pitney bowes ™

DM300c
Digital Mailing Systems

Quick Reference Guide
Canada English Version

DM300c

Contact Information List

Canada Contacts

Product Name - DM300c or DM400c
Model Name - 3C00 or 4C00
Go to www.pitneybowes.ca to:
• View frequently asked questions (FAQs),
• Order PB supplies and accessories,
• Place requests for service,
• View order status for supplies, and
• Add postage to your Postage By Phone® account.

Our Help Desk

For direct questions, call: 1.800.672.6937. Customer Service Representatives are available Monday through Friday, 8:00 AM - 7:45 PM EST.

Postage By Phone®

To contact Postage By Phone®, call 1.800.387.4660.

Pitney Bowes Supplies

To order genuine Pitney Bowes supplies, call the Supply Line™ at 1.800.672.6937 or visit us online at www.pitneybowes.ca.

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.

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.
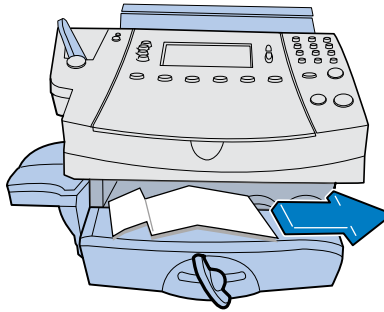
Cannot Reach Data Center via LAN
• Make sure that the LAN internet cable is plugged only into an internet connection.

• Make sure the adapter lights are lit to show an active connection.
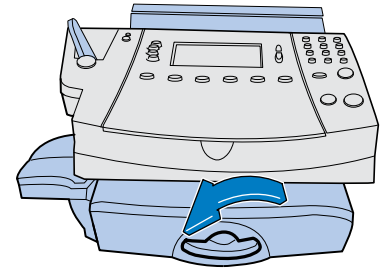
Clearing Stalls

