



Shipping & Mailing  
Postage Meters

# SendPro® C, SendPro®+

## Operator Guide

UK English Edition  
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# 1 - Quick start guide

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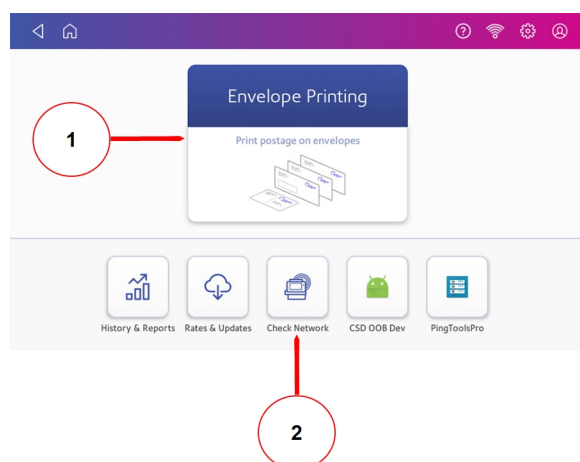
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## Navigating the Home screen on the SendPro C, SendPro+

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

For mailing envelopes, post cards, large letters and parcels, print postage by tapping **(1) Envelope Printing**.

The application drawer **(2)** at the bottom of the screen provides access to a variety of applications to support and enhance your SendPro C, SendPro+ device. For example, you can check your postage refill history, download software update and even check your network connection (Check Network).









**Note:** The **History & Reports** application provides a history of the postage refill operations you have performed for the Envelope Printing application.

## Global Toolbar

The global toolbar located at the top of the Home screen appears at the top of every screen within the Trackable Labels and Envelope Printing applications.

This toolbar allows you to view and change settings and defaults values for your machine and the Trackable Labels and Envelope Printing applications.



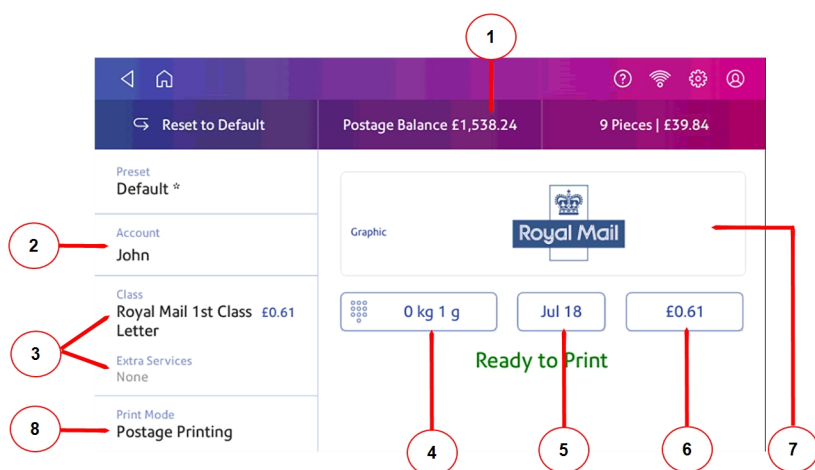
- (1)  Back - Return to the previous screen.
- (2)  Home - Return to the Home screen from anywhere in Envelope Printing or Trackable Labels.
- (3)  Support - Search online content and get information on how to perform tasks using Trackable Labels or Envelope Printing.
- (4)  Network - View the current network type (wireless or Ethernet) and status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here represents a wireless connection.
- (5)  Settings - View or change your machine and application settings. For your machine, this includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information.
- (6)  Profile - Lock your SendPro C, SendPro+ device.



## Printing postage on envelopes

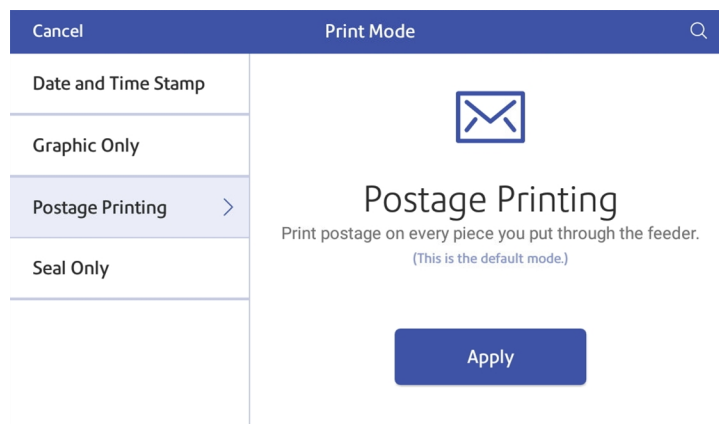
Tap **Envelope Printing** on the Home screen to open the Envelope Printing screen.

