pitney bowes

DM100i/DM125/DM200L/DM225

Digital Mailing Systems

Quick Install Guide
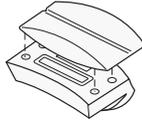US English Edition

Contents
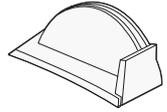
Mailing System

Base
(DM200L / DM225 only)
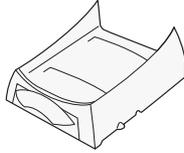
Scale
(optional)

Stacker

**Moistener
and EZ-Seal**
(optional)

PBI Ink Cartridge
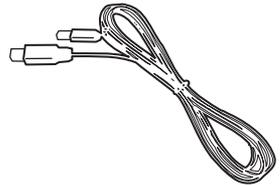(Reorder #793-5)

**Print Head
in Package**

Tape Sheets

postage
tape sheets
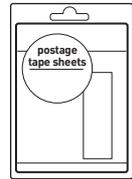
LAN Adapter

(DM125 / DM225 only)

Power Cord

USB Cable

Ethernet Cable

Quick Reference

Quick Install Guide
(this document)

Quick Install
Guide

Step 1. Remove the shipping materials.

⚠ If you're replacing another Pitney Bowes meter with this one, you'll need to first remove the postage funds from your old meter. Refer to the "return" or "transfer" documents provided.

Open the top cover of the meter and remove any packing material, protective foam, or tape that may be present. Close the cover.

DMXXX
Product Description
PXXX   XXXXXXX
Product Code (PCN)   Serial Number
Request Service Support, Order Supplies or Check Postage Account Balance On-Line
www.pb.com   or call
Select "**My Account**"   **1-800-522-0020**

Step 2. Connect.

You'll need to connect to the Pitney Bowes Data Center to add postage funds, download software updates, and perform USPS required inspections.

Use the included LAN Adapter (only available with DM125/DM225 models) to connect to your network. Follow Step 3. Connect via LAN setup.

If a direct LAN connection is not available (DM100i/DM200L and/ or DM125/DM225 clients without LAN capability), please install the PC Meter Connect™ Desktop application, available online at www. pitneybowes.com/support/pcmc. After you've installed the PC Meter Connect Desktop Application, follow the onscreen instructions, which will guide you through the rest of the system setup process. You won't need to refer to this Quick Install Guide again.

Step 3. Connect via LAN setup.

Connect the short USB extension cable (approximately 6") from the back of your meter to the LAN adapter as shown. Make sure that the other two ports remain open, as shown by the red Xs in the diagram.

DM125/DM225
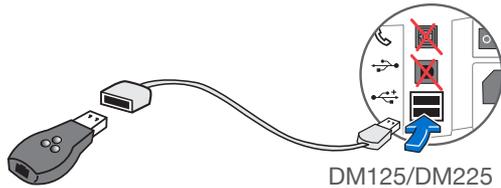
Plug one end of the Ethernet cable included in the kit into a network connection on the wall. Plug the other end of the Ethernet cable into the network adapter as shown.
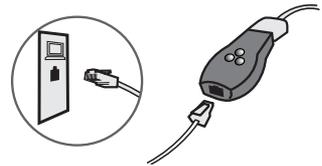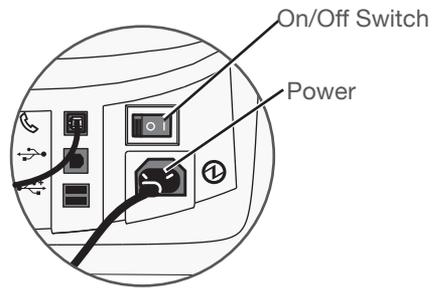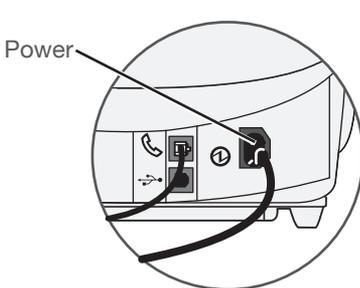

Step 4. Plug your meter into a power outlet.

Connect the power cord from the back of your meter to a power outlet.

> (i) Choose a power outlet that is not controlled by a wall switch, so the meter stays powered on.

Power

On/Off Switch

Power

If you have this model, turn the On/Off switch on.

Step 5. Select you language.

