Pitney Bowes Small Office Series™

mailstation™ / mailstation 2™

with *pbWeb*Connect™

Digital Postage Meter

Install Guide

US English Version

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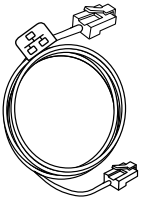
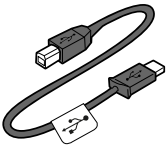
Contents

Communication Device

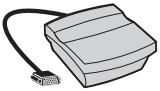
Network Cable



USB Cable



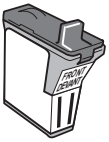
Scale

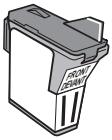


mailstation Ink Cartridge Reorder #797-0

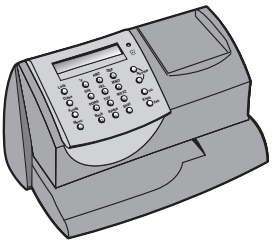
OR

mailstation 2 Ink Cartridge Reorder #797-M

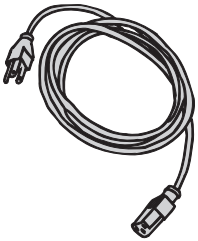




Meter



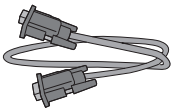
Power Cord



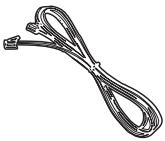
Sample Pack of Tape Sheets Reorder #612-9

Install Guide

Scale Extension Cable #978-6 (Optional)



Phone Cord



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Read This First

To take advantage of the web-based capabilities of your meter with pbWebConnect™, your meter must be connected to your network.

If network access is available for your meter, you can:

- **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/new/K7

or

- **Follow this printed installation guide, starting on page 1**

If you do not have network access for your meter, go to page 17 “Alternative Method: Using an Analog Phone Line”

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1 Preparing for Installation

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

- **Two power outlets**
- **An Internet source,** such as a router, hub or network wall jack.
  Note: DO NOT use a port in a computer to connect to your network.

Access to a computer during installation is recommended.

> **Wireless:** Step 2 through Step 8 must be completed for wireless installation.

Technical Requirements:
IP Address
-Automatic assignment with DHCP and DNS server capability, 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)

Compatible Browsers:
Internet Explorer 7.x, 8.x, 9.x, Chrome 16.x, 17.x, 18.x, Firefox 10.x, 11.x, 12.x
Safari 5.1

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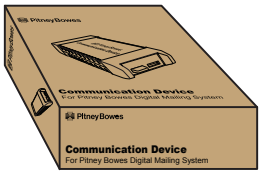
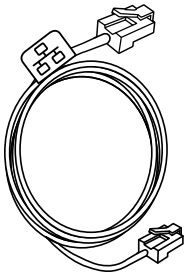
2 Locate the Communication Device and Network Cable

The Communication Device enables your meter to connect to Pitney Bowes via the Internet to access postage downloads. It's packaged in its own cardboard box.



Communication Device

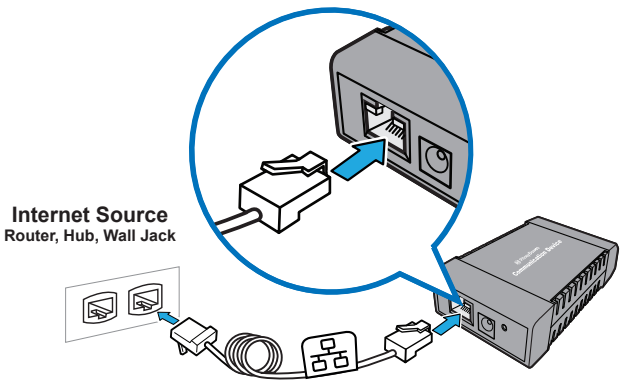


Network Cable

3 Connect the Communication Device to your Internet source

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.

