Pitney Bowes

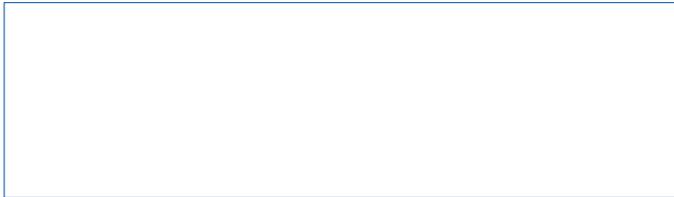*Engineering the flow of communication™*

1 Elmcroft Road
Stamford, Connecticut 06926-0700
www.pitneybowes.com

For Service or Supplies

Customer Support: 1.800.522.0020
Product Name: DM300c
Model Number: 3C00
AW21912 Rev A 11/08

Printed on recyclable paper

AW21912REVA

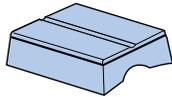**Pitney Bowes**

DM300c Digital Mailing System

Self Install Guide
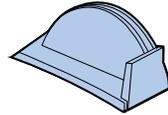US English Version
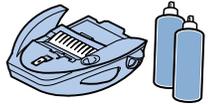
Contents

DM300c
Mailing System
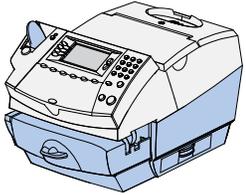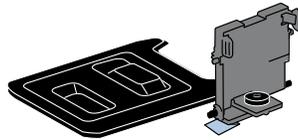
MP9G
Weighing Platform
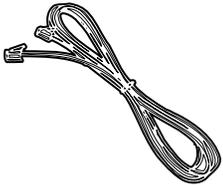(Optional)

Stacker

Moistener
(Optional)

Ink cartridge
(Reorder #765-9)

Print Head

Analog Phone Cord

Power Cord

Tape Strips

Operator Guide
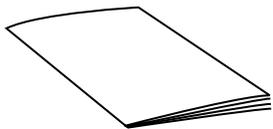
Self Install Guide
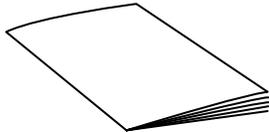
Quick Reference Guide

Please do not apply power until Step 3.

Step 1 Remove All Shipping Tapes and Packing Material

ink access cover

shipping material

tape

ink cartridge guard
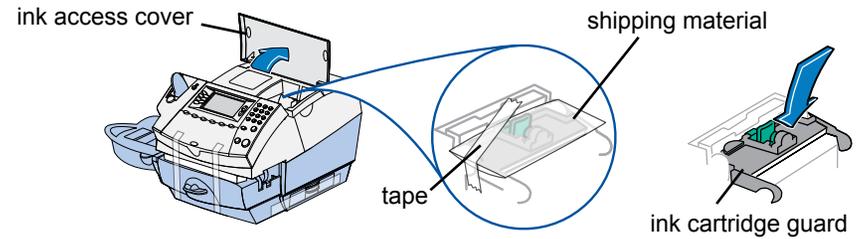
1a Open ink access cover and remove tape and shipping material. Then close ink cartridge guard followed by ink access cover.

foam

tape

clearance lever
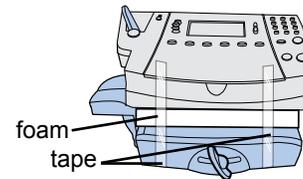
printer deck

1b Remove shipping foam and tapes.
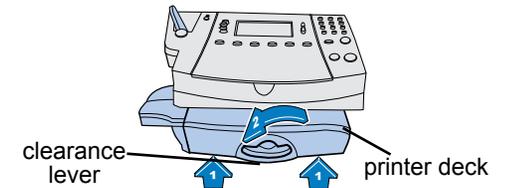
1c Close printer deck by lifting it and rotating clearance lever counterclockwise.

Step 2 Connect Analog Phone Cord

What is an analog phone line?

The following are usually analog phone lines:

- Fax lines
- Lines used by modems or credit card readers
- Residential phone lines

If you are unsure about your phone line, contact your telephone company or local network administrator.

analog phone cord

Step 3 Connect Power

Plug the power cord into a convenient outlet.

power

Please wait.
The system will take a few seconds after power up to go through the initialization process.

