contain Envelope Messaging.	See ' The Preset Feature ' in this guide for details of storing a new preset.

Connectivity

For information on the different ways of connecting your DM60 to the internet or for troubleshooting your connection, [Click Here](#) to visit our Meter Connection Methods page.

or go to pitneybowes.com/uk/support/connection and then select **DM50/DM55 (K721/K724) DM60 (K722)**.

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Responsible Disposal



Pitney Bowes has long been recognised for our commitment to protecting the environment. Let us help you meet your goal of creating a greener workplace too.

To find out how to responsibly dispose of your empty ink cartridges visit pitneybowes.com/uk/support/account/return-used-ink

To find out more about what we do for the environment visit our [Corporate Responsibility](#) webpage.

pitneybowes.com/us/our-company/corporate-responsibility

Pitney Bowes Support

For lots more support information for your DM60, visit our [DM60 Support](#) website.

pitneybowes.com/uk/support/products/DM60

For Account or Billing support visit our website.

pitneybowes.com/uk/support/account-support

Contact us at-

pitneybowes.com/uk/support/contact-us

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