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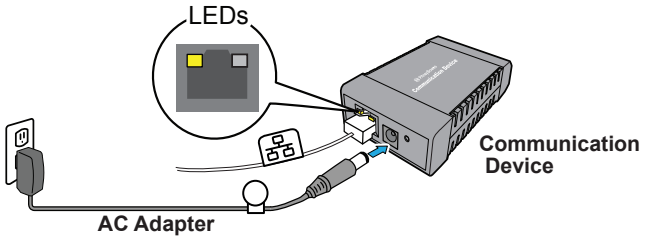
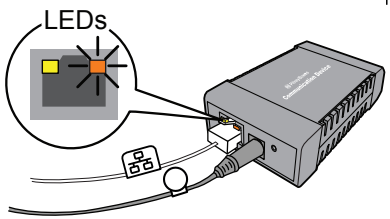
4 Apply power to Communication Device

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



5 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

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**

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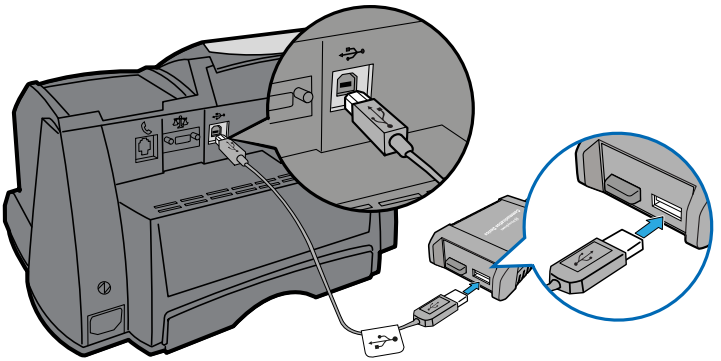
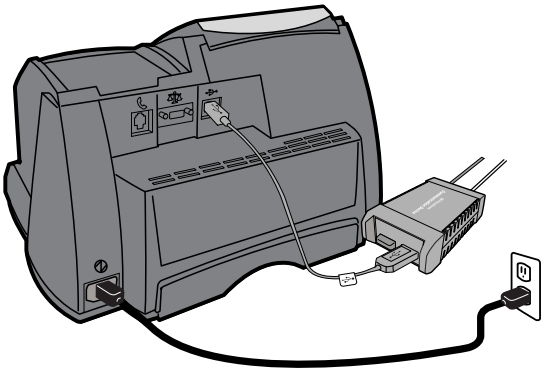
6 Connect the meter to the Communication Device with the USB Cable ( )



USB Cable

7 Connect the meter to a power outlet



Power Cord

When power is applied, the meter will display its startup screens and you will hear the meter's printer initialize.

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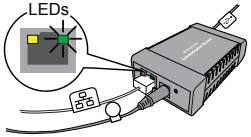
8 Confirm Connection

About 10 seconds after the meter completes its startup routine, it displays the message:

```
Meter connected to
internet-Press Enter
```

Also, the right LED changes from blinking orange to blinking **green** only.



If the right LED lights orange, either solid or blinking, see Troubleshooting 2 below.

DO NOT press Enter on the meter yet.

For wireless connection and meter setup go to Step 9 on page 7.

Troubleshooting 2

If the meter does not display the message, " Meter connected to Internet", 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**

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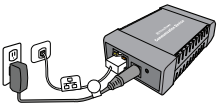
Special Network Settings

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.

To enter special settings



Communication Device

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 “pbSmartLAN” 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.

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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.

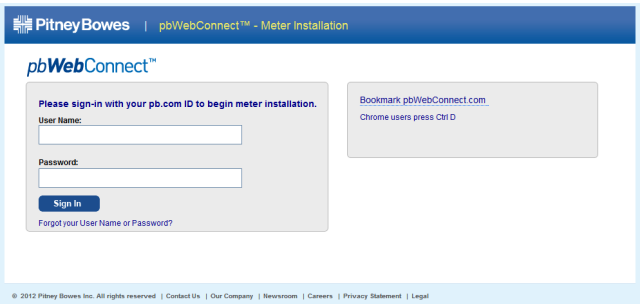
Once your meter is connected to the internet wirelessly, begin meter installation on Step 10 below.

