Pitney Bowes

Digital Mailing System
DM230L, DM330L, DM350L

Alerting Messages

Various messages are used throughout this guide to alert you to potentially hazardous or error causing conditions. These messages are as follows:

WARNING! Alerts you to conditions or practices that could cause serious injury.

CAUTION: Alerts you to conditions or practices that could cause damage to the equipment or to the material being run.

NOTE: Provides a comment or explanation of the associated topic.

IMPORTANT! Alerts you to conditions or practices that could adversely affect equipment operation if instructions are not followed exactly.

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause interference, in which case the user will be required to correct the interference at his own expense.

Use only a shielded interface cable to operate this equipment with a scale or other peripheral device.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Pitney Bowes) could void the user's authority to operate the equipment.

FCC Compliance of Modem

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. On the top of the control centre of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company. The equipment is designed to connect to a two-wire, local switch, access loop start (Facility Interface Code 02LS2) with a standard RJ-11 interface.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five. To be certain of the number of devices that may be connected to the line, contact the telephone company to determine the maximum REN for your calling area.

The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example 03 is a REN of 0.3).

If this modem causes harm to the telephone network, the telephone company may discontinue your service temporarily. You will be notified in advance or as soon as possible. You will be advised of your right to register a complaint with the FCC. If the user experiences trouble using this equipment, the user shall disconnect the equipment from the telephone line to determine if the equipment is malfunctioning. If the equipment is malfunctioning, the use of the equipment shall be discontinued until the problem is corrected.

The telephone company may make changes to its facilities, equipment operations, or procedures that could affect the operation of this equipment. In this event, the telephone company will provide advance notice for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this modem, please refer to the warranty information provided with this equipment. If the trouble is causing harm to the network, the telephone company may request that you remove the equipment from the network until the problem is resolved.

This equipment may not be used with party lines or coin lines.

This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. Failed units will be withdrawn by approved Pitney Bowes service engineers and returned to the U.S. Service Centre. For reference purposes, the U.S. Service Centre contact address is: Pitney Bowes Inc., Walter Wheeler Drive, Stamford, CT 06926-0700.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details. If the installation site has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable the alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Pitney Bowes

Engineering the flow of communication™

DM230L/DM330L/DM350L Digital Mailing System

Operating Guide

Table of Contents

Contacts

Chapter 1–Specifications and Safety Information

Chapter 2–What's What

Table of Contents

Chapter 3–Running Mail

Table of Contents

Chapter 5–Adding Postage

Chapter 6–Maintenance

Pitney Bowes

Engineering the flow of communication™

Contacts

Chapter Contents

This section lists all of the Pitney Bowes contact information.

Contacts

**Pitney Bowes
Contact
Information List**

Pitney Bowes Web Sites

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®
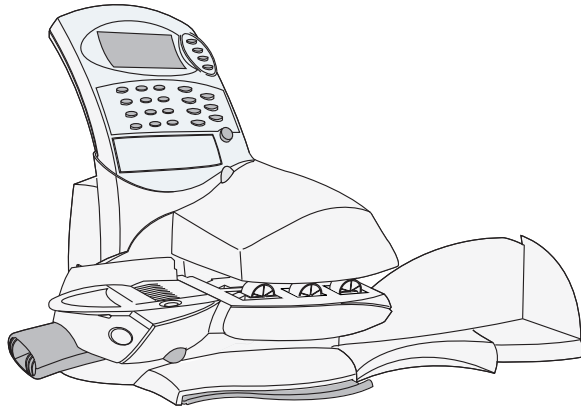
To contact Postage By Phone®, call **1.800.387.4660**.

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**.

Contacts

PitneyBowes

Engineering the flow of communication™

1 Specifications and Safety Information

Chapter Contents

What is IntelliLink™

IntelliLink, provides you with a digital gateway to an entire suite of services and information to help you move your mail more efficiently and enhance your business performance. It allows you to:

Add Features On Demand

You can easily download envelope ads and optional product enhancements such as departmental accounting.

Download Postal Rate Updates

The latest postal rates are downloaded precisely when you need them.

Keep Your System Current

Software download capability means you'll always have the latest version of your machine's operating system.

Postal Requirements

The postage meter on your mailing system is a Postal Security Device (PSD) approved by the Canada Post Corporation to secure funds. Since it is licensed by the Canada Post Corporation, you must follow a few basic requirements.

Canada Post Corporation Requirements

- Mail must have the correct date and postage amount in the digital indicia.
- Metered mail must bear the postal code of the location where the mail is originated.
- If you move to another Postal Code location, you must update the Postal Code. You can do this by calling Postage By Phone®.

   NOTE: If you move your mailing system to a different postal code, you will need to update your system before processing mail at your new location. (See the *Contacts* section at the front of this guide for more information.)

- Each time you refill your postage meter (Postal Security Device) through the modem, the Postage By Phone® computer automatically performs a postal inspection. If the postage meter in your mailing machine has not detected a modem refill transaction at certain intervals, the message "Inspection Required" appears on the main screen of the IntelliLink™ Control Centre. (The system will then prompt you to connect to Pitney Bowes and perform an inspection.)
- The postage tape you use must meet Canada Post specifications. To order approved supplies for your mailing system refer to *Chapter 8 – Supplies and Options*

The Quick Reference Guide

The Quick Reference Guide supplied with your mailing system is located in the tray under the mailing machine base. It contains a summary of the most common operating procedures.

Specifications

Equipment

DM230L/DM330L

Size: 14"D (356 mm) x 14.5" W (368 mm) x 15" H (381 mm), not including stacker tray.

Weight: 17.6 lbs. (8 kg), approximate.

DM350L

Size: 16.25D (413 mm) x 31" W (787 mm) x 16" H (406 mm), not including stacker tray.

Weight: 29.0 lbs. (13.2 kg), approximate.

DM230L, DM330L and DM350L

Power Requirements: 120 VAC, 60 Hz, 3A

Communications Ports: 1 USB; 1 Serial (RS-232); 1 RJ-11.

Operating Temperature: 40F (4C) to 108F (42C)

Average Throughput: 90 letters per minute maximum (DM350L). Actual throughput will vary, depending on the material used, machine condition and the skill of the operator.

Tape Strip: self-adhesive type. Capacity: 50 tapes (DM330L and DM350L).

Internal Envelope Ad Storage: up to 20 envelope ads.

Optional Departmental Accounting: supports up to 100 accounts, depending on option purchased.

Specifications

continued…

Material

(See Figure below)

Minimum Size: 3.5" x 4.13" (89 x 105 mm), moistening;

3" x 4.13" (76 x 105 mm), non-moistening

Maximum Size: 11.6" x 13.39" (297 x 340 mm)

Minimum Flap Depth: 1" (25 mm)

Maximum Flap Depth: 3" (76 mm)

Minimum Thickness: 0.007" (0.2 mm)

Maximum Thickness: 0.25 in. (8 mm)

Maximum Stack Height for Mail on DM350L: 3"(76 mm)

IMPORTANT! For best results, always make sure your material conforms to our published specifications.
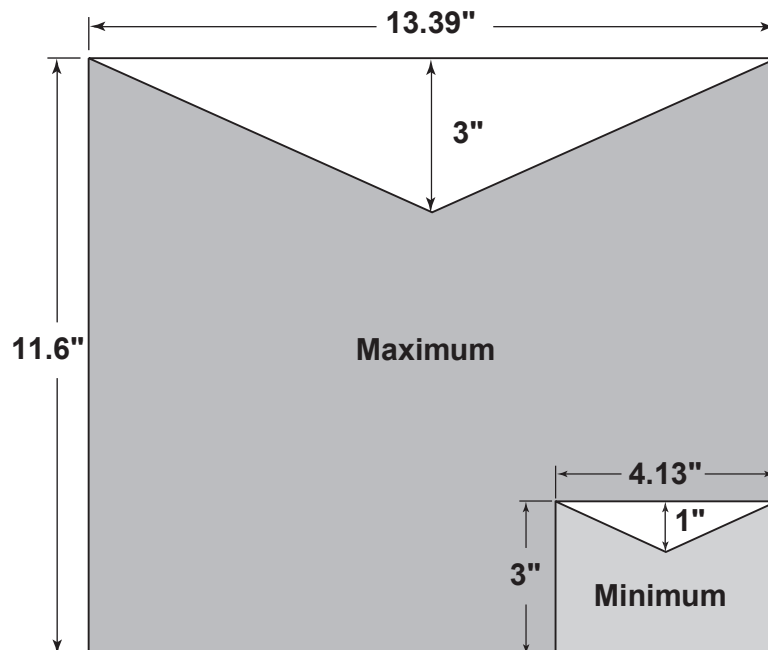
Envelope Dimensions

Specifications

continued…

Maximum Imprint: $99.99

Reset Type: Postage By Phone®

Piece Count: Up to 8 digits (nonresettable)

Important Safety Notes

When using the DM230L, DM330L or DM350L, follow the basic safety precautions for all office equipment.

- Use only Pitney Bowes approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters, can cause an explosive-like condition that could result in a personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container.

- Use only genuine Pitney Bowes ink, tape strips, tape sheets, and cleaning products. Call the PB Supply Line™ or visit our web site to place orders.

  If you need Material Safety Data Sheets on supplies for OSHA requirements, please visit our web site or call the Supply Line™.

  NOTE: Refer to the *Contacts* section at the front of this guide for the Supply Line™ phone number and web site information.

- Read all instructions before operating the equipment. Use the equipment only for its intended purpose.

- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your Pitney Bowes Customer Service Representative for required service schedule.

- Use the power cord supplied with the machine. Plug it and if applicable, all other supplied power cords into a properly grounded wall outlet that is located near the machine and easily accessible, meaning it is free from obstruction and there is enough room around the unit for servicing.

Important Safety Notes

continued…

- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet. Do not remove the ground pin from the line cord.
- Avoid using wall outlets controlled by wall switches or shared with other equipment. Your mailing machine performs periodic maintenance cycles automatically to assure best print quality; leave it ON at all times. Do not route the power cord over sharp edges, or allow it to be trapped between furniture and/or furniture and the wall.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewelry, and long hair away from all moving parts.
- Keep your hands out of the ink cartridge refill holder.
- Do not remove covers. Covers enclose hazardous parts that should only be accessed by properly trained service personnel.
- Before clearing a stall, be sure machine mechanisms come to a stop. When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- Immediately report to Pitney Bowes Service any damaged or non-functioning components. The unit may be unsafe for use.
- To prevent overheating, do not cover the vent openings. At times vent openings may not be visible, but still allow ample spacing around the unit for ventilation.
- Do not place lighted candles, cigarettes, cigars, etc., on the mailing machine.

NOTE: Always follow the specific occupational safety and health standards for your workplace.

Important Telephone Safety Instructions !!!

The IntelliLink™ Control Centre connects directly to analog telephone lines. For your protection, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons. These safety precautions include:

> **CAUTION** To reduce the risk of fire, use only 26 AWG telecommunication line cord either supplied with the machine or separate.

- Never install telephone wiring during a lightning storm.
- Disconnect the system's telephone line during a lightning storm.
- Avoid using a telephone or equipment that connects to a telephone line during an electrical storm; there may be a remote risk of electrical shock from lightning.
- Do not use the telephone or equipment connected to the telephone line to report a gas leak in the vicinity of the leak.
- Never install telephone jacks in wet locations.
- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

!!! Save these Instructions !!!

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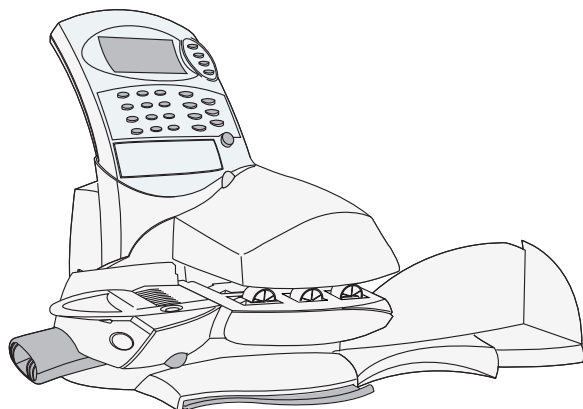
2   Getting to Know Your System

Chapter Contents

This chapter describes the parts of your DM Series systems.

Parts of the DM230L/DM330L System

DM330L - shown with Stacker

1. **IntelliLink™ Control Centre** - Contains the operator display, keypad and function keys for communicating with the mailing system and the build in postage meter (Postal Security Device, PSD).

2. **Operator Display** - Shows the current status of your system and prompts you through all setup operations.

3. **Function Keys** - Allow you to get information from the control centre and tell it what to do. Refer to *IntelliLink™ Control Centre - DM230L/ DM330L* on page 2-8 for a description of each key.

4. **Stacker Tray** - The mailing machine neatly stacks finished mail pieces here.

5. **Front Access Cover -** Provides access to the printhead.

6. **Printer Transport Release Lever** - Pull the release lever forward to lower the transport deck and clear a stalled mail piece. The transport deck is interlocked; the mailing machine won't run when it's open.

7. **Quick Reference Guide** - This contains a summary of the most common operating procedures.

8. **Feed Deck** - Supports your envelope, post card or tape strip as it passes under the printhead.

9. **Moistener Release Button** - This allows you to remove the moistener from the mailing machine.

10. **Moistener** - Applies sealing fluid to the envelope flap when you select sealing.

11. **Tape Feeder** (DM330L only) - Holds 50 tape strips for use on oversized letters and packages.

12. **Alpha Keypad Cover** - Open the cover to use the alpha keypad. You use the keypad to assign names to accounts and custom presets.

13. **Power Lamp Indicator** - Lights when mailing machine is on. Also flashes to indicate an error condition.

14. **Numeric Keypad -** Use numeric keypad to manually enter weight, postage values, (eg: Corrections, Statement of Mailings / Manifests) or creating names for accounting departments.

Parts of the DM350L System
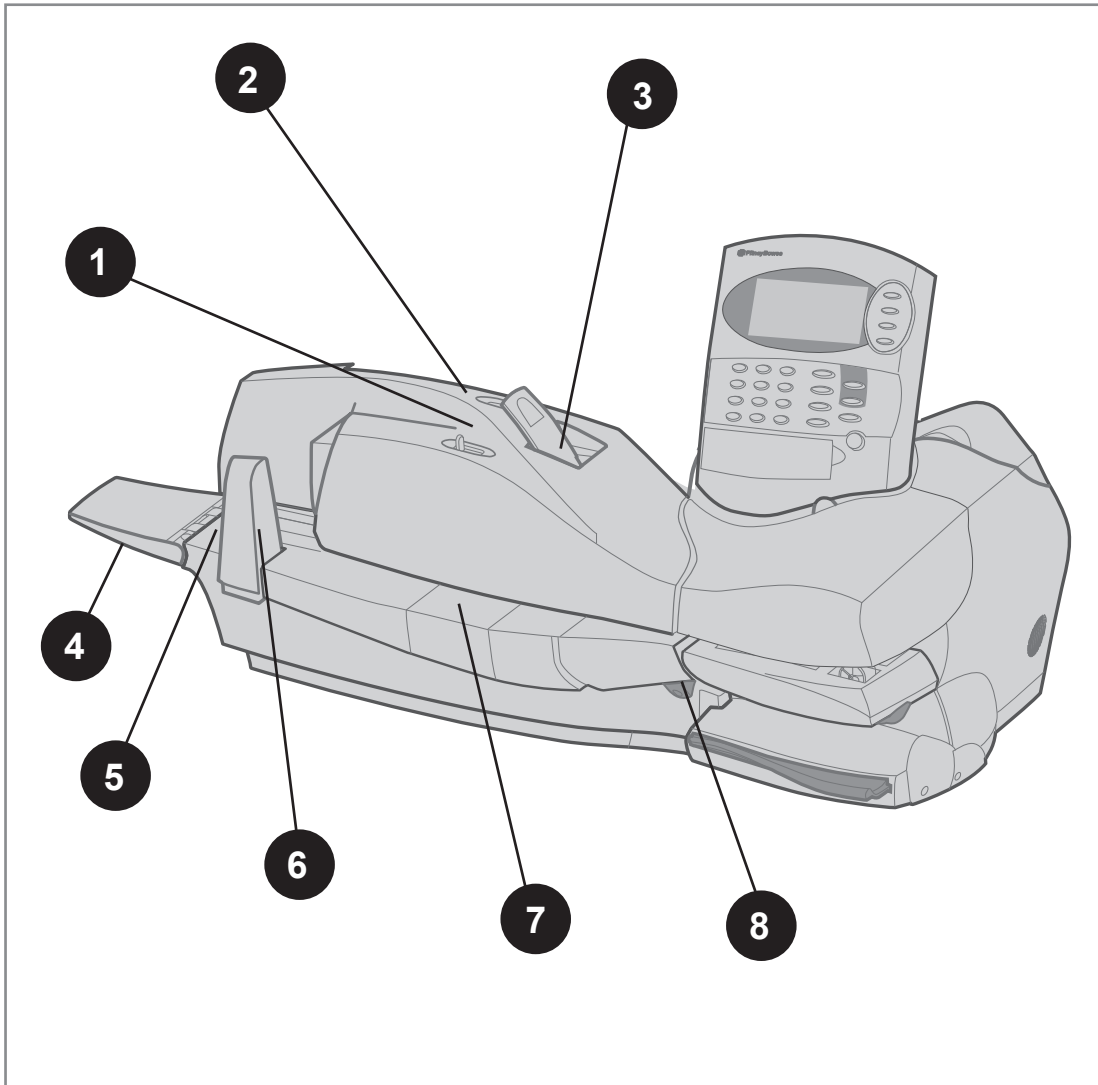
1. **Autofeeder Control Panel** - Contains all of the levers for the feeder section of the DM350L. See *DM350L Autofeeder Control Panel* on the next page for more information.
2. **Moistener Container** - Holds the sealing fluid for sealing the envelope flap. You feed the envelopes the same way whether you are sealing them or not.
3. **Tape Feeder** - Holds 50 tape strips for use on oversized letters and packages (DM330L and DM350L).
4. **Rear Feed Guide** - Lower this guide when you are feeding a stack of mail.
5. **Transport Deck** - This is where you load your mail.
6. **Side Guide** - Set this to reduce the skewing of pieces of mail as you feed them into the feeder.
7. **Moistener Assembly** - This contains the brush and wick used to moisten the envelope flaps for sealing.
8. **Autofeeder Transport Release Lever** - Pull this lever forward to drop this section of the transport deck to clear stalls.

