

pitney bowes



Shipping & Mailing

Postage management

Internet Access Communication Device

Install Instructions

US English Version



Instruction Options

- Watch a step-by-step installation video by scanning the QR Code below with your smartphone



or

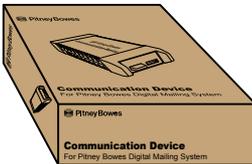
- By entering the following URL at your computer:
www.pb.com/support/upgrade/K7

or

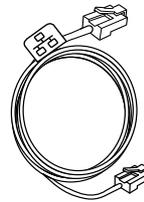
- Follow this printed installation guide, starting on page 1

Contents

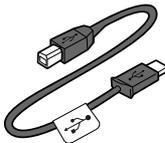
Communication Device



Network Cable



USB Cable



Install Guide



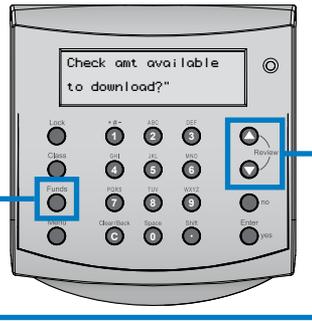
Step 1. Update meter software

i If you have not already done so, you must update your meter to the current software version. The Communication Device will not work with your meter unless you update your meter with the latest software.

- a. Connect your meter the same as you would to add postage (i.e., with an analog phone line or the latest version of PC Meter Connect).

Note: You cannot use the Communication Device for this yet.

- b. Press the **Funds** button



- c. Use a **Review** key (▲▼) to scroll to the option: "Check amt available to download?", then press **Enter/yes**.

- d. When your balances appear, press **Enter/yes**.

Prepaid:	\$1150
Other:	\$500

- e. If you see this message, press **Enter/yes** and proceed to Step 3.

No Update Available Continue-Press Enter

or

If you see one of these messages, press **Enter/yes** to update your meter.

New Software Available Update?

or

SYSTEM UPDATERE QUIRED-Please waite.

Wait for the update to complete before proceeding to Step 3.

Step 2. Preparing for Installation

To install your meter using the Internet, you will need the following:

- **One power outlet**
- **An Internet source**, such as a router, hub or network wall jack.

Note 1: DO NOT use a port in a computer to connect to your network.

Note 2: DSL VoIP phone jacks cannot be used as an Internet source.

Do not connect a DSL phone jack directly to the meter.

Clear any messages on the meter so it is at the Ready screen, by pressing the **Clear/Back key.**

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Wireless: Step 3 through Step 9 must be completed before wireless installation.

Technical Requirements:

IP Address

- Automatic assignment with DHCP and DNS server capability (most networks have this), or
- Manually specified static IP (not shared with other devices on your network).



If your network requires special settings, such as static IPs or proxy settings, your IT specialist should use the Special Network Settings instructions in this booklet, as part of the installation.

Proxy Server (if needed)

If your network uses Static IPs or Proxies, the setup software requires:

Operating System:

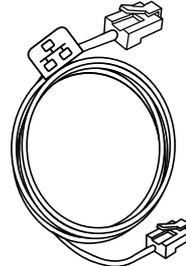
- Windows 2000, Windows XP, Windows Vista, Windows 7
- Mac OS X (PowerPC: Ver10.3.x ~ Ver10.5.5)

Step 3. Unpack the Communication Device and Network Cable

The Communication Device replaces the PC Meter Connect cable and software, or the phone line, your meter uses today to access postage downloads. It's packaged in its own cardboard box.



Communication Device

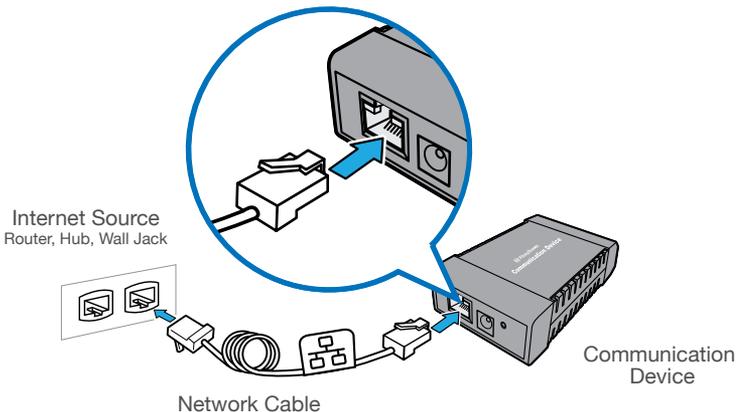


Network Cable

Step 4. Connect the Communication Device to your network

Be sure to connect to an active network port.

