

The latest **PC Meter Connect** desktop application is available at <http://www.pb.com/support/pcmc>

The latest **Operator Guide** can also be found at the URL listed above. The Guide is in Adobe PDF format, so you may easily view it and print out individual sections or the entire guide as you wish.

To obtain product help through tutorials, troubleshooting pages, downloads, chat, and forums, go to <http://www.pb.com/support/DM300>

Resources

Machine Identification
Product Name: DM300c Digital Mailing System
Model Number: 3C00

If you need assistance
For questions about your account or the product, call the Pitney Bowes Customer Care Center at **1-800-522-0020** (M-F 8:00 AM to 8:00 PM ET).

Contact List

To order PB supplies and accessories, go to:

<http://www.pb.com> and click on Supplies or order by phone at **1-800-243-7824** (M-F 8:00 AM to 8:00 PM ET).

To view a list of your equipment, pay invoices online, or you have questions about your Postage-by-Phone account, go to: <http://www.pb.com> and click on My Account

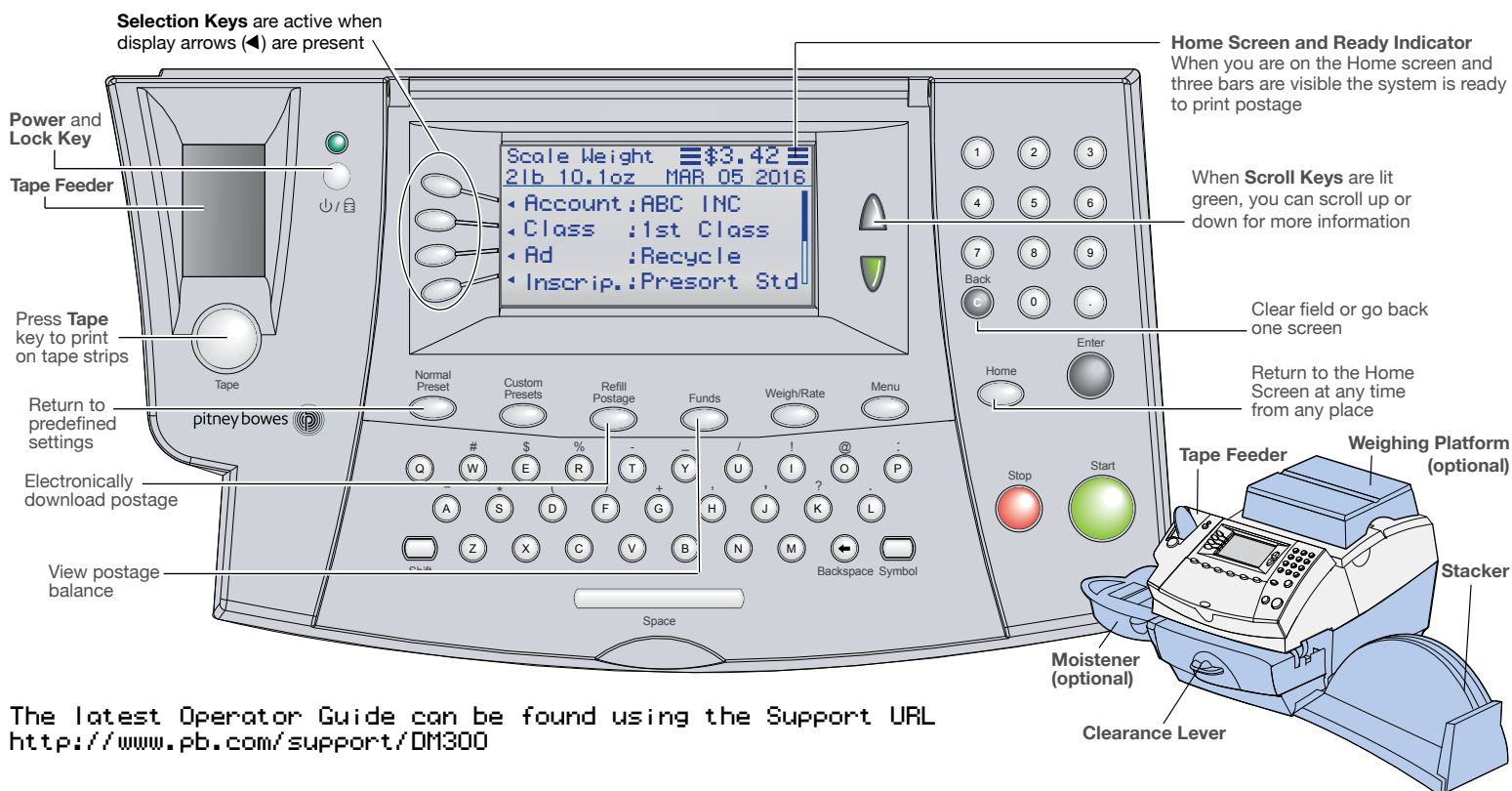
To contact the United States Postal Service® (USPS), go to: <http://www.usps.com>