When you power on the meter, it will perform a brief self-check process, after which you can select the language you wish to use. Simply press the small round button next to your language choice.

```
    SELECT LANGUAGE
 ◀ English
 ◀ Espanol
```
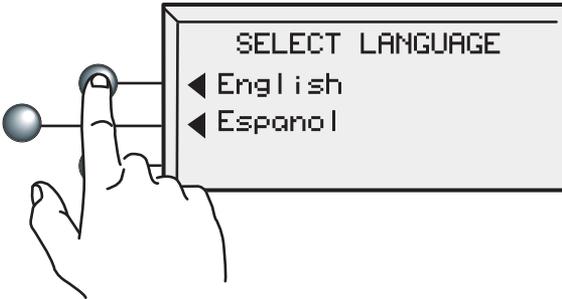
Step 6. Set your local time.

Make sure that your meter is set to the correct local time. Otherwise, the Post Office may return your mail unsent. You'll set hours first, then minutes.

```
Key in Hours <0-12>
        HH:

◀ OK and Continue
```

If the hour value displayed (HH) is correct, simply select **OK and Continue**. If the hour value is wrong, key in the correct value before pressing **OK and Continue**.

Step 6. Set your local time. (continued)

```
Key in Minutes
         9: MM

◄ OK and Continue
```

Again, if the minutes value displayed (MM) is correct, simply
select **OK and Continue**. If the minutes value is wrong, key in
the correct value before pressing **OK and Continue**.

⚠ **Important:** You must set the AM/PM correctly. If the local time is off by
12 hours then your system may print the wrong date on your mail, which
could result in its rejection by the Post Office.

```
Select AM or PM
        9:25
◄ AM
◄ PM
```

```
◄ This is correct
◄ Adjust this time
```
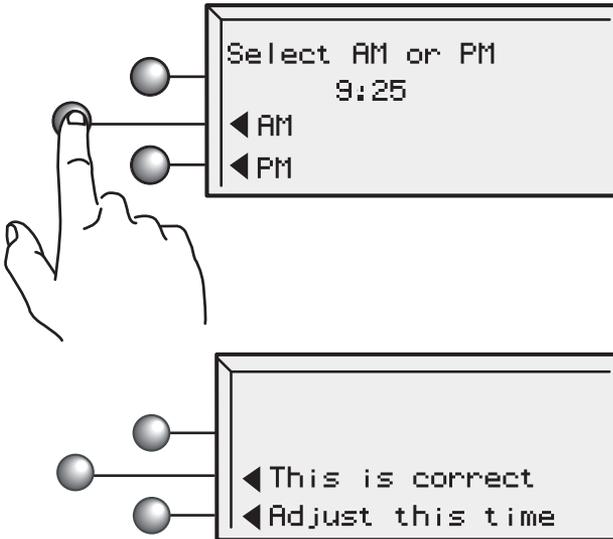
Check one last time, paying special attention to the AM/PM setting.
If the current local time is correct, select **This is correct**.

Step 7. Install the print head.

Next, you should see the following prompt. Follow steps A-F to install the print head.

```
No print head
detected. Open cover
to install print
head and ink tank.
```
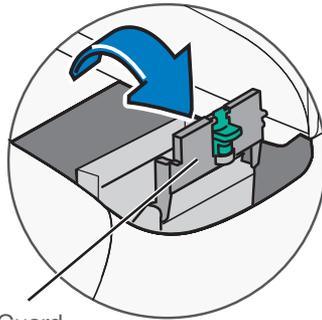
A. Open the top cover.
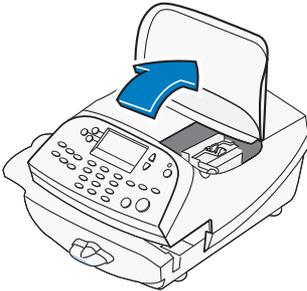
When you open the cover the screen will show this prompt.

```
Please install print
head & ink tank.
Close cover when
completed.
```

B. Unlatch and flip up the ink cartridge guard.

Ink Cartridge Guard

C. Remove the print head from its packaging.

Peg

Peg
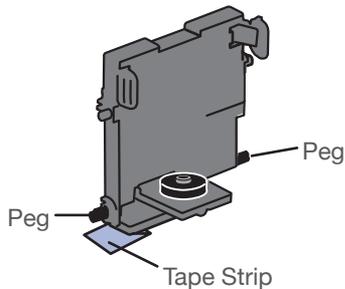
Tape Strip

Step 7 Install the print head. (continued)

> ⚠ **Important:** In order to prevent damage to your meter, be careful while performing this step.

