

**Read Me First!**



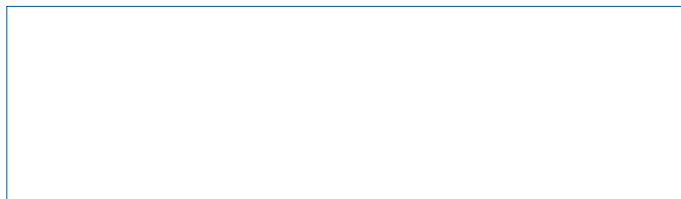
*Engineering the flow of communication™*

1 Elmcroft Road  
Stamford, Connecticut 06926-0700  
www.pitneybowes.com




## DM300c Digital Mailing System

For Service or Supplies



Customer Support: 1.800.522.0020  
Product Name: DM300c  
Model Number: 3C00  
AW19645 Rev E 10/08

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 Printed on recyclable paper



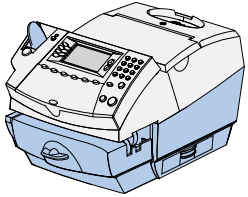
\* A W 1 9 6 4 5 R E V E \*



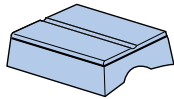
**Self Install Guide**  
US English Version

# Contents

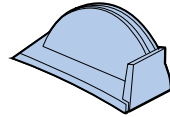
DM300c  
Mailing System



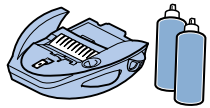
MP9G  
Weighing Platform  
(Optional)



Stacker



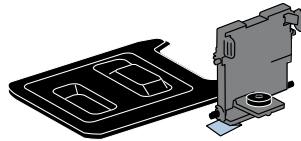
Moistener  
(Optional)



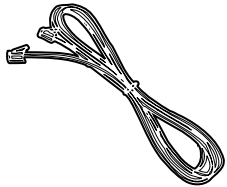
Ink cartridge  
(Reorder #765-9)



Print Head



Analog Phone Cord



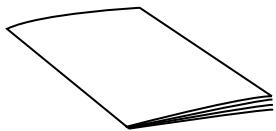
Power Cord



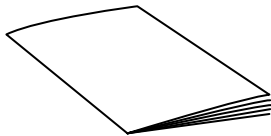
Tape Strips



Operator Guide



Self Install Guide



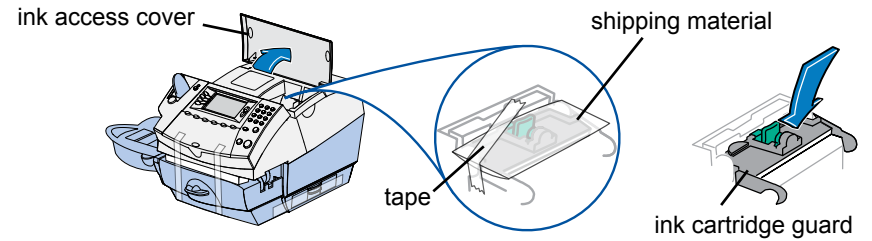
Quick Reference Guide



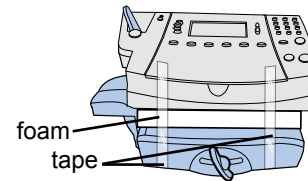


Please do not apply power until Step 3.

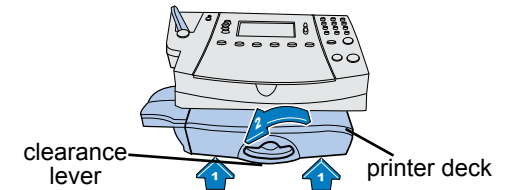
## Step 1 Remove All Shipping Tapes and Packing Material



**1a** Open ink access cover and remove tape and shipping material. Then close ink cartridge guard followed by ink access cover.



