



Postage Meters

# DM125<sup>TM</sup>

## Digital Postage Meter

### Operator Guide

Canada English Edition  
SV62667 Revision G  
September 25, 2023

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# Pitney Bowes Contact List

## Machine Identification

**Product Name:** DM125

**PCN / Model Number:** Refer to the label on the back of the machine

## Resources

For Account Information

Visit us online at [www.pitneybowes.ca](http://www.pitneybowes.ca) and sign in.

For Customer Support

Visit us online at [pitneybowes.ca](http://pitneybowes.ca) then click support.

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**NOTE:** This equipment is not intended to be serviceable. Please refer to the warranty information if problems occur. The responsible party is Pitney Bowes Canada. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

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If you need to contact customer support, refer to [What information you need to provide customer support](#).

For Supplies

Visit our [supplies website](#) to order supplies for your device.

For the Canada Post website

[www.canadapost.ca](http://www.canadapost.ca)

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# 1 - Safety

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## Introduction

Familiarize yourself with proper procedures and methods before you install, operate or repair the system to avoid personal injury or damage to the equipment.

## Industry Canada

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The Ringer Equivalence Number (REN) of this terminal equipment is 1.0. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

## Ear Protection/Noise Exposure Guidelines

Ear protection is required if noise exposure exceeds OSHA standard. There are many factors to be taken into consideration in each individual work area when dealing with ear protection. Factors such as floor noise, length of exposure to noise, loss of hearing history in individual employees can all play a role in requirements. Analyze your specific work area environment to ensure safe practices.

### OSHA Standards

- 85dBA time weighted average over an 8-hour shift requires hearing protection be made available to employees and use is recommended. (European Union standard is 80dBA)
- 90dBA time weighted average over an 8-hour shift mandates hearing protection is used. (European Union standard is 85dBA)

#### Note

Local jurisdictions may have more stringent requirements. Refer to local regulations for standards and requirements in your area.



## System Power

- Use the power cord supplied with the machine chassis at the power entry and plug it into a properly grounded (earthed) and easily accessible wall outlet located near the machine. Failure to properly ground (earth) the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from AC power supply for Lock Out/Tag Out.
- DO NOT use an adapter plug on the line cord or wall outlet.
- DO NOT remove the ground pin from the line cord.
- The machine will be connected to a dedicated AC power line.
- DO NOT route the power cord over sharp edges or trap it between furniture.
- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- For Input modules and Output modules - power is distributed from the chassis. Use the AC connectors supplied with the modules to connect to system power. Do not connect external devices to the inserter.

## Operation

- Only trained personnel are permitted to operate this equipment. Training must include instruction in operation under normal conditions and emergency situations.
- The machine will only be serviced by trained and authorized personnel. Disconnect power source before servicing.
- Personnel working on or near this equipment must be instructed about the location and operation of pertinent stopping devices.
- Never run the machine when any of the covers or guards are missing.
- This equipment is to be used only for the purpose for which it is constructed. Read this manual for the proper use of this equipment.
- Under no circumstances are the safety characteristics of this equipment to be altered. Routine inspections and preventative maintenance measures are to be conducted according to the appropriate schedules in order to ensure that all guards and safety features are active and functioning properly.
- Eliminate the risk of entanglement in certain areas of this machine by keeping loose clothing, jewelry, long hair and neckties away from all moving parts. Make sure that clothing and hair fit closely to your body and that all jewelry is removed.

- Before starting the machine, check that: - All persons are clear of the machine – No maintenance work is being performed on the machine - All guards are in place – The machine is free of scraps, jams and foreign objects.
- When opening guards, wait for all parts to stop moving before placing hands near paper path.
- When removing jammed material, avoid using too much force to prevent personal injury and damaging equipment.
- It is essential that personnel employ safe working practices and observe all related regulations and legal requirements for safety when operating this product.
- **WARNING & CAUTION statements are used in the text of this manual to identify specific hazards, which have potential to cause injury. Pitney Bowes declines all liability in the event of material damage or bodily injury resulting from negligence in the application of these precautions, from non-observation or lack of elementary supervision in respect to handling, operation, servicing or repair, even if not expressly stated in this instruction notice.**

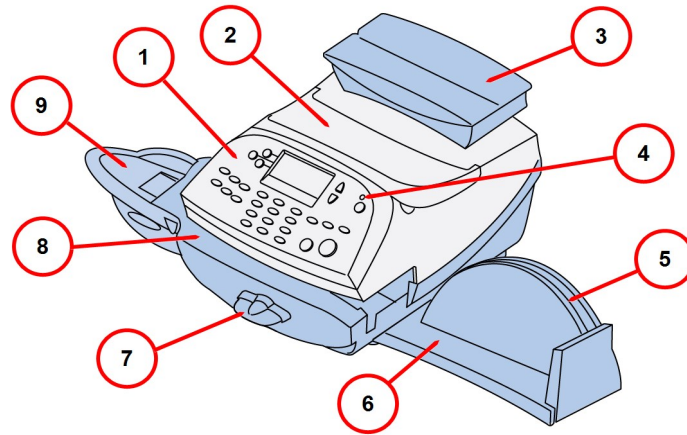
## Maintenance

- If you train equipment operators, it's important to explain safety precautions to your students and encourage safety awareness.
- Only documented qualified service personnel should service this equipment per local national requirements.
- Only set-up maintenance, as described in this manual, is to be performed by operators. Any service that requires removal of protective covering is to be performed by qualified service personnel only.
- Use the right tool for the job. A set-up tool is supplied to accommodate running different size paper on the inserter.
- Use only Pitney Bowes approved printer ink and cleaners.
- To prevent overheating, do not cover the vent openings.
- Do not store flammable fluids inside this machine.
- Do not place any container with liquid on this machine, i.e. coffee cups, soda, etc.
- Do not use flammable cleaners in this machine.
- Do not use aerosol air canisters. It is recommended that a vacuum cleaner be used to remove dust and debris from the machine paper path. If you have to use shop air, be sure to turn the system off before you begin cleaning. Be sure shop air does not contain excessive oil or water.
- Do not spray liquid onto or into any part of the machine. Use a cloth to apply cleaning solution.

# 2 - Getting Started

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## Parts of the Machine

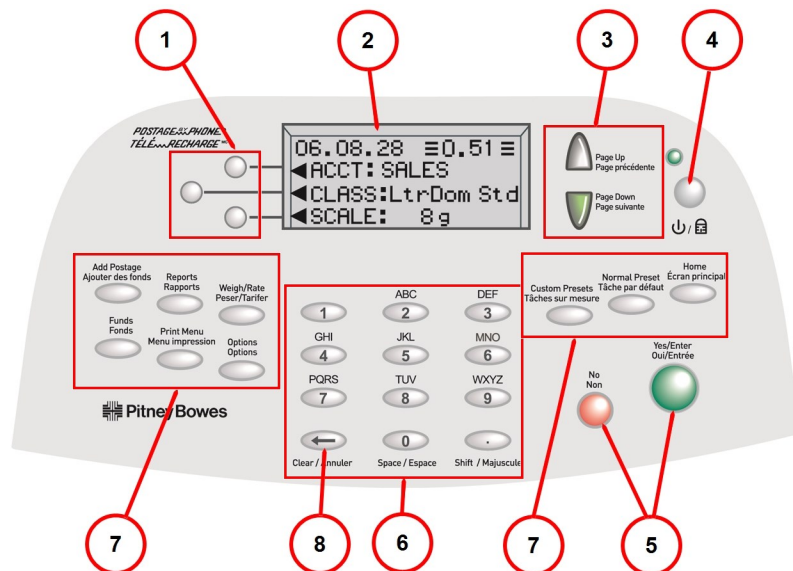


**DM125**

| Item | Description   |
|------|---|
| 1    | <i>Control Panel</i> : Allows you to enter and set up information on your mailing system.   |
| 2    | <i>Top Cover</i> : Open this to replace the ink cartridge.  |
| 3    | <i>Weighing Platform (optional)</i> : Allows you to weigh a mail piece for postage calculation.   |
| 4    | <i>LED</i> : Lights green when your machine is on; amber when your machine is in sleep mode.  |
| 5    | <i>Utility Slot</i> : Allows you to store the Quick Reference Guide, tape strips, etc. for easy access.   |
| 6    | <i>Stacker Tray</i> : Allows the neat stacking of finished mail pieces.   |
| 7    | <i>Transport Release Lever (two position)</i> :<br><br><i>Home</i> - transport rollers engaged for processing mail (normal)<br><br><i>Released</i> - transport rollers disengaged so you can clear a stalled mail piece.<br><br>NOTE: The machine won't process mail when the lever is left in the released position. |
| 8    | <i>Feed Deck</i> : Supports your envelope, post card or tape sheet as it passes under the print mechanism.  |
| 9    | <i>Moistener (optional)</i> : Applies sealing fluid to the envelope flap.   |

## The Control Panel

### Control Panel

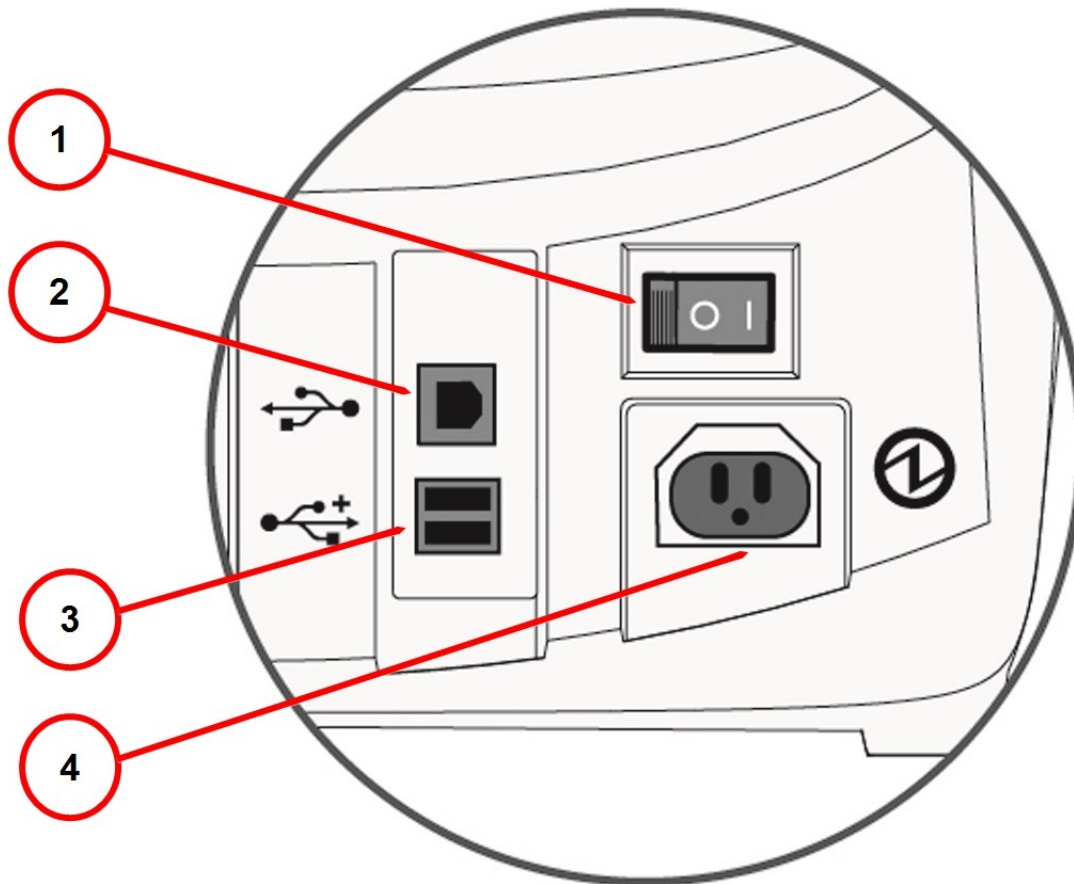


| Item | Description  |
|------|--|
| 1    | <i>Screen Selection Keys:</i> Allows you to select an option on the screen with the corresponding key.   |
| 2    | <i>LCD Display:</i> Shows the current status of your system and prompts you through all operations.  |
| 3    | <i>Page Up/ Page Down:</i> Allows you to scroll up and down through menu choices (when lit, it indicates more choices).  |
| 4    | <i>Lock/Power Key:</i> Allows you to power up or power down machine. If the lock code feature has been enabled, you can either power down the machine or put the machine into lock-down mode. In lock-down mode, access to the machine requires entering a four-digit lock code. |
| 5    | <i>Yes/Enter and No Keys:</i> Allows you to confirm an operation or answer "Yes" or "No" to a prompt (the Yes key also functions as the Enter key for data entry)  |
| 6    | <i>Alpha/Numeric Keypad:</i> Allows you to type in numbers and letters for account names, postage values, and other information, see <a href="#">How to Enter Text</a> for more information.   |

| Item  | Description   |
|---|---|
| 7   | <p><b>Feature Keys:</b> Allows you quick access to the key features on the system:</p> <p><i>Home:</i> Returns you directly to the run mail screen from anywhere in the system setup menus, see <a href="#">Using the Preset Feature</a> for more information.</p> <p><i>Normal Preset</i> Selects the Normal Preset Values, see <a href="#">Using the Preset Feature</a> for more information.</p> <p><i>Custom Preset:</i> Allows you access to up to five or ten custom settings that you can assign values such as postage amount, ad, account number, etc., see <a href="#">Using the Preset Feature</a> for more information.</p> <p><i>Funds:</i> Allows you to check your postage funds and number of mail pieces processed, see <a href="#">Adding and Withdrawing Postage</a> for more information.</p> <p><i>Add Postage:</i> Allows you to add (refill) postage funds to your machine convenient, see <a href="#">Adding and Withdrawing Postage</a> for more information.</p> <p><i>Reports:</i> Allows you to generate reports for postage, accounting, and other types of data, see <a href="#">Reports</a> for more information.</p> <p><i>Weight/Rate:</i> Allows you to weigh and calculate postage based on service selected</p> <p><i>Options:</i> Allows you to access system setup information such as date, time, postage, accounts, passwords, etc., see <a href="#">Configuring Your Mailing Machine</a> for more information.</p> <p><i>Print Menu:</i> Allows you access to all the information printed on a mail piece such as date, time, postage, ad, inscriptions, etc., see <a href="#">What You Can Print on Mail Pieces</a> for more information.</p> |
| <p><b>IMPORTANT:</b> When you press one of the Feature keys, any entry in the preceding screen is lost unless you have first pressed the Yes/Enter key to confirm the entry. For example, if you entered an account name on one screen and then immediately pressed another Feature key, the account name will not be recorded by the system.</p> |   |
| 8   | <p><b>Clear Key:</b> Allows you to delete entries or backup to a previous screen.</p>   |



## Connections on the Back of the Machine



| Item | Description  |
|------|--|
| 1    | <i>Power Switch:</i> Powers the machine on and off.  |
| 2    | <i>USB Port (type B peripheral port):</i> Used to connect to: <ul style="list-style-type: none"><li>• the Pitney Bowes Data Centre via a USB cable connected to a Windows PC that has Internet access (known as PC Meter Connect™ desktop application).</li><li>• Data Exchange via a PC (optional software product), which allows you to transfer Standard Accounting data from your machine to your PC</li></ul> |
| 3    | <i>USB Port (type A host port):</i> Used to connect: <ul style="list-style-type: none"><li>• to the Pitney Bowes Data Centre via LAN Internet using a USB to LAN network adapter)</li><li>• an external printer to print report data</li><br/><li>• an external weighing platform (scale)</li><li>• a USB flash drive to store accounting data for high-end accounting systems (e.g., InView™)</li></ul>           |
| 4    | <i>Power Input:</i> Connects to AC power cord (supplied)   |

# 3 - What You Can Print on Mail Pieces

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## Printing Options

You can select to print the following components on your mail piece:

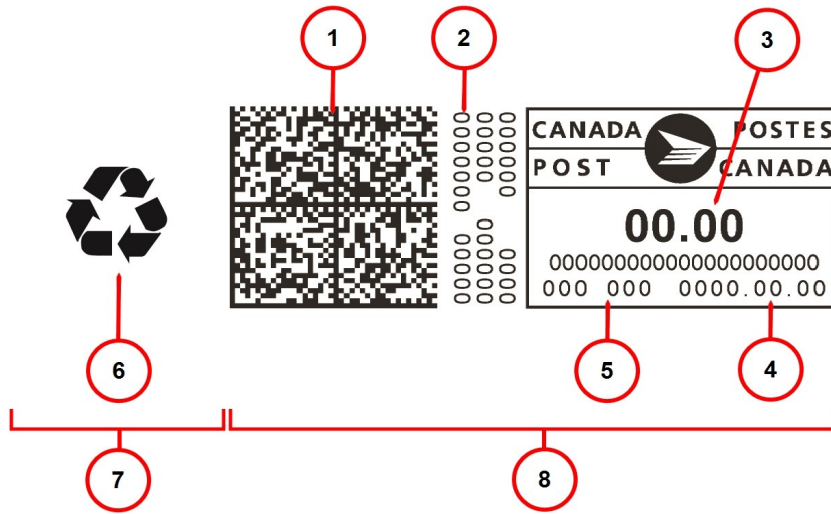
- *A normal meter stamp*, also referred to as the indicia includes:
  - Current date/time
  - Datamatrix barcode
  - Postal Code of the machine
  - Meter serial number
  - Postage amount
- *A meter stamp with an advanced date*
- *A meter stamp with \$0.00 postage*
- *An optional advertisement*
- *An optional postal inscription*
- *Printing only the Date and Time (no meter stamp).*
- *Printing Advertisement, Date And Time Only (no meter stamp).*
- *Bypass all printing and Seal the Envelope only.*

For information on printing a normal meter stamp, refer to [Determining the Amount of Postage Needed](#).

For information on the locations of the meter stamp and optional components, refer to [What's in the Meter Stamp](#).

## What's in the Meter Stamp

The location of the meter stamp items on a mail piece or tape strip are shown here.



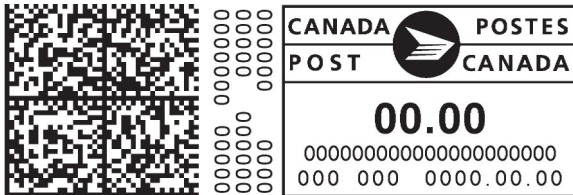
| Item | Description                  |
|------|------------------------------|
| 1    | Encrypted Canpost indicia    |
| 2    | Meter serial number          |
| 3    | Postage amount               |
| 4    | Date                         |
| 5    | Postal code of postage meter |
| 6    | Envelope Ad                  |
| 7    | Optional printing area       |
| 8    | Required printing            |

**Meter Stamp, Optional Advertisement and Postal Inscription Components**

## Check the Meter Stamp Imprint

You can check the meter stamp imprint by printing a meter stamp with \$0.00 postage.

To print with \$0.00 postage, press **Zero** at the Home screen and press **Enter/yes**, and slide an envelope or a tape sheet through the machine.



## Printing a Meter Stamp with an Advanced Date

You may want to advance the date printed on the meter stamp if it is after normal business hours and you want to prepare outgoing mail for a future business day's mailing.

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**NOTE:** The machine automatically advances the printed date on the meter stamp (as well as its internally held date) when the system time reaches 12:00 AM.

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### Advanced Date Features

- You can advance the date up to 30 days from the current date.
- Changing the printed date does not change the machine's internally held date.
- You can always return the printed date to the current date.
- You cannot change the printed date to a date earlier than the machine's internally held date (in an effort to "backdate" the mail).
- Accounting data is posted on the actual date the mail piece is run (per the internal clock/calendar in the mailing system), *not by the date printed on the meter stamp*.