10 Meter Installation

There are two options for installing the meter.

Option 1. Follow online instructions by signing into
www.pbwebconnect.com/mymeter
using you Pitney Bowes user name and password.

> Your pb.com user name and password were sent to you by email.



The online instructions will provide animations and other helpful assistance for the installation process.

or

Option 2. Follow printed instructions starting on page 8.

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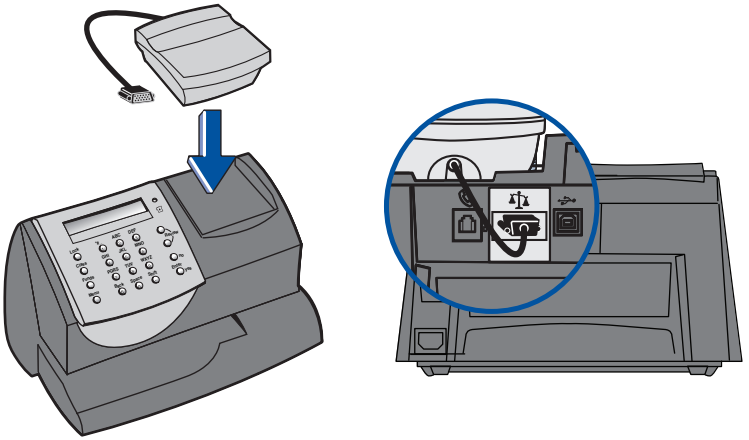
11 Install scale



Position the scale on top of the meter as shown.

Connect the scale cable to the scale connector on the back of the meter at the scale icon.

Tighten the screws to ensure a secure connection.

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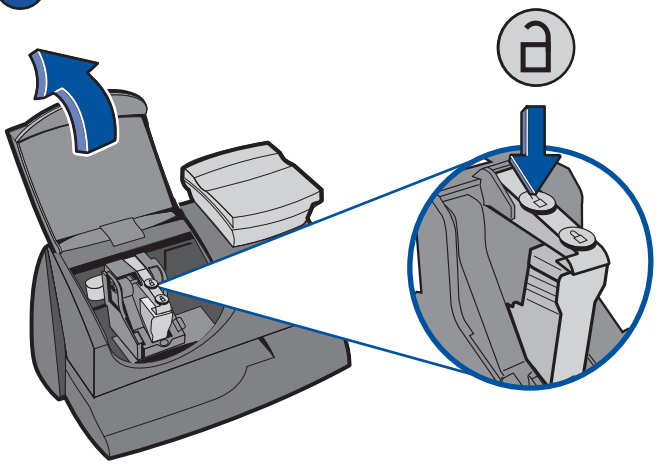
12 Install Ink Cartridge

```
Add ink cartridge.
Continue-Press Enter
```

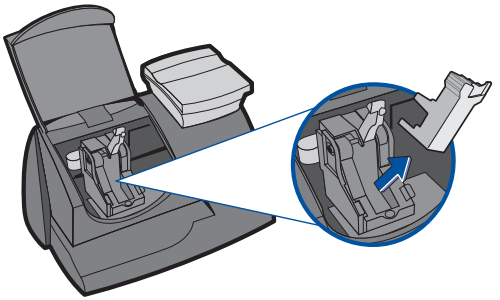
A **1.** Press the **Enter** key on the control panel.



2. Lift the cover.

NOTE: If the carriage is not visible close the cover and press **Enter.**

3. Press unlock symbol to open cartridge cover.



4. Remove and discard the yellow insert.

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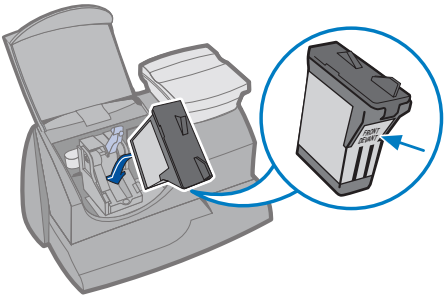
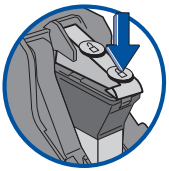
12 Install Ink Cartridge (continued)

B Remove new cartridge from plastic bag.

