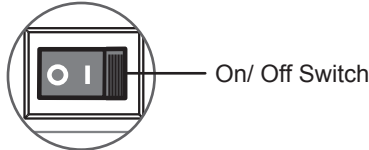


# Constant Connection Kit Installation

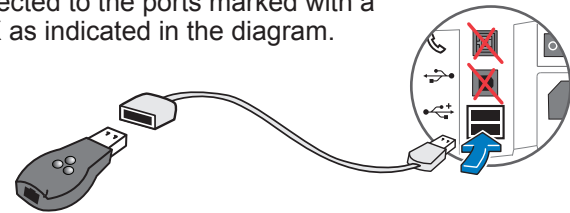
**Constant Connection is an option that allows you to connect your DM125, DM225, DM300c, DM400c, DM450, DM475, DM500, DM525, DM550, DM575, DM800, DM800i, DM825, DM875, DM900, DM925, DM1000, DM1100 machine to the Pitney Bowes Data Center via a LAN network that has Internet access. Constant Connection's high-speed connectivity eliminates the need for an analog phone line and provides faster transmission speed when connecting through your local network.**

## 1 Installing the LAN Adapter

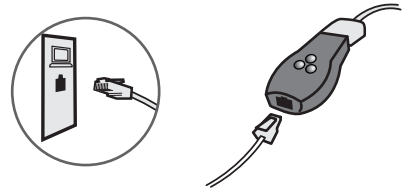
**A** Be sure the meter is turned **OFF**. The ON-OFF switch is located on the back of the meter.



**B** Connect the short USB extension cable (approximately 6") between the back of your meter, and the LAN adapter as shown. Make sure no cables are connected to the ports marked with a red X as indicated in the diagram.

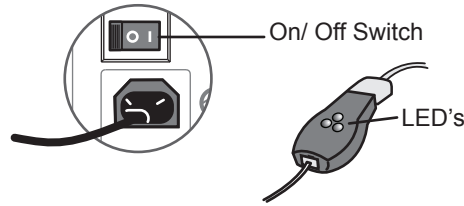


**C** Plug one end of the Ethernet cable included in the kit into a network connection on the wall. Plug the other end of the Ethernet cable into the network adapter as shown.



## 2 Checking Connectivity

**A** Turn the meter **ON**. Once the meter has finished initializing and the Home screen is displayed, one of the small LED indicators on the LAN adapter should light up within 1 minute. If none of the LED indicators light up, refer to the Troubleshooting section.



**B** To check connectivity, you may perform a balance inquiry by following the steps below:

1. Press the **Add Postage** key.
2. Select **Check PbP balance**.
3. The following should occur in quick succession
  - Display of Checking Balance
  - Display of Actual Balances
4. Press **Home** to return to the Run Mail screen.

If the balance inquiry is successful, the installation is complete and you may leave the LAN adapter and cable connected on a permanent basis; hence the name "Constant Connection".

If the balance Inquiry was not successful, and resulted in an error message displayed on the meter, refer to the Troubleshooting section.

## Frequently Asked Questions (FAQs)

### 1. Does my meter's Constant Connection use "Active" or "Passive" FTP?

The meter will connect to some Pitney Bowes Data Center Servers using "Active" FTP.

### 2. What access needs to be opened for my Firewall?

It is recommended your meter be connected through a firewall. If unrestricted outbound access is not allowed in a particular organization, then network access to Pitney Bowes' servers is accomplished by allowing outbound HTTP (80) and FTP (21) access to range 199.231.44.25 - 199.231.44.40.

If a particular firewall supports unrestricted access to these ports, then the meter will automatically connect to Pitney Bowes' services when the customer initiates a request from the meter, such as a refill request or a software download.

### 3. What type of communication does the meter use while connecting to the Pitney Bowes Data Center Servers?

The meter uses (HTTP) on Port 80 and FTP on Port 21. Port 80 is used to communicate XML formatted messages requesting services.

## Frequently Asked Questions (FAQs) continued

**4. Does the meter's Constant Connection support static and dynamic addressing? If so, how can I configure the IP addressing?**  
Your meter supports both dynamic (Table 1) and static (Table 2) IP addressing. The IP address is defaulted to automatic addressing from a DHCP Server. To view or change your IP addressing, follow the steps below:

1. Press the **Options** key.
2. Press the **Page Down** key twice.
3. Select **Connect-Data Center**.
4. Select **LAN Settings**.

#### If your network uses dynamic IP addresses

5. Verify **Get IP** is set to **Auto**.
6. Press the **Home** key to return to the Mail Run Screen.

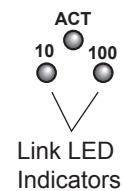
#### If your network uses static IP addresses

If your network uses Static IP addressing, then the network department will need to provide an IP address, Subnet Mask, and Default Gateway for entry into the meter.

5. Select **Get IP**.
6. Select **Manually**.
7. Select **IP**.
8. Enter the IP value determined by your network administrator. Select **Accept IP Addr** to continue.
9. Select **Sub**.
10. Enter the Sub value determined by your network administrator. Select **Accept Sub Addr** to continue.
11. Select **Gwy**.
12. Enter the Gwy value determined by your network administrator. Select **Accept Gwy Addr** to continue.
13. Press the **Home** key to return to the Mail Run Screen.

## Troubleshooting

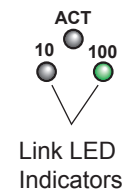
**If you experience difficulty connecting to the PB Data Center, refer to the tips below for further assistance. If necessary, have your network administrator review the Troubleshooting tips and the separate IntelliLink™ Control Center Technical Support Configuration Guide to resolve the issue.**



### None of my Link LED indicators are ON; Adapter is not working

**Solution:** Either the 10 or 100 LINK LED indicators should be ON (solid green), indicating your connection's data transfer rate. If neither of these LED indicators are ON, check the following items:

- Verify the LAN cable, LAN extension cable, and LAN adapter are properly installed and plugged firmly into their receptacles.
- Turn **OFF** the meter using the ON-OFF switch, wait 10 seconds, and turn **ON** the meter.
- Repeat steps 1 and 2 using the other USB port on the meter.
- Ensure that no telephone cord is connected to the meter when the LAN is installed.
- Ensure that no PC having PC Meter Connect software is connected to the meter when the LAN is installed.



### One of the Link LED indicators is ON, but I still can not connect to Pitney Bowes Data Center

**Solution:** We recommend you download a diagnostic utility. Install the **Meter Test Connectivity** utility (visit [www.pb.com/ConstantConnection](http://www.pb.com/ConstantConnection)) on a computer connected to the network. Click on the "Test Now" button on the right side of the page. Scroll down the Constant Connection Testing Utility page to follow the **Install the Test Application** procedure. The utility emulates the connections the meter will perform and creates a log of activities that occurred during the connection attempt. This log can provide useful information valuable to a Technical Support Representative.