Depending on your model
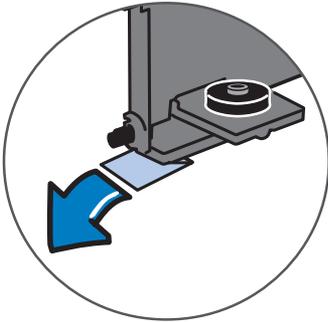
D. Remove the tape strip from the bottom of the print head.
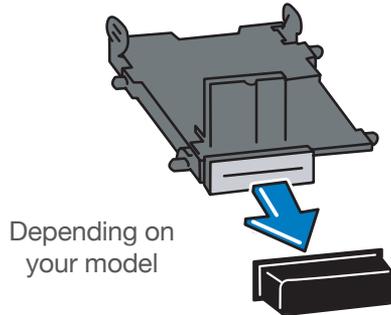
OR

Remove the plastic cap from the bottom of the print head.
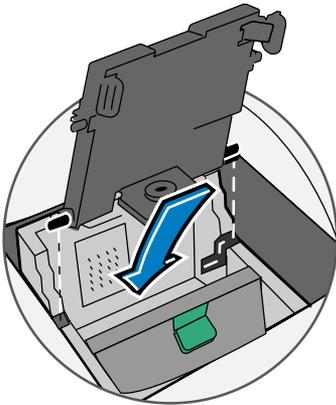
Tabs

E. Slide the print head pegs into the lower set of grooves.
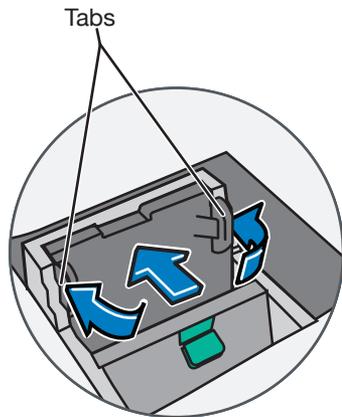
F. Squeeze the tabs and push the print head flush against the meter walls.

Step 8. Install the ink cartridge.
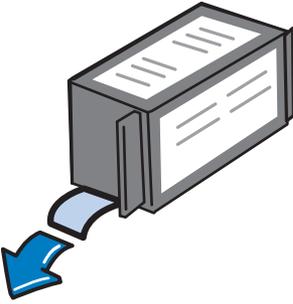
A. Remove the ink cartridge from the bag. The silver foil strip on the bottom of the cartridge should remain in the bag when the cartridge is withdrawn.
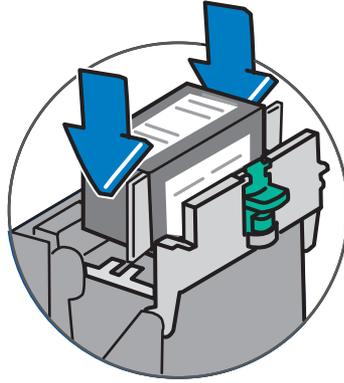
B. Drop the cartridge in next to the print head. The label on the top of the cartridge should face front.
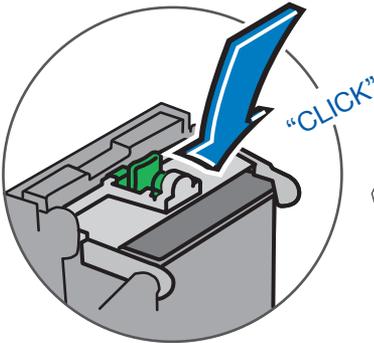
C. Close the guard and click to secure.

D. Close the top cover. The meter will automatically prepare the ink cartridge for use.

Step 9. Print a test pattern.

When prompted, insert a spare envelope or a tape sheet for a test print.
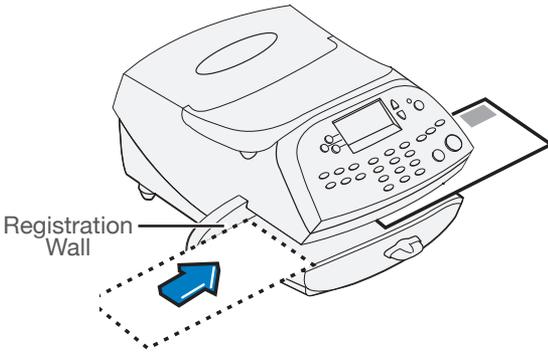
Registration Wall
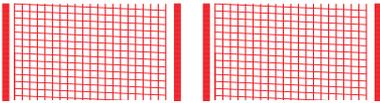
Good test print - no missing lines
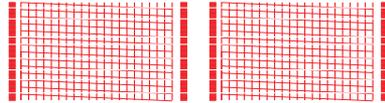
Poor test print

If the test print is good, press the green **Yes/Enter** button on the front of the meter.

