



## Mailstart Plus (+) Series Communication Device



**Advanced Setup Guide**

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# Setting up a wired network connection

## Introduction

Your Communication Device is supplied configured to connect as a plug-and-play device if your network meets the following criteria:

- uses DHCP
- is open to HTTP and HTTPS traffic
- does NOT use a proxy server

If your network meets these criteria, just **follow the printed instructions supplied in the Mailstart Plus (+) series Installation Guide supplied with your machine.**

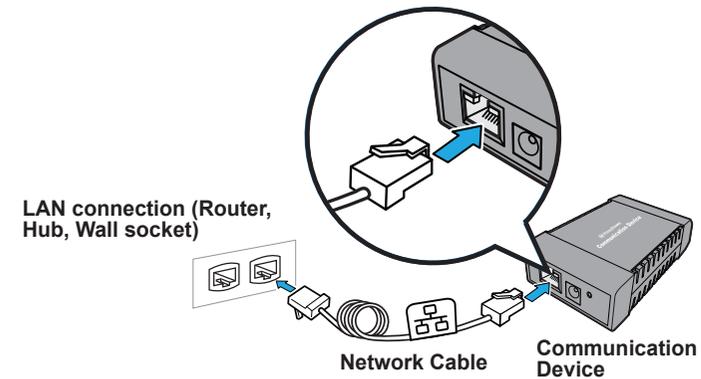
**This section is needed only if your network requires special settings to operate properly, such as static IPs and proxy server settings. These settings will need to be added to the Communication Device. You may need the help of your IT specialist/network administrator to do this.**

Follow the instructions exactly in the sequence that follows.

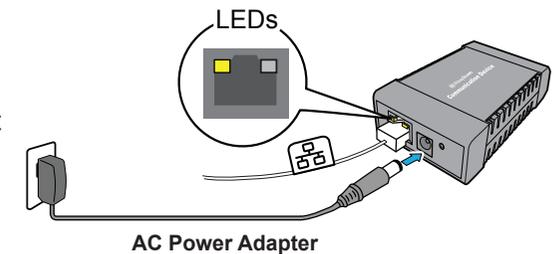
- If you are installing your Franking Machine and have just taken the Communication Device out of its box, it will be in the factory default state and you can continue with the steps that follow. If the Communication Device has been configured and used before, first reset it.

## 1. Connect the Communication Device

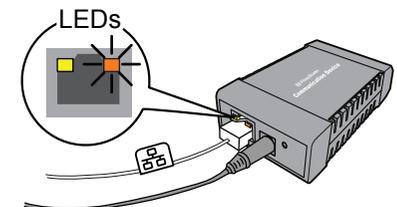
- a. Connect the Communication Device to your network as shown.



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



- c. After a short time, check that the right LED is blinking orange and/or green.



# Setting up a wired network connection (continued)

## 2. Download and run the Setup Software

- a. Use a computer that is connected to the same network or router as the Communication Device. Download the setup software to your computer by going to:

**PC:** [pitneybowes.eu/DM60wifpc](http://pitneybowes.eu/DM60wifpc)

**Mac:** [pitneybowes.eu/DM60mac](http://pitneybowes.eu/DM60mac)

Click the button for your type of computer.

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

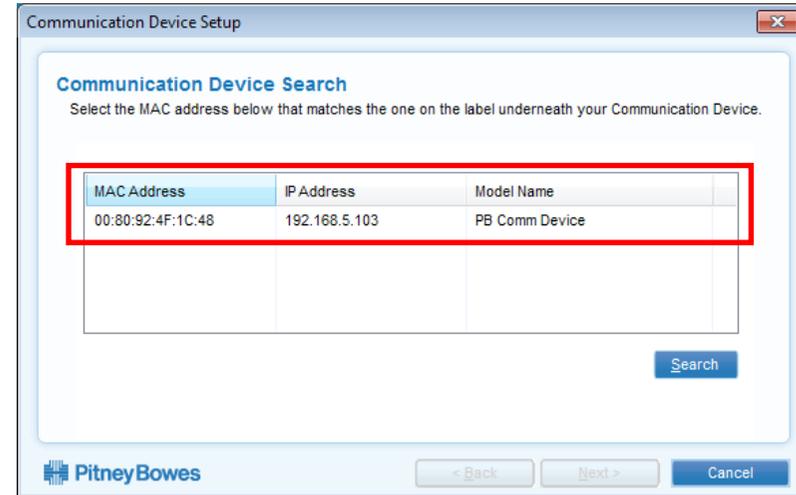
- b. Save the software “pbSmartLAN” to your computer, then open and run it.
- c. Click the **Setup for Network Cable Connection** button.



