

# DM50 / DM55 (K721) Series

## 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.

The telephone number should automatically update on your meter. However, should you need to manually update the number, please follow the steps on your DM50 meter.

1. Press the **Options** key.
2. Press the **Up** arrow key to scroll to "**Change setup?**" - press the **Enter/Yes** key.
3. Press the **Up** arrow key to scroll to "**Change communication settings?**" - press the **Enter/Yes** key.
4. Press the **Down** arrow key to scroll to "**Change Data Centre phone number?**" - press the **Enter/Yes** Key.
5. If **08719 480102** is already present press the **Enter/Yes** key. If there is any other number already present, press the **Clear/Back** key to delete it, then key in the new phone number **08719 480102**. Press the **Enter/Yes** key.
6. You will then be asked if you want to "**Stay in setup?**" - press the **Enter/Yes** key.
7. The screen should now show "**Change communication settings?**" - press **Enter/Yes** key.
8. Press the **Down** arrow key to scroll to "**Change Local Access phone number?**" - press the **Enter/Yes** key.
9. If **08719 480102** is already present press the **Enter/Yes** key. If there is any other number, press the **Clear/Back** key to delete it, then key in the new phone number **08719 480102**. Press the **Enter/Yes** key.
10. You will then be asked again if you want to "**Stay in setup?**" - press the **No** key to return to the home screen.
11. Power down your meter by removing the power cord for 10 seconds and restart.
12. Check your connection by completing a balance enquiry. To do this press the **Funds** key.
13. Press the **Down** arrow key to scroll to "**Check balance available?**" - press **Enter/Yes** key
14. Your meter will connect to the Pitney Bowes infrastructure. When your balance is displayed on screen press the **Enter/Yes** key.
15. When prompted to "**Refill Postage**" press the **No** key. You will then be returned to the home screen.

For additional assistance, visit [www.pitneybowes.com/uk/support](http://www.pitneybowes.com/uk/support).

