



Shipping & Mailing  
Postage Meters

# SendPro 300

Installation Requirements and Connectivity Setup Guide

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# Introduction

This is a reference document to help you prepare for your SendPro 300 installation. Review these requirements and guidelines before installing the product. If you have extensive network security restrictions at your site, you may need assistance from your IT or network specialist. In this case, refer to the [Advanced Installation Requirements](#) section of this document for more information.

## Basic Installation Requirements

You can connect your meter to the internet via your network (LAN) connection. This provides a quick and reliable connection that is always available when your postage meter connects to Pitney Bowes for services such as postage refills, rate changes, system updates and postal inspection.

In most cases, you connect your meter as described in the instructions included in the box. This results in a reliable and secure connection. (*Refer to the Installation Setup Instructions included in the box.*)

## Power Outlet Requirements

The standard system requires a minimum of two electric outlets and up to four electric outlets depending on options purchased.

- Meter – two electric outlets
- Meter and Label Printer – three electric outlets
- Meter, Label Printer and Wi-Fi Device – four electric outlets

## Network Requirements

Access to the internet is required. The basic system comes with a network cable that you can plug into a network plug with internet access.

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### Note:

You may choose to purchase an option that includes a network connection via a Wi-Fi connectivity device. Refer to the [Wi-Fi Connectivity Specifications](#) section in this document for more details.

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# Advanced Installation Requirements

If you have extensive network security restrictions, your IT or network administrator may need these specifications to prepare for the install.

- *Wi-Fi connectivity specifications*
- *Port and communication requirements*
- *Required URL information*
- *Recommended URL information*
- *File extension requirements*

## Wi-Fi Connectivity Specifications

If you purchase a network connection via a Wi-Fi connectivity device, your IT or network administrator may need these specifications.

- Mode - Client Mode
- Standards - IEEE 802.11n, 802.11b, 802.11g (802.1X networks are not supported)
- Protocols - TCP/IP, PPPoE, DHCP, ICMP, NAT, SNTP
- Safety and Emissions - FCC, CE
- Frequency Band - 2.4~2.4835GHz
- Radio Data Rate - 11n: up to 150Mbps (Automatic); 11g: 54/48/36/24/18/12/9/6M (Automatic); 11b: 11/5.5/2/1M (Automatic)
- Frequency Expansion - DSSS(Direct Sequence Spread Spectrum)
- Modulation - DBPSK, DQPSK, CCK, 16-QAM, 64-QAM, BPSK, QPSK
- Security - 64/128/152-bit WEP, WPA/WPA2, WPA2-PSK/WPAPSK
- Sensitivity @PER - 135M: -70dBm@10% PER 65M: -73dBm@10% PER; 54M: -76dBm@10% PER 6M: -92dBm@10% PER

## Port and Communication Requirements

The default LAN connection requires access through your network and firewall. This system:

- Connects using to your network through an internal router
- Uses outbound communications through the network to minimize the possibility of communications getting blocked

### Ports

- *Ports used for connection* - ports 31314, 993 or 443 using TCP
- *Ports used for upgrades* - port 80 using TCP/HTTP
- Transfer data via HTTPS (with TLS 1.2)
- Access TeamViewer (*recommended but not required*)

### Proxy and IP Information

- Proxy server is not supported
- IP
  - DHCP (Dynamic IP) is the default
  - Static IP may be used with assistance from the Pitney Bowes Call Center. Have the following information ready for static IP setup:
    - IP address
    - Subnet mask
    - Default gateway
    - Primary DNS
    - Secondary DNS (*optional*)

## Required URL Information

These URLs must be unblocked or your system will not work. If your firewall has restrictions, allow access to pitneybowes.com.

- **Mailing Application** - Welcome and Agent servers
  - [imp.sl.pb.com](http://imp.sl.pb.com)
  - [agent.sl.pb.com](http://agent.sl.pb.com)
- **SendPro Shipping Application**
  - <https://sending.us.pitneybowes.com/>  
Domain www.pitneybowes.com; IP 199.231.33.6, 199.231.44.12
- **Online Help**
  - [http://support.pb.com/help\\_videos/SV63216-help/default.htm](http://support.pb.com/help_videos/SV63216-help/default.htm)  
Domain www.pb.com

## Recommended URL Information

We recommend these URLs are left open, but if this presents a security issue, they can remain blocked. They are enabled by default.

### Remote Access - TeamViewer

The TeamViewer tool enables Pitney Bowes Service to access your machine. When you start the application, you have to click a button to authorize temporary connection.

There are two methods to unblock TeamViewer:

- *(recommended option)* - General unblocking of Port 5938 TCP for outgoing connections. *Port 5938 is only used by a few applications and therefore there is no security risk. This traffic should not be filtered nor cached.*
- Unblock URLs with these formats (to any server):
  - GET/din.aspx?s=...&client=DynGate
  - GET/dout.aspx?s=...&client=DynGate
  - POST/dout.aspx?s=...&client=DynGate

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## Note:

Once you unblock TeamViewer, verify there are no content filters blocking one of these URLs:

- \*.teamviewer.com
- \*.dyngate.com

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## Your Account (pitneybowes.com)

The meter uses this website to access your account information on pitneybowes.com.

- (<https://www.pb.com/cgi-bin/pb.dll/jsp/Login.do?lang=en&country=US&ga1=MS1>)
  - Domain www.pb.com; IP=199.231.44.12
  - Domain <http://www.google.com/analytics>; IP=209.85.128.000, 209.85.227.101, 209.85.227.113

## File Extension Requirements

Your meter's LAN connection uses these file extensions and they must be allowed through your network or firewall or your system will not work.

- DEC (.dcz)
- EMD (.zmd)
- Graphics (.bin)
- Rate Manager (.rmz)
- CCD (.bin)
- Snippet file (.arc)