**1b** Remove shipping foam and tapes.



**1c** Close printer deck by lifting it and rotating clearance lever counterclockwise.

## Step 2 Connect Analog Phone Cord

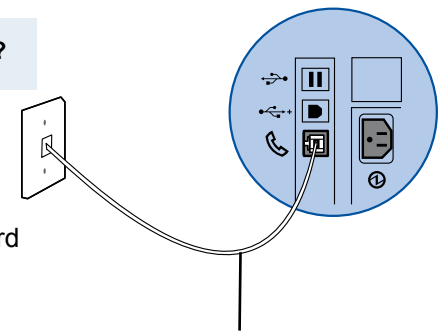


What is an analog phone line?

The following are usually analog phone lines:

- Fax lines
- Lines used by modems or credit card readers
- Residential phone lines

If you are unsure about your phone line, contact your telephone company or local network administrator.



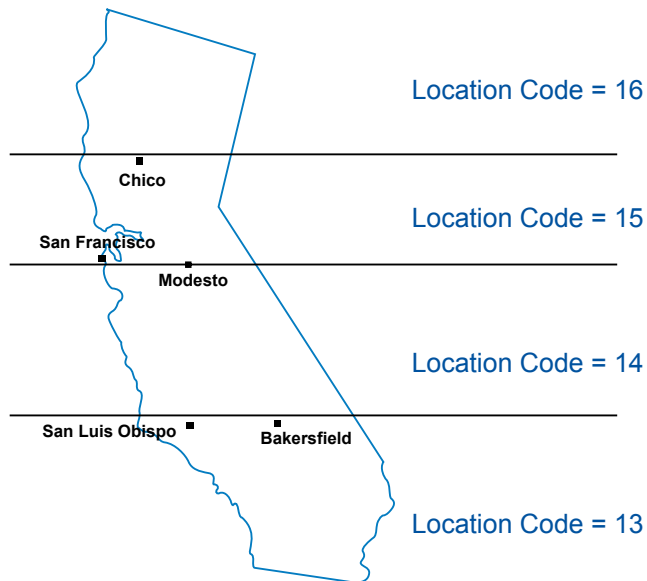
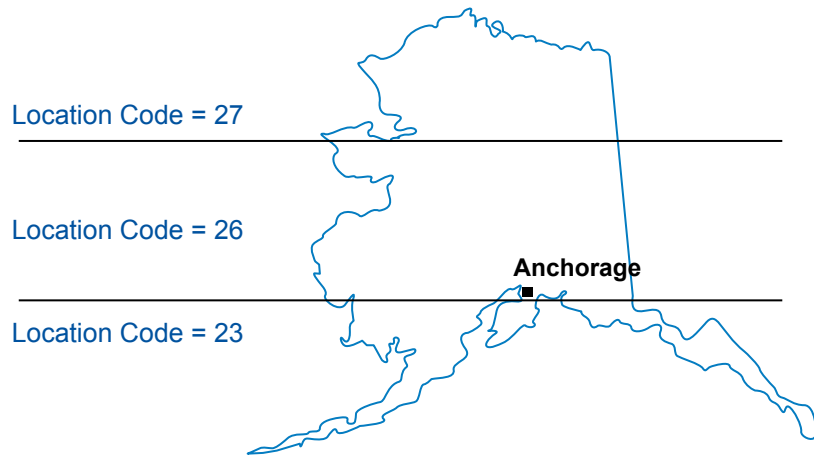
analog phone cord



# Scale codes for locations in Alaska and California



Locations near a boundary may enter either code.



## Step 5 Set Time

Key in time with hours first and then minutes.

1 2 3  
4 5 6  
7 8 9  
Back  
C

Set Time  
Current: XX:XX PM  
Enter Time  
: \_  
(HH:MM)  
◀ Select AM/PM

Select **Select AM/PM**.

Select AM/PM

◀ AM  
◀ PM

Select **AM** or **PM**.