No   Yes/Enter

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

8

Step 10. Check your available funds for postage.

For your security, your meter is not shipped with preloaded postage.

```
┌─────────────────────────────────┐
│       Checking Balance          │
│                                 │
│        Please wait...           │
│                                 │
└─────────────────────────────────┘
```

```
┌─────────────────────────────────┐
│         PBP Balance             │
│  Prepaid        $####.##        │
│  Other          $####.##        │
│                                 │
│  Add Postage (Yes/No)?          │
└─────────────────────────────────┘
```
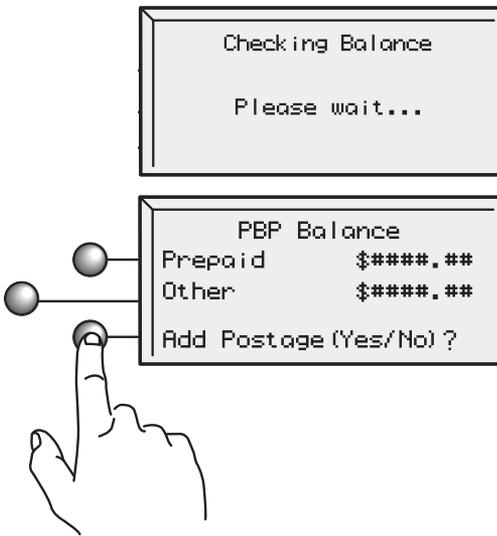
(i) PBP
= Postage by Phone

It is simply your account balance.

(i) If connected via LAN and balance inquiry is successful, you may leave the LAN adapter and cable connected on a permanent basis.

When your account is accessed at the Postage-by-Phone Data Center, you will see your current balance (Prepaid) and your current credit line (Other). You can transfer some (or all) of the postage funds you've already purchased (Prepaid) in the next step.

• Select **Yes/Enter** to transfer postage into the meter.

(i) For troubleshooting see page 18.

Step 11. Fill your meter with postage.

Now you fill your meter by transferring postage from your account. Key in the amount of postage you wish to add, in whole dollars.

```
┌─────────────────────────┐
│ Enter amount of         │
│ postage to add.         │
│       $#.00             │
│                         │
│ ◄ Continue              │
└─────────────────────────┘
```

• Select **Continue**.

```
┌─────────────────────────┐
│ CONFIRM ADD POSTAGE     │
│ Adding  $####.00        │
│                         │
│ (Yes or No)?            │
└─────────────────────────┘
```

```
┌─────────────────────────┐
│     Adding Postage      │
│                         │
│ Please Wait...          │
└─────────────────────────┘
```

```
┌─────────────────────────┐
│ Transfer Successful     │
│ Added        $####.00   │
│ Available    $####.00   │
│ Receipt  (Yes or No)    │
└─────────────────────────┘
```
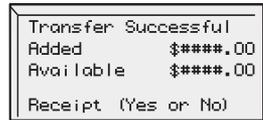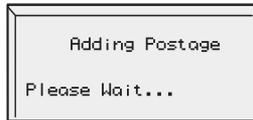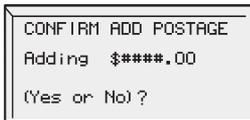
Press **Yes/Enter** or **No** for a receipt.

No   Yes/Enter
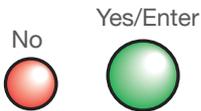
Step 12. Print your postage receipt.

To print a receipt, follow the screen directions.
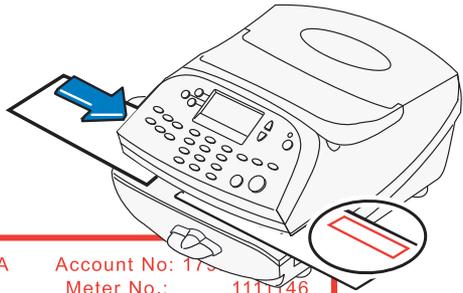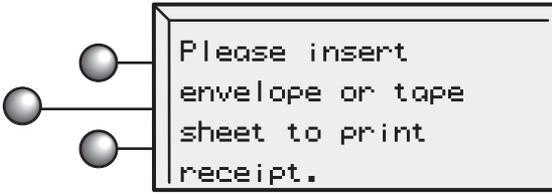
```
Please insert
envelope or tape
sheet to print
receipt.
```

Refill: OCT 23 16 11:38A   Account No: 17
Refill Amount: $100.000   Meter No.:   1111146
Funds Available in Meter: $115.000   OCT 23 16
Prepaid: $935.780   11:38A
Additional Funds Available: $000.000

Refill
Receipt

Step 13. Update your software.