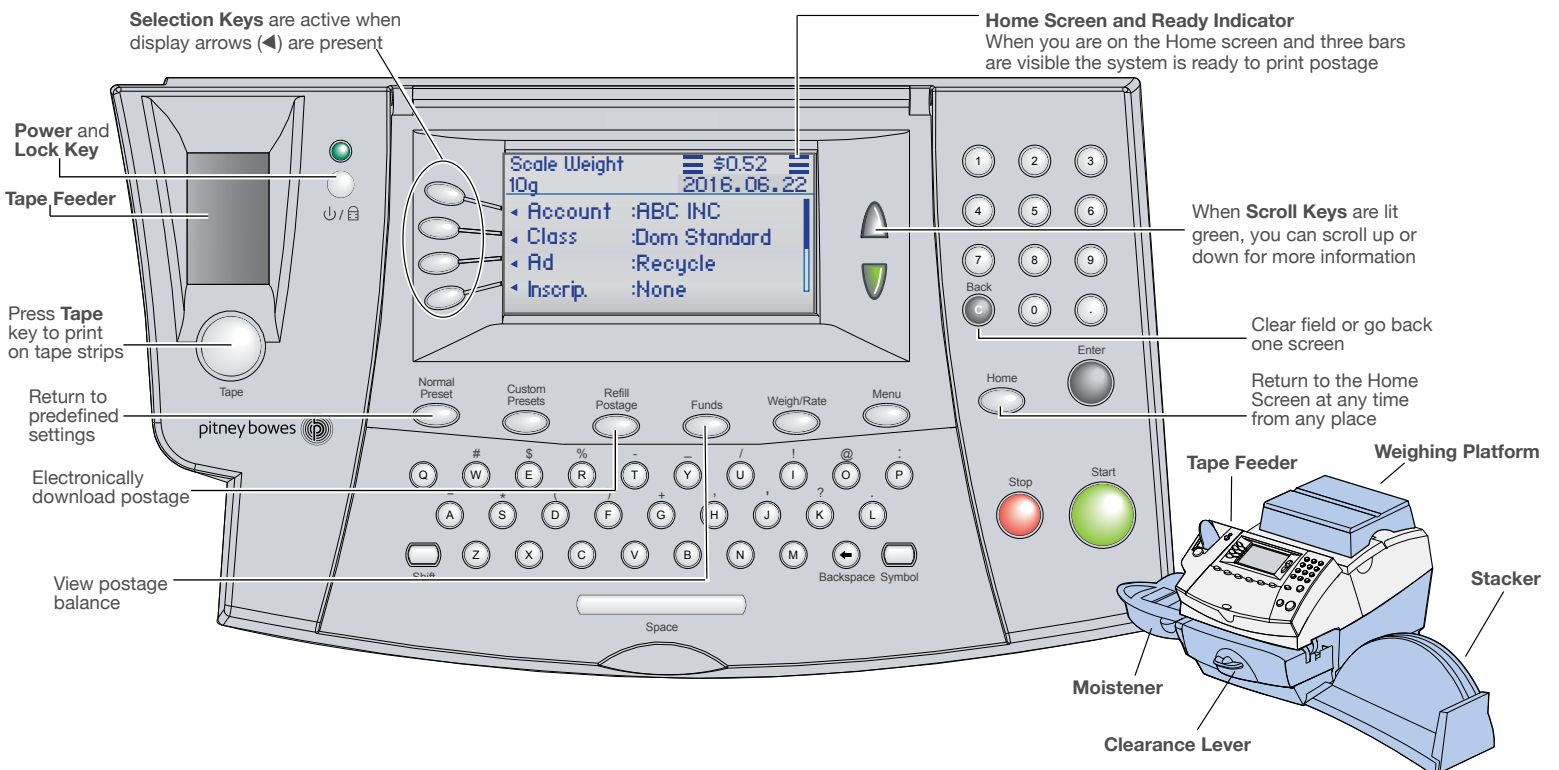1. To clear a stall, turn clearance lever clockwise to printer deck.
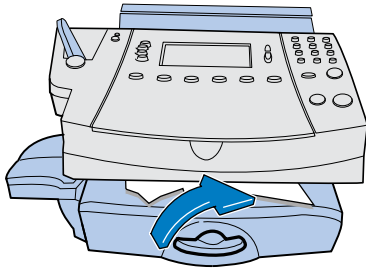
2. Remove mailpiece.

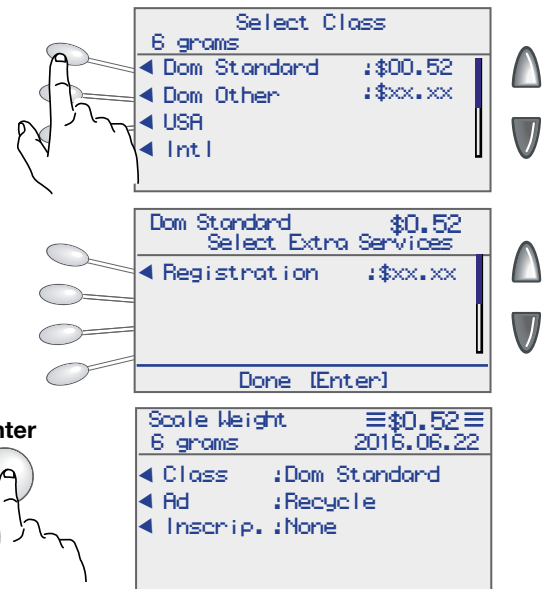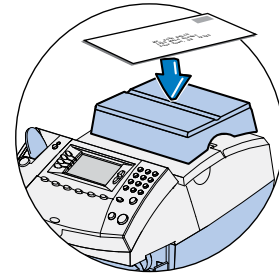3. Rotate lever counterclockwise, back to its home position.