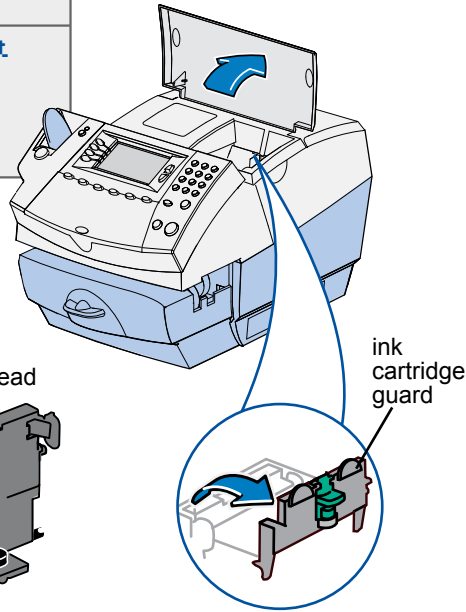
Confirm Time

Proceed with time set to X:XX PM?  
◀ Yes  
◀ No

Select **Yes** to confirm time.

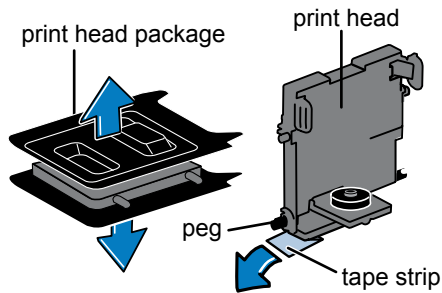
## Step 6 Install the Print Head and Ink Cartridge

Install Ink Tank/  
Print Head  
Open Cover to start  
replacement.



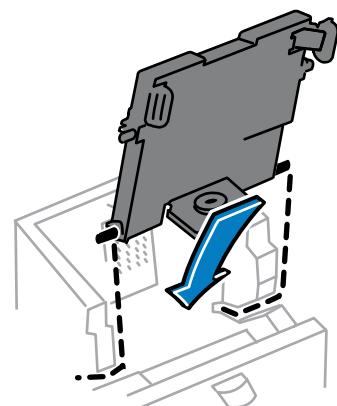
First install the print head.

**6a** Open the ink access cover.

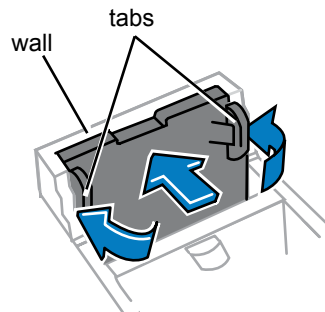


**6b** Remove the print head from packaging and remove tape strip.

**6c** Flip open the ink cartridge guard.



**6d** Slide the print head pegs down into the grooves.



**6e** Squeeze the tabs on the sides of the print head and push the print head flush against the wall.

## Scale codes for locations in the United States



Locations near a boundary may enter either code.

State	Code	State	Code
<b>Missouri</b>		<b>Oregon</b>	
North of Springfield	15	Salem and north	18
Springfield and south	14	South of Salem	17
<b>Montana</b>		<b>Pennsylvania</b>	16
Helena and north	18	<b>Rhode Island</b>	16
South of Helena	17	<b>South Carolina</b>	13
<b>Nebraska</b>	16	<b>South Dakota</b>	17
<b>Nevada</b>	13	<b>Tennessee</b>	13
<b>New Hampshire</b>	17	<b>Texas</b>	
<b>New Jersey</b>	16	NE of Colorado River	12
<b>New Mexico</b>	11	SE of Colorado River	11
<b>New York</b>		<b>Utah</b>	13
Kingston and north	17	<b>Vermont</b>	17
South of Kingston	16	<b>Virginia</b>	
<b>North Carolina</b>		North of Roanoke	15
Raleigh and north	14	Roanoke and south	14
South of Raleigh	13	<b>Washington DC</b>	15
<b>North Dakota</b>	18	<b>Washington State</b>	18
<b>Ohio</b>		<b>West Virginia</b>	15
Akron and north	16	<b>Wisconsin</b>	
South of Akron	15	Green Bay and north	18
<b>Oklahoma</b>		South of Green Bay	17
North of Oklahoma City	14	<b>Wyoming</b>	15
Oklahoma City and south	13		

## Scale codes for locations in the United States

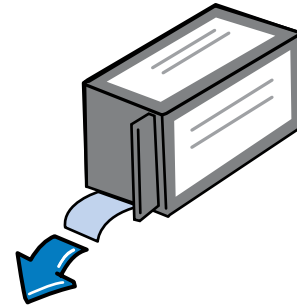


Locations near a boundary may enter either code.

