



Shipping & Mailing
Postage Meters

SendPro® C Auto

Operator Guide

Canadian English Edition
SV63245-enca Rev A
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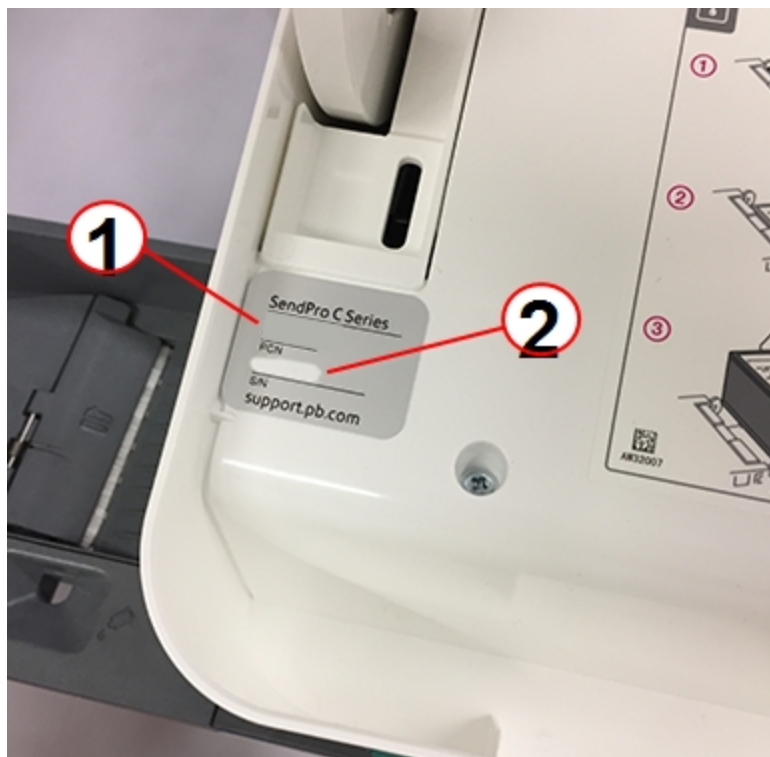
1 - Quick start guide

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Finding the Product Code Number (PCN) and serial number

To locate the **(1) Product Code Number (PCN)** and the **(2) 7-digit serial number**, check the label on the rear of the meter or under the display cover as shown here. Note that the serial number is blurred out here for security reasons.

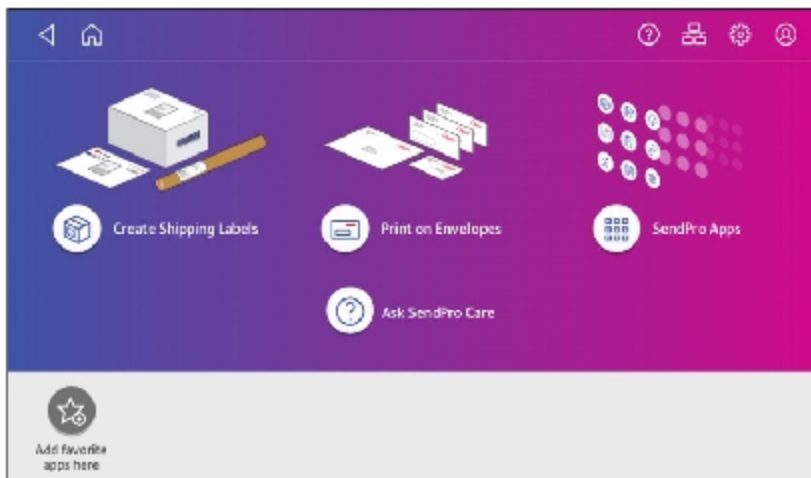


Navigating the Home screen

The Home screen on the SendPro® C Auto provides the starting point for creating either a shipping label or printing postage on an envelope.

Creating shipping labels or printing on envelopes

For general purpose envelopes and post cards, print postage by tapping **Print on Envelopes**. For important large envelopes or packages using Canada Post, UPS®, or FedEx® start creating a shipping label by tapping **Create Shipping Labels**.



Using SendPro Apps

Tap on **SendPro Apps** to access to a variety of applications to support and enhance your device. For example, you can check for rates and updates (Rates and Updates), get a history of shipping labels created (Shipping History), or check the status of your network connection (Network Connection).

You can also add your most frequently used apps to a list of favorites appearing along the bottom of the Home screen.

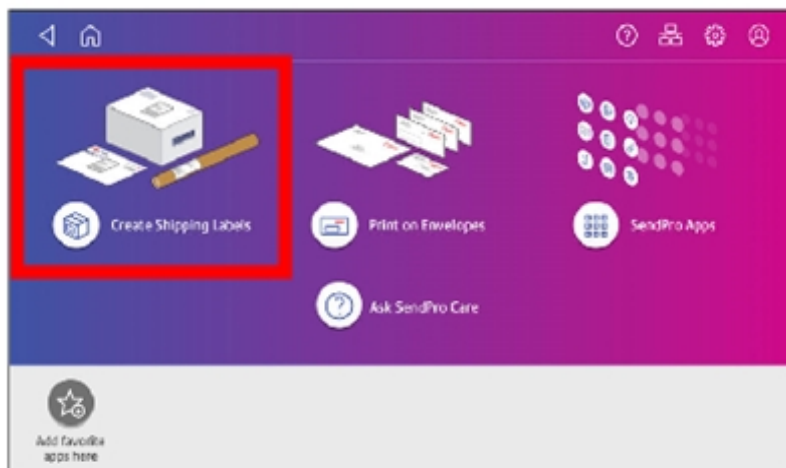
Getting help on your device

Tap **Ask SendPro Care** on the Home screen to get information and help for your device. This includes:

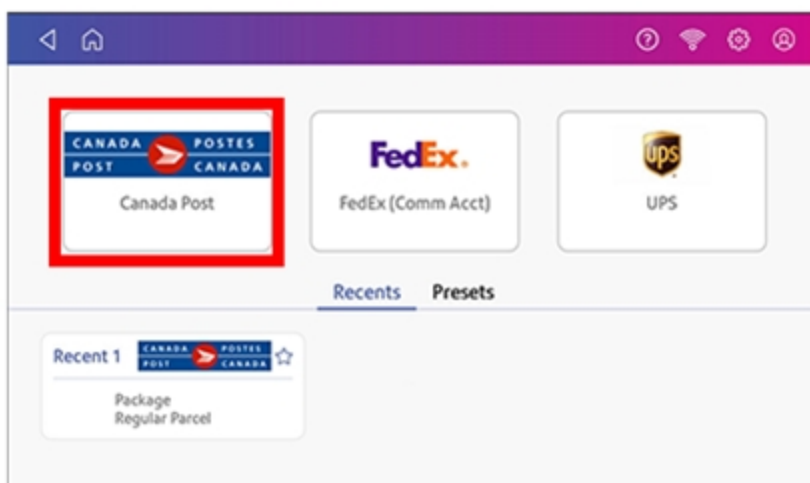
- View alerts.
- Get information about your device - your account number, serial number and model number.
- Any error messages on your device, like "Cover open" or "Low Funds".
- A list of the most popular searches.
- Access to PDF operator guides.

Creating and printing a shipping label

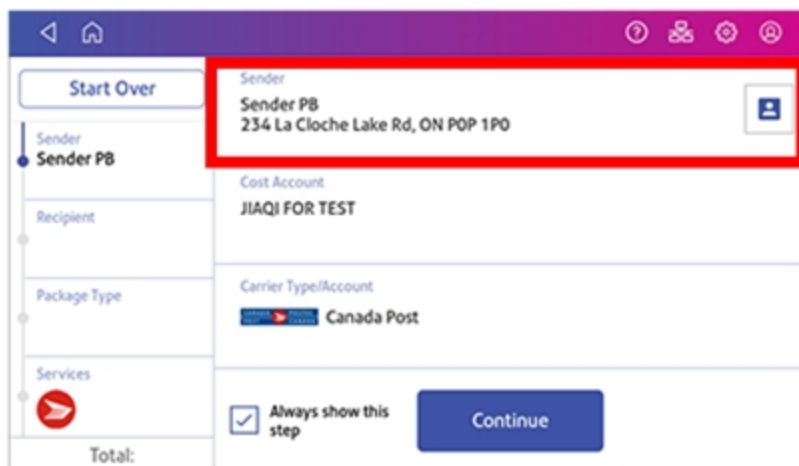
1. Tap **Create Shipping Labels** on the Home screen.



2. Tap the carrier you want to use. For example, tap **Canada Post**.



3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.



4. If you have enabled cost accounts on your SendPro® C, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.
5. Tap **Continue**.

6. Enter the recipient address.
 - a. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the **Address** icon in the upper right corner of the screen as shown here.

The screenshot shows a mobile application interface for creating a shipping label. The top bar is purple with navigation icons. Below it is a 'Start Over' button. The main content area is divided into a left sidebar and a right form. The sidebar has sections for 'Sender', 'Recipient', 'Package Type', and 'Services'. The 'Sender' section is expanded to show 'Sender PB'. The 'Recipient' section is highlighted with a red box. The form fields include: 'Canada' (country), 'Name' and 'Company' (with red error indicators), 'Postal Code' (with a checkbox for 'Use Postal Code only'), 'Address Line 1', 'City' and 'Province', 'Email (optional)', and 'Phone (optional)'. A 'Continue' button is at the bottom right. A red box highlights the 'Address' icon in the top right corner.

