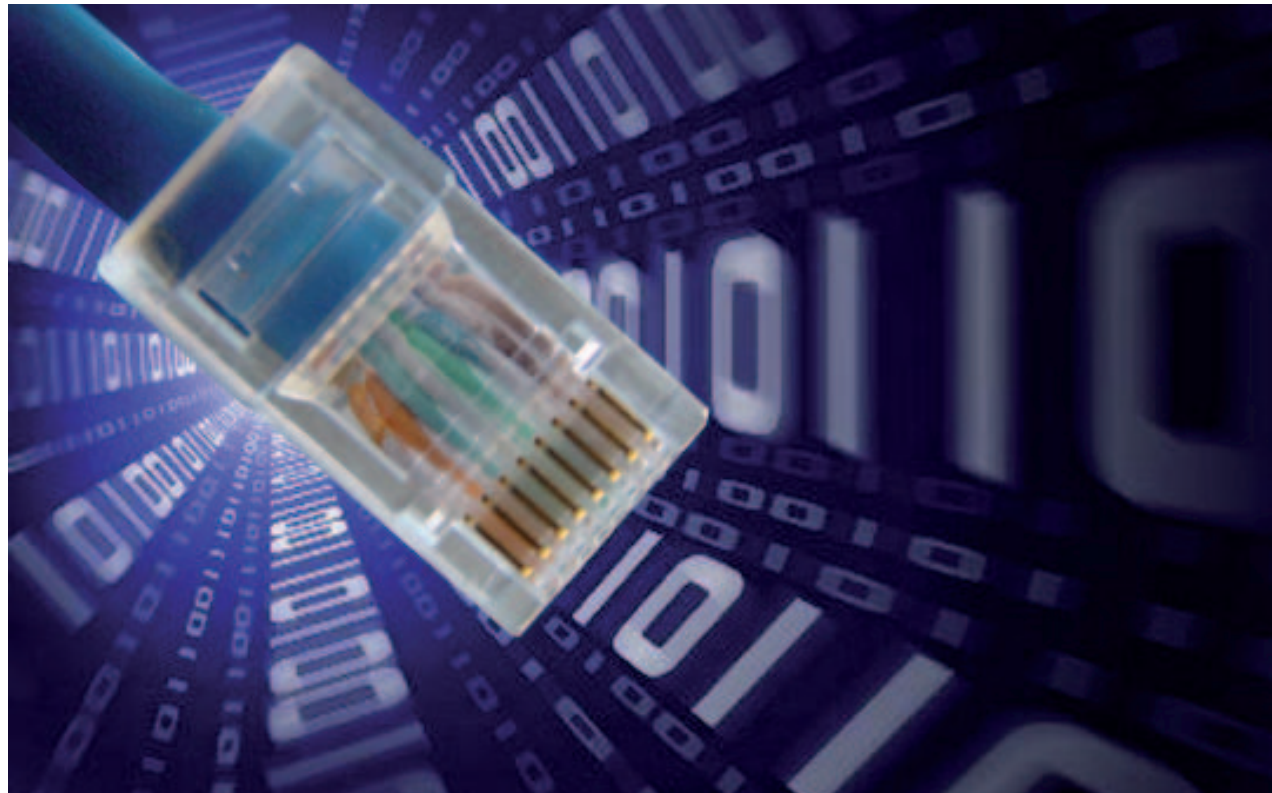




Mailbase Series

## Constant Connection (LAN Connection)



**Installation and Operator Guide**

---

# Contents

---

## Introduction

- What are the benefits of Constant Connection?
- Is it secure?
- What do I need to tell my Network/IT Department Administrator?
- Will I need to change the settings on my Mailing Machine?
- Will my Mailing Machine work without a network connection?
- What Mailing Machines work with Constant Connection?

## Before you begin...

- Network Configuration
- Physical network connection

## Installation

- Step 1 - Physically connect your system to the network socket
- Step 2 - Configure the static IP address
- Step 3 - Configure your system to use the network connection
- Step 4 - Check that the network connection is working

## Operation

- Using Constant Connection

## Problems?

- Revert to using an analogue telephone line

## Reference

- Network administrator needs the MAC address
- File extensions and URLs that the network/firewall needs to allow
- Ports and protocols needed by Constant Connection



Click on any of the subjects in the contents list to jump straight to that section.

