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.

Resources

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

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 contact the United Stated Postal Service ® (USPS), go to: http://www.usps.com

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 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.)

Pitney Bowes

DM300c Quick Reference Guide

www.pitneybowes.com

US English Version

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

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 Feeder

Weighing Platform (optional)

Stacker

Moistener (optional)

Clearance Lever

Scale Weight $3.42
2lb 10.1oz   MAR 05 2005
◄ Account:ABC INC
◄ Class :1st Class
◄ Ad   :Recycle
◄ Inscrip.:Presort Std

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.

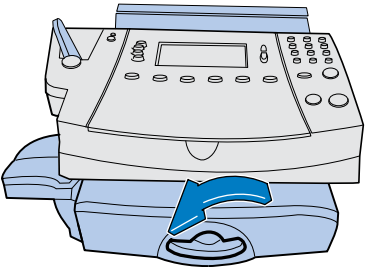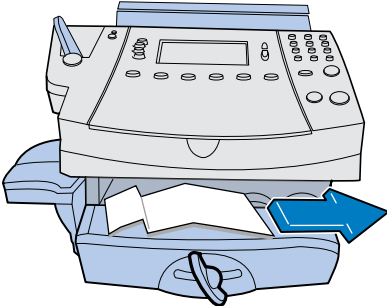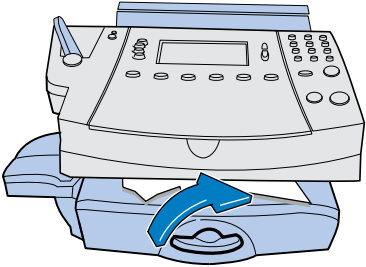### Cannot Reach Data Center via LAN
• Make sure that the LAN internet cable is plugged only into an internet connection.

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

5.5"

5.5"

Clearing Stalls

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

2 Remove mailpiece.
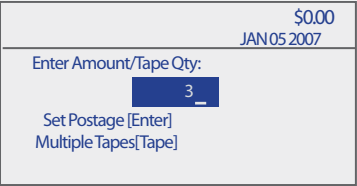
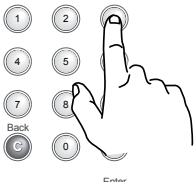**3** Rotate lever counterclockwise, back to its home position.
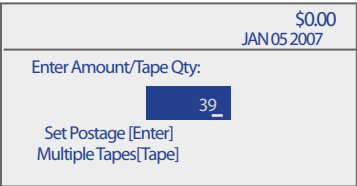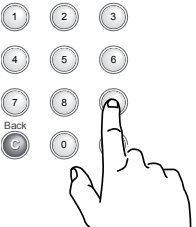
5.5"

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:

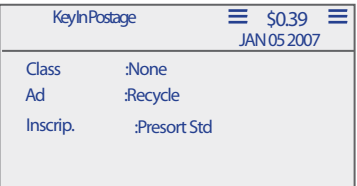**1** Press 3 on the numeric keypad.

$0.00
JAN 05 2007

Enter Amount/Tape Qty:

3

Set Postage [Enter]
Multiple Tapes [Tape]

You do not need to enter a decimal point.

2 Press 9 on the numeric keypad.

$0.00
JAN 05 2007

Enter Amount/Tape Qty:

39

Set Postage [Enter]
Multiple Tapes [Tape]

3 Press Enter to set postage.

Enter

Key In Postage   ≡ $0.39 ≡
JAN 05 2007

Class   :None
Ad   :Recycle
Inscrip.   :Presort Std

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.
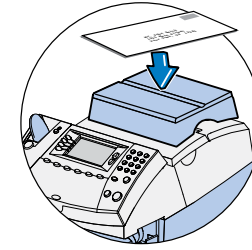
5.5"

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.

Enter

Select Class	
0lb 0.4 oz	
1st Class	:$00.39
Priority	:$xx.xx
Pkg Service	
Express	

First Class	$0.39
Select Extra Services	
Insurance	: $xx.xx
COD	: $xx.xx
E-Certified	: $xx.xx
Certified	: $xx.xx
Done [Enter]	

Scale Weight	≡ $0.39 ≡
0lb 0.4 oz	MAR 05 2006
Class	:1st Class
Ad	:Recycle
Inscrip.	:Presort Std

Using Moistener

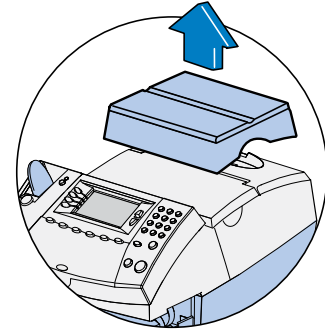To seal envelopes, use the moistener as shown below.