Getting to Know your DM300c

Selection Keys are active when display arrows (◄) are present

Power and **Lock Key**

Tape Feeder

Press **Tape** key to print on tape strips

Return to predefined settings

Electronically download postage

View postage balance

Home Screen and Ready Indicator
When you are on the Home screen and three bars are visible the system is ready to print postage

Scale Weight $0.52
10g   2016.06.22
◄ Account   :ABC INC
◄ Class   :Dom Standard
◄ Ad   :Recycle
◄ Inscrip.   :None

When **Scroll Keys** are lit green, you can scroll up or down for more information

Clear field or go back one screen

Return to the Home Screen at any time from any place

Tape

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Normal Preset   Custom Presets   Refill Postage   Funds   Weigh/Rate   Menu

Home   Enter

1 2 3
4 5 6
7 8 9
Back
C 0 .

$ %   - - / ! @ :
Q W E R T Y U I O P
   _ *   +   ? .
A S D F G H J K L
Shift Z X C V B N M ← Symbol
                              Backspace
Space

Stop   Start

Tape Feeder   **Weighing Platform**

Stacker

Moistener

Clearance Lever

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 Postal Code or Zone to calculate postage.

3. Select Extra Services (optional).
   Based on the class selected, appropriate additional services like insurance 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.

Enter

```
         Select Class
  6 grams
◄ Dom Standard    :$00.52
◄ Dom Other       :$xx.xx
◄ USA
◄ Intl
```

```
Dom Standard         $0.52
       Select Extra Services
◄ Registration    :$xx.xx


        Done  [Enter]
```

```
Scale Weight      ≡$0.52≡
 6 grams          2016.06.22
◄ Class    :Dom Standard
◄ Ad       :Recycle
◄ Inscrip. :None
```
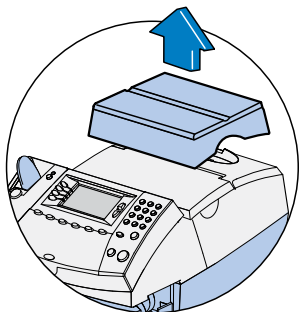
Using Moistener

To seal envelopes, use the moistener as shown below.

1. Position moistener as shown.

2. Fill reservoir with E-Z Seal™ Sealing solution.

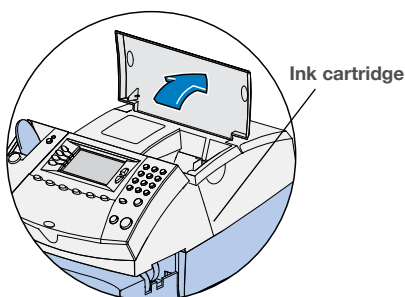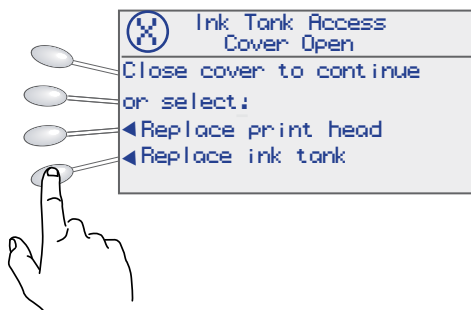3. Guide envelope flap around gray edge of moistener
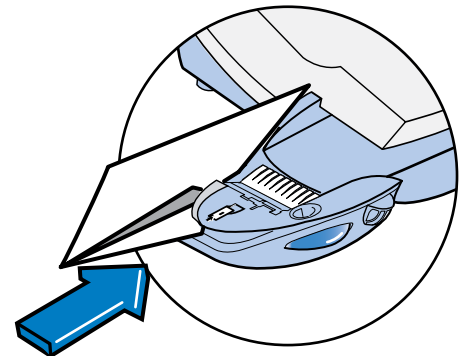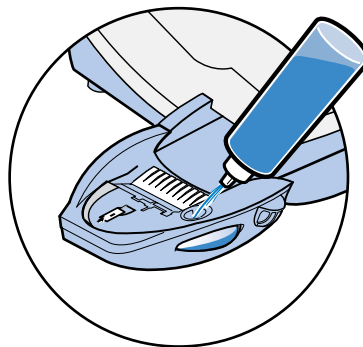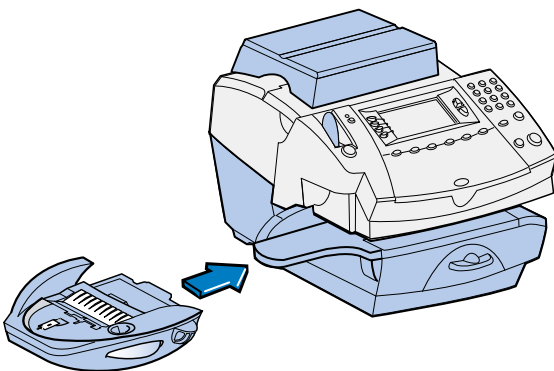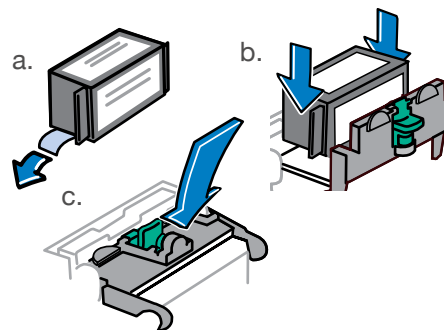
Changing Ink