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 an account by tapping **Account**.
3. Tap **Class** to view the class and any extra services.
4. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
5. Tap the date to view the date options.
6. View the total postage amount.
7. Preview or add graphics.
8. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope or adding more postage. You can also choose to only seal envelopes without printing any postage.



9. 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.

## Using accounts to charge back Envelope Printing postage costs

Envelope Printing uses a multi-level account structure.

You can use accounts to charge back postage to departments or clients and run reports showing how you spent your postage over specific time periods.

If accounts are enabled on your machine you must select an account when applying postage to an envelope.

1. Tap on **Account** on the left side of the screen to see a list of available accounts.
2. Tap on the account you want to use for your mail.

## Creating an Envelope Printing account

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen. A list of all available accounts is displayed.

3. Tap the menu icon in the upper right corner of the screen:



4. Tap **Manage Accounts**.
5. Tap **Create new account**
6. For a new top level account, tap Create a new account and fill in the required account fields (Account name and Code) and any optional fields you want.
  - The Code is a unique code that you must assign to identify each account, sub account, and sub sub account. This helps you locate accounts more easily later.
  - (Optional) Enter a Description of the account up to 150 characters.
  - (Optional) To create a password for this account, tap in the Password field. Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You will need to enter this password to edit or process mail against the account.
7. Tap Active for the **Status**.
8. When finished, tap anywhere on the screen, but outside of the fields. The **Cancel** and the **OK** buttons appear at the bottom of the screen.
9. Tap **OK** to save. The name of the new account is displayed.
  - (Optional) To create another account, tap **Create New Account**.
  - (Optional) To add a sub account to the account you just created, tap **Add a Sub Account to this account**.
  - If you do not need to create any more accounts, tap **Continue**.
10. Press the Back Arrow at the top of the screen to return to the account list.

## Sending a First Class letter envelope

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Royal Mail First Class**.
6. Tap **Letter**.
7. Tap **Apply**.
8. Place the envelope on the scale. The weight appears in the weight button on the screen.
9. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

**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 tick. Tap the tick.

## Adding a graphic to your envelope in Envelope Printing

The SendPro C, SendPro+ meter 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 Season's Greetings.

You can also add your own custom graphics to your SendPro C, SendPro+ meter.

### Before you begin:

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

1. Tap the **Graphics** icon on the Envelope Printing 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 for Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the weight button.
3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform.
5. Tap **Apply**.
6. Tap **Class** on the Envelope Printing 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. Feed the envelope through the machine.

## 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 sealant in the moistener tank and add more if required.
2. When feeding an envelope, be sure to slide the envelope flap under the edge of the feed deck, so the moistener can wet the flap.



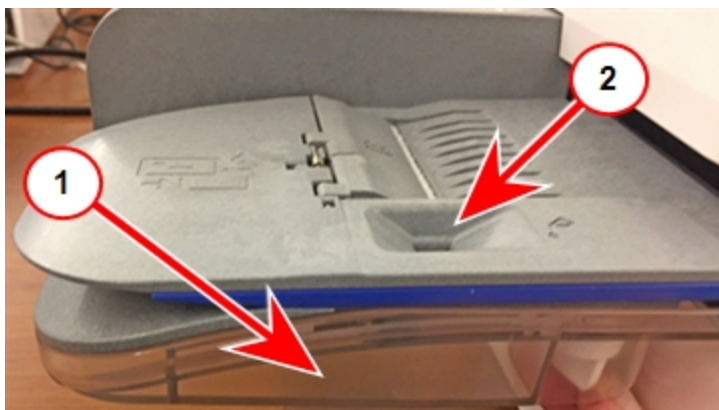
**Note:** If the moistener tank is full and your envelopes do not seal correctly, clean the moistener brush and wick.

## Sealing the envelope only, bypass all printing

1. Tap **Envelope Printing** on the Home screen.
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. Select **Seal Only**.
4. Tap **Apply**.
5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck

## Filling the moistener tank

1. Check the level of sealing solution in your moistener tank.



2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. 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. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically.

## Printing a test pattern

Printing a test pattern lets you see if your printhead is functioning properly or if you have enough ink in the 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 **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.