Step 4 Select Language

If your system has only one default language then this step will be skipped.

OR

If you see the screen below select a language to continue.

Select Language

◄ English
◄ Espãnol

Notes
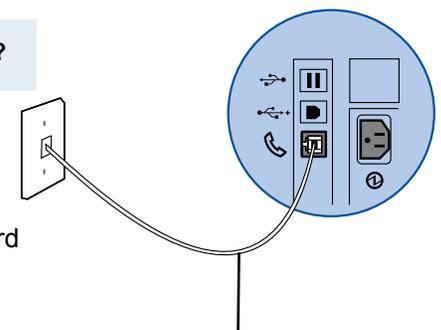
Scale codes for locations in Alaska and California

Locations near a boundary may enter either code.

Location Code = 27

Location Code = 26

Anchorage

Location Code = 23

Location Code = 16

Chico

San Francisco

Location Code = 15

Modesto

Location Code = 14

San Luis Obispo   **Bakersfield**

Location Code = 13
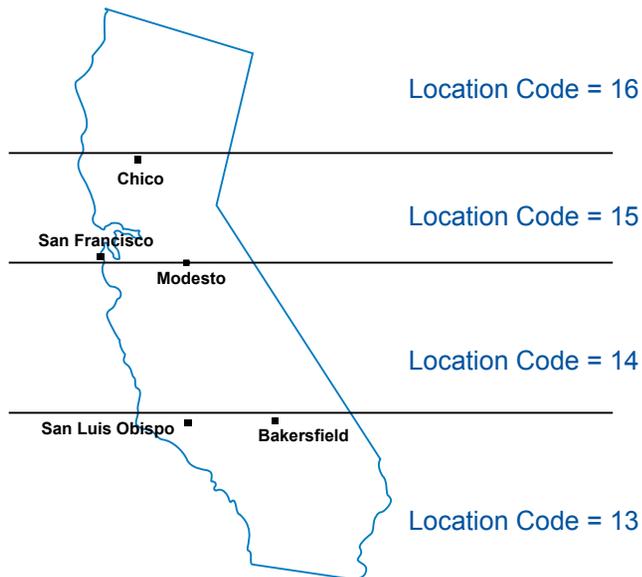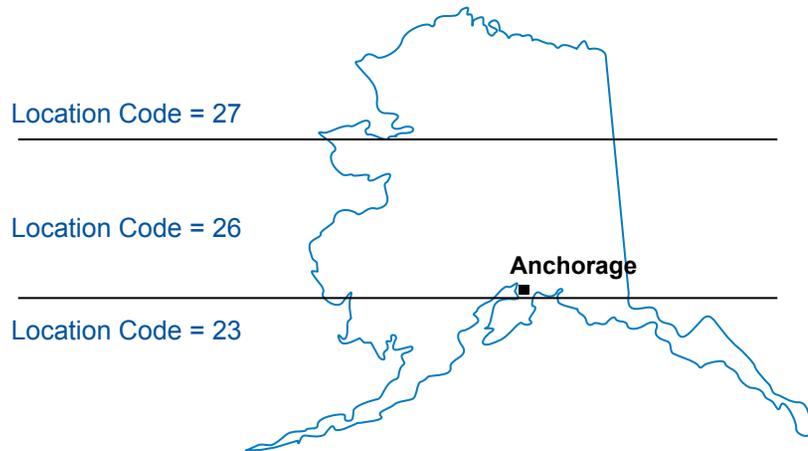
Step **5** **Set Time**

Key in time with hours first and then minutes.

```
        Set Time
  Current: XX:XX PM
     Enter Time
        :  _
      (HH:MM)
  ◄ Select AM/PM
```

Select **Select AM/PM**.

```
     Select AM/PM

    ◄ AM

    ◄ PM
```

Select **AM** or **PM**.

```
     Confirm Time

  Proceed with time set to
  X:XX PM?
  ◄ Yes
  ◄ No
```

Select **Yes** to confirm time.

Step 6 Install the Print Head and Ink Cartridge

```
Install Ink Tank/
     Print Head
Open Cover to start
replacement.
```

First install the print head.