- d. Read and accept the User License Agreement.

- e. The setup software will search for devices on your network and display a list of the devices found. Highlight the device you are setting up and click **Next**.

**Note:** If multiple devices are listed, choose the MAC Address that matches the 'E/A' number on the base of your Communication Device.



- f. Enter the device password **MnDqr7** and click **OK**.



- g. Follow the setup wizard and enter the appropriate special settings.

**Note:** Your network firewall will also need to be open to certain ports, protocols, domains and file extensions. Details are given in the Reference section of this guide.

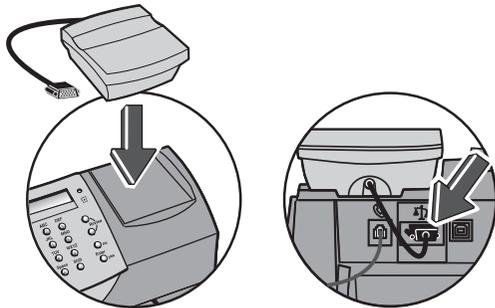
# Setting up a wired network connection (continued)

## 3. Continue with Franking Machine Installation

Once your Communication Device is configured using the setup software, your Franking Machine should be displaying “Add ink cartridge” or “Select Language”. You can now continue with the Franking Machine installation as described in the printed Installation Guide supplied with the machine.



- a. Before proceeding, make sure that the Scale has been fitted as described in the printed Installation Guide.



- b. Now continue from **“Install the Ink Cartridge”** or **“Select Language”** (as appropriate) in the printed Installation Guide to complete installation. Once installation is complete, see the reverse of the Guide for useful information and tips on using your Franking Machine.

# Setting up a wireless (Wi-Fi) network connection

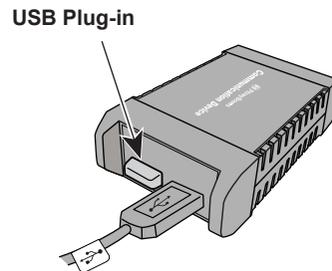
## Introduction

The Communication Device can be setup for wireless usage, enabling you to move your Franking Machine to any location that is within the range of a wireless access point on your network.

You should have a working knowledge of your wireless network in order to complete the setup successfully. Follow the steps below. If at any point you are not certain how to proceed, consult with your IT specialist/network administrator.

## Before setting up the Communication Device for wireless operation:

- Have the name (i.e., SSID) and password (i.e., key) available for your wireless network/router. The SSID may be printed on the bottom of your wireless router.
- Find out if any special settings are necessary to install a new device on your wireless network, such as static IPs, proxy servers or non-standard wireless network settings.
- Ensure the Wireless USB Plug-in is installed in one of the USB ports in the Communication Device (see illustration).
- Be sure a wireless access point (transmitter) is close enough to the location of your Franking Machine to have good signal strength.



- Determine if your network supports Wi-Fi Protected Setup.

You can do this by checking your router documentation or looking on the router to see if it has a button labelled "WPS" or the symbol

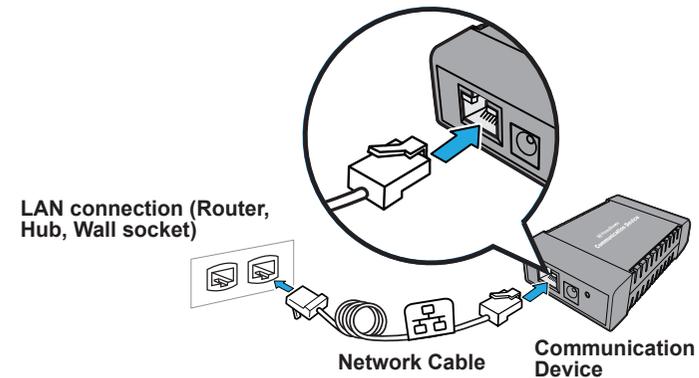


If it supports WPS, you may choose to follow the instructions "Wi-Fi Protected Setup" later in this guide instead of performing the standard Wi-Fi setup instructions on the following pages.

