**About Constant Connection**

**Q:** What is Constant Connection?

A: Constant Connection enables select DM Series™ Mailing Systems to connect to Pitney Bowes via an Ethernet or LAN port instead of an analog modem. The LAN based connection offers significantly faster download and upload performance.

**Q:** What services are complemented by this high-speed connection?

A: Postage-by-Phone, Confirmation Services – Delivery Tracking, USPS® and Carrier Updates, Instant System Updates, Features On Demand, Electronic Postal Inspection, Data Center Information Exchange

**Q:** Does this new connection replace an existing method?

A: Yes, this is an alternative to a modem connection using an analog phone line.

**Q:** How much faster is the high-speed connectivity versus the analog phone line via modem?

A: High-speed connectivity is up to 100 times faster than analog connectivity.

**Q:** What are the minimum requirements for this new High-Speed connection?

A: Minimum requirements are:

- DM Series™ System - DM500, DM550, DM800, DM800i, DM900 or DM1000
  - Minimum Software – Version 15.08*
- DM Series™ System – DM300C, DM400C or DM450C
  - Minimum Software – Version 01.04.0012

* If your system does not have the minimum required version a simple download is required, in most cases, to obtain a compatible version.

- For more information visit [www.pb.com/constantconnection](http://www.pb.com/constantconnection) for a list of compatible systems

**Certifications**

**Q:** Has the High Speed connectivity feature been tested and approved by any outside agencies?

A: Yes, the system has been approved by ICSA, a company specializing in custom evaluation and certification testing services for information technology products. This group conducted administration, vulnerability, data security, functional security, logging and persistence testing on the control center unit at their facility.

**Q:** What did the independent certification agency say about the Pitney Bowes system?

A: ICSA stated that the Ethernet enabled IntelliLink™ Control Center has been certified by ICSA Labs Premier Services to operate securely over an Ethernet connection, is not vulnerable to exploitation, and will not introduce any vulnerability to an existing customer network. In addition ICSA Labs validated that the Pitney Bowes control center correctly and successfully expedited postage refills and software downloads.

**Q:** Is a certification certificate available?

A: Yes, please visit [www.pb.com/constantconnect](http://www.pb.com/constantconnect) and click on the ICSA Certification link.
Installation Information

Q: Does the PB mailing system have a connection port available?

A: The DM Series™ Mailing System and control center are equipped with USB ports that allow the connection of a USB Ethernet adaptor, with standard RJ45 connectors, to the equipment and may be plugged directly into a customer network.

Q: How are IP addresses established for this connection system?

A: The DM Series™ Mailing System using the control center supports both static and dynamic IP addressing. The IP address is defaulted to getting its IP address assigned automatically from a DCHP server. If required, you may assign a static IP address by:

- Pressing the **Menu Key** on the control center
- Choosing **Set Up**
- Choosing **Phone/Network Set Up**
- Choosing **Mailing System Network Setting**
- Choosing **Get IP Address**
- Choosing **Specify An IP Address**
- Entering
- **IP Address**
- **Subnet Mask**
- **Default Gateway**
- Choosing **OK, Restart Now**

Q: Can the customer open up access to ports to allow high-speed access?

A: Yes, the DM Series™ Mailing Systems require Port 80 (HTTP) and Port 21 for FTP open for communications to Pitney Bowes servers. Port 80 is used to communicate XML formatted messages requesting services from our postal and services related servers. Port 21 is used to transmit new software and graphics to our control center.

Q: Does Pitney Bowes require the IntelliLink™ Control Center be connected through a firewall?

A: No. If your firewall supports unrestricted access to these ports, then the meter will automatically connect to PB services when you have initiated a request from the control center, such as a refill request or a software download. If unrestricted outbound access is not allowed in your organization, then, network access to Pitney Bowes servers is accomplished by allowing outbound HTTP (80) and FTP (21) access to 199.231.32.0/20 through your firewall.

Q: Is the control center always set to use this high-speed connection?

A: No. The control center must be set up to allow this access. Once Internet access has been enabled through the firewall, by the customer's IT representative, connectivity needs to be established by doing the following:

- Press the **Menu** key on the control center
- Chose **Set Up**
- Chose **Phone/Network Set Up**
- Choose **Modem Type**
- Chose **Use LAN**
- Choose **Ok, Restart Now**
Q: How can you check whether the high-speed connection is active?

A: The control center will now be enabled for use over the LAN. To check connectivity, you can do a balance inquiry by:

- Pressing the **Funds Key**
- Choosing the Get **Postage by Phone Balance**
- You should see the following happen in quick succession
  - Display of Requesting Balance
  - Display of Processing
  - Display of Actual Balances
- Press **Done** to Exit

Q: Who sets up this capability?

A: Where a new DM Series™ Mailing System is being installed, this high-speed connectivity feature will be fully installed by the field customer service representative. For an existing DM Series™ user, the customer may set up the capability using the PB instructions.

For more information please visit [www.pb.com/constantconnection](http://www.pb.com/constantconnection)

**General Questions**

Q: What is a firewall?

A: A firewall is a hardware or software solution to enforce security policies. In the physical security analogy, a firewall is equivalent to a door lock on a perimeter door or on a door to a room inside of the building - it permits only authorized users such as those with a key or access card to enter. A firewall has built-in filters that can disallow unauthorized or potentially dangerous material from entering the system. It also logs attempted intrusions.

Q: What is an IP Address?

A: Each machine connected to the Internet has an address known as an Internet Protocol address (IP address). The IP address takes the form of four numbers separated by dots, for example: 123.45.67.890

Q: What is a Port?

A: A port (derived from seaport) is usually an interface through which data are sent and received. Each mailing system has different ports available, depending on what peripheral devices are connected at any given time.

Q: What is a USB Port?

A: A USB port is a data communications port installed on most new computers and digital mailing systems.