

DM300c, DM400c, DM475c (G925)

New Telephone Number Update instructions

With improvements to our IT infrastructure, a change is required to the telephone number used by your Pitney Bowes postage meter.

The postage meter uses the telephone number to connect to our Pitney Bowes servers to download postage, software updates and postage rates.

Please follow the simple steps below to update your meter.

1. Press the **Options** key.
2. Use the **Page Down** key to scroll through the menu and select "**Data Centre Options**"
3. Select "**Phone Settings**"
4. Select "**PbP Phone#**"
5. Select **Continue**.
6. Press **Back/C** key to remove existing number.
7. Key in **0818270348** then select **OK** or press **Enter**.
8. Press the **Home** key to return to the home screen.
9. Once you have saved the new telephone number, **power down your meter** using the switch on the rear of the machine or removing the power cord for 10 seconds and restart.
10. Check your connection by completing a balance enquiry. To do this press the **Refill Postage** key.
11. Select "**Check PbP Balance**" to connect your machine to the Pitney Bowes Infrastructure.
12. Once the balance is displayed select **Continue**.
13. Follow the prompts to return to the home screen.

14. If the meter displays an error message (for example "**Link Negotiation Failed**"), please reattempt the connection a few times. If it should continually fail, return to **step 7**, clear the number and key in the phone number **1891170170**. Then follow instructions 10-15. **This is a temporary number which will be discontinued after 30 September 2017.**

For additional assistance, visit www.pitneybowes.com/ie/support.

