



# Mailsend Prime

## Check Network Application

### Introduction

This document explains how to use the Mailsend Prime check network application.

When you install your device, it will use the application to check and validate your wireless or wired internet connection.

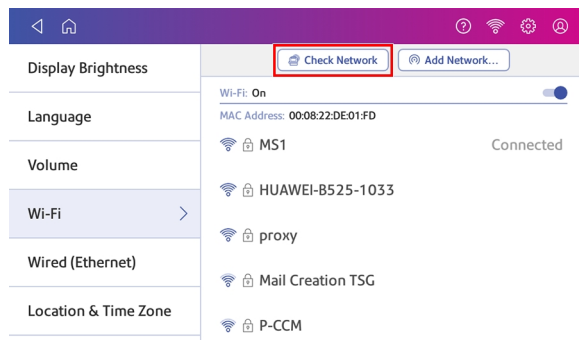
After installation you can run the application again by tapping on the Check Network icon located in the application drawer at the bottom of the Home screen or by selecting the Wi-Fi or Wired (Ethernet) option in the Device & Network section of the Settings screen.

The procedures and results for checking a wireless and wired network connection are provided here.

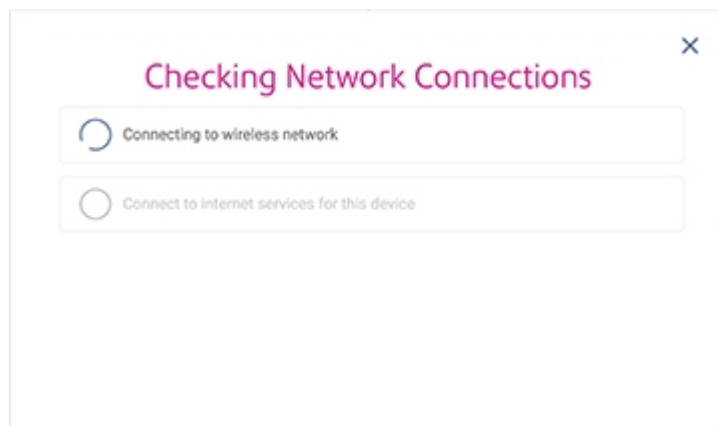
# Procedure - wireless network

This procedure assumes you have already successfully installed your MailSend Prime device and you now want to run the Check Network application again to test a port or URL connection. This procedure uses the Wi-Fi network connection option which is similar to the Wired (Ethernet) connection option.

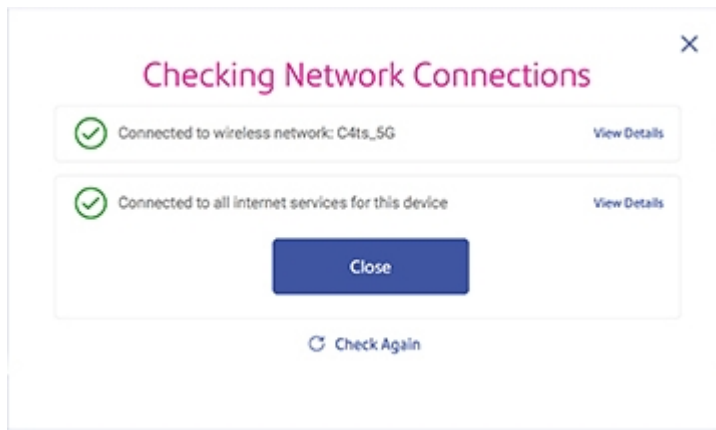
1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section. This displays your current network setting and a list of any other available Wi-Fi networks.
3. Tap the **Check Network** icon at the top right side of the screen.



4. The validation process starts and the Checking Network Connections screen appears:



5. If all internet services checks are successful, the following screen displays.



## Results - wireless connection

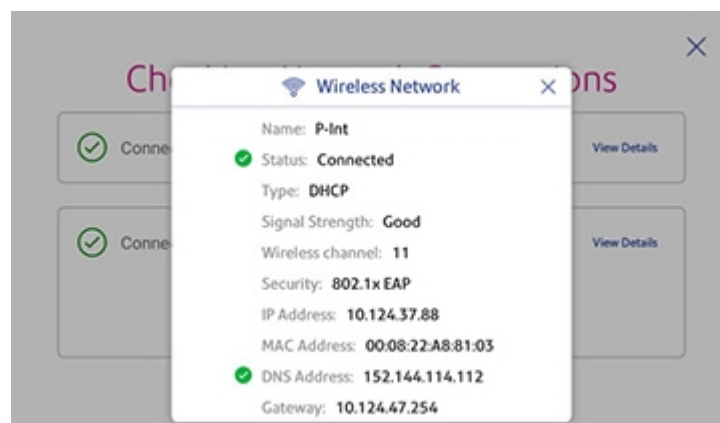
The validation process consists of two parts.