> ⓘ In this last step you'll download the current USPS rates and install any additional features you may have ordered.

- Select **Get update now**.

```
UPDATE REQUIRED
This s/w required to
continue operation.
◄Get update now
```
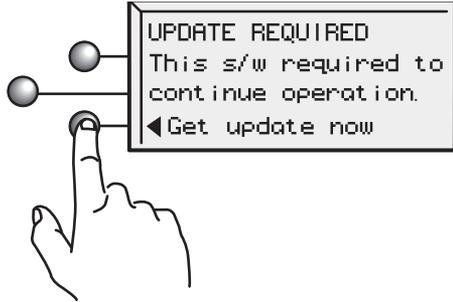
- Your system will auto-install the updates.
  Follow the screen prompts.

```
File x of y

■■■■■■■
        XX⁊
```

```
Installing updates

Please wait...
```
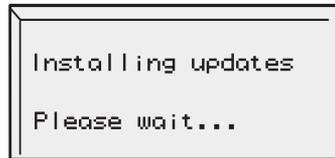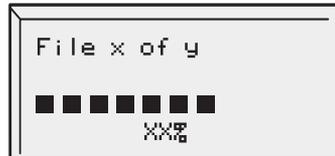
- When the software installation process has finished, select **Continue**.

```
SOFTWARE DOWNLOAD
    COMPLETE

◄Continue
```
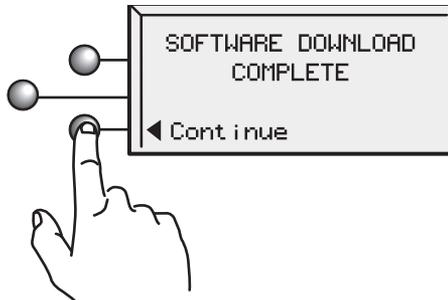
Step 14. Congratulations! You're ready to start using your Mailing System.

• Select **OK**.

To customize your meter settings and learn all about using your system, **see the Operator Guide**, or check the Quick Reference Guide.

```
INSTALLATION
 SUCCESSFUL!

◄OK
```
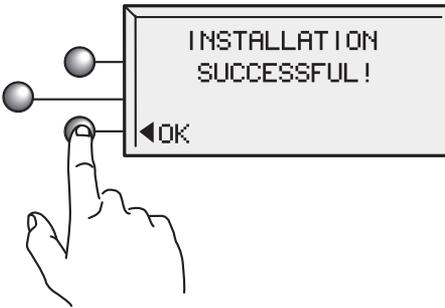
Optional Steps: Install any additional components.

If your system came with the optional scale, attach it now. The scale consists of two pieces. Place the platform on top of the base unit, making sure the pegs on the platform are inserted into the corresponding holes in the base unit.

DM100i / DM125 platform
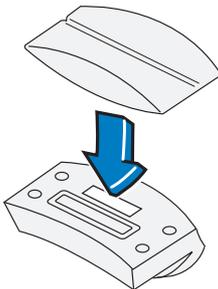
DM100i / DM125 base unit

DM200L / DM225 platform
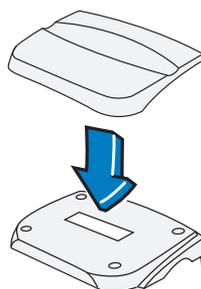
DM200L / DM225 base unit

Optional: Install your scale

Position the assembled scale as shown. Now plug the connector on the bottom of the base unit into the matching connector on your system.

DM100i / DM125

DM200L / DM225

Enter scale location
code supplied by PB
    16   (0-31)
◄ Continue

(i)
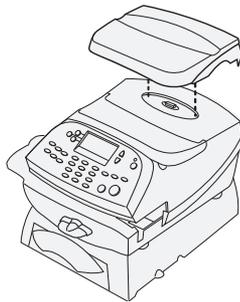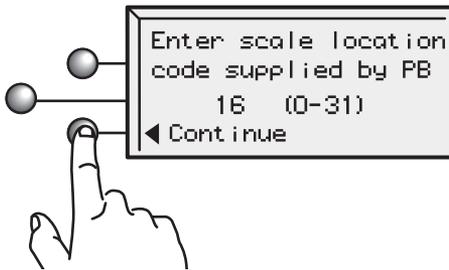
You'll need a scale code to calibrate the scale. If you have just attached your scale, key in the correct scale code for your location. Codes for each state can be found in the back of this guide on Page 19-20. Select **Continue**.