- b. For **Canada Post domestic shipments, if your package already has an address**, you can select the Use Postal Code only box and enter the postal code to create the label without entering the address.

This screenshot is a zoomed-in view of the 'Recipient' section from the previous image. The 'Use Postal Code only' checkbox is checked and highlighted with a red box. The 'Continue' button is visible below the form fields.

7. Tap **Continue**.
8. Tap a package type. For example, **Box or Envelope**.

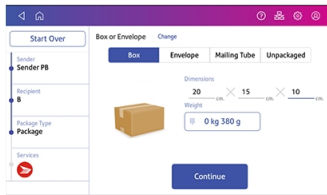
This screenshot shows the 'Package Type' section of the interface. The question 'What are you sending?' is displayed. Below it, the 'Box or Envelope' option is selected and highlighted with a red box. The sidebar on the left shows the 'Package Type' section is expanded.

9. Enter the dimensions and the weight of the box or envelope:
 - Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.

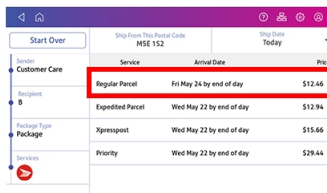
10. Enter the weight:

- If you have an attached scale, tap **Weight**, then select **Scale**. Place the box or envelope on the scale.
- If you do not have a scale, tap on the **Weight** field and enter the value using the keypad and then tap **Apply**

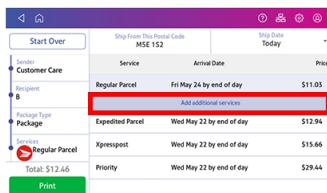
11. Tap **Continue**.



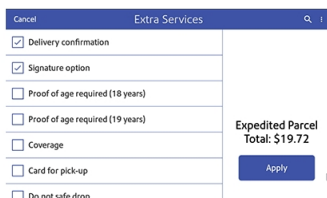
12. Tap the service you want to use, in this example, **Regular Parcel**.



13. Tap **Add additional service** to add extra services. If you are not adding any special services, go to step 14.



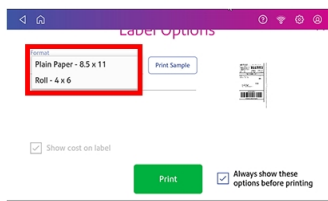
14. Select the extra service, in this example, **Signature Option**.



15. You can continue to add additional services if necessary. Tap **Apply** when done.

16. Tap **Print**.

- At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll- 4x6**.




Note: If you want to print a sample label first, tap the **Print Sample** button.

- Tap **Print** again and the label prints.
 - If prompted, enter the Sender and Recipient's phone number (required for some services).
- The carrier screen reappears. You can now print another label.

Using cost accounts to charge back Create Shipping Labels postage costs

You can assign the costs for a trackable label to an account when you create the trackable label.

In order to use cost accounts to charge back your Trackable Labels postage costs you need to turn on the cost accounts feature.

- Open Create Shipping Labels cost accounts screen:
 - Tap the **Cost Accounts** icon in the favorite apps section at the bottom of the Home screen, or
 - Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.
- Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen. 
- Tap the slider in the upper right so that it turns blue and **ON** display.
 - If you want to make sure every trackable label is assigned an account, tap in the check box for **Require cost account for all shipments**.
- Once you turn cost accounts on, you will need to have at least 1 cost account to print a trackable label.

Adding a single Create Shipping Labels cost account

Open your Trackable Label cost accounts by tapping the **Cost Accounts** icon in the application drawer at the bottom of the Home screen. This opens the Cost Accounts screen.

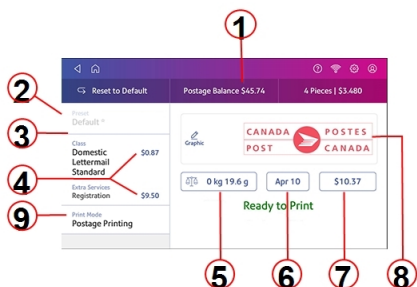
Note: To import or export multiple cost accounts, use your SendPro® C user ID to log into SendPro Online. In your web browser, go to <https://login.pitneybowes.com/sendpro> and sign in with your SendPro C user ID and password.

1. Tap the plus sign **+** in the upper left corner of the Cost Accounts screen.
2. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:
 - - hyphen
 - _ dash
 - ' single quote
 - @ at sign
 - . Period
 - and optional description.
3. (Optional) Enter a description of the account, up to 200 characters.
4. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.
5. Tap on the option button for **Active** or **Inactive**, whichever is appropriate for this account.
6. To make this the account that is automatically used for all trackable labels, tap the checkbox for **Make this my default Cost Account**.
7. Tap **Apply**.

Printing postage on envelopes

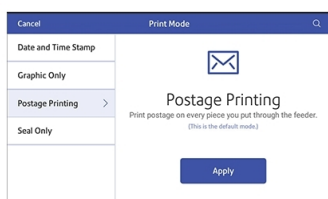
Tap **Print on Envelopes** on the Home screen to open the Envelope Printing screen.

This screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print on the envelope.



Within the mail screen you can:

1. View the balance of funds you have remaining in your meter.
2. Select a Preset for your letter. Refer to ["Creating presets for printing postage" on page 22.](#)
3. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
4. Tap **Class** to view the class and any extra services.
5. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
6. Tap the date to view the date options.
7. View the total postage amount.
8. Preview or add graphics.
9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.



- Tap on the option you want to select the mode.
 - **Date and Time Stamp**
 - **Graphic Only**
 - **Postage Printing** - printing postage on an envelope is the default mode.
 - **Seal Only**- bypass all printing.

Feeding envelopes on your SendPro C Auto

1. Shingle the envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes in a single stack should be the same size.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.



3. Leave about 3 mm space between the stack and the side guide to ensure the stack feeds without resistance.



4. Slide the stack into the feeder until you feel resistance. Note the side guide has been pulled back in the image to show how far into the feeder you need to position the stack.



5. Tap **Start** on the Envelope Printing screen. The system automatically feeds the envelopes and prints the postage.

Sending a Lettermail™ envelope

1. Tap **Print on Envelopes**.
2. If you have the accounting feature enabled on your machine:
 - a. Tap **Account** on the left side of the screen.
 - b. Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Domestic Lettermail** for a Lettermail envelope.
6. Tap **Standard**.

7. Tap **Apply**.
 - With a scale:
 - i. Place the envelope on the scale.
 - ii. The weight appears in the weight button on the screen.
 - Without a scale:
 - i. Tap the weight button.
 - ii. Enter the weight of the envelope.
 - iii. Tap **Apply**.
8. Tap **Extra Services**.
9. Select any special services required.
10. Tap **Apply**.
11. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Note: If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Printing postage on tapes

1. Push the tape lever to the right (a) and hold it there. Drop a stack of strip tapes (b) down into the slot. Make sure the printable side faces to the right (toward the touch screen).



2. Tap **Print on Envelopes** on the Home screen.

3. Set the appropriate postage mode and conditions (account, class and special service, weight) using the Envelope Printing screen
4. For a single tape, tap the **Tape** button. The default value is set to 1 tape.
 - For multiple tapes, set the number of tapes by tapping the number on the tape button and entering the number using the keypad.

Using Canada Post special services

1. Tap **Print on Envelopes**.
2. If you have the accounting feature enabled on your machine:
 - a. Tap **Account** on the left side of the screen.
 - b. Select an account.
3. Tap **Class**.
4. Tap the class you want. Sub classes display when they are available for your class..
5. Tap **Apply**.
 - With a scale:
 - i. Place the envelope on the scale.
 - ii. The weight appears in the weight button on the screen.
 - Without a scale:
 - i. Tap the weight button.
 - ii. Enter the weight of the envelope.
 - iii. Tap **Apply**.
6. Tap **Extra Services**.
7. Select any special services available for your class; for example: Registration, Do Not Forward, or Return Postage Prepaid.
8. Tap **Apply**.
9. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Adding a graphic to your envelope in Print on Envelopes

The SendPro C Auto comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Holiday Greetings.

Note: At this time, you cannot add your own custom graphics to your SendPro C Auto.

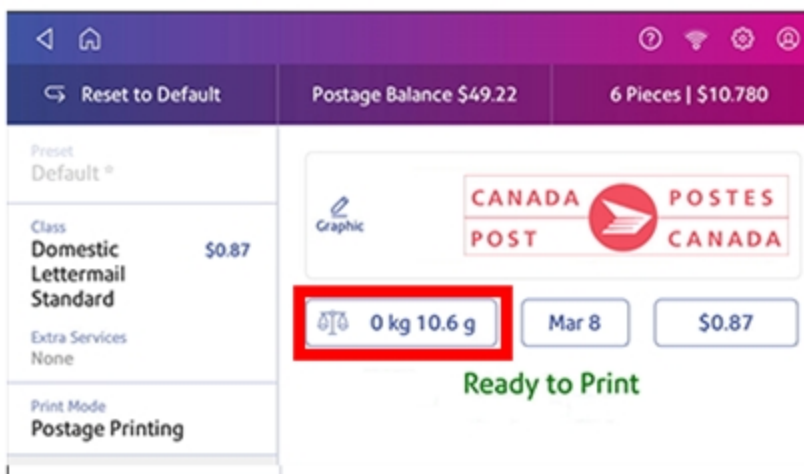
Before you begin:

Weigh your envelope, select a class, and select any special services required.

