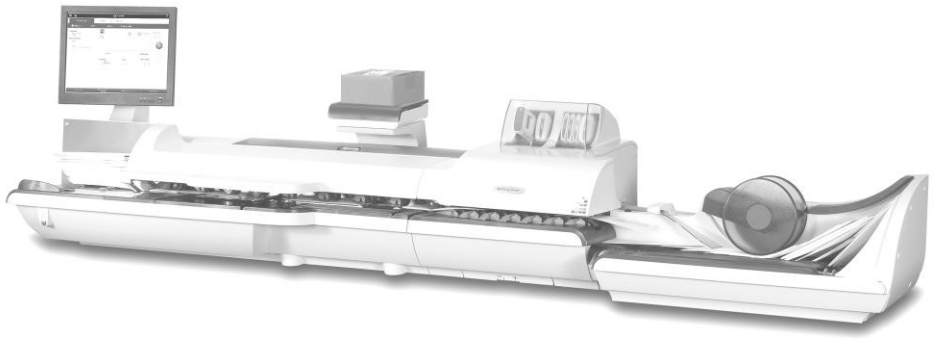
Pitney Bowes

Supplement to the
Networking Technical Specification (SV62440)



Connect+® Series Connectivity Options

This document is intended for IT and Technical teams who will support the deployment of the new Connect+® Series Customer Communication System – a new generation of mailing system that uses a LAN Network connection versus analog phone lines.

Note to PB Clients and Account Representatives:

This document supplements the "Networking Technical Specification" for the Connect+® Series. The latest version (SV62440) is available from the Pitney Bowes Network Specialist Team or Customer Service Representative. (PB Sales Associates – always check for the latest version of this document and SV62440 on the Pitney Bowes Sales Network.)

Note to PB Clients - We value your concerns

At Pitney Bowes, we know that your organization must ensure that data is protected appropriately. Our goal is to help you ensure that the Connect+® Series meets your needs and risk tolerance levels, and aligns with regulatory requirements and the guiding principles of your organization.

Be assured that the Connect+® Series from Pitney Bowes is designed as a highly secure device that does not allow for executable files to be downloaded and installed unless they are from a trusted Pitney Bowes source. The files-system is locked down unless it runs at the same user privilege level as our secure, diagnostics access levels. Also, Connect+ does not use any utilities to actively discover the customer network – so the risk to Customer networks is mitigated.

Pitney Bowes went through a further step to have the Connect+® evaluated by an independent agency - **ICSA**. In their evaluation, ICSA certified that the Connect+® system meets a high standard to protect a user's network from vulnerabilities and protect the system's integrity.

Prior to any installation of the Connect+® Series, a **Network Readiness Specialist** from Pitney Bowes will be assigned to your Account, and will work with you and your technical team on the specific networking requirements for your location. We understand your concerns, and will work closely with you to demonstrate that the reliability and security of the Connect+® Series mailing system. The remainder of this document will give you the background of what this solution is, why a high speed, broadband network connection is necessary, and lay the ground work for a smooth transition for your organization.

What is covered in this Document?

This Supplement is intended for business owners, managers and support teams who are evaluating the benefits of the Connect+® System, and the connectivity options that provide for a high speed, broadband connection. Covered topics include:

What is Connect+®?

Connect+® is a new generation of mailing system that applies postage to outgoing mail – including the accurate weighing, rating and postage printing operations. The Connect+® Series is the first of its kind to allow flexible, high-resolution color printing across the top of the envelope. To support the flexible printing and other features, the system uses a high speed, broadband connection rather than an analog phone line (common to the older technology).

With this new technology, the postage meter provides value to the organization beyond printing postage. The Connect+® becomes a tool that can reduce envelope printing costs, support marketing and business promotions, and provide operational benefits not available on prior generations.

When was Connect+® introduced?

The Connect+® Series was introduced in 2010 to the US market, and is fully approved by the USPS for secure postage printing.

Why does a mailing machine use a Web-Based Architecture?

With the Connect+® Series, Pitney Bowes developed a new generation of mailing system that builds on the best of the past, but also looks toward the future. We considered all aspects of technology in our approach to providing a system that goes beyond postage printing – helping to bring more value to your investment. With that, the system was developed as an internet-based solution that uses a high speed, secure connection between the Connect+® system and the Pitney Bowes infrastructure.

What are 10 capabilities and innovations that leverage Network connections?