Optional: Install your moistener.

The optional moistener allows you to moisten, seal, and apply postage to your envelopes—all in one smooth step.

Position the moistener on the left side of the deck as shown. Hold down the blue release lever and slide moistener from left to right, with the lip of the moistener above the deck.

Release Lever
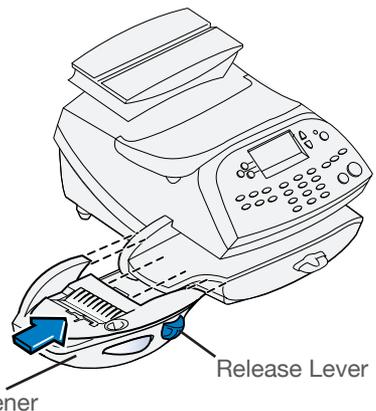
Moistener

Optional: Install your moistener. (continued)

Deck

Lip
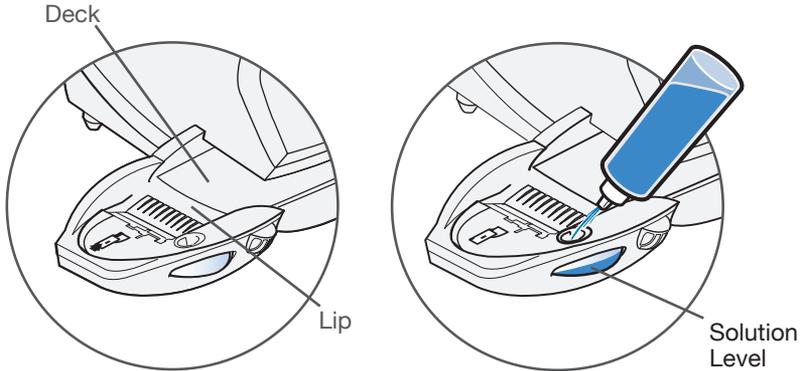
Solution
Level

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

Optional: Install your stacker.

The stacker is a tray that catches your processed mail. Position the
stacker next to the system as shown. Just slide it into place. It does
not connect mechanically to the system.

Stacker
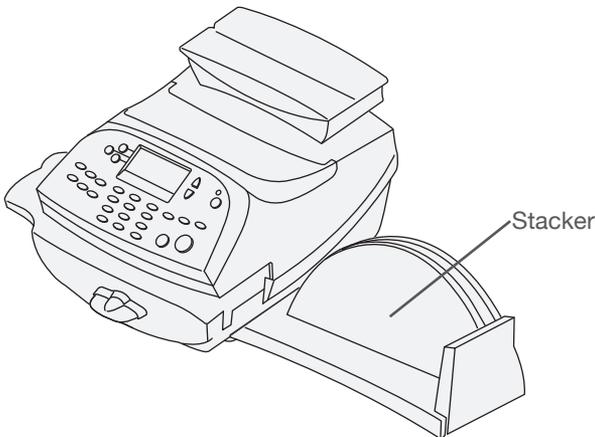
Frequently asked questions

Where can I download the PC Meter Connect Desktop application?

The PC Meter Connect Desktop application can be downloaded here: www.pitneybowes.com/support/pcmc.

Why must I add postage funds to my meter?

For your safety, and to prevent any unauthorized use, your meter is shipped without postage funds in it. The money you paid when you signed up for your DM system has been deposited into your "Postage-by-Phone" (PbP) account, and is immediately available to you. You will be required to transfer an amount from your PbP account into the meter during the installation process. Please note that this is not an additional expense — you're just moving over the money you deposited when you acquired your meter.

What is PC Meter Connect?

PC Meter Connect is a small desktop application you install on your PC to allow your meter to connect to the Pitney Bowes Data Center through your PC's Internet connection. It allows for faster, more efficient postage refills and system software updates.

How do I run the PC Meter Connect Desktop application?

After installing PC Meter Connect, you should see its icon on your Windows desktop. Launch the application by double-clicking on this icon. Alternately, you can launch the application from the Windows Start button > All Programs > Pitney Bowes > PC Meter Connect.

PC Meter Connect is now running and you may connect to the Pitney Bowes Data Center. Alternately, you may click on the Start button >> All Programs >> Pitney Bowes >> PC Meter Connect.

How do I know PC Meter Connect is running?

When the application is running you'll see a smaller PC Meter Connect icon in your Windows system tray at the bottom of your screen.

Frequently asked questions (continued)

What is a scale location code?