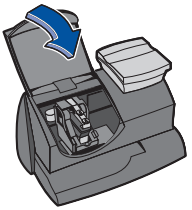
C Remove silver foil strip from bottom of ink cartridge.



D Install new cartridge into machine.



E Press ink cartridge cover near the front edge to lock the cartridge in place.



F Close Cover. Press **Enter**.

```
IMPORTANT - Is Ink
Cartridge installed?
```

G Press **Enter**. Please wait about 2 minutes.

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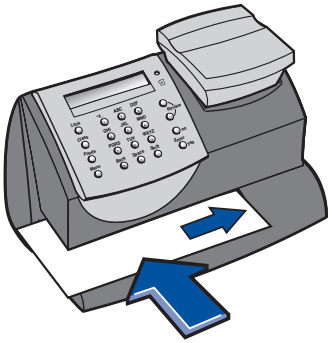
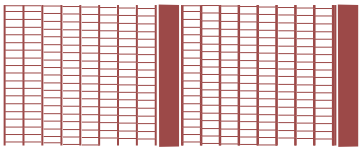
13 Create a Test Print



ATTENTION

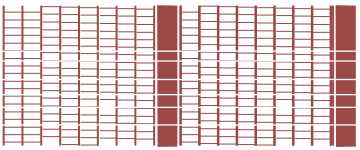
To print correctly, insert tape or envelope against the rear and side walls. The system will detect the envelope and automatically begin printing.

When prompted, insert a spare envelope or a tape sheet for a test print.



NOTE: The test print will appear in red ink.

Good test print - no missing inside lines



Poor test print - missing inside lines

If the test print is poor, press **no** to perform additional printer maintenance and print another test image.

If the test print is good, press **yes.**

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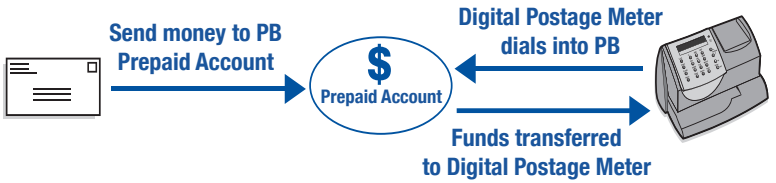
14 Checking Your Account Balance and Adding Postage to Your System

Your postage meter does not come with pre-loaded postage. Any postage that may be included in your order is on your account. You must connect to the Pitney Bowes Data Center to check your account balance and download postage to the meter.



1. When your meter has successfully connected to the Pitney Bowes Data Center, your account balances will display.

If you are using a credit card to pay for postage, Prepaid and other balances may display $0.00 even though funds for postage are available.

2. Press **Enter** to type in amount of postage to add to the meter.

3. If you would like to add postage in an amount other than the initial default, key in the amount of postage you want to add and press **Enter**. You can only enter whole dollar amounts. Confirm this amount by pressing **yes**.

4. After adding postage you will be asked if you want a receipt. Press **yes** if you want a receipt. You will then be prompted to insert an envelope or tape sheet. Press **no** to skip the receipt.

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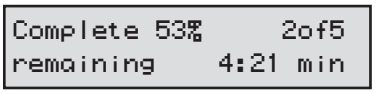
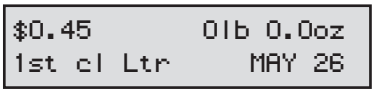
15 Updating Your Software

After loading postage into your system, the meter will automatically download any relevant updates.

You will see the screen displaying the status of the update.



16 Congratulations! Your meter is operational



Your system is now ready to use.