# Introduction

## What are the benefits of Constant Connection?

Constant Connection allows you to connect your Mailing System via an Ethernet (LAN) port instead of via a PC or an analogue telephone line.

You will obtain much quicker connection speeds when your Mailing System connects to Pitney Bowes for services such as; Postage by Phone®, System Updates, Features On Demand, Electronic Postal Inspection and Data Centre Information Exchange. In addition, because your Mailing System will be connected to your network, you'll no longer need to have a PC nearby and powered on or a dedicated analogue phone line for the Mailing System.

This means that if you're paying line rental for a single analogue phone line solely for the Mailing System, you will no longer need it.

## Is it secure?

Yes, the system has been approved by ICSA, a company specialising in custom evaluation and certification testing services for information technology products.

You can download the full report from [www.pitneybowes.co.uk](http://www.pitneybowes.co.uk)

## What do I need to tell my Network/IT Department Administrator?

Depending on your network type, your Network Administrator will need to configure the network to support dynamic or static IP addressing and allow access to these ports to function:

TCP 80 (http), TCP 443 (https), TCP 21 (ftp), TCP 53 (DNS)

You will need details of the subnet mask and default gateway. If a proxy server is used, please ensure that this connection bypasses the proxy server.

If necessary, check with your Network Administrator that the network settings can be configured as described. Any network changes required should be made before installing Constant Connection (see 'Before you begin...' on the following page).

## Will I need to change the settings on my Mailing Machine?

Yes, depending on your network type you will need to change settings on your Mailing System. Full instructions are provided later in this guide.

## Will my Mailing Machine work without a network connection?

Yes, you can still use an analogue phone line to perform downloads and updates. See the "Problems?" section of this guide for more information.

## What Mailing Machines work with Constant Connection?

This guide covers use of Constant Connection on the following products:



**Mailbase Lite, Mailbase & Mailbase Pro series**



**Mailbase Plus & Mailbase Speed series**



**Mailcentre series**

**IMPORTANT:** Availability of products varies by country. Inclusion of a product in this guide does not guarantee availability within your country.

## Before you begin...

**To make your installation proceed as smoothly as possible, please take a few minutes to confirm that all necessary steps have been taken to prepare:**

## Network configuration

You may need the help of your Network/IT Administrator to complete the information below.

This checklist ensures that your network settings have been made and, where necessary, you have a note of the settings to allow the Mailing System to be configured.

How is the IP address being allocated to your Mailing System?

 Dynamically

or

☐ Statically (Tick box as appropriate)

For static IP addresses, you will need the following information:

IP address

\_\_\_\_\_

Subnet mask

\_\_\_\_\_

## Default gateway

\_\_\_\_\_

1

Ports to this IP Address are open for

TCP 80 (http)

TCP 443 (https)

TCP 21 (ftp)

TCP 53 (DNS lookup)