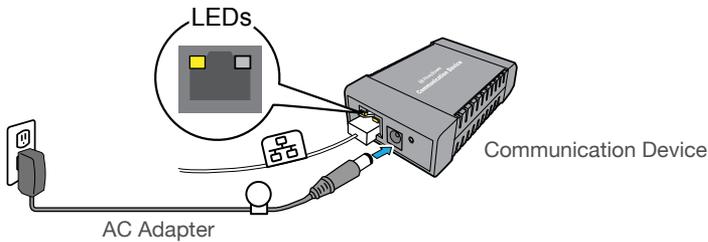
Note: If you are not certain where to connect, or whether your network requires special settings, consult your IT specialist.



DO NOT use a port in a computer to connect to your network.

Step 5. Apply power to the Communication Device

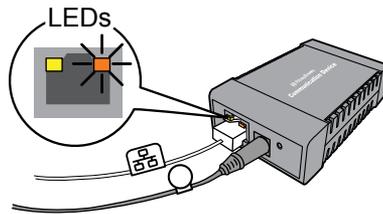
Plug the AC adapter (🔌) into the Communication Device and a power outlet. The left LED is lit **yellow** when it is on.



Step 6. Check LED

After 45 seconds, the right LED will blink **orange**, go to Step 6.

If the right LED is solid **orange** (not blinking), follow Troubleshooting 1, below.



Troubleshooting 1

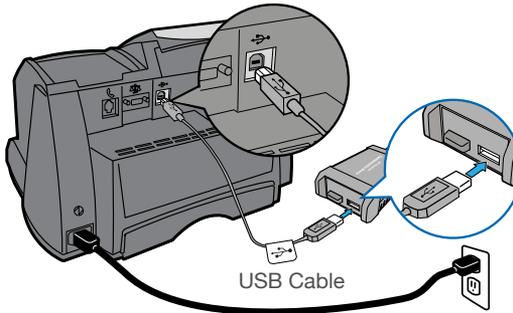
The Communication Device may not be communicating to an active network port.

Try the following:

- Be sure the Network Cable (🔌) is properly connected at both ends.
- Try other ports (for 10 seconds each) until you find one that is active (LED changes from solid orange to **green**). Do not use a network port in a computer.
- Pull the power connector (🔌) out, then reconnect power to restart the Communication Device.
- If after 45 seconds, the right LED is still not blinking **orange** only, consult your IT specialist. Your IT specialist may need to follow the Special Network Settings procedure on page 6.
- For more detailed technical assistance, go to:
www.pb.com/support/LAN

Step 7. Connect the meter to the Communication Device with the USB Cable

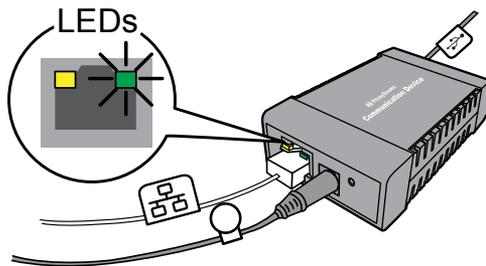
This replaces the phone line or USB cables that may already be connected to the meter.



Ensure that the meter is powered and at the Ready screen.

Step 8. Confirm connection to the Internet

- After a few seconds the right LED changes from blinking orange to blinking **green**.

