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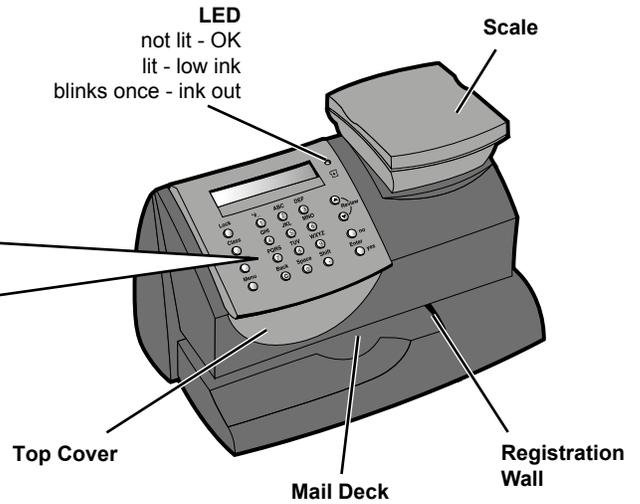
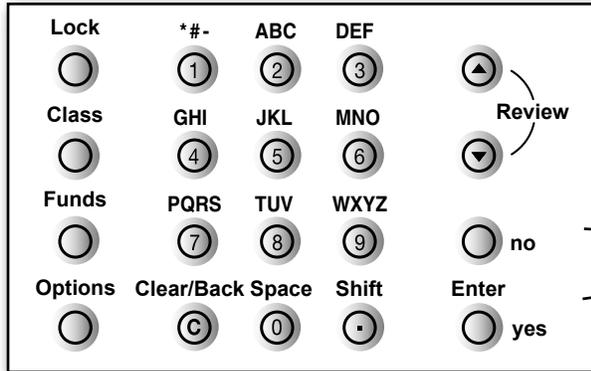
 **Pitney Bowes**



**DM50 series** Digital Mailing System  
**Quick Reference Guide**  
UK/ROI Version

DM50 series  
Digital Mailing  
System

## About Your Digital Mailing System



Account Balance Low	Refill amount exceeds funds available in your Postage by Phone account.	Perform Refill procedure for a smaller amount or add funds to your Postage by Phone account.
Cannot Reach Data Centre	Problem with connection to the Pitney Bowes Data Centre.	Try connecting again in a few minutes.
Connection Lost	Connection made but lost before transaction completed.	Press <b>Clear/Back</b> ; try again in a few minutes. If problem persists, call Pitney Bowes.
Not Enough Funds	Postage amount selected exceeds maximum funds available in the system.	Select a lower postage amount or perform a refill to add funds to the system.
Refill Too High	Refill amount entered is more than the maximum the DM50 series will allow.	Press <b>Clear/Back</b> and repeat Refill procedure with a smaller postage amount.

## Quick Reference Guide



<i>If...</i>	<i>Description</i>	<i>Action</i>
Lines missing in prints	Printer maintenance required. May be clogged nozzles or low ink condition.	Perform Printer Maintenance. If problem remains, replace ink cartridge.
No print	Print head not primed with ink.	Check that tape on cartridge is removed. See Replacing Ink Cartridge section in this guide.
Prints are smudged	Envelope is contacting print head during printing.	Check that envelope does not exceed 8mm thickness. Do not place objects, such as paper clips, in the printing area.
A four digit number displayed	System error.	Press <b>Clear/Back</b> . If error remains, unplug meter. Wait 30 seconds, reconnect.
Lock Code Unknown	Cannot remember lock code.	Call Pitney Bowes.
Amber LED is on Amber LED blinks once	Low ink No ink	Have a new ink cartridge ready. Replace ink cartridge now.
Envelope Messaging keeps 'disappearing' from print	Preset may not contain Envelope Messaging.	See Operating Guide for details of storing a new preset.

## Keypad

### Lock

Prevents unauthorised use of your DM50 series Digital Mailing System.

### Class

Allows selection of a postal class for automatic postage calculation.

### Funds

View details of your postage funds and number of pieces processed.

Add funds and obtain details of your Postage by Phone account.

### Options

Accesses the system set-up menus.

### Clear/Back

Allows you to cancel or clear a value or to return to a previous display.

### Review Keys ▼ ▲

Allow scrolling up and down through choices on the display or review of current settings.

### Enter/yes

Confirms a selection or answers yes to a question on the display.

### no

Replies no to a question on the display.

## Selecting a Value

### Ways to Select a Value

Before printing mail, you need to set the Mailing System to the value you wish to print.