### How to Advance the Date Manually

1. Press **Options**.
2. Select **Advance the date**.
3. The Machine displays the current date in MM DD YY format. You may either:

**Add one day** – to advance the date one day.

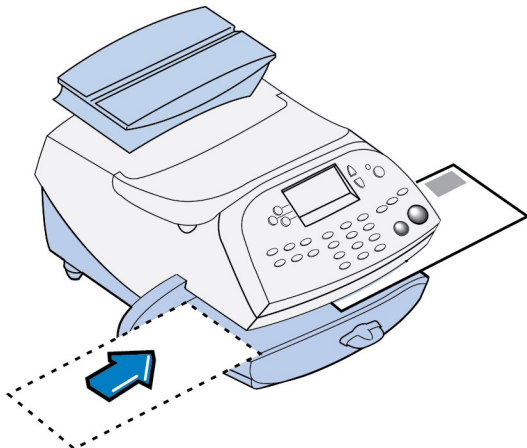
**Add X days (1-30)** – Key in the number (in US from 1-30) representing the number of days that you want to advance the date.

4. Select **Continue**. The new date now shows in the Home screen.
5. To set the date on your mail back to the current date, press **Options** and select **Set to today's date**.

## Printing only the date and time (no meter stamp)

You may want to use this feature to time-stamp incoming mail or sensitive documents.

1. Press **Print Menu**.
2. Select **Date and Time Only**.
3. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the time and date and ejects the envelope/tape sheet.  
NOTE: Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.



4. Select **Exit Date and Time** when finished to return to the Home screen.

## Adding and Removing Advertisements at the Machine

1. From Home screen, press **Page Down** to second screen and select **AD**.
2. Select **Select an Ad**.
3. Key in the ad number and press **Yes/Enter** OR scroll through ads and then select the ad.
4. You return to the Home screen with the name of the account listed on the second screen.

## Purchasing other Envelope Ads for your Machine

Your machine comes pre-loaded with six envelope ads. If you want another envelope ad, contact Pitney Bowes (see [Pitney Bowes Contact List](#)). Ready-made items can be purchased and downloaded directly to your machine. You can also work with Pitney Bowes to create custom ads.

**Note:** Your ad must be purchased and the machine must be connected to Pitney Bowes Data Centre for this download procedure.

1. From the Home screen, press **Page Down** to scroll to the second screen and select **AD**.
2. Select **Install an Ad**.
3. Select **Connect now**. The system connects to the Pitney Bowes Data Centre (this may take a few moments). The download status of the displays.
4. After connection is made and the download has completed, a message stating so displays. Select **OK**.
5. Return to the Home screen and follow the procedure for [Adding and Removing Advertisements at the Machine](#).

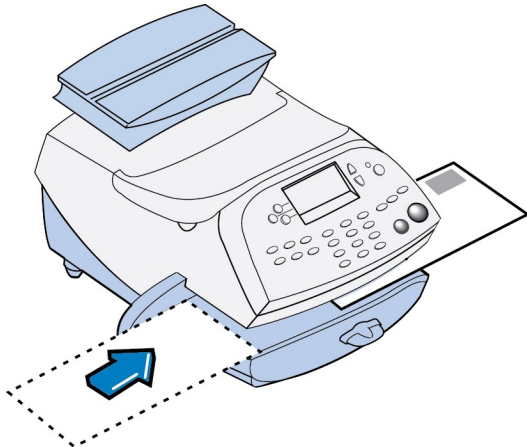
## Printing advertisement, date and time only (no meter stamp)

1. Press **Print Menu**.
2. Press **Page Down** and select **Ad, Date & Time**.
3. The **Print Ad, Date & Time** screen appears.
  - If you already have an envelope ad set as part of your meter stamp, that ad is listed on the display next to the "Ad" selection. If this is the correct ad, continue with step 4.
  - If you need to change the ad, or select one if none was chosen, select **Ad**, then select **Select an Ad**. Choose an ad from the list provided. You return to the **Print Ad, Date & Time** screen.



4. Place the envelope/tape sheet up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the ad, time and date, and ejects the envelope/tape sheet.

Make sure you orient the mail piece so the date and time prints on a blank section of the mail piece.



5. Select **Exit Ad Date & Time** when finished to return to the Home screen.

## Adding and Removing Inscriptions

**Important!** The postal inscription that prints on the meter stamp is a separate setting from the postal class you choose when you rate your mailpiece. You rate the mailpiece as part of the procedure(s) for running mail; the inscription and the class should match for your mailpiece. However, if you change one of these on your mailing machine, it does NOT automatically change the other. If you change the inscription be sure it matches the class you select when processing mail. Refer to the [Running Mail](#) topic for more information.

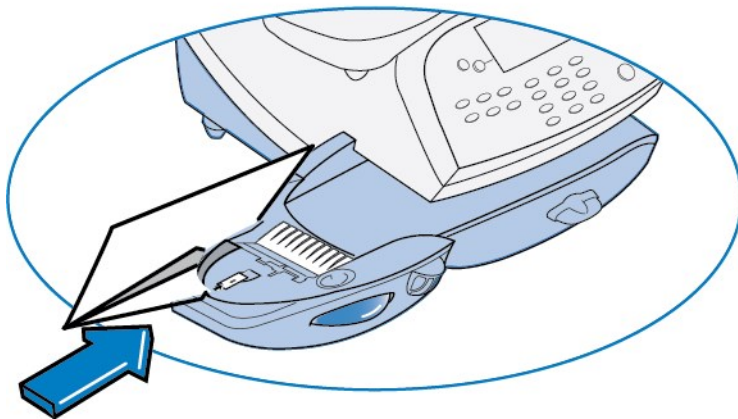
1. From Home screen, press **Page Down** to second screen and select **Insc.**.
2. Select **Select an Inscript.**
3. Key in the inscription number and press **Yes/Enter** OR scroll through inscriptions and then select the inscription.
4. You return to the Home screen with the name of the inscription listed on the second screen.

## Purchasing other Postal Inscriptions for your Machine

Additional inscriptions can be ordered through the Pitney Bowes Supply Line, contact Pitney Bowes (see [Pitney Bowes Contact List](#)). Inscriptions can be purchased and downloaded directly to your machine.

## Seal the Envelope Only - Bypass All Printing

1. Press **Print Menu**.
2. Select **Seal Only**.
3. Place flap along moistener and move towards the right.



4. Slide the envelope to the right until the system takes hold of it. The system seals and ejects the piece.
5. Select **Exit Seal Only** when finished to return to the Home screen.

# 4 - Running Mail

|  |    |
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| Determine the Amount of Postage Needed.....        | 28 |
| Applying Postage Entering Postage In Manually..... | 29 |
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| Applying Postage Using The Weighing Platform.....  | 32 |

## Power up the Machine

When you power up your system, the Home screen appears on the operating display. If your system has been set up to require a Lock Code or password, you are prompted to enter it.

A typical Home screen is show below (with optional scale connected and optional internal rating feature).

|                   |          |
|-------------------|----------|
| mmm dd yy         | ≡\$0.00≡ |
| ◀ACCT: Name       |          |
| ◀CLASS: None      |          |
| ◀SCALE: 0lb 0.0oz |          |

## Checking the Amount of Postage Available

1. Press **Funds**.
2. The funds left, used, and pieces processed display.

| FUNDS        |          |
|--------------|----------|
| Available    | \$204.94 |
| Used         | \$17.06  |
| Total Pieces | 40       |

*Available* – the amount of funds (postage) left in your meter

*Used* – the total of all postage ever used in the meter

*Total Pieces* – the total number of mail pieces run through the meter that had postage applied

3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

## Determine the Amount of Postage Needed

The amount of postage required for a mail piece is based on Canada Post regulations and includes the following factors:

- class of mail (how fast you want the mail piece delivered )
- weight
- shape (for certain size letters and all packages)

### Calculate the Postage Manually

If you need to calculate the postage manually, please contact your local Post Office or go to [www.canadapost.ca](http://www.canadapost.ca) for the latest rates and fees. Based on those rates and fees and the above factors you can determine the exact postage and can key that amount into the machine. Refer to [Entering Postage Amount Manually](#).

### Use the Internal Rating to Calculate the Postage

Use the machine can calculate the postage for the mail pieces based on the weight you provide. Refer to [Applying Postage Using Internal Rating](#).

### Use the Scale with Internal Rating to Calculate Postage

If you have purchased the scale, the machine can calculate the postage required for the mail piece. Refer to [Applying Postage Using Scale and Internal Rating](#).

### Use the Differential Weighing Mode

#### For All Weighing Modes

**Large Pieces-** Use tape sheets to apply postage for large pieces that can't be run through the machine. Feed the tape sheets into the machine the same way you would feed an envelope. Apply the postage tape sheets on the mail piece or parcel.

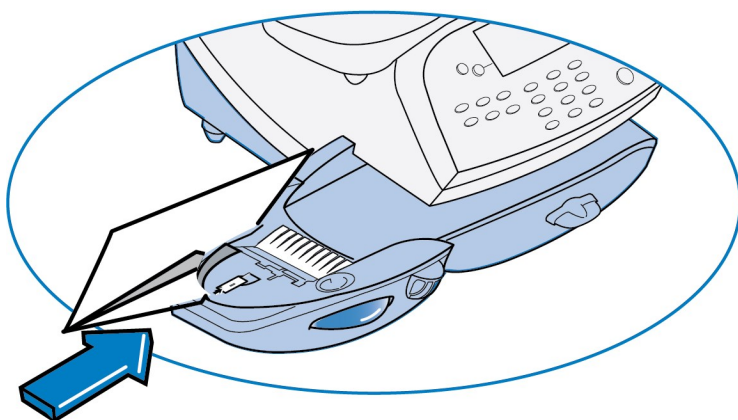
**Zone or Postal Code -** If the class or weight requires a Zone or Postal Code the system prompts you to enter the destination Zone or Postal Code.

## Applying Postage Entering Postage In Manually

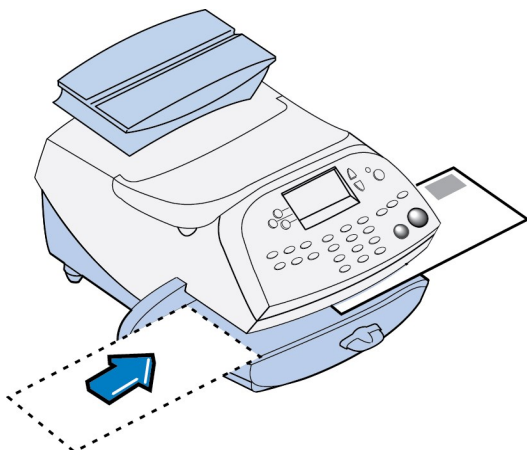
This procedure can be used when you already know the weight of a mail piece and you are not using the integrated weighing platform.

1. Press **Weigh/Rate**.
2. Select **Enter Manual Weight**.
3. Key in pounds and select **Set Pounds** (maximum is 70 lbs.).
4. Key in ounces and select **Set oz and Continue**.

5. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes).
6. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen is usually **Services** and lists special services such as COD and Insurance. If you are unsure if a particular class is valid for your mail piece, call your local post office or visit [www.canadapost.ca](http://www.canadapost.ca).
7. Select **Done** when finished entering all the class options and fees.
8. If using the moistener, place flap along moistener and move towards the right.



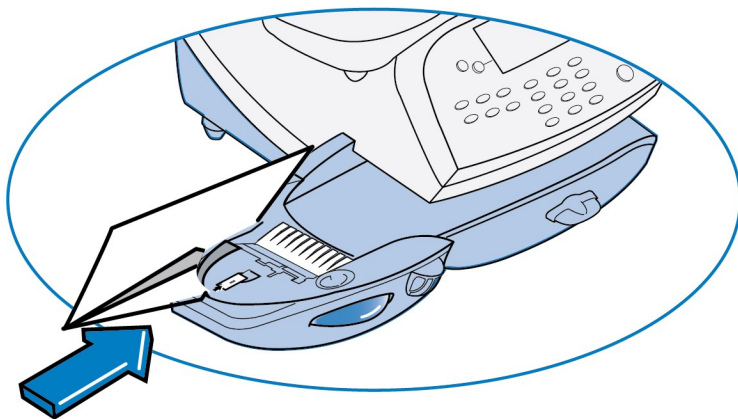
9. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/tape sheet.



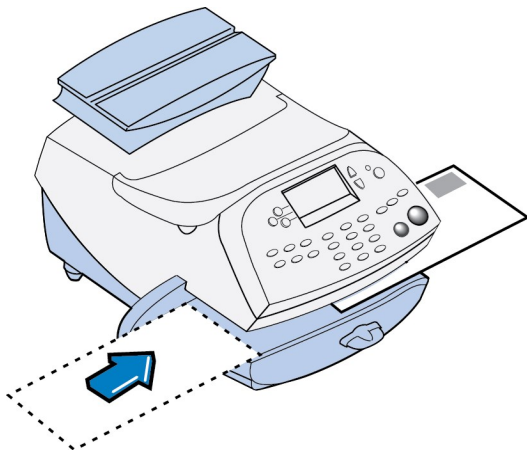
## Applying Postage Entering Weight In Manually

This procedure can be used when you already know the weight of a mail piece and you are not using the integrated weighing platform.

1. Press **Weigh/Rate**.
2. Select **Enter Manual Weight**.
3. Key in kilograms and **Set Kilograms** (maximum is 31.7 kg)
4. Key in grams and select **Set gm and Continue**.
5. Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes).
6. If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen is usually "Services" and lists special services such as COD and Insurance. If you are unsure if a particular class is valid for your mail piece, call your local post office or visit [www.canadapost.ca](http://www.canadapost.ca).
7. Select **Done** when finished entering all the class options and fees.
8. If using the moistener, place flap along moistener and move towards the right.

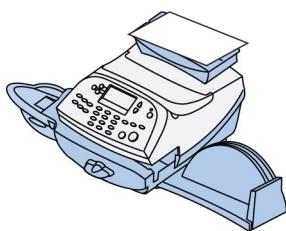


- Place the envelope/tape sheet up against the registration wall of the system and slide it to the right until the system grasps it.



## Applying Postage Using The Weighing Platform

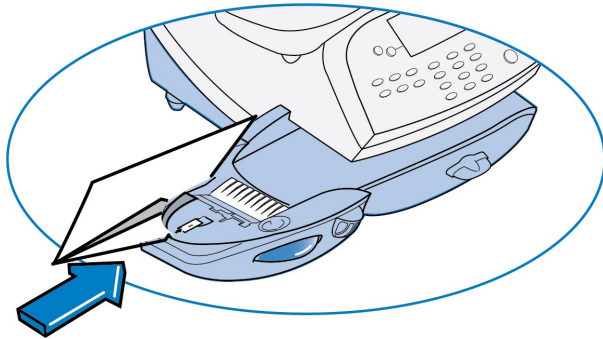
- Make sure the scale is activated (you will see "0 kg and 0 gm" on the display). See [Turning Scale On or Off](#) to turn your scale on if necessary.
- Place mail piece on weighing platform. The weight of the mail piece will appear on the top-line of the display and valid classes and rates for this weight are displayed.



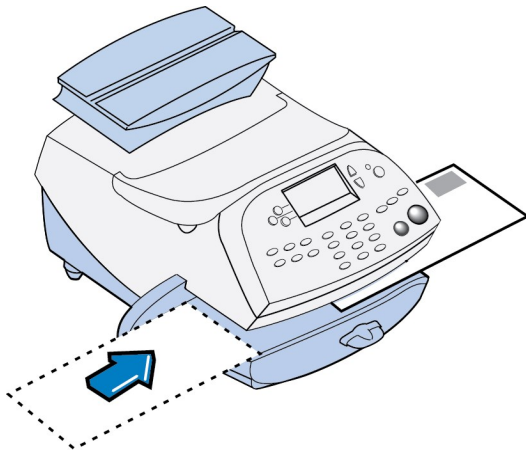
- Select the desired class by pressing the key next to the class name (use the scroll keys to see additional classes). If you are unsure if a particular class is valid for your mail piece, call your local post office or [www.canadapost.ca](http://www.canadapost.ca).
- If there is no value next to the class name, more information is needed. Follow the prompts for the options and/or services available for this class of service. The last screen shows "Services" and lists special services such as COD and Insurance.
- Select **Done** when finished entering all the class options and fees.



6. If using the moistener, place flap along moistener and move towards the right.



7. Place the envelope up against the registration wall of the system and slide it to the right until the system grasps it. The system prints the meter stamp and ejects the envelope/tape sheet.



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# 5 - Using Batch Count Feature

|                                   |    |
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## Viewing the Batch Mail Count

Your system can keep track of batches of mail. You can use this feature to track the amount of mail going out per day, per week, per month, etc. The system stores the postage value and piece count information in a "batch register".

To view the batch count:

1. Press **Funds**.
2. Press **Page Down**.
3. The display shows the batch information.

---

| Funds Report Description |
|--------------------------|
|--------------------------|

---

*Batch Count:* The number of mail pieces that had postage applied since the last time the batch count was cleared.

*Batch Value:* The amount of postage applied since the last time the batch value was cleared.

---

4. To clear the batch count, refer to [Clearing the Batch Count](#). or press **Home** to return to the Home screen.

## Printing the Batch Count

1. Press **Funds**.
2. Press **Page Down** twice and select **Print Funds Report**.
3. At the "Please insert envelope or tape sheet to print report" prompt, place the envelope/tape sheet up against the back wall of the system and slide it to the right until the system grasps it. The Funds Reports is printed and the envelope/tape strip is ejected.
4. Press **Home** to return to the Home screen.

|                     |                              |                                |           |
|---------------------|------------------------------|--------------------------------|-----------|
| <b>Funds Report</b> | <b>Used:</b> \$031.600       | <b>Account No.:</b> 99999999   |           |
|                     | <b>Available:</b> \$068.400  | <b>Batch Count:</b> 3          | MAY 26 13 |
|                     | <b>Total Pieces:</b> 29      | <b>Batch Value:</b> \$002.720  | 4:33p     |
|                     | <b>Control Sum:</b> \$100.00 | <b>PBI Serial No.:</b> 1100024 |           |

### Funds Report Description

*Used:* The total of all postage ever used in the meter.

*Available:* The amount of postage remaining in the meter.

*Total Pieces:* The total number of mail pieces run through the machine that had postage applied.

*Control Sum:* The total of all postage refills for the meter and equals the amount Used plus Available. This is a postal requirement that verifies an accurate accounting of the postage in your meter.

*Batch Count:* The number of mail pieces that had postage applied since the last time the batch count was cleared.

*Batch Value:* The amount of postage applied since the last time the batch value was cleared.

*PBP Serial No:* The serial number of this meter (normally meter number).

## Clearing the Batch Count

**IMPORTANT:** Make sure you really want to clear the batch count; once you do, you can't restore the data.

1. Press **Funds**
2. Press **Page Down** and select **Clear batch values**.
3. At the "Confirm Clear" prompt, press **Yes/Enter** to confirm. The batch value and batch piece registers return to zero
4. Press **Home** to return to the Home screen.

# 6 - Maintenance

|   |    |
|---|----|
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| Cleaning the Moistener Brush.....           | 52 |
| Cleaning the moistener wick and holder..... | 53 |

## Ink Cartridge Replacement Messages

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**NOTE:** Please be sure to keep a spare ink cartridge on hand at all times.

---

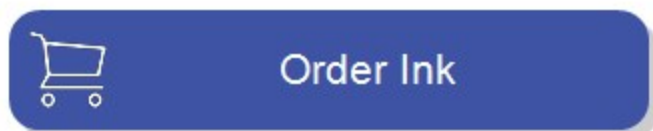
Your actual ink usage will vary, depending on whether you routinely print ads, the number of pieces of mail you print a day and other factors. The following messages regarding ink supply status appear on the machine display:

### “Low Ink”

Replace the ink cartridge soon. You can print about another 300 impressions or leave the system running for six days without printing. If you don't have a replacement cartridge on hand, you should order one now. Refer to the Contact List for information on ordering supplies.