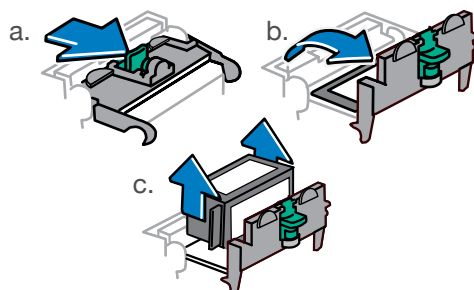**1.** Remove weighing platform.

2. Open the ink access cover.

Ink cartridge

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

```
Ⓧ   Ink Tank Access
        Cover Open
Close cover to continue
or select:
◄Replace print head
◄Replace ink tank
```

4. Remove old ink cartridge.

a. b.

c.

5. Replace with new ink cartridge.

a. b.

c.

6. Close ink access cover and replace weighing platform.

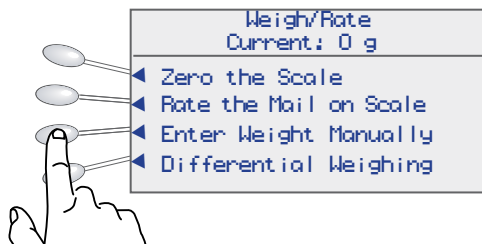The system will now perform maintenance and ask for a test print. Follow prompt to print a test print.

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.

```
        Weigh/Rate
       Current: 0 g
◄ Zero the Scale
◄ Rate the Mail on Scale
◄ Enter Weight Manually
◄ Differential Weighing
```

3. Key in weight in grams or switch to kilograms by selecting Enter Weight in Kilograms then Accept if done.

```
1  2  3
4  5  6
7  8  9
Back
```

```
        Manual Weight

      Enter Weight:
          5 g
◄ Enter Weight in Kilograms
◄ Accept
```

```
        Manual Weight

      Enter Weight:
          5g
◄ Edit Weight in Kilograms
◄ Accept
```
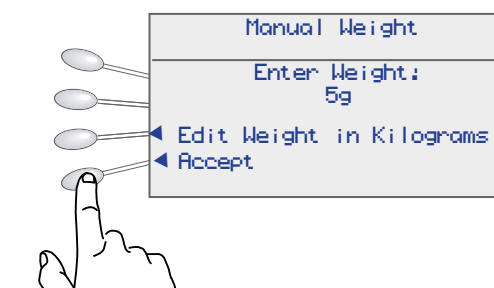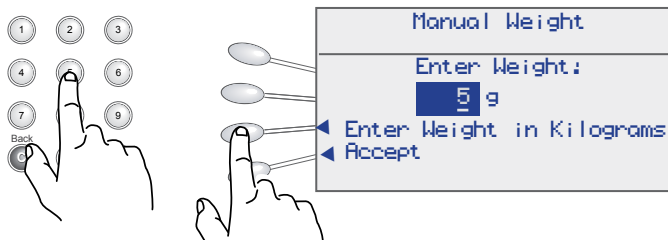
4. Select Class.