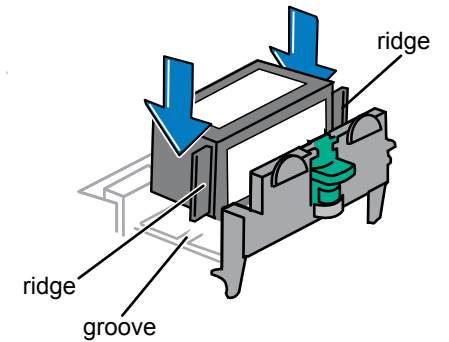
State	Code	State	Code
<b>Alabama</b>		<b>Illinois</b>	
Birmingham and north	13	North of Springfield	16
South of Birmingham	12	Springfield and south	15
<b>Alaska</b> (see map on pg 20)		<b>Indiana</b>	
<b>Arizona</b>		North of Indianapolis	16
Phoenix and north	12	Indianapolis and south	15
South of Phoenix	11	<b>Iowa</b>	
<b>Arkansas</b>	13	North of Des Moines	17
<b>California</b> (see map on pg 20)		Des Moines and south	16
<b>Colorado</b>		<b>Kansas</b>	
Denver and north	13	North of Wichita	15
South of Denver	12	Wichita and south	14
<b>Connecticut</b>	16	<b>Kentucky</b>	14
<b>Delaware</b>	15	<b>Louisiana</b>	12
<b>Florida</b>		<b>Maine</b>	18
W Palm Beach and north	11	<b>Maryland</b>	15
South of W Palm Beach	10	<b>Massachusetts</b>	17
<b>Georgia</b>	12	<b>Michigan</b>	
<b>Hawaii</b>	9	NW of Lake Michigan	18
<b>Idaho</b>		SE of Lake Michigan	17
N of Salmon River Mtns.	17	<b>Minnesota</b>	18
S of Salmon River Mtns.	16	<b>Mississippi</b>	
		Kosciusko and north	13
		South of Kosciusko	12

## Step 6 Install the Print Head and Ink Cartridge

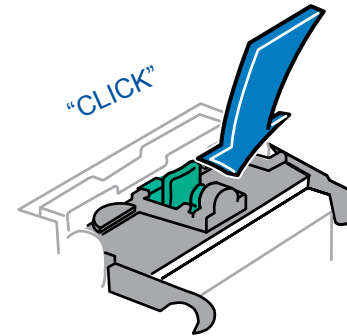
Now install the ink cartridge.



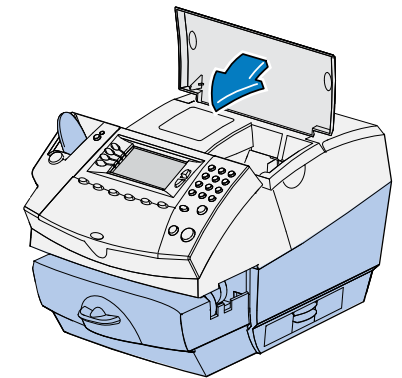
**6f** Remove the ink cartridge from the bag and make sure the tape strip is peeled off.



**6g** Lower the tank into the cavity. The ridges on either side of the tank will slide into the grooves.



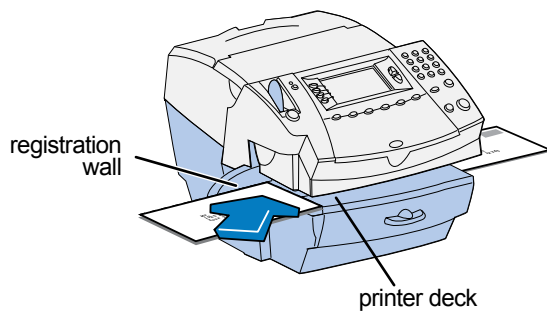
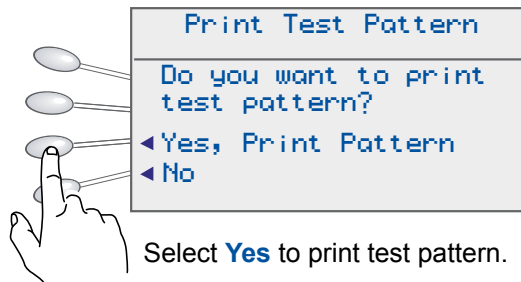
**6h** Return the guard back to the operating position and click to close.