# Supplies

## Supplies for SendPro® C, SendPro®+

Description	Part Code Number (PCN)
E-Z Seal® Sealing Solution - Dab it Bottle	H601-7
E-Z Seal® Solution - Flip Top Bottle (Pack of 4)	601-9E
E-Z Seal® Sealing Solution - All Machines (1.89 litres)	SV92278
Self Adhesive Franking Labels - 175x44mm - Box 125 Double Sheets (250 Labels)	DBL-LBL250
Self Adhesive Franking Labels - 175x44mm - Box 500 Double Sheets (1000 Labels)	DBL-LBL1000
Basic Cleaning Kit	SL-CKB01
Everyday Cleaning Kit	SL-CKE01
Dust Remover - Dual Pack	SL-CKA01H
Equipment Surface Cleaner - Dual Pack	SL-CKS01
Wet Alcohol Wipes - Pack of 50	SL-CKW01
Equipment Wipes - Pack of 50	SL-CKW02
Dry, Lint-Free Wipes - Pack of 300	SL-CKW03
Late Mail Envelopes - 325x230mm - Pack of 200	PBSV92034
Pitney Bowes® Envelopes DL+ Gummed Window White 90gsm - pk1000	PBENV15
Pitney Bowes® Envelopes DL+ Gummed Plain White 90gsm - pk1000	PBENV16
Pitney Bowes® Envelopes C5+ Gummed Standard Window White 90gsm - pk500	PBENV8
Pitney Bowes® Envelopes C5+ Gummed Plain White 90gsm - pk500	PBENV5
Pitney Bowes® Envelopes C5+ Gummed High Window White 90gsm - pk500	PBENV2



## Supplies for Workstation w1110 Label Printer

Description	Part Code Number (PCN)
Sendkit	HS9G
Continuous Direct Thermal Labels - 1 Roll	117317P

## Optional Accessories

Description	Part Code Number (PCN)
Integrated scale	MP81
External USB platform scale 15 kg	MT30
External USB platform scale 35 kg	MT70
USB Hub	1E85026
Report Printer	1E50
Envelope drop stacker	HZ80001

# 2 - Connectivity information

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## Setting up a wired network connection

For information about the connection settings required on your network, contact your IT department.

Once you have set up your connection, you can test the connection using the **Check Network** application. The icon for this application is located in the application drawer at the bottom of the Home screen. Refer to [Related topics](#)

**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 below under [DHCP](#). If your connection type is **Static IP**, follow the steps below under [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**.
11. If you are still having issues connecting to the network, contact your IT department and have them verify that the static IP address you are using is assigned only to the meter.

If you use a proxy server, refer to Related topics.

**Related topics:**

- [Setting up a proxy server](#)
- [Checking your network connection](#)

## Setting up a wireless (WiFi) network connection

For information about the connection settings required on your network, contact your IT department. Refer to the SendPro C, SendPro+ connectivity guide for additional information.

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.

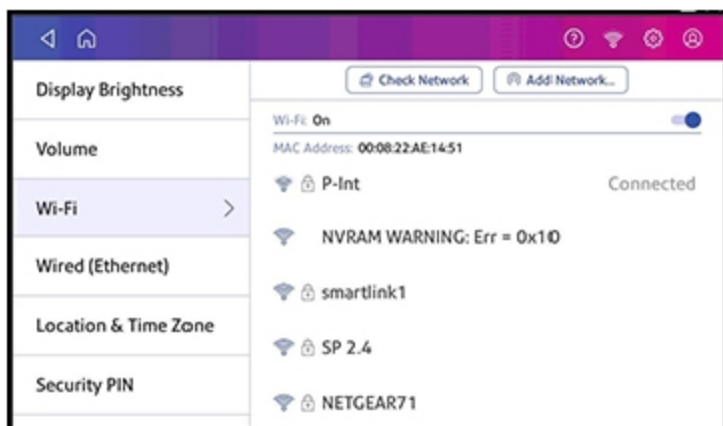
**Tip:** Use the show password option to make sure that your password is entered correctly.

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.

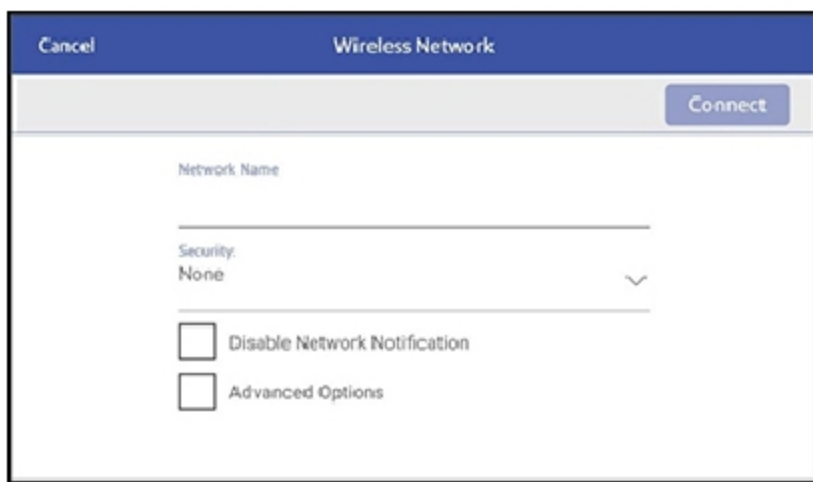
If you are unable to connect to the internet, if you get authentication errors, or you are unsure of the correct settings for your network, check with your IT department.