### Part 1:

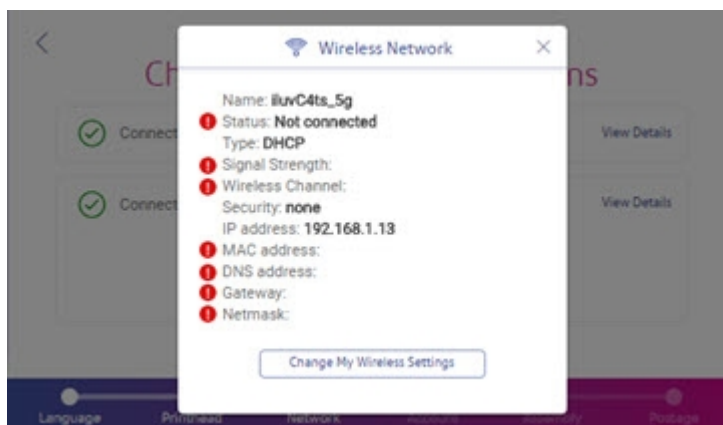
The first part checks to be sure that you are connected to your local network. If there are no issues, you will see a green check mark next to "Connected to the wireless network:[network name]" in the top part of the Checking Network Connections screen.



Once the check is complete, you can check your local network setting by tapping on the **View Details** link. An example of what you can expect to see if this part is successful is shown here.



If for any reason your meter cannot connect to the network, the validation process stops here. In this case, tapping **View Details** will show the status of the wireless settings like the one shown in the example below.

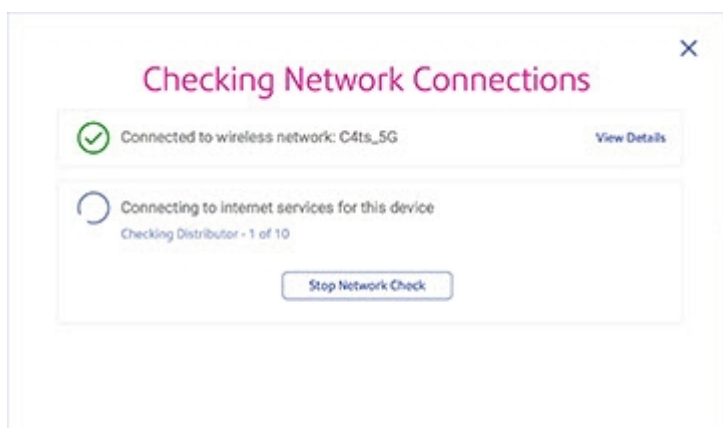


Check to be sure that you entered the correct credentials (SSID and password) when linking to the wireless network or contact your IT administrator.

You can also tap **Change My Wireless Settings** and try another network.

## Part 2:

During the second part of the validation process, the tool attempts to contact each of the internet services (URLs) required for the device. The message "Connecting to internet services for this device" appears in the lower part of the Checking Network Connections screen. The name of each service is displayed as it is contacted as shown in the sample screen here.



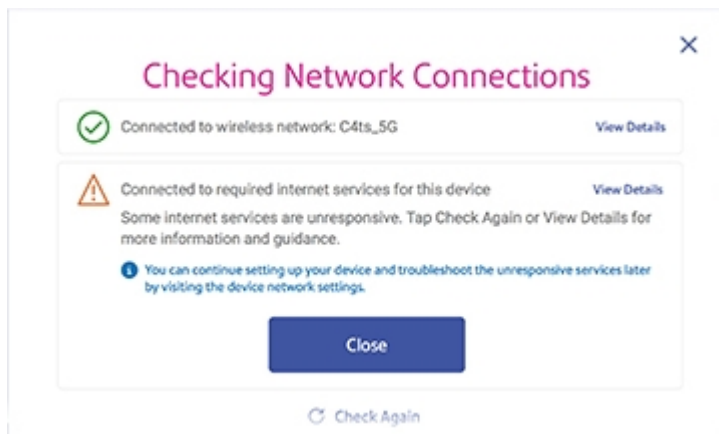
**NOTE:** If you do not want to wait until the application checks all of the internet services, and you see that a service that you had previously had issues with has just been checked, you can tap the **Stop Network Check** button and stop the checking process. The **View Details** link will then appear and you can tap the link to see if the particular service issue has been resolved. See "Other possible results" on the next page for an example of the View Details screen.