1 Position moistener as shown.

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

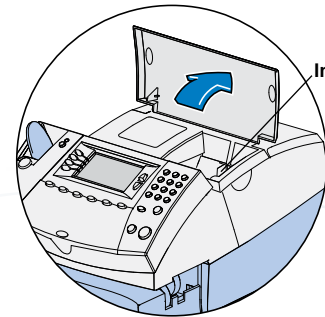**3** Guide envelope flap around gray edge of moistener
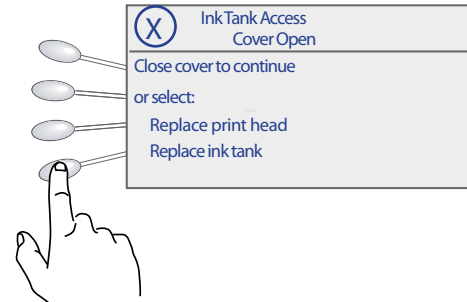
5.5"
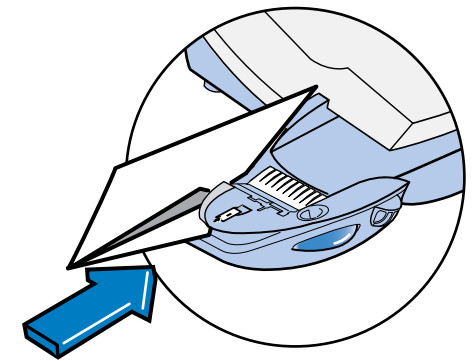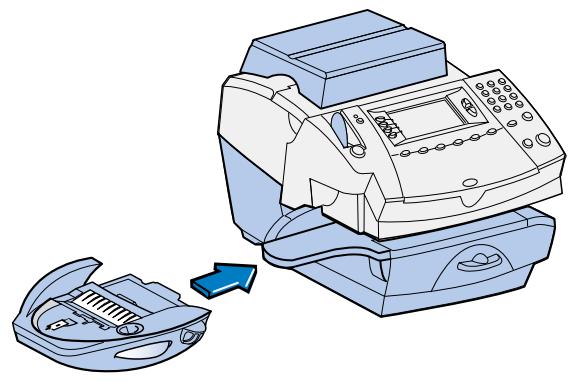
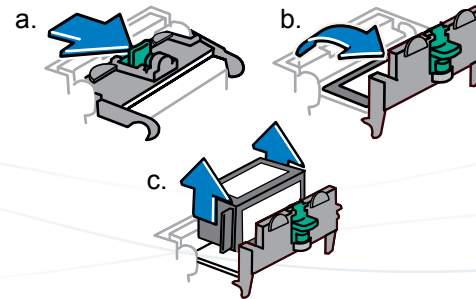5.5"

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.

X   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.
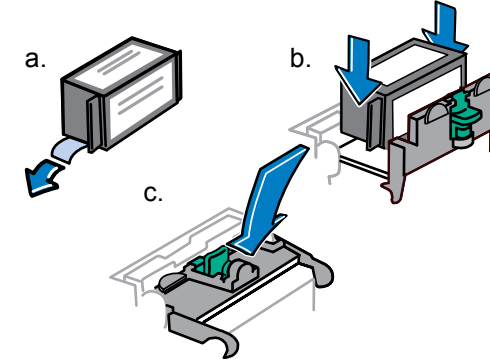
6 Close ink access cover and replace weighing platform.

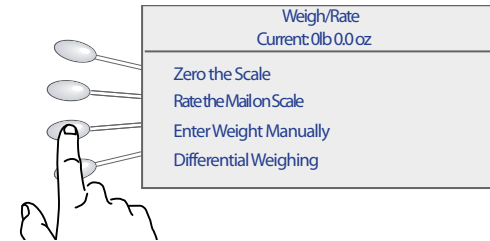The system will now perform maintenance and ask for a test print. Follow prompt to print a test print.