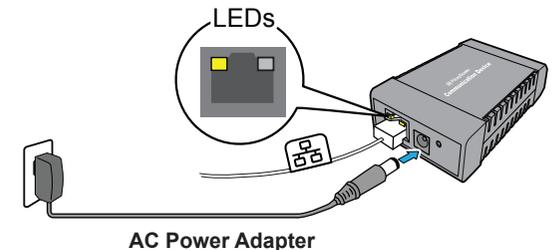
- If you are installing your Franking Machine and have just taken the Communication Device out of its box, it will be in the factory default state and you can continue with the steps below. If the Communication Device has been configured and used before, first reset it.

## 1. Connect the Communication Device

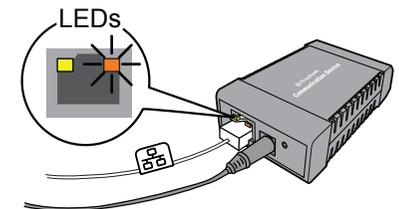
- a. Connect the Communication Device to your network as shown.



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



- c. After a short time, check that the right LED is blinking orange and/or green.



# Setting up a wireless (Wi-Fi) network connection (continued)

## 2. Download and run the Setup Software

- a. Use a computer that is connected to the same network or router as the **Communication Device**. Download the setup software to your computer by going to:

**PC:** [pitneybowes.eu/DM60wifpc](http://pitneybowes.eu/DM60wifpc)

**Mac:** [pitneybowes.eu/DM60mac](http://pitneybowes.eu/DM60mac)

Click the button for your type of computer.

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

- b. Save the software “pbSmartLAN” to your computer, then open and run it.
- c. Click the **Setup for Wireless Connection** button.



- d. Read and accept the User License Agreement.

- e. The setup software will search for devices on your network and display a list of the devices found. Highlight the device you are setting up and click **Next**.

**Note:** If multiple devices are listed, choose the MAC Address that matches the 'E/A' number on the base of your Communication Device.



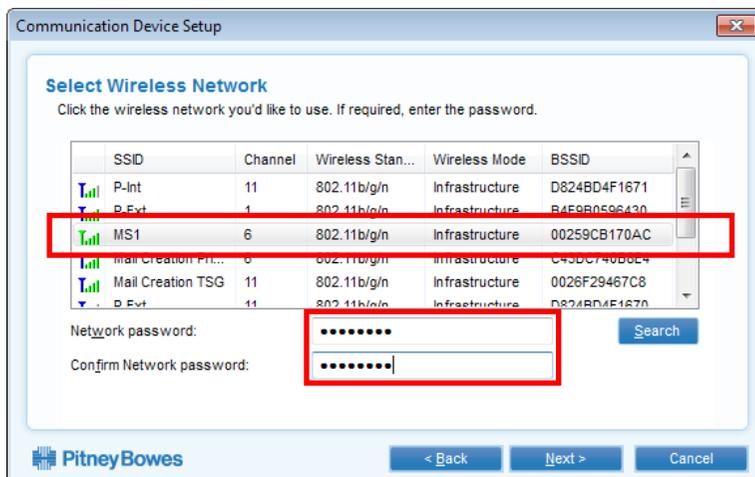
- f. Enter the device password **MnDqr7** and click **OK**.



## Setting up a wireless (Wi-Fi) network connection (continued)

- g. Select the SSID (name) for your wireless network. If you do not see your network listed, click **Search**.

If required, enter and re-enter the password (key) for the selected wireless network and click **Next**.



**Note:** If the wireless network you use does not broadcast its name, the name will not appear on this list. To enter this information, scroll down and select **Other Network**. Then click **Next**, and enter the settings for your wireless network manually.

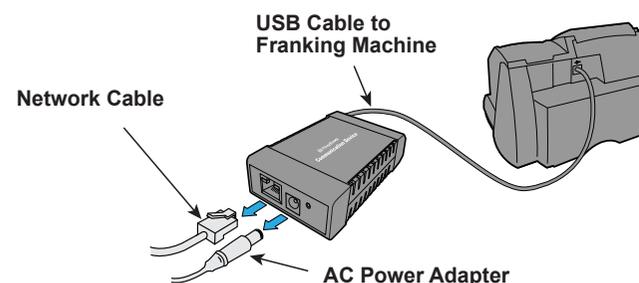
- h. Follow the setup wizard and enter the appropriate special settings.

**Note:** Your network firewall will also need to be open to certain ports, protocols, domains and file extensions. Details are given in the Reference section of this guide.