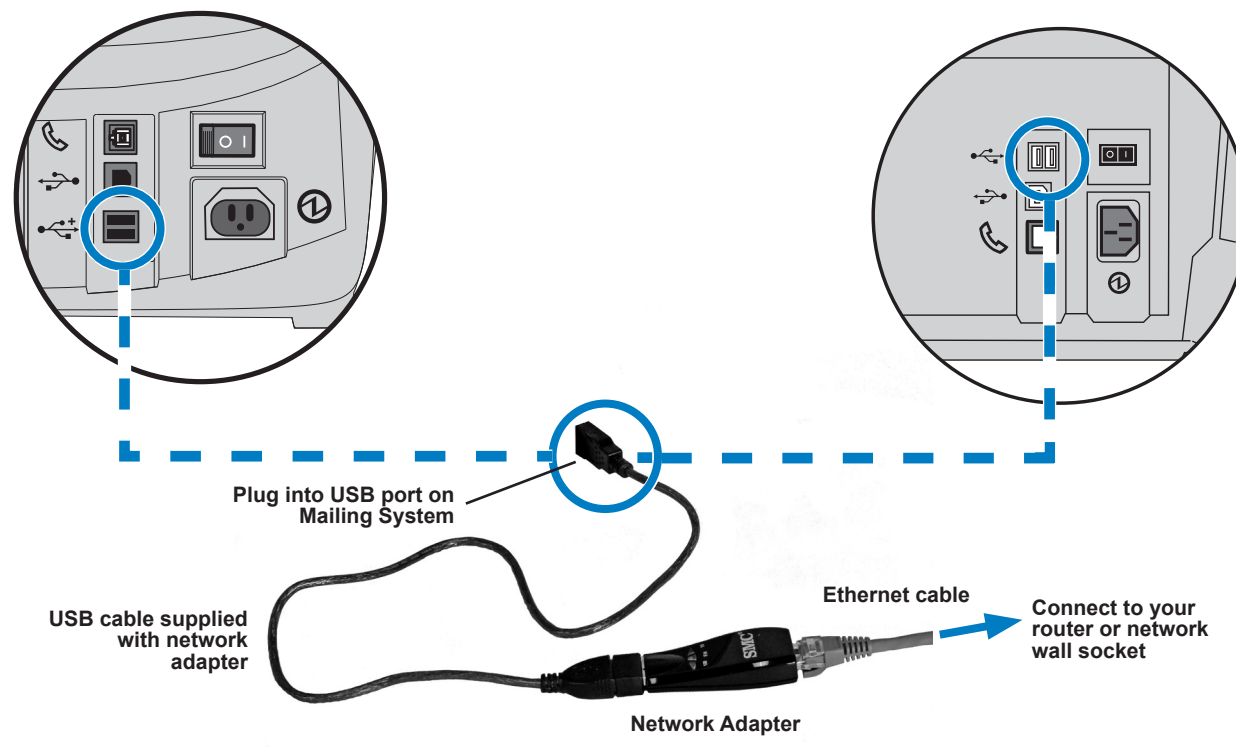
## Physical network connection

1

Network connection point is within 5 metres of the Mailing System.

## Installation Step 1: Physically connect your system to the network socket

**Mailbase Lite, Mailbase & Mailbase Pro Series**



Plug into USB port on Mailing System

USB cable supplied with network adapter

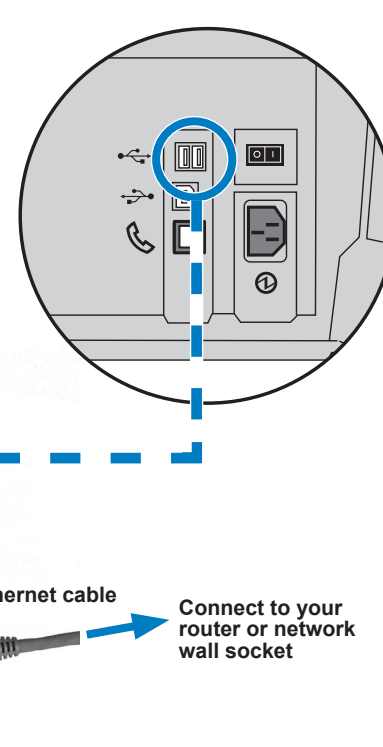
Network Adapter

Ethernet cable

Connect to your router or network wall socket

1. Turn off power to the System.
2. Plug the Ethernet cable into your router or network wall socket.
3. Attach the Network Adapter to the Ethernet cable and then plug the Network Adapter into one of the USB Ports on the Mailing System using the short USB cable that comes with the Adapter.
4. Turn the System power back on.
5. Once the System starts and displays the Mail Run/ Home screen, the LED's on the Network Adapter should light up or flicker within 15 seconds. This indicates there is a connection to the Network.

**Mailbase Plus & Mailbase Speed Series**



Plug directly into system LAN port

Connect to your router or network wall socket

1. Turn off power to the System.
2. Plug the Ethernet cable into your router or network wall socket.
3. Plug the other end of the cable into the LAN port on the rear of the system.
4. Turn the System power back on.

## Installation - Step 2 Configure the static IP address

This step is only required if you are using a static IP address for the Mailing Machine. If you are using dynamic IP address allocation, you can go straight to step 3 on the next page.

### Mailbase Lite, Mailbase & Mailbase Pro Series



1. Press **Options**.
2. Press **Page Down**.
3. Press **Page Down** again.
4. Select **Connect - Data Centre**.
5. Select **LAN Settings**.
6. Select **Get IP**.
7. Select **Manually**.

### Mailbase Plus & Mailbase Plus Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Network Settings**.
6. Select **Get IP**.
7. Select **Specify Address Manually**.