You can weigh the item on the scale, select a class of mail and have the internal rating module automatically calculate the correct postage (see 'Using the Scale' below).

Also, in the Republic or Ireland only, you can key in a value as described in 'Key in Postage' opposite.

### Key in Postage (ROI Only)

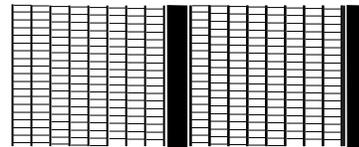
- ▶ At the Home screen, key in a postage amount.
- Press **Enter/yes**.
- Press the **Clear/Back** key if you want to change the amount you entered.
- ▶ If you select a high value, you will have to confirm the amount to prevent accidentally printing a value that's more than you need.

### 4 Print Test Pattern

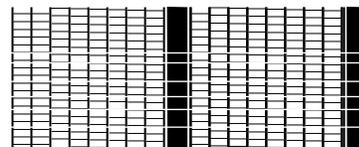
- ▶ When prompted, insert an envelope or label for test.
- ▶ At the 'Is test pattern OK?' prompt:

If lines are missing, press **no** and the system will attempt to prime the print head again. It will then ask for another test print.

If test print is OK, press **yes** to return to the Home screen and resume normal operation.



Good test print - no missing lines



Poor test print - missing lines

## Changing the Ink Cartridge

### 1 Select Replace Ink in the menus

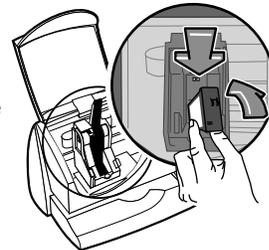
- ▶ Press **Options**. Use the **Review** ▼▲ keys to scroll to 'Use ink functions?', then press **Enter/yes**.
- ▶ Use the **Review** ▼▲ keys to scroll to 'Replace ink cartridge?', then press **Enter/yes**.

### 2 Replace Ink Cartridge

- ▶ Open the top cover.
- ▶ Press unlock symbol  to open the cartridge latch.
- ▶ Remove and discard old ink cartridge.



- ▶ Prepare new cartridge for installation by removing the tape covering the vent and ink holes.
- ▶ Install new cartridge as shown.
- ▶ Close cartridge latch by pressing down on green circle nearest to you.

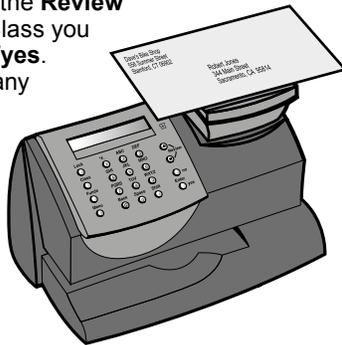


### 3 Prime Print Head

- ▶ Close the DM50 series top cover.
- ▶ Press **Enter/yes** twice. The system will refresh the print head. This procedure takes a few minutes.

## Using the Scale

- ▶ Place an item of mail onto the scale. The weight will show at the top right of the display.
- ▶ Check the Class displayed. If you need to change this, press the **Class** key. Use the **Review** ▼▲ keys to scroll to the Class you require, then press **Enter/yes**. Follow prompts to select any additional options and/or services.
- ▶ The system will set itself to the correct postage value.



## Weight Hold

- ▶ Weight Hold can be enabled within the system settings. This mode holds the weight after an item has been removed from the scale and is used when the size of the item covers the display.
- ▶ Place an item of mail onto the scale. Give the system time to weigh the item and then remove it. The weight/value holds for a preset time after the item is removed from the scale to allow you to select the correct Class, etc.
- ▶ To clear the weight/value before it automatically resets, press **Clear/Back**.

## Selecting an Account

- ▶ If your system has accounting turned on, you must select an account before you can print postage.
  - From the Home screen, press the down **Review ▼** key until 'Account' displays, then press **Enter/yes**.
  - Scroll to the required account using the **Review ▼▲** keys, then press **Enter/yes**.
- You may now need to enter a password, if the account has password protection.
- ▶ You return to the Home screen with the account selected.

## Printing Envelope Messaging

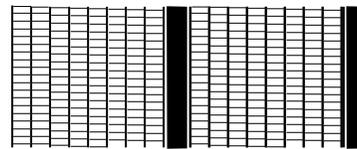
- ▶ You can print Envelope Messaging alongside the postal indicia.
- From the Home screen, press the down **Review ▼** key until 'Ad' displays, then press **Enter/yes**.
- Scroll to the required Graphic Ad/Text Ad using the **Review ▼▲** keys, then press **Enter/yes**.
- ▶ You return to the Home screen with the new item selected for printing.