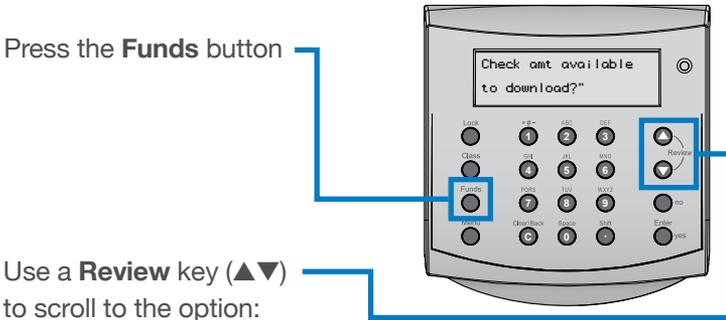


If the right LED alternates orange and green or the meter displays the message “Dialing, Please wait...” see Troubleshooting 2 on page 8.

If the right LED lights any other combination of orange alone or orange and green, see Troubleshooting 3 on page 8.

Step 8. Confirm connection to the Internet (continued)

b. Check your balances to confirm the installation is complete:



c. Use a **Review** key (▲▼) to scroll to the option: "Check amt available to download?", then press **Enter/yes**.

If the meter displays your balances, your meter is now connected to the Internet.

Prepaid:	\$1150
Other:	\$500

Step 9. Wireless Connection (Optional)

To set up wireless capability, go to: www.pb.com/support/LAN

Scroll down to select the link [Wireless Setup Instructions](#) and follow the instructions.

Troubleshooting 2

If the right LED on the Communication Device alternates orange and green or the meter message reads: “Dialing, Please wait...” you will need to contact Pitney Bowes for setup support.

Before calling, access and record your meter’s software version (UIC version) by following these steps:

- Press **Menu**.
- Use the **Review** (▲▼) keys to scroll to “Select a report?” and press **Enter/yes**.
- Use the **Review** keys to scroll to “View software ver. report?” and press **Enter/yes**.
- Use the **Review** keys to scroll to the UIC screen.
- Record the UIC version.
- Press **Clear/Back** to return back to the reports menu. Follow the prompts to return to the Ready screen.

Troubleshooting 3

If the right LED on the Communication Device does not blink **green only**, your meter is not communicating with the Internet.

Try the following:

- Check that the USB Cable () is connected properly.
- If the right LED is solid **orange** (not blinking), then the network cable is connected to an inactive port. Try other ports (for 10 seconds each) until you find one that is active (LED changes from solid orange to **green**).
- Restart the Communication Device by pulling the power connector () out, then reconnecting the power.
- If, after 60 seconds the message, “Meter connected to internet” is not displayed, consult your IT specialist.

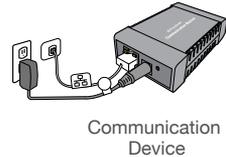
Your IT specialist can refer to online troubleshooting assistance at:
www.pb.com/support/LAN

Special Network Settings

This section is needed only if your network requires special settings to operate properly, such as static IPs and proxy server IDs, the settings will need to be added to the Communication Device. Consult your IT specialist to determine if this is necessary. Follow instructions exactly in the sequence shown below.

To enter special settings

- a. Disconnect power (⏻) from the meter.
- b. Be sure the Communication Device is:
 - connected to an active Internet port
 - plugged into a power outlet
 - the right LEDs are blinking in an orange and/or green pattern.
- c. Download the setup software to your computer by going to:
www.pb.com/support/netsetup
Click the button for your type of computer.



Note: If a firewall message appears, click the button that allows the download to proceed.

- d. Save the software “**Network Setup Utility**” to your computer, then open and run it.
- e. Click the **Setup for Network Cable Connection** button.



Follow the setup wizard and enter the appropriate special settings.

Contact List

If You Need Assistance

- Product Name: Communication Device
- For Setup or Getting Started questions go to:
www.pb.com/support/LAN or call **1-800-522-0020**
- For Product support go to: **<http://support.pb.com/K700>** or
<http://support.pb.com/K7M0>
- To order Pitney Bowes supplies and accessories,
call **1-800-243-7824** or go to:**www.pb.com** and
click on Online Store.



3001 Summer Street
Stamford CT 06926
www.pitneybowes.com

For Service or Supplies

Support Web Site: www.pb.com/support/LAN
General Questions: 1(800) 522-0020
Product Name: Communication Device

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