## 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.



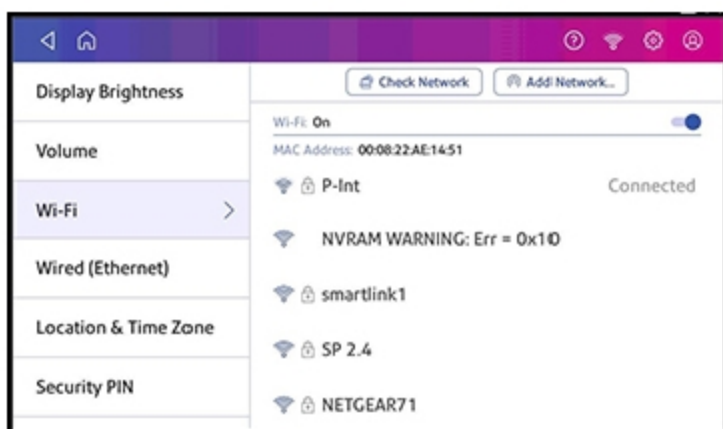
3. Tap the **Add Network** button at the top of the Wi-Fi screen.
4. Tap the down arrow next in the Security field and select the security method.



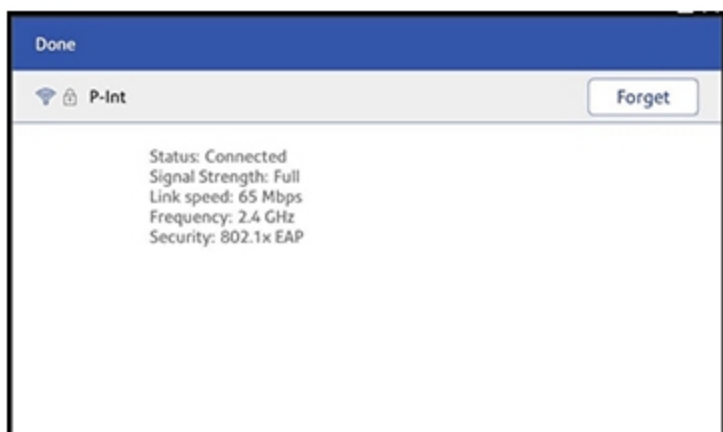
5. Tap **Advanced Options** to enter a static IP or set up a proxy.
6. Tap **Connect** when done.

## 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

Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen to make sure your meter has access to all the required internet services. These provide updates on rate information, sync your transaction data, and refill postage funds for the Envelope Printing application.

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.

## 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.

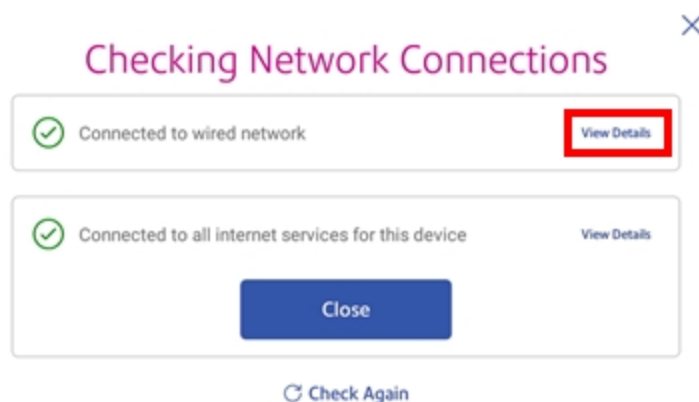
### Wireless:

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.

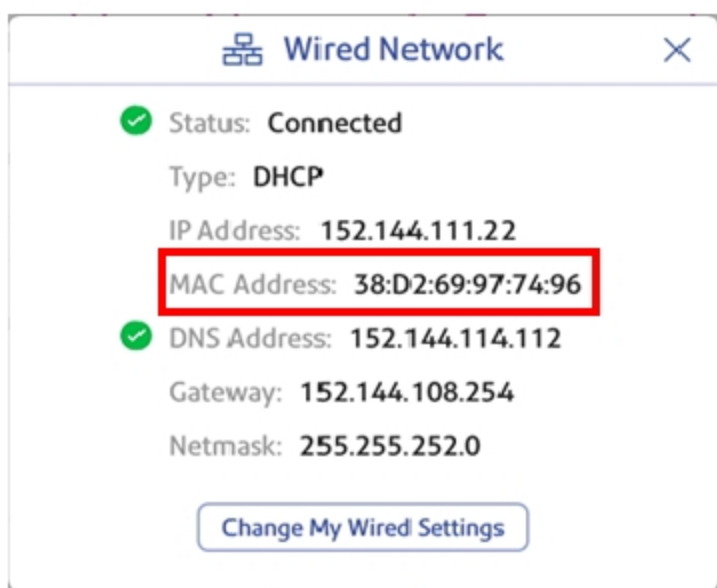
### Wired:

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, SendPro+ Connectivity Guide for additional information. You can view or download the guide at the Pitney Bowes support site.