DM350L Autofeeder Control Panel
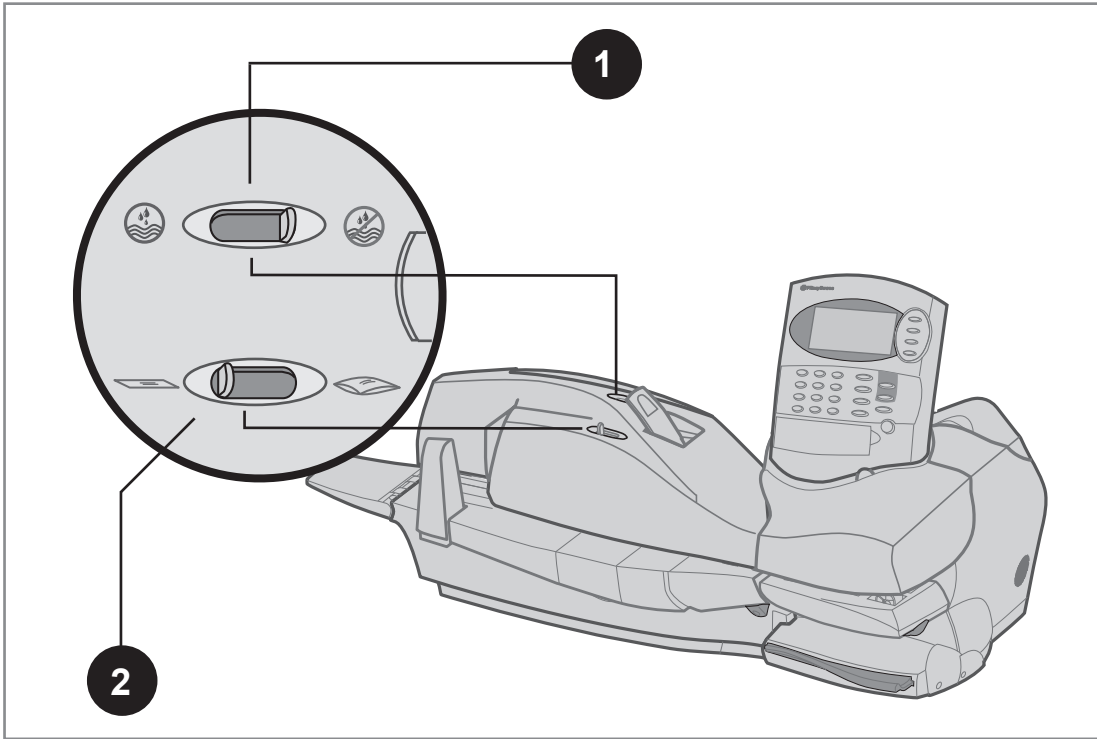
1. **Seal/No Seal** - Use this to select seal or no seal. The position shown is for no seal.
2. **Thickness Selection Lever** - Use this to adjust for the thicknesses of the envelopes you are feeding into your DM350L system. The setting shown here is for thin envelopes. The thick setting is for materials up to 1/4" (6.3mm) thick.
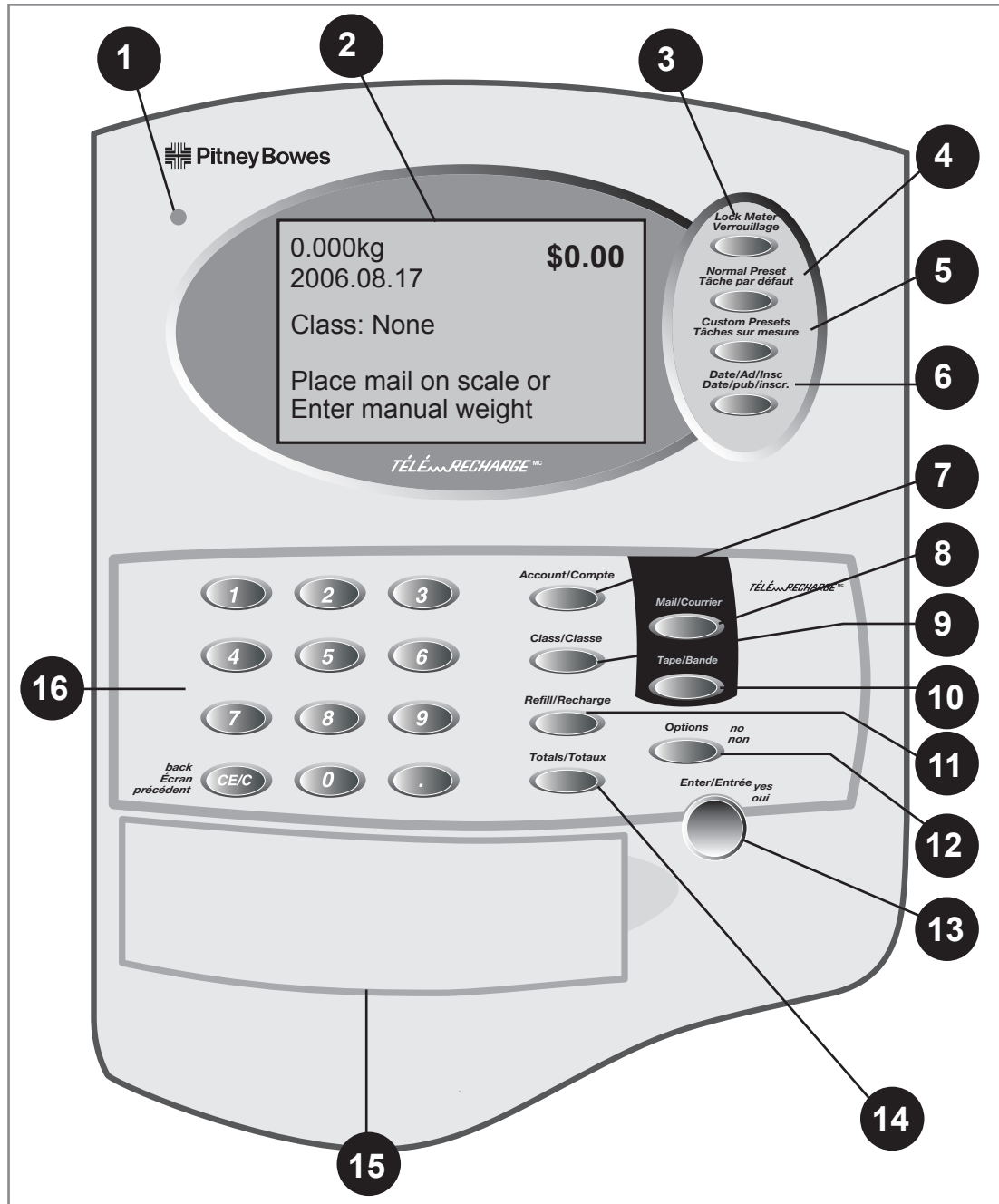
IntelliLink™ Control Centre - DM230L/DM330L

1
2
3
4

PitneyBowes

0.000kg
2006.08.17   **$0.00**

Class: None

Place mail on scale or
Enter manual weight

*TÉLÉ⋀⋀RECHARGE*ᴹᶜ

Lock Meter
Verrouillage

Normal Preset
Tâche par défaut

5

Custom Presets
Tâches sur mesure

Date/Ad/Insc.
Date/pub/inscr.

6

7
8
9
10
11
12
13

Account/Compte

Mail/Courrier

*TÉLÉ⋀⋀RECHARGE*ᴹᶜ

Class/Classe

Tape/Bande

Refill/Recharge

Options   no
                 non

Totals/Totaux

Enter/Entrée yes
              oui

16

1	2	3
4	5	6
7	8	9

back
Écran
précédent   CE/C   0   .

14

15

1. **LED** - Lights green when your control centre is on. Turns orange when your control centre is in sleep mode.
2. **Operator Display** - Shows the current status of your control centre. It normally displays the settings you use most often.
3. **Lock Control Centre** - When on, this feature prevents unauthorized use of your control centre. Enter your four-digit password to unlock the control centre.
4. **Normal Preset** - Press to return to the factory default setting.
5. **Custom Presets** - Press to select from a list of up to 10 custom settings. You can assign a number of values (e.g., ad, account number and others) to each custom preset.
6. **Date/Ad** - Press to change the date or choose the ad you want to print.
7. **Account** - (This feature is optional.) Press to select from a list of accounts. The control centre charges the postage used to the account you select and stores the information for report printing.
8. **Tape** - Press to print a tape strip. Apply tape strips to oversize envelopes and packages. **NOTE**: The Tape button is only functional with the DM330L and DM350L.
9. **Acct/Batch Totals** - Press to see the total postage used and number of pieces charged to an account. If the accounting feature is not enabled (on), the display shows the total postage used and number of pieces of mail processed since the batch register was last reset.
10. **Class** - Press to select the class of mail service. This is a required action for all mail processing jobs.
11. **Refill** - Press to add postage to your control centre.
12. **Options (no)** - Press to select operating mode, check print quality, print reports or set your system up. Also press to answer "No" to a display prompt.
13. **Enter (yes)** - Press to confirm an operation or answer "Yes" to a prompt.
14. **Funds** - Press to see the postage funds available, funds used and number of mail pieces processed by your system. You can also print a funds report for your records.
15. **Alpha Keypad** - Use this to type in account names and other information when you set your system up.
16. **Numeric Keypad** - Use this to key in postage values (Corrections, Statement of Mailings / Manifests), refill amounts and other numerical information. Press CE/C to clear an entry or move back through the setup menus to exit them.

IntelliLink™ Control Centre - DM350L
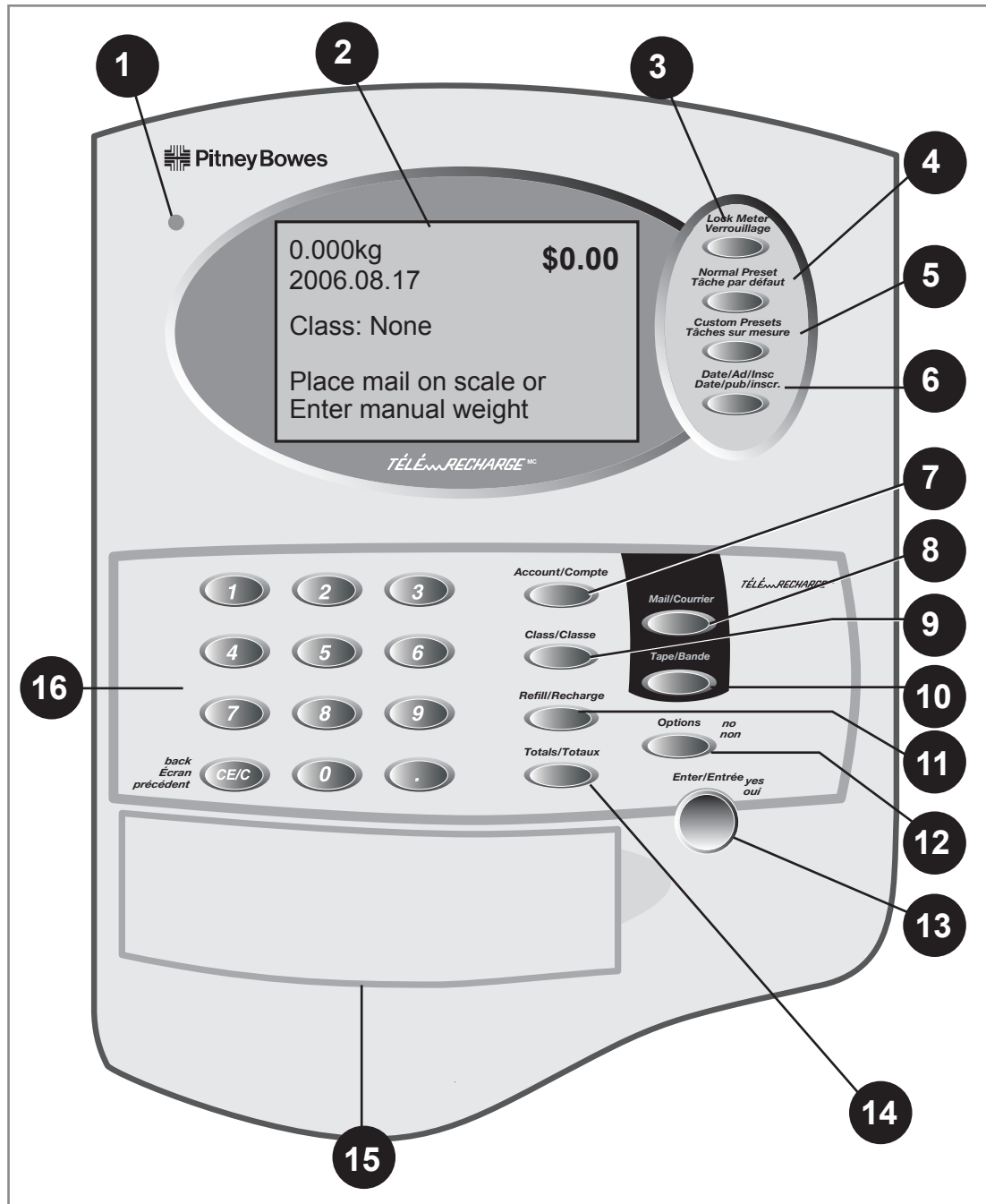
Pitney Bowes

0.000kg
2006.08.17

$0.00

Class: None

Place mail on scale or
Enter manual weight

TÉLÉ RECHARGE ᴹᶜ

Lock Meter
Verrouillage

Normal Preset
Tâche par défaut

Custom Presets
Tâches sur mesure

Date/Ad/Insc
Date/pub/inscr.

Account/Compte

TÉLÉ RECHARGE

Mail/Courrier

Class/Classe

Tape/Bande

Refill/Recharge

Options   no
non

Totals/Totaux

Enter/Entrée yes
oui

back
Écran
précédent

CE/C

1. **LED** - Lights green when your control centre is on. Turns orange when your control centre is in sleep mode.
2. **Operator Display** - Shows the current status of your control centre. It normally displays the settings you use most often.
3. **Lock Control Centre** - When on, this feature prevents unauthorized use of your control centre. Enter your four-digit password to unlock the control centre.
4. **Normal Preset** - Press to return to the factory default setting.
5. **Custom Presets** - Press to select from a list of up to 10 custom settings. You can assign a number of values (e.g., ad, account number and others) to each custom preset.
6. **Date/Ad** - Press to change or omit the date or choose the ad you want to print.
7. **Account** - Press this key to access the Account Batch Totals and Account menu options:
    *   **Acct/Batch Totals** - Press to see the total postage used and number of pieces charged to an account. If the accounting feature is not enabled (on), the display shows the total postage used and number of pieces of mail processed since the batch register was last reset.
    *   **Account** - (This feature is optional.) Press to select from a list of accounts. The control centre charges the postage used to the account you select and stores the information for report printing.
8. **Mail -** Press to feed your mail.
9. **Class** - Press to select the class of mail service. This is a required action for all mail processing jobs.
10. **Tape -** Press to print your tapes.**NOTE**: The Tape button is only functional with the DM330L and DM350L.
11. **Refill** - Press to add postage to your control centre.
12. **Options (no)** - Press to select operating mode, check print quality, print reports or set your system up. Also press to answer "No" to a display prompt.
13. **Enter (yes)** - Press to confirm an operation or answer "Yes" to a prompt.
14. **Totals** - Press to see the postage funds available, funds used and number of mail pieces processed by your system. You can also print a funds report for your records.
15. **Alpha Keypad** - Use this to type in account names and other information when you set your system up.
16. **Numeric Keypad** - Use this to key in postage values (Corrections, Statement of Mailings / Manifests), refill amounts and other numerical information. Press CE/C to clear an entry or move back through the setup menus to exit them.

Machine Features - Side, Rear of DM230L/DM330L and DM350L

Control centre and the mailing system base.
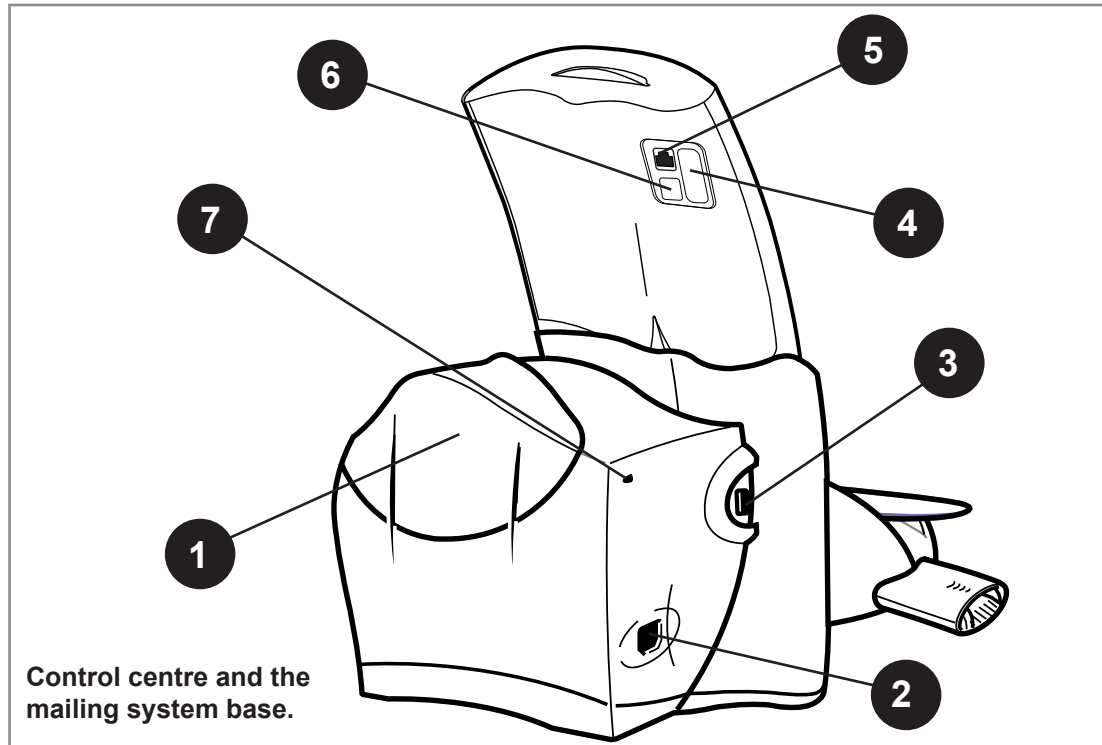
1. **Rear Cover** - Open the rear cover to replace the ink cartridge. See *Chapter 6* for instructions.
2. **Power Receptacle** - The power cord goes here
3. **Autofeeder Port** - (DM350L Only) Autofeeder cable attaches here.
4. **Serial Port** - Use this to connect your control centre to a Pitney Bowes serial printer.
5. **Phone Jack** - Plug an analog phone line here. (Fax machines are usually connected to an analog phone line.) The jack accepts a standard RJ-11 phone plug. If your control centre is hooked to a phone line, you can add postage anytime using the one-button refill feature. See *Chapter 5* for details.
6. **USB Port** - Use this to connect your control centre to external devices that support the USB communications protocol.
7. **Base LED** - This stays lit when power is applied to the system and blinks when there is an error condition in the base. Refer to *Blink Codes* in *Chapter 7* for details.

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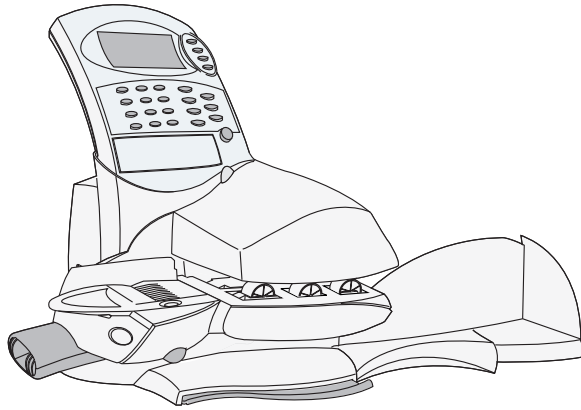
3 Running Mail

Chapter Contents

Before You Begin   Before you run mail on your system, review the *Checklist* below.

Checklist

- Make sure your mailing system is plugged into a properly grounded, 110 VAC receptacle. Always follow the safety precautions in *Chapter 1*.
- Check the level of sealing solution in the moistener. If you need to add sealing solution, refer to *Chapter 6* in this guide.
- If you plan on printing tape strips make sure you've loaded an adequate supply. See *Chapter 6* for instructions.
- Check that you have enough postage for your mail run. Refer to *Chapter 5* for instructions on checking the amount of postage in your system and your account.

The Ready Screen   When you power up your system, the Ready screen appears on the Control Centre operating display. If your system has been set up to require a lock code or password, you are prompted to enter it.

A typical Ready screen is show here:

```
0.000kg              $0.00
2006.08.17

Class: None
Place mail on scale or
Enter manual weight
```
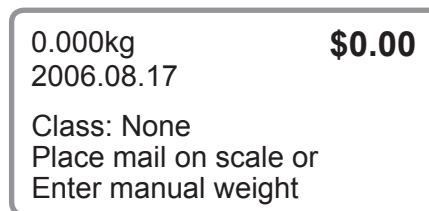
- To process a mail piece from the Ready screen you must place your mail piece on the optional scale or enter the weight of the mail piece manually, and then select a class. For more information on processing mail, please refer to the specific topics later in *Chapter 3.*
- If you want to do something other than print postage on an envelope or tape, press the **Options** key. This provides you with access to other mailing modes and the system setup options. For information on the setup options refer to *Chapter 4* in this guide.

Applying Postage and Running Mail

You can select several different modes for applying postage or running mail on your DM230L/DM330L or DM350L system. Refer to the appropriate procedure listed here.