6a Open the ink access cover.

ink cartridge guard

print head package

print head

peg

tape strip

6b Remove the print head from packaging and remove tape strip.

6c Flip open the ink cartridge guard.

wall

tabs

6d Slide the print head pegs down into the grooves.

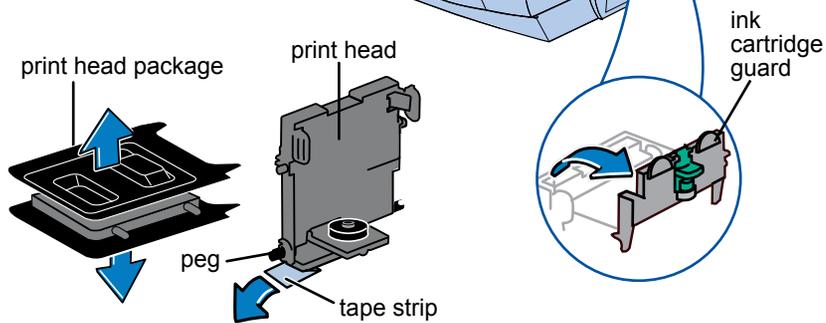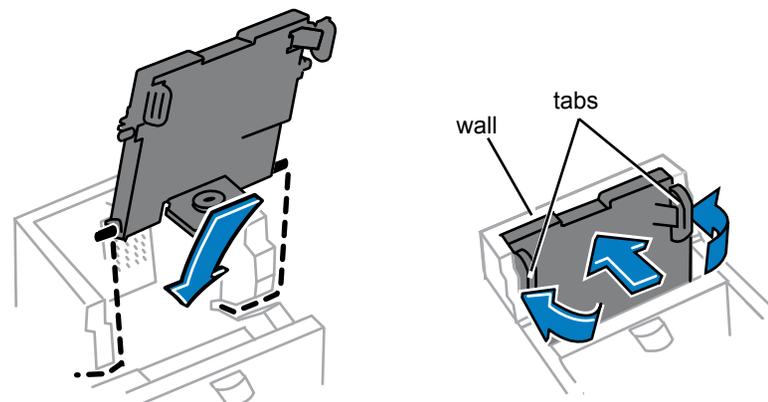**6e** Squeeze the tabs on the sides of the print head and push the print head flush against the wall.

Scale codes for locations in the United States

Locations near a boundary may enter either code.

State	Code	State	Code
Missouri		**Oregon**	
North of Springfield	**15**	Salem and north	**18**
Springfield and south	**14**	South of Salem	**17**
Montana		**Pennsylvania**	**16**
Helena and north	**18**	**Rhode Island**	**16**
South of Helena	**17**	**South Carolina**	**13**
Nebraska	**16**	**South Dakota**	**17**
Nevada	**13**	**Tennessee**	**13**
New Hampshire	**17**	**Texas**	
New Jersey	**16**	NE of Colorado River	**12**
New Mexico	**11**	SE of Colorado River	**11**
New York		**Utah**	**13**
Kingston and north	**17**	**Vermont**	**17**
South of Kingston	**16**	**Virginia**	
North Carolina		North of Roanoke	**15**
Raleigh and north	**14**	Roanoke and south	**14**
South of Raleigh	**13**	**Washington DC**	**15**
North Dakota	**18**	**Washington State**	**18**
Ohio		**West Virginia**	**15**
Akron and north	**16**	**Wisconsin**	
South of Akron	**15**	Green Bay and north	**18**
Oklahoma		South of Green Bay	**17**
North of Oklahoma City	**14**	**Wyoming**	**15**
Oklahoma City and south	**13**		

Scale codes for locations in the United States

Locations near a boundary may enter either code.

