

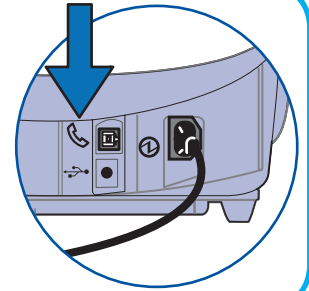
# DM300c, DM400c, DM475 Series™ Download Instructions

**Read before you begin:**

Make a connection as you normally do for postage refills.

- Analog phone line
- Local area network (LAN)

Once a connection is made to our data center, the update should take about 20 minutes to complete.



## Step 1

Select **Clear Messages**. (Press "C" to return to the home screen)

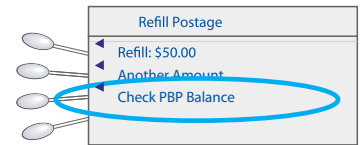
## Step 2

From the Home screen press **Refill Postage**.



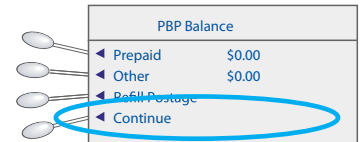
## Step 3

Select **Check PBP Balance**.



## Step 4

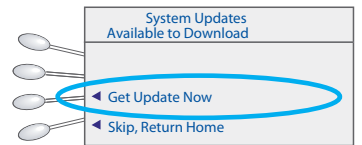
Select **Continue**.



## Step 5

Select **Get Update Now**.

(The screen will display downloading updates and 3 files will download.)

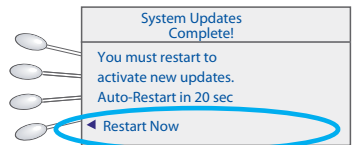


## Step 6

Select **Restart Now** at the System Update Screen.

The screen will display:

- Installing Updates
- Initializing Updates
- Screen will be blank for about 30 seconds - **Do Not Disconnect!**
- Initializing EMD
- Updating System... Please Wait... This may take several minutes.
- Initializing Please Wait



When your system returns to the Home screen your update is complete. **Congratulations! You now have successfully updated your meter!**

### Need Additional Assistance?

If you are experiencing connection issues, please contact Pitney Bowes Product Support Group at 1-800-672-6937 and follow prompts for Service on the DM Mailing equipment

Pitney Bowes Product Support Group is available between 8:00 AM and 8:00 PM Eastern Standard Time, Monday through Friday.