1 **Printing Postage on an Envelope.**

2 **Printing the Postage on a Tape or Tape Strips.**

3 **Printing Postage Using Presets.**

Press a key to select certain system values (for example, postage amount) assigned to that key.

4 **Sealing the Envelopes Only - No Postage.**

5 **Selecting a Class or Special Service.**

6 **Printing an Advertisement.**

You can print an advertisement along with your postage, or print only the ad.

7 **Printing the Date and Time on Incoming Mail.**

8 **Changing the Date on Your Mail.**

9 **Selecting an (optional) Account.**

10 **Checking and Clearing the Postage Batch Count on Your System.**

11 **Viewing Postage Weight in Imperial Units.**

12 **Adding Postage or Correcting Postage**

13 **Printing a Statement of Mailing or Manifest Payment**

14 **Test Print / Zero Dollar Indicia**

① Printing Postage on an Envelope

The procedures for printing postage on an envelope are different for the DM230L/DM330L and the DM350L systems. In addition, there are different procedures if you have purchased the optional weight platform or parcel rating module. Refer to the appropriate procedure in this section.

Processing Lettermail on the DM230L/ DM330L System without the optional weight platform

1. If you have the optional accounting feature press the **Account** button and select an account.

2. From the Ready screen on the IntelliLink™ Control Centre press the **Class** button and then press option **# 6** for Enter Manual Weight.

3. Enter weight in kilograms (e.g., 10 grams would be 0.01 kg) and then press **Enter.**

4. Press option #1 for Lettermail and press **Enter** and select the desired sub-class (e.g., Domestic Standard, Domestic Other, USA, etc.) using the appropriate numeric key and then press **Enter**.

NOTE: The internal rating feature will calculate the postage ammount based on the weight and class selected. A weight input and class selection are required for all mail jobs. You cannot enter the postage value manually using the numeric keys.

---

5. If desired select any special services (e.g., Registration, Insurance Coverage) and press **Enter**. If no special services are requested press **Enter.**

6. The postage amount will be displayed in the top right hand corner of the display and another message will indicate "Ready to Print."

If you *do not* want to seal the envelope:

1. Hold the envelope by its bottom edge.
2. Place the envelope ADDRESS SIDE UP on the feed deck.

Processing Lettermail on the DM230L/ DM330L System without the optional weight platform *continued…*

3. Push the envelope to the rear (A) so its top edge is up against the back wall of the system.
4. Slide the envelope to the right (B) until the system grasps it. The system prints the postage and ejects the envelope.

DM330L shown above.

If you want to seal the envelope:

1. Hold the envelope ADDRESS SIDE UP.
2. Pull the flap slightly away from the envelope.
3. Slide just the flap under the blue edge of the feed deck as shown. A brush below the deck wets the flap.
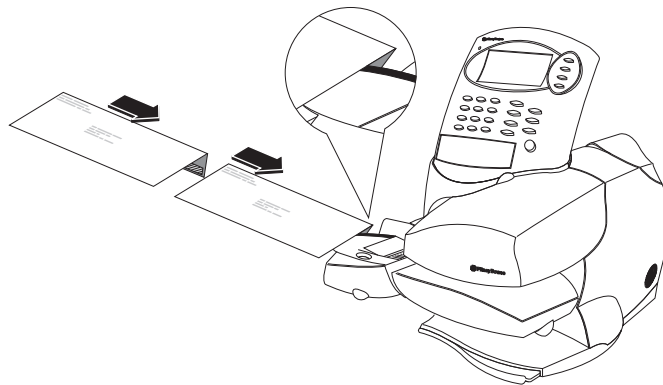
4. Slide the envelope to the right until the system takes hold of it. The system prints the postage and ejects the piece.
5. To complete sealing, compress the envelope stack.

   See *Chapter 6* for instructions on refilling and maintaining the moistener.

*Mail In a Minute
– Processing
a Letter Using
the Integrated
Weigh Platform*

1. **Weigh Mail Piece** – Place mail piece on the integrated weigh platform.

2. **Select Class** – Press the Class button and select **Change Class** (option 1.) then select **Lettermail** and press **Enter** to confirm.

3. Select your desired Lettermail sub-class (e.g., Dom Standard, Dom Other, USA, International) and then press **Enter** to confirm.

4. Select any desired special services (e.g., Registration, Insurance Coverage) by selecting the appropriate menu options. If no special services are required press **Enter**.

5. The ready screen will now display the postage amount in the top right hand corner of the system display, and the message "Ready to Print" will appear.

NOTE: You cannot enter postage values manually into the mailing system using the numeric keypad. All mailing transactions must be processed by a combination of weight entry (integrated weight platform or manual entry) and making a class selection. The internal rating feature calculates the accurate postage for each mail job.

If you *do not* want to seal the envelope:

1. Hold the envelope by its bottom edge.
2. Place the envelope ADDRESS SIDE UP on the feed deck.
3. Push the envelope to the rear (A) so its top edge is up against the back wall of the system.

Mail In a Minute – Processing a Letter Using the Integrated Weigh Platform
continued…

4. Slide the envelope to the right (B) until the system grasps it. The system prints the postage and ejects the envelope.

DM330L shown above.

If you want to seal the envelope:

1. Hold the envelope ADDRESS SIDE UP.
2. Pull the flap slightly away from the envelope.
3. Slide just the flap under the blue edge of the feed deck as shown. A brush below the deck wets the flap.
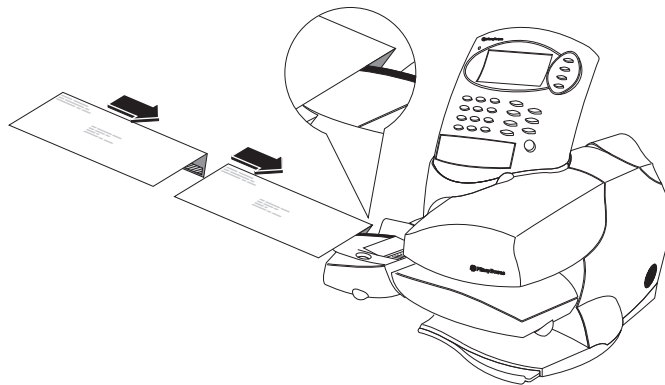
4. Slide the envelope to the right until the system takes hold of it. The system prints the postage and ejects the piece.
5. To complete sealing, compress the envelope stack.

   See *Chapter 6* for instructions on refilling and maintaining the moistener.

3 • Running Mail

Processing and Feeding Lettermail on the DM350L System

Processing Lettermail on the DM350L requires the same process as the DM230L and DM330L. You must first weigh the mail piece using the integrated weigh platform or through the Manual Weight Entry feature. You then must select a class of mail in order for the internal rating feature to calculate the exact postage amount. For a summary of the exact keystrokes required to process Lettermail please refer to the instructions outlined on the previous pages for the DM230L and DM330L

1. Sort the mail according to size and thickness. For each run, feed envelopes of the same size and similar thickness.
    *   If you are printing a single normal envelope, the envelope can be up to 1/8" thick.
    *   If you are printing a single thick envelope, the envelope can be up to 1/4" thick. Do not feed more than 2 thick envelopes at one time.
    *   If you are printing a stack of envelopes, the thickness of the stack cannot exceed 3.0".
    *   For acceptable length and width dimensions of envelopes, refer to the *Specifications* section in *Chapter 1* in this guide.
2. Align the stack of mail by tapping the side of the stack on a hard surface. Fan the stack to separate the mail pieces.
3. Set the thickness selection lever (see figure below) to correspond to the correct thickness of the envelopes. For normal mail move the thickness selection lever all the way to the left.
4. Set the Seal/No Seal lever (figure below) to the correct position. To seal the envelopes, move the lever all the way to the left.

Seal/No Seal selection lever
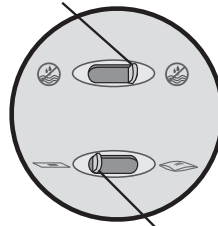
Thickness selection lever

Processing and Feeding Lettermail on the DM350L System

continued…

5. For both sealing and non-sealing mode, place the envelopes on the feed deck with the flaps down and facing the rear wall.
    Shingle the envelopes so that the bottom envelope feeds first. All envelopes should be the same size.

Make sure the envelopes are pressed up against the back wall of the deck. Make sure the envelopes are making contact with the feed roller.

Feed roller

Feed guide (remains flat for most mail)
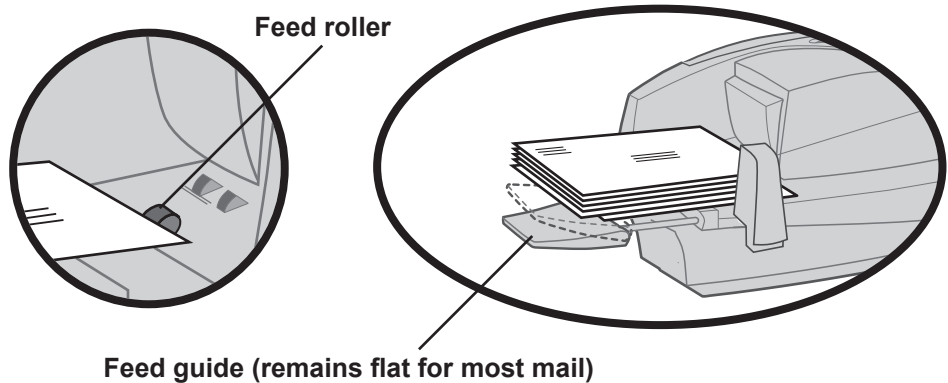
6. To feed oversized envelopes:
    a. Lower both feed and side guides.
    b. Guide the envelope along the feed deck with your hand.

Side guide
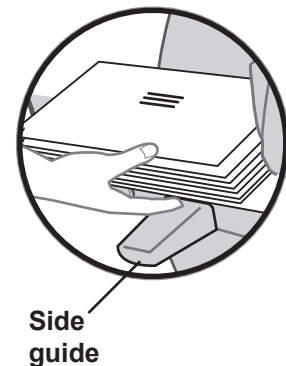
Processing and Feeding Lettermail on the DM350L System

continued…

7. If the postage does not print on the envelope, it may have been skewed when it entered the print area. If that occurs, you will get the following error message in the display on the IntelliLink™ Control Centre:

"Mailpiece skewed

Reset... CE/C key"

Press the **CE/C** key on the control centre.

Feed the piece of mail again.

8. If the envelope stalls in the feeder or printer area, refer to the *Envelope Feeding Problems* section in *Chapter 7* of this guide.

NOTE: If you get the message "envelope stall" in the message display, try pressing the **Mail** button to see if this feeds the envelope. You may get an envelope stall message if for any reason the envelope does not reach the sensor in the feeder within a certain time interval.

---

2 **Printing Postage on Tape Sheets and Tape Strips**

The procedures for printing postage on tapes strips are different for the DM230L/DM330L and the DM350L systems. Refer to the appropriate procedure in this section.

DM230L/ DM330L: Printing Tapes

Use tape strips to apply postage to larger envelopes or parcels. You can print tape strips one at a time or in batches of up to 50. If you need to load tape strips, see *Chapter 6* in this guide.

1. From the Ready screen on the IntelliLink™ Control Centre, rate your mail piece by weighing it on the optional weigh platform or by entering the weight manually (press **Class** and then select Manual Weight Entry). Then select a class for the mail piece and any desired special services.
2. Press the **Tape** key.
3. The system display prompts you to enter the number of tape strips you want to print.
4. Key in the number you want. You can enter a number ranging from 1 up to a maximum of 50.

Load tape strips blank side up; push them into the feeder as far as they'll go. You'll feel a slight resistance before they're all the way in.

5. Press the **Enter** key. The system automatically feeds and prints the number of tapes you entered with the postage value you selected. The display says "Printing Tape..." and shows the number of tapes remaining to print.

NOTE: The DM230L does not have a Tape Strip dispenser. In order to process a parcel you must use a Tape Sheet which is run throught the feeder like an envelope. To order Tape Sheets refer to *Chapter 8 – Supplies and Options*.

DM350L:
Printing Tapes

1. Push the tape load lever to the right as shown here and push the tapes down into the slot. Place the tapes in the slot so that the backing faces toward the left (toward the tape load lever).

Tape load lever
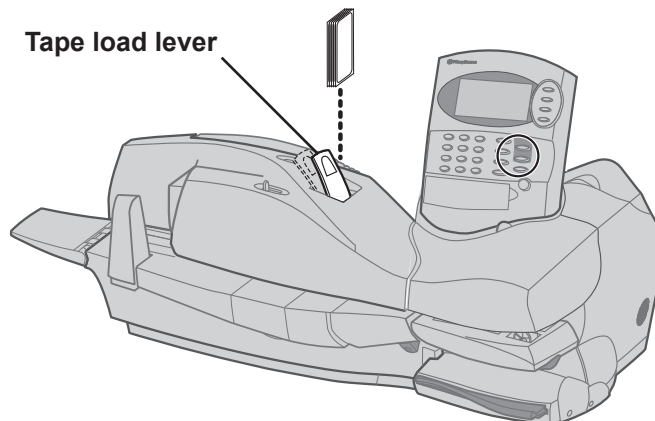
2. From the Ready screen on the IntelliLink™ Control Centre, rate your mail piece by weighing it on the optional weigh platform or by entering the weight manually (press **Class** and then select Manual Weight Entry). Then select a class for the mail piece and any desired special services.
3. Press **Enter** to confirm the amount.
4. Press the **Tape** button. The display shows "Enter Number of Tapes".
5. Type in the number of tapes to print.
6. Press the **Tape** button.
7. If the tape stalls in the feeder or printer area, refer to the *Tape Feeding Problems* in *Chapter 7* of this guide.

Processing a Parcel Without Using the Optional Parcel Rate Module

This procedure is used for processing Parcels (those mail pieces whose dimensions – size and weight – and associated rates extend outside of the Lettermail rating structure) if you did not purchased the optional parcel rate module. Based on the rate structure provided in your system a Parcel can be considered any mail piece that weighs over 500 grams. In order to use this process you will need to weigh the mail piece on the integrated scale or enter the weight using the manual weight entry feature, and you will need to know the appropriate postage rate. If you need assistance determining if a mail piece should be rated as Lettermail or as a Parcel or need to obtain the postage rate for the mail piece, contact your local Canada Post retail outlet or log on to **www.canadapost.ca**.

The following outlines the procedure for processing a parcel without the optional Parcel rate module.

1. Place your mail piece on the integrated weigh platform or enter the weight manually through the following steps:

    a. Press the **Class** button and then select **Enter Manual Weight** (option 6)

    b. Enter the weight in kilograms and then press **Enter** to confirm and the system will take you to the class selection option menu (skip to step 3).

2. If you used the integrated weigh platform to weigh your mail piece then press the **Class** button and select **Change Class** (option 1).

3. Press the **Class** button again to scroll down through the list of menu options and select **Other Payment** (option 7.) and then press **Enter** to confirm.

4. Select the **Other Items** option and then press **Enter** to confirm. The following screen will be displayed:

    > Other Items   **$0.00**
    >
    > Selected Services: None
    > 1.   3.50 to 99.99

5. Select the postage value range from the list provided (**NOTE**: there is only one option). To do so, select option 1.: 3.50 to 99.99 and then press **Enter** to confirm.

6. Enter your desired postage value using the numeric keypad and then press **Enter** to confirm. Review your entry on the next screen and press **Enter** (yes) or **Options** (no) to confirm. If you selected **Enter** (yes) you will return to the Home screen and the message "**Ready to Print**" will be displayed.

Processing a Parcel Using the Optional Parcel Rate Module

The following outlines the procedure for processing a parcel using the optional Parcel rate module.

1. Place your mail piece on the integrated weigh platform or enter the weight manually through the following steps:

    a. Press the **Class** button and then select **Enter Manual Weight** (option 6)

    b. Enter the weight in kilograms and then press **Enter** to confirm and the system will take you to the class selection option menu (skip to step 3).

2. If you used the integrated weigh platform to weigh your mail piece then press the **Class** button and select **Change Class** (option 1).

Additional sub-class selections and processing steps are required depending on which class selection, and country destination (Domestic, US, International) you select. The steps for the different country destinations are outlined below.

Domestic (Canada) Destinations

3. Press the **Class** button and then select **Change Class** (option 1). For domestic parcels you must choose either **Domestic Parcel** (option 2) or **Dom Priority** (option 3.). Make your selection and then press **Enter** to confirm.

4. Select your desired sub-class and press **Enter** to confirm. For more information on Canada Post Distribution Services (shipping products and services) log on to **www.canadapost.ca**.

5. Select which destination identifier you would like to use (Code / Zip or Zone). Based on your selection you will need to enter the appropriate Postal Code or Zone using the numeric keypad and / or QWERTY keyboard. The system will prompt you when a valid entry is made. Press **Enter** to confirm.

6. Select any appropriate Special Services you desire by following the prompts on the display. Once you have completed your selection the system will take you to the Home screen. The postage value will be displayed in the top right hand corner and the message "**Ready to Print**" will be displayed below.

7. The procedures for printing postage for parcels varies depending on which system you have:

    a. **DM230L** – Insert a Tape Sheet into the Feeder to print your postage and upon completion affix the postage indicia to your parcel.

    b. **DM330L / DM350L** – Press the **Tape** button. Enter the number of Tape Strips you want to print from the Tape Strip feeder and press **Enter** to confirm. Upon completion affix the postage indicia to your parcel.

Processing a Parcel Using the Optional Parcel Rate Module

continued…

US Destinations

3. Press the **Class** button and then select **Change Class** (option 1). For US destinations you must select **USA Parcel** (option 4) and then press **Enter** to confirm.

4. Select your desired sub-class **Expedited USA** (option 1) or **US Xpresspost** (option 2.) and press **Enter** to confirm. For more information on Canada Post Distribution Services (shipping products and services) log on to **www.canadapost.ca**.

5. The system will prompt you to enter a Zone. Key in the appropriate Zone Code and press **Enter** to confirm.

6. Select any appropriate Special Services you desire by following the prompts on the display. Once you have completed your selection the system will take you to the Home screen. The postage value will be displayed in the top right hand corner and the message "**Ready to Print**" will be displayed below.

7. The procedures for printing postage for parcels varies depending on which system you have:

    a. **DM230L** – Insert a Tape Sheet into the Feeder to print your postage and upon completion affix the postage indicia to your parcel.

    b. **DM330L / DM350L** – Press the **Tape** button. Enter the number of Tape Strips you want to print from the Tape Strip feeder and press **Enter** to confirm. Upon completion affix the postage indicia to your parcel.

Processing a Parcel Using the Optional Parcel Rate Module

continued…

International Destinations

3. Press the **Class** button and then select **Change Class** (option 1). For International destinations you must select **Int'l Parcels** (option 5) and then press **Enter** to confirm.

4. Select your desired sub-class **Int'l Surface** (option 1), **Int'l Air** (option 2), or **Int'l Xpresspost** (option 3). For more information on Canada Post Distribution Services (shipping products and services) log on to **www.canadapost.ca**.

5. The system will prompt you to enter a Country name or Code. If you know the country code enter it now. If you do not know the country code enter the first one or two characters of the country name. A list of all countries beginning with those characters appears in the display. Press the number that corresponds to the country you want and then press **Enter** to confirm.

6. Select any appropriate Special Services you desire by following the prompts on the display. Once you have completed your selection the system will take you to the Home screen. The postage value will be displayed in the top right hand corner and the message "**Ready to Print**" will be displayed below.

7. The procedures for printing postage for parcels varies depending on which system you have:

    a. **DM230L** – Insert a Tape Sheet into the Feeder to print your postage and upon completion affix the postage indicia to your parcel.

    b. **DM330L / DM350L** – Press the **Tape** button. Enter the number of Tape Strips you want to print from the Tape Strip feeder and press **Enter** to confirm. Upon completion affix the postage indicia to your parcel.

3 **Printing Postage Using Presets**

Selecting the Normal Preset

The Normal Preset is the factory default setting which contains no predetermined mail job settings (e.g., Postage Value, Class, or Weight). Pressing the **Normal Preset** key will clear your current mail job settings and take you back into Seal Only Mode. From here you can begin a new transaction.