# 3 - Managing your machine

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## 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.

## 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 provided with your scale.
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.

## Creating or disabling the security PIN

**Note:** If you assigned a security PIN when you installed your SendPro® C, SendPro®+ meter, you must enter it when you power your meter or after your meter enters 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.

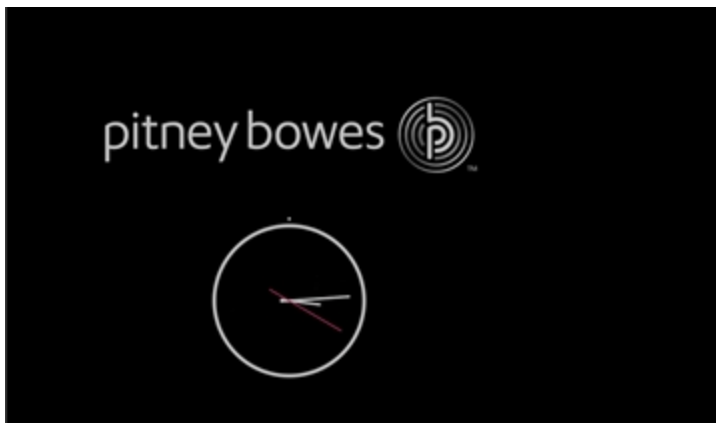
3. Tap **Change PIN** or **Turn OFF Security PIN**.
4. At the prompt, enter your current security PIN.

**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.

## Installing a scale

If you did not install a scale when you installed your SendPro C, SendPro+ meter 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 bottom of the Settings screen, and tap **Scale Installation Guides** under the Advanced Options section.

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.

## Managing your Pitney Bowes Royal Mail Postage Funds

The Envelope Printing funds are managed in an account on the SendPro® C, SendPro®+.

Pitney Bowes offers two ways to fund postage for mailing (Envelope Printing) on your SendPro C, SendPro+: A prepaid account with Pitney Bowes or a credit account with Pitney Bowes called Purchase Power. You must choose one payment method. You cannot use credit cards.

## 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. Once the upload completes, an upload message bar appears at the bottom of the screen.
7. Tap **OK** in the message bar.
8. Select another log to upload, or swipe down from the top of the screen and then tap on the **Home** icon to exit.

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# 4 - Managing Trackable Labels

## In this section

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Use SendPro Online to print Trackable Labels.

33



## Use SendPro Online to print Trackable Labels.

At present, please use your browser on your PC to print Trackable Labels using SendPro® Online. The ability to print Trackable Labels on your SendPro C, SendPro+ device is coming soon. Please visit <https://login.pitneybowes.com/sendpro>

For help or support with SendPro® Online, use the online help feature via the question mark at the top of your browser.

# 5 - Using Envelope Printing

## In this section

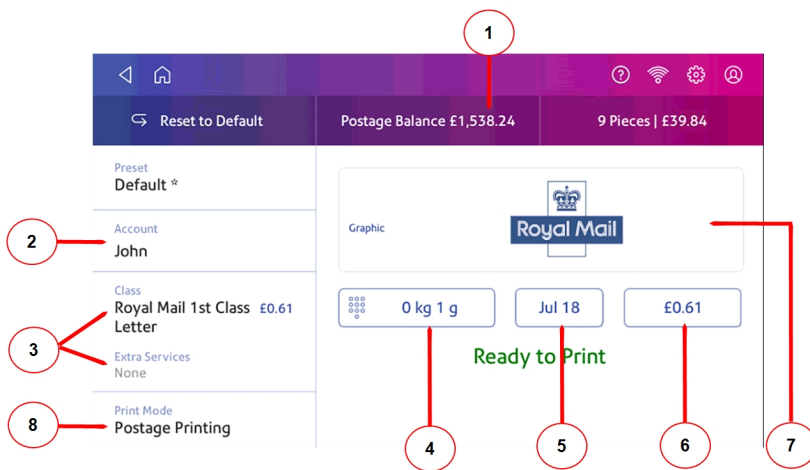
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## Printing postage on envelopes