| State	Code	State	Code
Alabama		**Illinois**	
Birmingham and north	13	North of Springfield	16
South of Birmingham	12	Springfield and south	15
Alaska (see map on pg 20)		**Indiana**	
Arizona		North of Indianapolis	16
Phoenix and north	12	Indianapolis and south	15
South of Phoenix	11	**Iowa**	
Arkansas	13	North of Des Moines	17
California (see map on pg 20)		Des Moines and south	16
Colorado		**Kansas**	
Denver and north	13	North of Wichita	15
South of Denver	12	Wichita and south	14
Connecticut	16	**Kentucky**	14
Delaware	15	**Louisiana**	12
Florida		**Maine**	18
W Palm Beach and north	11	**Maryland**	15
South of W Palm Beach	10	**Massachusetts**	17
Georgia	12	**Michigan**	
Hawaii	9	NW of Lake Michigan	18
Idaho		SE of Lake Michigan	17
N of Salmon River Mtns.	17	**Minnesota**	18
S of Salmon River Mtns.	16	**Mississippi**	
		Kosciusko and north	13
		South of Kosciusko	12

Step 6 Install the Print Head and Ink Cartridge

Now install the ink cartridge.
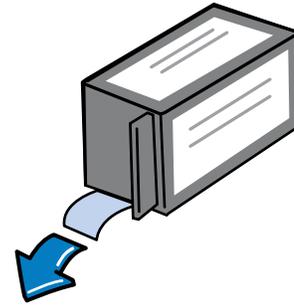
6f Remove the ink cartridge from the bag and make sure the tape strip is peeled off.
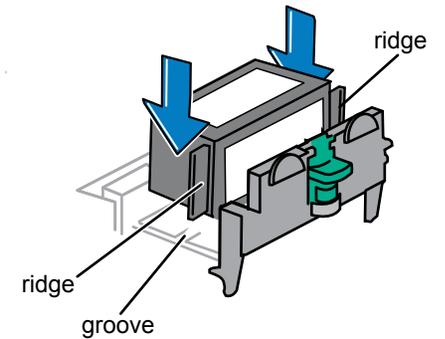
ridge
ridge
groove

6g Lower the tank into the cavity. The ridges on either side of the tank will slide into the grooves.
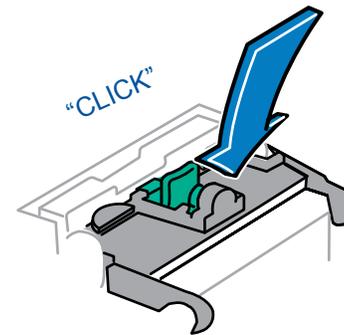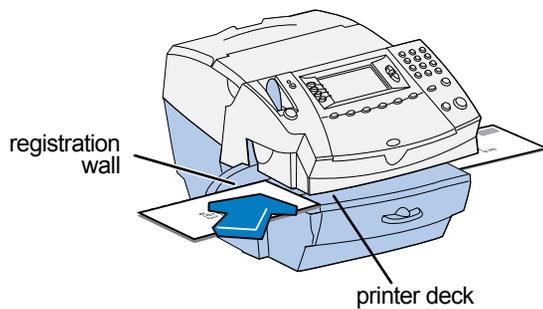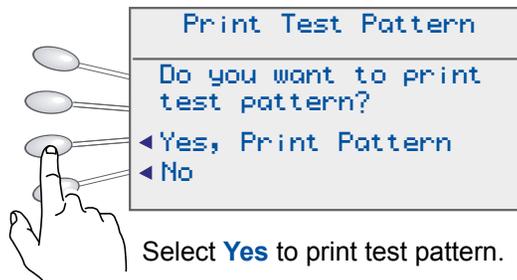

"CLICK"

6h Return the guard back to the operating position and click to close.
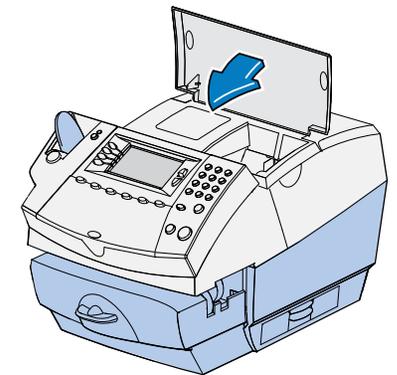
6i Close the ink access cover. The system will automatically perform printer maintenance.
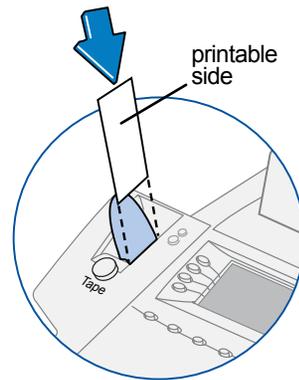
Step **7** Test Print

If you want a test print, follow these steps.

```
Print Test Pattern

Do you want to print
test pattern?
◄Yes, Print Pattern
◄No
```

Select **Yes** to print test pattern.