Selecting a Custom Preset

1. At the Ready screen on the IntelliLink™ Control Centre, press the **Custom Presets** key. The display lists all presets. "EMPTY" means no values are assigned to the preset.
2. Press the **Custom Presets** key repeatedly until you see the preset you want.
3. Press **Enter** to select the preset. If the preset includes a password-protected account, the display prompts you to enter the four-digit password. The display then shows the custom preset values.
4. Print the envelope as described in *Printing Postage on an Envelope* in this chapter, or:

   Print tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

   If you'd like to set up custom preset values or change them, see *Chapter 4*.

4 **Sealing the Envelopes Only**

You can set up your mailing system to seal envelopes without printing postage on them.

To select this mode on the DM230L/DM330L/DM350L:

1. Press the **Normal Preset** button on the IntelliLink™ Control Centre.
2. Press the number for **Seal Only**. The seal-only ready screen appears.
3. Follow the instructions in the *Printing Postage on an Envelope* section in this chapter to feed the envelopes.

To select this mode on the DM350L:

1. Press the **Options** key on the IntelliLink™ Control Centre.
2. Press the number for **Seal Only**. The seal-only ready screen appears.
3. On the autofeeder control panel, set the Seal/No Seal lever to the seal position. To seal the envelopes, move the lever all the way to the left.
4. Follow the instructions in the *Printing Postage on an Envelope* section in this chapter to feed the envelopes.

⑤ Selecting a Class or Special Service

Selectiong a class is a required action in order to generate the appropriate rate for your mail piece. The procedure for setting a class special service or carrier depends on whether you enter the weight of the mail manually or use the interfaced scale to weigh your mail piece. Each class has its own set of special services. When you select a class only those options available for that selection appear in the display.

Your system automatically calculates the correct postage for your piece of mail based on its weight and the class of service you select.

Before Selecting or Changing a Class

Before selecting a class or special feature, please note the following:

- The class that appears in the Ready screen is the one you last selected.
- If you turn off and then turn on the power to your system, the previously selected class automatically clears.
- If you place a piece of mail on the scale, or enter a weight manually, the system automatically prompts you to select a new class if the new weight requires a different class.
- If your system has an attached scale, we recommend that you turn the AutoScale option ON. Refer to the *Setting Up an Attached Scale* section in *Chapter 4* of this guide.
- When you are done selecting the class and/or special service, print the envelope as described in *Printing Postage on an Envelope* in this chapter or print tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

Selecting or Changing a Class

To make or change a class selection:

1. If you need to manually enter the weight of the mail, press the **Class** key; then press the number for the **Enter manual weight**.

2. Use the numeric keys to enter the kgs and g values. Press the **Enter** key to confirm each value.

3. Enter the number that corresponds to the class you want and then press the **Enter** key.

   a. Depending on the class, the display may prompt you to make further selections within that class.

   b. After you complete all selections within a class, press the **Enter** key.

4. If a Postal code or Zone is required, you are prompted to enter it. Press **Enter** to accept. For more information refer to *Selecting a Postal Code or Zone* in this section.

5. If a country is required, you are prompted to select it. Press **Enter** to accept. For more information, refer to *Selecting a Country* in this section.

6. If special services are available for the class you selected, the display asks if you want to add any special services.

   Press Yes (**Enter**) to accept or No (**Options**) to return to the Ready screen. Refer to *Selecting Special Services* in this section for information on adding services.

Selecting a Postal Code or Zone

If the class you select requires a Postal Code or Zone, the system display prompts you to enter it when you select the class.

1. The display prompts you to select Postal Code or Zone.
2. Press the number that corresponds Postal or Zone.
3. For the Postal Code, key in the first three digits.
    For Zone, key in the appropriate entry (1-8).
4. Press **Enter** to accept the Postal Code or Zone.
    If the class you selected provides special services, you are asked if you want to enter them now. Refer to *Selecting a Special Service* in this section.

Selecting a Country

If the class you select requires you to specify a country, the system display prompts you to enter it when you select the class.

1. The display prompts you to enter the country name or country code.
2. If you know the code for the country, enter that code now.
    If you don't know the country code, enter the first one or two characters of the country name. A list of all country names beginning with those characters appears in the display.
    Press the number that corresponds to the country you want.
3. Press **Enter** to accept the country code or country name.
4. Press Yes (**Enter**) to confirm your selection when the system display prompts you to do so.
    If the class you selected provides special services, the system display prompts you to enter them now. Refer to *Selecting a Special Service* below.

*Selecting
a Special
Service*

1. When you select a class that provides special services, you are asked if you want to add any of these services.
2. Press Yes (**Enter**) and the display lists all of the special service options available for the class. For example, if you select Priority, you can add insurance coverage or services.
3. To select a special service, press the number that corresponds to that service.
    a. If the service requires you to enter more information, another screen displays and you are prompted to fill in the information. For example, to add insurance, you need to enter the amount for which you want to insure the parcel.
    b. Continue to select the special services. Each time you press a number for a service, the selection moves to the top of the list and has a check mark next to it.
4. When you are done, press **Enter** and the display lists all of the services and the total cost of these services. You are asked to confirm your service selections. Press Yes (**Enter**) to accept and return to the Ready screen.

    To cancel, press No (**Options**). The display prompts you to select a class again.

6 **Printing an Advertisement**

Printing an Advertisement with the Postage

1. Press the **Date/Ad** key.
2. Press the number for **Ad**.
3. A list of the ads available on your system are displayed.
4. Press the number for the ad you want.
5. Press **Enter** to confirm your selection.
6. Print the envelope as described in *Printing Postage on an Envelope* in this chapter, or:

   Print tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

Printing only an Advertisement - No Postage

1. Select an Advertisement as described above (steps 1 - 5).
2. Press the **Options** key.
3. Press the number for **Print Ad only.** The Print Ad Only screen appears.
4. From this screen, feed envelopes through the system as described in *Printing Postage on an Envelope* in this chapter, or:

   Feed tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

7 **Printing the Date and Time on Incoming Mail**

You can set up your mailing system to print the date and time on incoming pieces of mail.

1. Press the **Options** key.
2. Press the number for the **Date/Time Stamp**.
3. If you want to print an advertisement, follow the instructions in *Printing an Advertisement* in this chapter.

   If you want to print a different date and time, refer to *Changing the Date on Your Mail* in this chapter.
4. Feed envelopes through the system as described in *Printing Postage on an Envelope* in this chapter, or:

   Feed tapes as described in *Printing Postage on Tape Strips (or Sheets)* in this chapter.

⑧ Changing the Date on Your Mail

Advancing the Date

You can advance the mail submission date up to 30 days.

1. Press the **Date/Ad** key.
2. Press the number for **Date**.
3. Press the number for **Advance Date**.
4. Use the numeric keys to type in the number of days you want to advance the date.

> **NOTE:** You cannot advance the mail submission date by more than 30 days. The system will display an error message if you try. Press **CE/C** to clear the message.

5. Press **Enter**. The system displays the advance date and returns to the Ready screen.

Resetting the Date and Time

1. Press the **Date/Ad** key.
2. Press the number for Date.
3. Press the number for **Reset to Today's Date**.
4. Press **Enter**. The system displays the current date and returns to the ready screen.

> **NOTE:** Pressing the **Normal Preset** key resets the date to today's date. Selecting a custom preset does not affect the advance date. The system automatically returns to today's date when it wakes from the sleep (low energy) mode.

⑨ Selecting an Account

If you're using the system's optional accounting feature, you may have to select an account before you can print postage. In this case the system prompts "No Account Selected".

1. Press the **Account** key to see a list of accounts. Press the **Account** key again to see more.
2. Key in the account number you want.
3. Press **Enter**.

   If no account password is needed, the display shows the account you selected and returns to the ready screen.

   The display prompts you if an account password is needed. If it is, key in the four-digit password and press **Enter**. The display shows the account you selected and returns to the Ready screen.

⑩ Checking and Clearing the Batch Count

You can view the accumulated postage value and piece count information from the batch register and print this for your records. You can also clear or reset the batch count to zero.

Checking the Batch Count

1. Press the **Acct/Batch Totals** key.
2. If you don't use your system's accounting feature, the display shows the total postage used and the total number of pieces of mail processed.

> **Batch**
> **Value: $ 105.00**
> **Pieces: 50**
>
>
> **Exit... CE/C Key**
> **Report...Insert Envelope**
> **   or press TAPE key**

3. If you use the accounting feature, the display shows the batch value and number of pieces printed for the currently selected account.

Printing a Record of this Information

DM230L/DM330L

- To print a report of the batch count on tape, press the **Tape** key on the IntelliLink™ Control Centre.

- To print a report on an envelope, place an envelope on the feed deck and guide it to the rear and right. The display prompts: "Print Account Report? (yes/no)."

  Press Yes (**Enter**) to print the report.

DM350L

1. After you press the **Acct/Batch Total** key on the IntelliLink™ Control Centre and the message "Report ... Insert Envelope" appears on the display, place a blank envelope on the feed deck.

2. Make sure the envelope is pressed up against the back wall of the deck and is in contact with the feed roller as shown here.

3. At the IntelliLink™ Control Centre, press the **Feed Mail** key.

4. Press the Yes (**Enter**) key to print the report.

Feed Roller
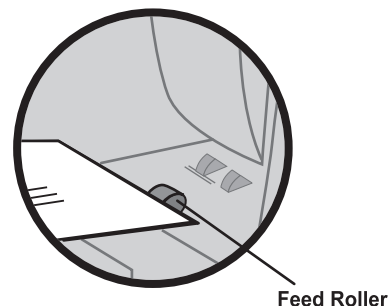
Clearing the Batch Count

CAUTION! Make sure you really want to clear the batch register; once you do, you cannot restore the information.

1. Press the **Acct/Batch Totals** key, and while holding it down, press the **Shift** key and **CE/C**.
2. The batch value and batch piece registers return to zero.

11 **Viewing the Weight in Imperial Units**

Once you enter a manual weight, or place a piece of mail on an attached scale, you can view the weight in Imperial units.

1. Press the **Options** key.
2. Select **Rating Options**.
3. Select **View Imperial Weight**. The weight of your piece of mail in Imperial units appears in the display.
4. Press the **Enter** key to return to the Ready screen.

NOTE: To return back to viewing weight in metric units repeat steps 1 through 4 above.

12 Adding Postage or Correcting Postage

If you do not have the correct postage on a piece of mail, you can add more postage directly on a piece of mail. If you prefer, you can print the corrections on a tape instead and then apply it to the piece of mail.

The following outlines the procedure for processing a postage correction.

1. Press the **Custom Presets** button and select **PCorrect** (option 1) and then press **Enter** to confirm.
2. Place your mail pieces on the integrated scale or enter the weight manually using the Manual Weight Entry feature.
3. Press the **Class** button and select **Change Class**, which is the first menu option and then select the **Class** button again to scroll down the list of options and select **Other Payment** (option 7) and then press **Enter** to confirm.
4. Select **Postage Correct** (option 1.) and then press **Enter** to confirm. The following screen will be displayed.

```
Postage Correct        $0.00

Selected Services: None
1.  0.01 to 0.50
2.  3.50 to 99.99
```

5. Select your postage range (option 1. or option 2.) and then press **Enter**. Enter your postage correction value using the numeric keypad and be sure to use the appropriate decimal places.
6. Once you have entered your Correction amount you must confirm it by pressing **Enter**. The system will take you back to the Home screen where you can then print your Correction indicia.

Adding Postage or Correcting Postage

continued…

NOTE: Values between $0.50 and $3.50 cannot be entered as this range is representative of the current Canada Post Lettermail rate structure – these values will be adjusted based on future Canada Post Rate Changes. If the value range $0.01 to $0.50 is selected and you attempt to enter a value outside of that range the system will warn you that you have made an invalid entry. If the value range $3.50 to $99.99 is selected and if a value between $0.50 and $3.50 (the restricted range at time of publication) is entered, the system will record this as a zero dollar entry. The system will print the indicia with a value of $0.00 if you do not correct this by returning through the steps to process a Correction.

7. Take the mail piece off the scale (unless weight was entered manually) and run the mail piece through the system so that the upper right hand corner of the back side of the envelope (opposite of where initial indicia is printed) is positioned to receive the Correction indicia print. Alternatively, you can use a Tape Sheet or Tape Strip to print the correction indicia and place it to the left of the original indicia (for parcels) or as instructed above for letters.

⓭ **Printing a Statement of Mailing or Manifest Payment**

A digital indicia can be printed to evidence payment for other types of mailings and shipments which include the following:

- Multiple parcel shipments
- Bulk mailings using pre-printed permit envelopes

The following outlines the procedure to print a digital indicia to evidence payment for parcel shipments or bulk mailings that are documented in a Statement of Mailing or Manifest.

1. From the ready screen press the **Custom Presets** button and select **Manifest** (option 2.) and then press **Enter** to confirm.

2. Place one of the mail pieces for which your Statement of Mailing / Manifest payment is being created on the integrated scale or enter the weight manually using the Manual Weight Entry feature.

3. Press the **Class** button and select **Change Class**, which is the first menu option and then select the **Class** button again to scroll down the list of options and select **Other Payments** (option 7) and then press **Enter** to confirm.

4. Select **Manifesting** (option 2) and then press **Enter** to confirm. The following screen will be displayed.

```
Manifesting              $0.00

Selected Services: None
1.  0.01 to 99.99
```

5. Select the postage value range from the list provided. To do so, select option 1: **0.01 to 99.99** and then press **Enter** to confirm.

NOTE: There is only one range to select from (Note: $99.99 is the highest indicia value you can print on one indicia).

Printing a Statement of Mailing or Manifest Payment
continued…

6. Enter your desired postage value using the numeric keypad and then press **Enter** to confirm. Review your entry on the next screen and press **Enter** (yes) or **Options** (no) to confirm. If you selected **Enter** (yes) you will return to the Home screen and the message *"Ready to Print"* will be displayed.

7. If you are using a DM230(L) you must print your indicia using a Tape Sheet and if you are using DM330(L) or DM350(L) press **Tape** to print the payment indicia.

NOTE: A Statement of Mailing / Manifest Payment must always be printed using a Tape Sheet or Tape Strip.
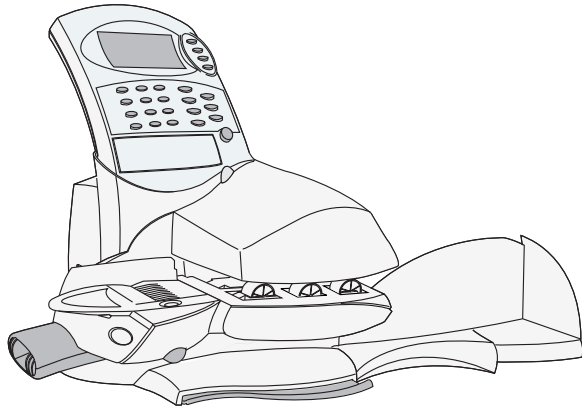
---

8. Once you have completed processing or printing your Statement of Mailing / Manifest Payment indicia, press the **Normal Preset** button to reset your mail processing settings.

14 **Test Print /
Zero Dollar
Indicia**

From time to time you or a Pitney Bowes Service Representative may want to conduct a test print to determine if your DM Series print mechanism is operating correctly. We recommend that you use the Test Print or Zero dollar Indicia so that you do not waste your postage funds. The following procedure outlines how to process a Test Print:

1. Press the **Custom Presets** button.
2. Select **Dcorrect** – *Date Correction* (option 3) and press **Enter** to confirm.
3. The system will return back to the ready screen with a $0.00 value in the top right hand corner and the message *"Ready to Print"* displayed. Place your envelope or tape sheet in the feeder (DM230L) or press the **Tape** button (DM330L & DM350L) and select the number of prints you would like.

Pitney Bowes

Engineering the flow of communication™

4   System Setup

Chapter Contents

The Options Key: Navigating the Menus

The Options key provides you access to all of the system setup functions.

The screens below shows some typical selections available when you press the **Options** key. The actual selections and the order in which they appear, may vary depending on the features you purchased with your system.

> **Select:**
>
> 1.   **Rating Options**
> 2.   **Setup Menu**
> 3.   **Zero Scale**
> 4.   **Seal Only**
> 5.   **Date/Time Stamp**
> 6.   **Meter ID**
>   **More ... OPTIONS Key**

Press the **Options** key to get to the next screen:

> **Select:**
>
> 7.   **Ink Functions**
> 8.   **Reports**

- To make a selection, press the number on the numeric keyboard that corresponds to the option you want.
- To go back one screen, press the **CE/C** (back) key.
- Press **Enter** to answer yes to a display prompt; press the **Options** key to answer no.
- The screen may display a message telling you that something requires attention, or that an error has occurred. Follow the instructions on the screen.

Overview of Mailing System Setup

The following is a list of setup procedures.

Depending on your requirements, you may need to follow all or only some of the procedures listed here.

For each procedure, refer to the section number indicated here.

1   **Adjusting the Display Contrast.**

2   **Setting the System Clock.**

3   **Changing the Lock Code or Password.**

4   **Setting Up the Phone Connection.**

5   **Setting Up the Postage By Phone® Refill Options.**

6   **Setting the Postage Funds Warning.**

7   **Setting Up an Attached Scale.**

8   **Defining Presets.**

9   **Performing Updates and Add Ons and Enabling Features.**

10   **Getting Information About Your Control Centre.**

1 **Adjusting the Display Contrast**

You can change display contrast to compensate for different lighting conditions.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Select **Display Contrast**.
4. Select the contrast level you want: 1 is the darkest; 5 is the lightest. The display changes contrast as you press each number.
5. Press **Enter** to confirm your setting.

2 **Setting the System Clock**

You can change the system date/time, set the date/time to daylight savings time, change the time at which your system advances the date/time to the next day, and set the amount of time your system can remain inactive before reverting to the normal preset values.

Changing the System Date/Time

1. Press the **Options** key.
2. Select **Setup Menu**, then **Time of Day/Timer.**
3. Select **Meter Clock Time**.
4. Key in the correct time.
5. Press the **Refill** key for AM; the **Options** key for PM.
6. Press **Enter**. The display shows the time set.

Setting Daylight Savings Time

1. Press the **Options** key.
2. Select **Setup Menu**, then **Time of Day/Timer**.
3. Select **Daylight Savings**. The display shows the current time and tells you if daylight savings is On or Off. It also asks if you want to change the setting.
4. Press No (**Options**) if you don't want to change the setting; press Yes (**Enter**) if you do. The display shows the setting you chose.

NOTE: If you make any changes to your date or time settings on your system, you must initiate a connection to the Pitney Bowes Data Centre prior to running mail. These changes are then recorded and reflected in the parameters printed in your digital indicia.

Changing the Automatic Date Advance Time

Your system automatically advances the date at a time you specify.

The date advance time is factory set to 12:00 AM If your mail is picked up at a certain time each day, you can set the system to advance the date at the mail pickup time. You can also turn the auto date advance feature off if you want.

1. Press the **Options** key.
2. Select **Setup Menu,** then **Time of Day/Timer**.
3. Select **Auto Date Advance Time**. The display asks you to enter the time at which you want the date to advance.
4. Type in the time. Example: To enter one o'clock, type 1 - 0 - 0.
   To enter 12:01 o'clock, type 1 - 2 - 0 - 1. (Do not type the hyphens.)
5. Press the **Refill** key for AM; press the **Options** key for PM. The display shows the advance time.

NOTE: If you want to turn the date advance feature off, set the advance time to 12:00 A.M.

Setting the Normal Preset Timer

The normal preset is a set of values (postage, ad, account and so on) that your control centre display automatically returns to after a set period of time. You can set the amount of time the display takes before it reverts to the normal preset.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Time of Day/Timer**.
3. Select **Normal Preset Timer**.
4. The display asks you to enter the number of minutes before the system returns to the normal preset.
5. Key in the value you want. You can enter a value from 1 to 10 minutes.
6. Press **Enter**. The display shows the time you entered.

③ Changing the Lock Code or Password

The Lock Code prevents unauthorized access to your mailing system.

If your system is set up to prompt you for a supervisor password you can change it as well. The supervisor password prevents unauthorized access to the postage refill operation or to the optional accounting setup procedures.