Enter

5. Press Enter when done.
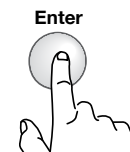
6. Select Extra Service (optional).

Printing Digital Indicia on Envelopes

Registration wall

Ad

Postage

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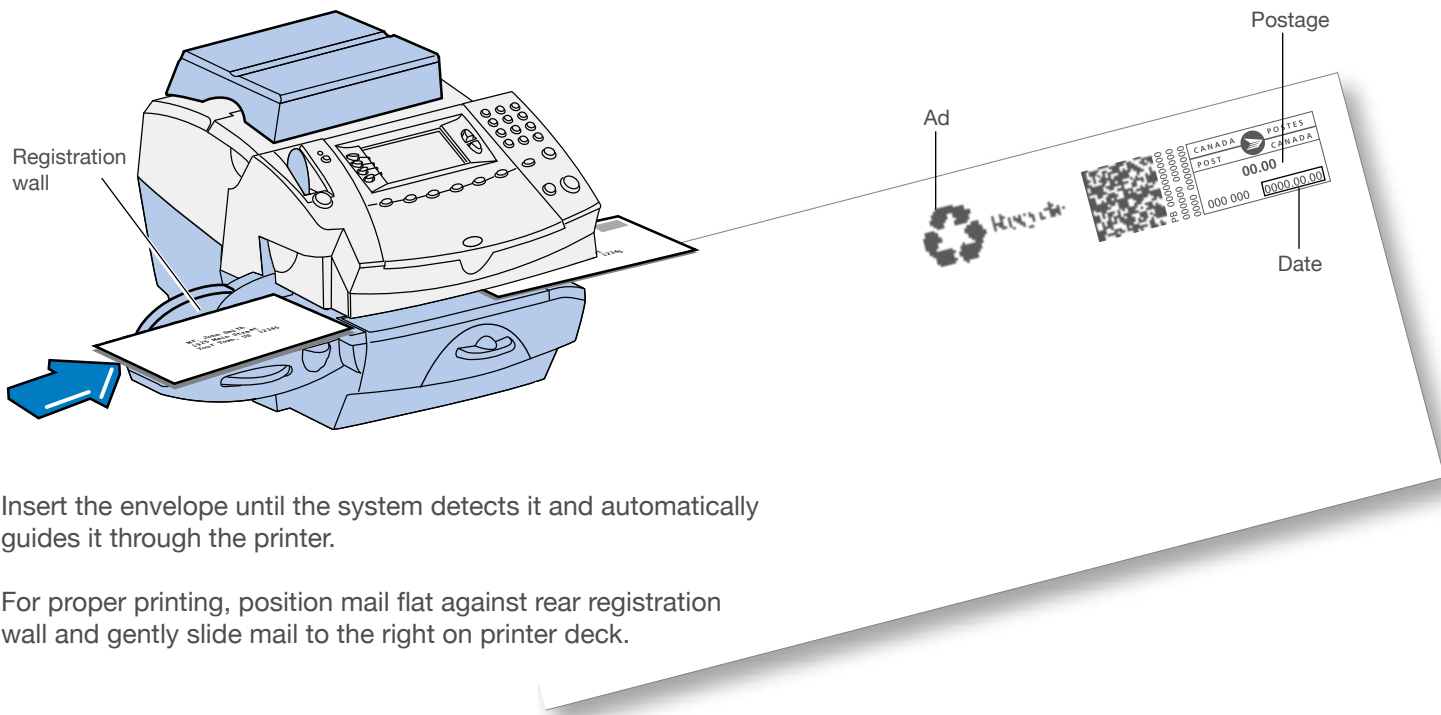
Insert the envelope until the system detects it and automatically guides it through the printer.