### “Ink Out”

Replace the ink cartridge immediately. The ink supply is gone you will not be able to print any postage.



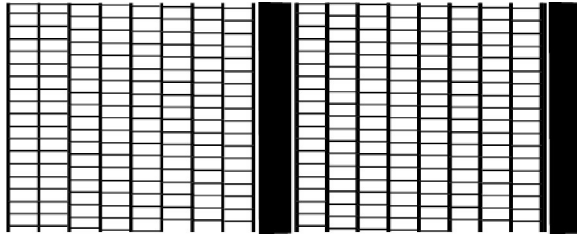
## Printing a Test Pattern

The test print allows you to print a test pattern to see if the print head is functioning properly or you have enough ink in the cartridge.

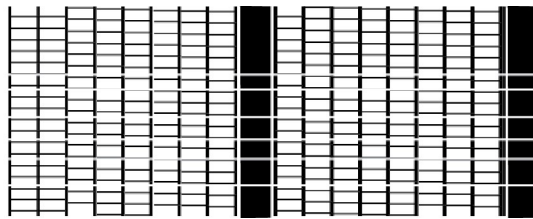
1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.



5. Select **Printer maintenance**.
6. Select **Test Print**.
7.
  - The test pattern should look like the sample below **Good Test Print** (no missing lines). If it does then press **Enter/yes**.



- If the test pattern looks like the sample below **Poor Test Print**(missing lines), press **No**The machine will execute a print head cleaning. When complete you will be returned to the PM maintenance menu.



## Purging the Print Heads

If you get a poor test print pattern, purge the printer heads to see if this fixes the problem.

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **Printer maintenance**.

6. Select **Purge**.
7. You have a choice of 4 purges to use. Normally selecting **Purge A** is sufficient to purge the system, unless directed by a Pitney Bowes agent to do otherwise.
8. The system executes a purge. This may take a few moments. When finished, you return to the Purge screen.
9. Press **Clear** (back arrow key) 5 times to return to the Home screen.

## Replacing the Print Head

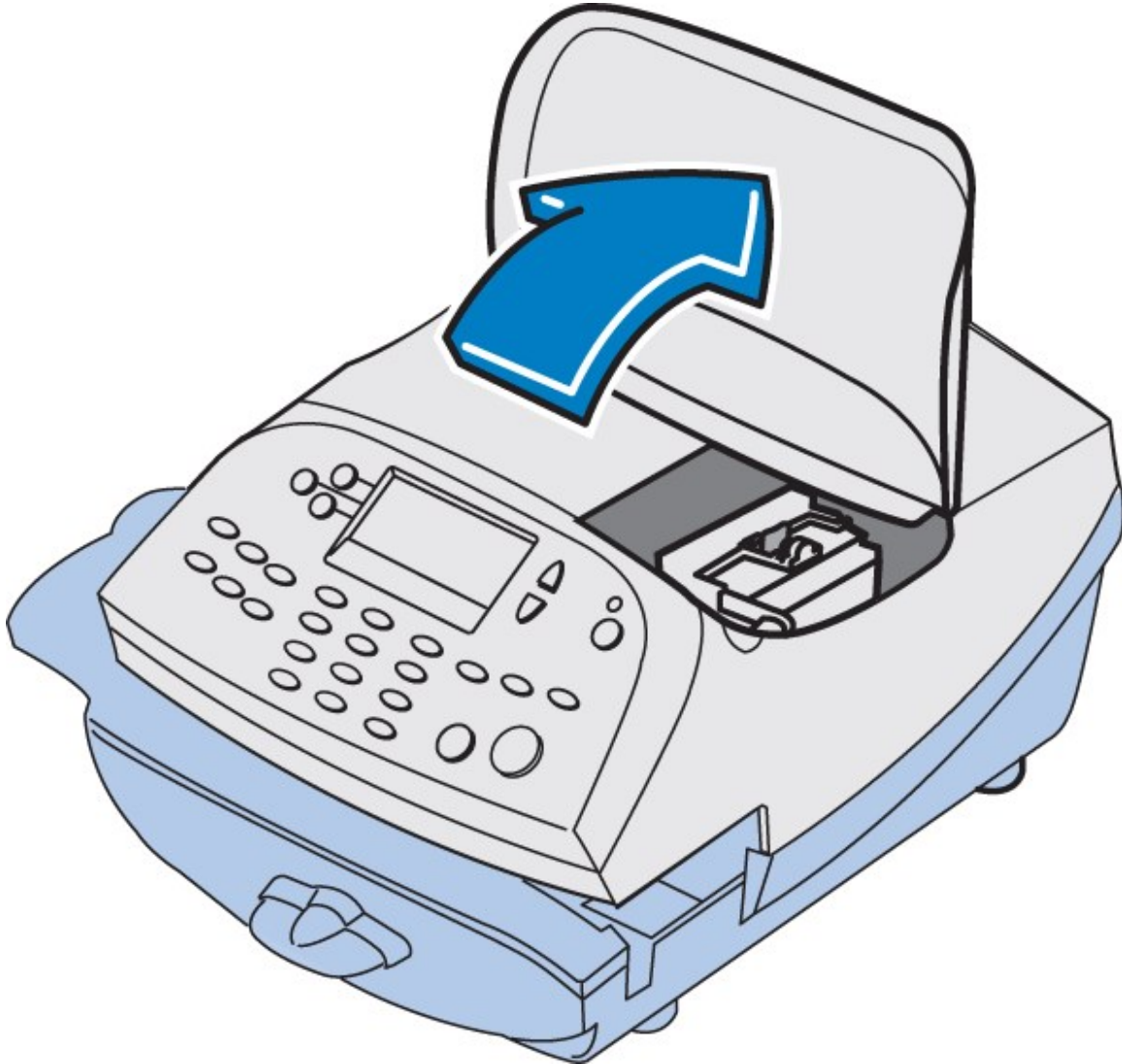
---

**IMPORTANT:** This procedure should only be done under the direction or with the permission of a Pitney Bowes representative. This procedure can also be used to reseal the print head in response to a possible error condition.

---

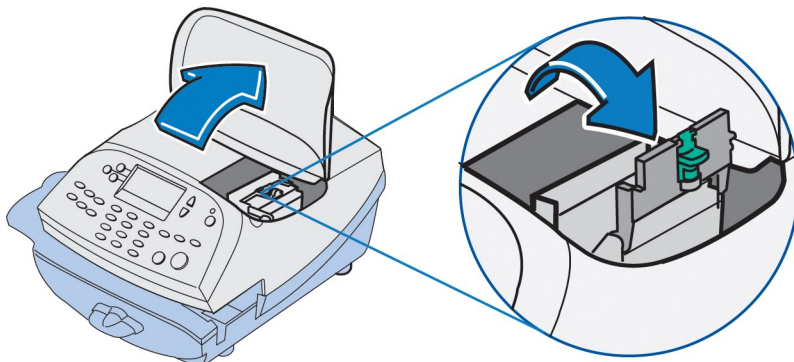
If you are still experiencing poor print quality after *purging the print head*, you can replace the print head.

1. Remove the weighing platform (if you are using one) by lifting it straight up.
2. Open the top cover.

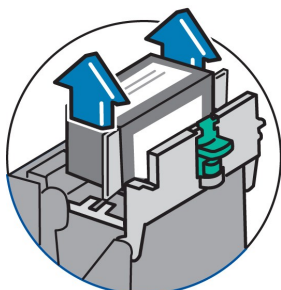


3. Select **Replace Ink Tank** on the display. This moves the printhead and ink tank cartridge into position.

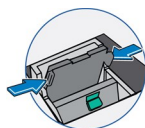
4. Unlatch the ink tank cartridge guard by sliding the green lever to the right and flipping the guard open.



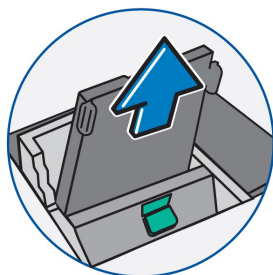
5. Lift up and remove the ink tank cartridge.



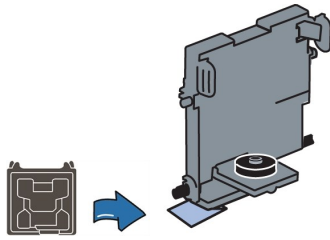
6. Squeeze in on the two gray tabs on either side of the print head so that they slide toward each other.



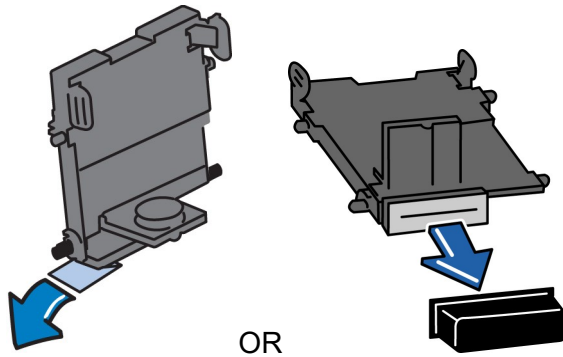
7. While squeezing, lift and tilt the print head to the right toward the space for the ink tank cartridge. The print head should come up out of the machine.



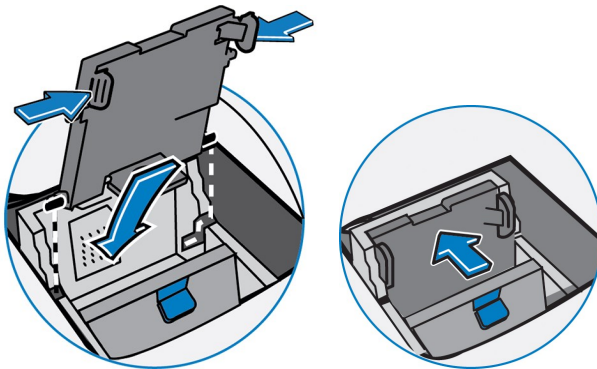
8. Remove the new print head from packaging.



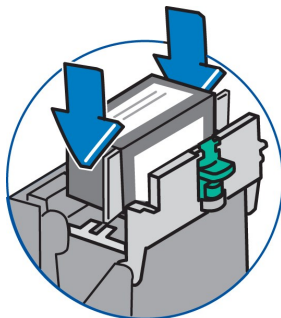
9. Remove the protective tape or the black cap from the bottom of the new print head.



10. Squeeze the two gray tabs on either side of the new print head and slightly angle the print head while pushing the print head flush against the wall.



11. Replace the ink cartridge, see [Replacing the Ink Tank Cartridge](#) if you need assistance.



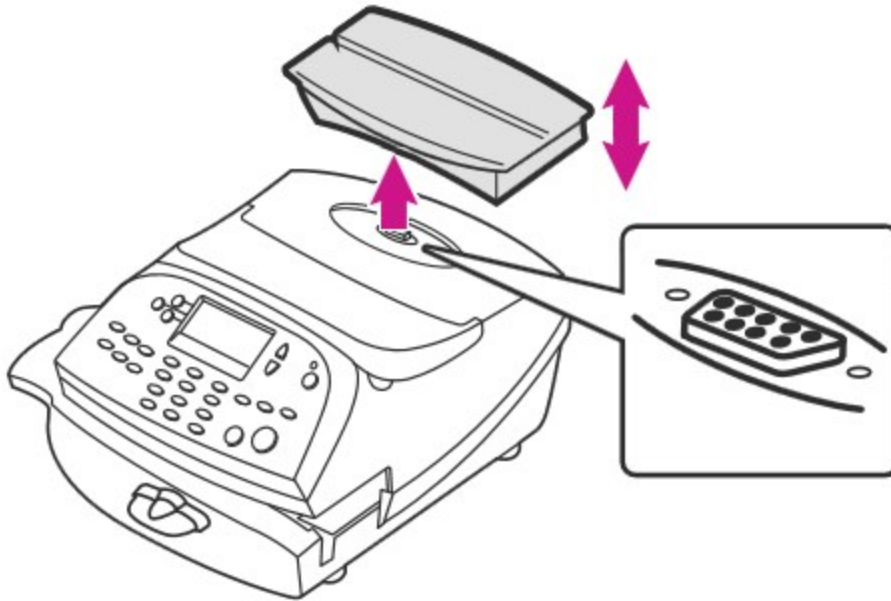
12. Close the top cover and reposition the weighing platform, if you are using one. The machine resets and you return to the Home screen.



## Replacing the ink cartridge

Try replacing the ink cartridge to improve the print quality.

1. If present, remove the scale by lifting it straight up.





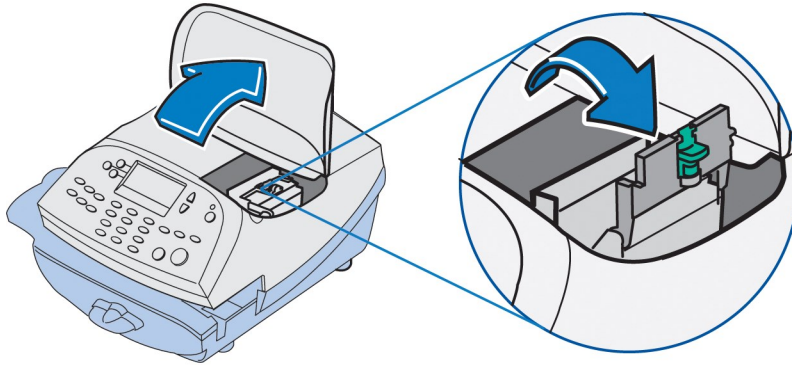
2. Open the top cover.



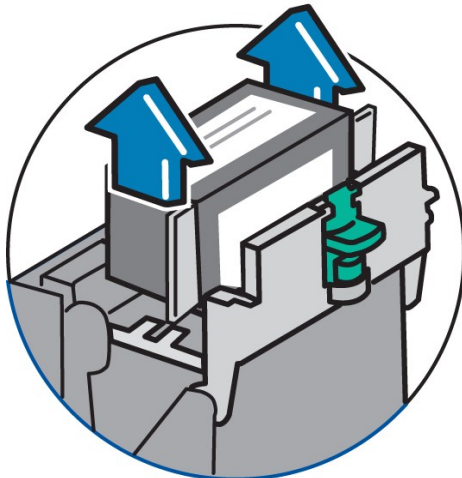
3. Select **Replace Ink Tank** from the menu.



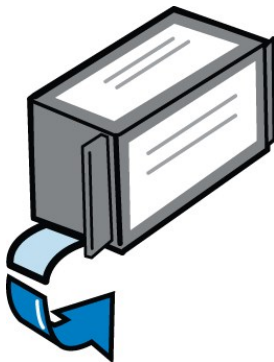
4. Open the ink tank cartridge guard by sliding the green lever to the right and flipping the guard open.



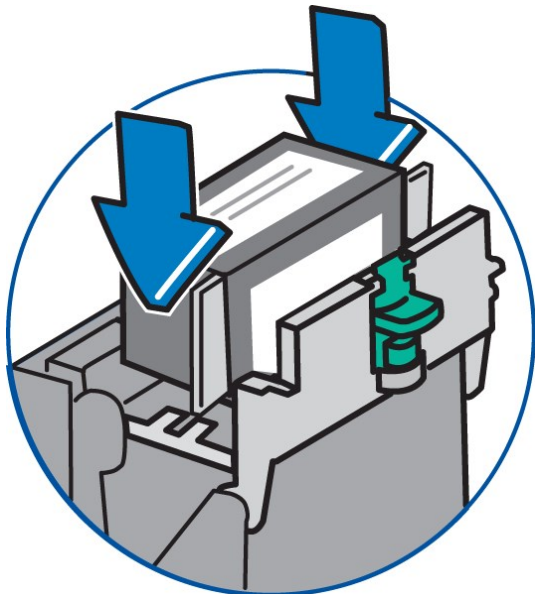
5. Lift up the ink cartridge and remove it from the machine.



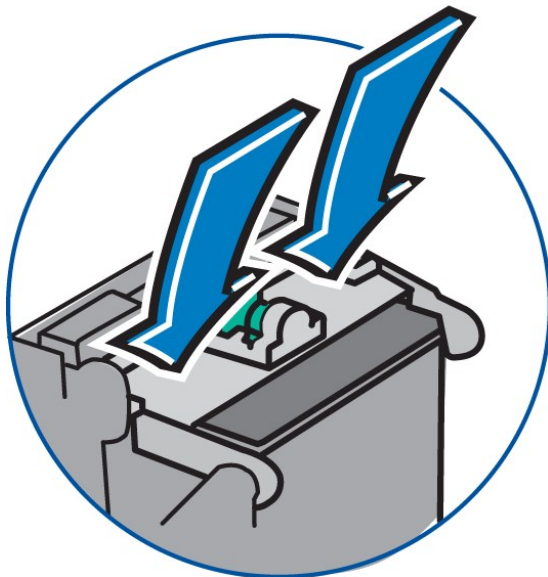
6. Remove the tape from the bottom of the new ink cartridge.



7. Lower the ink cartridge into the cavity so that the label on the top of the cartridge faces the front of your system. The ridges on either side of the ink cartridge slide into the grooves.

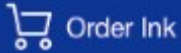


8. Close the ink cartridge guard latch and click to secure. Caution: Excessive force may break the green tip of the lever.



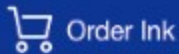
9. Close your cover. Your meter automatically recognizes the new ink cartridge and returns to the Home screen after a few minutes.
10. Re-seat your scale, if necessary.

Only use postal approved ink cartridges, as non-postal approved cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge:



### Related topics

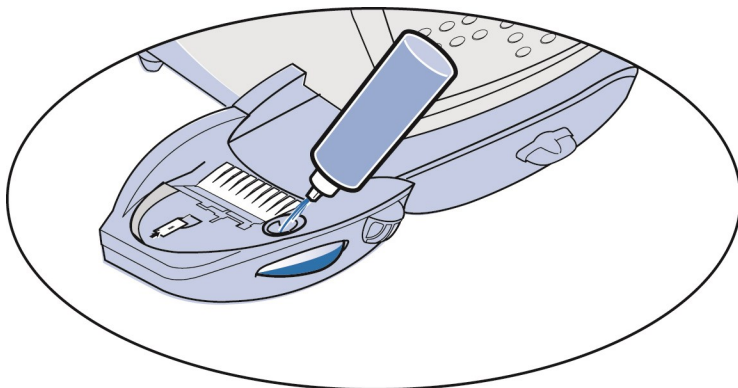
- [Resolving printing error codes and system messages](#)
- Only use genuine Pitney Bowes ink cartridges, as non-Pitney Bowes cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge:



## Filling the moistener tank

Refer to the following procedure to refill the moistener.

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 because it helps keep your moistener clean and improves sealing efficiency. Refer to the [Pitney Bowes Contact List](#) to order E-Z Seal.
3. If the tank was empty, allow 30 minutes for the moistener brush and wick to get completely wet.

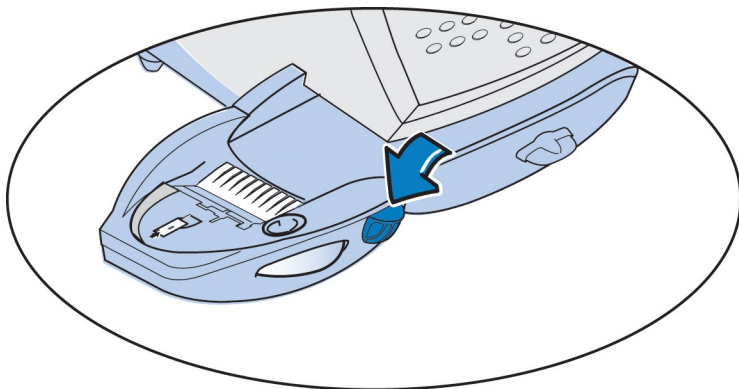
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**NOTE:** Do not overfill the moistener tank.