Changing the Lock Code

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again and then select **Lock Code**.
4. If a lock code already exists, the system asks you to key it in. Type in your current four-digit lock code and press **Enter**.
5. Type in the new four-digit lock code. If you don't want to use the lock feature, type **0000**.
6. Press **Enter**.
7. Type the new code again to confirm it. Press **Enter**. The display shows the status of the lock feature: "Lock Code Set" or "Lock Feature Disabled".

Changing the Password

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again and then select **Supervisor Password**.
4. Type in your current supervisor password.
5. Press **Enter**.
6. Type in the new supervisor password. If you don't want to use the supervisor password feature, type **0000**.

NOTE: The system will not let you disable the supervisor password if account passwords are in use.

---

7. Press **Enter**.
8. Type in the new password again to confirm it.
9. Press **Enter**. The display shows the status of the supervisor feature – "Supervisor Access Set" or "Supervisor Access Disabled"– and returns to the Basic Settings Menu.

④ Setting Up the Phone Connection

This section describes how to set up the phone connection on your mailing system. It also includes advanced phone setup instructions for modifying individual phone connection parameters (user ID, password, and server IP address). The phone connections options include:

- Choosing the Dial Type (Tone or Pulse)
- Entering the Dialing Prefix
- Entering the Pitney Bowes Phone Number
- Selecting the Modem Type (Internal/External)
- Entering the Modem Initialization String
- Setting the Distributor Parameters

Choosing the Dial Method

Use this to tell the system whether your have a tone or pulse type phone.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again and the select **Phone Setup**.
4. Select **Tone/Pulse Selection**.
5. Select **Tone** or **Pulse**, whichever is appropriate.
6. Press **Enter**.

Entering the Dial Prefix

Use this if you need to dial a prefix number (like 9) to get an outside line. Some systems also require a pause between the prefix and the phone number you're dialing.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again then select **Phone Setup**.
4. Select **Dialing Prefix**.

Entering the
Dial Prefix
continued…

5. Key in the prefix number you want. To enter a pound (#) sign, press the **Funds** key; to enter an asterisk (*), press the **Refill** key.

6. To have the control centre pause after dialing the prefix, press the decimal (.) key.

7. Press **Enter**. The display shows the prefix you entered, including the pause if you entered one.

Entering
the Pitney
Bowes Phone
Number

This is the number your system calls to add postage or perform updates via the IntelliLink™ Control Centre. It is set by your Pitney Bowes representative (866.297.8025). Do not change unless instructed to do so.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key then select **Phone Setup**.
4. Select **PB Phone Number**.

> ⚠ **CAUTION!** If you change your mind and decide not to change this number, press the **CE/C** key TWICE to back out of the screen and retain the number.

5. If necessary, key in the phone number, including the area code.
6. Press **Enter**. The display shows the phone number you entered.

***Selecting the
Modem Type***

You can set the system to use either its built-in modem or an external modem.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again then select **Phone Setup**.
4. Select **Modem Type**.
5. For normal operation, select the **Internal Modem**. Choose USB Modem or Serial Modem only if the internal modem is unavailable.
6. Press **Enter**. The control centre display confirms your choice.

Entering the Modem Initialization String

The modem initialization string is a series of numbers separated by decimals that the modem transmits when it calls Pitney Bowes.

> ⚠ **CAUTION!** Do not change unless directed to do so by a Pitney Bowes representative.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key again then select **Phone Setup**.
4. Select **Modem Initialization**.
5. Press **CE/C** to remove the current value.

> ⚠ **CAUTION!** If you change your mind and decide not to change this number, press the **CE/C** key TWICE to back out of the screen and retain the number.

6. Type in the new value provided by your Pitney Bowes representative. Press **Enter** to accept the new value.

Setting the Distributor Parameters

This option allows you to modify individual phone connection parameters.

> **CAUTION!** Do not change these parameters unless directed to do so by your Pitney Bowes representative.

To access these parameters:

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Press the **Options** key then select **Phone Setup**.
4. Select **Distributor Parameters**.
5. Select the parameter you want to modify from the list appearing in the display. A brief description of each parameter is provided here.

Global Account and User ID
This is the account number and the user ID that your system uses to dial into the internet service provider (ISP) that allows you to connect to Pitney Bowes.

Global Password
This is the password your system uses to dial into your internet service provider.

ANI/LCZ Server IP
This is the internet address of the Automatic Number Identification (ANI)/Least Cost Zone (LCZ) server that identifies your system and routes your call to a zone that ensures the lowest cost for the connection.

Setting the Distributor Parameters
continued…

ANI/LCZ Server Port
The server port number identifies the port number on the ANI/LCZ server to which your system connects on dial-up.

Primary DNS Server
This is the internet address of the Pitney Bowes primary domain name server (DNS). The domain name server converts your system name to its IP address.

Secondary DNS Server
This is the internet address of the Pitney Bowes secondary domain name server (DNS).

Distributor URL
The Universal Resource Locator, URL, is the web page to which your system connects during dial-up.

⑤ Setting Up the Postage By Phone® Refill Options

This section describes how to:

- Enter your Pitney Bowes Postage By Phone® account number.
- Set a default amount when you add postage to your control centre.
- Password protect the adding postage process.
- Transfer funds from your control centre back to your Postage By Phone® account (only when shipping your system and when instructed to do so by a Pitney Bowes representative).

Enter Your Postage By Phone® Account Number

In order to add postage to your account, you need a valid Postage By Phone® account number.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Select **Refill Setup**.
4. Select **PB Account Number**.

> ⚠ **CAUTION!** If you change your mind and decide not to change this number, press the **CE/C** key TWICE to back out of the screen and retain the number.

5. Type in your eight-digit Postage By Phone® account number.
6. Press **Enter**. The control centre display shows the number you entered.

Setting the Default Refill Amount

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Select **Refill Setup**.
4. Select **Default Refill Amount**.
5. Key in the postage refill amount you usually add. This is the normal or "default" value. Do not enter a value more than $99,999.
6. Press **Enter**. The display shows the value you entered.

Password Protecting the Adding Postage Process

If your system was set up to ask for a supervisor password you can also have it request a password when you add postage:

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings**.
3. Select **Refill Setup**.
4. Select **Password Protect Refill**.
5. Select **Enable Password Protect Refill**.

   If the refill operation is already password protected and you would like to disable it, select **Disable Password Protect Refill**.

Removing Funds and Purging Ink from Your System

If you are moving your system and you need to transfer funds from your control centre back to your Postage By Phone® account, follow the steps here.

NOTE: Use this option only if a Postage By Phone® representative instructs you to do so. Otherwise, it will not work.

---

1. Press the **Options** key.
2. Select **Setup Menu**, then **Advanced Functions**.
3. Select **Remove Funds/Purge Ink**.
4. Follow the prompts in the display.

6 **Setting the Postage Funds Warnings**

You can specify values so that when your postage funds drop below a certain level, or if you try to enter too much postage for a piece of mail, the system displays a warning.

Setting the Low Funds Warning

The system tells you when the postage remaining reaches a certain level. This amount is set at the factory. You can change it as follows:

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings** then **Low Funds Warning**.
3. Key in the value you want, including the digits to the right of the decimal point. For example, to set at $2.50, key in 2, then a decimal point, then 5.
4. Press **Enter**. The display shows the value you entered.

Setting the High Value Warning (not applicable in Canada)

You can have the control centre display warn you when you enter a postage value that is higher than the preset amount. This feature prevents you from accidentally printing a postage value that's more than you need. The high value warning is factory set at $1.00. To change it:

1. Press the **Options** key.
2. Select **Setup Menu**, then **Basic Settings** then **High Value Warning**.
3. Key in the value you want, including the digits to the right of the decimal point. For example, to set at $2.50, key in 2, then a decimal point, then 5.
5. Press **Enter**. The display shows the value you entered.

NOTE: Due to new mail processing requirements in Canada, specifically to key-in postage and the requirement of using the internal rating feature for all mail transactions the High Value Warning is no longer functional. The internal rating feature ensures that all mail pieces are rated accurately and therefore the high value warning will not be triggered for any set high value.

---

7 **Setting Up an Attached Scale**

This section describes how to set up an attached scale for your mailing system. The instructions include:

- Selecting the Scale Vibration Mode

- Zeroing the Scale

- Turning the AutoScale Feature On/Off

- Setting the Scale Location Code

- Setting the AutoClear Function

- Setting the Clear Zone Option

- Entering a Discount Code

If this is the first time you are attaching a scale...

The first time you attach your scale to the USB port on the back of your system (refer to *Machine Features – Side, Rear* diagram in *Chapter 2* of this guide), you are prompted to:

"Enter new Location Code:"

Key in the code you received from Pitney Bowes and press **Enter**. The system will take you directly to the screen displaying all of the scale setup options.

Selecting the Scale Vibration Mode

You can select how much time your system allows the scale to settle.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key then select **Scale/Rates Setup** .
3. Select **Scale Vibration Mode**.
4. Select **Normal Setting** if your scale is located in a stable environment isolated from vibration and other forces that could affect accuracy.
5. Select **Adjust for Motion** if your scale is in an environment subject to vibrations such as air-conditioning vents or closing doors. If you select this option, your scale will require more time to settle.

Zero the Scale

Your attached scale should display 0 (zero) with no weight on it. To zero the scale:

1. Press the **Options** key.
2. Select **Zero Scale**.

*Turning
AutoScale
On and Off*

Turn the AutoScale feature on if you want your system to automatically use the weight of the mail you place on the attached scale to calculate the postage.

If the AutoScale feature is off, and you want to use the attached scale, you need to select it by pressing the **Class** key and then entering the number for **Use Attached Scale**.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key again then select **Scale/Rates Setup** .
3. Select **AutoScale**.
4. The display shows the status of the AutoScale feature, On or OFF.
5. To change the current setting, press **Enter** and the display shows the new status.

*Setting
the Scale
Location
Code*

Use this option to enter your geographical location code.

You must enter this code so that your mailing system can calibrate (zero scale) the attached scale correctly.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key again then select **Scale/Rates Setup** .
3. Select **Location Code**.
4. If there is no code entered, or if you need to change the existing one, key in the new code supplied by Pitney Bowes.
6. Press **Enter** to accept the new code.

Setting the AutoClear Function

You can use the AutoClear option to have your system clear either the class or the Zone whenever you place a new piece of mail on the scale.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key again then select **Scale/Rates Setup** .
3. Select **AutoClear**.
4. Select **AutoClear Class** to clear the class.
   Select **AutoClear Zone** to clear the Zone.
   Select **AutoClear Off** to disable this option.
5. Once you make your selection, the displays shows the status of the AutoClear option.

Setting the Clear Zone Option

You can have your system clear the Zone whenever you enter a new class.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key again then select **Scale/Rates Setup** .
3. Select **New Class - Clear Zone**.
4. The display shows the status of the Clear Zone feature, On or OFF.
5. To change the current setting, press **Enter** and the display shows the new status.
   If you do not want to change the status, press No (**Options** key).

Entering a Canada Post Contract Discount Code

Use this option to apply discounts or surcharges to different carriers and classes.

1. Press the **Options** key, then **Setup Menu**, then **Basic Settings**.
2. Press the **Options** key again then select **Scale/Rates Setup** .
3. Select **Discount Code**.
4. The display prompts you to enter the discount code. Type in the code using the number keys.
5. Press **Enter** to accept the code.
6 The displays then asks you if you want to enter another code.

   To enter another code, press **Enter** and repeat steps 5 and 6.

   If you do not want to enter another code, press No (**Options** key).

8 **Defining Presets**

A preset is a custom setting you can call up at the touch of a button. Your system can store settings for 10 custom presets. The Normal Preset is a factory default setting that has no Class, Weight or Postage Value assigned to it. When you power up your system the Normal Preset will appear and you can use the **Normal Preset** button to clear you current settings to program a new mail transaction. You cannot re-program or delete the normal preset.

The values you assign to a preset are the ones corresponding to your current postage mode; these values are displayed in the Ready screen. For a review of all of the different modes, refer to *Applying Postage and Running Mail* in *Chapter 3*.

NOTES:
- Presets are numbered 0 (zero) to 10. Zero is always the normal preset.

- When you receive notification of a rate change, make sure the postage values assigned to all presets comply with the new rates.

Storing a Current Setting

You can store the current values displayed on the Ready Screen to create either the normal or a custom preset.

1. Check the Ready screen to make sure the values displayed are what you want.
2. Press the **Options** key.
3. Select **Setup Menu**, then **Presets-normal/custom**.
4. To store the current settings, select **Store Current Settings**.
5. The display shows a list of presets numbered from 0 to 10. Zero is the normal preset.
6. Key in the number of the preset to which you want to assign values.
7. Press **Enter**. If you are assigning values to an EMPTY preset, the display prompts you to enter a new preset name.

   If you are overwriting an existing preset, the system simply replaces the old values with the new ones.

8. Key in a name for the preset. It can be up to eight characters long. You can use both alpha and numeric characters.

9. Press **Enter**. The display shows the new preset name and all the values assigned to it.

10. Press **Enter** to return to the Ready Screen. Press **CE/C** to return to the list of preset options.
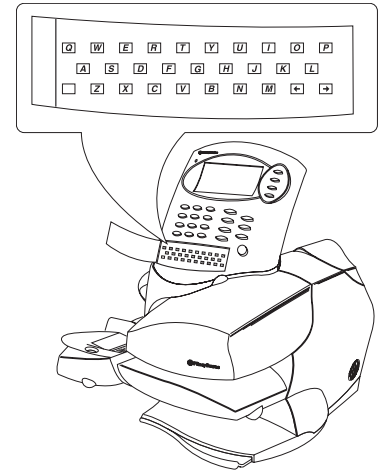
Viewing a Preset

To see the values assigned to a preset:

1. Press the **Options** key.

2. Select **Setup Menu**, then **Presets-normal/custom**.

3. Select **View a Preset**. The display lists all presets.

4. Key in the number of the preset you want to view.

5. Press **Enter**. The display shows all values currently assigned to the preset.

6. To view another preset, press **CE/C** and select another preset. To return to the Ready screen, press **Enter**.

Renaming a Preset

To change a preset name:

1. Press the **Options** key.
2. Select **Setup Menu**, then **Presets-normal/custom**.
3. Select **Rename a Preset**. The display lists all presets.
4. Key in the number of the preset you want to rename.

   NOTE: You cannot change the name of the normal preset.

5. Press **Enter**. The display prompts you to enter a new preset name.
6. Type in a name up to eight characters long. You can use both alpha and numeric characters.
7. Press **Enter**. The display shows all values assigned to the renamed preset.
8. To rename another preset, press **CE/C** to select another preset to rename. Press **Enter** to return to the Ready screen.

Deleting a Preset

CAUTION! Once you clear a preset, its values are gone. You cannot recover a deleted preset.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Presets-normal/custom**.
3. Select **Delete a Preset**. The display lists all presets.
4. Key in the number of the preset you want to delete.
5. Press **Enter**. The display asks if you want to clear the preset. Press Yes (**Enter**) to clear, press No (**Options** key) to cancel.

9 Performing Updates, Add-Ons, and Enabling Features

This section describes how to check for new updates and enable new features on your mailing system. The instructions include:

- Using IntelliLink™ to Check for Updates
- Enabling Accounting or Adding more Accounts
- Adding new Envelope Ads or Inscriptions
- Turning new Features On

NOTE: Whenever you check your Postage By Phone® account balance or add postage to your meter (see *Chapter 5*), your system automatically checks for updates, performs a rate or software update, and performs a postal inspection.

Rebooting Your System after an Update or Add on

1. After you perform updates or add new features, you are prompted to restart (reboot) your system. Be advised that your updates or new features do not take effect until you reboot your system.

2. To reboot your system, unplug the AC cord from the wall outlet, then plug the cord back in.

Using IntelliLink™ to Check for Updates

Use the IntelliLink™ option to check and see if there are any software updates available for downloading to your mailing system.

1. Press the **Options** key.
2. Select **Setup Menu**.
3. Select **Updates and Add-Ons**. A list of all the update options appears.
4. Select **IntelliLink-Get Update**.

   If your system is not connected to an analog phone line, it prompts you to connect to one now.
5. Your system dials Pitney Bowes and establishes a connection.
6. If an update is available, the system displays the type of update and the approximate time required to download it.

   NOTE: If the system tells you that an update is required, you must complete the update or you will not be able to print postage.

   ---

7. The system tells you if there are no updates for your mailing system. In this case, press **Enter** to return to the list of update options.
8. If the updates include new postal rates, as soon at the download completes:
   a. Your system may ask you if you want to change the normal preset value. Refer to *Defining Presets* in this chapter for information on normal preset values.
   b. If the new postal rates do not take effect immediately, the system displays the date when the new rates become effective.
9. For updates to advertisements, refer to *Adding New Ads* in this section.
10. When all of the updates are complete, your system asks you if you want to reboot (restart) your system.

    Press Yes (**Enter**) to restart now and No (**Options** key) if you want to restart later.

Enabling Accounting or Adding more Accounts

You can use this option only if you have purchased the Accounting feature. This option allows you to enable the accounting feature on your mailing system.

If you are already using accounting, you can use this option to add more accounts.

Before you can enable accounting or add more accounts to your existing mailing system, contact your Pitney Bowes representative. They can make the features available for downloading.

1. Press the **Options** key.
2. Select **Setup Menu**.
3. Select **Updates and Add-Ons**. A list of all the update options appears.
4. Select **Accounting**.
5. If your system has more than one way of adding or updating features, you are prompted to "Select the Method of Update".
6. If you have received a feature code from Pitney Bowes, select **Turn Features On**.

   Type in the code and press **Enter**.
7. If you need to download the feature, select Phone Download when prompted to "Select the Method of Update".

   Your system dials Pitney Bowes and establishes a connection. A series of messages appear showing you the progress of the download and update.
8. When the update is complete, your system asks if you want to reboot (restart) your system.

   Press Yes (**Enter**) to restart now and No (**Options** key) if you want to restart later. Your update will not take effect until you restart your mailing system.

*Downloads
from the Data
Centre to
Your Machine*

When you connect to the Pitney Bowes Data Centre to add postage or perform other transactions, the Data Centre may perform the following:

•   Download required software updates to your machine.

•   Download advertisements you ordered.

•   Perform a remote inspection of your machine as required by the Canada Post.

•   Download Postal Code changes, and new postal rates (as required by the Canada Post).

If a download is not mandatory, you will be prompted with either "Get Update Now" or "Skip; Get later". Select the option that makes sense to you at the time. Otherwise, the download occurs automatically.

Once a download is finished, a "Software Download Complete" message appears. You will either be prompted to select "Restart Now" to restart the machine or select "Continue" to return to the originating screen that you connected to the PB Data Centre from, depending on the type of download performed.

NOTE: Canada Post Rate Change downloads are mandatory and therefore if you connect and a rate change download is available you will not be given a "Skip" or "Get Later" option.

10 Getting Information About Your Control Centre

You may need to supply information about your system when you call Pitney Bowes for help or information. To do so:

1. Press the **Options** key.
2. Select **Meter ID**.
3. The display shows information on 4 screens:

Screen 1 Model:	
Meter S/N:	_____
UIC S/N:	_____
UIC PCN:	_____
PSD S/N:	_____
PSD PCN:	_____
PSD MSD:	_____
Press **Enter** to go to Screen 2 Version Numbers	
UIC:	_____
Rate Mgr:	_____
PSD Ctrl Layer:	_____
PSD Mid Layer:	_____
PHC:	_____
PMC:	_____
Press **Enter** to continue to Screen 3	
Flash:	_____
Press **Enter** to go to Screen 4 Counters	
Envelope:	_____
Tape:	_____
Seal Only:	_____
Jam:	_____
Skew:	_____
Total Pieces:	_____
Waste Tank (% filled)	_____

Pitney Bowes

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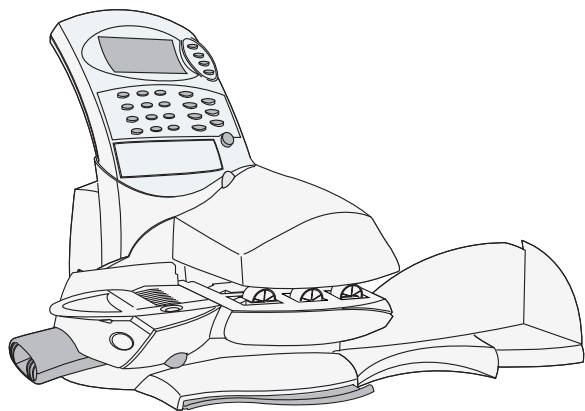
5   Adding Postage

Chapter Contents

A Word About Refills

To add postage funds to your control centre by modem your system must be connected to an analog phone line as described below.