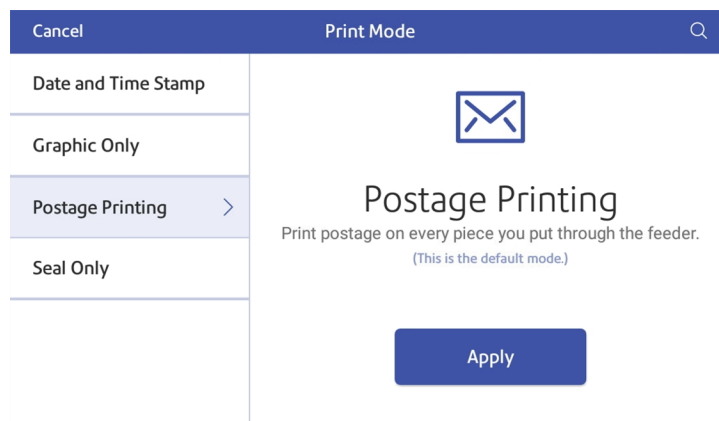
Tap **Envelope Printing** on the Home screen to open the Envelope Printing screen.

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 an account by tapping **Account**.
3. Tap **Class** to view the class and any extra services.
4. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
5. Tap the date to view the date options.
6. View the total postage amount.
7. Preview or add graphics.
8. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope or adding more postage. You can also choose to only seal envelopes without printing any postage.



9. 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.

## Checking your available Envelope Printing postage

You can check your Envelope Printing postage balance on your meter 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 Postage account:

- Tap Envelope Printing on the Home screen.
- Tap **Postage Balance**.
- Tap **Refill Settings**.

## Refilling postage for your Envelope Printing 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:



1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter your postage refill amount. Tap the back button if required to change the amount shown.
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.

## Sending a First Class letter envelope

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Royal Mail First Class**.
6. Tap **Letter**.
7. Tap **Apply**.
8. Place the envelope on the scale. The weight appears in the weight button on the screen.
9. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

**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 tick. Tap the tick.

## Printing a future date

With SendPro® C, SendPro®+, 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 **Envelope Printing** 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 your envelope on the deck to automatically print your postage with a future date.

**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.

## Entering weight manually for Envelope Printing

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

1. Tap **Envelope Printing** 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. Feed the envelope through the machine.

## Using the weighing platform for Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the weight button.
3. Tap the **Scale** option button.
4. Place the envelope on the weighing platform.
5. Tap **Apply**.
6. Tap **Class** on the Envelope Printing 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. Feed the envelope through the machine.

## 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 sealant in the moistener tank and add more if required.
2. When feeding an envelope, be sure to slide the envelope flap under the edge of the feed deck, so the moistener can wet the flap.



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

## Sealing the envelope only, bypass all printing

1. Tap **Envelope Printing** on the Home screen.
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. Select **Seal Only**.
4. Tap **Apply**.
5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck

## Zeroing the scale

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

1. Tap **Envelope Printing** 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 Envelope Printing screen.

## Getting a Royal Mail refund for damaged or incorrectly printed mail in Envelope Printing

Once you print a meter impression (or indicia), the postage amount is deducted from the funds on your machine, even if the printing is illegible. Therefore it is important to ensure the correct value displays on your machine before printing postage.

For up-to-date refund guidelines, refer to the Royal Mail website.

To request a refund via Royal Mail:

1. Don't post the items.
2. Remove the contents and start again with a new envelope.
3. Send any unused franked envelope (the whole envelope) to: Royal Mail Franking, Stone Hill Road, Farnworth, Bolton, BL4 9XX.
  - The affected mail must be at least £10 in total value.
  - All the impressions must be clear and readable and made within six months of the franked date.
  - You will receive a cheque refund for the value of the unused impressions minus a 15% administration fee.

## Adding a graphic to your envelope in Envelope Printing

The SendPro C, SendPro+ meter 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 Season's Greetings.

You can also add your own custom graphics to your SendPro C, SendPro+ meter.

### Before you begin:

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

1. Tap the **Graphics** icon on the Envelope Printing 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 **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap the **Graphics** button.
6. Select the **Graphics** button and then select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape sheet.

## Printing only the date and time in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Date and Time Stamp**.

4. Tap **Apply**.
5. Feed the envelope through the machine.

# 6 - Presets

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## Creating Presets

A Preset is a snapshot of commonly-used meter settings that allows you to easily recall the properties you use most often. Assigning a preset, such as First Class letter, saves time and ensures accuracy in your mail. The maximum number of presets you can create is ten.

1. Tap **Envelope Printing** on the Home screen.
2. Define the settings you would like for your preset:
  - a. Tap the **Account** button.
  - b. Select the desired account.
  - c. Tap the **Class** button.
  - d. Tap **Start Over**.
  - e. Select the desired class and any additional services you may require. Confirm these by tapping **Apply**.
  - f. If desired, tap **Graphic** to save a logo (Envelope Message). Select the desired Envelope Message.
3. Tap the **Preset** button.
4. Tap the **Save New Preset** button.
5. Enter a name for the preset. You can enter up to 32 characters.
6. Tap the green tick when done.