5.5"

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.
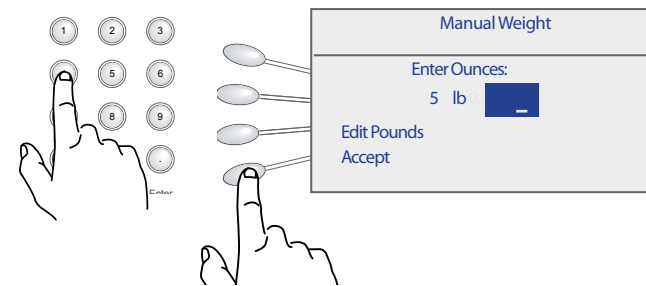
1 Press Weigh/Rate.

Weigh/Rate

2 Select Enter Weight Manually.

Weigh/Rate
Current: 0 lb 0.0 oz

Zero the Scale
Rate the Mail on Scale
Enter Weight Manually
Differential Weighing

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

Manual Weight

Enter Pounds:
5   lb 0.0 oz

Edit Ounces
Accept
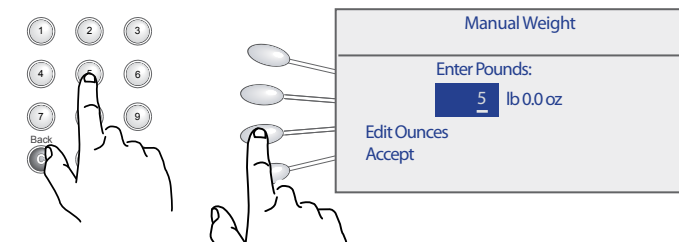
4 Key in ounces.
Select Accept when done.

Manual Weight

Enter Ounces:
5   lb

Edit Pounds
Accept

5 Select Class.

6 Select Extra Service (optional).

7 Press Enter when done.

Enter
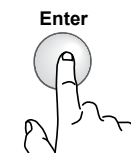
5.5"

Using Envelopes to Print Meter Stamps

Registration wall

*Ad

*Inscription

Postage

Recycle

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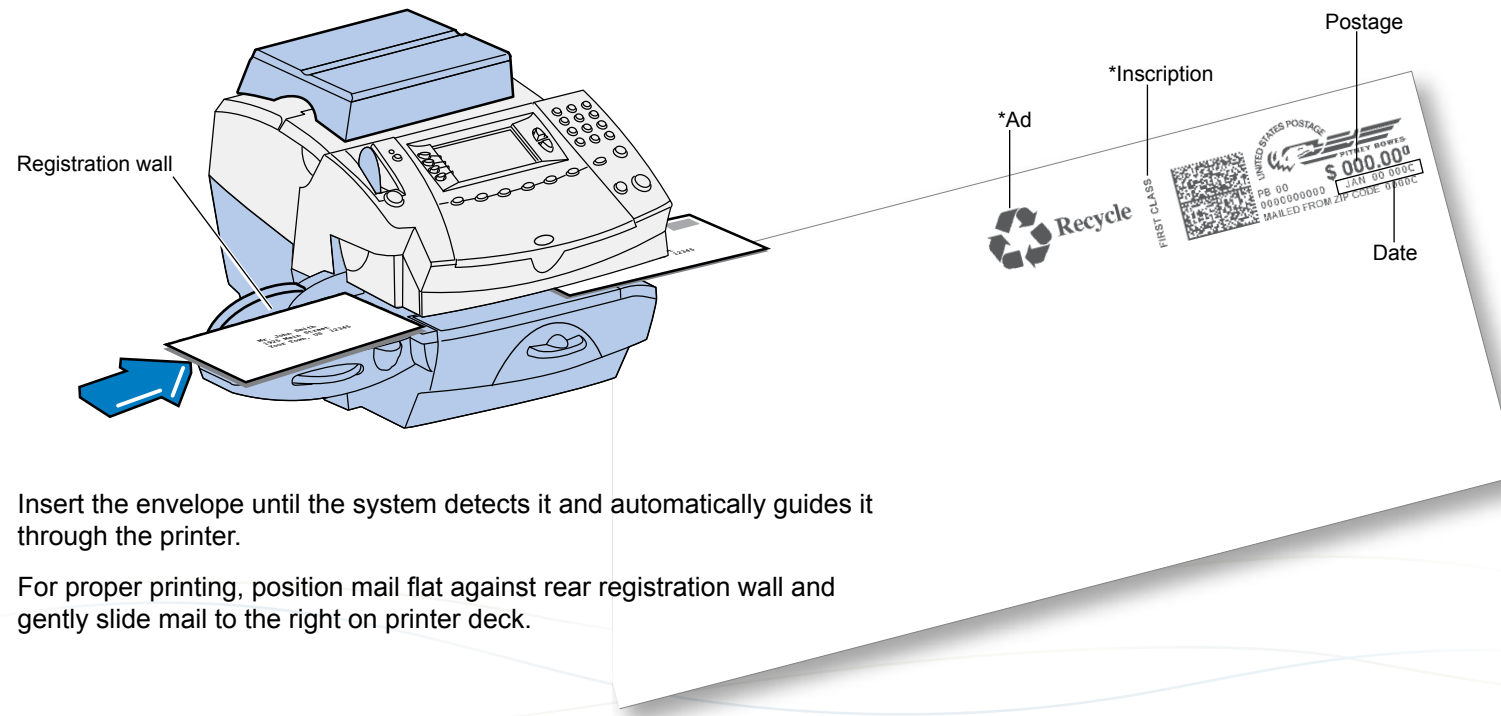
Insert the envelope until the system detects it and automatically guides it through the printer.