Connecting Your IntelliLink™ Control Centre to an Analog Phone Line

Plug the telephone line into the connector on the back of the control centre. See the figure at the right.

Remember to use an analog phone line. Your fax machine is connected to one.

Plug phone line in here
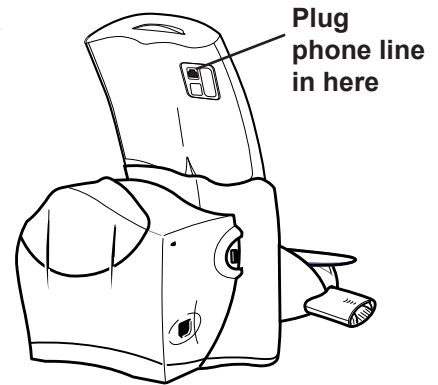
Checking Postage Funds Available

Press the **Funds** key to check the postage funds available in the system, the postage funds used and the total number of mail pieces printed.

Total Funds	
Available	$25.00
Used	$105.00
Pieces	
Control Sum	$130.00
Check PBP Balance	(yes/no)
Exit... Back Key	
Report...Insert Envelope	

Printing a Record of this Information on the DM230L/ DM330L

To print a record of this information, place a spare envelope on the feed deck. Guide it toward the back of the system and then to the right. Press Yes (**Enter)** to print a report of the information in the screen above.

If you don't want to print a report, press the **CE/C** key to return to the Ready screen.

Printing a Record of this Information on the DM350L

1. After you press the **Funds** key on the IntelliLink™ Control Centre and the message "Report ... Insert Envelope" appears on the display, place a blank envelope on the feed deck.

2. Make sure the envelope is pressed up against the back wall of the deck and is touching the feed roller as shown here.

Feed Roller
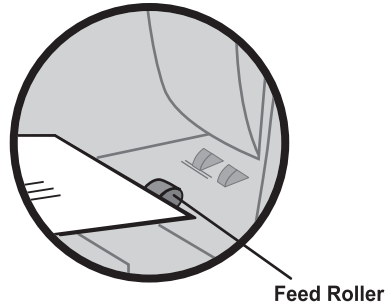
3. At the IntelliLink™ Control Centre, press the **Feed Mail** key.

4. Press the Yes (**Options**) key to print the report.

Checking Your Postage By Phone® Account Balance

You can check your Postage By Phone® account balance at any time. Your system must be connected to an analog phone line to do so.

NOTE: Whenever you check your Postage By Phone® account balance or add postage to your meter (see *Performing a Modem Refill*), your system automatically checks for updates, performs a rate or software update, and performs a postal inspection.

---

1. Press the **Refill** key.
2. Key in $0.00.
3. Press **Enter**. The system calls the Postage By Phone® Data Centre and displays your account balance and any credit line available.
4. Press **CE/C** to return to the Ready screen.

Performing a Modem Refill

Follow the directions here to perform a modem refill on your control centre.

1. Press the **Refill** key. Depending on how your system is set up, the display may prompt you to enter your four-digit supervisor password. If necessary, key in your password and press **Enter**. The normal (default) refill amount displays.
2. Press **Enter** to accept the normal refill amount; or key in the value you want and press **Enter**. DO NOT enter a refill value more than $99,999.

   Use whole dollars only; do not key in cents. The control centre assumes two decimal places automatically. You don't have to key in the decimal point.
3. If the system does not detect a phone line, it prompts you to connect the phone cord. Press **Enter** after you've done so.

Performing a Modem Refill

continued…

4. The system dials the Postage By Phone® Data Centre. The following messages display during the refill:

   "Dialing... Please Wait."

   "Connecting...Please Wait."

   "Processing...Please Wait." .

   "Refill Successful."

5. Print out a refill receipt.

   Insert a spare envelope on the deck or press the **Tape** key (DM230L/DM330L) to print the receipt. It contains the following information:

   • Date and time of the report

   • The refill amount, your Postage By Phone® account balance and any credit line remaining

   • Your account number

   • Your Postal Security Device serial number

If error messages display during the refill, or the refill was not successful, see the troubleshooting instructions in *Chapter 7.*

Printing a Refill Summary

If you have a supervisor password, you can print a statement showing the details of the last five refills.

1. Press the **Options** key.
2. Select the number for Reports.
3. Select the number for Refill Summary.
4. Key in your password and press **Enter**.
5. Place a spare envelope on the feed deck, guiding it to the rear and right; or press the **Tape** key to print the report.

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6   Maintenance

Chapter Contents

6 • Maintenance

Filling the Moistener

The procedures for filling the moistener are different for the DM230L/DM330L and the DM350L systems. Refer to the appropriate procedure in this section.
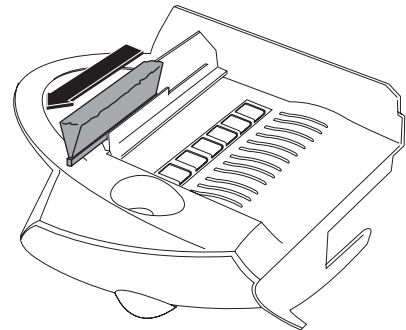
The DM230L/ DM330L System

1. Check the moistener tank to see how much sealing solution is left.

2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. We recommend E-Z Seal® Sealing Solution because it helps keep your moistener clean and improves sealing efficiency.

Check Level Here   **Fill Here**

3. If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet.

⚠ **CAUTION!** Do not overfill the moistener tank.

The DM350L System

1. Lift up and remove the moistener container as shown here.

Moistener container
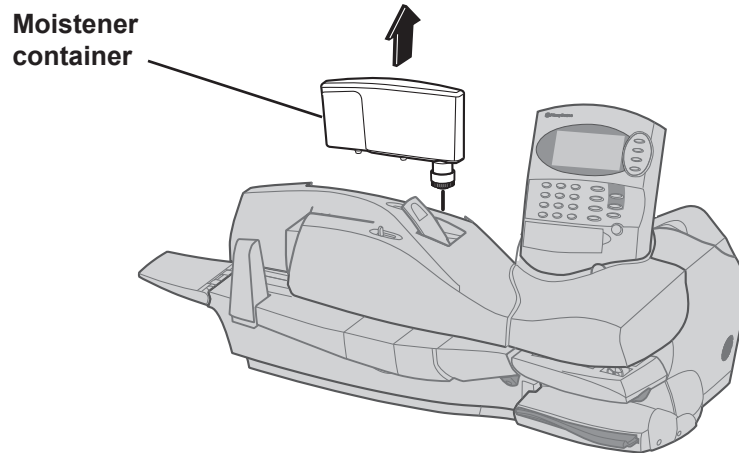
2. Remove the screw cap and fill with E-Z Seal® Sealing Solution.
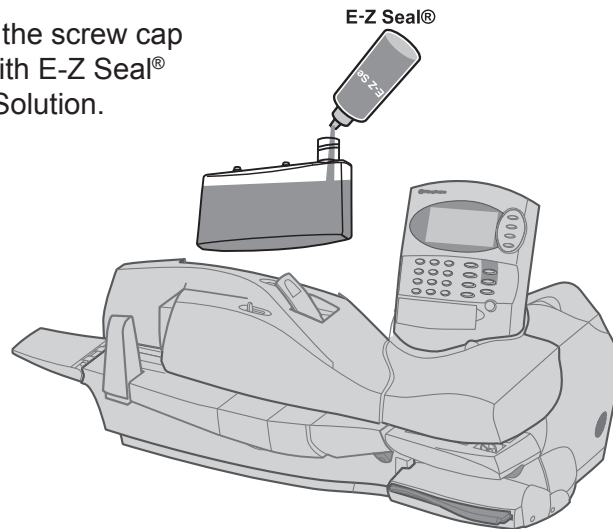
⚠️ **CAUTION!** Do not overfill the moistener tank.

3. Replace the container in the system.

6 • Maintenance

Maintaining the Moistener

If you notice incomplete or poor sealing and the moistener tank is full, you may need to clean the moistener brush or wick. If seal quality doesn't improve after cleaning, you can replace the moistener brush or wick as needed. See *Chapter 8* for instructions on ordering supplies for your mailing system.

The procedures for removing and cleaning the moistener are different for the DM230L/DM330L and the DM350L systems. Refer to the appropriate procedure in this section.

Removing and Cleaning the DM230L/DM330L

Remove the Moistener Tank and Brush (DM230L/DM330L)

1. Squeeze the release lever.
2. Slide the tank straight out as shown.

Release lever

3. Open the hinged brush holder.
4. Grasp the bristles and slide the brush out of the hinged brush holder, toward the front of the moistener tank.

Removing and Cleaning the DM230L/DM330L

continued…

5. Clean the brush in plain water, and rinse thoroughly.
6. Position the brush as shown above so its bottom edge is under the mounting tabs.
7. Slide the brush back toward the rear of the moistener.

Remove the Holder and Wick (DM230L/DM330L)

1. Remove the holder and wick from the moistener as shown here.
2. Clean the wick in plain water, and rinse thoroughly.
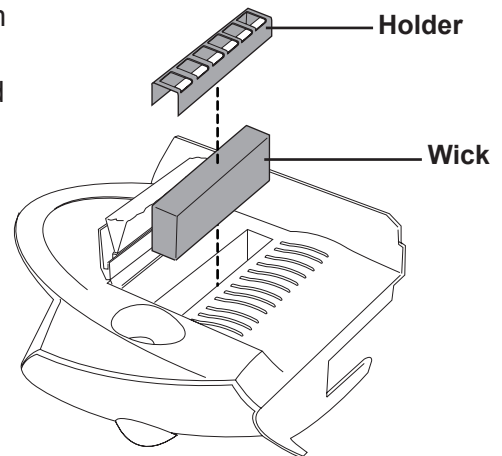
3. Place the wick in the holder.
4. Reinstall the wick and holder assembly.

Reinstall the Moistener Tank (DM230L/DM330L)

1. Line up the yellow tab with the yellow slot.
2. Slide the moistener tank into position on the mailing machine base until the release lever snaps into position. See the figure at right.
3. Resume operation.

Maintaining the Moistener

continued…

The following procedures describe how to remove and clean the moistener on the DM350L system.

Removing and Cleaning the DM350L

Remove the Moistener Assembly (DM350L)

1. Lift up and remove the moistener container as shown in the picture below. Leave the container out until instructed to replace it.
2. Slide the moistener assembly straight out as shown here.

E-Z Seal® container

moistener assembly
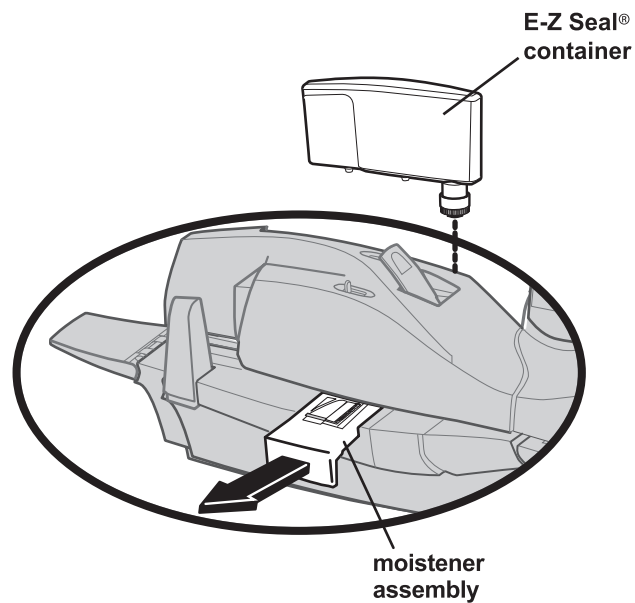
Removing and Cleaning the DM350L

continued…

Remove the Brush (DM350L)

1. Lift up the brush holder on the moistener assembly as shown here.
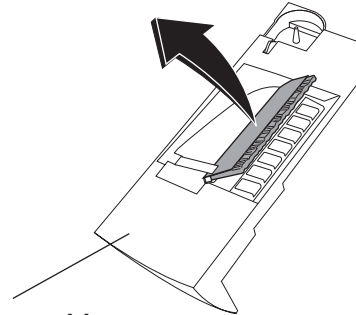
Moistener assembly

2. Using a paper clip, start to push the brush out of the brush holder as shown here.
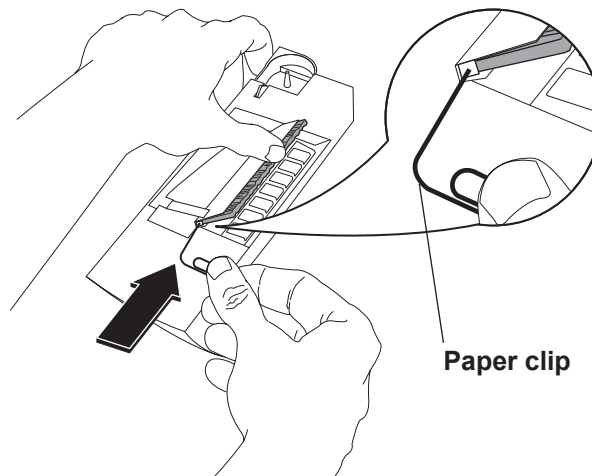
Paper clip

Removing and Cleaning the DM350L

continued…

3. Pull the brush out of the brush holder as shown here.
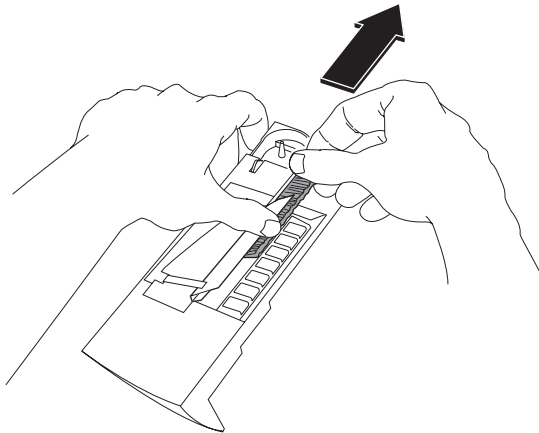
4. Wash the brush under running water. Replace the brush back in the brush holder.

Remove the Holder and Wick (DM350L)

1. Remove the holder and wick from the moistener assembly as shown on the right.
2. Wash the holder and wick under running water.
3. Replace the wick and holder.

Holder

Wick

Moistener assembly
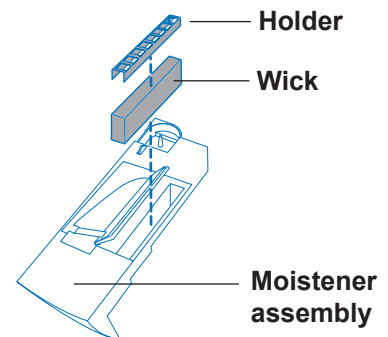
Reinstall the Moistener Container and Moistener Assembly (DM350L)

1. Carefully slide the moistener assembly back into the system along the guide bars until it snaps into place.
2. Replace the moistener container.

Loading the Tape Strip Feeder

Tape strips are a handy way of applying postage to oversize letter mail and parcels.

The procedure for loading tapes strips is different for the DM230L/DM330L and the DM350L systems. Refer to the appropriate procedure in this section.

The DM230L/ DM330L

To load the tape feeder:

1. Load up to 50 tape strips print side UP.
2. Push them into the feeder as far as they'll go. You'll feel a slight resistance before they're all the way in the feeder.

Refer to *Printing the Indicia on Tape Strips* in *Chapter 3* for instructions on printing tape strips.
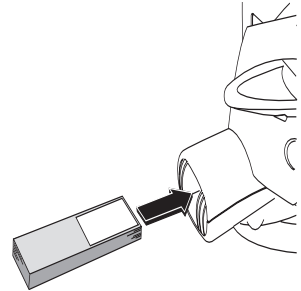
The DM350L

1. Push the tape load lever to the right as shown here and push the tapes down into the slot. Place the tapes in the slot so that the backing faces toward the left (toward the tape load lever).

Load tapes facing up into top of feeder
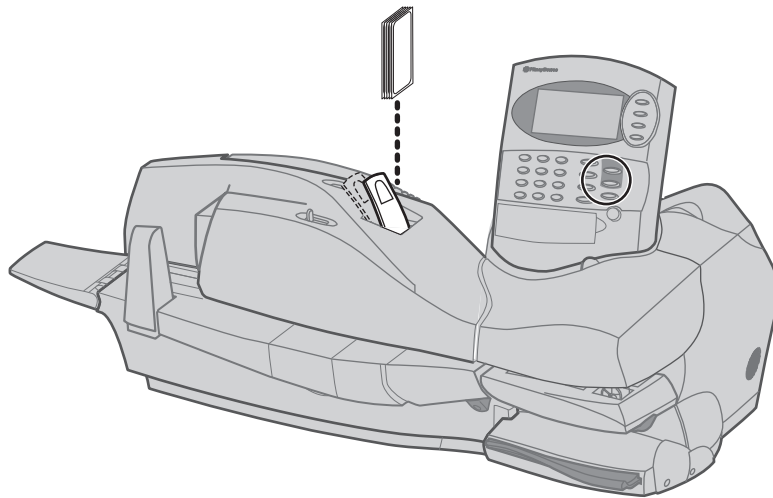
Refer to *Printing the Indicia on Tape Strips* in *Chapter 3* for instructions on printing tape strips.

Calibrating the Tape Length

If you use tape strips of different lengths or encounter frequent tape stalls, follow the procedure in this section.

Setting the tape length tells your system how long to run its tape feed motor.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Advanced Functions**.
3. Select **Tape Length Adjustment**.

   If you have previously changed the tape length setting and want to restore the default factory setting, select Reset type length to factory setting. The system prompts you to confirm your selection by pressing the Yes (**Enter**) key.
4. To change the tape length, select **Enter tape length**.
5. The system prompts you to measure the tape length (in inches).
6. After you measure the tape, key in the value and press **Enter**.
7. The system displays the new value and prompts you to confirm it. Press **Enter** to confirm.

Maintaining the Printer

If you notice missing lines in the digital indicia, perform printer maintenance. Printing an incomplete indicia may waste postage.
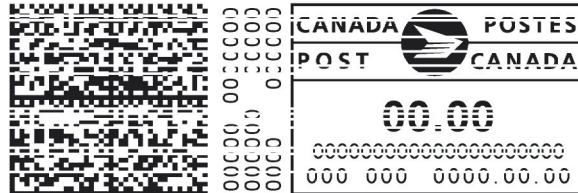
Example of poor / streaked indicia

Purging the Printhead

1. Press the Options key twice.
2. Select **Ink Functions**. The screen displays all of the maintenance options.
3. Select **Maintenance**.
4. Press Yes (**Enter**) to perform maintenance; press **CE/C** key twice to go back to the Ready screen. If you pressed Yes, the display prompts "Performing maintenance, Please wait..." This usually takes several minutes.
5. When the purge is done, insert an envelope on the feed deck or press the **Tape** key to run a print test. Refer to *Testing Print Quality* below.

Testing Print Quality

1. Press the **Options** key twice.
2. Select **Ink Functions**, then **Print Test**. The display prompts you to insert an envelope.
3. The system prints a test print on the envelope or tape strip.
4. Carefully examine the test print. It should be sharp and clear as shown in the "Good" example below. If the print has gaps as shown in the "Bad" example, it is not acceptable.

Good

Bad

5. Press Yes (**Enter**) if print quality is okay. The display returns to the Ready screen.
6. Press No (**Options** key) if print quality is poor. The screen displays all of the maintenance options again.
7. Perform another maintenance routine as described in *Purging the Printhead*. Then repeat the print test.