DM300c Digital Mailing Systems

Quick Reference Guide
US English Edition

Getting to know your DM300c



The latest Operator Guide can be found using the Support URL <http://www.pb.com/support/DM300>

Troubleshooting Tips

Problems Printing Meter Stamps

Meter stamp does not print

The print head is not primed with ink. Perform printer maintenance press Menu>Maintenance> Printer Maintenance>Clean Printer Nozzles.

Meter stamp is smudged

Envelope is contacting print head during printing. Check that the envelope is less 1/4" thick. Remove objects such as paper clips from the stamp area.

Lines are missing in the meter stamp

The print head is not primed with ink. Perform printer maintenance.

Out of Ink

Ink cartridge is low or out of ink. Replace the ink cartridge.

To Perform Printer Maintenance

1. Press Menu
2. Select Maintenance
3. Select Printer Maintenance
4. Select Clean Printer Nozzles.

Information Messages

Insufficient Funds

The meter does not have enough funds to print the postage entered or calculated. If funds are low, perform a postage refill.

High Postage Value

You have entered more postage than the alert limit. To change postage alert limits: Press Menu>Setup>Postage Limits.

Inspection Due

Connection to Data Center has not occurred in 90 days. To perform inspection, connect to Data Center. One way to do that is press Refill Postage and then select Check PBP balance.

Inspection Required

Connection to Data Center has not occurred in 120 days. To perform inspection, connect to Data Center. One way to do that is press Refill Postage and then select Check PBP balance.

Refill-Information Messages

Account Balance Low

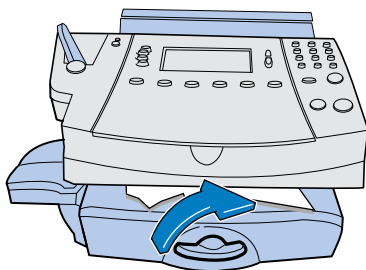
You do not have enough money in your Postage by Phone (PBP) account at the Data Center to pay for the refill amount. Refill a smaller amount, or send a check to add to your account.

Cannot Reach Data Center via LAN

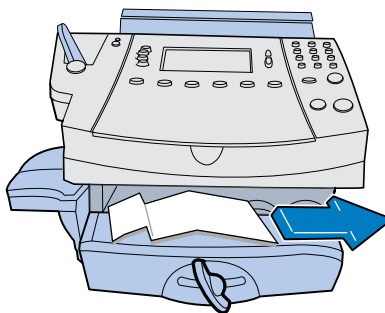
- Make sure that the LAN internet cable is plugged only into an internet connection.
- Make sure the adapter lights are lit to show an active connection.

Clearing Stalls

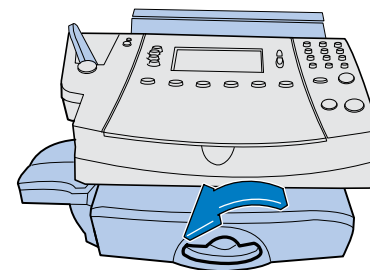
1. To clear a stall, turn clearance lever clockwise to printer deck.



2. Remove mailpiece.



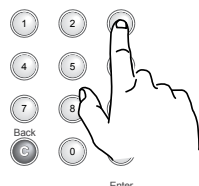
3. Rotate lever counterclockwise, back to its home position.