For proper printing, position mail flat against rear registration wall and gently slide mail to the right on printer deck.
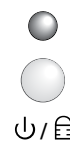
*Select Ads and Inscriptions on the Home screen.

5.5″

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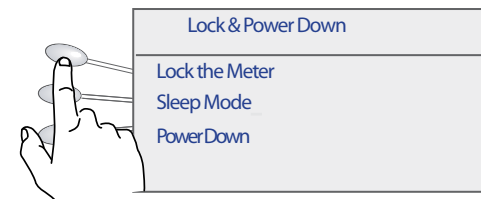
1   If you have selected a lock code for your system, you may lock it at any time by pressing the lock/power button.

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.

3   Nothing will appear on the display and the small LED right above the lock/power button will change from green to orange.
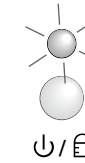
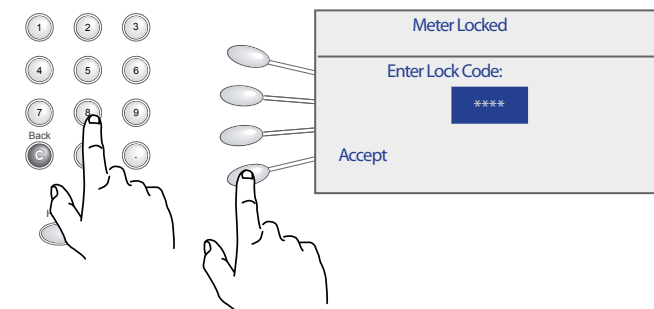**4**   When the meter is locked, pressing any key will prompt you to enter the meter lock code.

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

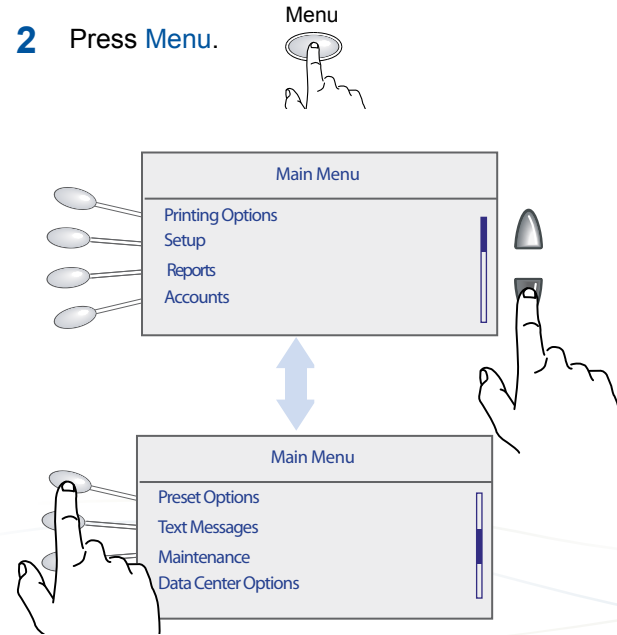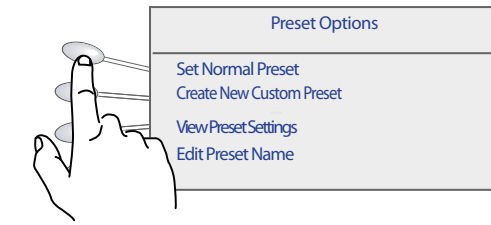| Meter Locked |
| --- |
| Enter Lock Code: |
| **** |
| Accept |

5.5″

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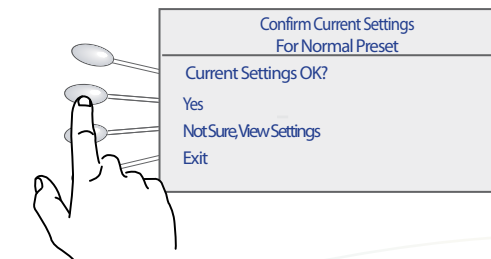
1 On the home screen, key in the postage value you wish to assign to the Normal Preset.