**6i** Close the ink access cover. The system will automatically perform printer maintenance.

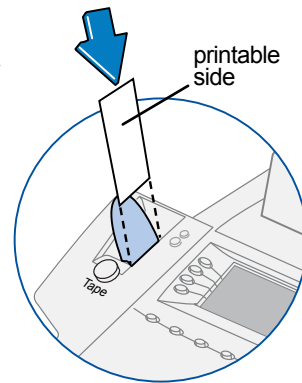
## Step 7 Test Print

If you want a test print, follow these steps.

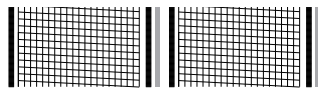


**For proper printing, position mail flat against rear registration wall and gently slide mail to the right on printer deck.**

OR

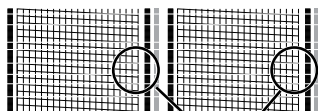


Load tape into tape feeder and press **Tape** button.



If the test print is good, select **Yes**.

Good test print - no missing lines



If the test print is poor, select **No** to perform additional maintenance.

Poor test print - missing lines

## Troubleshooting

### Print Head or Ink Cartridge Fault

Try installing print head or ink cartridge again as described in Step 6. If problem persists, call Pitney Bowes.

### Mail Skewed

Clear message and try inserting envelope with it aligned flat against the rear registration wall.

### No Dial Tone

Check that you are using an analog line such as

- most fax machine lines;
- lines used by computer modem or credit card reader;
- residential phone lines.

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

### Cannot Reach Data Center

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

### Not Enough Funds

You have tried to add more postage than you have in your account at Pitney Bowes. Refill a smaller amount and try again.

### To Change Information During the Setup Procedure

- Press **Back/C** key on numeric keypad.
- At **Install Not Complete**, either go back to the previous step or return to the Install Start.

### To Change Information After the Setup Program is Complete

- Press **Menu**.
- Press Down button to scroll and select **Advanced Features**.
- Select **Run Install Mode**.