Keying Postage

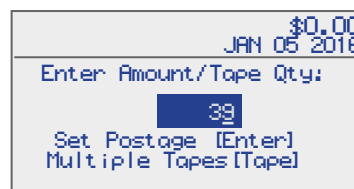
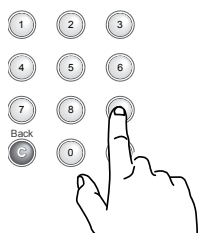
If you know the value of postage that you want to print, simply key it in at the home screen. For example, to print \$0.39 postage:

1. Press 3 on the numeric keypad.



You do not need to enter a decimal point.

2. Press 9 on the numeric keypad.



3. Press Enter to set postage.

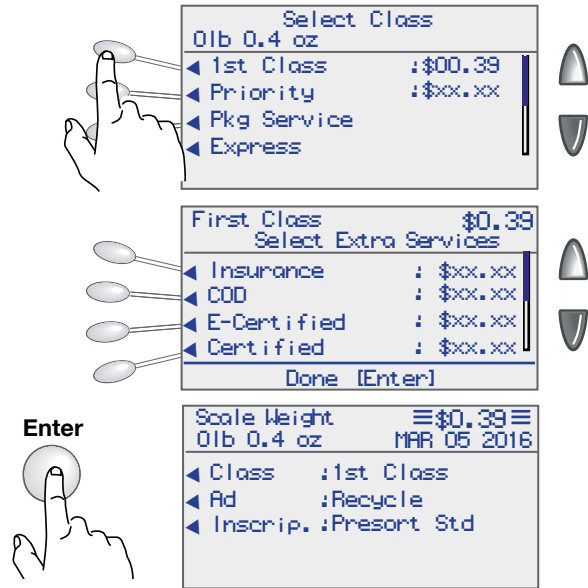
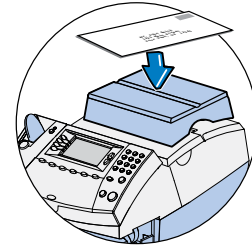


The home screen will now display the keyed-in postage amount and three bars next to it, indicating that the system is ready to print.

Calculating Postage using Weighing Platform

Make sure your weighing platform is attached to the system.

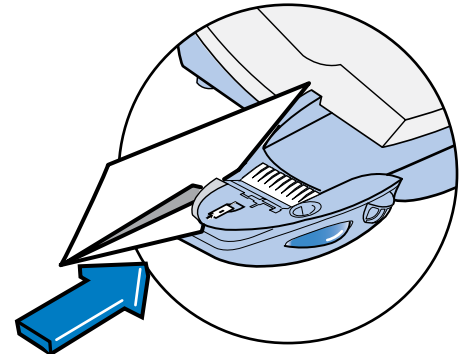
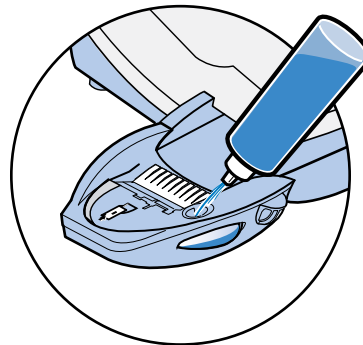
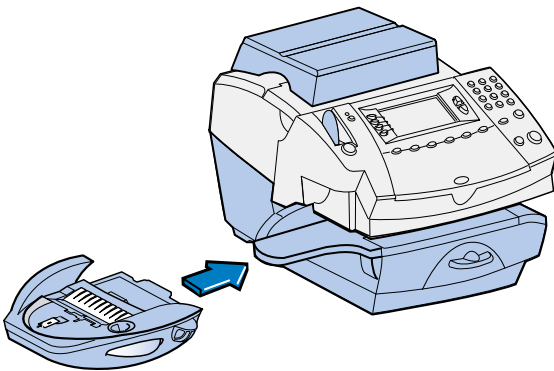
1. Place mail on the weighing platform.
The system will determine the weight and automatically display a screen with classes for that weight.
2. Select Class.
Some classes will display postage rates next to them. If you select a class with no postage rate next to the class name, you will be prompted for destination information such as ZIP or Zone to calculate postage.
3. Select Extra Services (optional).
Based on the class selected, appropriate additional services like insurance or certified can be selected.
4. Press Enter when done.
The home screen will now display the weight, class, and postage amount with three bars next to it, indicating that the system is ready to print.