2 Press Menu.

Menu

Main Menu

Printing Options
Setup
Reports
Accounts

Main Menu

Preset Options
Text Messages
Maintenance
Data Center Options

3 Select Set Normal Preset.

Preset Options

Set Normal Preset
Create New Custom Preset

View Preset Settings
Edit Preset Name

4 Select Yes to confirm settings.

Confirm Current Settings
For Normal Preset

Current Settings OK?

Yes

Not Sure, View Settings

Exit

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.

Printable Side
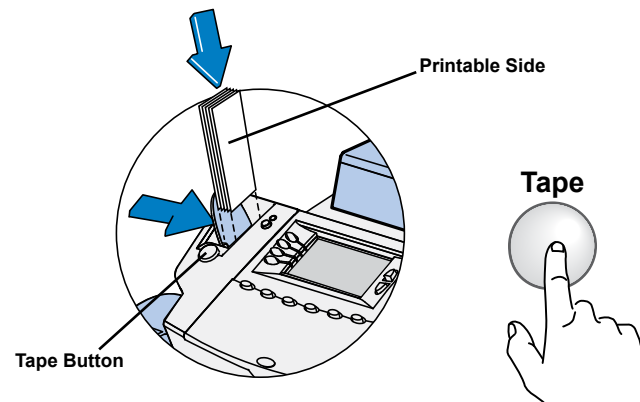
Tape

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.

5.5"

5.5"

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.
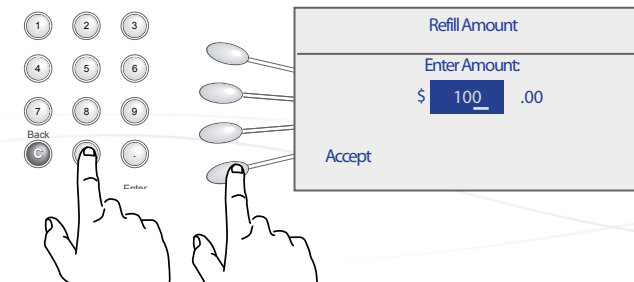
1 Press Refill Postage.

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
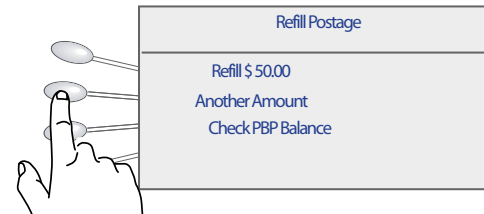
3 Key in amount and select Accept or Press Enter.

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 07 11:38A   Account No: 179Refill
Amount: $100.000   Meter N
Funds Available in Meter: $115.000
Prepaid: $935.780
Additional Funds Available: $000
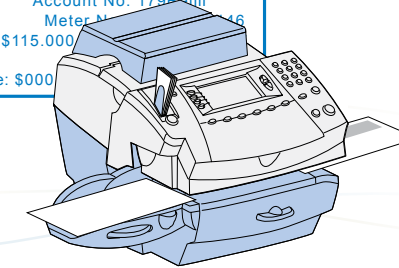
Printing Options

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
Omit Day/Date/Other
Set Printing Position
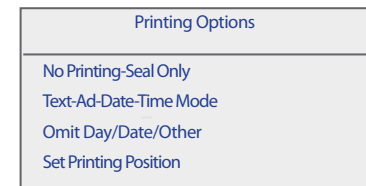
No Printing - Seal Only allows you to use your system to wet and seal envelopes.
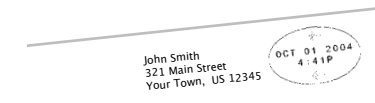
To print Date and Time only

OCT 01 2004
4:41P

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

To print Ad only

Personal & Confidential

• 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

John Smith
321 Main Street
Your Town, US 12345

OCT 01 2004
4:41P

• 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.

$ .000.00

Day Omitted

$ .000.00

Date Omitted