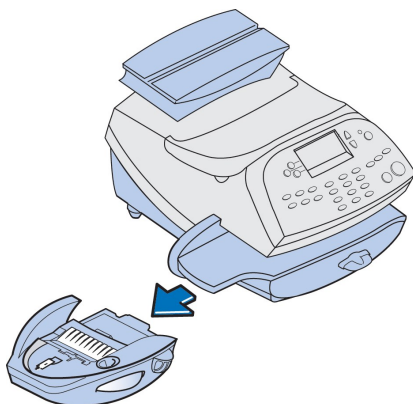
---

## Cleaning the Moistener Brush

1. Push down on the blue release lever on the moistener.

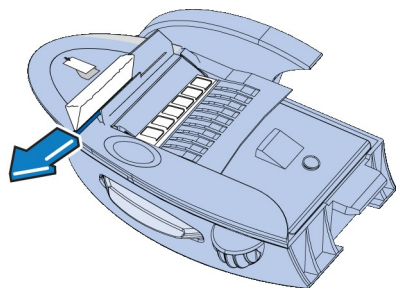


2. Pull the moistener straight out to the left away from the machine.

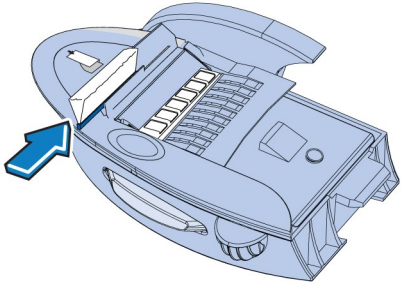


3. Open the hinged brush holder.

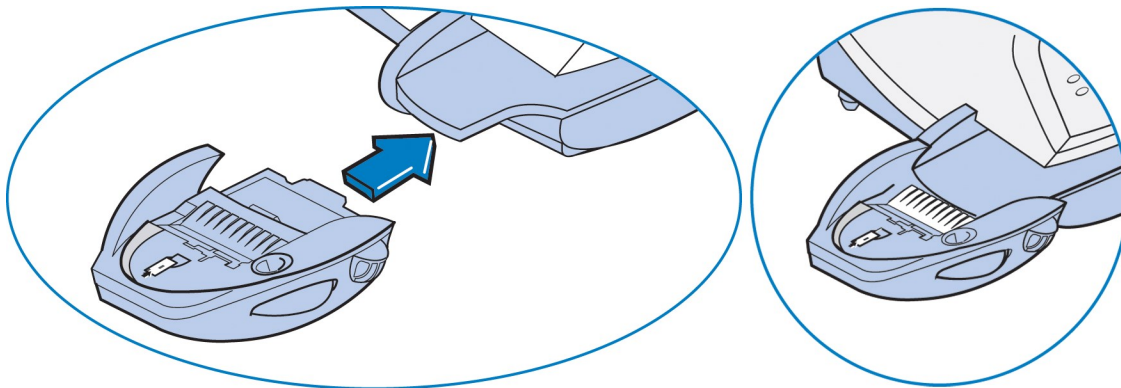
4. Grasp the bristles and slide the brush out of the hinged brush holder, toward the front of the moistener tank.



5. Clean the brush in plain water, and rinse thoroughly. Blot the brush with a paper towel to remove excess water.
6. Position the brush as shown at right so its bottom edge is under the mounting tabs and slide the brush back toward the rear of the moistener.



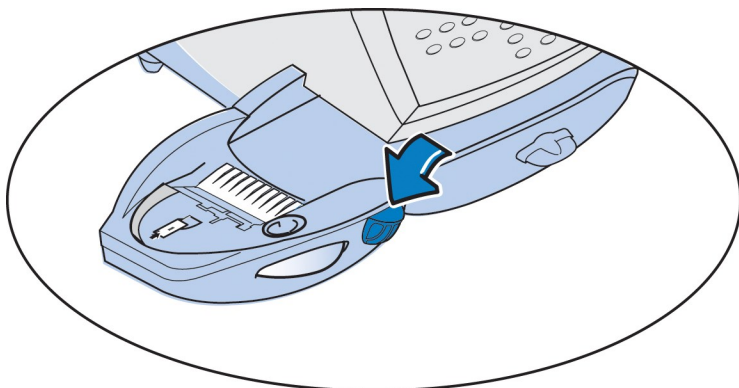
7. Reinstall the moistener. Push down on the blue release lever on the moistener and guide the moistener back onto the machine. You should hear a click as it engages.



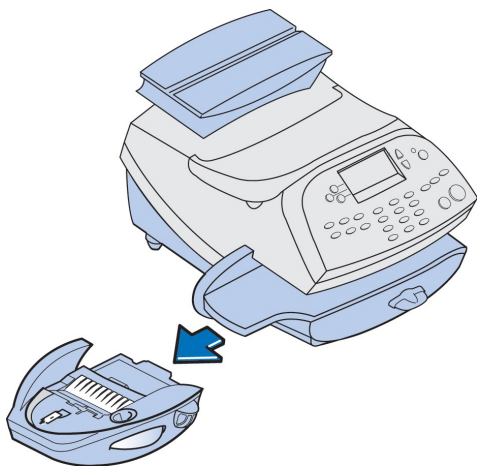
## Cleaning the moistener wick and holder

Your optional in-line moistener applies E-Z Seal® solution to the envelope flap. Clean your moistener brush and wick if your moistener tank is full and sealing is incomplete.

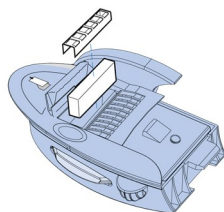
1. Push down on the blue release lever on the moistener.



2. Pull the moistener straight out to the left away from the machine.

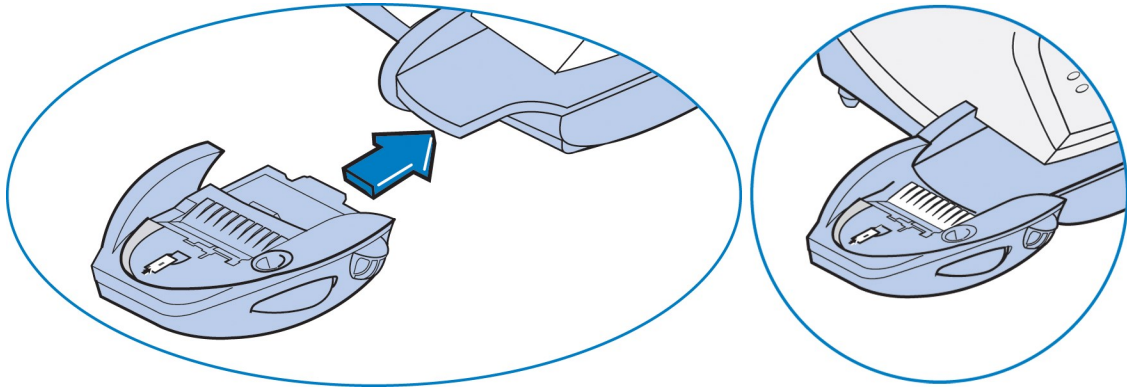


3. Pull up to remove the holder and wick from the moistener.



4. Separate wick from metal holder.
5. Clean the wick in plain water, and rinse thoroughly. Blot the wick with a paper towel to remove excess water.
6. Reinstall the wick back in the holder.
7. Reinstall the wick and holder assembly into moistener. Be sure the holder is seated against the top of the wick.

8. Reinstall the moistener.
  - a. Push down on the moistener's blue release lever.
  - b. Slide the moistener back onto the machine. You hear an audible click when it engages.



If you need further assistance, please contact us.

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# 7 - How to Enter Text

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# About Entering Text

## When is Text Entry Used?

Text is entered for these functions:

- International mail (selecting a country)
- Entering Canada and UK Postal Codes
- Naming a Custom Preset
- Naming an Account in the Departmental Accounting feature

## How is Text Entry Done?

Text entry is done via the numeric keypad in a fashion similar to current cell phone text entry. Each key, 2 through 9, has three or four letters displayed above it.

There is no dedicated key to switch between alpha and numeric mode. On those screens (and only those screens) where either an alpha or numeric character may be entered (e.g. preset names, postal codes, account names), press a numeric key to cycle through the 4 possibilities for that key. For example, pressing the “2” numeric key cycles through "2" - "A" - "B" - "C". Extended character sets are provided for foreign markets on a country-by-country basis. In those cases, a numeric key may be pressed more than four times to cycle through the complete character set associated with a key.

If you wish to enter two consecutive alpha characters that are located on the same numeric key (such as “DE”), you must wait for the cursor to automatically move right to the second character’s position before entering the second character. There is about a 1-second delay following an alpha entry before the cursor moves one position to the right.

## Postal Codes

In postal codes, all alpha characters are uppercase. For non-US postal codes that follow a fixed format of alpha and numeric characters, only the appropriate alpha or numeric in each specific position is allowed.

## Custom Preset Names and Account Names

For Preset names, and Account names, the first letter of the first word automatically defaults to uppercase.

## Special Characters

Special characters are accessed by repeatedly pressing the “1” key. Special characters include:

| Item |                   |   | Description       |
|------|-------------------|---|-------------------|
| ,    | Comma             | ! | Exclamation point |
| *    | Asterick          | @ | At sign           |
| .    | Period            | + | Plus sign         |
| :    | Colon             | # | Number sign       |
| \$   | Dollar sign       | ^ | Carrot            |
| -    | Minus sign (dash) | = | Equals            |
| ?    | Question mark     | & | Ampersand         |
| /    | Forward slash     | % | Percent           |
| \    | Back slash        | _ | Underscore        |
| (    | Open parenthesis  | " | Quotation mark    |
| )    | Close parenthesis |   |                   |

The zero (0) key on the keypad functions as the space key. The word “Space” is printed on the machine to indicate this.

The decimal point key (.) functions as the Shift key. The word “Shift” is printed on the machine to indicate this. This key toggles between “all uppercase letters” and “all lowercase letters.” The current mode is presented on line 4 of the display. ABC to indicate the uppercase mode, or abc to indicate the lowercase mode.

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# 8 - Accounting

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# About Accounts

## Standard Accounting

The standard accounting feature on your machine allows you to track your postage costs by categories. These categories can represent whatever is appropriate for your organization - departments, people, locations, projects, etc. Tracking your mailing expenses by category allows you to manage and budget your postal costs in a more efficient manner.

The system provides the following accounting options:

- A name up to 12 alphanumeric characters long.
- An account 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 (if set up) can run enhanced accounting features

## Enhanced Accounting

### InView™ Accounting

Your DM125 mailing machine can run enhanced accounting software from Pitney Bowes called InView™ Accounting. This software allows you to further customize your categories into subaccounts and even subsubaccounts allowing for more details accounting of your mailing expenses.

### InView™ Meter Reporting

This optional web based software from Pitney Bowes allows you to view, consolidate and analyze postage meter usage information from one mailing machine or multiple machines throughout your organization.

For more information on InView™ Accounting and InView™ Meter Reporting visit the Pitney Bowes website and enter "InView" in the search field on our Home page.

## Turning Accounts On and Off

### Turning Accounts On

1. At the home screen, press **Options**.
2. Press **Page Down** and select **Turn items ON/OFF**.
3. Select **Accounting**
4. Select **Standard Acct**. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.

—If you want to enable InView Accounting you must have purchased that option. Refer to document SV62371 *InView Accounting Guide for the DM125, DM225 Digital Mailing System* on our website for information on setting up InView Accounting. See [Pitney Bowes Contact List](#).

5. The next screen shown depends on your machine settings:

**If accounts have been established already** – Select **Select an account**.

**If no accounts have been established** – you are prompted to create an account. Refer to [Creating an Account](#).

6. The "Select an Account" screen displays. Press **Page Down** (if lit) to see more choices. To select an account:
  - A. Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - B. Use the appropriate selection key next to the display.
7. You return to the Home screen with the name of the account .

### Turning Accounts Off

---

**NOTE:** You will not be tracking postage by account when this feature is turned off.

---

1. From the Home screen select **ACCT**.
2. Press **Page Down** twice.
3. **Select Turning accounting OFF**. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.
4. You return to the Home screen with no account displayed.

## Creating an Account

To create an account to track postage.

1. From the Home screen select **ACCT**.
2. Select **Create an account**. If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary and select **Continue**.
3. The system prompts you for the name of this account. Key in a name for the account. It can be up to twelve alpha/numeric characters long. To access alpha characters, tap the appropriate number key until the desired character displays. When finished, select **Continue**.
4. If passwords have been enabled for accounts, you get prompted to enter one.
  - a. Key in the 4-digit password and select **Continue**.
  - b. At the confirmation password prompt, re-enter the new password and select **Set**.
5. At the prompt to create another account, either
  - a. Press **Yes/Enter** and go back to Step 3 to enter another account, OR
  - b. Press **No** to continue. You return to the Accounts menu.
6. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

## Editing Account Name and Password

You can edit an account name and establish passwords for each account if you wish.

1. From Home screen, press the selection key next to **ACCT** line to display the Accounts menu.
2. Press **Page Down** and select **Edit an account**.
3. If the supervisor password has been enabled, you are prompted to enter it. Key in the 4-digit password and select **Continue**.



4. The **Edit an Account** screen displays (a sample is shown below). Press **Page Down**(if lit) to see more choices.

To select an account:

- A. Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - B. Use the appropriate selection key next to the display.
5. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password and select **Continue**.

## Selecting an Account

You need to select an account to track postage when using Departmental Accounting.

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Select **Select an account**
3. The **Select an Account** screen displays. Press **Page Down** (if lit) to see more choices.  
To select an account:
  - A. Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - B. Use the appropriate selection key next to the display.
4. If a password has been assigned to this account, you will be prompted to enter one. Key in the 4-digit password if necessary.
5. You return to the Home screen with the name of the account listed.

## Viewing Account Totals

You can view your account totals anytime using this option.

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Press **Page Down** and select **Display acct totals**.

- The **Display an Account** screen displays. Press **Page Down** (if lit) to see more choices.

To select an account:

- Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - Use the appropriate selection key next to the display.
- The account number, name, pieces, and value of the postage used displays. Select **Continue**.
  - You have a choice to either view another account, clear the account, or exit.
    - Select **View another acct** and go back to Step 3 to enter another account to view.
    - Select **Clear this account** if you want to clear account totals. If your system has been set up to require a supervisor or account password, you are prompted to enter it. The "Clear an Account" screen displays and you continue with Step 3 from [Clearing an Account](#).
    - Follow the prompts to exit this screen if you are finished.
  - Press **Home** to return to the Home screen.

## Printing a single account report

Print a single account report to create a record of the number of pieces run and the amount of postage used since the account was last reset. Run this report only if the Departmental Accounting feature is set up on your system.

Follow these steps to print a single account report:

- Press **Reports**.
- Select **Printable report** (for DM100i and DM200L only).
- Select **Single Accounts Rpt**.
- Enter the account number.
- When prompted, insert tape sheet or envelope into the meter.
- The meter returns to the Printable reports menu once the report prints.
- Press **Clear** (back arrow key) to return to Report type menu, or press **Home** to return to the Home screen.

|                |                    |           |
|----------------|--------------------|-----------|
| Account Report | Acct Name: Sales   | 1100024   |
|                | Acct Number: 1     | MAY 26 09 |
|                | Pieces: 3          | 12:28 p   |
|                | Postage: \$024.550 |           |

If you need further assistance, please contact us.

**Important:** This only applies to meters with the optional Standard Accounting package. Contact your Pitney Bowes sales representative for information about options and pricing.

## Printing a Multi-Account Summary Report

This report provides the postage amount and number of pieces applied for a multiple accounts (if the Departmental Accounting feature is set up on your system).

To print an account report:

1. Press **Reports**.
2. Select **Printable report**.
3. Select **Multi Acct Summary**.
4. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.
5. Press **Clear** (back arrow key) to return to Reports menu or press **Home** to return to the Home screen.

| Account Summary | Account No.: | Pieces: | Postage:  | 1100024     |
|-----------------|--------------|---------|-----------|-------------|
|                 | 1            | 5       | \$024.550 | MAY 26 09   |
|                 | 2            | 8       | \$067.470 | 12:28P      |
|                 | 3            | 9       | \$009.600 |             |
|                 |              |         |           | Page 1 of 1 |

## Clearing All or Some of the Accounts

You can clear the postage totals on an account when necessary (for example, at the end of a fiscal year).

---

**IMPORTANT:** Make sure you really want to clear an account. Once you do, the account information is gone. We suggest you print an accounting report first, see [Printing a Multi-Account Summary Report](#) before clearing.

---

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Press **Page Down** and select **Clear an account**. If a Supervisor password has been enabled, you get prompted to enter one. Key in the 4-digit password if necessary.
3. The **Clear an Account** screen displays. Press **Page Down** (if lit) to see more choices. To select an account:
  - a. Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - b. Use the appropriate selection key next to the display.
4. At the confirm clear prompt, press **Yes/Enter** (or **No** if you change your mind). The account clears and you return to the Accounts menu.

## Deleting an Account

You can delete an account when necessary (for example, at the end of a fiscal year).

---

**IMPORTANT:** Make sure you really want to delete an account. Once you do, the account information is gone. We suggest you print an accounting report first before deleting, see [Printing a Multi-Account Summary Report](#).

---

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Select **Delete an account**. If a Supervisor password has been enabled, you are prompted to enter one. Key in the 4-digit password if necessary.
3. The **Delete an Account** screen displays. Press **Page Down** (if lit) to see more choices.  
  
To select an account:
  - A. Key in the first digit of the account number if you know it and press **Yes/Enter**, OR
  - B. Use the appropriate selection key next to the display.
4. At the confirmation prompt to delete the account selected, press **Yes/Enter** to delete (or **No** if you change your mind).

## Turning On Account Passwords Globally

You can turn on the requirement for all operators to enter passwords when choosing an account.

---

**NOTE:** You need to set up a Supervisor password, see [Setting Up or Disabling the Supervisor Password](#) before you can enable Account passwords.

---

**NOTE:** You need to establish a password for each account to complete the process.

---

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Press **Page Down** twice and select **Acct Passwords**.
3. Select **Turn Passwords ON**. You return back to the Accounts menu.
4. Select **Select an account**.
5. The **Select an Account** screen displays (a sample is shown below). Press **Page Down** to see more choices (if lit). To select an account you may either:
  - A. Key in the first digit of the account number if you know it and press **Yes/Enter** OR
  - B. Use the appropriate selection key next to the display.
6. You return to the Home screen with the name of the account listed.
7. Continue with **Creating an Account** later in this chapter to set up accounts with passwords.

## Turning Off Account Passwords Globally

You can turn off the requirement for operators to enter passwords (if passwords are set up) when choosing an account.

1. From Home screen, press the selection key next to **ACCT:** line to display the Accounts menu.
2. Press **Page Down** twice and select **Acct Passwords**.
3. Select **Turn Passwords OFF**.
4. You are prompted to enter the Supervisor password. Key in the 4-digit password. You return back to the Accounts menu.
5. Press **Clear** (back arrow key) or **Home** to return to the Home screen.

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# 9 - Reports

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## About Reports

Your machine allows you to view and print reports for funds usage, postage refills, and other valuable data. Some reports are done right from your machine on an envelope or tape sheet, others require an optional attached printer.

For information on printing accounting reports, refer to [Printing an Account Report](#).

---

**NOTE:**The type of reports available will vary, depending on the options installed on your machine.

---

Available reports may include:

- Add Postage Report
- Single Account Report
- Multi-account Summary Report
- Account List Report (laser printer only)
- Special Services
- Register (Funds) Report
- Configuration Report
- Systems Setup Report (laser printer only)
- Error Report
- Rates Summary Report

## Printing a Report on an Envelope or Tape Strip

1. Press **Menu**.
2. Select **Reports**.
3. **Select the report** you wish to print from the list. You may need to press the down arrow key to view additional reports.
4. If you have an attached printer, you will need to select **Mailing Machine**.
5. Place an envelope or tape strip up against the back wall and slide it to the right until the machine grasps it. If you are printing a multi-page report you will be prompted to insert another envelope or tape sheet.
6. Once printing is complete you will be prompted to print another report. You can choose **Yes** to print another report or **No** to return to the Home screen.