Using Moistener

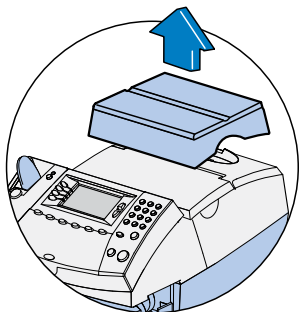
To seal envelopes, use the moistener as shown below.

1. Position moistener as shown.
2. Fill reservoir with E-Z™ Seal Sealing solution.
3. Guide envelope flap around gray edge of moistener

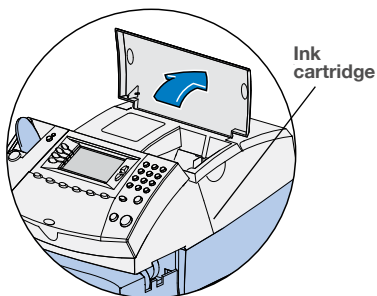


Changing Ink

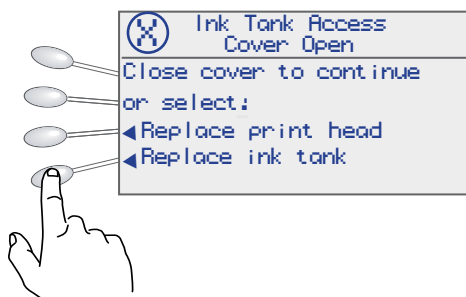
1. Remove weighing platform.



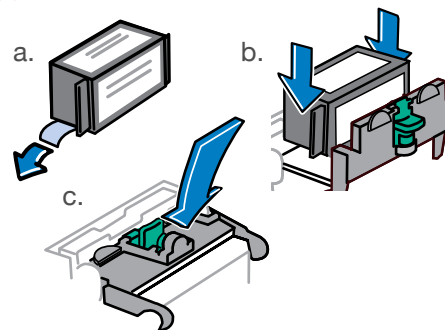
2. Open the ink access cover.



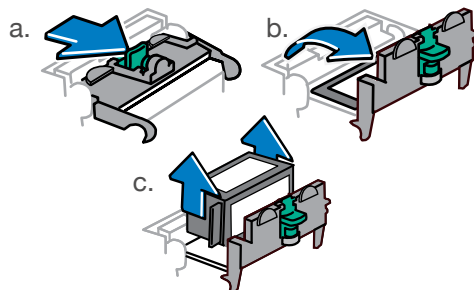
3. Select **Replace ink tank** to move the ink cartridge carriage to the replacement position.



5. Replace with new ink cartridge.



4. Remove old ink cartridge.



6. Close ink access cover and replace weighing platform.

The system will now perform maintenance and ask for a test print. Follow prompt to print a test print.

Calculating Postage using Manual Weight Entry

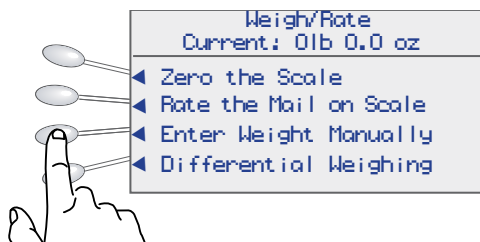
If you know the weight of your mail piece, or if your package is too big for the weighing platform, you can key in the weight.

1. Press Weigh/Rate.

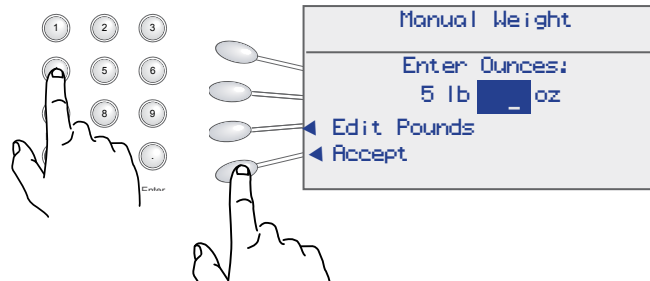
Weigh/Rate



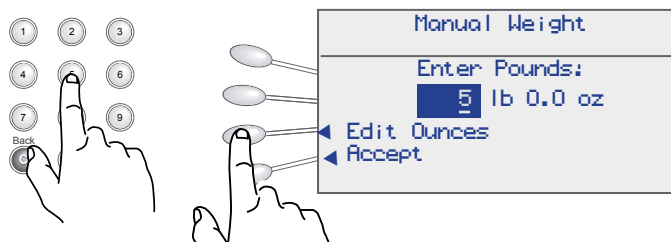
2. Select Enter Weight Manually.