### Mailcentre Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Network Settings**.
6. Select **Get IP**.
7. Select **Specify Address Manually**.

8. Select **IP Address/IP Addr**, then, on all models but the Mailbase Lite, Mailbase & Mailbase Pro, press **C** to clear the existing entry. Key in your static IP address as shown in 'Before you begin' in this guide. Press **Enter** or **Accept** to confirm the new setting. **NOTE:** Key in the complete IP address, including the decimal points separating the IP address parts. By doing this, the display will automatically jump to the next section of the IP address if one or more sections contain fewer than 3 digits.
9. Select **Subnet Mask/Subnet**, then, on all models but the Mailbase Lite, Mailbase & Mailbase Pro, press **C** to clear the existing entry. Key in your subnet mask settings, as shown in 'Before you begin' in this guide, in the same way as the IP address. Press **Enter** or **Accept** to confirm.

10. Select **Default Gateway/Gateway**, then, on all models but the Mailbase Lite, Mailbase & Mailbase Pro, press **C** to clear the existing entry. Key in your default gateway, as shown in 'Before you begin' in this guide, in the same way as the IP address above. Press **Enter** or **Accept** to confirm.
11. If requested, press **Enter** again to confirm the settings.
12. Press the **Left Arrow** ◀ or **Home** key to exit the setup menu.

## Installation - Step 3 Configure your system to use the network connection

### Mailbase Lite, Mailbase & Mailbase Pro Series



No action is required to configure the Mailbase Lite, Mailbase & Mailbase Pro system.

### Mailbase Plus & Mailbase Speed Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Connection Mode** and set to **Auto**.
6. Press **Home** to return to the Home Screen.

### Mailcentre Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Connection Mode** and set to **Auto**.
6. Press **Home** to return to the Home Screen.

## Installation - Step 4 Check that the network connection is working

---

Mailbase Lite, Mailbase  
& Mailbase Pro Series



1. Press the **Add Postage** key.
2. Select **Check PbP Balance**.  
The system connects to the Pitney Bowes servers to access your Postage by Phone account. If the network connection is working correctly, the balance of your Postage by Phone account displays.
3. Select **Continue** to exit.

Mailbase Plus &  
Mailbase Speed Series



1. Press the **Refill Postage** key.
2. Select **Check PbP Balance**.  
The system connects to the Pitney Bowes servers to access your Postage by Phone account. If the network connection is working correctly, the balance of your Postage by Phone account displays.
3. Select **Continue** to exit.

Mailcentre Series



1. Press the **Refill Postage** key.
2. Select **Check PbP Balance**.  
The system connects to the Pitney Bowes servers to access your Postage by Phone account. If the network connection is working correctly, the balance of your Postage by Phone account displays.
3. Select **Continue** to exit.

## Using Constant Connection

---

Once installed and tested as described above, Constant Connection provides a permanent, fast, connection for your Mailing System.

All operating procedures for updating system software, checking your Postage by Phone balance and Refilling Postage, etc. are exactly as described in the main Operating Guide for the system.



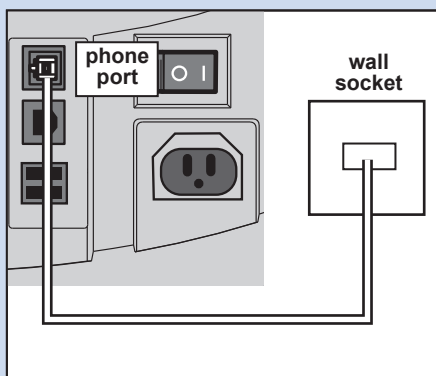
## Problems? - Revert to using an analogue telephone line

If, for any reason, your network is unavailable, you can set the Mailing System to use an analogue phone line for Postage Refill, etc.