The names of all the internet services, the sequence in which each is connected during the test, and the ones required in order for the device to operate are provided in Mailsend Prime Connectivity Guide.


## Other possible results - wireless connection

### Unable to connect to all internet services but the device can still operate

In this case, the tool is able to connect to enough internet services for the device to operate. You will see a message similar to the sample screen shown here.



To identify the specific services that the tool cannot connect to, tap **View Details**. An example of the View Detail screen is shown here.


 **Connected to required internet services for this device**  
Some internet services are unresponsive.



**To fix this, you can:**

- Check your network firewall
- Check if other computers are able to connect
- View our at [support.pitneybowes.com/uk/support](https://support.pitneybowes.com/uk/support)

 These issues may require an IT administrator or professional.

Internet Link Details

 **Distributor**  
Main PB Server that authenticates machine for access to other PB web services

-  <http://distservp1.pb.com/csd/dstproduct>
-  <https://distservp1.pb.com/csd/dstproduct>  
Port: 443 (TCP)

 **AppStore**  
Support for the Pitney Bowes AppStore

-  <https://smb.pitneybowes.com>  
Port: 443 (TCP)

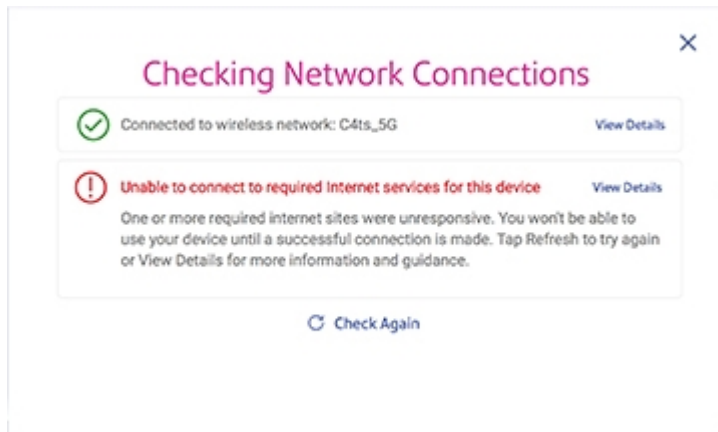
You can try to restore these services by:

- Checking your network firewall
- Seeing if other computers can connect
- Checking for solutions at [www.mailcoms.co.uk/support](http://www.mailcoms.co.uk/support)

If you are still unable to resolve these contact your IT administrator.

### Unable to connect to required internet services - device cannot operate

If the tool is unable to connect to the required internet services a message similar to the sample screen shown here displays.



In this case the device cannot operate until these services are restored.

To identify the specific services you need to restore, tap **View Details**. You can try to restore these services by:

- Checking your network firewall
- Seeing if other computers can connect
- Checking for solutions at [www.mailcoms.co.uk/support](http://www.mailcoms.co.uk/support)

If you are still unable to resolve these contact your IT administrator.

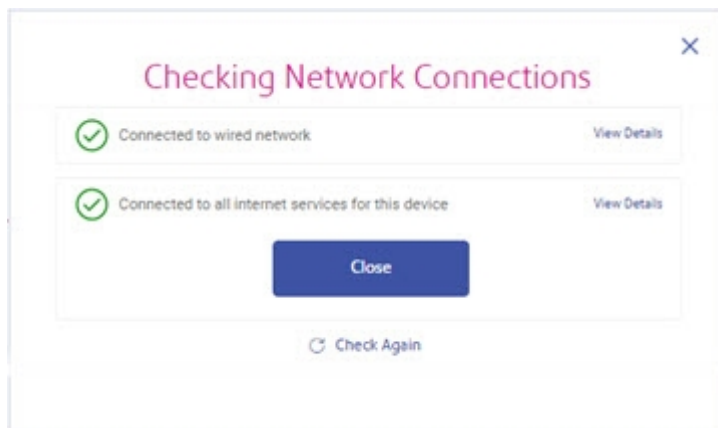
## Procedure - wired network

This procedure assumes you have already successfully installed your Mailsend Prime device and you now want to run the Check Network application again to test a port or URL connection. This procedure uses the Wired (Ethernet) connection option which is similar to the Wireless connection option.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wired (Ethernet)** in the Device & Network section. This displays your current network settings.
3. Tap the **Check Network** icon at the top right side of the screen.
4. The validation process starts and the Checking Network Connections screen displays:



5. If all internet services checks are successful, the following screen displays:

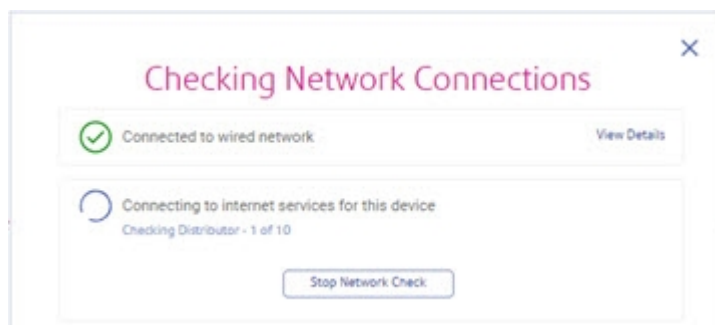


## Results - wired connection

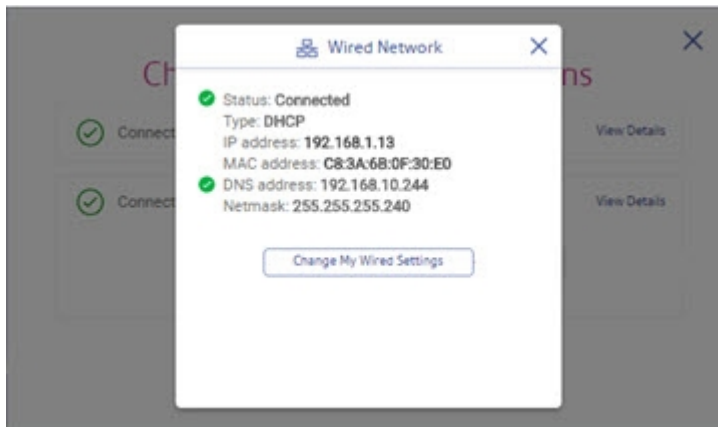
The validation process consists of two parts.

### Part 1:

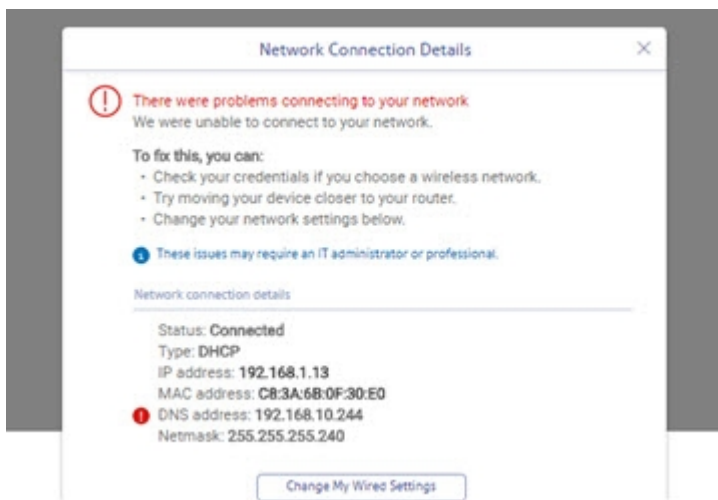
The first part checks to be sure that you are connected to your local network. If there are no issues, you will see a green check mark next to "Connected to wired network" in the top part of the Checking Network Connections screen.



Once the check is complete, you can check your local network setting by tapping on the View Result link. An example of what you can expect to see if this part is successful is shown here.



If for any reason your meter cannot connect to the network, the validation process stops here. In this case, tapping **View Details** will show the status of the wired settings like the one shown in the example below.



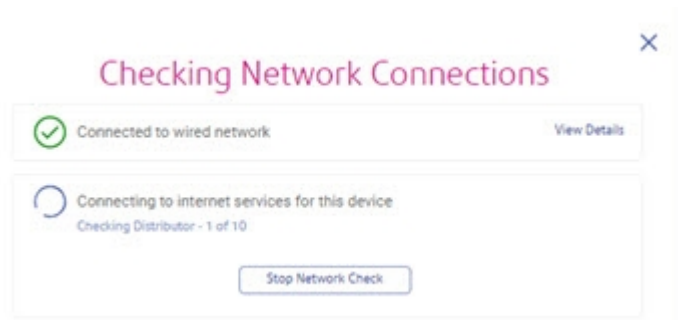
Check to be sure that you entered the correct credentials for your wired network or contact your IT administrator.

You can also tap **Change My Wired Settings** and change these settings.