### 3. Restart the Communication Device

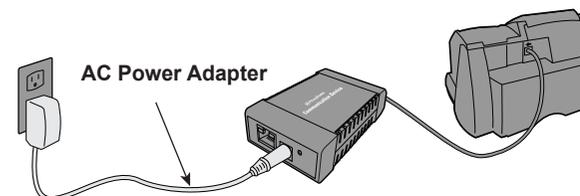
- a. Disconnect the Network Cable and AC power adapter from the Communication Device.

Ensure that the Franking Machine and Communication Device are connected with the USB cable.



- b. Reconnect power to the Communication Device.

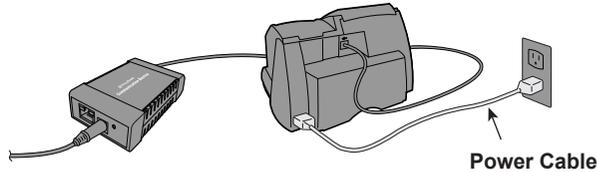
**Note:** Do not reconnect the Network Cable.



# Setting up a wireless (Wi-Fi) network connection (continued)

## 3. Restart the Communication Device (continued)

- c. Connect power to the Franking Machine. If your Franking Machine is already installed, the power may already be connected.



- d. After 60 seconds, check that the right LED on the Communication Device is blinking **green**.

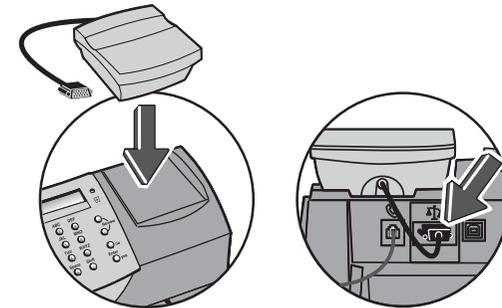


## 4. Continue with Franking Machine Installation

Once your Communication Device is configured using the setup software, your Franking Machine should be displaying "Add ink cartridge" or "Select Language". You can now continue with the Franking Machine installation as described in the printed Installation Guide supplied with the machine.



- a. Before proceeding, make sure that the Scale has been fitted as described in the printed Installation Guide.



- b. Now continue from "Install the Ink Cartridge" or "Select Language" (as appropriate) in the printed Installation Guide to complete installation. Once installation is complete, see the reverse of the Guide for useful information and tips on using your Franking Machine.

# Wi-Fi Protected Setup

## Introduction

The Communication Device can be setup for wireless usage, enabling you to move your Franking Machine to any location that is within the range of a wireless access point on your network.

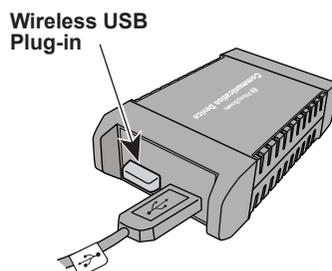
If your network/router supports Wi-Fi Protected Setup (WPS), you may choose to follow these instructions instead of performing the standard Wi-Fi setup instructions described previously in this guide. WPS is a method used to set up wireless communication among devices without having to manually enter long passphrases.

You can determine if your router supports Wi-Fi Protected Setup by checking your router documentation or looking on the router to see if it has a button labelled "WPS" or the symbol



## Before setting up the Communication Device for Wi-Fi Protected operation:

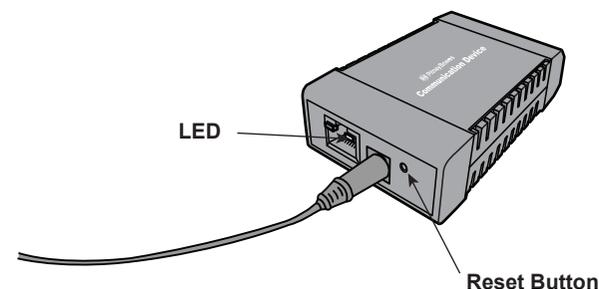
- Make sure that your router is set to one of the following: WPA-PSK/WPA2-PSK or [AES]/WPA2-PSK [TKIP]. **WEP or "None" cannot be used.**
- Ensure the Wireless USB Plug-in is installed in one of the USB ports in the Communication Device (see illustration).



- Be sure a wireless access point (transmitter) is close enough to the location of your Franking Machine to have good signal strength.
- If you are installing your Franking Machine and have just taken the Communication Device out of its box, it will be in the factory default state and you can continue with the steps that follow. If the Communication Device has been configured and used before, first reset it.