   If the print quality remains poor after repeating the maintenance routine and running the print test again, you may need to replace the printhead. Refer to *Replacing the Printhead* section in this chapter.

Adjusting the Print Position

You can adjust the position of the meter stamp with respect to the right edge of the envelope. You might do this to compensate for thick envelopes that present a stepped or uneven edge to the printhead. You can shift the impression to the left or right as follows:

1. Press the **Options** key, then select Setup Menu.
2. Select **Basic Setting**, then **Print Position**.
3. Press 1 to shift the print position slightly to the left. Press again to shift it more to the left.
4. Press 2 to shift the print position slightly to the right.
5. Press **Enter** when you're done. The display shows the print position you selected.
6. Test your setting by printing a zero ($0.00) postage amount on a sample envelope. Check print quality and make sure the imprint is where you want it.

NOTE: To achieve maximum readability of the digital indicia at Canada Post we strongly advise that you do not change the default value that your system is shipped with. Call your local post office or visit the Canada Post website at **www.canadapost.ca** if you need more information.

Replacing the Ink Cartridge

Your actual ink usage varies depending on whether you routinely print ads, how many pieces of mail you print a day and other factors.

The control centre display tells you when the ink supply is low or exhausted:

"Low Ink"

When the "Low Ink" warning is displayed you shuold replace your ink cartridge immediately. If you do not have a replacement ink cartridge you should order one right away. In addition it is very important to closely monitor the print quality of the indicia. Any deterioration in the quality of the indicia (fading, streaking) may result in the indicia not being recognised. as valid postage.

HINT: We recommend that you keep a spare ink cartridge on hand at all times.

> **CAUTION!** Replace the ink cartridge as soon as you see the "Low Ink" alert.

"Out of Ink"

Replace the ink cartridge immediately. The ink supply is gone; you won't be able to print.

1. Open the rear cover of the mailing machine.
2. Grasp the ink cartridge firmly and pull it straight up and out of the machine. Discard the old cartridge.
3. Remove the new cartridge from its bag.
4. Orient the cartridge so the label faces forward, and push the cartridge down into the well as far as it will go. See the figure above, right. The cartridge is designed so you can't install it the wrong way.
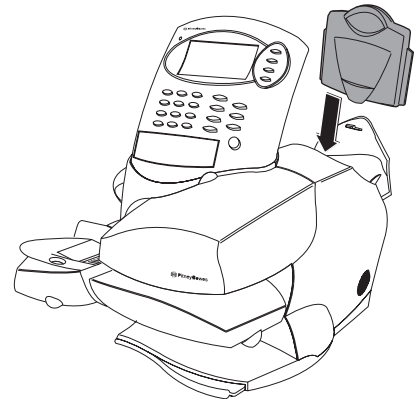
Replacing the Ink Cartridge

continued…

5. Close the rear cover.
6. Press the **Options** key twice.
7. Select **Ink Functions**.
8. Select **Install new cartridge**.
9. Press the **Enter** key. You can resume operation when the cartridge initialization process is done.

Replacing the Printhead

If print quality deteriorates and you cannot restore it using the print test and maintenance procedures described in this chapter, please call service or visit the Pitney Bowes web site. Refer to the *Contacts* section at the front of this guide for more information.

Our telephone support representatives will help you isolate the problem.

> **CAUTION!** Do not attempt to remove or replace the printhead unless our support representatives advise you to do so. If necessary, they will order a new printhead for you.

1. Press the **Options** key.
2. Select **Setup Menu**, then **Advanced Functions**.
3. Select **Replace Printhead**.
4. The display prompts you to read the directions accompanying the printhead and then to press **Enter** when ready.

   If you don't want to replace the printhead now, press the **CE/C** (back) key.
5. Press the **Yes** key.
6. Open the front cover.
7. Press down on the printhead latch release tab as shown in the figure (A).

A
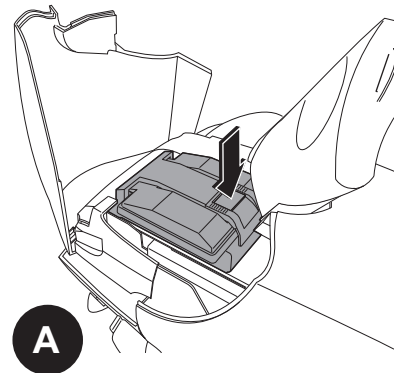
Replacing the Printhead

continued…

8. Open the latch and move it toward the front of the machine (B).
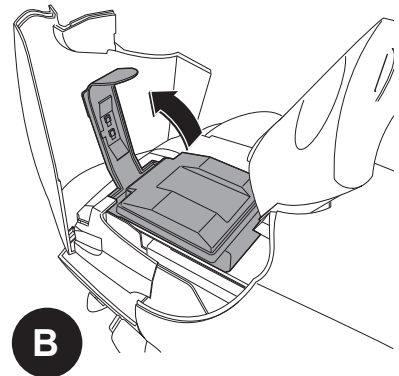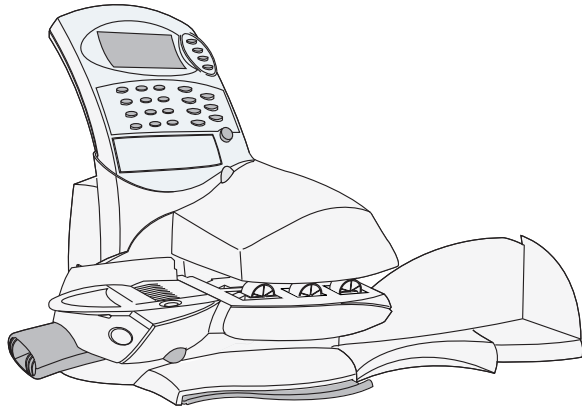
9. Lift the old printhead up and out of the well as shown (C).
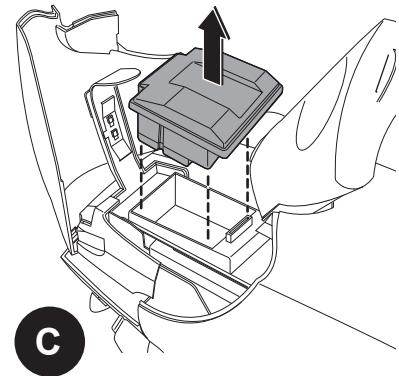
> ⚠ **CAUTION!** Make sure the printhead nozzle points up to avoid ink drips.

10. Remove the new printhead from its package.
11. Hold the printhead so the label faces the front of the mailing machine (you can only install the printhead one way). Carefully push the new printhead in position; press down as far as it will go.
12. Snap the printhead latch back in position.
13. Close the front cover.
14. Follow the prompts to restart the machine.

This completes the printhead installation.

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7   Troubleshooting

Chapter Contents

Getting Help

Pitney Bowes provides several information resources if you are unable to solve a problem.

Technical support is available from Pitney Bowes. You can also visit the Pitney Bowes web site and place a request for service.

Refer to the *Contacts* section at the front of this guide for more information about technical support and/or the Pitney Bowes web site.

Before You Call...

Please read the troubleshooting information in this chapter. In many cases, it can help you resolve the problem. You can often restore normal operation by pressing the **CE/C** key or by rebooting your system.

To reboot:

Unplug the AC cord from the wall outlet, then plug the cord back in.

If you need to call Technical Support please have the following information at hand:

*   Product name: DM230L/DM330L or DM350L
*   Serial number: See the back of the control centre or press the **Options** key, then **Meter ID** and write down what you see on the display.
*   Nature of problem: What happens and when does it happen? Did the control centre display an error message or did the system base power lamp display a blink code (refer to the *Blink Codes* section in this chapter).
*   Any steps you've already taken to solve the problem and the results.

Power Problems	
No Display on Control Centre; Control Centre Will Not Run	1. Is power cord plugged into both mailing machine base and wall outlet? Make sure the power cord is not connected to a switched wall outlet. 2. Check power lamps on mailing machine base and control centre. Both lamps should be on. 3. The control centre may be in sleep mode. Press any key to wake it.

Envelope Feeding Problems – DM230L/DM330L	
Envelope Stalls on Transport Deck **HINT:** If the Control Centre display prompts "Remove Env" but no envelope is present, check if there is a partially-fed tape on the feed deck.	To clear envelope: 1. Pull feed deck release knob forward (A) and lower deck as shown. 2. Carefully pull envelope out from right (B). 3. Make sure deck is clear of paper fragments. 4. Close deck.
	To avoid envelope stalls: 1. Make sure your envelopes meet our published specifications. See *Chapter 1*. 2. Feed envelopes correctly. See the instructions in *Chapter 3*. Don't try to feed oversize envelopes through the machine. Use tape strips instead.
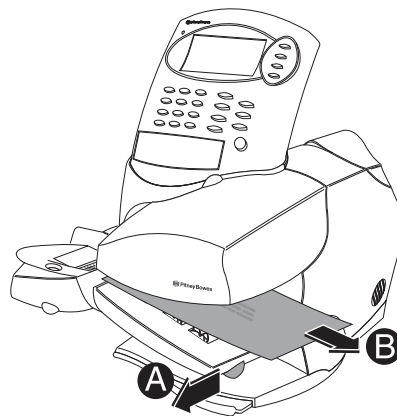
Envelope Tape/Feeding Problems – DM350L

Possible Envelope Stalls on DM350L	Envelopes may stall in the following areas: **Stall in moistener area** **Stall in feeder area** **Stall in printer transport area**
Stall in the Moistener Area	1. To clear an envelope stall in the moistener area, lift up and remove the moistener container as shown here. Leave the container out until instructed to replace it. **E-Z Seal® container** **moistener assembly** 2. Slide the moistener assembly straight out as shown in the figure above. Be careful to keep the moistener assembly level or you can leak sealing fluid
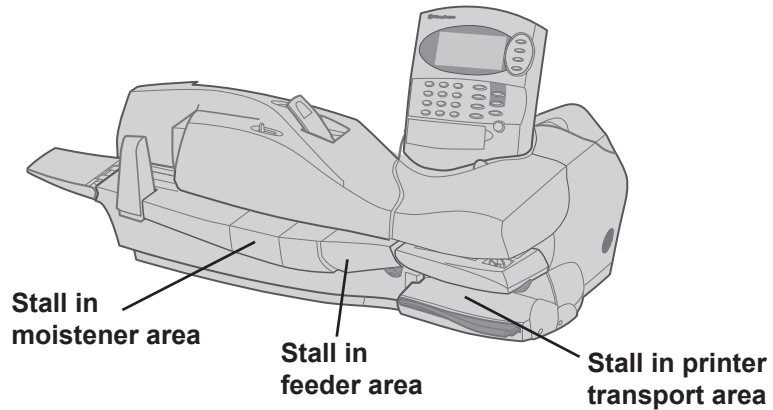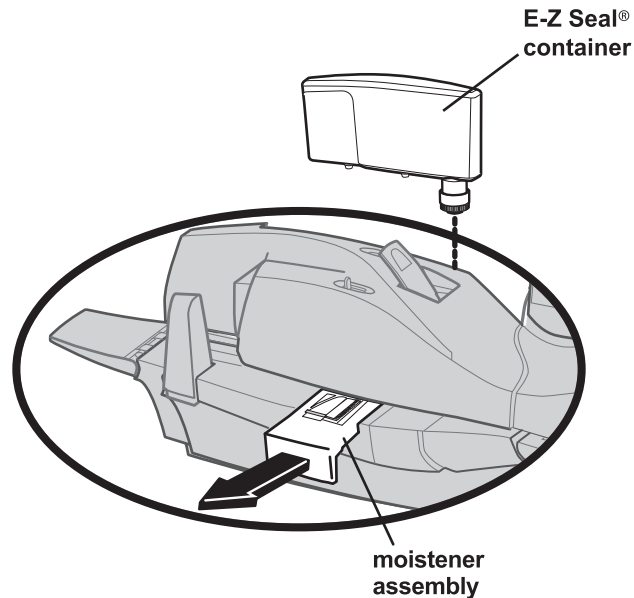
Envelope Tape/Feeding Problems – DM350L	
Stall in the Moistener Area ***continued ...***	3. Remove the envelope. If the envelope is also partially stuck in the feeder portion, refer to the *Stalls in the Feeder Area* below for instructions on how to lower the end of the transport deck. 4. Carefully slide the moistener assembly back into the system along the guide bars until it snaps into place. 5. Replace the moistener container.
Stalls in the Feeder Area	**NOTE:** If you get the message "envelope stall" in the message display, try pressing the **Mail** button to see if this feeds the envelope. You may get an envelope stall message if for any reason the envelope does not reach the sensor in the feeder within a certain time interval. 1. To clear a tape or envelope stall in the feeder area, pull the lever on the bottom at the end of the feeder transport toward you. This drops the end of the feeder transport deck down so that you can remove the stall. Feeder transport release lever Printer transport release lever 2. Once you clear the stall, pull the lever toward you and push the transport deck up until it locks into place.
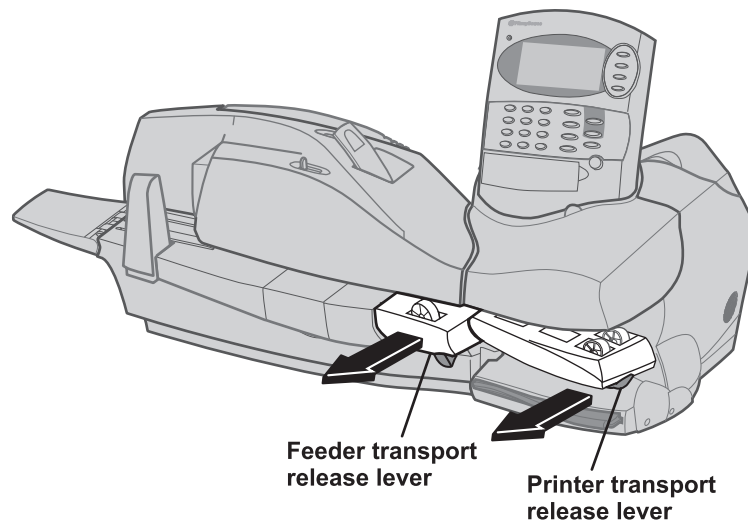
Envelope/Tape Feeding Problems - DM350L

Stalls in the Printer Transport Area	1. To clear a tape or envelope stall in the printer transport area, pull the release lever toward you. This drops the end of the printer transport deck down so that you can remove the stall.

Feeder transport release lever

Printer transport release lever
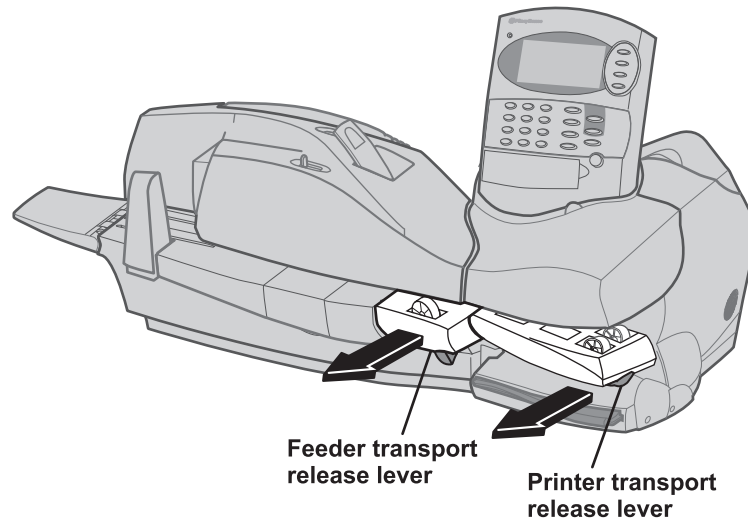
2. Once you clear the stall, simply push the deck up until it locks into place.

Tape Feeding Problems

Tape Stalls in Feeder (DM330L Only)	**Improper Loading** Load tape strips print side up and guide them all the way into the feeder – push them in as far as they'll go. The backing paper must be its original length.
Tape or Paper Fragments in Feeder **HINT**: Remove remaining tape strips before you add a new stack.	Clean tape strip feeder: 1. Remove the moistener. 2. Slide the tape strip feeder cover to the left and remove. 3. Remove tapes. Inspect feeder and clean out any debris. **Slide cover to left** continued on next page ...
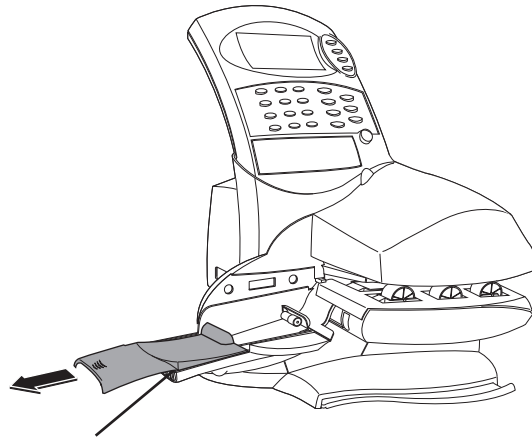
Tape Feeding Problems

Tape or Paper Fragments in Feeder	4. Push down on the spring-loaded pressure plate and remove any paper from under the feed roller or tape guide. **Pressure Plate** **Tape Guide** **Feed Roller** 5. Reinstall the moistener. 6. Load tape strips and resume normal operation.
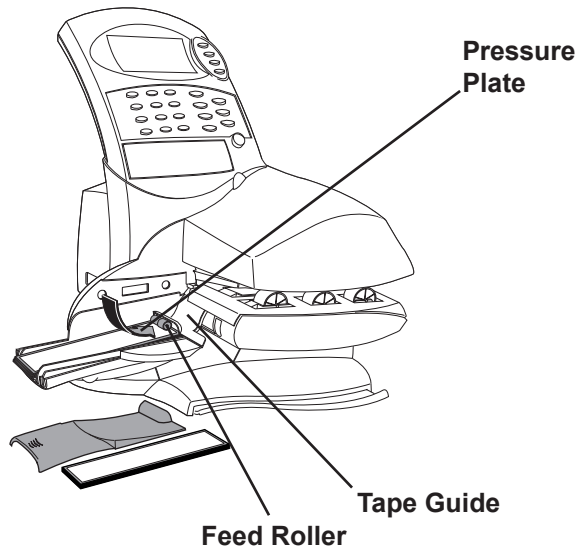
Printing Problems	
Control Centre Will Not Print	Control centre is in seal-only mode. This mode disables printing. Press the **CE/C** to return to the postage mode and resume printing.
Digital Indicia is Incomplete or Streaked, Poor Print Quality	Print nozzles are clogged. Perform a print test: 1. Press the **Options** key twice. 2. Select **Ink Functions**. 3. Select **Maintenance** and follow the prompts. If the test sample shows gaps, perform printer maintenance as prompted. You can repeat this up to three times. See the instructions in *Maintaining the Printer* in *Chapter 6*. If printer maintenance fails to correct the problem, call for service. You may have to replace the printhead. **Example of poor / streaked indicia**
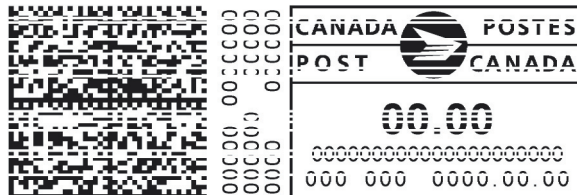
Display Problems	
Display is Hard to Read	Display contrast needs adjustment 1. Press **Options**. 2. Select **Setup Menu**. 3. Select **Basic Setting**s. 4. Select **Display Contrast**. 5. Select the contrast level you want: 1 is the darkest; five is the lightest. 6. Press **Enter**. 7. Press **CE/C** to return to the ready screen.

Moistening Problems	
Envelopes Do Not Seal	**Incorrect feeding** Make sure you slide the envelope flap under the blue edge of the feed deck. If you do not, the moistener cannot wet the flap. **Low sealant level** Check the sight glass on the left side of the moistener tank. If the sealant level is low, add E-Z Seal® Sealing Solution until it reaches the bottom of the fill hole. See the instructions in *Chapter 6*. **Dry moistener brush** Try wetting the moistener brush. If the brush drys out quickly, replace the moistener wick as explained in *Chapter 6.* **Dirty moistener brush** Remove the moistener brush. Clean it in plain water and rinse thoroughly. **Worn moistener brush** Replace the moistener brush. See *Chapter 6* for instructions.