**Note:** When your SendPro C, SendPro+ device enters sleep mode or is switched off it also retains your last used settings.

## Selecting Presets

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the desired preset.
4. Tap the < button to return to the Home screen.

## Renaming Presets

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.

3. Tap the three dots on the preset you want to rename.
4. Tap **Delete**.
5. Enter the new name using the onscreen keyboard.
6. Tap the green tick when done.
7. Tap the < button to return to the Home screen.

## Deleting Presets

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the three dots on the preset you want to delete.
4. Tap **Delete**.
5. Tap **Delete Preset**.
6. Tap the < button to return to the Home screen.

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# 7 - Managing Envelope Printing

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## Changing the default refill amounts in Envelope Printing

There are two ways to change the default refill amount for Envelope Printing on your machine.

### From the Home Screen:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap the box under **Default refill amount**.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap **Apply**.

### From Envelope Printing:

1. Tap **Envelope Printing** from the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
4. Tap the box under **Default refill amount**
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap **Apply**.

## Uploading Envelope Printing transactions

### Automatic upload of your Envelope printing transactions:

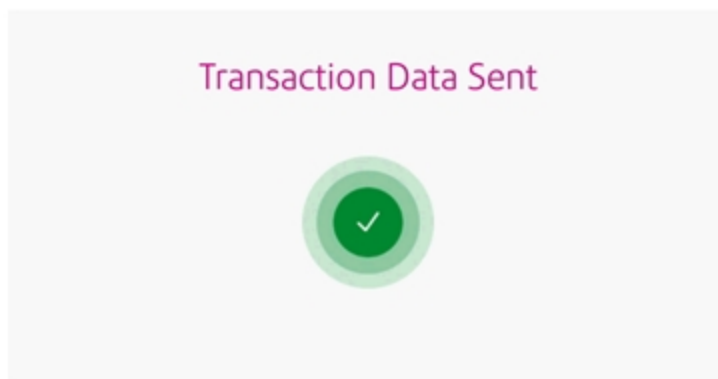
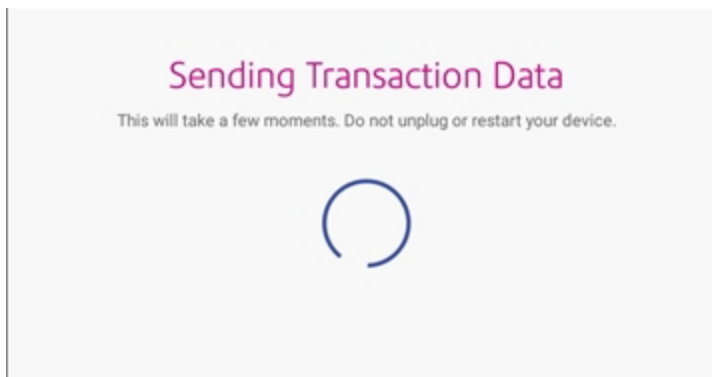
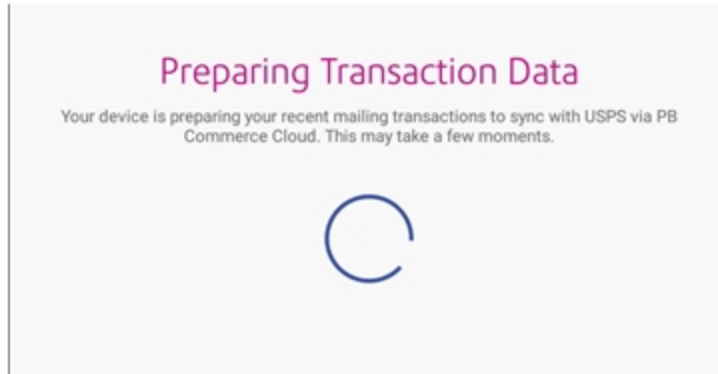
- Your SendPro® C, SendPro®+ meter automatically uploads your Envelope Printing transactions at least once during the day and once after hours.
- If you lock your meter or turn it off for any extended period of time, your meter automatically uploads your transactions when you power it up again.
- If you see the message "Sync your data", it means that your transactions need to be uploaded.

**Note:** If your meter has not uploaded transactions recently due to connection issues, it may require multiple uploads. If the meter prompts you to upload more than three times, please contact technical support.

### Manual upload of your Envelope Printing transactions:

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.

3. Tap the **Sync Transaction Data** button.
  - A series of messages appears on your display, starting with "Preparing Transaction Data" followed by "Sending Transaction Data".



- The message "No Sync Required" appears if there are no new transactions to upload.

## Clearing or resetting the number of mailpieces you've sent in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Pieces** button.
3. Tap **Reset Counter to 0**.