### For Customer Support

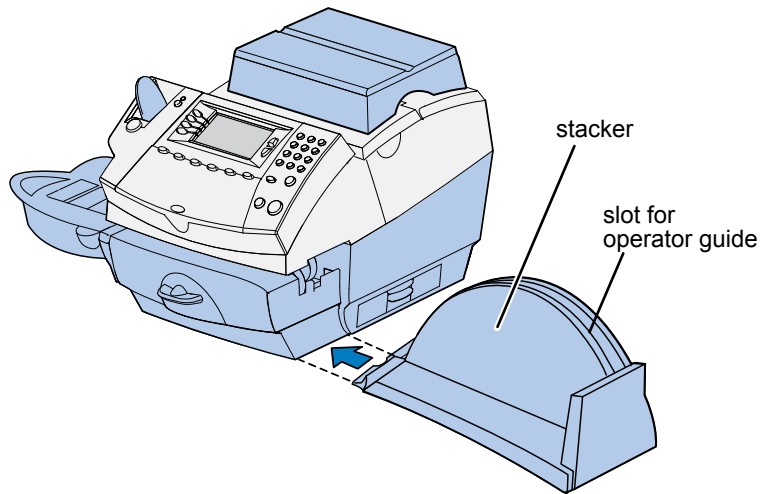
- Dial 1-800-522-0020



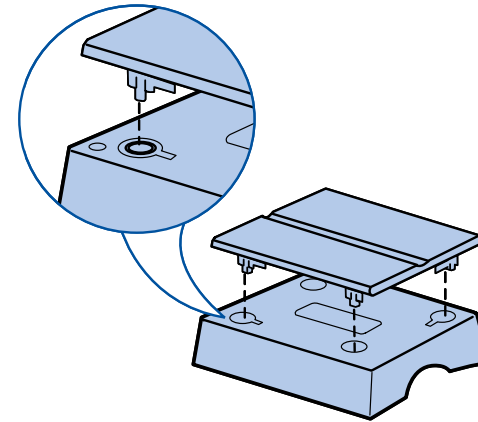


## Position Stacker

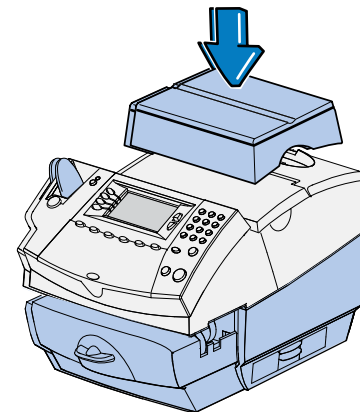
Position the stacker next to the DM300c as shown. The stacker provides a convenient location to store your metered mail, tape sheets, and operator guide.



## Step 8 Install Weighing Platform (optional)

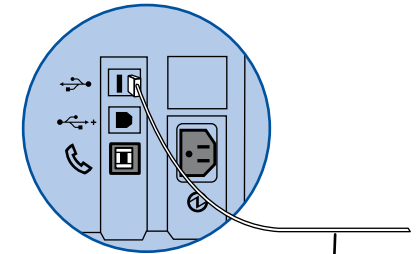


Assemble weighing platform.



Install the assembled weighing platform on the system.

OR



To USB weighing platform

If you have purchased an external USB weighing platform, connect it to the back of the DM300c using the USB cable supplied.

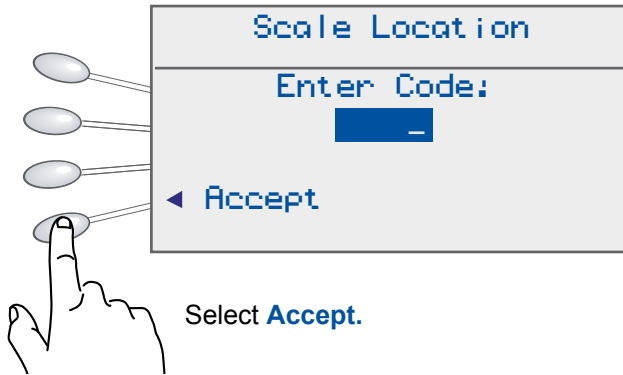
## Step 9 Scale Location Code

If you have installed your weighing platform, key in the correct scale code for your geographical location.

Note: To clear the default value or re-enter the code, press the **Back/C** key to clear.

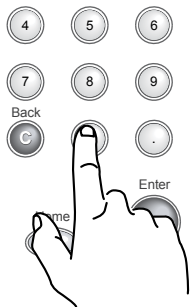


Codes can be found in the back of this guide.



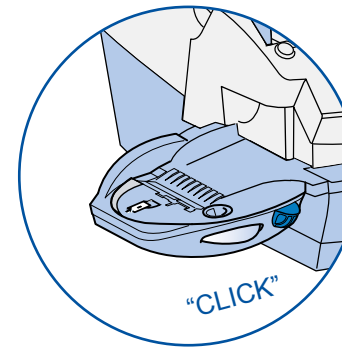
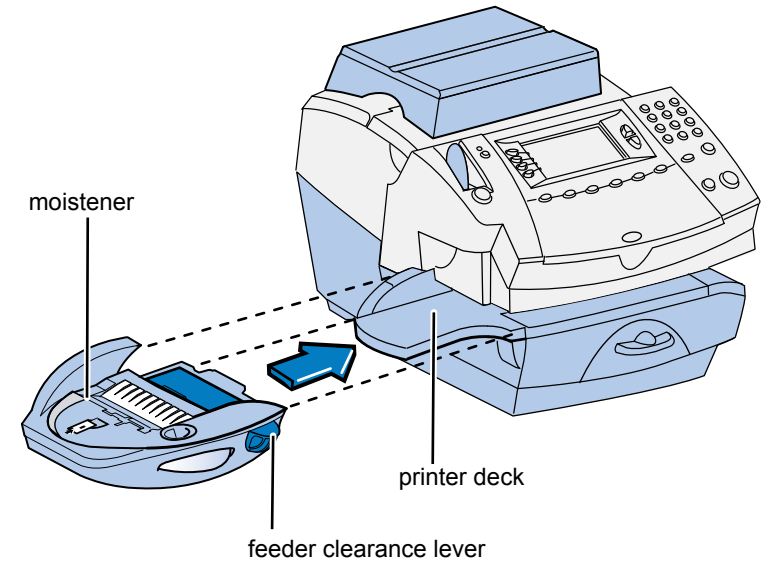
## Step 10 Setup Dialing Prefix