1. Tap the **Graphic** icon on the Print on Envelopes screen.
2. Select the graphic you want from the list of available graphics.
3. Tap **Apply**.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

Using the weighing platform when printing postage on envelopes

1. Tap **Print on Envelopes** on the Home screen.
2. Tap the weight button.



3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform. You must do this before the next step or else the Apply button will remain inactive (grayed out).
5. Tap **Apply**.
6. Tap **Class** on the Print on Envelopes screen.

7. Tap the class you want. If necessary, select **Start Over** to display all of the class options.
8. Select any special services required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Sealing envelopes

This procedure describes how to seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).

1. Check the level of sealing solution by checking the sight window on the front of the feeder deck.



2. Place the envelopes with the flap side facing down and the top edge against the rear wall.

3. Make sure the seal/no seal lever is set to the seal position (all the way to the left) as shown here.



4. Place the envelopes on the feed deck and tap the **Start** button on the Print on Envelopes screen.

Note: If the moistener tank is full and your envelopes do not seal correctly, clean or replace the moistener brush and wick.

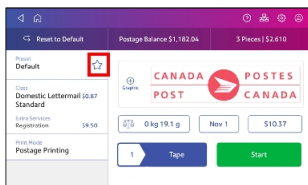
Sealing the envelope only, bypass all printing

1. Tap **Print on Envelopes**.
2. Tap **Print Mode** on the lower left side of the Envelope Printing mail screen. You may have to swipe up on the screen to see this option.
3. Swipe up on the Print Mode screen and tap **Seal Only**.
4. Tap **Apply**.
5. Load the envelopes onto the feeder with the flap side facing down and the top edge against the rear wall.

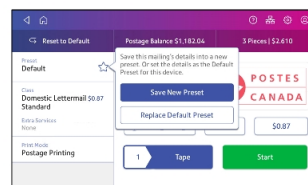
Creating presets for printing postage

A preset allows you to recall a setting that already contains the postage class, postage value, and any special service fees like insurance, as well as any custom message or graphic. The maximum number of presets you can have is 21. This includes the default preset.

1. Tap **Print on Envelopes** on the Home screen.
2. At the Envelope Printing screen, tap **Class** and select the class and any special services, messages or graphics.
3. Once you apply the settings, verify the settings on the Envelope Printing screen.
4. Tap on the star in the Preset box.



5. Tap on **Save New Preset** to save it. If you want to save it and replace the default envelope printing



setting, tap **Replace Default Preset**.

6. For a new preset, enter a name then tap **Save**.

Filling the moistener tank

1. Check the level of sealing solution in the moistener tank by checking the sight window on the front of the feeder deck.



2. Open the feeder access cover to access the moistener bottle.



3. Remove the moistener bottle and place it with the cap up on a flat surface.



4. Unscrew the moistener bottle cap and fill it with Pitney Bowes E-Z Seal®. Do not overfill the moistener bottle.
5. Screw the cap back on and place the bottle back in its original location (upside down in the machine).
6. Close the feeder access cover.
7. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

Installing the ink cartridge

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.
6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Envelope

Printer Maintenance screen re-displays.

7. Perform a print test to ensure you get a good test print pattern.

Important: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your meter. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically, if you are enrolled in the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes web site.

Printing a test pattern

You can print a test pattern to check the print quality of the postage indicia without spending any of your postage funds. If the sample has broken or missing lines, you may need to replace the ink cartridge or print head.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. When the message "Print a Test Pattern?" displays, feed the envelope through the machine.
5. Examine the pattern printed on the envelope:
 - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
 - Tap **Clean Print Nozzle** if the test pattern has missing or incomplete lines
 - Once the cleaning operation completes, you must print another test pattern.
 - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.

Note: If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.

- The accessories, such as ink cartridges, print heads and similar printing consumables, must be replaced regularly to ensure high print quality.
- Test prints or sample indicia imprints may not be sent.

Supplies, ink cartridges, and options

For pricing information, please go to the [Postage Meter Ink & Supplies](#) page on the Pitney Bowes web site.

Supplies for SendPro C Auto

Description	Part Code Number (PCN)
Ink Pad Replacement Kit	51A-P
E-Z Seal® Sealing Solution – (4) 472ml bottles	601-0C
E-Z Seal® Sealing Solution – (4) 1.8 litre bottles	608-0C
E-Z Seal® Sealing Solution - 20 litre Cubetainer	605-0C
Moistener Brush, Wick and Grate	621-8
Postage Tape Sheets – 25 double sheets	612-2C
Postage Tape Sheets – 50 double sheets	625-0C
Postage Tape Sheets – 300 double sheets	612-7C
Everyday Cleaning Kit with Duster (canned air)	SL-CKE01
Everyday Cleaning Kit (without canned air)	SL-CKE03

Supplies for Workstation w1110 Label Printer

Description	Part Code Number (PCN)
4 x 6 Shipping Labels – 1 roll/300 labels	6WB-F
4 x 6 Shipping Labels – 6 rolls/1,800 labels	745-1

Ink Cartridges

Description	Capacity	Part Code Number (PCN)
SendPro® C500 red fluorescent ink cartridge	45 ml	765-9

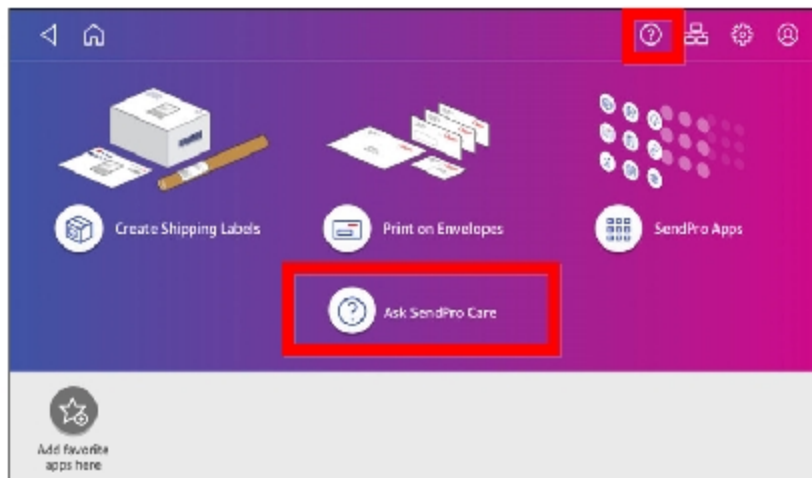
Optional Accessories

Description	Part Code Number (PCN)
Integrated scale	MP81
External USB scale with display	MP82
Backlit scale mounted graphical display for MP82 scale	MP00098
Backlit self-standing graphical tower display for MP82 scale	MP00099
External USB platform scale (12 kg)	MT30
External USB platform scale (35 kg)	MT70
2.0 4-port USB Hub	552-3
1D barcode scanner	1E02
Report Printer	1E50
Envelope drop stacker	HZ80001

Accessing the SendPro® Care application

The SendPro Care app is a self-help application that allows you to quickly get information about your SendPro C Auto.

You can access the SendPro Care app by tapping on the help icon (?) in the global toolbar, or by tapping **Ask SendPro Care** in the Home screen.



The SendPro Care app automatically recognizes your device issues and provides recommendations for resolving those issues. The app also provides:

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Proactively prompts you with a solution that you can follow to resolve the error or issue.
- Essential tools and guides.
- Text search to resolve issues quickly.
- Product health management and tracking.

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Setting up a wired network connection

First, determine the connection type:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wired**.
3. Check to see which connection type is selected.
4. If your connection type is **DHCP**, follow the steps for DHCP. If your connection type is **Static IP**, follow the steps for **Static IP**.

DHCP

1. Select **DHCP**.
2. Tap **Connect**.
3. If it does not connect, unplug the power cable.
4. Wait 2 minutes. The screen should turn off after 10 seconds.
5. Plug the power cable back in, ensuring that it is plugged directly into a wall outlet.
6. Quickly tap and release the power button to turn the meter back on.
7. Tap the **Settings** (gear) icon in the global toolbar.
8. Tap **Wired (Ethernet)** and make sure DHCP is selected.
9. Tap **Connect**.

Static

1. Select **Static**.
2. Contact your internal IT department to get and record the values you will need to enter for your meter. These include: **IP Address**, **Netmask**, **Gateway** and **DNS Address**.
3. Enter the values you recorded in step 2 for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
4. Tap **Connect**.
5. If it fails to connect, remove the network cable from the back of the meter.
6. Tap the **Connect** button. Wait for the attempted connection to fail.
7. Plug the network cable back in.
8. Delete the values in the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** fields.
9. Enter the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** that you recorded in step 2.
10. Tap **Connect**.

NOTE: Your device will remember the Static IP information even if you switch back to DHCP and

then back again. This information includes IP Address, Netmask, Gateway and DNS Address as well as the proxy information.

Setting up a wireless (WiFi) network connection

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section.
3. Choose your WiFi network from the list. If your WiFi network is hidden, tap **Add Network** to add it.
4. Enter your WiFi password and identity.

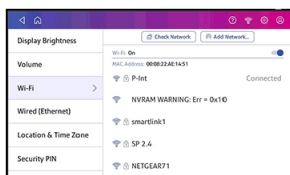
Tip: Use the show password option to make sure that your password is entered correctly.