## 1. Prepare the Communication Device

- a. Connect the AC power adapter to the Communication Device.
- b. Wait about 30 seconds for the Orange LED to light, then press the Reset Button. When the LED lights green, release the button.



- c. Wait another 45 seconds for the Communication Device to complete its startup routine. When the LED is blinking in a regular pattern (typically Orange, Green, Orange, Green, Pause), continue with step 2 below.

## 2. WPS Setup Procedure

- a. Put your wireless router into its WPS state (refer to its operation guide).
- b. Press and hold down the Reset Button on the Communication Device for 15 seconds, then release the button. The LED flashes rapidly.
- c. The random flashing continues for about a minute. When the LED stops flashing rapidly, unplug the AC power adapter from the Communication Device and then connect it again.
- d. Wait another 45 seconds for the Communication Device to complete its startup routine.

If the LED blinks orange only (if not connected to the Franking Machine) or blinks green only (if connected to the Franking Machine), you have successfully set up the Communication Device to run wirelessly.

If the rapid flashing lasts more than a minute then WPS has failed. Repeat Steps 1 and 2 on this page again.

- e. Connect the Franking Machine and Communication Device using the supplied USB cable.

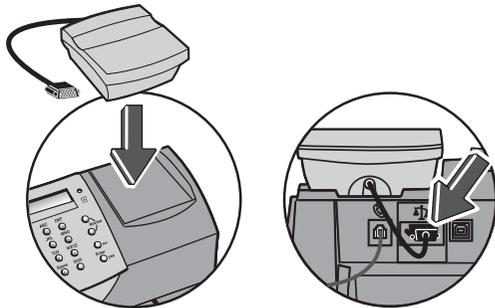
# Wi-Fi Protected Setup (continued)

## 3. Continue with Franking Machine Installation

Once your Communication Device is configured using WPS, your Franking Machine should be displaying “Add ink cartridge” or “Select Language”. You can now continue with the Franking Machine installation as described in the printed Installation Guide supplied with the machine.



- a. Before proceeding, make sure that the Scale has been fitted as described in the printed Installation Guide.



- b. Now continue from **“Install the Ink Cartridge”** or **“Select Language”** (as appropriate) in the printed Installation Guide to complete installation. Once installation is complete, see the reverse of the Guide for useful information and tips on using your Franking Machine.

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

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The Connectivity Device 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

The domain **pb.com** must also be accessible through your network and firewall:

**NOTE:** URLs accessed by your franking machine may contain pb.com anywhere within the URL. Firewalls must therefore be set to allow traffic to any URL containing pb.com.

Your firewall may need to be configured using “wildcards”, for example \*pb.com\*

## Reference - Ports and protocols needed by the Connectivity Device

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The Connectivity Device 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 Software and Rates Updates, Graphic uploads. Firewall must be set to Active mode and to allow ephemeral ports.

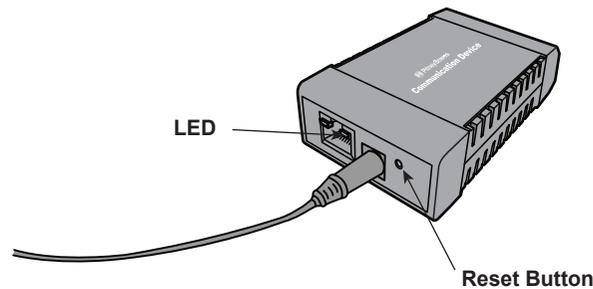
## Reference - Resetting the Device

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### Resetting the Communication Device to its factory defaults

To reset the Communication Device to its default settings, you will need a small pointed object, such as a pen, to access the reset button.

- a. Disconnect the network cable from the Communication Device.
- b. Press and hold the reset button. Apply power to the Communication Device.
- c. When the LED lights continuous green (about 2 seconds), **immediately** release the reset button.



- d. The green LED will go out and the orange LED will come on, indicating the Communication Device has reset.

If the LEDs start blinking, then the Communication Device is not reset. Repeat the process from Step a above.

- e. Disconnect the AC power adapter.

## Reference - Troubleshooting

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### My Franking Machine will not connect to the Pitney Bowes Data Centre

- Check that other PC/Mac's on the network can access the internet. If they cannot, there is a connection problem not associated with the Communication Device.
- If you are connecting via Wi-Fi and your wireless network requires you to change your password at set intervals, this could be the problem. The Communication Device password might have expired. Reset the Communication Device as described earlier in this guide and set it up again as described in 'Setting up a Wireless Connection'.



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