

Device Manager

Port Requirements

Outbound Ports:

- Registration requires the Device Manager software to communicate with an outbound host: **postage.neopostinc.com** on TCP port 443 (standard SSL port).
- Communication requires the Device Manager software to communicate with outbound hosts ***.pubnub.com** on TCP port 443 (standard SSL port).

Inbound Ports:

Communication with the mailing system requires the Device Manager to get an inbound communication on UDP port 5506.

Configuration Rules

- The Device Manager does not support proxy configuration.
- Only one connection at a time is allowed per user:
- The username shown in the Device Manager UI must match the username or email address shown in the Neoship *My User Account* page. If it does not match, the user cannot see the devices.
- The Device Manager must be installed on any PC from which users will sign in and process shipments.
 - As an exception, a Neoship User can sign in to Neoship on any PC and is not required to download the Device Manager. However, they will only see the printers and scales associated to the original PC.

Browser Compatibility

The Device Manager expands the number of browsers supported by Neoship, including Internet Explorer 11, Microsoft Edge, Google Chrome, and Mozilla Firefox. *NOTE: Neoship does not support MAC or Safari.*

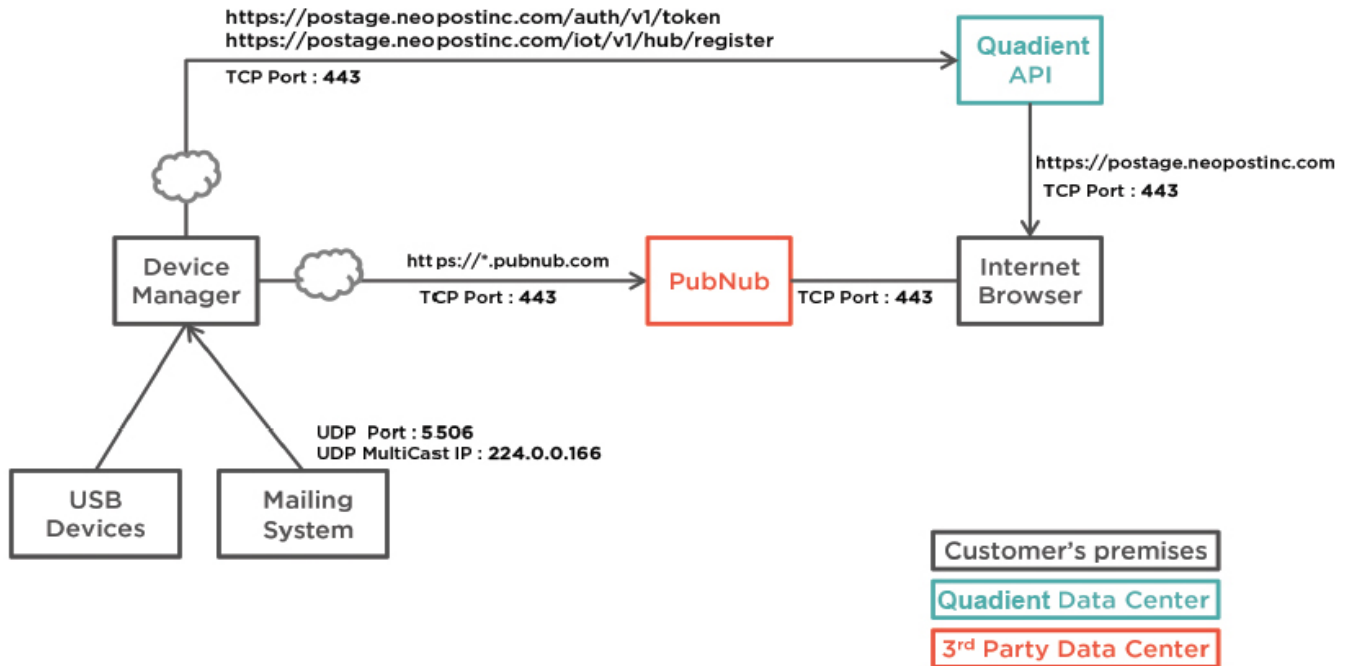
Device Compatibility

Quadient has qualified the following thermal label printers and external USB scales to work with the Device Manager:

- **Printers:** Brother QL-1100, Brother QL-1110NWB
- **Scales:** Elane 10lb USB Scale, Elane 30lb USB Scale, Elane 70lb USB Scale

NOTE: Quadient Technical Support will only troubleshoot issues pertaining to the peripherals listed above.

Setup Schema



Set up Checklist

- Outbound host - TCP port 443
- Inbound Port - UDP Port 5506
- Device manager login matches Neoship Login
- Browser Compatibility
- Device Compatibility