**Mailbase Lite, Mailbase  
& Mailbase Pro Series**



1. Connect a telephone cable from an analogue telephone wall socket to the phone port on the rear of your system.

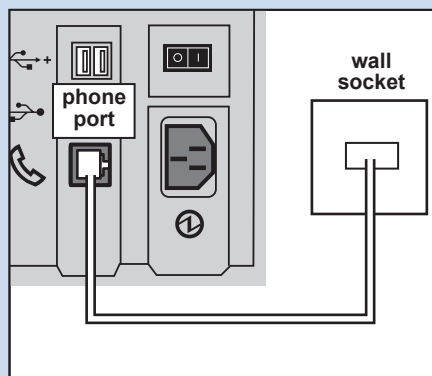


2. Disconnect the USB cable/USB adapter from the rear of the system.

**Mailbase Plus &  
Mailbase Speed Series**



1. Connect a telephone cable from an analogue telephone wall socket to the phone port on the rear of your system.

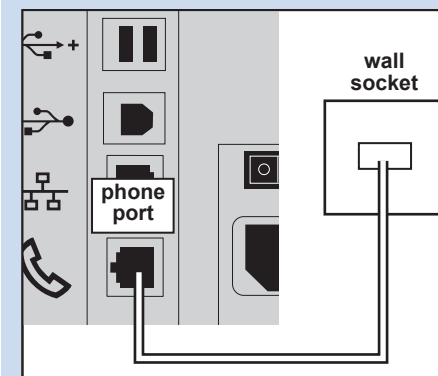


2. Disconnect the USB cable/USB adapter from the rear of the system.

**Mailcentre Series**



1. Connect a telephone cable from an analogue telephone wall socket to the phone port on the rear of your system.



2. Disconnect the network cable from the rear of the system.

All operating procedures for updating system software, checking your Postage by Phone balance and Refilling Postage, etc. are exactly as described in the main Operating Guide for the system. You will notice a reduction in speed of these operations when using an analogue phone line.

## Reference - Network administrator needs MAC address

In rare circumstances your Network Administrator may require the MAC Address of the Constant Connection network adapter. This can be obtained in the following way:

### Mailbase Lite, Mailbase & Mailbase Pro Series



1. Press **Options**.
2. Press **Page Down** twice.
3. Select **Connect - Data Centre**.
4. Select **LAN Settings**.
5. Press **Page Down**.
6. The network adapter's MAC address will be displayed. Take a note of this for your Network Administrator.
7. Press **Home** to return to the Home Screen.

### Mailbase Plus & Mailbase Speed Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Network Settings**.
6. The network adapter's MAC address will be displayed. Take a note of this for your Network Administrator.
7. Press **Home** to return to the Home Screen.

### Mailcentre Series



1. Press **Options**.
2. Press **Page Down**.
3. Select **Data Centre Options**.
4. Press **Page Down**.
5. Select **Network Settings**.
6. The network adapter's MAC address will be displayed. Take a note of this for your Network Administrator.
7. Press **Home** to return to the Home Screen.

## Reference - File extensions and URLs that the network/firewall needs to allow

Constant Connection uses the following file extensions that must be allowed through your network and firewall:

Type	Extension
DEC	.dcz
EMD	.zmd
Graphics	.gar
Rate Manager	.rmz
CCD	.bin
Snippet file	.GAU

The following 'top level' domains must also be accessible through your network and firewall:

Any URL containing the following:
pb.com
pitneybowes.co.uk
pbcomet.com
pitneybowes.eu.com

**NOTE:** URLs accessed by your Mailcoms system may contain the above strings anywhere within the URL. Firewalls must therefore be set to allow traffic to any URL containing the above domains. Your firewall may need to be configured using "wildcards", for example \*pb.com\*

## Reference - Ports and protocols needed by Constant Connection

Constant Connection uses the following ports and protocols that must be allowed through your network and firewall:

Type	Protocol	Port	Function
DNS	UDP	53	Postage by Phone and Web Services
HTTP	TCP	80	Postage by Phone and Web Services
HTTPS	TCP	443	Postage by Phone
FTP	TCP	21	Software and Rates Updates, Graphic uploads. Firewall must be set to Active mode and to allow ephemeral ports.  <b>NOTE:</b> Active ftp is used. Firewalls must be set to be 'ftp aware'.



For Service or Supplies:

MC Form SDC876B RevC (11-13)

© Mailcoms Ltd, 2013

This book may not be reproduced in whole or in part in any fashion or stored in a retrieval system of any type or transmitted by any means, electronically or mechanically, without the express, written permission of Mailcoms.

We have made every reasonable effort to assure the accuracy and usefulness of this guide, however we cannot assume responsibility for errors or omissions or liability for the misuse or misapplication of our products.