4. Key in ounces. Select Accept when done.



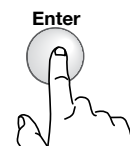
3. Key in pounds. Select Edit Ounces to enter ounces or select Accept if done.



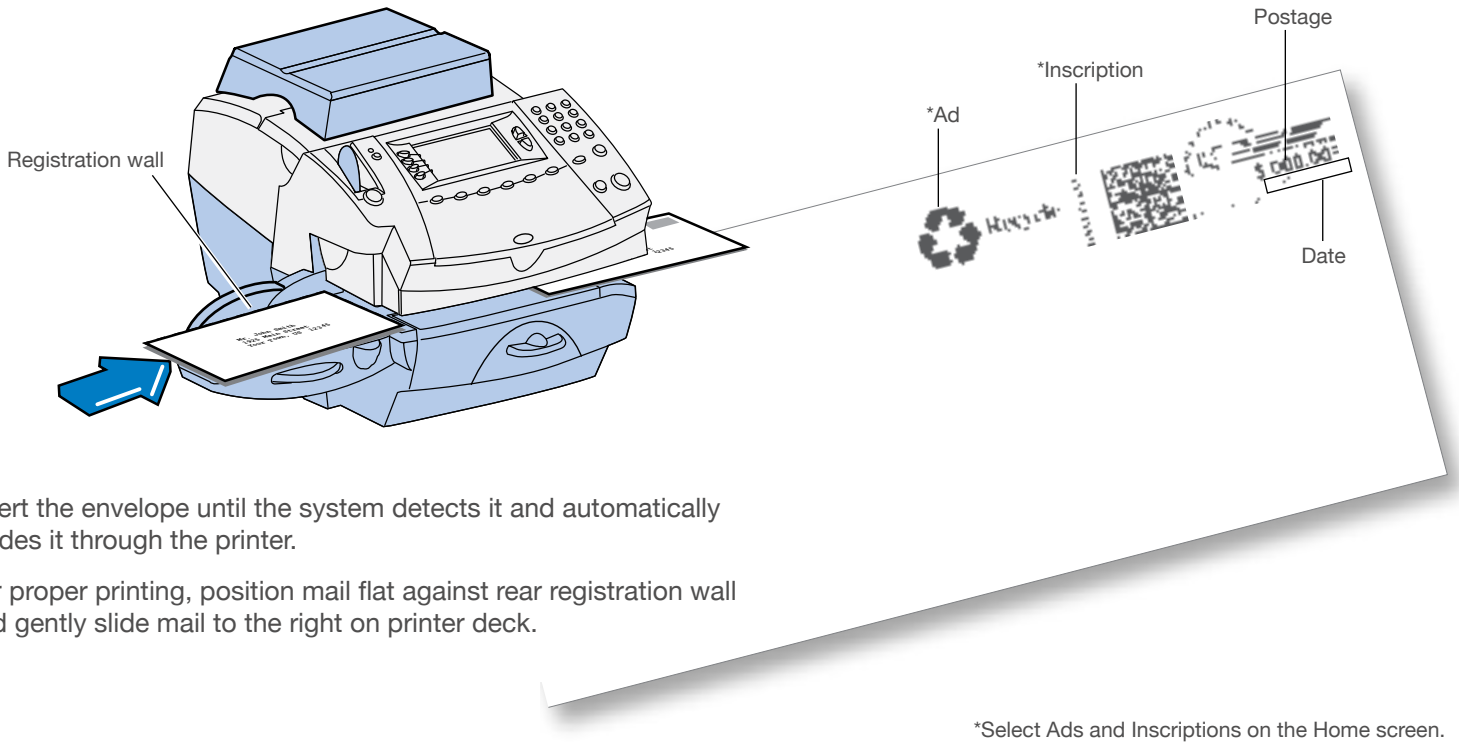
5. Select Class.

