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How to reset scale on pitney bowes postage meter

Products affected: DM100®i and DM125™ To zero your scale, ensure items are removed from the scale and follow these steps: Select SCALESelect Zero the scale If you are unable to zero your scale, there are two likely reasons: Your scale may be turned off. To turn your scale on: Select SCALESelect Turn Scale ON You do not have/use a scale. To manually enter your weight: Press your Weigh / Rate keySelect Enter manual rateSelect Change to g (If it displays 0 g at Enter Weight, go to step 4)Type 5 or the weight of your mail piece on the keypad. It will display 5 g or the weight entered A regular letter rate is an item from 1 to 30 grams. Select Continue Your meter will prompt you to select a class. Select the desired option. UPDATED: 29 June 2021 Products affected: DM100®i and DM125™ When a mail piece is run, the meter will ask for a new class after every piece. The Change/Retain Class setting is set incorrectly. From the Home screen: Select ScalePress Page Down one timeSelect Change / Retain ClassSelect Retain ClassPress Home If your issue is not resolved, contact customer support from 8 am to 8 pm Eastern Time. Have your model number ready. UPDATED: 07 June 2021 Products affected: DM50™ / DM55™ (K721), DM60™ (K722) Follow these steps to reset your scale to zero grams: Press MenuPress Review (down) until Reset the scale to zero? is displayed.Press the Enter/Yes key. The weight on your display will return to 0g, and the franking machine will return to the Main screen. UPDATED: 04 June 2021 Products affected: DM100i™, DM150i™, DM200i™ (P720); DM110i™, DM160i™, DM220i™ (PR20) The mailpiece is not being weighed correctly by the scale. The scale may not be communicating with the franking machine, may not be seated properly, or may not be level. Start by zeroing the scale: Remove any items from the scale.From the main screen, select "SCALE"Select "Zero the scale"Test by weighing an item of known weight: a £1 coin weighs 9g€1 coin weighs 8g If the scale is still not weighing correctly: Remove the power lead, or switch the franking machine off using the switch at the back.Remove the scale from the top of the franking machine. The scale comes in two parts to split the scale into two.Make sure there are no obstructions by blowing around the 2 pieces of the scale, including the 9-pin connector underneath, and also the port where the scale sits on top of the franking machine. Put the scale back together and reseat it onto the machine. Ensure the scale is reseated correctly on top of the machine.Replace the power lead and switch the franking machine on.Once the franking machine returns to the home screen ensure the display shows "SCALE: 0 g". If the display shows a different weight, zero the scale.Test with an item of known weight, such as one of the coins listed at step 4. If this does not resolve the issue, return to step 6 and remove the four rubber feet from the base of the scale whilst the scale is removed, this has occasionally been found to resolve the issue. Use the Contact Us options below if the issue is not resolved. UPDATED: 08 March 2021 Products affected: DM300C™, DM400C™, DM450C™, DM475™ Step 1: Check serial port settings Press Menu.Select Setup.Press Page Down. Select Serial Port.Select Attached Scale.Press Home. Step 2: Reseat the scale and reboot the machine Unplug the power cord.Remove the scale.Plug the power cord back in, but keep the scale off the machine.Once the machine has booted up, place the scale back on machine. Ensure that there are no gaps between the scale and the meter.Check that the meter is in Scale Mode: Press the Weight Rate button.Select Rate Mail on Scale option if present. Select 1st Class.Select Letter.Press Enter.Verify that the top of the screen displays 0 lb. 0.0 oz. If the screen does not display 0 lb 0.0 oz, Zero the Scale. Step 3: Set a normal preset Press Menu.Press Page Down and select Preset Options.Select Set Normal Preset.Select Yes.Press Home. Use the Contact Us options below if you need further assistance. Have your model and serial number ready. UPDATED: March 08, 2021 Products affected: SendPro® C Lite, SendPro® C, SendPro®+, SendPro® C Auto (2H00, 8H00, 9H00) Zero the scale to set the weight to zero.Make sure there is nothing on the scale when you zero it. Tap Print on Envelopes on the Home screen.Tap Weight. Tap Scale on the weighing method screen.Tap Zero Scale.Tap Cancel to return to the Print on Envelopes screen. UPDATED: August 09, 2021 Products affected: mailstation™, mailstation2™ Your mailpiece is not weighed correctly by the built-in scale. You may have a communication issue between your scale and your meter. Follow these steps to reset your scale: Remove any items from your