## Printing a Report Using a Laser Printer

1. Press **Menu**.
2. Select **Reports**.
3. **Select the report** you wish to print from the list. You may need to press the down arrow key to view additional reports.
4. When prompted, select **Attached Printer**.
5. A message appears indicating that the report will be printed to the attached printer. Select **Return to Reports Menu** to continue.

## Printing a Funds Report

Print a Funds Report to create a record of how much postage has been used and how much is remaining in the machine.

1. Press **Reports**.
2. Select **Printable report**.
3. Press **Page Down**.
4. Select **Register Report**.
5. When prompted, insert tape sheet or envelope into the machine. The report prints and the screen returns to the Printable Reports menu.

- Press **Clear** (back arrow key) to return to the Reports menu, or press **Home** to return to the Home screen.

|                     |                              |                                |           |
|---------------------|------------------------------|--------------------------------|-----------|
| <b>Funds Report</b> | <b>Used:</b> \$031.600       | <b>Account No.:</b> 99999999   |           |
|                     | <b>Available:</b> \$068.400  | <b>Batch Count:</b> 3          | MAY 26 13 |
|                     | <b>Total Pieces:</b> 29      | <b>Batch Value:</b> \$002.720  | 4:33p     |
|                     | <b>Control Sum:</b> \$100.00 | <b>PBI Serial No.:</b> 1100024 |           |

Your Funds Report contains the following pieces of information:

- **Used:** The total amount used over the lifetime of the meter.
- **Available:** The amount currently available to print.
- **Total Pieces:** The total number of pieces run over the lifetime of your meter.
- **Control Sum:** The total of the amount used and available.
- **Batch Count:** The current Batch Count.
- **Batch Value:** The current Batch Total.
- **PBI Serial No.:** The serial number of your meter.
- **Account No.:** The PB Postage account number.
- The date and time you printed your report.

## Printing your Last 5 Refills summary report

- Press **Reports**Last 5 Refills.
- Select **Printable report**.
- Select **Add Postage Report**.
- When prompted, insert tape sheet or envelope into your machine. Your machine prints your **Last 5 Refills** summary report.
- Press **Home** to return to the Home screen

|                       |                        |              |                       |                             |
|-----------------------|------------------------|--------------|-----------------------|-----------------------------|
| <b>Last 5 Refills</b> | <b>Date of Refill:</b> | <b>Time:</b> | <b>Refill Amount:</b> | <b>Account No:</b> 99999999 |
|                       | MAY 23 09              | 10:25A       | \$100.000             | <b>Meter No:</b> 1100024    |
|                       | APR 15 09              | 4:29P        | \$050.000             | <b>Printed:</b> MAY 26 09   |
|                       | APR 02 09              | 9:04A        | \$075.000             |                             |
|                       | MAR 15 09              | 12:29P       | \$200.000             |                             |
|                       | FEB 23 09              | 11:32A       | \$100.000             |                             |

Your Last 5 Refills summary report contains the following pieces of information:

- **Date of Refill:** The date of the postage refill.
- **Time:** The time of the refill.

- **Refill Amount:** The amount of the postage refill.
- **Account No:** Your PB Postage account number.
- **Meter No:** The serial number of your meter.
- **Printed:** The date you printed your report.

If you need further assistance, please contact us.

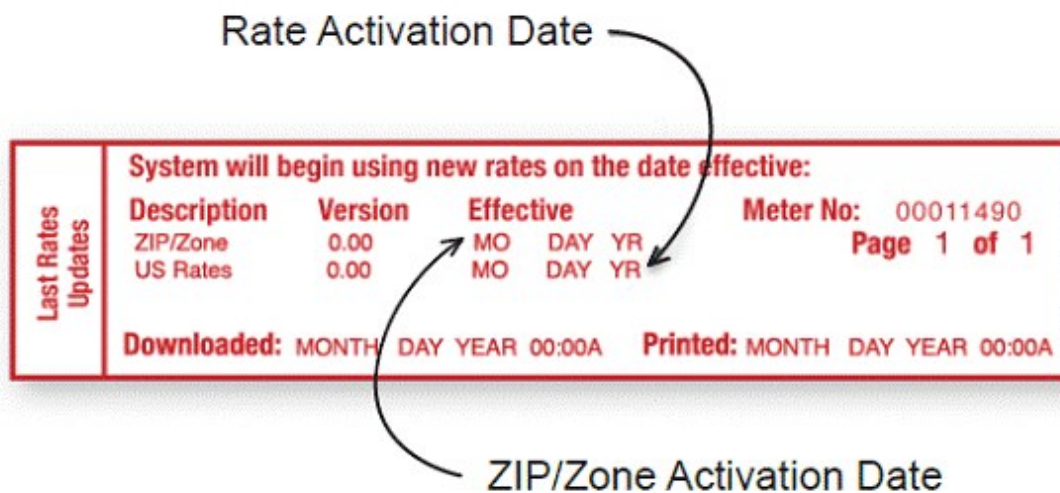
## Rates Summary Report

The Rates Summary Report provides a summary of the active rate files in your system.

After you update your meter's rates by downloading rates or ZIP/Zone data to the meter, print a Rates Summary Report to confirm that your update was successful.

1. Press **Reports**.
2. Select **Printable reports**.
3. Press **Page Down**.
4. Select **Rates Summary Rpt.**
5. When prompted, insert tape sheet or envelope into the machine. After your report prints, your system returns back to the Printable reports menu.
6. In the report's Effective column, look at the date of the rate change. If the date is not correct, [update your rates](#) again.

- Press **Clear** (back arrow key) to return to the **Reports type** menu, or press **Home** to return to the Home screen.



|  |
|--|
| <b>Rates Summary Report data</b>                                 |
| <b>Description:</b> the specific type of rate.                   |
| <b>Version:</b> the alpha-numeric identifier used for this rate. |
| <b>Effective Date:</b> the date the rate takes effect.           |
| <b>Active:</b> indicates if the rate is active (Yes or No).      |
| <b>Meter Number:</b> the serial number of this meter.            |

**Important**

- For multi-page reports, you get prompted to insert another envelope or tape sheet.

## Printing a single account report

Print a single account report to create a record of the number of pieces run and the amount of postage used since the account was last reset. Run this report only if the Departmental Accounting feature is set up on your system.

Follow these steps to print a single account report:

1. Press **Reports**.
2. Select **Printable report** (for DM100i and DM200L only).
3. Select **Single Accounts Rpt.**
4. Enter the account number.
5. When prompted, insert tape sheet or envelope into the meter.
6. The meter returns to the Printable reports menu once the report prints.
7. Press **Clear** (back arrow key) to return to Report type menu, or press **Home** to return to the Home screen.

|                   |                    |           |
|-------------------|--------------------|-----------|
| Account<br>Report | Acct Name: Sales   | 1100024   |
|                   | Acct Number: 1     | MAY 26 09 |
|                   | Pieces: 3          | 12:28 p   |
|                   | Postage: \$024.550 |           |

If you need further assistance, please contact us.

**Important:** This only applies to meters with the optional Standard Accounting package. Contact your Pitney Bowes sales representative for information about options and pricing.

## Printing a Multi-Account Summary Report

This report provides the postage amount and number of pieces applied for a multiple accounts (if the Departmental Accounting feature is set up on your system).

To print an account report:

1. Press **Reports**.
2. Select **Printable report**.
3. Select **Multi Acct Summary**.
4. When prompted, insert tape sheet or envelope into machine. The report is printed and you return back to the Printable reports menu.

5. Press **Clear** (back arrow key) to return to Reports menu or press **Home** to return to the Home screen.

|                        |                     |                |                 |                    |
|------------------------|---------------------|----------------|-----------------|--------------------|
| <b>Account Summary</b> | <b>Account No.:</b> | <b>Pieces:</b> | <b>Postage:</b> | 1100024            |
|                        | 1                   | 5              | \$024.550       | MAY 26 09          |
|                        | 2                   | 8              | \$067.470       | 12:28P             |
|                        | 3                   | 9              | \$009.600       |                    |
|                        |                     |                |                 | <b>Page 1 of 1</b> |

## Configuration Report

This report lists configuration information about your machine and PB Postage account. It is generally a report you will not need unless your Pitney Bowes Customer Service Representative requests it.

1. Press **Reports**.
2. Select **Printable reports**.
3. Select **Configuration report**.
4. When prompted, insert tape sheet or envelope into the machine. The report is printed.
5. Press **Clear** (back arrow key) to return to the Reports menu, or press **Home** to return to the Home screen.

|                   |                                    |                          |                  |
|-------------------|------------------------------------|--------------------------|------------------|
| <b>Cfg Report</b> | <b>PBP Serial No:</b> 0011969      | <b>PSD:</b> 09. 00. 00   | SEP 28 08        |
|                   | <b>PBP Account:</b> 99999999       | <b>UIC:</b> 16 . 02      | 9 : 25A          |
|                   | <b>PSD Ser. #</b> 4C46000000007E4C | <b>Rate Mgr:</b> 04 . 02 | <b>PCN:</b> P700 |
|                   | <b>PrtHd No.:</b> 50000104         | <b>PHS:</b> 1 . 11       | <b>SMR:</b> 000  |
|                   | <b>Printer Ser.#:</b> 99999999     | <b>Platform:</b> D1.01   |                  |
|                   |                                    |                          |                  |

## System Setup Report

This report provides comprehensive information about your machine. This report can only be laser printed, therefore, you must have a laser printer attached to your machine.

1. Press **Reports**.
2. Select **Printable Reports**.
3. Select **System Setup Report**.
4. When prompted, ensure that a laser printer is connected to your system, then select **Continue**.

5. The report prints.
6. Press **Clear** (back arrow key) to return to the Reports menu, or press **Home** to return to the Home screen.

Reports contain:

- Serial numbers
- System versions
- Funds and piece information
- Warning values
- Time settings
- Advertisements
- Inscriptions
- Accounting setup
- Modem setup
- Scale settings
- Presets

## Account List Report (Standard Accounting)

This report provides the postage amount and number of pieces applied to all of your accounts (if the Departmental Accounting feature is set up on your system). This report can only be laser printed, therefore, you will need to have a laser printer attached to your machine.

1. Press **Reports**.
2. Select **Printable reports**.
3. Select **Account List Report**.
4. When prompted, ensure that a laser printer is connected to your system, then select **Continue**.
5. The report is printed.
6. Press **Clear** (back arrow key) to return to the Reports menu, or press **Home** to return to the Home screen.

## Error code report

This report provides a history of error codes. It is generally a report you will not need unless your Pitney Bowes Customer Service Representative requests it.

1. Press **Reports**.
2. Select **Printable reports**.
3. Select **Error report**.
4. When prompted, insert tape sheet or envelope into the machine. The report is printed.
5. Press **Clear** (back arrow key) to return to the Reports menu, or press **Home** to return to the Home screen.

| Error<br>Report | Error Date | Time    | Identifier | Count | 0011969   |
|-----------------|------------|---------|------------|-------|-----------|
|                 | JAN 28 08  | 8 : 32A | 2025       | 001   | JAN 10 16 |
|                 | JAN 06 08  | 8 : 15A | 010E       | 008   | 9:25A     |
|                 | DEC 10 07  | 7 : 47A | O300       | 004   |           |

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# 10 - Configuring Your Mailing Machine

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## About System Settings

You use system settings to customize your machine to accommodate the way you run mail. You can also add security to those features that are sensitive for your organization. System settings include:

### Basic Settings

- Setting the machine to the current (today's) date
- Advance the Date
- Adjusting the Contrast (of the display)
- Turning Features On or Off (if installed on machine)
- Setting Date, Time, and Timeouts
- Setting Postage Values (Funds Warnings)
- Setting Lock Code and Passwords
- Scale Options (accessed from the Home screen)
- Checking and Clearing the Batch Count (also refer to Checking Clearing Batch Mail Count)
- Connecting to Data Centre settings (also refer to

### Advanced Settings

- Maintenance Mode
- Change Language
- Meter Withdrawal (for withdrawing postage funds)
- Run Install Mode (for special purposes only)

## Setting System Time

---

**NOTE:** You can change the time back as early as the beginning of the current day, and you can advance the time up to 24 hours (which means you are in the next day).

---

1. Press **Options**.
2. Select **Set to today's date**. You will be returned to the Home screen with today's date set.

## Setting the Contrast of the LCD Display

To adjust the LCD display contrast:

1. Press **Options**.
2. Select **Adjust the Contrast**.
3. Select **Increase Contrast** or **Decrease Contrast**.
4. Press **Clear** (back arrow key) or **Yes/Enter** to return to the Options menu.

## Turning Features On and Off

You can turn on and off features that you have already purchased and downloaded into your machine.

Select the feature that you want to turn on or off. You will be prompted to select ON or OFF depending on the current setting of that feature.

**Accounting** – this turns on or off an accounting option (if purchased). Also, refer to [Accounting](#). For INVIEW™ accounting, see the INVIEW™ Accounting Guide for DM125, DM225 Digital Mailing Systems (SV62371) on the Pitney Bowes website.

**Account Passwords** – this turns on or off the requirement for operators (globally) to enter passwords when choosing a departmental account if accounting passwords are set up. Also, refer to [Accounting](#).

**Auto-Rating** – this turns on or off the auto-rating feature, which calculates the postage amount for a mail piece based on the weight, the class, and services selected.

**Preset Class Lookup** – this turns on or off the prompt for a class when you are saving a preset that has no class listed (also known as "key-in postage").

**Scale Stabilizer** – this turns on or off the scale stabilizer feature, which minimizes reactions to scale vibrations. You may use this feature in environments where there is blowing on the scale, accidental bumps to the scale or machine, or dropping of mail onto the scale or machine.

## Setting the Date, Time and Timeouts

You can change the system default date/time, 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.

Listed are the basic setting options

- Normal Preset, refer to [Setting the Normal Preset Time](#).
- Sleep Mode, refer to [Sleep Mode Activation Time](#).
- Autodate Advance, refer to [Setting Autodate Advance](#).
- Correct drift, refer to [Correcting Drift](#).
- Daylight Savings, refer to [Setting Daylight Savings Time](#).

## Setting Normal Preset Time

The normal preset is a set of values (postage, ad, account and so on) that your machine 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 **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Select **Normal Preset**.
5. Key in the amount of minutes (from 1-240) before the system returns to the normal preset.
6. Select **OK**. The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options Menu.

## Sleep Mode Activation Time

You can set the amount of time the machine waits until entering "sleep mode". When the machine is in sleep mode, the display is blank and you can't process mail. You awaken the machine by merely pressing any button on the control panel.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Select **Sleep Mode**.
5. Key in the amount of minutes (from 1-240) before the system goes into sleep mode.

6. Select **OK**. The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

## Setting Autodate Advance

The feature is factory set to 12:00 AM. This means that at 12:00 AM, the system advances the date of the meter stamp to the new date.

You can set the system to advance the date of the meter stamp at 12:00 PM (afternoon) instead. With this setting, it allows you to meter mail in the afternoon for the next day's mailing if your mail is sent out in the morning.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Select **Autodate advance**.
5. The following selections appear.

**Switch AM/PM** – Use the soft key next to this selection to toggle between "AM or "PM". Select **Continue**.

**Disable** – Use the soft key next to this selection to disable the feature and return to using 12:00 AM as the time when the machine advances the date of the meter stamp.

6. The display returns to Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

## Correct Drift

Sometimes, the time on the machine may need to be adjusted due to internal "drift" or the activation of Daylight Saving Time.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Press **Page Down**.

5. Select **Correct Drift**.
6. You have your choice of adding or subtracting minutes from the current time displayed.

**To Add Minutes** – Select **Add 1-120 min** to add minutes.  
Key in the number of minutes you need to add and select **Continue**.

**To Subtract Minutes** – Select **Add 1-120 min** to subtract minutes.  
Key in the number of minutes you need to add and select **Continue**.

7. The display returns to Time and Timeouts menu.
8. Press **Clear** (back arrow key) to return to **Options** menu.

## Setting Daylight Savings Time

1. Press **Options**.
2. Press **Page Down**.
3. Select **Time and Timeouts**.
4. Press **Page Down**.
5. Select **Daylight Saving**. The display shows the current setting.
6. Select **Enable** to use Daylight Saving Time, or select **Disable** if you don't use Daylight Saving Time. Your selected setting is saved and the display returns to the Time and Timeouts menu.
7. Press **Clear** (back arrow key) to return to Options menu.

## Setting, changing, or disabling a lock code

The lock code prevents unauthorized access to your mailing system in these two situations:

- When system is in sleep mode
- When the system is in a soft power-down mode, which occurs when you press Lock / Power on the upper right corner of your meter

### To set the lock code

1. Press **Options**.
2. Press **Page Down** twice.

3. Select **Lock Code / Passwords**.
4. Select **Meter Lock Code**.
5. Enter a new 4-digit lock code at the prompt.
6. Select **Continue**.
7. Re-enter the new lock code to confirm.
8. Select **Continue**.
9. Press **Home** to return to the Home screen.

### To change the lock code

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Lock Code / Passwords**.
4. Select **Meter Lock Code**. If there is an existing lock code, the system prompts for the 4 - digit code.
5. Select **Change Lock Code**.
6. Enter a new 4-digit lock code at the prompt.
7. Select **Continue**.
8. Re-enter the new lock code to confirm.
9. Select **Continue**.
10. Press **Home** to return to the Home screen.

### To disable the lock code

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Lock Code / Passwords**.
4. Select **Meter Lock Code**. If there is an existing lock code, the system prompts for the 4 - digit code.
5. Select **Disable Lock Code**.
6. When the message **Meter Lock Code Has Been Disabled** displays, select **Continue**.
7. Press **Home** to return to the Home screen.

## Setting Up or Disabling the Supervisor Password

A Supervisor password can be used to prevent unauthorized account changes within the Departmental Accounting feature. If you establish a Supervisor password, a user will need to enter this password to add, edit, or delete Departmental Accounts; and for clearing Departmental Account totals.

---

**NOTE:** You need to set up a Supervisor password also if you want to enable Account passwords. See [Editing Account Name and Password](#).

---

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **LockCode/Passwords**.
4. Select **Supervisor Password**. If there is an existing lock code, you are prompted to key in the 4-digit code.
5. You then have a choice to either disable the password (if present) or change/establish the password.

**To Disable the Password** – Select **Disable Password**. At the "Supervisor Password has been disabled" message, select **Continue**.

**To Change or Establish the Password** – Select **Change password**. At the prompt, type in a password (4 digits) and select **Continue**. Re-enter the new password again to confirm and select **Continue**. At the "Supervisor Password has been enabled" message, select **Continue**.

6. Press **Clear** (back arrow key) to return to Options menu.

## Turning Scale On or Off

You may turn on and off the scale function as necessary.



1. At the Home screen, press the selection key next to **SCALE:** line.
2. Select **Turn Scale OFF (or ON)**.
3. You return to the Home screen with either the scale on or off.

## Setting Scale Options (if using scale option)

There are several options you can set with your scale such as:

- Zero the Scale
- Turn the scale on/off
- View Imperial Wgt.
- Change/Retain Class
- Change/Retain Code

Most of the scale options are accessed by pressing the selection key next to **SCALE:** line at the Home screen.

## Zeroing your Scale

Reset your scale to zero to reduce the chance of accidentally printing the wrong postage.

Follow these steps to zero your scale:

1. Press **SCALE:** from the Home screen.
2. Select **Zero the scale**.
3. The scale will zero out the weight and you return to the Home screen.

### Related articles

- [Resolving scale and weighing issues on your meter](#)
- [Scale not weighing or no scale line](#)
- [Setting your scale location code](#)

## View Metric Weight

You can display a weight in metric values (grams or kilograms) as needed. This is helpful when you are using the internal rating feature and need the weight of an item when sending to a country whose rates are based on metric values.