1. **USPS Regulatory Changes** – quick uploads of new Rate files, ZIP Code tables, and other requirements that maintain the integrity of the Postal rating system.
2. **Accounting Data Back-Up** – reliable storage of transaction data for activity reporting. All data is backed-up on a 'cloud-based' server system managed by Pitney Bowes.
3. **Desktop Consolidation and Reporting** – data from one or multiple mailing systems can be consolidated, and made available for reporting from the desktop.
4. **Accountable Mail Tracking** – high speed USPS uplinks of delivery tracking information for Certified Mail, Priority and Express Mail.
5. **Graphics Library** – enables a high speed transfer of new graphic files from your desktop to Connect+®. This supports the flexible printing capability of Connect+ such as printing graphic images on outbound mail (ie. return address, department name, brand and logo, and marketing promotions.)
6. **Web Apps** – link you and your operators to valuable applications such as Postal Advisor, Track a Package, and Buy Supplies.
7. **New Feature updates** – enables quick action when new features are available. Supports both "no charge" and optional feature upgrades.
8. **Faster software downloads** – ensuring that your system is updated with the most advanced operating software and feature capabilities.
9. **On-line Operator Help** – always up-to-date, available at an instant directly on the Connect+ display.
10. **Team Viewer** – helps minimize downtime by enabling our internal Customer Service team to remotely access and diagnose equipment issues.

What is the value of these innovations versus the older generation?

The Connect+® Series was developed off the highly successful DM Series systems offered in 2002 by Pitney Bowes. Since 2002, Pitney Bowes observed the quiet revolution in technology – including full emergence of the web, cloud computing, and also industry changes that would require a mailing machine to do "more" in the future. These 10 benefits are only part of the story. At Pitney Bowes, we see the future changing rapidly, and the Connect+® Series is designed to keep up with these developments – no matter where or when they arise.

What are the connection alternatives for a Connect+® system?

1. Two options leverage an existing LAN Network

    a. **Direct LAN Ethernet connection** – leverages your organization's network connections.
    b. **WiFi Network** – same as above but by using a LAN Adapter if an access point is available, or wireless router where no access point is available within a reasonable distance.

2. Three options that can stay "outside" your LAN Network

    a. **PC System Connect** – an option that uses a local PC as a gateway to the internet
    b. **Sprint 3G Cellular** – Runs outside any customer network using a Sprint device. (May require a cellular subscription fee through Pitney Bowes).
    c. **DSL (Digital Subscriber Line)** – an alternative to LAN and 3G that leverages a high speed broadband network connection through an existing telephone infrastructure.

Shown is a Connect+ 3000 Series system with 15" touch screen display, 15 lb. weighing platform, and power stacker. An Ethernet port is located behind the feed deck near the Power and USB ports.

Why is an analog line inadequate?

An analog phone line is an older communication technology that does not allow for higher speed, broadband data movement required by today's office solutions. Analog lines were used for postage meters in the past because the meter only required a simple command that allowed a postage refill. Today's benefit of an analog line is mostly in its availability, not in the capability to effectively manage data transfers – like backing up Account chargeback data or updating the system's software with new features.

How will the Pitney Bowes Network Readiness Team support customers?

We recognize that each situation is unique, and therefore want to work with each client on the best alternative for a network connection. Pitney Bowes will assign a member of our Network Readiness Team to each customer prior to installation. Working with your representative (i.e. IT or Technical team member), we can discuss your planned connection, timing, and answer your questions about data security and protection.

Is Connect+ certified by an independent authority?

Yes, the Connect+® System has been certified by ICSA, an independent division of Verizon Business. ICSA provides vendor-neutral testing and certification of security products and solutions. Go to PB.com for the ICSA Certificate, or ask your Pitney Bowes Account Representative for a copy.

Which connection alternatives require a fee?

The Sprint 3G Cellular connection is a chargeable subscription fee that will be included in a lease payment, or paid separately as a quarterly fee. All other options are the responsibility of the individual customer including any DSL subscription services, DSL line installation, or internal costs of setting up a LAN line. Pitney Bowes may offer, as an option, certain peripherals to support your connection such as a LAN cable, Router or Wireless LAN Adapter. Please consult with your Pitney Bowes Account Representative if one of these peripherals is required.

What topics are covered in the Networking Technical Specification Reference Guide?

This document covers the following topics:

- **Network Requirements** – The document states that the Connect+® system requires a high-speed network connection, that the system initiates all communication, and that all communications channel through HTTP or HTTPS – so it can safely sit behind most corporate firewalls. The Connect+ System communicates via HTTP over Port 80, via HTTPS over Port 443, and uses Port 53 for DNS lookup.

- **URLs** – The Connect+® System provides several website links to the operator, helping them to run the mail center more efficiently. It is strongly recommended that the firewall reference the URL rather than an IP address – since IP addresses tend to change more frequently. The Network document specifies the URLs used by the Connect+ applications, and also provides guidelines if an IP address is preferred.

- **TeamViewer** – This application is used for remote diagnostics and training, and can only be initiated by the Connect+® user.

- **FAQs** – Additional questions about connectivity that are commonly discussed between Pitney Bowes and our Connect+® customers.

Note: Please contact your Pitney Bowes Account Representative or Network Readiness team for the latest version.