Also use the Quick Reference Guide under your meter for How To's on:

- Printing Postage
- Locking the meter
- Replacing Ink Cartridge
- Using Ads / Messages
- Changing the Display Contrast
- And More

Log into www.pbwebconnect.com using your pb.com user name and password to take advantage of new features and capabilities, like:

- Package tracking
- Online US Postal Service postage
- Printing USPS shipping label

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Contact List

If You Need Assistance

- Product Name: *mailstation™ or mailstation 2™*
  or Communication Device with pbWebConnect

- For Setup or Getting Started questions go to:
  www.pb.com/support /LAN or call ***1-800-522-0020***

- For Product support go to:
  www.pb.com/support/mailstation2-pbwc
  or
  www.pb.com/support/mailstation-pbwc

- To order Pitney Bowes supplies and accessories, call
  1-800-243-7824 or go to: ***www.pb.com*** and click on Online Store.

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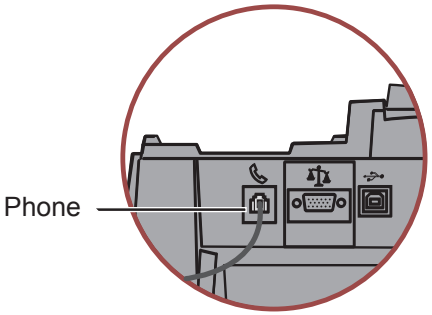
Alternative Method: Using Analog Phone Line

1 Connect Phone Cord



ATTENTION

Some commercial phone systems use digital lines that may damage the meter. Like the meter, most fax machines, credit card readers and modems also require analog lines. The meter can share a line with these devices. When in doubt, ask the person responsible for your phone systems.

Connect the phone cord to the meter and the other end to an analog phone line.

The following are usually analog lines:
- Fax lines
- Lines used by modems or credit card readers
- Residential phone lines

If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

Note: For printing postage, the meter does not have to be connected to a phone line. However, if you add funds frequently, we recommend you keep it connected to an analog phone line.

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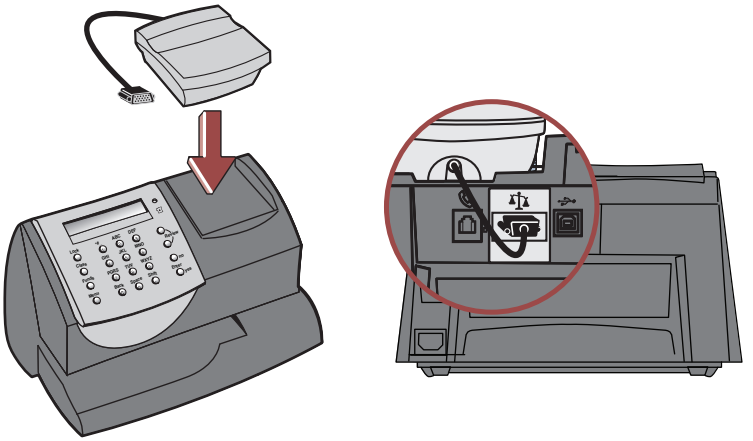
2 Install scale

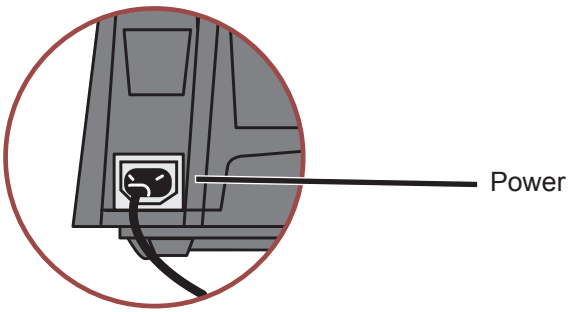


Position the scale on top of the meter as shown.

Connect the scale cable to the scale connector on the back of the meter at the scale icon.

Tighten the screws to ensure a secure connection.

3 Connect Power



Plug the power cord into the unit as shown and into a convenient outlet that is **not controlled by a switch or power strip**. There is no on/off switch on your meter.