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**.
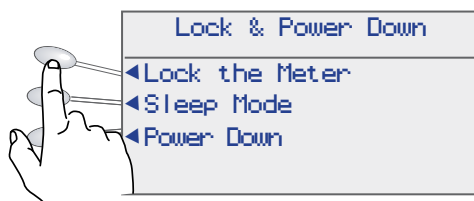
1. If you have selected a lock code for your system, you may lock it at any time by pressing the lock/power button.
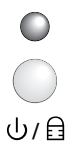
3. Nothing will appear on the display and the small LED right above the lock/power button will change from green to orange.
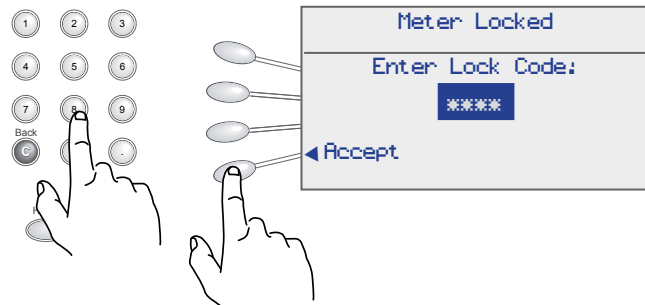
2. Select **Lock the Meter**.

```
      Lock & Power Down
◀Lock the Meter
◀Sleep Mode
◀Power Down
```
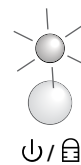
ⓘ If you cannot remember your lock code, contact Pitney Bowes.

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

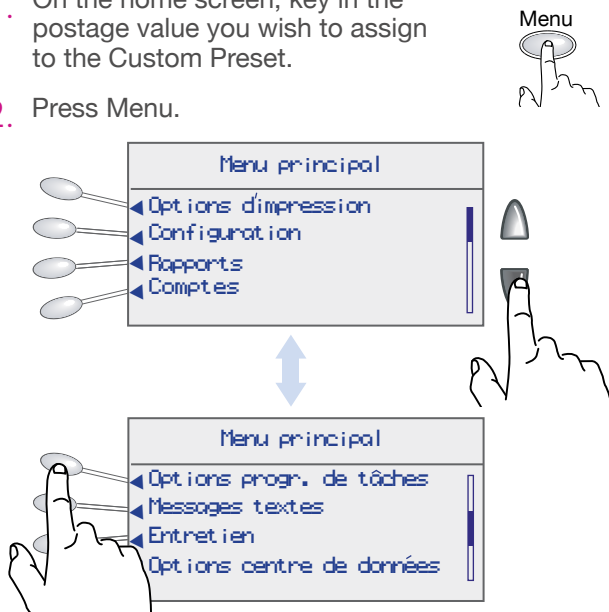Enter the four digit lock code and select **Accept** to return to the Home screen.

```
      Meter Locked
    Enter Lock Code:
        ****
◀Accept
```
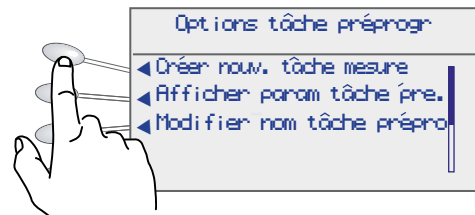
Using Custom Presets

You can save time by creating a snapshot of a setting that you frequently use. For example, if you frequently process Domestic Standard Letters, you can set your Custom Preset to store the Class and Weight of the mail piece you commonly process. Please note that to retain the weight in the custom you are required to enter the weight manually instead of using the weigh platform (scale). For manual weight entry please refer to the Manual Weight section of this Quick Reference Guide and/or the User Guide.