OR

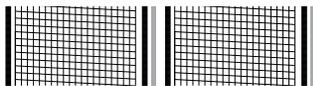registration wall

printer deck

printable side

Tape

> 🔍 **For proper printing, position mail flat against rear registration wall and gently slide mail to the right on printer deck.**
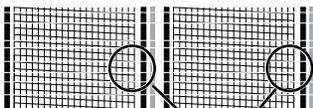
Load tape into tape feeder and press **Tape** button.

If the test print is good, select **Yes**.

Good test print - no missing lines

If the test print is poor, select **No** to perform additional maintenance.

Poor test print - missing lines

Troubleshooting

Print Head or Ink Cartridge Fault

Try installing print head or ink cartridge again as described in Step 6. If problem persists, call Pitney Bowes.

Mail Skewed

Clear message and try inserting envelope with it aligned flat against the rear registration wall.

No Dial Tone

Check that you are using an analog line such as
  a) most fax machine lines;
  b) lines used by computer modem or credit card reader;
  c) residential phone lines.

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

Cannot Reach Data Center

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

Not Enough Funds

You have tried to add more postage than you have in your account at Pitney Bowes. Refill a smaller amount and try again.

To Change Information During the Setup Procedure

• Press Back/C key on numeric keypad.
• At Install Not Complete, either go back to the previous step or return to the Install Start.

To Change Information After the Setup Program is Complete

• Press Menu.
• Press Down button to scroll and select Advanced Features.
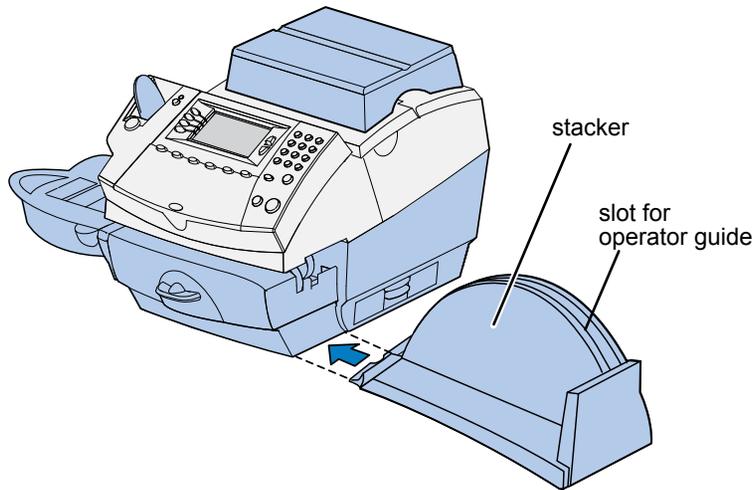• Select Run Install Mode.

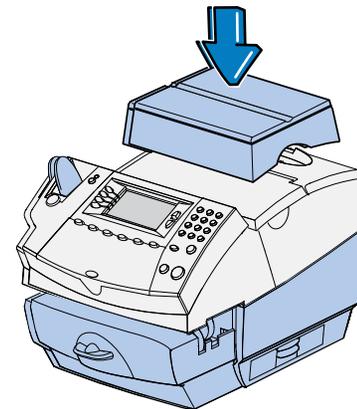### For Customer Support

• Dial 1-800-522-0020

Position Stacker

Position the stacker next to the DM300c as shown. The stacker provides a convenient location to store your metered mail, tape sheets, and operator guide.

stacker

slot for
operator guide

OR

Assemble weighing platform.