5. If your network requires advanced network settings such as a proxy server or static IP address, tap **Advanced Options:**
 - To set up a proxy server:
 - a. Select **Use Proxy**.
 - b. Tap on the line and enter the information provided by your IT department.
 - To set up a Static IP address:
 - a. Select the **IP Setting** menu and choose **Static**.
 - b. Tap on the line and enter the value provided by your IT department.
 - c. Tap the > in the green circle.

If you are unable to connect to the internet, if you get authentication errors, or you are unsure of the correct settings for your network, check with your IT department.

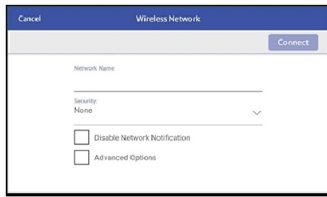
Connecting to a hidden Wi-Fi network

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.



3. Tap the **Add Network** button at the top of the Wi-Fi screen.

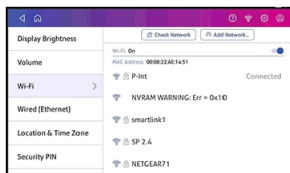
4. Tap the down arrow next in the Security field and select the security method.



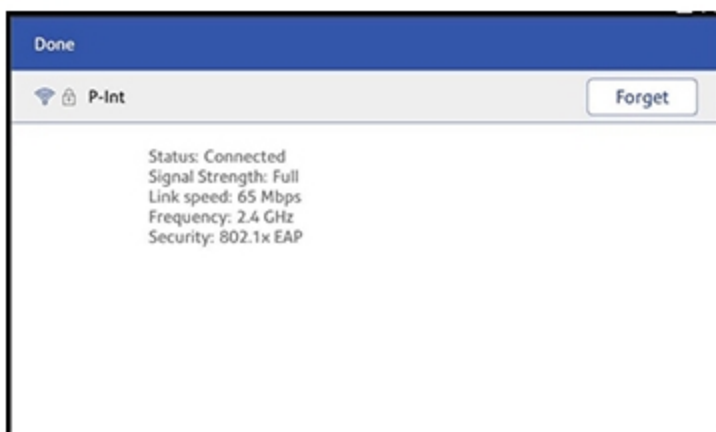
5. Tap **Advanced Options** to enter a static IP or set up a proxy.
6. Tap **Connect** when done.

Deleting a Wi-Fi network

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.
3. Tap on the network you want to delete. Note that you can only delete a network to which you have previously connected.



The network details display.



4. Tap the **Forget** button to delete the network connection.

Checking your network connection

You can check to make sure your device has access to all of the required internet services by using the network checking application. These provide updates on rate information, sync your transaction data, and refill postage funds for the

If your device is behind a firewall, you may need an IT professional or someone who has access to your network configuration to provide access to these services.

Open and run network checking application:

- Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen or,
- Tap **SendPro Apps** on the Home screen, then tap **Network Connection**.

Checking the MAC address for wired and wireless networks

There are two MAC addresses within the machine. It depends on your method of connection as to which MAC address is used.

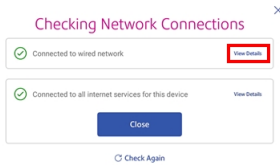
Wireless:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap Wi-Fi.
3. The MAC address appears above the list of wireless networks.

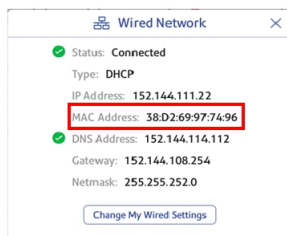
Wired:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Wired (Ethernet)**.

3. Tap **Check Network**. The "Checking Network Connections" screen displays. When the test completes, tap on the **View Details** button in the "Connected to wired network" box.



The MAC address displays:



4. Tap **X** to close this window.
5. Tap **Close**, then the back arrow to return to the Home screen.
 - If the MAC address does not display, try these steps:
 1. Tap the **Settings** (gear) icon in the global toolbar.
 2. Scroll down to the "Advanced Device Options" section and tap **About This C-Series**.
 3. Scroll down to the "Base Network Info" section and locate the Mac Address field. This contains the MAC Address.
 4. Tap **Cancel** in the upper left corner to return to the Home screen.

Setting up a proxy server

A proxy server is a computer that acts as a gateway between your local network (and your meter) and a larger-scale network (such as the internet). Proxy servers provide increased performance and security.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Wi-Fi** or **Wired (Ethernet)** option in the in the Device & Network section.

3. For **Wi-Fi**:
 - a. Select the network from the list.
 - b. Tap on the **Advanced Options** checkbox to select it.
 - c. Scroll down and tap on the drop-down arrow next to Proxy and select **Manual**.For **Wired (Ethernet)**:
 - a. Select either DHCP or Static IP
 - b. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select Manual.
4. For **Proxy Hostname** enter the IP address, HTTP or HTTPS proxy address of your proxy server.
5. For **Proxy Port**, enter the port the meter should use to send network traffic to the Proxy Server.
6. (Optional) Use **Bypass** to enter any specific URLs or URL patterns (such as internal addresses) that you want to bypass the proxy.
7. If your Proxy Server requires authentication, select the **Need Authentication** check box and additional fields will be displayed.
 - a. Enter the **Proxy Username**.
Note: This may be case sensitive for some proxy servers.
 - b. Enter the Proxy Password Note:
Note: This is case sensitive for proxy servers.

A proxy server works by intercepting connections between sender and receiver. All incoming data enters through one port and is forwarded to the rest of the network via another port. By blocking direct access between two networks, proxy servers make it much more difficult for hackers to get internal addresses and details of a private network.

Refer to the SendPro C Connectivity Guide for additional information. You can view or download the guide at the Pitney Bowes support site.

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3 - Managing your machine

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Creating or disabling the security PIN

Note: If you assigned a security PIN when you installed your device, you must enter it when you power it up or after it enters the sleep mode.

To create a security pin:

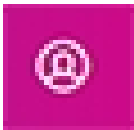
1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Device & Network section of the screen.
3. Tap the **Create PIN** button.
4. Enter a 4-digit numeric PIN using the keyboard on the display.
5. At the prompt, verify your PIN by entering it again.

To change or disable the security PIN:

1. Tap the **Settings** (gear) icon in the global toolbar. (gear) icon in the global toolbar.
2. Tap the **Security PIN** option in the Device & Network section of the screen.
3. Tap **Change PIN** or **Turn OFF Security PIN**.
4. At the prompt, enter your current security PIN.

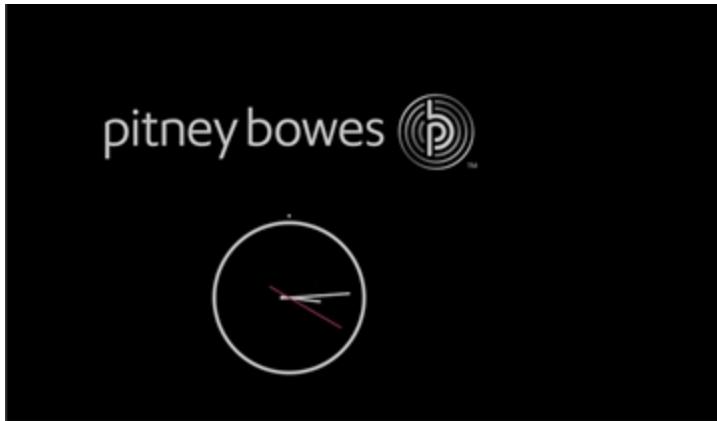
To manually lock your machine:

1. Tap the user profile icon in the top right corner of the global toolbar.



2. Tap **Lock this Device**.

3. Your screen saver displays shortly after Device is Locked screen displays.



If you forget your Security PIN, tap on the **Forgot PIN?** link to get help.

Adjusting time zone and location code

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Location & Time Zone**.
3. Enter your new Location Code. See the [list of location codes](#).
4. Enter the Time Zone.
5. Tap **Apply**.

When you move your scale to a new geographical location or add a new or different scale, you may need to modify the Location and Time Zone values you entered when you installed your machine.

Adjusting display brightness

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Display Brightness** in the Device & Network section of the screen.
3. Move the slider to adjust the brightness.
4. Tap the **Back** button or Home icon to exit the Settings screen.

Setting up Energy Saver

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Tap **Energy Saver** in the Device & Network section.
3. Tap in the **Time after inactivity to power down** field.
4. Select the amount of time you will allow your device to remain inactive before it powers down. The shorter the time you select, the more energy you save.

Managing your Pitney Bowes Canada Post Postage Funds

The Print on Envelopes funds is managed in an account on the SendPro® C.

Pitney Bowes offers two ways to fund postage for mailing (Print on Envelopes) on your SendPro® C: A prepaid account with Pitney Bowes or a credit account. You cannot use credit cards.

Installing a scale

If you did not install a scale when you installed your device you can do it at any time later.

To access step-by-step installation instructions for compatible scales:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll to the Advanced Device Options section at the bottom of the Settings screen and tap **Scale Installation Guides**.
3. To view all of the available scales, swipe to the left on the screen.
4. Tap to select the appropriate scale, then tap **Continue**.
5. Follow the instructions displayed on your screen. To advance to the next step, swipe the screen to the left.