Some phones require that you dial a prefix before dialing an outside number.

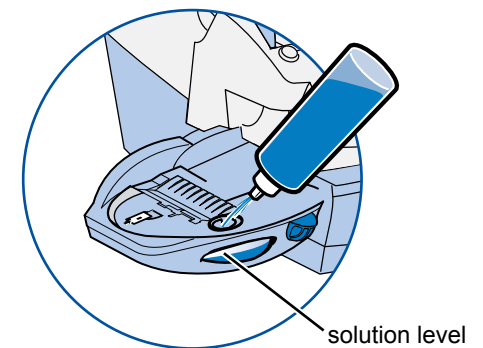


## Install Moistener (optional)

If you have purchased the optional moistener with your DM300c, position the moistener on the left side of the printer deck as shown. Slide moistener from left to right aligned with the top of the printer deck.

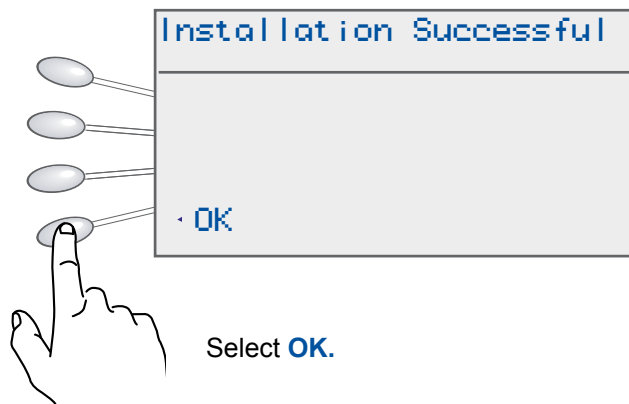


The moistener will click into place.



Fill the moistener reservoir with Pitney Bowes E-Z Seal® Sealing Solution. You may fill it later if you don't plan on moistening and sealing envelopes right now.

## Step 13 Congratulations! Your Mailing System is Ready to Use



Select **OK**.

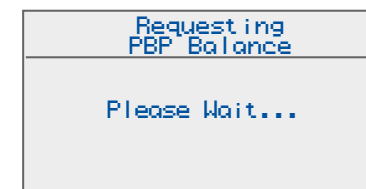
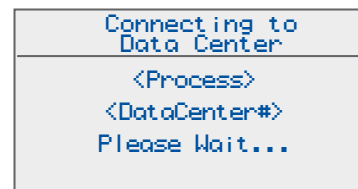
To customize your postage settings and learn all about using your DM300c, see the Operator Guide.



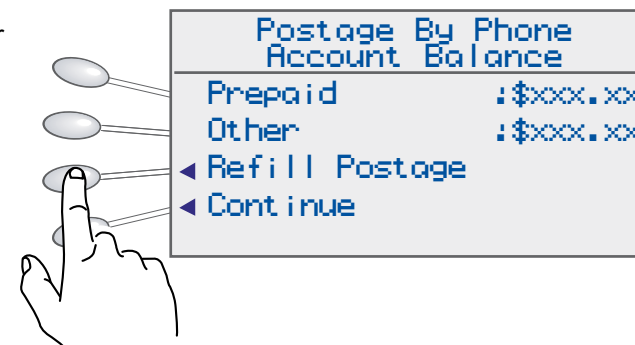
If you are unable to complete this step, call Customer Support at 1-800-522-0020.