To USB weighing platform
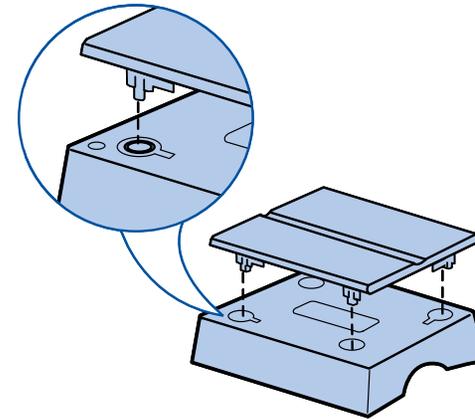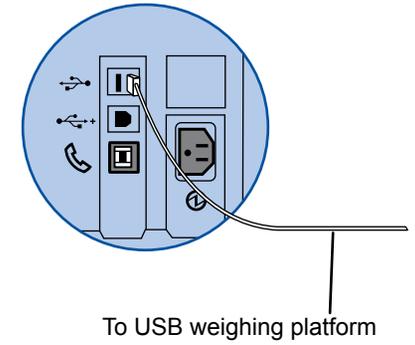
If you have purchased an external USB weighing platform, connect it to the back of the DM300c using the USB cable supplied.

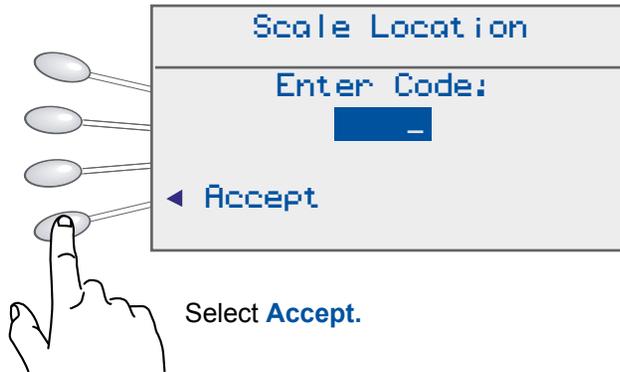Install the assembled weighing platform on the system.

Step **9** Scale Location Code

If you have installed your weighing platform, key in the correct scale code for your geographical location.

Note: To clear the default value or re-enter the code, press the **Back/C** key to clear.

Codes can be found in the back of this guide.

```
┌──────────────────────────────┐
│     Scale Location           │
├──────────────────────────────┤
│                              │
│     Enter Code:              │
│                              │
│        ████ _                │
│                              │
│  ◄ Accept                    │
│                              │
└──────────────────────────────┘
```

Select **Accept.**

Step **10** Setup Dialing Prefix

Some phones require that you dial a prefix before dialing an outside number.

```
┌──────────────────────────────┐
│     Dialing Prefix           │
├──────────────────────────────┤
│                              │
│     Enter Prefix:            │
│                              │
│        ████ _                │
│  ◄ No Prefix Required        │
│  ◄ Accept                    │
└──────────────────────────────┘
```

If your phone requires a dialing prefix, enter the prefix and select **Accept**.

If no prefix is required, select **No Prefix Required**.

8

Install Moistener (optional)

If you have purchased the optional moistener with your DM300c, position the moistener on the left side of the printer deck as shown. Slide moistener from left to right aligned with the top of the printer deck.

moistener

printer deck

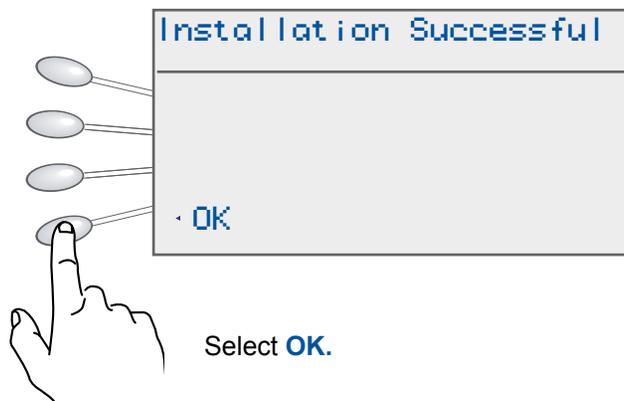feeder clearance lever

"CLICK"