Uploading system logs

Your meter creates a series of system logs that monitor a variety of operations on your device. Pitney Bowes Technical Support may ask you to upload one or more of these logs.


1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Advanced Device Options section.
3. Tap **System Log Upload** to see a list of the available logs.
4. Tap on the check box in front of any log that you wish to deselect.
5. Tap the **Upload Selected Logs** button.
6. Select another log to upload, or swipe down from the top of the screen and then tap on the **Home** icon to exit.

4 - Creating Shipping Labels

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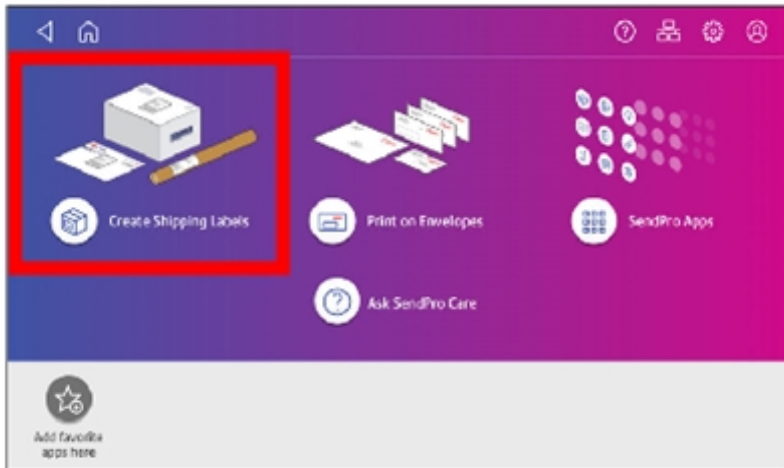
Signing in and out of the shipping label application

1. To sign out of Create Shipping Labels, tap the user profile icon  in the top right corner of the global toolbar. The user that is currently signed in displays.
2. Select **Sign out**.

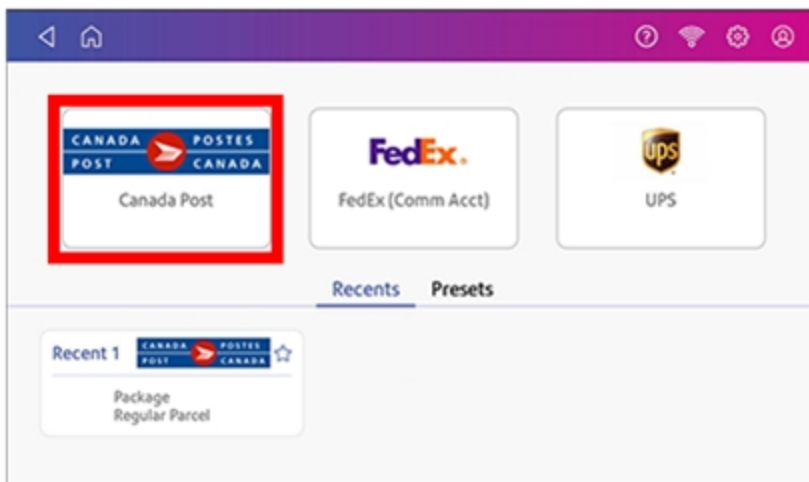
To sign into the shipping label application, tap on the Create Shipping Labels icon on the Home screen. You will be prompted to enter a name and password.

Creating and printing a shipping label

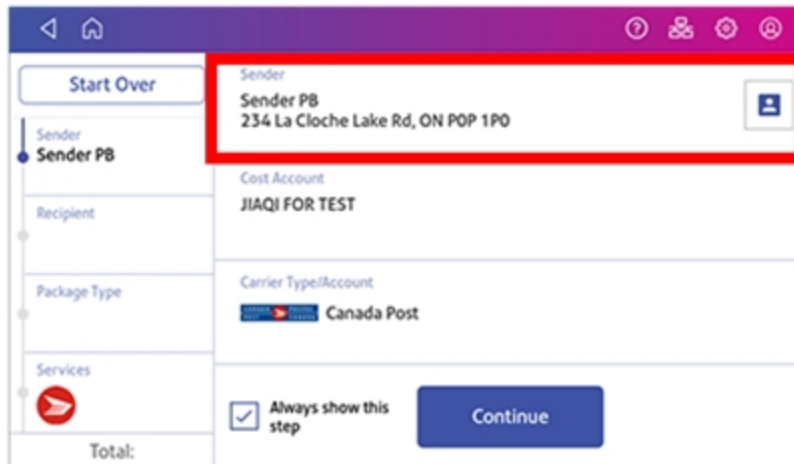
1. Tap **Create Shipping Labels** on the Home screen.



2. Tap the carrier you want to use. For example, tap **Canada Post**.



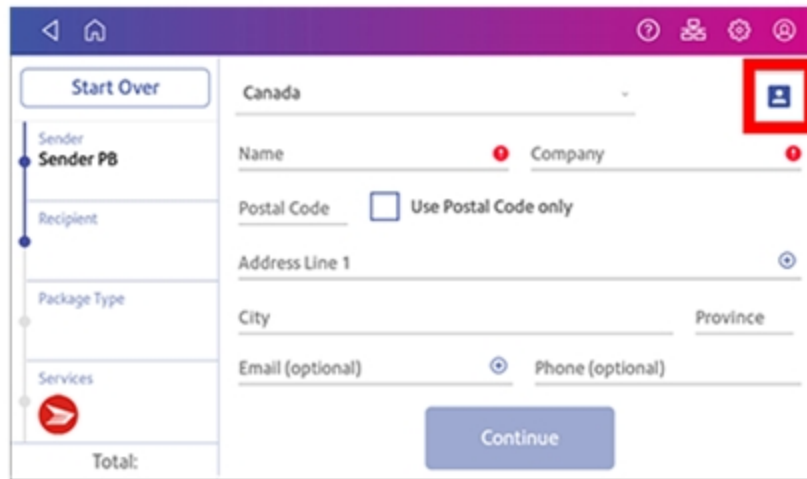
3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.



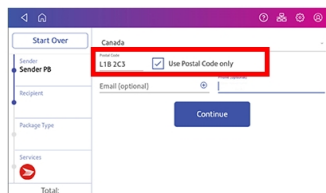
The screenshot shows a mobile application interface for creating shipping labels. On the left is a vertical navigation menu with a 'Start Over' button at the top, followed by 'Sender PB', 'Recipient', 'Package Type', 'Services', and 'Total:'. The main content area on the right is divided into sections: 'Sender' (with a red border around the text 'Sender PB' and '234 La Cloche Lake Rd, ON POP 1P0'), 'Cost Account' (with the text 'JIAQI FOR TEST'), and 'Carrier Type/Account' (with the Canada Post logo and text). At the bottom, there is a checkbox labeled 'Always show this step' which is checked, and a blue 'Continue' button.

4. If you have enabled cost accounts on your SendPro® C, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.
5. Tap **Continue**.

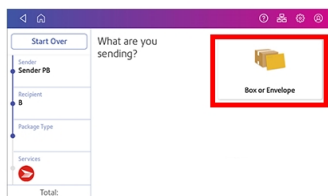
6. Enter the recipient address.
 - a. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the **Address** icon in the upper right corner of the screen as shown here.



- b. For **Canada Post domestic shipments, if your package already has an address**, you can select the Use Postal Code only box and enter the postal code to create the label without entering the address.

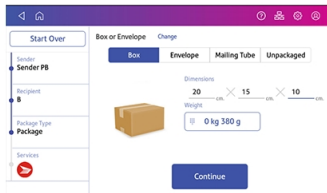


7. Tap **Continue**.
8. Tap a package type. For example, **Box or Envelope**.

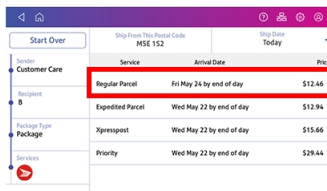


9. Enter the dimensions and the weight of the box or envelope:
 - Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.

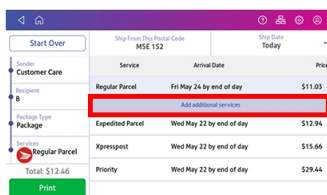
10. Enter the weight:
 - If you have an attached scale, tap **Weight**, then select **Scale**. Place the box or envelope on the scale.
 - If you do not have a scale, tap on the **Weight** field and enter the value using the keypad and then tap **Apply**
11. Tap **Continue**.



12. Tap the service you want to use, in this example, **Regular Parcel**.



13. Tap **Add additional service** to add extra services. If you are not adding any special services, go to step 14.

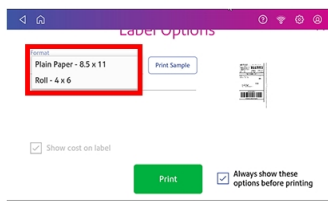


14. Select the extra service, in this example, **Signature Option**.



15. You can continue to add additional services if necessary. Tap **Apply** when done.
16. Tap **Print**.

17. At the Label Options screen, tap **Format** and select the printer format. For example, tap **Roll- 4x6**.



Note: If you want to print a sample label first, tap the **Print Sample** button.

18. Tap **Print** again and the label prints.
 - If prompted, enter the Sender and Recipient's phone number (required for some services).
19. The carrier screen reappears. You can now print another label.

Creating a trackable label from the address book

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Locate the address you want to use for your trackable label.
3. Tap on the address to open it.
4. Tap on the **Print Trackable Label** button on the right side of the screen.
5. Follow the steps for creating and printing a trackable label.