1. At the Home screen, press the selection key next to **SCALE:** line.
2. Select **View metric weight**.
3. The current weight displays in grams.
4. Select **Continue** to return to the Home screen.

## Setting Weight Change Options

You can set how the scale reacts regarding the class of service or Postal code when the weight changes.

1. At the Home screen, press the selection key next to **SCALE:** line.
2. Press **Page Down**.
3. You have a choice to set the class setting or ZIP setting.

**To Change Class Settings** – Select **Change/Retain class**. Select either change class or retain class when weight changes. The current condition is listed at the bottom of the screen.

**To Change Postal Code Settings** – Select **Change/Retain Code**. Select either change Postal Code or retain Postal Code when weight changes. The current condition is listed at the bottom of the screen.

4. Press **Clear** (back arrow key) to return to the Home screen.

## Setting Class Change Options

You can set how the scale reacts regarding the Postal Code when the class changes.

1. At the Home screen, press the selection key next to **SCALE:** line.
2. Press **Page Down** twice.
3. Select **Change/Retain Class**.

4. Select either change class or retain class when Postal Code changes. The current condition is listed at the bottom of the screen.
5. Press **Clear** (back arrow key) to return to the Home screen.

## Setting the High Funds Warning

You can have the machine warn you when you manually key in a postage value that is higher than a maximum amount that you specify. This feature helps prevent you from accidentally printing a postage value that's more than you need.

---

**NOTE:** This warning does not display for postage amounts determined by the internal rating feature.

---

1. Press **Options**.
2. Press **Page Down**.
3. Select **Postage Values**.
4. Select **High postage amount**.
5. Key in the value you want, including the digits to the right of the decimal point if you want a fractional value like .75 or \$1.50. Select **OK**.
6. Press **Clear** (back arrow key) to return to Options menu.

## Setting the Low Funds Warning

You can have the machine warn you when the postage (funds) available in your machine reaches a certain amount. This warning acts as a reminder for you to add more postage to your machine. For information on adding postage refer to [Adding Postage to Your Machine](#).

1. Press **Options**.
2. Press **Page Down**.
3. Select **Postage Values**.
4. Select **Low funds amount**.
5. Key in the amount you want (in whole dollars only). Select **OK**.
6. Press **Clear** (back arrow key) to return to Options menu.

## Enabling Scale Stabilizing

In a typical office environment, you may encounter ventilation systems occasionally blowing on the scale, accidental bumps to the scale and/or platform, and people dropping mail onto the platform. This could result in unstable weight readings and frequent scale re-zero operations. You can minimize these disturbances by enabling the scale stabilizing feature. Enabling this feature could cause a slight delay in scale response.

1. Press **Options**.
2. Press **Page Down**.
3. Select **Turn items ON/OFF**.
4. Press **Page Down**.
5. Select **Scale Stabilizer**.
6. The current setting (YES or NO) is listed on the screen. Follow the prompt to change the setting.
7. Press **Clear** (back arrow key) to return to the Home screen.

## Setting Language Preference

The machine is capable of displaying all screens, operator prompts, and options in either English or Spanish (Español). English is the default language when the machine initially powers up. To change language:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Press **Page Down** once.
5. Select **Change Language**.
6. Select the desired language, English or Spanish.
7. Press **Home** to return to the Main screen. The language you select remains in effect until it is changed again.

## Install Mode Options

Running “Install Mode” allows you to review, and change if desired, most of the values that were selected when the machine was first installed via the procedure in the Quick Install Guide.

If you no longer have a copy of the Quick Install Guide that came with your machine, you can download one from the Pitney Bowes website, refer to [Pitney Bowes Contact List](#) for more information.

---

**NOTE:** Do not run this option unless directed to do so by your Pitney Bowes representative.

---

To run the install mode:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Press **Page Down** once.
5. Select **Run Install Mode**.

Follow the screen prompts until you reach the “Installation Successful” screen. Select **OK** and you return to the main screen with your new values active.

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# 11 - Using the Preset Feature

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# About Presets

## What are Presets

A preset stores commonly used settings for machine values like; postage amount, class, advertisement, inscription, should date be printed, mode, horizontal position, or any special services. These value option will vary upon how your machine is configured.

Your machine has two types of presets, Normal and Custom.

### Normal Preset:

The Normal Preset comes pre-configured in your machine. This preset contains the most frequently used values for postage class, postage amount, special services, etc. These values appear on your display when you first powered on your machine, or after it awakens from sleep mode. You can edit the Normal Preset values, see [Defining New Values for the Normal Preset](#).

### Custom Preset:

Your machine can store up to 10 additional presets, called Custom Presets. Custom Presets can not be edited once established, however, they can be deleted and a new Custom Preset can then be established.

---

### IMPORTANT:

#### Always Include the Canada Post Class in the Preset

When setting up the preset, be sure to include the Canada Post class. This ensures that whenever there is a Canada Post rate change and you download the new rates to your mailing machine, your preset will be automatically updated with the new rate.

---

### Normal Preset NOTES:

- The Normal preset must include a class.
- You cannot modify the name of the Normal Preset, but you can edit the values.
- You cannot assign an account to the Normal Preset (if you have enabled the accounting feature).
- ***When a rate change becomes effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.***



### Custom Preset NOTES:

- There is no option to edit a custom preset, but you can define a new custom preset based on the current condition of the machine (and then delete your old custom preset).
  - Custom Preset postage values are subject to the high value warning feature. This feature warns you when you manually key in a postage value that is higher than your typical value to help prevent you from accidentally printing an incorrect postage value. See [Setting the High Funds Warning](#).
  - ***When a rate change becomes effective, always check the postage values assigned to all presets to make sure that they comply with the new rates.***
- 

## Viewing presets

1. Press **Custom Presets**.
2. Press **Page Down**.
3. Select **View Preset**.
4. Select the preset you wish to view.
5. Use the **Page Down / Page Up** buttons to navigate the preset. Details such as the carrier/class, custom ad, and other stored information will be displayed.

### Related topics

- [Creating a Custom Preset on the DM100i and DM125](#)
- [Creating a Normal Preset on the DM100i and DM125](#)

## Defining New Values for the Normal Preset

1. Establish the proper settings on the machine (such as 1st Class letter, No Ad, etc.) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select **Define Normal Preset**.

4. You will be prompted to choose if all current values are correct:
  - A. If you press **Yes/Enter**, the new values are saved and you return to the Custom Presets menu.
  - B. If you press **No**, the system will display the current values. Press **Page Down** to see the remainder of the current values.
5. Select **Continue** at the last screen to return to the first screen in step 4, and save the current values as the Normal preset, or press **Home** to return to the Home screen to establish the proper settings (see step 1).

## Selecting a Custom Preset

1. Press **Custom Preset**.
2. Select **Select Preset**. The display lists all presets created on your system.
3. Press **Page Down** to see additional choices (if available).
4. Select the preset you want to use. You return to the Home screen with the preset values chosen.

## Defining a New Custom Preset

1. Establish the proper settings on the machine (such as No Ad, \$X.XX [postage amount], etc.) that you want the preset to contain.
2. Press **Custom Preset**.
3. Select **Define New Preset**.
4. You will be prompted if all current values are correct.
  - A. If you press **Yes/Enter**, the system will prompt for the name of this preset. Key in a name for the preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays. When finished, select **OK**. The new values are saved and you return to the Custom Preset menu.
  - B. If you press **No**, the system will display the current values. Press **Page Down** to see the remainder of the defined values.
5. Select **Continue** at the last screen to return to the correct values prompt in Step 4, or press **Home** to return to the Home screen.

## Editing a Custom Preset Name

1. Press **Custom Preset**.
2. Press **Page Down** and select **Edit Preset Name**.
3. The display lists all the Custom Presets. Select the preset you want to edit.
4. The system will prompt for the new name of this preset. Key in the new name for this preset. It can be up to twelve alpha/numeric characters long. To access alpha characters, repeatedly press the appropriate number key until the desired character displays.
5. When finished, select **OK**. You return to the Custom Preset menu.
6. Press **Home** to return to the Home screen.

## Deleting a Custom Preset

Deleting a Custom Preset removes all the values assigned to it and removes it from the Preset Menu.

---

**NOTE:** You can't recover a deleted preset.

---

1. Press **Custom Preset**.
2. Press **Page Down** and select **Delete Preset**. The display lists all presets.
3. Select the preset you want to delete.
4. At the prompt to clear the Preset, press **Yes/Enter**. The preset is deleted.
5. The system confirms that the preset has been deleted. Select **Continue**. You return to the Custom Preset menu.
6. Press **Home** to return to the Home screen.

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# 12 - Passwords

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## About Passwords and Meter Functions

Passwords can be set up on the machine to prevent unauthorized access to the machine and/or to a specific account.

- For information on setting up a password for the machine, referred to as a Lock Code, refer to [Setting or Disabling the Lock Code](#).
- For information on setting up a supervisor password, refer to [Setting or Disabling the Supervisor Password](#).
- For information on setting up a password for an account, refer to [Creating an Account](#).

# 13 - Connecting to the Data Centre

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## How You Connect to the PB Data Centre

In order to download postage to your meter and perform updates (postal rate updates, inspections and system updates) on your machine, you must connect to the Pitney Bowes Data Centre.

Your meter can connect to the Pitney Bowes Data Centre using one of the following methods: **DM Series USB Ethernet Adapter**, **PC Meter Connect**.

### Connect Directly to a LAN Port with the DM Series USB Ethernet Adapter

This method allows you to connect your machine to the PB Data Centre through a LAN network with internet access using the DM Series USB Ethernet adapter and an Ethernet cable (supplied).

For more information see [Connect to the PB Data Centre directly to a LAN Port with DM Series USB Ethernet Adapter](#)

### Connect Directly Through Your Computer Using PC Meter Connect

This method connects the machine directly to a PC that has PC Meter Connect software installed. No additional hardware is used.

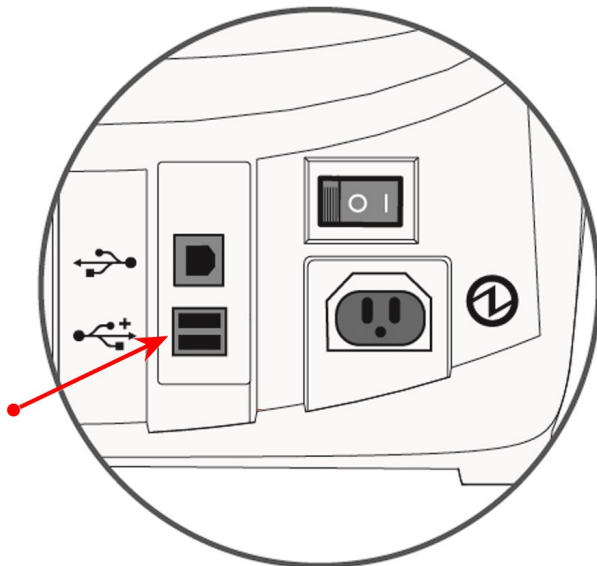
For more information see [Connect to the PB Data Centre via PC Meter Connect Application on Your Computer](#).



## Connect to the PB Data Centre Directly to a LAN Port with DM Series USB Ethernet Adapter

This method allows you to connect your machine to the PB Data Centre through a LAN network with internet access using the DM Series USB Ethernet adapter and an Ethernet cable (supplied).

- Connect one end of the Ethernet cable into the LAN network wall outlet that has internet access and the other end to the adapter.
- Plug the other end of the adapter into an available USB "A" port on the back of the machine.



For more information on setting up this type of connection, refer to [How to setup a LAN connection on the DM125](#) available on our website.

## Connect to the PB Data Center via PC Meter Connect Application on your Computer

PC Meter Connect™ desktop application is PC-based software that allows you to use your PC computer's high-speed Internet connection to connect your mailing machine to the PB Data Center. A USB cable is provided to connect your machine to a free USB port on a PC running PC Meter Connect.

Using PC Meter Connect directly from your PC allows you to:

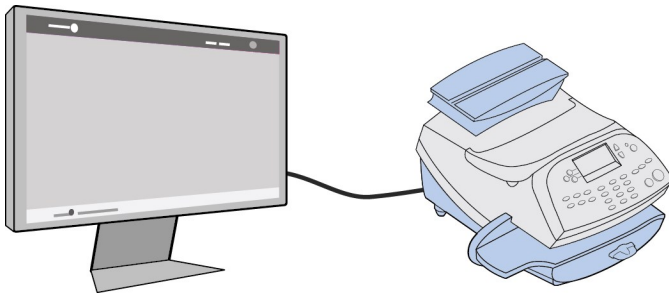
- Add postage
- Perform Centerinspections
- Get rate updates

For details on setting up your machine initially using PC Meter Connect, refer to [How to Install PC Meter Connect](#) available on our website.

---

**NOTE:** No additional hardware, such as SmartLink or the Communication Device is used.

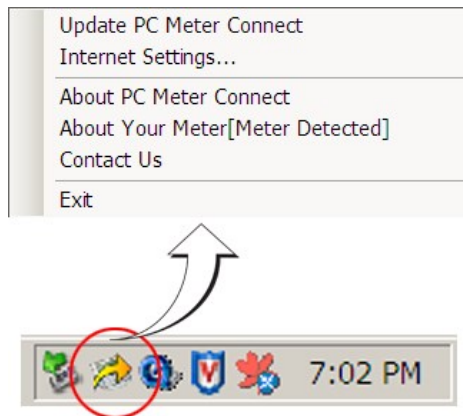
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## Viewing PC Meter Connect Software Version

You may get an error message on your mailing machine display indicating that you are running a version of PC Meter Connect that is not compatible with the version of software running on your machine. This topic shows how to check the version of PC Meter Connect loaded on your PC.

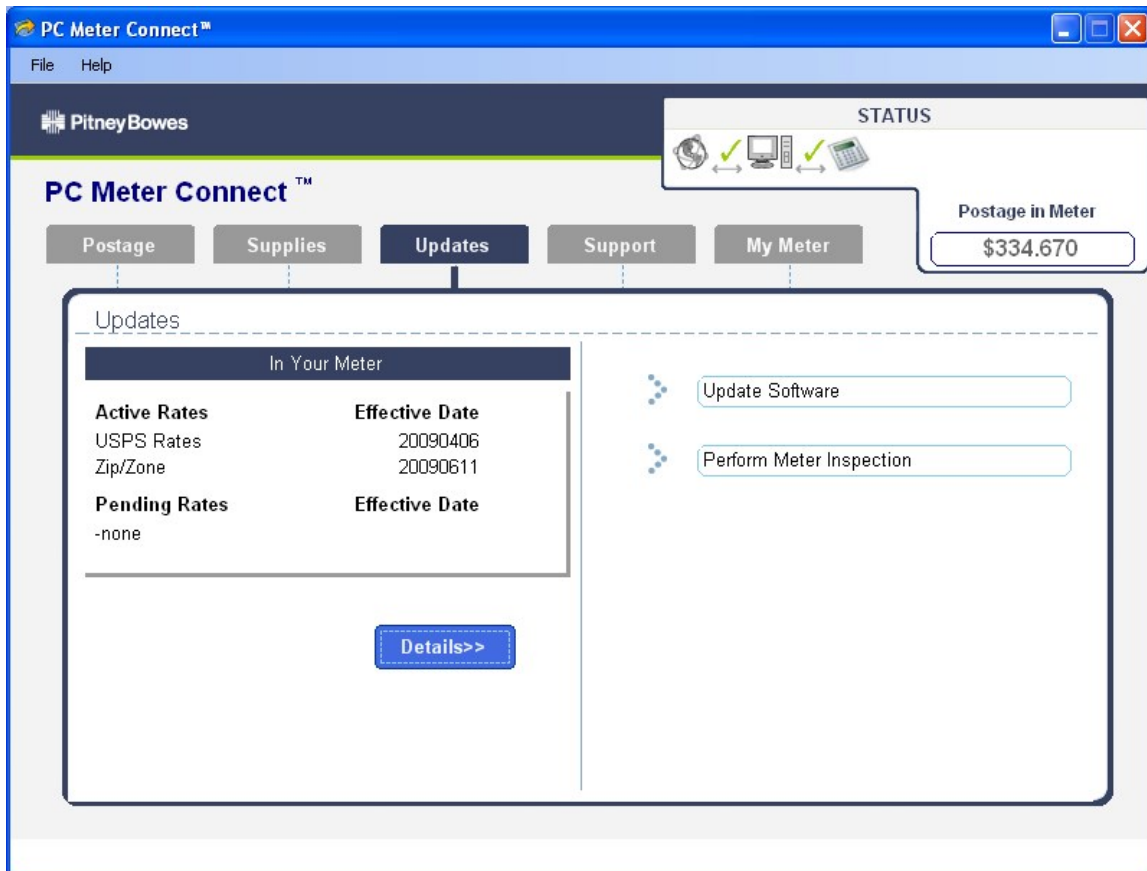
1. Right-click on icon in the system tray.
2. Select **About PC Meter Connect** to find out what PC Meter Connect version you are currently running.



3. If you need to update the version of your PC Meter Connect software, visit [www.pb.com/support/PCMC](http://www.pb.com/support/PCMC).

# Downloading New Postal Rates Using PC Meter Connect

1. Click on the **Updates** tab from the PC Meter Connect main window.
2. The meter checks to see if there are any updates required. The current active rates and any pending rate updates are displayed in the Support Information panel on the left of the screen.



3. When completed the system will prompt you to click **Continue**, then **Done**.
4. If updates are required click on the **Update Software** link in the Task panel on the right side of the screen.

# 14 - Adding Postage

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## Checking Postage Funds in the Meter

Postage is stored internally in your meter. When you need to add more, you establish communications between your meter and the Pitney Bowes Data Centre, and specify the amount of postage you wish to download. The postage is electronically transferred to your meter from your Pitney Bowes PB Postage meter payment account.

You must have a Pitney Bowes PB Postage meter payment account and have funds available in it before you can download the funds (for postage) to your meter. If you need to establish a PB Postage account contact Pitney Bowes. See [Pitney Bowes Contact List](#).

You can check the funds (postage) in your machine.

1. Press **Funds**.
2. The funds available, used and pieces processed will display.
3. Press **Clear** (back arrow key) or **Home** to return to Home screen.

| FUNDS        |          |
|--------------|----------|
| Available    | \$204.94 |
| Used         | \$17.06  |
| Total Pieces | 40       |

Description *Available*: the amount of funds (postage) left in your meter. *Used*: the total of all postage ever used in the meter. *Total Pieces*: the total number of mail pieces run through the meter that had postage applied. *Active*: indicates if the rate is active (Yes or No).

## Checking your PB Postage Account Balance

PB Postage funds are the funds that you have available for download in your account on the Data Centre. The PB Postage balance does not include funds already in your machine.

The following method describes how to check the balance of funds available on the Pitney Bowes Data Centre.

1. Make sure that your machine can make the connection to the Data Centre.
2. Press **Add Postage**.
3. Select **Check PBP balance**.

4. The machine connects to the Pitney Bowes Data Centre. Various status screens display.
5. The Prepaid and Other balances display.

## Adding Postage to Your Machine

You can add postage to your machine any time as long as you have enough funds in your PB Postage system account.

### Adding Postage at the Machine

The following method describes how to add postage using the machine.

1. Press **Funds**. The amount left in the machine displays.
2. Use the Review keys to scroll to "Refill postage?" and press **Enter/yes**. If you do not see this option, do the following:
  - a. Press **Lock** to enter sleep mode. Press **Enter/yes** to confirm.
  - b. When meter is in sleep mode, press any key to waken it.
  - c. Enter the password for the lock code (not a password for an account) and press **Enter/Yes**. See supervisor if you need help.
  - d. Press **Funds** and continue at the beginning of this step.
3. Key in the refill amount (whole numbers only). NOTE: The minimum amount of postage you can add is \$1.
4. At the refill amount confirmation prompt, press **Enter/yes**.
5. The machine connects to the Pitney Bowes Data Center. Depending on your connection type (LAN or internet) various screens may display showing the status of the process. When complete, the refill successful message displays.