1. On the home screen, key in the postage value you wish to assign to the Custom Preset.

Menu

2. Press Menu.

Menu principal
◄ Options d'impression
◄ Configuration
◄ Rapports
◄ Comptes

Menu principal
◄ Options progr. de tâches
◄ Messages textes
◄ Entretien
◄ Options centre de données

3. Select Create New Custom Preset.

Options tâche préprogr
◄ Créer nouv. tâche mesure
◄ Afficher param tâche pre.
◄ Modifier nom tâche prépro

4. Select Yes to confirm settings.

Confirmer param. actuels pour mouv. tâche prépr
Param. actuels OK?
◄ Oui
◄ Incertain, afficher param
◄ Sortir

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

Printing Digital Indicia on Tapes

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.

Printable Side
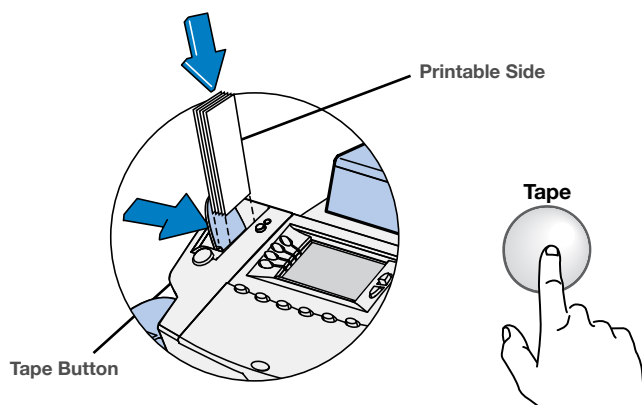
Tape

Tape Button

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.
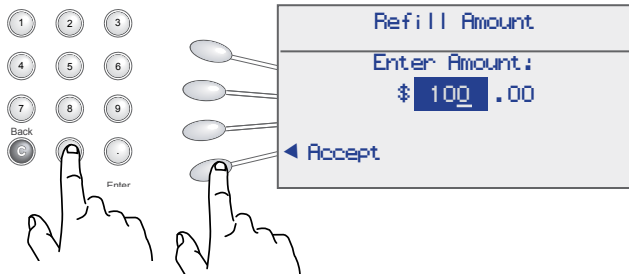
Refilling Postage

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.
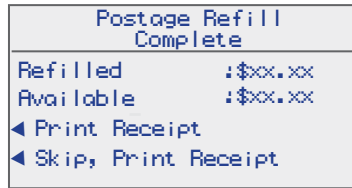
1. Press Refill Postage.

Refill
Postage

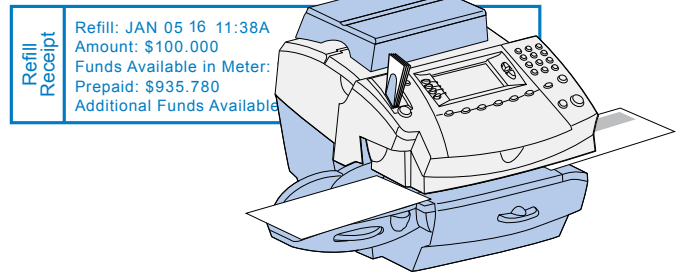2. The first choice is your last refill amount. If you want to refill any other amount then select Another Amount.

```
       Refill Postage

◄ Refill $ 50.00
◄ Another Amount
◄ Check PBP Balance
```
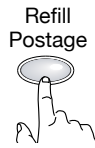
3. Key in amount and select Accept or Press Enter.

```
       Refill Amount

    Enter Amount:
      $ 100 .00

◄ Accept
```

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.

```
      Postage Refill
         Complete

Refilled         :$xx.xx
Available        :$xx.xx
◄ Print Receipt
◄ Skip, Print Receipt
```

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

Refill Receipt

Refill: JAN 05 16 11:38A
Amount: $100.000
Funds Available in Meter:
Prepaid: $935.780
Additional Funds Available

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.

```
      Printing Options

◄No Printing-Seal Only
◄Text-Ad-Date-Time Mode
◄Set or Advance Date
◄Date Correction Mode
```

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.
• Return to Normal Mode.