scale.Press Menu.Press Review (down) until the display says Reset the Scale to Zero?Press Enter / yes.Test with an item of known weight. If your scale still does not weigh correctly: Unscrew the thumb screws on your scale cable and disconnect the cable.Unplug the power cord.Wait one to three minutes.While waiting, reconnect your scale cable and tighten the thumb screws.Plug the power cord back in, ensuring that it is plugged directly into a wall outlet. Use the Contact Us options below if you need further assistance. Have your model and serial number ready. UPDATED: June 04, 2021 When the scale icon is selected, SendPro does not show the weight from the scale.The scale is not weighing correctly. The scale is not compatible with SendPro.The SendPro scale app has not been installed (only when using SendPro on a web browser).There is nothing on the scale.There is a USB hub between the scale and the computer. Ensure that a compatible scale is installed: 5 lb. USB scale (item number 397-A)10 lb. USB scale (item number 397-B)70 lb. USB scale (item number 397-D)70 lb. USB platform scale (item number MT70) On the bottom of the scale is a label with information about the scale. This label should list the PB CODE, which must match one of these compatible scales. Solution 2: Zero the scale If using SendPro Online in a web browser If using the SendPro Online software In the SendPro Online software, click the gear icon and select Zero Scale. Solution 3: Ensure that the USB cable is connected directly to the computer Ensure that the USB cable is connected directly from the scale to the computer. Do not use a USB hub between the USB scale and the computer. If the scale is already plugged directly into the computer, try a different USB port on the computer. Solution 4: Manually pair the scale Clear your web browser's cookies and cache. Consult your web browser's help for assistance.Go to the SendPro sign-in page and sign in to SendPro again.Right-click on the SendPro Scale App ("SP") icon in the system tray and hover over Pair With. Select your web browser from the Pair With menu. Solution 5: Install the SendPro Online software Alternatively, you can download the SendPro Online software to perform all SendPro functions without needing the Scale App. See Installing the SendPro Desktop Application. Note: When the scale is connected to a computer with the USB cable, the power button on the scale will be disabled. The power button is only used when the scale is powered with a 9-volt battery. There is no need to use a battery if the scale is connected to the computer with a USB cable.If you need further assistance, please use the Contact Us options below. UPDATED: February 17, 2021 Some shipping scales can only weigh small packages, while others weigh large loads. The lowest weight range for scales is between 0 and 5 pounds. Medium options range between 5 and 100 pounds, and the highest range can handle from 101 to 1000 pounds. Options that can measure to the smallest units give the best accuracy.Desktop scales are small enough to sit on a table. Use them to calculate postage charges for letters and small packages. Floor scales are large and need wide, strong platforms. Use these in warehouses or other applications that involve heavy packages. Some of them are free standing and portable, while others need special installation. Types of postal scales Postal scales come with various capabilities, which determine the level of accuracy they provide when weighing. Some digital scales feature remote screens that can display the weights to someone in a different location. Some options use the internet to compare postal rates from various companies. Finish all the mailing work in one station by opting for scales that can connect to postage readers and print out labels. Prevent tampering by protecting such scales with unique passwords. There are three main variations of scales: Manual scales use a spring mechanism Digital scales display figures on a screen Programmable scales calculate postal charges Specialized shipping scales Counting scales are a special kind of postal scale that can count large volumes of identical parts. They make work easier when sending packages that are composed of many parts. Counting scales can also be used for inventory management. Calibrate the scales for precision before weighing packages, and protect delicate objects from damage using bubble mailers. Preparing packages Some items use special packaging, for instance, artwork can be sent in mailing tubes. Choose scales that can accurately weigh such packages. Stock scales and other mailing supplies for a seamless flow of tasks. Other important materials for sending out packages include packing paper and envelopes.Shipping Scales for all needs Before any product is shipped, its