## Part 2:

During the second part of the validation process, the tool attempts to connect to each of the internet services (URLs) required for the device. The message "Connecting to internet services for this device" appears in the lower part of the Checking Network Connections screen. The name of each service displays as it is tested as shown in the sample screen here.





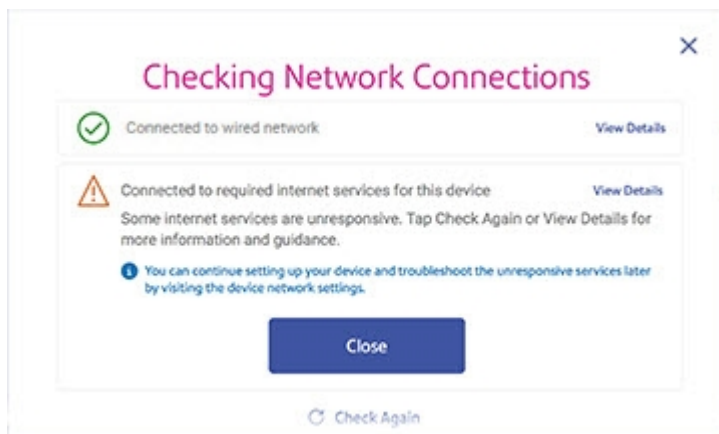
**NOTE:** If you do not want to wait until the application checks all of the internet services, and you see that a service that you had previously had issues with has just been checked, you can tap the **Stop Network Check** button and stop the checking process. The **View Details** link will then appear and you can tap the link to see if the particular service issue has been resolved. See "Other possible results" below for an example of the View Details screen.

The names of all the internet services, the sequence in which each is connected during the test, and the ones required in order for the device to operate are provided in Mailsend Prime Connectivity Guide.

## Other possible results - wired connection

### Unable to connect to all internet services but the device can still operate

In this case, the tool is able to connect to enough internet services for the device to operate. You will see a message similar to the sample screen shown here.



To identify the specific services that the tool cannot connect to, tap **View Details**. An example of the View Detail screen is shown here.



Connected to required internet services for this device

Some internet services are unresponsive.

To fix this, you can:

- Check your network firewall
- Check if other computers are able to connect
- View our at [support.pitneybowes.com/uk/support](https://support.pitneybowes.com/uk/support)



These issues may require an IT administrator or professional.

#### Internet Link Details



##### Distributor

Main PB Server that authenticates machine for access to other PB web services



<http://distservp1.pb.com/csd/dstproduct>



<https://distservp1.pb.com/csd/dstproduct>  
Port: 443 (TCP)



##### AppStore

Support for the Pitney Bowes AppStore



<https://smb.pitneybowes.com>  
Port: 443 (TCP)

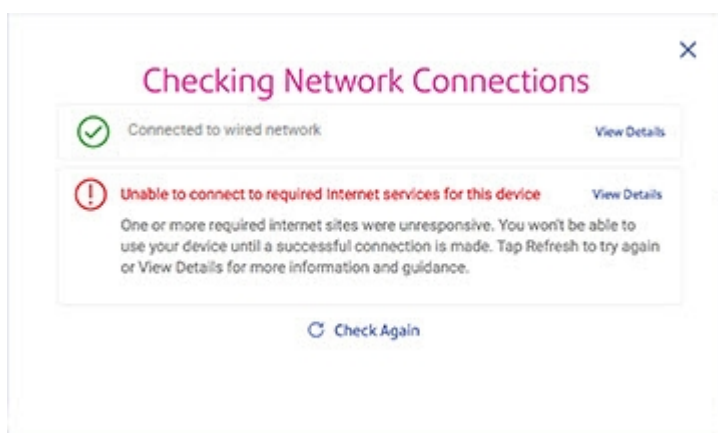
You can try to restore these services by:

- Checking your network firewall
- Seeing if other computers can connect
- Checking for solutions at [www.mailcoms.co.uk/support](https://www.mailcoms.co.uk/support)

If you are still unable to resolve these contact your IT administrator.

### Unable to connect to required internet services - device cannot operate

If the tool is unable to connect to the required internet services a message similar to the sample screen shown here displays.



In this case the device cannot operate until these services are restored.

To identify the specific services you need to restore, tap **View Details**. You can try to restore these services by:

- Checking your network firewall
- Seeing if other computers can connect
- Checking for solutions at [www.mailcoms.co.uk/support](http://www.mailcoms.co.uk/support)

If you are still unable to resolve these contact your IT administrator.