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3 Connect Power (continued)

```
Do you have Internet
access for meter?
```

2. Press **no** on the control panel.

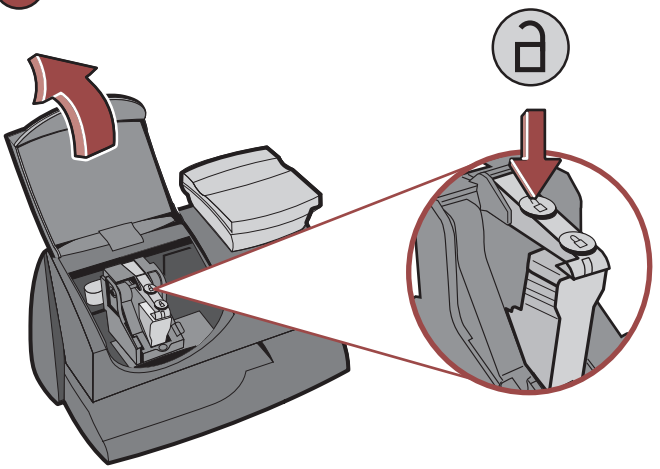
```
Install with analog
phone line - Enter
```

3. Press **Enter.**

4 Install Ink Cartridge

```
Add ink cartridge.
Continue-Press Enter
```

A **1.** Press the **Enter** key on the control panel.



2. Lift the cover.

NOTE: If the carriage is not visible close the cover and press **Enter.**

3. Press unlock symbol to open cartridge cover.

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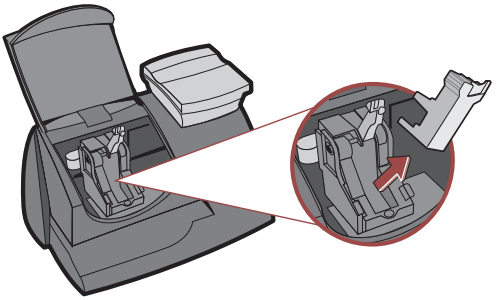
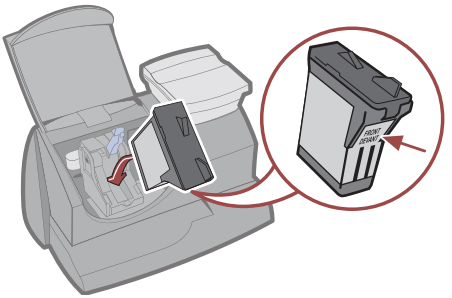
4 Install Ink Cartridge (continued)



4. Remove and discard the yellow insert.

B Remove new cartridge from plastic bag.

C Remove silver foil strip from bottom of ink cartridge.



D Install new cartridge into machine.

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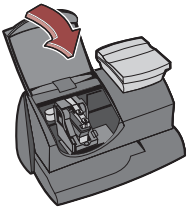
4 Install Ink Cartridge (continued)

E Press ink cartridge cover near the front edge to lock the cartridge in place.

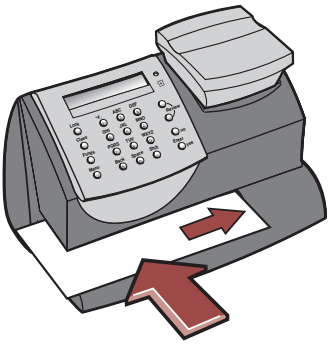


F Close Cover. Press **Enter**.

```
IMPORTANT - Is Ink
Cartridge installed?
```

G Press **Enter**. Please wait about 2 minutes.

5 Create a Test Print



ATTENTION

To print correctly, insert tape or envelope against the rear and side walls. The system will detect the envelope and automatically begin printing.

When prompted, insert a spare envelope or a tape sheet for a test print.

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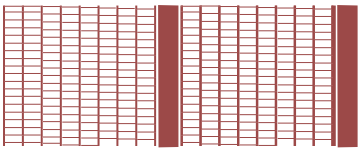
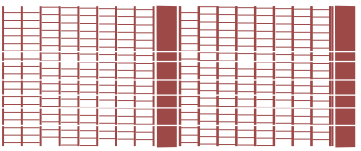
5 Create a Test Print



NOTE: The test print will appear in red ink.