solution level
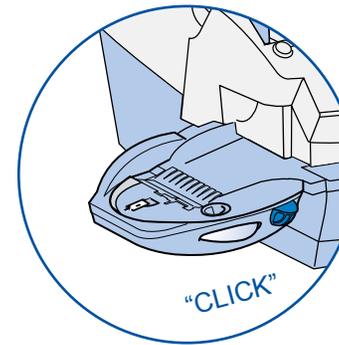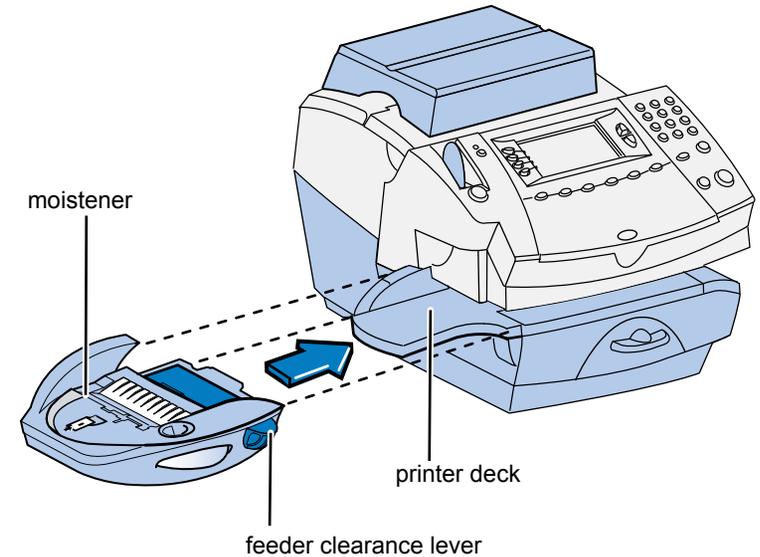
The moistener will click into place.
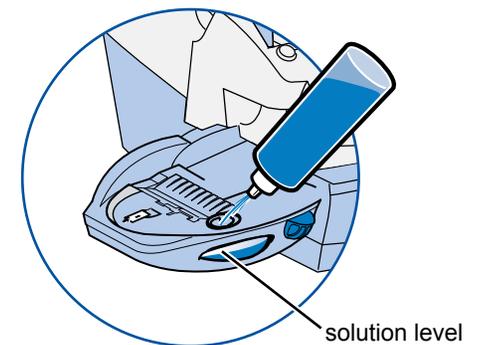
Fill the moistener reservoir with Pitney Bowes E-Z Seal® Sealing Solution. You may fill it later if you don't plan on moistening and sealing envelopes right now.

13

Step **13** Congratulations!
Your Mailing System is Ready to Use

```
Installation Successful



· OK
```

Select **OK.**

To customize your postage settings and learn all about using your DM300c, see the Operator Guide.

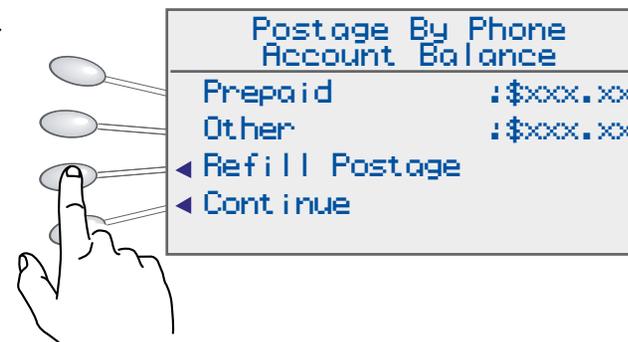**If you are unable to complete this step, call Customer Support at 1-800-522-0020.**

Continue to set up moistener and stacker.

Step **11** Refill Postage

Your DM300c system will automatically dial the Pitney Bowes Data Center and after a brief pause, display your Postage By Phone™ balance.
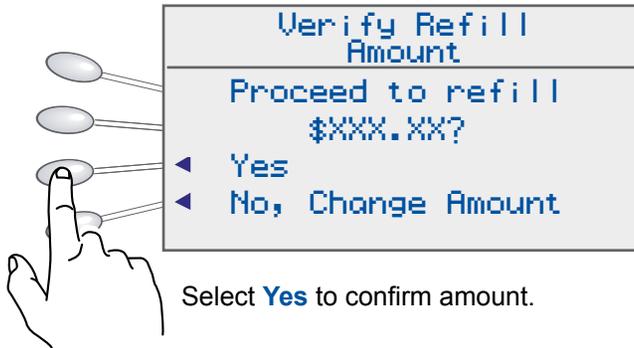
```
Connecting to
Data Center
<Process>
<DataCenter#>
Please Wait...
```

```
Requesting
PBP Balance

Please Wait...
```