## Step 11 Refill Postage

Your DM300c system will automatically dial the Pitney Bowes Data Center and after a brief pause, display your Postage By Phone™ balance.



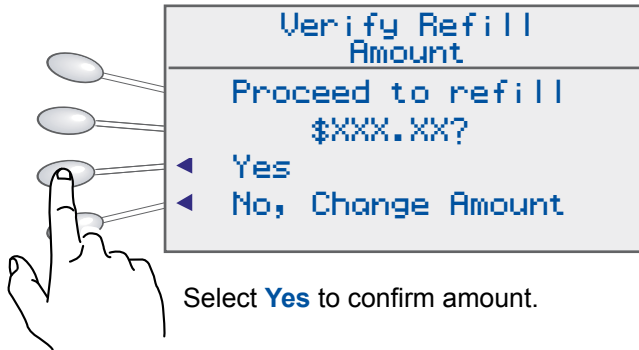
You have to transfer postage funds from your Postage by Phone account to your system before you can use it. To do this, select **Refill Postage**.



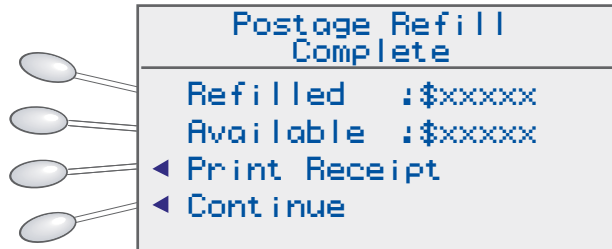
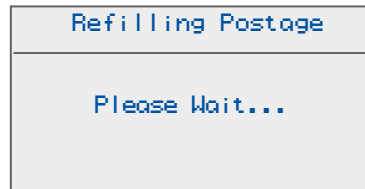
Select **Accept**, or press Back/C and key in the amount you wish to transfer. You can enter whole dollar amounts only.

Continue to set up moistener and stacker. ➔

## Step 11 Refill Postage (continued)



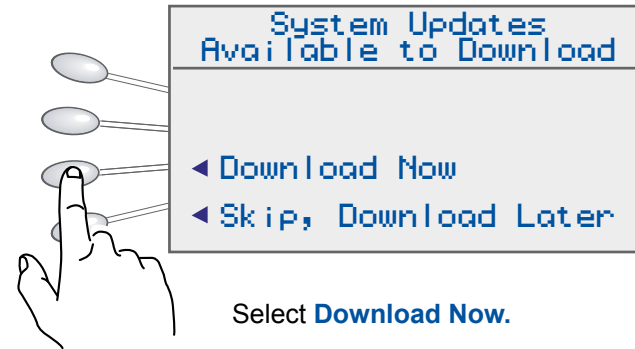
Select **Yes** to confirm amount.



To print a receipt, select **Print Receipt** and follow prompt or select **Continue**.

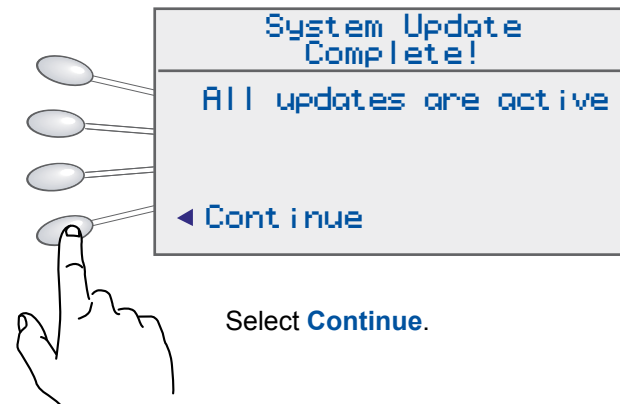
## Step 12 Check for System Updates (optional)

If there are downloads available, you will see the following screen.



Select **Download Now**.

You will now observe the downloading of updates. When the downloading is complete you will see the following screen.



Select **Continue**.



Depending on the software that is downloaded, your system may automatically restart.