Creating a new trackable label sender address

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Tap **Recipients** and select **Senders**.
3. Tap **+**.
4. Enter the Sender information.
5. When complete tap **Save**.

Changing the sender address for Create Shipping Labels

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. From the Home screen, tap **Address Book**.
3. Tap **Recipients** and select **Senders**.
4. Select the sender you wish to edit.
5. Tap the edit (pencil) icon.
6. Make your edits and tap **Save**. You will be returned to the address book.

Creating an international trackable label

Important note: In order to print an international label you need to connect your SendPro C Auto to an 8 1/2 x 11" 1E50 laser printer. You can also print an international label from your SendPro Online account using any 8 1/2 x 11" printer.

The procedure for creating an international trackable label is the almost the same as that for creating a domestic trackable label. The main difference is adding the information required for customs purposes. You must declare package contents for Canadian customs when shipping internationally and to military mail.

After you have recorded the weight of the package you are prompted to enter the customs information.

This includes:

- Types of items in your shipment (documents, gifts or merchandise). Select either **Abandon** or **Return to Sender** if the item cannot be delivered.
- Description for each item, where the item was made, the quantity of the items.

Note: In order to enter the description information you need to tap the **Add an item** button.

- Enter optional HS Tariff information if appropriate. You can look up HS Tariff numbers at the [Canada Post website](#).
- Enter where the item was made

To add additional items tap **Save and Add**. If you are finished adding items, tap **Save**.

Once you have completed these steps, follow the same steps used to create and print a domestic shipping label.

Printing a Canada Post return trackable label

1. Open the History screen:
 - Tap **History** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. This opens the History screen with the tab for Shipments selected and displays all of your recent shipments.
3. Find your label in the list or by using the search box (refer to *Tracking or searching for a shipment*).
4. To reveal the shipment's details, tap the shipment.
5. Tap **Create Return Label**. Tap **Continue** through the screens to confirm the Sender and Recipient name and address.
6. If necessary, confirm the size and weight of the item.
7. Follow the same steps for creating and printing a trackable label.

Reprinting a Canada Post, UPS or FedEx trackable label

1. Open the History screen:
 - Tap **History** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. Tap the **History** icon in the application drawer at the bottom of the Home screen.
3. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
4. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
5. Tap the shipment to open the details screen
6. Tap **Reprint Label**. Follow the same steps as you do for creating and printing a trackable label.

Canceling a UPS or FedEx trackable label

You can cancel a UPS or FedEx trackable label so the postage is not applied to your UPS or FedEx invoice.

1. Open the History screen:
 - Tap **History** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. Tap the **History** icon in the application drawer on the Home screen.
3. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
4. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
5. Tap the shipment to open the details screen
6. Tap **Void**. Select the checkbox when prompted to confirm you will not be using the label then tap **Continue**.

Getting a Canada Post refund for a trackable label

Note: You can only void a label for domestic shipments. For international or U.S. shipments, you must request the refund through canadapost.ca.

You can request a refund up to 30 days from the date on which you first printed a trackable label. When you request a refund for Canada Post trackable labels, the postage amount is credited to your postage balance.

The refund process can take up to 20 days because Canada Post wants to see if it can detect your shipment in its mailstream before crediting your account.

Note: For UPS and FedEx, when you cancel a trackable label the postage is not credited. Instead, it is just not applied to your UPS or FedEx invoice.

To request a refund for a trackable label you've just printed:

1. On the Carrier screen you will see a confirmation that the label has been printed.
2. Tap the **Request Refund** button.

To cancel from the History screen:

1. Open the History screen:
 - Tap **History** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. Tap the **History** icon in the application drawer on the Home screen.
3. All of the trackable labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
4. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
5. Tap the shipment to open the details screen.
6. Tap **Request Refund**.
7. Select the agree box to agree to the conditions and then tap **Continue**.

4 - Managing Shipping Labels

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Using SendPro Online to perform these tasks on your device

You need to perform the following Create Shipping Labels tasks using SendPro® Online instead of your SendPro C Auto device. Using a browser on your PC, go to <https://login.pitneybowes.com/sendpro>. You can use your SendPro C Auto user ID and password to log into SendPro Online, or you can log into your PB account and go to SendPro Online from there.

Importing and exporting

- Importing multiple Trackable Label addresses in SendPro Online and on the SendPro C Auto
- Exporting Trackable Label addresses in SendPro Online and on the SendPro C Auto
- Exporting Trackable Label history in SendPro Online and on the SendPro C Auto

Setting up and managing carriers

- Setting up and managing a UPS account in SendPro Online and on the SendPro C Auto
- Setting up and managing a FedEx account in SendPro Online and on the SendPro C Auto

Printing

- Printing international labels (this can be done on your SendPro C Auto device if you have an 8 1/2 x 11" 1E50 laser printer connected to it)

Cost accounting

- Importing Cost Accounts in SendPro Online and on the SendPro C Auto
- Exporting Cost Accounts in SendPro Online and on the SendPro C Auto

Managing a multi-user subscription

- Managing Users in SendPro Online and on the SendPro C Auto (requires a multi-user subscription)
- Inviting Users in SendPro Online and on the SendPro C Auto (requires a multi-user subscription)
- Viewing Multi-Locations in SendPro Online and on the SendPro C Auto (requires a multi-user subscription)

Comparing shipping rates with different carriers

- You can also use the SendPro Online application, **Shipping Rate Selector** to compare the cost of shipping a package with different carriers.

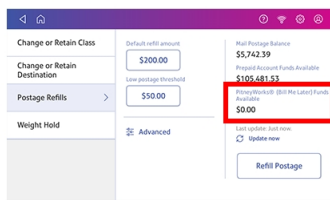
Creating and printing ship requests

- You can create a list of ship requests using the SendPro Online application and then print these labels on your device. When you tap **Ship Requests** on the Carrier screen, you will get a list of all the shipping labels created using SendPro Online application which are now ready for printing on your device.

Checking your PitneyWorks® balance

Your PitneyWorks balance for printing Canada Post Trackable Labels is displayed on the Feedback bar of the Mail screen.

1. Tap **Print on Envelopes**.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**. The balance is displayed on the right-hand side of the screen.



Turning on address autofill

Autofill automatically fills in the address fields as you start to enter an address. This makes it easier and quicker to enter addresses when creating trackable labels.

To turn on address autofill:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **SendPro Experimental Features**.
4. Tap on the check box for **Use Geosearch**.

Searching addresses in the Trackable Label address book

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. To search for an address, type a portion of the contact (name, company, street, etc.) in the text field next to All. The address book displays matching addresses.
3. **Sort** the address book by tapping **Sort by** and selecting how you want to sort (by Full Name, Street, City ...)

Note: The maximum number of addresses that can be displayed in the Trackable Label address book is 1000.

Once you find an address, you can select it and create a trackable label by tapping the **Print Trackable Label** button.

Adding new addresses to Create Shipping Labels address book

To add a single address:

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Add a new address by tapping the **+** icon and entering the contact information.
3. Tap **Save** when done.

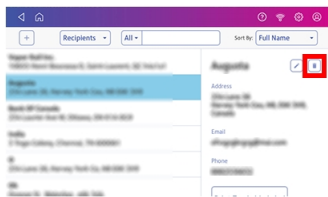
Note: The maximum number of addresses that can be displayed in the Trackable Label address book is 1000.

To import multiple addresses to the address book on your SendPro C Auto, copy this link into your web browser: <https://login.pitneybowes.com/sendpro> and sign in using your SendPro C Auto user ID. You cannot import addresses from the SendPro C Auto meter.

Deleting addresses from the Trackable Label address book

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.

Delete an address by tapping on the address and then on the **Delete** icon shown here. Tap **DELETE** to confirm you want to delete the address.



Editing addresses in the Trackable Label address book

1. Open the Address Book screen:
 - Tap **Address Book** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.

Edit an address by tapping on the address and then on the **Edit** (pencil) icon. Make your changes to the contact information and then tap **Save**.

Setting up default printing options

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **Label Options**.
4. To print the cost on the trackable label, tap the check box for **Show cost on label**.
5. To print a receipt with the label, tap the check box for **Print receipt with label**.

6. To select the print format, tap **Format** and select one of the following:
 - Plain Paper - 8.5 x 11
 - Roll - 4 x 6

Managing Create Shipping Labels email notifications

You can use automated Create Shipping Labels email notifications to track shipments and know when they've been delivered. You can also get notified when a label refund has been issued. There are three types of notifications:

- **Tracking Number Email:** Emails a tracking number for each new shipping label automatically.
 1. Tap the **Settings** (gear) icon in the global toolbar.
 2. Scroll down to **Shipping Settings**.
 3. Tap **Automated Emails**.
 4. To enable tracking number and delivery confirmation emails to the sender or recipients, tap the appropriate check boxes in the Tracking Number Email and Shipment Delivery Email sections.

Setting the default address for Canada Post return labels

You can set the recipient's address you want to use every time you create a Canada Post return label.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **Return Labels**.
4. Tap the check box for **I want to use the same recipient address for all of my return shipping labels**.
5. Enter the address in the fields provided using the keypad on the screen. Tap the green check mark when done.
6. Tap **Save**.