6. Press **Enter/yes**. When prompted for a receipt, insert an envelope/tape sheet in the machine (see sample refill receipt with explanations below). When finished the main screen appears.

|                       |   |                                 |
|-----------------------|---|---------------------------------|
| <b>Refill Receipt</b> | <b>Postage in Meter:</b> \$071.120      | <b>Refill Amount:</b> \$050.000 |
|                       | <b>Prepaid on Account:</b> \$999.000    | MAY 26 09                       |
|                       | <b>Credit Line Available:</b> \$999.000 | 10:25A                          |
|                       |   | <b>Account No.:</b> 99999999    |
|                       |   | <b>Meter No.:</b> 1100024       |
|                       |   |                                 |

#### Description

*Postage in Meter:* Amount of postage (funds) in your meter.

*Prepaid on Account:* Amount you have left in your PB Postage system account of those funds you paid for in advance (by sending in a check, direct withdrawal, etc.).

*Credit Line Available:* Amount you have left in your PB Postage system account of those funds you established as credit with Pitney Bowes (such as Purchase Power®, etc.).

*Refill Amount:* Amount of your refill.

*Account No. :* Your PB Postage system account number.

*Meter No. :* Your meter serial number (on record with the USPS) which is printed on the meter stamp.

## Withdrawing Postage Funds from the Meter

For a meter withdrawal, you need to move the remaining balance of postage from your system into your PB Postage. Normally this is done if you are no longer going to use the machine.

---

**NOTE:** Contact Pitney Bowes before withdrawing funds, see [Pitney Bowes Contact List](#).

---

**NOTE:** The machine must be connected to the Data Centre to withdraw funds.

---

1. Press **Options**.
2. Press **Page Down** to the third screen.
3. Select **Advanced Features**.
4. Press **Page Down** to the second screen.



5. Select **Meter Withdrawal**.
6. Select **Transfer all funds from meter to PBP account**.
7. The system connects into the Pitney Bowes Data Centre (this may take a few moments). Various screens displays, letting you know the status of the process.
8. The Transfer Successful screen displays. Select **Continue**.
9. At the prompt "Print Funds Report?", press **Yes/Enter** and insert envelope/tape sheet through machine, or simply press **Home**. "Out of Service" appears on the display.

|                         |                                 |                                 |  |
|-------------------------|---------------------------------|---------------------------------|--|
| <b>Funds<br/>Report</b> | <b>Used:</b> \$464 . 270        | JAN 07 08<br>9:55P              |  |
|                         | <b>Available:</b> \$000 . 000   | <b>Batch Count:</b> 733         |  |
|                         | <b>Total Pieces:</b> 735        | <b>Batch Value:</b> \$464 . 270 |  |
|                         | <b>Control Sum:</b> \$464 . 270 | <b>PBP Serial No.:</b> 0011969  |  |
|                         |                                 |                                 |  |

---

**NOTE:** "Available" should show a zero (\$000.000) dollar amount.

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# 15 - Meter Updates and Inspections

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## About Meter Updates and Inspections

When you connect to the Pitney Bowes Data Centre, refer to [How You Connect to the PB Data Centre](#) to add postage or perform other transactions, the Data Centre may activate other downloads while the machine is connected.

If a system / postal update or download is available the system displays a message:

- If a download is not mandatory, you are prompted to either “Get Update now” or “Skip; Get later”. Select the one that makes sense to you at that time.
- If a download is mandatory, only “Get Update now” displays and you must perform the download.

A message displays when the download is complete:

- If you need to reboot the system, the prompt "Restart now" displays. Select this to restart the system.
- If it is not necessary to reboot, simply select **Continue** to return to the Home screen.

---

### IMPORTANT:

Do not remove power or the Internet connection to the Pitney Bowes Data Centre during a system upgrade or rates download.

Wait until the meter has finished processing before disconnecting the meter. You will know this has occurred when the meter's Home screen showing postage and date displays

---

## Types of Downloads / Updates Available

The following downloads / updates are available:

### System Update

If there has been an important update to your system, you will be notified that a required update is necessary.

### Envelope Ads / Postal Inscriptions

If you ordered new envelope advertisements or postal inscriptions, you will be notified that you can perform a download to obtain these.

## Postal Code Update

If the Postal Code on record at the Pitney Bowes Data Centre does not match the Postal Code of your system, the code will be downloaded into your system. (When a system is moved to a new Postal Code, the Data Centre enters the new code into the record. The system is updated when a connection is made to the Data Centre.) To initiate a download for Postal Codes, follow the [Procedure for Downloading New Postal Rates, Updates, Inscriptions, and Ads](#).

## Postal Rate Update

Refer to [Downloading New Postal Rates](#) for information and details.

## Postal Inspection

Refer to [Performing Meter Inspections](#) for information and details.

# About Postal Rate Changes

Postal rates change periodically by the . If new rates are available, you can download them quickly and easily, directly from the Pitney Bowes Data Centre. The new rates are normally available for download at least seven days before the effective date.

The display tells you when a Rate Change update is complete. It also tells you if the update is immediate or takes effect at a later date by listing the new date. Once the effective date is reached, the system automatically switches to the new rates.

Please be advised:

- If you download the update and the rates go into effect in the future, you will not print postage with the new rate until the new rates become effective.
- If the rate for a lettermail is changing and is effective immediately, a screen displays showing the present preset postage and prompts you to reset the normal preset postage. Press **Yes/Enter**. A screen displays for you to enter the new rate.
- When a Rate Change update takes place it may also affect the preset values in your mailing machine. Check all of the preset settings to insure that it conforms to the new rates. Refer to [Using the Preset Feature](#) for more information.

If you need to restart an interrupted download or initiate a download for postal inscriptions, ads, system updates, or rate updates, refer to [Procedure for Downloading New Postal Rates, Updates, Inscriptions, and Ads](#).

## Performing Meter Inspections

The Canada Post requires a postal inspection of your machine every 90 days.

This postal inspection requirement can be automatically met by connecting to the Pitney Bowes Data Centre to check your PB Postage meter payment account balance or to add postage to your meter. Even though this procedure is the same as checking your PB Postage account balance, it satisfies the Canada Post inspection requirements.

1. Make sure your machine can make connection to the Data Centre.
2. Press **Add Postage**.
3. Select **Check PBP balance**.
4. The system connects to the Pitney Bowes Data Centre (this may take a few moments). Various screens displays, letting you know the status of the process.
5. The Prepaid and Other balances displays. Press **No**.
6. If there are no updates for your system, you will return to the Home screen. If there are updates available, the display notifies you of this fact.

# 16 - Supplies and Options

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# Supplies and Options

## Supplies

Refer to [Pitney Bowes Contact List](#) for web addresses and phone numbers to order supplies.

## 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. Contact your Pitney Bowes Sales Representative for more information, see [Pitney Bowes Contact List](#) for web addresses and phone numbers.

### Integrated Weighing Platform (Scale)

The weighing platform allows you to accurately weigh mail and packages.

You can select from either a 2.3 kg or a 4.5 kg capacity scale.

### Moistener

The moistener applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on how you feed them.

### Standard Accounting

The Standard Accounting feature tracks postage costs for departmental accounts. Depending on your model, you can order up to 50 accounts for your machine. See [Standard Accounting](#) for details.

### InView™ Accounting

YourDM125 mailing machine can run enhanced accounting software from Pitney Bowes called InView™ Accounting. This software allows you to further customize your categories into subaccounts and even subsubaccounts allowing for more details accounting of your mailing expenses. See [About Accounts](#) for more information on this feature.

### InView™ Meter Reporting

This optional web based software from Pitney Bowes allows you to view, consolidate and analyze postage meter usage information from one mailing machine or multiple machines throughout your organization. See [About Accounts](#) for more information on this feature.

For more information on InView™ Accounting and InView™ Meter Reporting visit the Pitney Bowes website and enter "InView" in the search field on our Home page.

### Postal Inscriptions/Advertisements

Your system comes pre-loaded with several envelope ads and postal inscriptions. These give your mail a professional appearance and can turn your mailings into a powerful promotional tool. Pitney Bowes can also provide additional envelope adds and inscriptions if your needs require it, up to a total of 20 ads and 20 inscriptions.

Optional inscriptions and ads are convenient to add because they are done as system downloads via the Pitney Bowes Data Centre.

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# 17 - Specifications

|   |     |
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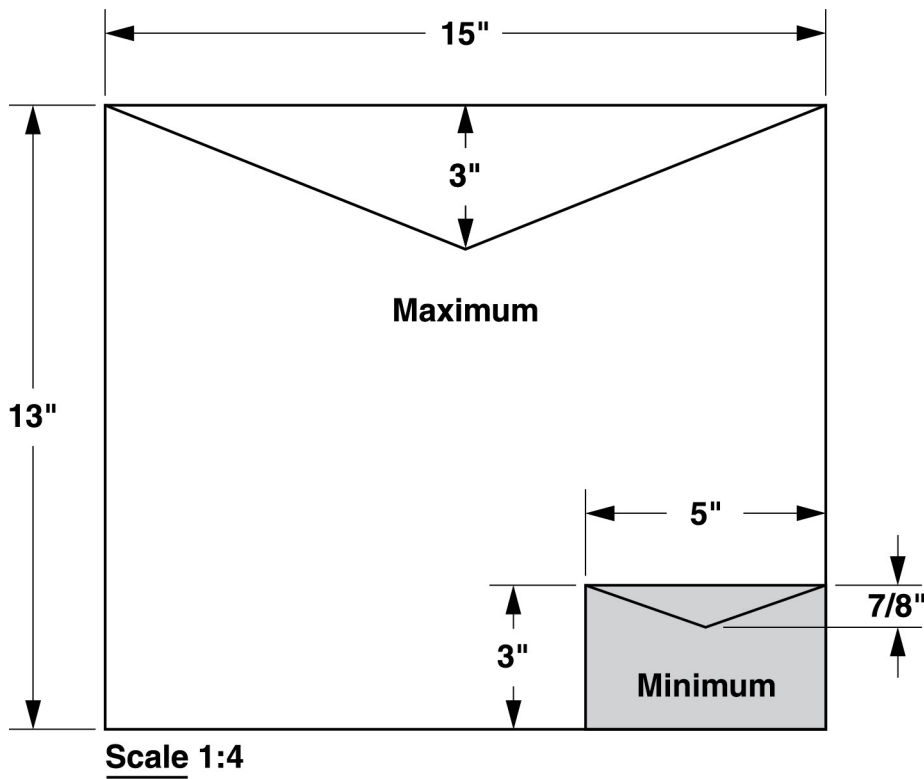
# Specifications (Equipment and Materials)

## Equipment Specifications

| Item                  | Description  |
|-----------------------|--|
| Dimensions            | Base Model 9.7" (246 mm) H x 13.6" (345 mm) W x 15.8" (401 mm) D<br>With Scale 10.1" (257 mm) H x 13.6" (345 mm) W x 15.8" (401 mm) D<br>With Scale and Moistener 10.1" (257 mm) H x 18.5" (470 mm) W x 15.8" (401 mm) D |
| Weight                | <b>DM125</b> 15 lbs. (6.8 kg)  |
| Power Requirements    | 100-240 VAC, 50/60Hz. 1.0A   |
| Ports                 | 2 USB Host, 1 USB Slave, 1 RJ-11   |
| Operating Temperature | 40°F (4°C) to 108°F (42°C)   |
| Sound Level           | Machine noise is less than 70dba in accordance with EN ISO 7779, and ANSI 12.10.   |
| LCD Display           | 4 lines, 20 characters long  |
| Throughput            | <b>DM125</b> Up to 45 letters per minute<br><br>Actual throughput will vary, depending on the material used, machine condition, use of moistener, etc.   |
| Print Resolution      | 600 x 400 dpi  |
| Print Image Area      | At least 1" (25.4 mm) x 6-5/8" (170 mm)  |
| Ink Cartridge Life    | Up to 3,000 impressions without an envelope ad. Actual ink yields vary with usage, graphics printed and environmental conditions.  |
| Tape Sheets           | Self-adhesive type, dual tape sheets for use on mail pieces that are too thick/ large to run in machine.   |
| Envelope Ads          | Up to 20 (internally held)   |
| Postal Inscriptions   | Up to 20 (internally held)   |
| Maximum Imprint       | \$99.999   |

## Material Specifications

| Item                          | Description              |
|-------------------------------|--------------------------|
| Minimum Size                  | 5" x 3" (127 mm x 76 mm) |
| Maximum Size                  | 15" x 13" (381 x 330 mm) |
| Minimum Flap Depth            | 7/8" (22 mm)             |
| Maximum Flap Depth            | 3" (76 mm)               |
| Minimum Thickness             | 0.007" (0.18 mm)         |
| Maximum Thickness             | 3/8" (9.5 mm)            |
| Maximum Stack Height for Mail | 2.5" (60 mm)             |



**NOTE:** For best results, always make sure your material conforms to these specifications.

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# 18 - Troubleshooting

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## Getting Help

- For common problems with your Digital Postage Meter, refer to this section.
- If you are experiencing problems connecting to the PB Data Centre using the Communication Device information can be found on the [Pitney Bowes support site](#).
- If you are unable to find answers to your questions using these resources chat with Customer Support. To help us help you, refer to [What Information I Need to Provide Customer Support](#). This will reduce the time it takes to troubleshoot and solve your problem.

## What Information You Need to Provide Customer Support

Be sure to have the following information available before contacting Pitney Bowes Technical Support:

*Product Name:* DM125 Digital Postage Meter

*PCN:* See the label under the lid at the top of the meter.

*Serial Number:* See the label under the lid at the top of the meter.

*Problem Description:* What is happening and when? Any error messages displayed?

*Attempts to Fix:* What steps have you already tried to fix the problem and what happened.

## Display Problems

### Power lamp is not lit on the machine

#### **Possible Cause**

No power coming into machine

#### **Solution**

Check that:

- Power switch, located above the power receptacle on the backside of the machine, is turned on.
- power cord is plugged into both mailing machine base and wall outlet.

- power cord is not connected to a switched wall outlet, power strip, or surge protector.

## Power lamp is yellow on the machine

### **Possible Cause**

Machine in sleep mode

### **Solution**

Press any key to "awaken" it.

## Display hard to read

### **Possible Cause**

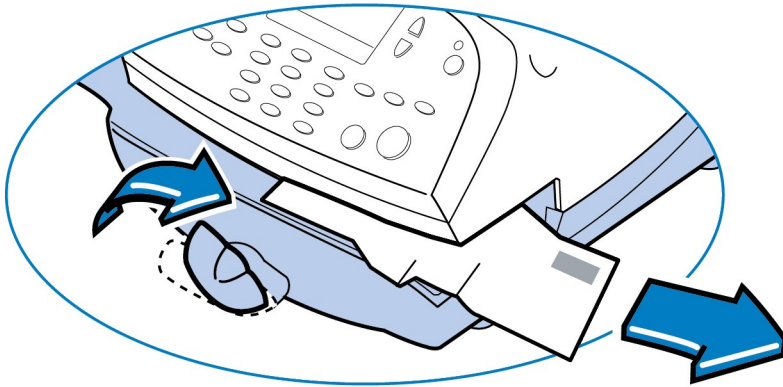
The display contrast needs adjustment.

### **Solution**

1. Press **Options**.
2. Select **Adjust the Contrast**.
3. Select **Increase Contrast** or **Decrease Contrast** to change the contrast level as necessary.
4. Press **Home** to return to the Home screen.

## Feeding Problems

1. Move transport release lever 1/4 turn to the right (clockwise) to the "released" position (vertical).
2. Carefully pull envelope out from right.



3. Make sure deck is clear of paper fragments.

4. Move transport release lever 1/4 turn to the left (counter-clockwise) back to the "home" position (horizontal).

---

**NOTE:** To avoid jammed envelopes:

- Make sure your envelopes meet our published specifications. See Material Specifications.
  - Feed envelopes correctly. See [Running Mail](#). Don't try to feed oversize envelopes through the machine. Use tape strips instead.
- 

## Printing Problems

### Machine won't print

**Possible Cause**

Machine is in seal-only mode

**Solution**

This mode disables printing. Press **Home** to return to Home screen and resume printing.

## Meter Stamp is incomplete or streaked; poor print quality

### Possible Cause

Ink cartridge needs replacing

### Solution

Replace ink cartridge, see [Replacing the Ink Cartridge](#) for step by step instructions.

### Possible Cause

Print nozzles clogged

### Solution

Perform a print purge needed, see [Purging the Print Heads](#) for step by step instructions.

## Accidentally Printing the Wrong Postage

Once you have printed a meter stamp, the postage funds have been “used up” by the machine, even if the printing is illegible. That’s why it is so important to make sure the correct value is shown on the machine before inserting the mail piece or tape sheet, and that you do not let the ink level get too low. We recommend you always keep a spare ink cartridge on hand just for this reason.

---

### IMPORTANT:

To help prevent you from accidentally printing a postage value that’s more than you need, you can have your machine warn you when you manually key in a postage value that is higher than the values you typically use. This setting is known as the high value warning, see [Setting High Funds Warning](#) to set this option. The high warning value feature is effective when you manually key in the postage value, but does not function if the internal rating feature is used.

---

## Canada Post Refund Guidelines

For complete and up to date guidelines you can go to [www.canadapost.ca](http://www.canadapost.ca) and refer to [How do I get a refund for spoiled meter impressions?](#)

To qualify for a refund, postage meter impressions must:

- be completely legible
- be separated by denomination and by the postage meter number (customer must do this)
- not be used, on the original envelopes, wrappers, or labels
- not be manually altered

If you do not qualify for a refund (see above), you may wish to contact your meter provider's representative for assistance.

### **Where do you return your spoiled meter impressions?**

Return spoiled meter impressions to a corporate Canada Post office. Corporate post offices are managed by Canada Post. Post office franchises, which are hosted by retailers, do not issue postage meter refunds.

### **What is the minimum refund for spoiled meter impressions?**

Spoiled meter impressions totalling \$5.00 or less are not refunded. Please collect \$20.00 or more of spoiled meter impressions before you return them to a corporate Canada Post office for a credit or refund.

### **How does Canada Post pay for refunds?**

If the amount is \$200.00 or less, the post office may issue a money order in the amount of the refund. Please provide a detailed list of your spoiled meter impressions and return them to the nearest corporate Canada Post office.

If the amount is more than \$200.00, the post office will fill out a receipt for the spoiled meter impressions, and give you a copy for your records. The post office will send a copy to Canada Post's head office. The amount, less the applicable fee, will be credited to your meter manufacturer's account. These credits are issued at the end of each month.

## Moistening Problems (envelopes don't seal)

### Envelope not sealing

#### **Possible Cause**

Incorrect feeding

#### **Solution**

Make sure you slide the envelope flap under the blue edge of the feed deck. If you don't, the moistener can't wet the flap.

**Possible Cause**

Low sealant level

**Solution**

Check the sight glass on the left side of the moistener tank. If the sealant level is low, add E-Z Seal® solution until it reaches the bottom of the fill hole, see [Filling the Moistener Tank](#).

**Possible Cause**

Dry moistener brush

**Solution**

Try wetting the moistener brush. If the brush dries out quickly, replace the moistener wick, see [Cleaning the Moistener Wick and Holder](#).

**Possible Cause**

Dirty moistener brush

**Solution**

Remove the moistener brush. Clean it in plain water and rinse thoroughly, see [Cleaning the Moistener Brush](#).