6. Select Extra Service (optional).

7. Press Enter when done.



Using Envelopes to Print Meter Stamps



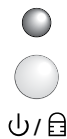
Insert the envelope until the system detects it and automatically guides it through the printer.

For proper printing, position mail flat against rear registration wall and gently slide mail to the right on printer deck.

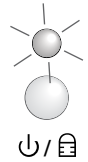
Locking Meter

To restrict access to the system, you can lock your meter with a lock code. To enable a meter lock code, press **Menu > Lock Code/ Password > Enable Lock Code**. Enter a four-digit lock code and select **Accept**.

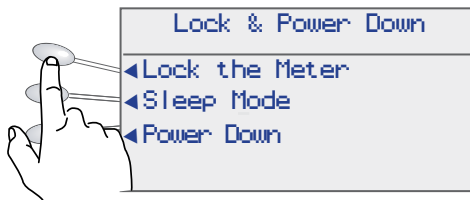
1. If you have selected a lock code for your system, you may lock it at any time by pressing the lock/power button.



3. Nothing will appear on the display and the small LED right above the lock/power button will change from green to orange.

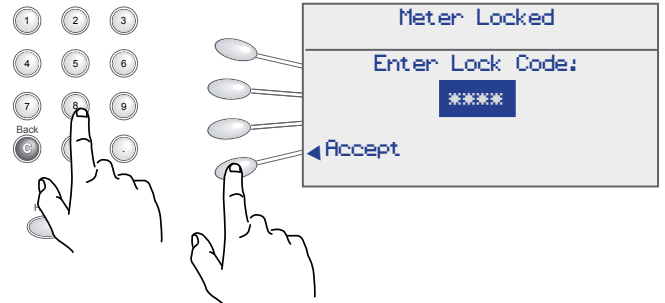


2. Select **Lock the Meter**.



4. When the meter is locked, pressing any key will prompt you to enter the meter lock code.


Enter the four digit lock code and select **Accept** to return to the Home screen.

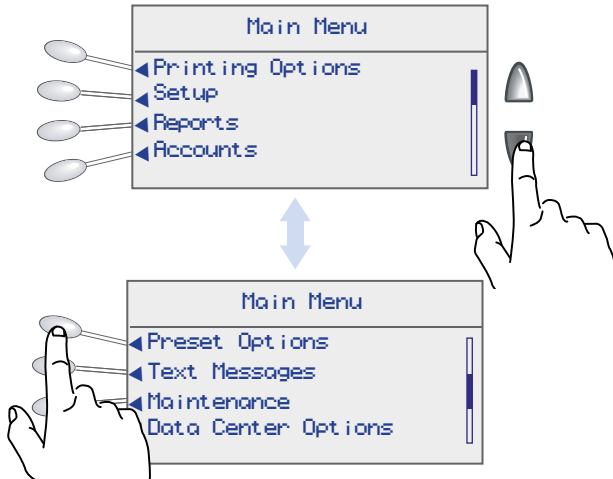


If you cannot remember your lock code, contact Pitney Bowes.

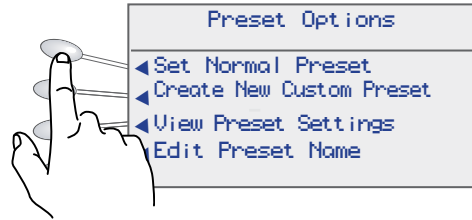
Using Normal Presets

You can save time by creating a snapshot of a setting that you frequently use. For example, if you frequently print \$0.39 postage, you can set your Normal Preset with that amount.

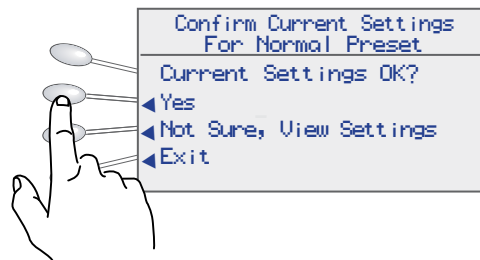
1. On the home screen, key in the postage value you wish to assign to the Normal Preset.
2. Press Menu. 