4 - Printing on envelopes

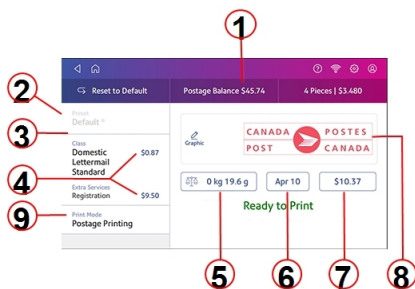
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Printing postage on envelopes

Tap **Print on Envelopes** on the Home screen to open the Envelope Printing screen.

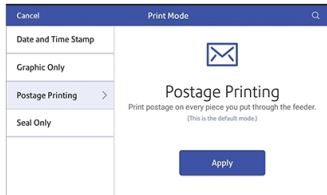
This screen is the starting point for printing postage on an envelope or tape. It also allows you to change what you print on the envelope.



Within the mail screen you can:

1. View the balance of funds you have remaining in your meter.
2. Select a Preset for your letter. Refer to ["Creating presets for printing postage" on page 22.](#)
3. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
4. Tap **Class** to view the class and any extra services.
5. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
6. Tap the date to view the date options.
7. View the total postage amount.
8. Preview or add graphics.

9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

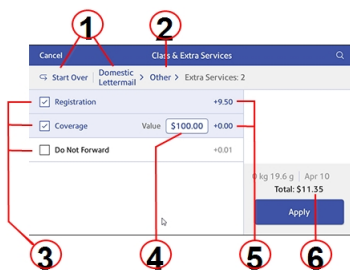


- Tap on the option you want to select the mode.
 - **Date and Time Stamp**
 - **Graphic Only**
 - **Postage Printing** - printing postage on an envelope is the default mode.
 - **Seal Only**- bypass all printing.

Comparing rates for classes and services for Print on Envelopes

You can compare postage rates for various classes and services when printing postage on tapes or envelopes using the Print on Envelopes application.

Tap **Class** on the Envelope Printing screen. You can then select and compare the costs of different classes and services. The total cost for each class and services combination is displayed at the bottom right of the screen as shown here. Rates that are not applicable to the weight of the letter will not be displayed.



1. Tap to change class.
2. Tap to change package type.
3. Extra services available for class you selected.

4. Value.
5. Rates for extra services.
6. Total postage amount.

Checking the postage available for printing envelopes

You can check your postage balance for Print on Envelopes on your device at any time.

Your available postage is displayed on the Postage Balance button on the top of the Envelope Printing screen.

View the amount available for postage in your Pre-paid or PitneyWorks account:

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.

Refilling postage for your Print on Envelopes balance

Before you begin:

Make sure your device is connected to the internet.

- For LAN connection, you will see the following connection icon in the global toolbar:



- If you have a wireless connection, you will see the following connection icon in the global toolbar:



If you see a line through the connection icon, it means you are not connected and will not be able to refill your postage until you establish a network connection. Refer to **Related topics** below for information on troubleshooting connection issues.

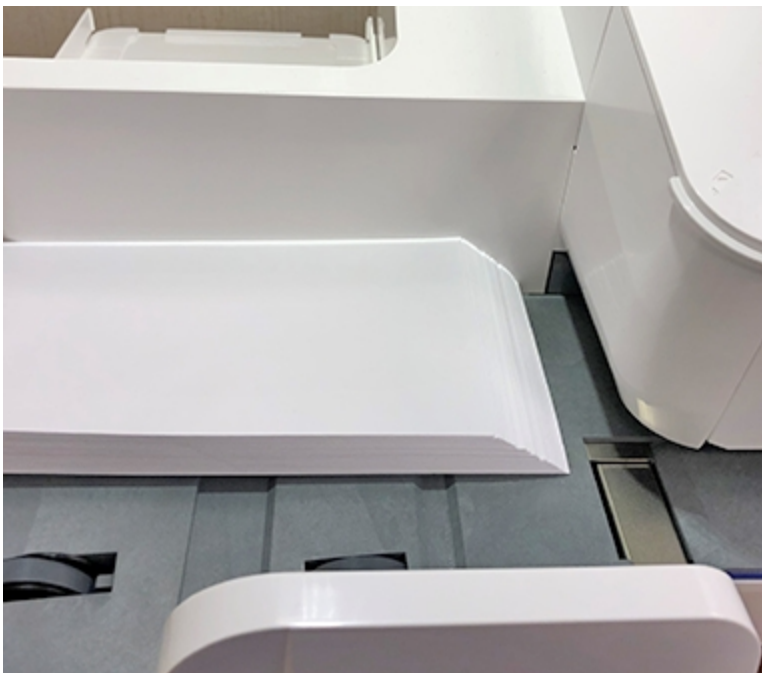
To refill your postage:

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the amount of postage you want to add to your machine.
5. Tap **Refill Mail Postage**.
6. Tap **View Receipt** if you want to view or print a receipt.
7. Tap **Done**.
8. Your updated postage balance displays on the Envelope Printing screen.

The SendPro C uses two separate postage accounts, one for Create Shipping Labels and one for Print on Envelopes. The funds for one cannot be used for the other.

Feeding envelopes on your SendPro C Auto

1. Shingle the envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes in a single stack should be the same size.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.



3. Leave about 3 mm space between the stack and the side guide to ensure the stack feeds without resistance.



4. Slide the stack into the feeder until you feel resistance. Note the side guide has been pulled back in the image to show how far into the feeder you need to position the stack.



5. Tap **Start** on the Envelope Printing screen. The system automatically feeds the envelopes and prints the postage.

Sending a Lettermail™ envelope

1. Tap **Print on Envelopes**.
2. If you have the accounting feature enabled on your machine:
 - a. Tap **Account** on the left side of the screen.
 - b. Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Domestic Lettermail** for a Lettermail envelope.
6. Tap **Standard**.
7. Tap **Apply**.
 - With a scale:
 - i. Place the envelope on the scale.
 - ii. The weight appears in the weight button on the screen.
 - Without a scale:
 - i. Tap the weight button.
 - ii. Enter the weight of the envelope.
 - iii. Tap **Apply**.
8. Tap **Extra Services**.
9. Select any special services required.
10. Tap **Apply**.
11. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Note: If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Printing postage on tapes

1. Push the tape lever to the right (a) and hold it there. Drop a stack of strip tapes (b) down into the slot. Make sure the printable side faces to the right (toward the touch screen).



2. Tap **Print on Envelopes** on the Home screen.
3. Set the appropriate postage mode and conditions (account, class and special service, weight) using the Envelope Printing screen
4. For a single tape, tap the **Tape** button. The default value is set to 1 tape.
 - For multiple tapes, set the number of tapes by tapping the number on the tape button and entering the number using the keypad.

Printing a future date

You can print postage with a date in the future. If you miss today's mail pickup, you can print your postage with a future date.

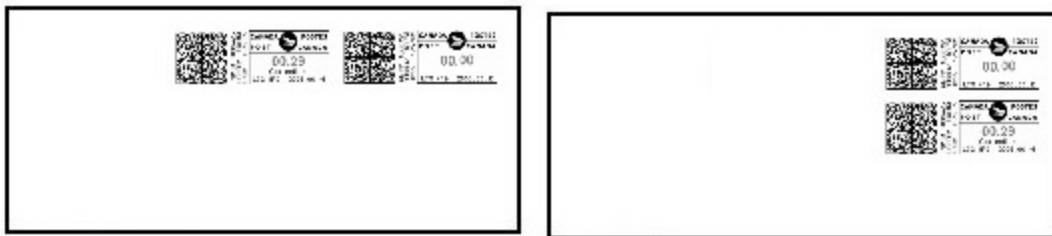
1. Tap **Print on Envelopes** on the Home screen.
2. Tap the date on the Envelope Printing screen. The calendar displays.
3. Tap **Tomorrow** or **Another Date** on the right-hand side of the calendar, depending on the date you wish to print.
4. Tap **Apply** when you see the future date highlighted on the calendar.
5. The Envelope Printing screen displays the future date.
6. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Note: The date on the postage should match the date when your mail goes to the post office. Your machine automatically advances the printed date on the meter stamp (as well as its internally held date) when the system time reaches 5:00 PM. This time cannot be changed.

Printing additional postage

Correct the postage on a piece of mail by printing additional postage directly on a blank area on your envelope or on a tape.

1. Tap **Print on Envelopes** on the Home screen.
2. Scroll down and tap **Class** on the left side of the Envelope Printing screen.
3. Tap **Domestic Lettermail**.
4. Tap **Other Payments**.
5. Tap **Postage Correction**.
6. Tap the postage correction range you're applying: \$0.01-0.86 or \$5.96-650. Canada Post regulations stipulate that postage correction values are not allowed within the range of the Lettermail rating structure (\$0.87-5.95). If amount required is within this range, more than one stamp will be required. For example, 2 stamps at \$0.49 to be able to correct \$0.98.
7. Use the keypad to enter the additional postage amount.
8. Tap **Apply**.
9. Verify the amount and tap **Apply**.
10. Feed a tape through the machine.
11. Apply the tape beside or below the original impression as shown.
 - The tape must not overlap the original impression or cover any address information.
 - The word Correction appears on the tape.