weight needs to be verified. This helps to ensure envelopes and boxes are packed correctly, lets you know approximate shipping costs, and avoids errors. Postal scales are ideal for lightweight objects like letters, while retail products often need heavier scales, depending on their mass. Scales intended for retail use have a digital readout attached to the scale and a gross weighing capacity of under 30 pounds. Industrial shipping scales usually have a separate digital readout that can be mounted in a convenient location. Postal scale applications Mail is shipped by weight, so digital postal scales are calibrated in pounds and ounces and accurate to within an ounce. Light-weight scales designed for envelopes don't have the capacity for heavy packages, so higher capacity package scales are needed, often suitable for a maximum weight somewhere between 12 and 30 pounds. Coin counting scales are a special type of scale where the weight of a single coin is entered and the readout displays the total number of coins in coin envelopes or, in some instances, the value of coins weighed. Posting You can make certain your customers know who their mail is from by using custom print envelopes. The inclusion of your business name and return address on the envelope demonstrates professionalism and impresses clients. Using custom printing, you can also print personalized catalog envelopes for direct mailing. Alternatively, choose business envelopes that use multiple windows to show consignee addresses and your return address. When posting fragile items, consider using shrink film, special shipping boxes, packaging tape, wrapping equipment, and other shipping supplies. Popular package scales Before purchasing a scale, evaluate your needs. Establish the smallest package you need to weigh, as well as the heaviest. Select a scale meeting both requirements. Bear in mind that some scales are intended for desk mounting, others on the floor, and yet others are handheld. Each has its strong points, but not all are universally suited to every need. Common types of scales include: Postal scales designed to weigh light objects of a few ounces Proportioning scales which are used the consecutively weigh ingredients for a recipe Desk mounted parcel scales with a weighing capacity between 12 and 30 pounds. Floor mounted scales suitable for heavy packages up to 400 pounds Handheld scales for weighing luggage Shipping scales come in all sizes. Including mail scales for letters through to postal scales for weighing small parcels for postal delivery. At the other end of the scale, heavy-duty scales can weigh objects of 400 pounds or more and are useful to ensure you load vehicles correctly. Before dispatching mail, make sure to pack it safely using the correct packaging, boxes, pouches, and envelopes. Shipping Scales for all needs Before any product is shipped, its weight needs to be verified. This helps to ensure envelopes and boxes are packed correctly, lets you know approximate shipping costs, and avoids errors. Postal scales are ideal for lightweight objects like letters, while retail products often need heavier scales, depending on their mass. Scales intended for retail use have a digital readout attached to the scale and a gross weighing capacity of under 30 pounds. Industrial shipping scales usually have a separate digital readout that can be mounted in a convenient location. Postal scale applications Mail is shipped by weight, so digital postal scales are calibrated in pounds and ounces and accurate to within an ounce. Light-weight scales designed for envelopes don't have the capacity for heavy packages, so higher capacity package scales are needed, often suitable for a maximum weight somewhere between 12 and 30 pounds. Coin counting scales are a special type of scale where the weight of a single coin is entered and the readout displays the total number of coins in coin envelopes or, in some instances, the value of coins weighed. Posting You can make certain your customers know who their mail is from by using custom print envelopes. The inclusion of your business name and return address on the envelope demonstrates professionalism and impresses clients. Using custom printing, you can also print personalized catalog envelopes for direct mailing. Alternatively, choose business envelopes that use multiple windows to show consignee addresses and your return address. When posting fragile items, consider using shrink film, special shipping boxes, packaging tape, wrapping equipment, and other shipping supplies. Popular package scales Before purchasing a scale, evaluate your needs. Establish the smallest package you need to weigh, as well as the heaviest. Select a scale meeting both requirements. Bear in mind that some scales are intended for desk mounting, other