**Note:** Graphic Ads and Text Ads print in the same location and so cannot be printed together.

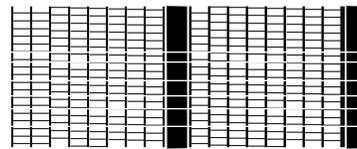
Text Ads are only available on certain models.

## 2 Examine the test print for print clarity

- ▶ At the 'Is test pattern OK?' prompt:
  - If lines are missing, press **no** and the system will perform maintenance again.
  - If test print is complete, press **yes** to return to the Home screen.
  - If the test print appears to have got worse, it's possible that the ink cartridge needs replacing as described on the next page.



Good test print - no missing lines



Poor test print - missing lines

## Printer Maintenance

If lines are missing in the system prints, perform maintenance to clean the print head nozzles.

**IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority.



The illustration above shows bad prints with missing lines. It is a black and white representation of the approved indicia. Only approved ink should be used in the machine.

### 1 Clean printer nozzles:

- Press **Options**. Use the **Review ▼▲** keys to scroll to 'Use ink functions?', then press **Enter/yes**.
- Use the **Review ▼▲** keys to scroll to 'Clean printer nozzles?', then press **Enter/yes**.
- ▶ When prompted to insert an envelope, print an envelope or label, then go to step 2 below.

## Printing Postage

- ▶ Select postage options required (Class/value, envelope messaging, etc.) as described on the previous pages.
- ▶ Hold the envelope by the bottom.
- ▶ Insert it face up into the DM50 series, aligning it with the registration wall and sliding it straight back until the system prints.



**IMPORTANT:** Always ensure that your prints are clear and complete. Poor prints may be rejected by your Postal Authority.



The illustration above shows bad prints with missing lines. It is a black and white representation of the approved indicia. Only approved ink should be used in the machine.

## The Preset feature

The Preset feature allows you to save values such as Class, Envelope Message, etc. that the system returns to when it is turned on or after it has been woken from sleep mode. Preset values can also be quickly recalled with a few button presses.

### To create a Preset:

- ▶ Set the system to the Class, Envelope Messaging, etc. that you want stored as described earlier in this guide.
- Press **Options**. Use the **Review ▼▲** keys to scroll to 'Change Setup?', then press **Enter/yes**.
- Use the **Review ▼▲** keys to scroll to 'Use Preset Setup?', then press **Enter/yes**.
- If "Turn Preset on? Y/N" prompt displays, press **Enter/yes**.
- If "New postal rates since preset created" displays, press **Enter/yes**.

- Use the **Review ▼▲** keys to scroll to 'Store new preset?', then press **Enter/yes**.
- Press **no** when the system displays "Review settings to be stored?".
- At the "Confirm store new preset" prompt, press **Enter/yes**.
- Press **no** when the system displays "View new preset?" and "Stay in setup?".
- ▶ Your new preset is now stored.

### To recall the Preset settings at any time:

- Press **Options**. Use the **Review** keys to scroll to 'Recall Preset?', then press **Enter/yes**.
- ▶ You return to the Home screen with all the Preset settings selected.

## Advancing the Date

You can temporarily advance the date printed to process mail in advance of the posting date.

- Press **Options**. Use the **Review ▼▲** keys to scroll to 'Change date and time settings?', then press **Enter/yes**.
- If necessary, use the **Review ▼▲** keys to scroll to 'Change printed date?', then press **Enter/yes**.

Use the **Review ▼▲** keys to select the date you require, then press **Enter/yes**.

- ▶ The system will set itself to the date selected.

**Notes:** Remember to reset the date to today's date after processing mail, using the procedure above.

You cannot set a date that has already passed.

You can advance a maximum of 30 days.

## Funds/Postage Refill

Your system will periodically need refilling with postage funds.

*Before refilling, check the DM50 is connected to your PC.*

- Press **Funds**. Use the **Review ▼▲** keys to scroll to 'Refill postage?', then press **Enter/yes**.
- Key in the refill amount and press **Enter/yes**. Amount must be in increments of £10 in the UK, or €10 in the ROI.
- Press **Enter** again to confirm amount of refill.

The system will automatically connect to the Pitney Bowes Postage by Phone system and download funds into your machine. The refill successful screen will display when this is complete.

- ▶ When requested, insert a tape or envelope to print the receipt.