You have to transfer postage funds from your Postage by Phone account to your system before you can use it.
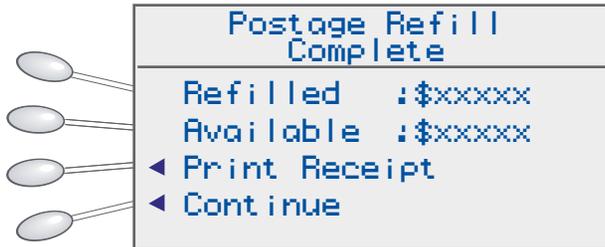To do this, select
Refill Postage.

```
Postage By Phone
Account Balance
Prepaid       :$xxx.xx
Other         :$xxx.xx
◄ Refill Postage
◄ Continue
```
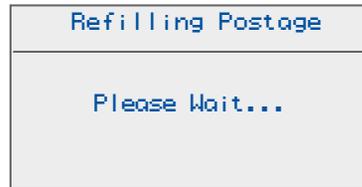
```
Refill Postage

Enter Amount:
$ 200.00

◄ Accept
```

Select **Accept**, or press Back/C and key in the amount you wish to transfer. You can enter whole dollar amounts only.

Step 11 Refill Postage (continued)

```
        Verify Refill
           Amount
      Proceed to refill
          $XXX.XX?
    ◄  Yes
    ◄  No, Change Amount
```

Select **Yes** to confirm amount.

```
     Refilling Postage


       Please Wait...
```

```
       Postage Refill
          Complete
    Refilled   :$xxxxx
    Available  :$xxxxx
   ◄ Print Receipt
   ◄ Continue
```
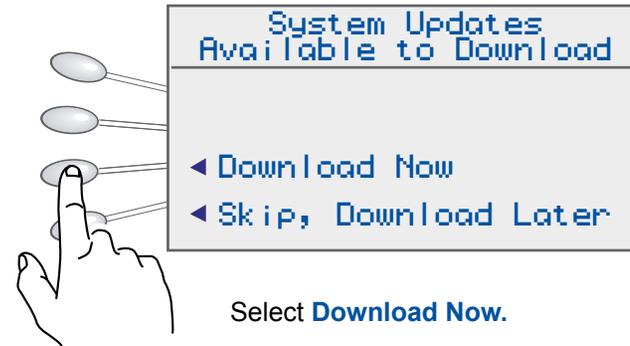
To print a receipt, select **Print Receipt** and follow prompt or select **Continue**.

Step 12 Check for System Updates (optional)

If there are downloads available, you will see the following screen.

```
       System Updates
    Available to Download


    ◄Download Now

    ◄Skip, Download Later
```

Select **Download Now.**

You will now observe the downloading of updates. When the downloading is complete you will see the following screen.

```
       System Update
         Complete!
    All updates are active


   ◄Continue
```
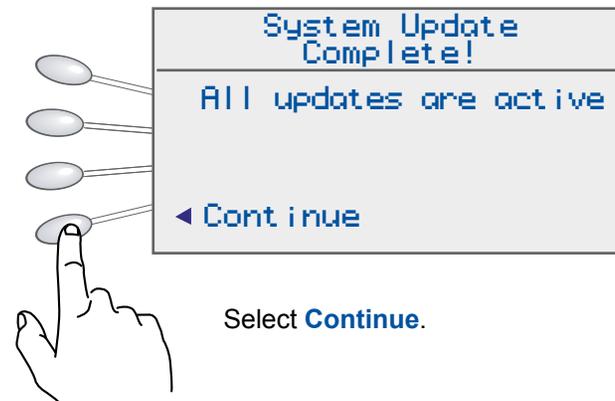
Select **Continue**.

🔍 **Depending on the software that is downloaded, your system may automatically restart.**