**Possible Cause**

Worn moistener brush

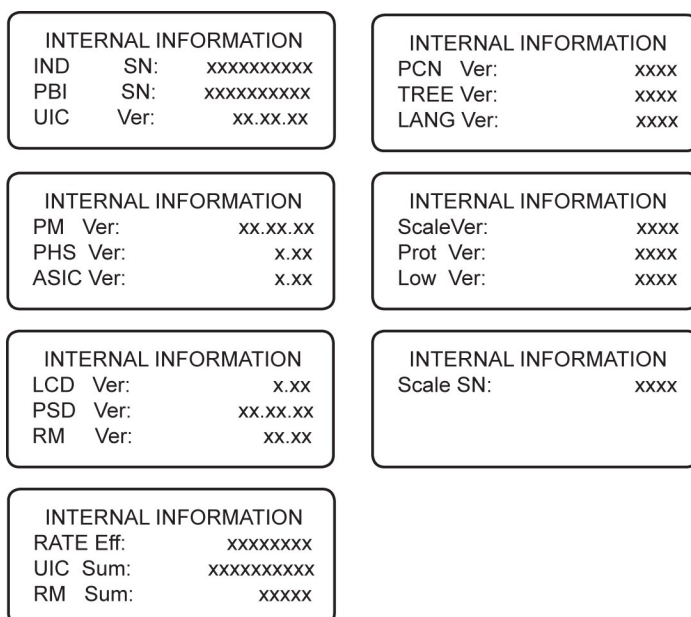
**Solution**

Replace the moistener brush, see [Cleaning the Moistener Brush](#). Refer to [Getting Help](#).

## Viewing System Configuration Levels

Sometimes in an effort to fix your problem over the phone, a Pitney Bowes agent may request you to look up the system level that is on your machine. Follow these steps to do this:

1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Advanced Features**.
4. Select **Maintenance mode**.
5. Select **View system info**.
6. There are various screens of information available about your machine. Press **Page Down** to scroll through all the screens if needed.



7. Press **Clear** (back arrow key) four times to return to the Home screen.

## Troubleshooting Communications Problems

This topic covers problems associated with connecting to the PB Data Centre. In order to troubleshoot connection problems you need to know how you are connecting to the PB Data Centre. [Refer to How You Connect to the PB Data Centre.](#)

- If you are connecting to the PB Data Centre through your PC with PC Meter Connect you need to verify that you are able to connect to the internet.
  - To make sure you do not have problems with your internet connection refer to [Internet Connection Troubleshooting](#).
  - For possible issues with PC Meter Connect, refer to [Troubleshooting PC Meter Connect](#).

## Problems Connecting to the Data Centre Via PC Meter Connect

### Symptom

You cannot access [www.canadapost.ca](http://www.canadapost.ca) from your PC using Internet Explorer.

### Solution

Contact your IT administrator for any special setup needed to enable your PC and Internet Explorer to access the Internet.

### Symptom

PC Meter Connect™ cannot detect the Internet but you can access [www.canadapost.ca](http://www.canadapost.ca) using Internet Explorer.

### Solution A

1. Be sure you have the latest version of PC Meter Connect installed on the PC and that is connected to the meter.
2. Review/adjust the Internet Settings from within the PC Meter Connect application:
  - a. Right click the **PC Meter Connect** icon in the system tray (bottom right corner of the screen) and select **Internet Settings** from the menu.
  - b. Select **Non-Chunked** as the HTTP Transfer Encoding Method.
  - c. Select **HTTPS** as the Protocol. If the option is greyed out, select **FTP Mode (Passive)** as the Protocol.
  - d. Select **Use Internet Explorer proxy settings** for the For Proxy Address Assignment.
  - e. Click **OK**.



## Solution B

1. Enter your own network's Proxy Address and Authentication settings (if used).
2. Review/adjust the Internet Settings from within the PC Meter Connect application:
  - a. Right click the **PC Meter Connect** icon in the system tray (bottom right corner of the screen) and select **Internet Settings** from the menu.
  - b. Select **Non-Chunked** as the HTTP Transfer Encoding Method.
  - c. Select **HTTPS** as the Protocol. If the option is greyed out, select **FTP Mode (Passive)** as the Protocol.
  - d. Select **Manual proxy settings**, and enter the **proxy settings** and **proxy authentication** (if used) provided by your IT administrator.
  - e. Click **OK**.

## Symptom

You are having problems downloading files to your meter but you can access [www.canadapost.ca](http://www.canadapost.ca) from your PC using Internet Explorer.

## Solution

1. Review/adjust the Internet Settings from within the PC Meter Connect application:
  - a. Right click the **PC Meter Connect** icon in the system tray (bottom right corner of the screen) and select **Internet Settings** from the menu.
  - b. Select **Non-Chunked** as the HTTP Transfer Encoding Method.
  - c. Select **HTTPS** as the Protocol.
  - d. Click **OK**.

---

**IMPORTANT:** If you install PC Meter Connect™ on a PC with other Pitney Bowes applications, you will need to exit PC Meter Connect™ before you can use the other Pitney Bowes applications. Simply right click on the PC Meter Connect™ icon in the system tray and select Exit to exit PC Meter Connect™. To restart PC Meter Connect™, just double-click on the PC Meter Connect™ desktop icon.

---

## Troubleshooting PC Meter Connect

- For a list and description of messages or error codes that may appear in the system tray on the PC running PC Meter Connect or in the status section of the PC Meter Connect window refer to *PC Meter Connect Error Codes and Messages* table below.

- To make sure your PC and network meet the requirements for PC Meter Connect, refer to [Network Specifications and Requirements for PC Meter Connect](#).
- Refer to [Problems Connecting to the Data Centre Via PC Meter Connect](#) to make sure your internet settings are correct.

### PC Meter Connect Messages and Error Codes

| Error Code or Message      | Action  |
|----------------------------|---|
| Meter Not Detected         | <p>Try the following:</p> <ul style="list-style-type: none"> <li>• Check the USB connection between your meter and the PC running PC Meter Connect.</li> <li>• Try a different USB cable.</li> <li>• Try a different USB port on the computer or try another PC if available.</li> <li>• Make sure PC Meter Connect is running in your system tray.</li> <li>• If you are using your meter through a PC for the first time, make sure to download and install PC Meter Connect software. Go to <a href="#">Downloading PC Meter Connect Desktop Application</a>.</li> </ul> |
| Internet Not Detected      | <p>Make sure your PC has an active network connection. Refer to <a href="#">Troubleshooting Your Internet Connection</a>. For more information, refer to <a href="#">Network Specifications and Requirements for PC Meter Connect</a>.</p>  |
| 10054                      | <p>Full desktop application version of PC Meter Connect: Socket connection error caused by a firewall/content filter program running on the PC or on the network. Contact your local IT representative to make sure Pitney Bowes is permitted to make connections with your network. For more information, refer to <a href="#">Network Specifications and Requirements for PC Meter Connect</a>.</p>   |
| 10053                      | <p>Proxy version of PC Meter Connect: Socket connection error caused by a firewall/content filter program running on the PC or on the network. Contact your local IT representative to make sure Pitney Bowes is permitted to make connections with your network. Check your proxy settings. For more information, refer to <a href="#">Network Specifications and Requirements for PC Meter Connect</a>.</p>   |
| Username/Password Required | <p>If you are installing PC Meter Connect, this may indicate that you need administrative rights in order to install programs on the PC.</p> <p>If PC Meter Connect is already installed, this refers to the proxy settings. Consult your IT manager and/or refer to the "<a href="#">Frequently Asked Questions</a>" section in <a href="#">Network Specifications and Requirements for PC Meter Connect</a>.</p>  |

| Error Code or Message       | Action   |
|-----------------------------|--|
| USB Device Driver Not Found | <p>PC Meter Connect is not installed, or</p> <p>PC Meter Connect is installed but the driver must be installed manually.</p>   |
| 1803                        | <p>This indicates you may need to update your version of PC Meter Connect.</p>   |
| 1814 or 1816                | <p>This error can occur when you are attempting to download postage using PC Meter Connect. Common causes of this error include:</p> <p>You are using an outdated version of PC Meter Connect, or</p> <p>Your firewall settings may be blocking access to the pb.com site if they do not allow you access to sites without an http header, or</p> <p>Your Web security settings do not recognize pb.com as a "safe site."</p> <ol style="list-style-type: none"> <li>1. Verify that your PC Meter Connect is at the latest version. If not, download and install latest PC Meter Connect software. Refer to <a href="#">Checking PC Meter Connect Version</a>.</li> <li>2. Adjust your internet setting using PC Meter Connect to use HTTPS Mode.             <ol style="list-style-type: none"> <li>a. Select <b>Internet Settings</b> from the File menu.</li> <li>b. Select <b>Non-Chunked</b> as the HTTP Transfer Encoding Method.</li> <li>c. Click OK.</li> </ol> </li> <li>3. Determine if your problem is due to web filtering. Go to the following test site: <a href="http://cometservp1.pb.com/t3cometserver.asp">http://cometservp1.pb.com/t3cometserver.asp</a> <ul style="list-style-type: none"> <li>◦ If a series of zeros are displayed, such as {00000000-0000-0000-0000-000000000000} 0 then web filtering is most likely <b>not</b> the issue.</li> <li>◦ If you have a web filtering or firewall issue, a specific message will display instead of a line of zeros. If this is the case, consider adding the Pitney Bowes servers to your <a href="#">Exception List</a>. If you are still having problems, refer to <a href="#">Getting Help</a> and contact customer service.</li> </ul> </li> </ol> |
| DE13                        | <p>There may be a network communication problem. Check your modem, router and other network connections. Refer to</p> <p>Network Specifications and Requirements for PC Meter Connect.</p>   |

| Error Code or Message                | Action  |
|--------------------------------------|---|
| Infrastructure Error Codes (320-341) | <p>There may be a network communication problem. Check your modem, router and other network connections. Refer to Network Specifications and Requirements for PC Meter Connect.</p> <p>You may have issues with your postage account. Refer to <a href="#">Getting Help</a> and contact customer service.</p> |

### Check Your PC Meter Connect Configuration

1. Be sure you have the latest version of PC Meter Connect installed on the PC and that is connected to the meter.
2. Review / adjust the Internet Settings from within the PC Meter Connect application:
  - a. Right click the PC Meter Connect icon in the system tray (bottom right corner of the screen) and select **Internet Settings** from the menu.
  - b. Select **Non-Chunked** as the HTTP Transfer Encoding Method.
  - c. Select **HTTPS** as the Protocol. If the option is greyed out, select **FTP Mode (Passive)** as the Protocol.

## Troubleshooting Your Internet Connection

This topic covers problems associated with connecting to the PB Data Centre. If you are connecting through your PC with PC Meter Connect, you need to verify that you are able to connect to the internet. If you are not sure what method you are using to connect refer to the diagrams in the [How You Connect to the PB Date Centre](#).

### Check your internet connection and firewall settings

1. Check to make sure you have an Internet connection. Go to <http://www.pb.com> (<http://www.pb.com>) from your PC. If it displays, the internet connection is working.

2. Run this test to determine if the problem is caused by security filters or firewall settings.
  - a. Go to the following test site: <http://cometservp1.pb.com/t3cometsserver.asp>
  - b. If a series of zeros are displayed, such as {00000000-0000-0000-0000-000000000000} 0 then web filtering is most likely **not** the issue.
  - c. If you have a web filtering or firewall issue, a specific message will display instead of a line of zeros. If this is the case, consider adding the Pitney Bowes servers to your exception list. Refer to [Exception List](#). If you are still having problems, refer to [Getting Help](#) and contact customer service.

## Text Error Messages

From time to time your system will display an alert or error message. An alert tells you that something needs attention; an error message usually tells you about a system condition you can fix.

If you can not fix the issue with the website resources you may have to call for service or assistance. Refer to [Getting Help](#).

## Numeric Error Codes

Error codes are numeric messages on that appear in the LCD display on your machine's control panel.

The following table lists the possible codes, a description of each, and what action you can take. Please be sure to record any error codes that appear on your display before calling your customer support agent.

You can also visit our support site for additional information, see [Pitney Bowes Contact List](#).

| Error Code | Description  | Action  |
|------------|--|---|
| 1103       | <p>Your rate data modules may be out of sync. Your downloaded rates are not effective until a future date, or you may not have ordered the weight capacity and/or the rating features for your meter.</p>  | <ol style="list-style-type: none"> <li>1. Unplug your power cord, and wait one to three minutes.</li> <li>2. Plug your power cord back in, ensuring that it is plugged directly into a wall outlet.</li> <li>3. Follow the Procedures for Downloading New Postal Rates.</li> </ol> <p>If this does not resolve your issue or if no updates are available, contact customer service. Refer to <a href="#">Getting Help</a>.</p>  |
| DE00       | <p>This is a general connection error. It can occur when you are trying to connect with the Pitney Bowes Data Centre. It could be caused by any of these conditions:</p> <ul style="list-style-type: none"> <li>• Your meter is not set up to communicate with the Pitney Bowes Data Centre.</li> <li>• There is some other type of network issue.</li> <li>• If using PC Meter Connect, it might not be connected or isn't working properly.</li> </ul> | <p>You must reboot your system after every DE00 error. Do this by:</p> <ol style="list-style-type: none"> <li>1. Unplug your power cord, and wait one to three minutes.</li> <li>2. Plug your power cord back in, ensuring that it is plugged directly into a wall outlet.</li> </ol> <p>Other possible considerations:</p> <ul style="list-style-type: none"> <li>• If this is your first postage refill, contact Pitney Bowes to make sure your meter is linked to your postage account.</li> <li>• There may be a network communication problem. Check your modem, router and other network connections. Refer to <a href="#">Troubleshooting Communications Problems</a>.</li> </ul> <p>Contact customer service if you are still having problems. Refer to <a href="#">Getting Help</a>.</p> |
| 0815       | <p>You have a problem with your postage rates software.</p>  | <p>Connect to the PB Data Centre and perform a Balance Inquiry. Then follow the prompts. Refer to <a href="#">Checking the Amount of Postage Available</a>.</p>   |

| Error Code                        | Description  | Action  |
|-----------------------------------|--|---|
| 0011                              | There is an issue with your PB Postage account. This usually happens if your account has been locked or there are insufficient funds in your PB Postage account. | Refer to <a href="#">Getting Help</a> and contact customer service.   |
| DE2A                              | PC Internet connection dropped; your Internet connection was lost during data connection.  | Verify that your PC Meter Connect is at version 05.00.0020 or higher. If not, download and install latest PC Meter Connect software. Refer to <a href="#">Checking PC Meter Connect Version</a> .   |
| 2B41, 2B42, 2B43, 2B44            | Your printing mechanism isn't working properly.  | Reboot your meter and perform print head maintenance. Refer to <a href="#">Clean the printer nozzle</a> .   |
| P2B4C                             | There is a problem in the circuitry between your meter and your print head.  | Your print head is approaching the end of its lifespan and must be replaced. You can re-seat the current print head to help extend its life while you are waiting for your replacement part. To replace the print head refer to <a href="#">Clean or replace the print head</a> .                                     |
| P20XX ,P21XX, E25XX, E22XX, P2BXX | These are system error codes and my require help from a Pitney Bowes engineer to diagnose and correct.   | <ol style="list-style-type: none"> <li>1. Press Clear/Back (C). If nothing happens in 5 seconds, turn off the machine, wait 15 seconds, and turn the machine back on.</li> <li>2. If the error does not clear or the problem persists, refer to <a href="#">Getting Help</a> and contact customer service.</li> </ol> |
| 2546                              | An internal communication error has been detected with no specific cause.  | Restart your meter. If the error code does not clear or it returns refer to <a href="#">Getting Help</a> and contact customer service.  |

## Exception List

If you are connecting to the PB Data Centre using an internet connection via the Communication Device or through PC Meter Connect, the following URLs must be accessible by your system. Contact your systems administrator to add these to your exceptions list. If you need assistance, contact customer service. Refer to [Getting Help](#).

If you are using the Communication Device:

Distributor: <http://distservp1.pb.com>

Comet Server: <http://cometservp1.pb.com> (US),

<https://cometservp1.pb.com>

DLA App.: <http://pbdlsp1.pb.com>, <https://pbdlsp1.pb.com>

DLA File Downloads: <https://dlsdlp1T.pb.com>, <https://dlsdlp1z.pb.com>,

<https://dlsdlp1.pb.com>, <https://dlsdlp1b.pb.com>

Hosted Web Server: <https://pbwebconnect.pb.com>

Amazon App.: <https://s3.amazonaws.com>

If you are using PC Meter Connect:

Distributor: <http://distservp1.pb.com>, <https://distservp1.pb.com>

Comet Server: <http://cometservp1.pb.com> (US), <https://cometservp1.pb.com> (US), <http://cometservd1.pb.com> (Canada),  
<https://cometservd1.pb.com> (Canada)

DLA: <http://pbdlsp1.pb.com>, <https://pbdlsp1.pb.com>

FTP: <ftp://dlsdlp1a.pb.com>, <ftp://dlsdlp1b.pb.com>, <ftp://dlsdlp1z.pb.com>, <ftp://dlsdlp1.pb.com>

Acct UpId: <https://acctservp1.pb.com>



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# 19 - Glossary

**Account** – set up when using the Standard Accounting option. An account can be an organization, person, department (e.g., “Sales”), or project to which postage is charged. You can assign a unique name to each. The machine stores the total postage used and the number of mail pieces processed for each account. The total number of accounts available on your machine depends on the option purchased.

**Advertisement** – An advertising message that appears next to the machine's meter stamp. You can choose from an array of standard and custom ads.

**Default** – A value or setting the machine automatically uses unless you change it. As delivered, your machine has factory-set defaults or “normal” settings. You may change these if you wish.

**Home Screen** – The machine display that shows your current selections. It indicates that you're ready to print postage.

**Inspection** – The process of examining the postage usage through the machine to assure accurate postal funds accounting. Your machine is subject to remote inspection whenever you add postage to it. To perform an inspection, simply add postage or connect to the Data Centre.

**IntelliLink®** – A Pitney Bowes technology that allows you to download machine features, postal rates, and system updates via a digital link.

**Lock Code** – A four-digit code that can be set up which acts as a password to gain access to the machine after it powers up or after it is awakened from a sleep mode.

**Meter Stamp** – The imprint produced by the machine (machine stamp or indicia). Depending on your settings, it may include:

- The indicia (includes the postage amount, date, Postal Code, etc.)
- An advertisement, which is an optional part of the machine stamp that lets you convey your own special message to the mail recipient.

**Origin Postal Code** – The Postal Code assigned to your city or town. Mail processed on your machine must be posted from a location in your Postal Code area.

**PC Meter Connect™** – a small desktop software application you install on your PC to allow your machine to connect to the Pitney Bowes Data Centre through your PC's Internet connection rather than over a standard telephone line. Postage refills and system updates can be completed efficiently and much quicker via the Internet.

**PB Postage®** – A service available through Pitney Bowes that allows you to buy postage and check account status via a phone line or the Internet. It also permits convenient postal inspection.

**Presets** – A custom machine setting you can call up instantly at the push of a button. You can assign each preset a number of values, depending on the postage mode you're in, how your machine is set up and what options are installed. A preset will always have a name and postage amount, and could also have an account, ad, class of service, operating mode and other values assigned to it.

**Serial Number** – The serial number found on the rear of the machine.

**Sleep Mode** – An energy-saving feature of your machine that clears the display after a certain period of idle time. Pressing any key wakes up the display.

**Standby Mode** (DM125/DM225 only) – The lowest power consumption mode that may persist for an indefinite time when the product is connected to an outlet and switched "off" at the back of the machine. Standby is the product's minimum power mode.

**Supervisor Password** – A four-digit code that can be set up to protect unauthorized users from changing accounts when using the Standard Accounting feature.

**Tape Sheets** – A sheet of self-adhering paper which you print postage on and apply to a piece of mail or package that is too big or thick to be processed through the machine.

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3001 Summer Street  
Stamford, Connecticut 06926  
[www.pitneybowes.com](http://www.pitneybowes.com)

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