Refill Problems	
Display Shows a Series of Messages During the Modem Refill Process	**Normal** The control centre is designed to display the progress of the refill. If there is a problem during the refill, a message is displayed. Write down the message and call for service if you cannot correct the problem by following the directions on the screen.
Control Centre Fails to Connect to Postage By Phone Data Centre – No Dial Tone	**Control Centre not Connected to Analog Phone Line** Make sure you've connected your control centre to a working analog phone line. Also make sure the phone line connectors are firmly seated in their receptacles. One or more of the refill setup options may be wrong. Go to the refill setup instructions as noted and check the following: • Does your phone system require you to dial a prefix number to get an outside phone line? Make sure to include these in the setup if needed. See *Setting up the Phone Connection* (*Entering the Dial Prefix*) in *Chapter 4*. • Is the dial method correct? You have to tell the Control Centre if your phone uses a pulse or tone for dialing. See *Choosing the Dial Method* section in *Chapter 4*.
Refill Failed, Invalid Account Number	The Postage By Phone® account number you entered is not correct. Check the Welcome Kit that came with your Control Centre for your Postage By Phone® Account Number and reenter it if necessary. Refer to the *Enter Your Postage By Phone® Account Number* section in *Chapter 4*.

**Display
Messages**

If there is a problem with your system, a message appears in the display telling you what corrective action you need to take. If the error is such that you cannot correct it, the message "Call Service" appears in the display. In this case, write down the number of the error, or any other message that appears and call for service or visit the Pitney Bowes web site and place a request for service.

Refer to the *Contacts* section at the front of this guide for more information about technical support and/or the Pitney Bowes web site.

Blink Codes

The power lamp on the left side of the mailing system base blinks when the system detects an internal error. The number of blinks tells you what kind of problem occurred.

Power Lamp
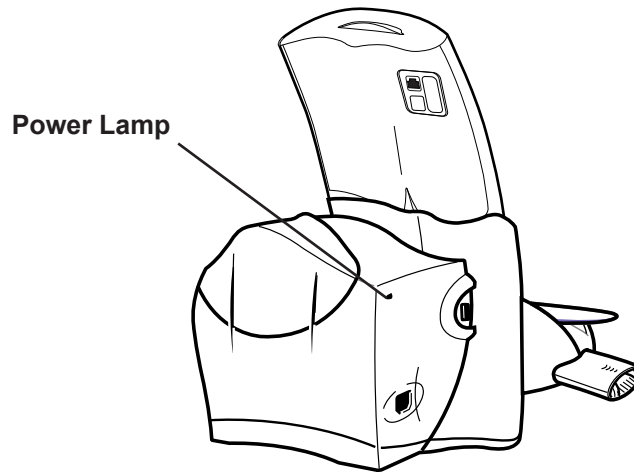
You may be able to fix some problems by unplugging the mailing system, waiting a few minutes, and then plugging it back in. If this does not fix the problem, refer to the charts on the following pages for an explanation of the blink codes.

Note the number of blinks. The lamp blinks a certain number of times, pauses, and then blinks the same number of times. This pattern, called a blink code, repeats until the problem is fixed.

If you need assistance, call technical support and tell the service representative what blink code you saw.

Refer to the *Contacts* section at the front of this guide for more information about technical support.

Blink Codes

1 Blink—Low ink

Replace the ink cartridge. (The Control Centre display normally tells you when it's time to replace the ink cartridge.)

2 Blinks—Ink out

Replace the ink cartridge. Refer to *Replacing the Ink Cartridge* section in *Chapter 6*.

3 Blinks—High transport motor temperature

This error can occur if you exceed the mailing system's maximum use specification. Wait a few minutes for the motor to cool. If this error happens often, call for technical support.

4 Blinks—High tape motor temperature

Wait a few minutes for the motor to cool. If this error happens often, call for technical support.

5 Blinks—High valve, carriage or purge motor temperature

Wait a few minutes for the motor to cool. If this error happens often, call for technical support.

6 Blinks—Circulation valve home position sensor

Call for technical support.

7 Blinks—Carriage home position sensor

Call for technical support.

8 Blinks—Home position error

Call for technical support.

9 Blinks—Fan Error

Call for technical support.

10 Blinks—Printhead communication error

You may need to replace the printhead. Call for technical support.

12 Blinks—Ink sensor error

Call for technical support.

Blink Codes

13 Blinks—Not used

14 Blinks—Not used

15 Blinks—EEPROM failure

Call for technical support.

16 Blinks—Motor Drive IC error

Call for technical support.

17 Blinks—Not used

18 Blinks—Print head drive voltage error

Call for technical support.

19 Blinks—Transport error

Check to make sure that the transport deck is in the up position. If not, pull the deck up into position so it locks in place. If you still get the same blink code, call for technical support.

20 Blinks—Printer maintenance controller software error

Refer to the *Updates and Add-Ons* section in *Chapter 4* of this guide. Select the IntelliLink™ option from the "Updates and Add-Ons" menu. The system will dial Pitney Bowes and if an update for your printer maintenance controller software is available, it will automatically download it for you. If you still get the same blink code after downloading the update and rebooting your system, call for technical support.

21 Blinks—System profiles missing

Refer to the *Updates and Add-Ons* section in *Chapter 4* of this guide. Select the IntelliLink™ option from the "Updates and Add-Ons" menu. The system will dial Pitney Bowes and if profile updates are available, it will automatically download them for you. If you still get the same blink code after downloading the updates and rebooting your system, call for technical support.

Blink Codes

22 Blinks—System is under/over acceptable operating temperature

Refer to the *Specifications* section in *Chapter 1* of this guide and make sure your system is located in an environment where the temperature is within the acceptable temperature range

Postage By Phone® Error Codes

Error Code 7

Invalid Status Code (invalid account status).

Error Code 8

Your Postage By Phone® account balance is low.

Error Code 50

Invalid Postage By Phone® account.

Error Code 94

The Postage By Phone® Data Centre is down. Try the refill again at a later time.

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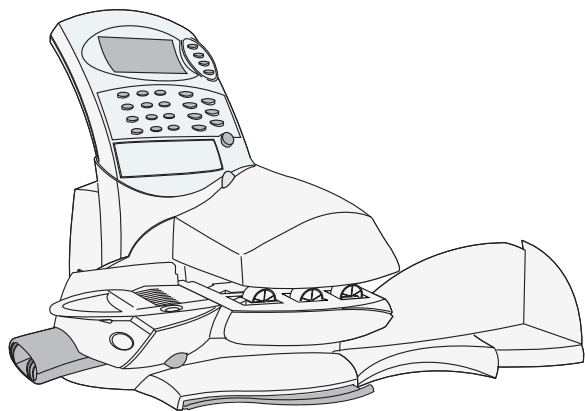
8   Supplies and Options

Chapter Contents

This chapter explains how to order supplies and accessories and optional features for your mailing system.

Supplies and Accessories

Ink Cartridges	
Ink Cartridge, Red Fluorescent	765-3
Tape	
Double Tape Sheets - 300 labels per box	612-7C
Tape Strips - 300 strips per box	625-0C
E-Z Seal® Sealing Solution	
118mL Flip Top Bottles - 4 per box	601-9C
118mL Dabber Bottle - 1 per box	601-7C
Pint Bottles (472mL) - 4 per box	601-0C

Envelope Ads

Envelope Ads are messages that print right on your envelope, allowing you to deliver a strong message that instantly catches the eye of the recipient. We offer a wide variety of ready-made Envelope Ads that we've created or you can create your own custom Envelope Ad. Choose from Business Messages, Holiday Messages, Patriotic Messages and more.

Your system holds up to 20 Envelope Ads at once. Optional ads are available through convenient downloads.

For more information about Envelope Ads and to order supplies call the PB Supply Line™ or visit us online. See the *Contacts* section at the front of this guide for phone numbers and web site information.

Options

Pitney Bowes offers a number of flexible options so you can tailor your mailing system to meet your exact needs today, and expand it as your business grows tomorrow.

Departmental Accounting

The optional accounting feature tracks postage costs for departmental accounts. Please contact your Pitney Bowes Sales Representative for further information.

Printing

Your system has several report functions, some of which – the detailed account report, for example – require a serial printer. Please contact your Pitney Bowes Sales Representative for further information.

Options

continued…

Weighing

Your mailing system is designed to work with certain Pitney Bowes DM Series weighing platforms. Your scale and mailing system allow you to:

- Accurately weigh mail and packages.
- Calculate rates and fees.
- Save money on postage.
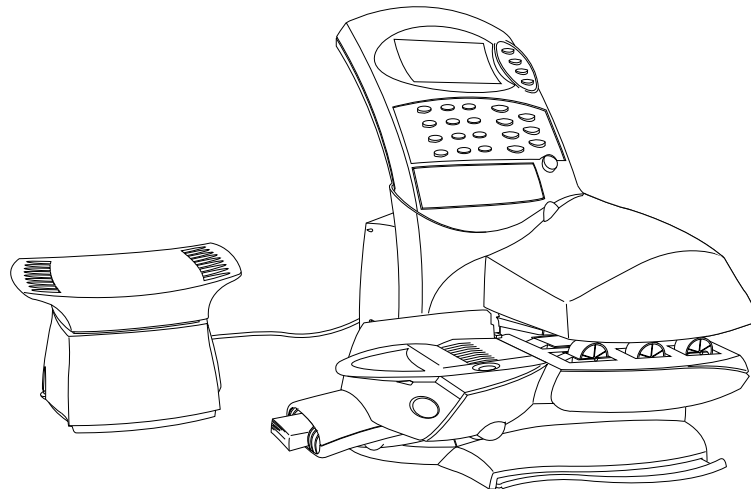
DM330L shown with 5 kilogram weigh platform

See the operator guide furnished with your weigh platform for complete instructions on using it with your mailing system.
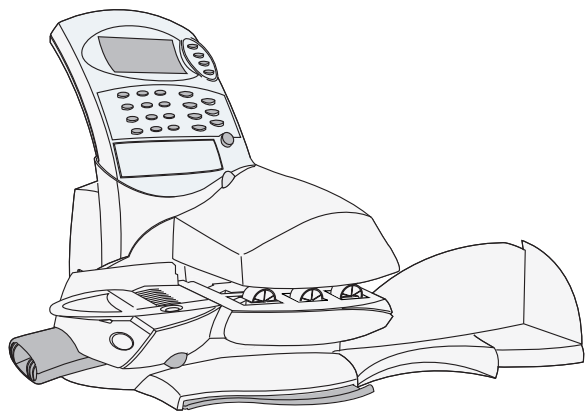
A Reports

Chapter Contents

Overview of Reports

Your system prints short reports on an envelope or tape strip. To generate long or detailed reports, you need an external printer. Not all of the reports described here may be on your system. The types of reports available depend on options you purchase and the manner in which you set up your system.

Accessing Reports

To access reports:

1. Press the **Options** key twice.
2. Select **Reports**.
3. A list of all the available reports appears in the display.
4. To select a specific report, press the number corresponding to the report.
5. If the report is long or detailed, you are prompted to verify that the printer is connected and paper is loaded.

   For a short or summary report, you are prompted to insert an envelope, or press the **Tape** key.
6. Press **Enter** to print the report. For short or summary reports, if the information cannot all fit on one envelope, you are prompted to insert additional envelopes.

The following is a list of all the reports that may be available on your mailing system.

- Account Reports
- Refill Summary
- Confirmation Services
- Configuration Report
- Error Report
- Meter Setup Report
- Rate Update Report
- Data Capture Report

A brief description of each report follows.

Account Reports

This report is available only if you have purchased the Accounting feature. You can print either a Detailed report or an Account summary report.

A summary report includes:

- Date and time of the report
- Indicia serial number
- Account ID
- Item total for the account (pieces)
- Value total for the account (postage)

Refill Summary

This report prints a statement of the last five refills. The system may require you to enter a supervisor password, depending on your refill setup. The report includes:

- Date and time of the refill
- Refill amount
- Postage By Phone® account number
- System serial number
- Report date

Configuration Report

This report shows key information about your equipment, including the postage meter serial number. It also lists your system's enabled features. If the information does not fit on one envelope or tape strip, the system prints the report on two or more.

Error Report

This report lists system errors by date, an identifier code and count. The report also includes the system serial number and the date and time the report was printed.

The information in the report is very useful to our service representatives in the unlikely event that you should encounter problems with your system.

If the information will not fit on one envelope or tape strip, the system prints the report on two or more.

Meter Setup Report

This report shows register information, warning and timeout values, clock settings, available ad slogans, custom preset and accounting settings and a list of enabled features.

Your system must be connected to an external printer to generate this report.

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B   Accounting Setup

Chapter Contents

*This appendix contains instructions
for setting up the optional accounting feature on
your mailing system.*

SV61891 Rev. A

**Overview
of Accounting**

When you purchase the optional accounting feature, you can set your system up to track postage costs incurred by individuals or departments in your organization (e.g., engineering, marketing, human resources). Your system stores the following information for each account:

- A name up to 15 alphanumeric characters long.
- An account ID number.
- The item total. This is the total number of pieces of mail charged to an account since it was last cleared.
- The value total. This is the total amount of postage charged to an account since it was last cleared.
- An account password.

The following is a list of the account setup procedures. For details on each procedure, refer to the section number listed here.

**Setting Up
Accounts**

1 **Selecting Account Status.**

2 **Creating an Account.**

3 **Changing an Account.**

4 **Deleting an Account.**

5 **Clearing all Accounts.**

6 **Enabling Account Passwords.**

7 **Enabling the Clear Individual Accounts Feature.**

When setting up accounts, the system may prompt you to enter a supervisor password. Refer to *Changing the Lock Code or Password* in *Chapter 4* of this guide for more information.

1 **Selecting Accounting Status**

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**. A list of all the accounting setup options appears.
3. Select **Accounting Status**. The display shows whether your accounting feature is on (enabled) or off (disabled) and if there are other accounting methods available:
4. Press the number corresponding to **Disable Accounting** to turn the internal accounting off.

   Press the number for **Internal Accounting** to turn it on.

   If other accounting methods are listed, select the number corresponding to that method.
5. The account status appears in the display.

2 **Creating an Account**

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Create Account**.
4. Type a name for the new account; it can be up to 15 alphanumeric characters long. Use the alpha keypad to type letters. Press the blue key on the alpha keypad to type uppercase characters.
5. Press **Enter**. If you have previously set up accounting to require passwords (see *Enabling Passwords* in this appendix) the display prompts you to enter a password for the account.
6. Type in a password up to four alphanumeric characters long and press **Enter**. If you do not want to protect the account with a password, just press **Enter**.
7. If you want to change the information you just entered, press the **CE/C** key. Reenter the account name and password.
8. Press **Enter** to confirm the information you just typed.

Creating an Account

continued…

9. The display asks if you want to create another account.

    a. Select Yes (**Enter** key) to create another account. Follow the steps 4 through 8.

    b. Select No (**Options** key) to redisplay the list of all the accounting setup options.

③ Changing an Account

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Change Account**. The display shows a list of accounts from which to choose.
4. Key in the number of the account you want to change.
5. Press **Enter**.
6. Follow steps 4 through 8 under *Creating an Account* in this appendix.

④ Deleting an Account

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Delete Account**. The display shows a list of accounts.
4. Key in the number of the account you want to delete.

> ⚠ **CAUTION!** Make sure you really want to delete the account; once you do, you cannot restore the information.

5. Press **Enter** to confirm you want to delete the account.

⑤ Clearing All Accounts

You can clear all of the information from all of the accounts but still keep the account names.

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Clear All Accounts**. The display asks if you want to "reset the value of all accounts to zero".

> ⚠ **CAUTION!** Make sure you really want to clear all of the account information; once you do, you cannot restore the account information.

4. Select Yes (**Enter** key) to clear all the information.

   Select No (**Options** key) to cancel.

6 Enabling Passwords

You can enable or disable the account password protection. Enabling passwords allows you to protect each account from unauthorized access.

NOTE: Disabling the account password feature does not disable the supervisor password. Refer to *Changing the Lock Code or Password* in *Chapter 4* of this guide for more information.

---

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Enable Passwords**. The display tells you if passwords are enabled or disabled.
4. Select **Enabled** or **Disabled**, whichever is appropriate.
5. Press **Enter**. If you selected Enable and there is no current supervisor password, the display prompts you to enter one.
6. Key in a four-digit, numeric password.
7. Press **Enter**. The display prompts you to confirm the supervisor password by keying it in again. Do so and press **Enter**.

7 **Enabling the Clear Individual Accounts Feature**

When this feature is on you can clear all the information stored for a particular account.

1. Press the **Options** key.
2. Select **Setup Menu** then **Accounting Setup**.
3. Select **Enable Clear Indv Acct**. The display tells you if the clear individual account function is enabled (on) or disabled (off).
4. Select **Enable Clear Indv Acct** or **Disable Clear Indv Acct**, whichever is appropriate.
5. Press **Enter**. The display confirms your selection and returns to the list of the accounting setup options.

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Index
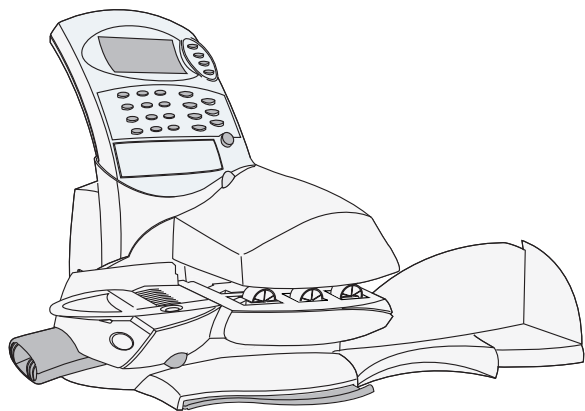
Index

A

Access Cover, Front 2-3
Account
  Key 2-9, 2-11
  selecting 3-25
Accounts
  changing B-4
  clearning B-5
  creating B-3, B-4
  deleting B-4
  enabling clear individual B-7
  setting up B-2
Accounts report A-3
Account Balance
  checking your balance 5-4
Acct/Batch Totals Key 2-9
Adding postage to your control centre 5-2
Advancing the date 4-5
Advertisements
  adding 4-28
  ordering 8-2
Alpha Keypad 2-9, 2-11
  location 2-3
ANI/LCZ Server IP 4-12
ANI/LCZ Server Port 4-13
AutoClear Function
  setting 4-20
Autofeeder Control Panel, DM350L
  location 2-5
Autofeeder Transport Release Lever, DM350L
  location 2-5
Auto Date Advance
  how to change 4-5

B

Balance
  checking Postage by Phone 5-4
Batch count, printing 3-26
Batch Totals, displaying 3-25, 3-26, 3-27
Blink codes
  defined 7-13

C

Calibrating the tape length 6-10
Canada Post Contract Rate Code
  entering 4-21
Class
  selecting 3-19, 3-20
Clear Zone Option
  setting 4-20
Contact List xii
Country
  selecting 3-21
Cover, Rear 2-12
Creating an account B-3, B-4
Custom Presets 2-9, 2-11

D

Date
  changing 3-24
  printing date on incoming mail 3-23
  setting 4-4
Date/Ad Key 2-9, 2-11
Daylight savings time
  setting 4-4
Default Refill Amount
  setting 4-15
Dial
  prefix
    setting up the modem 4-8
  selecting the method 4-8
Display
  problems 7-3
Display, Operator 2-3
Display Contrast
  setting 4-4
Display messages 7-12
Distributor Parameters
  ANI/LCZ Server IP 4-12
  ANI/LCZ Server Port 4-13
  Distributor URL 4-13
  Global Account and User ID 4-12
  Global Password 4-12
  Primary DNS Server 4-13
  Secondary DNS Server 4-13
  setting 4-12

Index

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Product Name: DM230L, DM330L, DM350L
Model Number: DDL1, DDL3, DDL4, DDL8

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