Good test print - no missing inside lines



Poor test print - missing inside lines

If the test print is poor, press **no** to perform additional printer maintenance and print another test image.

If the test print is good, press **yes.**

6 Connect to Pitney Bowes Data Center

Your postage meter does not come with pre-loaded postage. Any postage that may be included in your order is on your account. You must connect to the Pitney Bowes Data Center to download postage from your account to the meter.

- If the connection is successful, you can begin downloading postage
- If the connection is not successful, you will be asked if your phone needs a prefix to get an outside line (for example if you have to dial 9).
  - Press **yes** to enter a prefix.
  - Press the number(s) you use to reach an outside line
  - Press decimal for a pause.
  - Press **yes** to set this dialing prefix.

If you are using the same analog line as the fax machine, check if the fax requires a dialing prefix.

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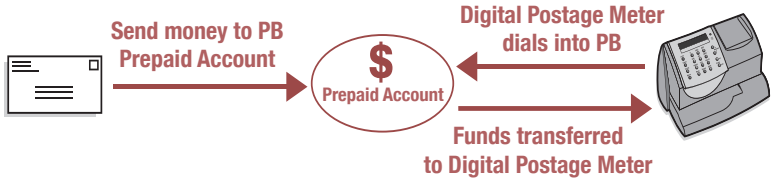
7 Checking Your Account Balance and Adding Postage to Your System



1. When your meter has successfully connected to the Pitney Bowes Data Center, your account balances will display.

If you are using a credit card to pay for postage, Prepaid and other balances may display $0.00 even though funds for postage are available.

2. Press **Enter** to type in amount of postage to add to the meter.

3. If you would like to add postage in an amount other than the initial default, key in the amount of postage you want to add and press **Enter**. You can only enter whole dollar amounts. Confirm this amount by pressing **yes**.

4. After adding postage you will be asked if you want a receipt. Press **yes** if you want a receipt. You will then be prompted to insert an envelope or tape sheet. Press **no** to skip the receipt.

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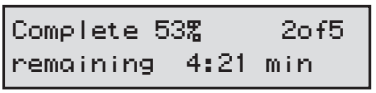
8 Updating Your Software

After loading postage into your system, the meter will automatically download any relevant updates.

You will see the screen displaying the status of the update.



9 Congratulations! Your meter is Operational

Your system is now ready to use.

Also use the Quick Reference Guide under your meter for How To's on:

- Printing Postage
- Locking the meter
- Replacing Ink Cartridge
- Using Ads / Messages
- Changing the Display Contrast
- And More

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Troubleshooting

No Dial Tone -

Check that you are using an analog line such as

a) most fax machine lines
b) lines used by computer modem or credit card reader
c) residential phone lines

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

If you are using a DSL line you should use a DSL filter obtained from your DSL provider.

Cannot Reach Data Center -

Check that you have entered a dialing prefix if your phone system needs a code to reach an outside line.

Not Enough Funds -

You have tried to add more postage to the meter than you have in your account at Pitney Bowes.

To Change information entered during setup -

- Press Clear key on numeric keypad.
- When prompted to Quit press **yes.**
- At “Change communication settings?” press **yes.**
- Press the down arrow key until you see the item you want to modify.
- Press **Enter** to modify information.
- To return to installing your meter, press the up or down arrow until “Continue Installation?”
- Press **yes**

For additional Troubleshooting please see user guide. It can be downloaded from http://support.pb.com/K700 or http://support.pb.com/K7M0

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Contacts

If You Need Assistance

- Product Name: *mailstation™ or mailstation 2™ or Communication Device with pbWebConnect*
- For Setup or Getting Started questions, 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.

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For Service or Supplies

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http://support.pb.com/K7M0
Product Customer Support: 1(800) 522-0020
Product Name: *mailstation™ / mailstation 2™ / Communication Device with pbWebConnect*
Model Number: K700 / K7M0
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