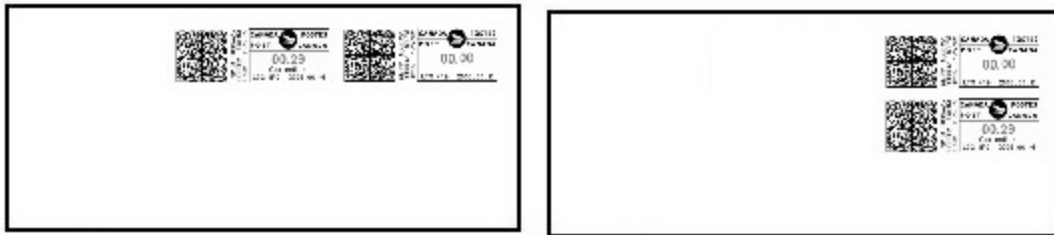


Re-dating your mail

If you've already printed today's date and postage on an envelope, but you missed your mail pickup, you can re-date your mail. You must reprint a future date on the back of your envelope before you can mail it.

1. Tap **Print on Envelopes** on the Home screen.
2. Scroll down and tap **Class** on the left side of the Print on Envelopes screen.
3. Tap **Domestic Lettermail**.

4. Tap **Other Payments**.
5. Tap **Date Correction**.
6. Tap **Apply**.
7. Tap on the date and the calendar displays.
8. Tap **Tomorrow** or **Another Date** on the right-hand side of the calendar, depending on the date you need.
9. Tap **Apply** when the new date is highlighted on your calendar.
10. Print a tape and attach it to the front of the envelope next to or below the original postage.
 - The tape must not overlap the original impression or cover any address information.
 - The tape will show the corrected date and \$0.00 postage.



Using Canada Post special services

1. Tap **Print on Envelopes**.
2. If you have the accounting feature enabled on your machine:
 - a. Tap **Account** on the left side of the screen.
 - b. Select an account.
3. Tap **Class**.
4. Tap the class you want. Sub classes display when they are available for your class..
5. Tap **Apply**.
 - With a scale:
 - i. Place the envelope on the scale.
 - ii. The weight appears in the weight button on the screen.
 - Without a scale:
 - i. Tap the weight button.
 - ii. Enter the weight of the envelope.
 - iii. Tap **Apply**.
6. Tap **Extra Services**.

7. Select any special services available for your class; for example: Registration, Do Not Forward, or Return Postage Prepaid.
8. Tap **Apply**.
9. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

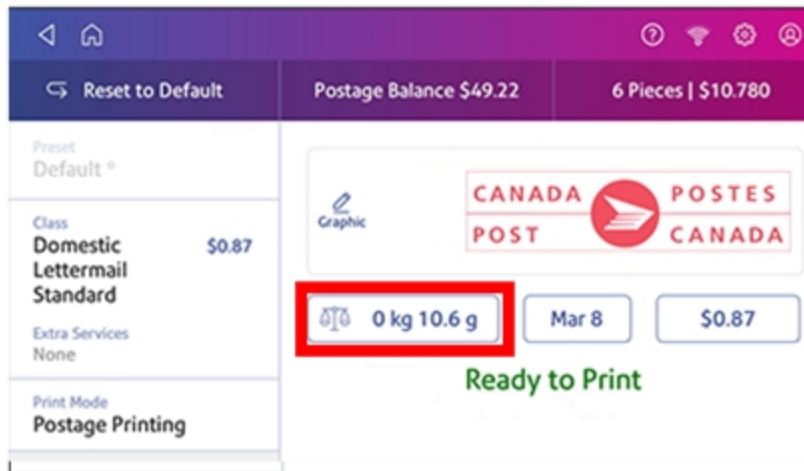
Entering weight manually when printing postage on envelopes

Use this procedure when you know the weight of a mailpiece and you are not using the integrated weighing platform.

1. Tap **Print on Envelopes** on the Home screen.
2. Tap the weight button.
3. Tap the **Manual** option button.
4. Tap the **kilograms** option and enter the kilograms.
5. Tap the **grams** option and enter the grams.
6. Tap **Apply**.
7. Tap **Class** on the Envelope Printing screen. If necessary, select **Start Over** to display all of the class options.
8. Select the class.
9. Select the type of package or envelope.
10. Select any special services required.
11. Tap **Apply**.
12. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Using the weighing platform when printing postage on envelopes

1. Tap **Print on Envelopes** on the Home screen.
2. Tap the weight button.



3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform. You must do this before the next step or else the Apply button will remain inactive (grayed out).
5. Tap **Apply**.
6. Tap **Class** on the Print on Envelopes screen.
7. Tap the class you want. If necessary, select **Start Over** to display all of the class options.
8. Select any special services required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

Sealing envelopes

This procedure describes how to seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).

1. Check the level of sealing solution by checking the sight window on the front of the feeder deck.



2. Place the envelopes with the flap side facing down and the top edge against the rear wall.
3. Make sure the seal/no seal lever is set to the seal position (all the way to the left) as shown here.



4. Place the envelopes on the feed deck and tap the **Start** button on the Print on Envelopes screen.

Note: If the moistener tank is full and your envelopes do not seal correctly, clean or replace the moistener brush and wick.

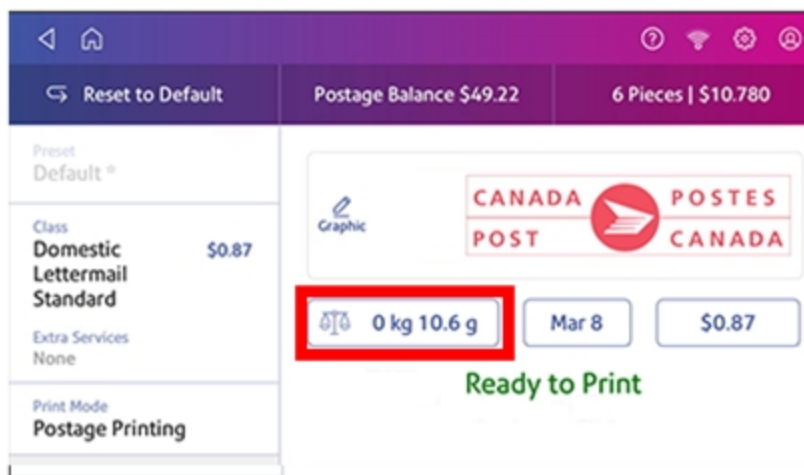
Sealing the envelope only, bypass all printing

1. Tap **Print on Envelopes**.
2. Tap **Print Mode** on the lower left side of the Envelope Printing mail screen. You may have to swipe up on the screen to see this option.
3. Swipe up on the Print Mode screen and tap **Seal Only**.
4. Tap **Apply**.
5. Load the envelopes onto the feeder with the flap side facing down and the top edge against the rear wall.

Zeroing the scale

Zeroing the scale sets the weight with nothing on the scale to zero. To zero the scale:

1. Tap **Print on Envelopes** on the Home screen.
2. Tap the **Weight** button.



3. Ensure that nothing is on the scale.
4. In the Weighing Method screen, tap the option button for the **Scale**.

5. Tap the **Zero Scale** button.
6. Tap the **Cancel** button to return to the Print on Envelopes screen.

Getting a Canada Post refund for damaged or incorrectly printed mail in Print on Envelopes

Important: Refunds are issued solely at the discretion of Canada Post. Pitney Bowes has no authorization to give refunds for misprinted, damaged, or printed and unused postage.

You may be eligible for a refund from Canada Post based on current Canada Post [postal regulations](#). Refer to [How do I get a refund for spoiled meter impressions](#).

For more information, contact your local [corporate Canada Post office](#).

Adding a graphic to your envelope in Print on Envelopes

The SendPro C Auto comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Holiday Greetings.

Note: At this time, you cannot add your own custom graphics to your SendPro C Auto.

Before you begin:

Weigh your envelope, select a class, and select any special services required.

1. Tap the **Graphic** icon on the Print on Envelopes screen.
2. Select the graphic you want from the list of available graphics.
3. Tap **Apply**.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

Printing a graphic on your envelope without printing postage

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap the **Graphic** button.
6. Select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape sheet.

Printing only the date and time on your envelope

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Print Mode** (you may have to scroll down to see this).
3. Select **Date and Time Stamp**.
4. Tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

5 - Safety

In this section

Safety and Compliance Information for Your Meter

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Safety and Compliance Information for Your Meter

SendPro C Auto (Model 9H10)

- Power requirements: 100-240 VAC, 50/60 Hz, 1.0 A
- Operating temperature: 55°F (13°C) to 95°F (35°C)
- Sound level: Less than or equal to dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Lithium Ion Battery

This product contains a lithium ion battery. The battery must be recycled or disposed of properly. If you are leasing this product, you must return it to Pitney Bowes. Alternatively, contact your local waste disposal or recycle facility for instructions on how to dispose of it properly.

Agency Compliance Information

Agency Compliance Information can be found in the product's user guide. The user guide is available for download at: pitneybowes.com/ca/en/sendproc-support.

Important Safety Notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.

- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Use only Pitney Bowes approved ink, tape strips, and cleaners. To obtain Material Safety Data Sheets (MSDS) for OSHA requirements, please go to www.pb.com/msds. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
- To prevent overheating, do not cover the vent openings.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace.



Caution:

prompts.

In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. All inquiries can be done by calling 1-800-672-6937 and following the telephone

Servicing

Please refer to the warranty information if problems occur. Failed units will be returned to the Pitney Bowes U.S. Service Center. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 3001 Summer Street, Stamford, CT, 06926.

For more information, visit our website at: pitneybowes.com/ca/en/sendproc-support.