The accuracy of any scale is affected by its geographic location on the earth (specifically, how far it is from the Equator) and its altitude above sea level. The scale location code provided by Pitney Bowes helps calibrate the scale to be as accurate as possible for your particular location.

Where is my Operator Guide?

The latest Operator Guide can be found using the Support URLs listed below. The Guide is in Adobe PDF format, so you easily view or print it.

For product support go to http://www.pb.com/support

Product Name: DM100i, Model P700

Product Name: DM200L, Model P7L1

Product Name: DM125, Model PR00

Product Name: DM225, Model PRL1

How do I set up access if I'm using a firewall?

We recommend that you connect your meter through a firewall. If your organization requires restricted access, you can set up the meter to access Pitney Bowes' servers by allowing outbound HTTP (80) and FTP (21) access to range 199.231.44.25 - 199.231.44.40.

If your particular firewall supports unrestricted access to these ports, then the meter will automatically connect to Pitney Bowes' servers when you initiate requests from the meter such as a refill requests or software downloads.

What type of communication does the meter use while connecting to the Pitney Bowes Data Center servers?

The meter uses (HTTP) on Port 80 and FTP on Port 21. Port 80 is used to communicate XML-formatted messages requesting services.

Frequently asked questions (continued)

Does my meter's Constant Connection use "active" or "passive" FTP?

When the meter connects to certain Pitney Bowes Data Center servers, it uses "active" FTP.

Does the meter's Constant Connection support static and dynamic addressing? If so, how can I configure the IP addressing?

Your meter supports both dynamic (Table 1) and static (Table 2) IP addressing. The IP address is defaulted to automatic addressing from a DHCP Server. To view or change your IP addressing, follow these steps (depending on the type of IP addressing your network uses):

> Press the **Options** key.
>
> Press the **Page Down** key twice.
>
> Select **Connect-Data Center**.
>
> Select **LAN Settings**.

If your network uses dynamic IP addressing:

> Verify **Get IP** is set to Auto.
>
> Press the **Home** key to return to the Mail Run Screen.

If your network uses static IP addressing:

Your network admin will need to provide you with an IP address, Subnet Mask, and Default Gateway for you to enter into the meter. Once you have those piece of information:

> Select **Get IP**.
>
> Select **Manually**.
>
> Select **IP**.
>
> Enter the IP value determined by your network administrator.
> Select **Accept IP Addr** to continue.
>
> Select **Sub**.
>
> Enter the Sub value determined by your network administrator.
> Select **Accept Sub Addr** to continue.
>
> Select **Gwy**.
>
> Enter the Gwy value determined by your network administrator
> Select **Accept Gwy Addr** to continue.
>
> Press the **Home** key to return to the Mail Run Screen.

Troubleshooting

Problem: I'm getting a "not enough funds" message.

You've tried to refill your meter with an amount that exceeds what you have available in your Pitney Bowes account. Add more postage funds using "Pay-by-Phone" and then try again.

Problem: I need to edit the information I entered during installation.

To Change Information Entered during the Install Procedure –

• Press **Clear** key on numeric keypad.

• At **Install Not Complete**, either go back to the previous step or start the installation procedure over again.

To Change Selection after the Setup Program is Complete –

• Press the **Options** key.

• Press the green Page Down button twice.

• Select **Advanced Features**.

• Press Page Down.

• Select **Run Install Mode**.

Problem: My adaptor isn't working / No LED indicators are ON.

Either the 10 or 100 LINK LED indicators should be ON (solid green), indicating your connection's data transfer rate.

If neither of these LED indicators are ON, check the following items:

• Verify the LAN cable, LAN extension cable, and LAN adapter are properly installed and plugged firmly into their ports or power source.

• Turn OFF the meter using the ON-OFF switch, wait 10 seconds, and   turn ON the meter.

• Repeat steps 1 and 2 using the other USB port on the meter.

• If you're connecting the meter to a LAN, make sure that none of the PC's on your LAN are running the PC Meter Connect application.

Troubleshooting (continued)

Problem: One of the Link LAN LED indicators is ON, but I still can't connect to the Pitney Bowes Data Center.

We recommend you download a diagnostic utility. Install the **Meter Test Connectivity** utility on a computer connected to your LAN. You can download this utility here: www.pitneybowes.com/ConstantConnection

Click on the "Test Now" button on the right side of the page. Scroll down the Constant Connection Testing Utility page to follow the **Install the Test Application** procedure. The utility emulates the connections the meter will perform and creates a log of activities that occurred during the connection attempt. This log can provide valuable diagnostic information to share with a Pitney Bowes Technical Support Representative.