3. Select Set Normal Preset.



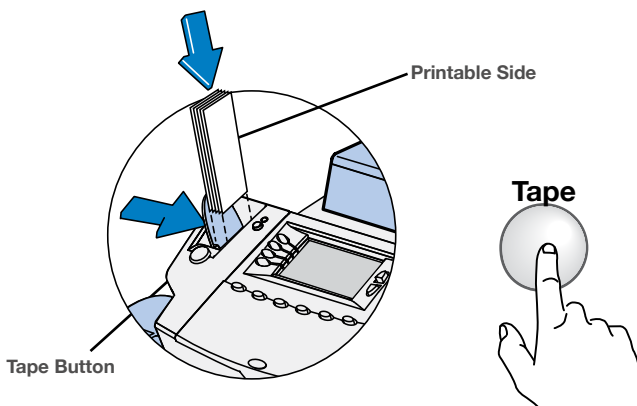
4. Select Yes to confirm settings.



Follow the same steps to create more presets, by selecting Create New Custom Preset in step 3.

Using Tapes to Print Meter Stamps

1. Load the tapes.
Push the tape lever to the right and drop tapes down into slot and release the tape lever. You can load up to 50 tapes.
2. Press Tape.
By default a single tape will be printed.



Printing Multiple Tapes

Key in Multiple Tapes

On the home screen, you can simply key in the number of tapes you want to print and press the Tape button.

Configure Tape Button

If you print multiple tapes you can configure the Tape button to prompt for a tape quantity.

1. Go to Menu > Setup > Configure Tape Button and select Ask for Tape Quantity.
2. Now pressing the Tape button will prompt tape quantity. Key in number of tapes that you want to print and press Start.

Refilling Postage

Refilling postage transfers money from your Postage by Phone™ account into your system. To do this, make sure your system is connected through a LAN internet connection.

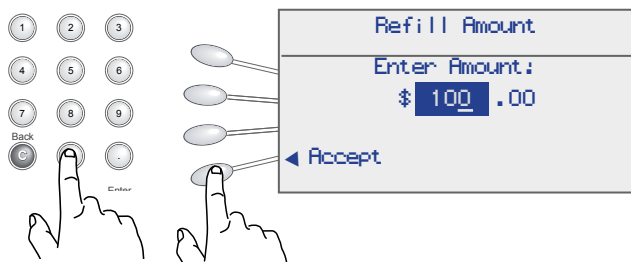
1. Press Refill Postage.



2. The first choice is your last refill amount. If you want to refill any other amount then select Another Amount.



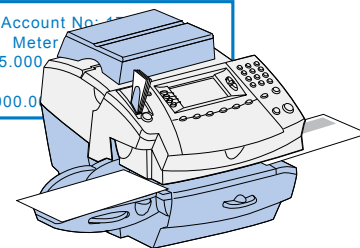
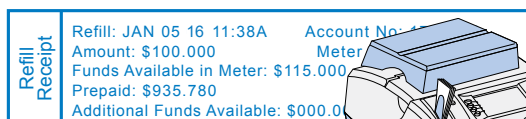
3. Key in amount and select Accept or Press Enter.



4. The system dials the Postage by Phone™ Data Center automatically. The funds transfer should take less than 60 seconds. When refill is complete, you will see the following screen.

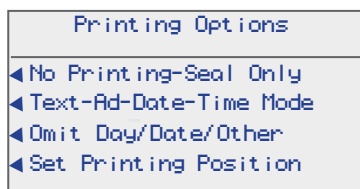


To print your receipt select Print Receipt and follow the prompts.



Printing Options

The printing options screen provides choices of what can print on your mailpiece. To access the printing options screen, press Menu>Printing Options.



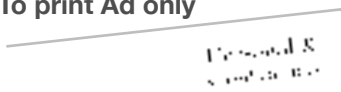
No Printing - Seal Only
allows you to use your system to wet and seal envelopes.

To print Date and Time only



- Select Text-Ad-Date-Time Mode.
- Set Date-Time to Print.
- Set Ad and Text to None.

To print Ad only



- Select Text-Ad-Date-Time Mode.
- Set Date-Time to Do Not Print.
- Select Ad.
- Set Text to None.

To print Text, Date & Time only



- Select Text-Ad-Date-Time Mode.
- Set Date-Time to Print.
- Set Ad to None.
- Select a text message.

Omit Day/Date/Other

allows you to print a normal meter stamp without the day... or without the date altogether.



Day Omitted



Date Omitted