Still have questions?
For installation support call: 1-877-817-2463. Alternately, your questions may be answered in the Operator Guide or online. The Operator Guide can be found at http://www.pb.com/support.

Product Name: **DM100i** Model: **P700**

Product Name: **DM125** Model: **PR00**

Product Name: **DM200L** Model: **P7L1**

Product Name: **DM225** Model: **PRL1**

Scale codes for locations in the United States

Locations near a boundary may enter either code.

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

Scale codes for locations in the United States

Locations near a boundary may enter either code.

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

Scale codes for locations in Alaska and California

Locations near a boundary may enter either code.

Location Code = 27

Location Code = 26

Location Code = 23

Anchorage

Location Code = 16

Chico

Location Code = 15

San Francisco

Modesto

Location Code = 14

San Luis Obispo

Bakersfield

Location Code = 13
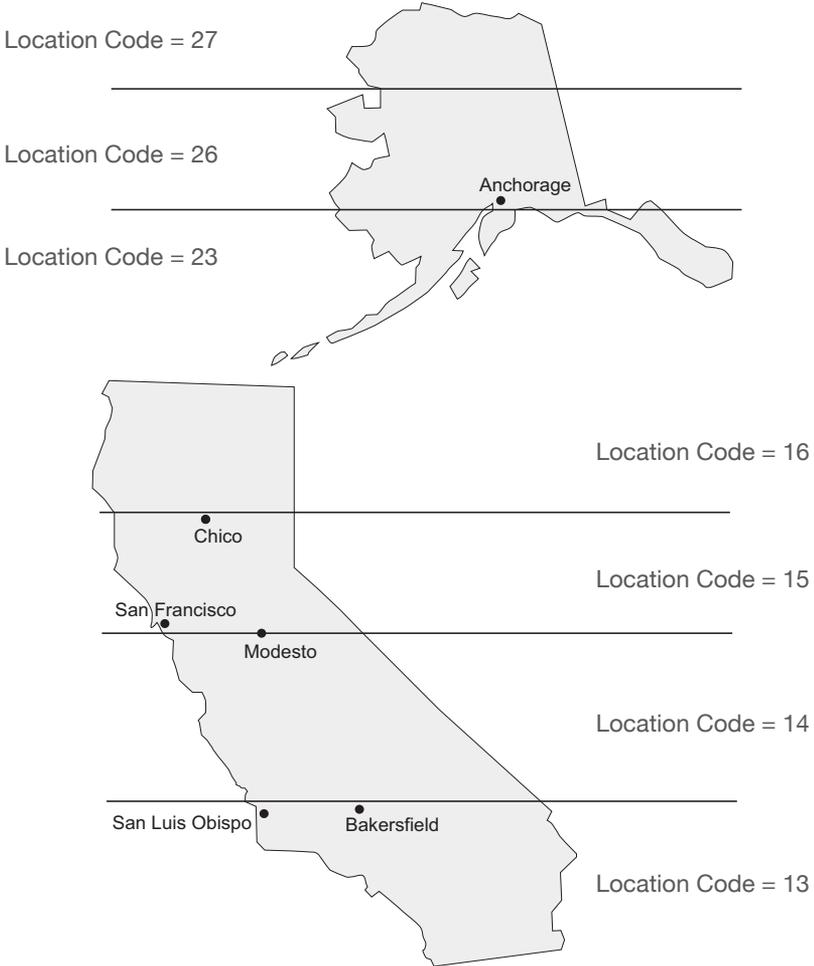
pitney bowes

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Stamford CT 06926
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Contact List

If you need assistance
For Setup or Getting Started questions, call 1-877-817-2463

Machine Identification

Product Name:	**DM100i Digital Mailing System**
Model Number:	**P700**
Product Name:	**DM125 Digital Mailing System**
Model Number:	**PR00**
Product Name:	**DM200L Digital Mailing System**
Model Number:	**P7L1**
Product Name:	**DM225 Digital Mailing System**
Model Number:	**PRL1**

Resources

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

To order PB supplies and accessories, go to: **www.pitneybowes.com** and click on Supplies. Or order by phone at 1-800-243-7824 (M-F 8:00 AM to 8:00 PM E.T.)

To view a list of your equipment, pay invoices online, or ask questions about your Postage-by-Phone account go to: **www.pitneybowes.com** and click on My Account

For questions about your Pitney Bowes account or the product, call the Pitney Bowes Customer Care Center at 1-800-522-0020 (M-F 8:00 AM to 8:00 PM E.T.).

To contact the United Stated Postal Service® (USPS), visit: **USPS.com**

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