**Note:** Be certain that you want to delete the piece count information, as you cannot restore the deleted data.

## Performing Royal Mail postal inspections for Envelope Printing

You are automatically notified

1. When a postal inspection is required, you are notified automatically by a message on your Home screen.
2. If accounting is enabled, you must first tap **Account** and select an account.
3. Tap **Balance Inquiry** or **Refill Postage** to fulfill the inspection requirements.

## Performing postal rate updates or software updates for Envelope Printing (2H20)

### Automatic updates:

SendPro C, SendPro+ meter updates postal rates and software automatically.

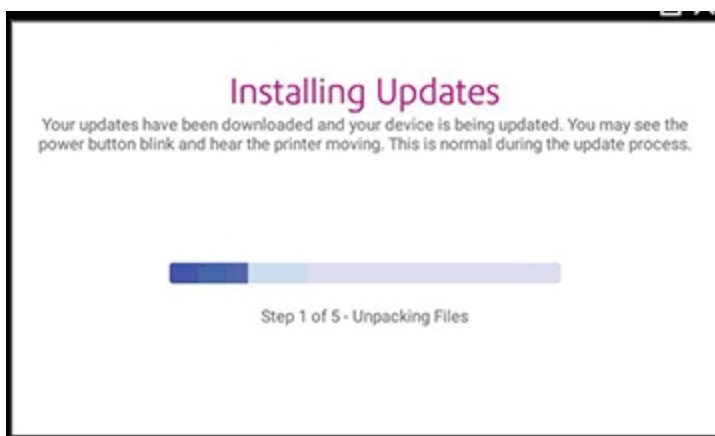
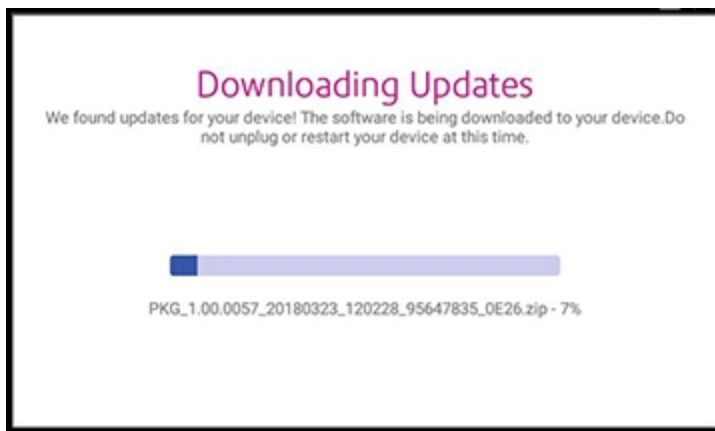
Keep your meter turned on and connected to your network to get your automatic updates, as updates are downloaded during the evening hours.

**Manual postal rate updates:**

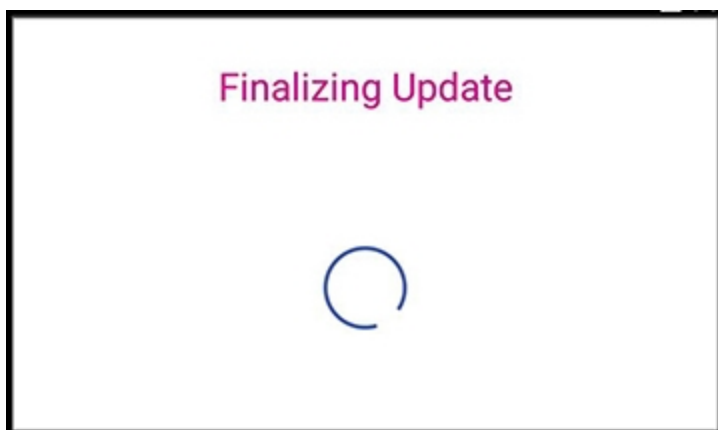
1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.
2. If new rates are available your meter downloads and installs updates.

**Manual software updates:**

1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.
2. If an update is available, the meter displays a progress bar showing the status of the download and installation.



3. Once the download and install process completes, you see the message "Finalizing Update".



## Viewing the total Envelope Printing postage spent

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap **Advanced** to view:
  - the total amount of postage spent
  - the number of pieces printed

## Viewing the Envelope Printing postage refill history

1. If necessary, tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen to display all of the icons.
2. Tap the **History & Reports** icon.
3. Tap the **Refill History** report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

**Note:** At this time, you can only view the report.

## Running Envelope Printing account reports

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.



4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section.
6. If this is the first time you are running a report:
  - a. Tap **Report Period** and set the time range for your reports.
  - b. Tap **Preferences** and set how you want to identify the accounts.
7. Set the report period. Refer to Setting the Envelope Printing Report Period in Related articles.
8. Tap **View & print reports**.
9. Tap to select a report.
10. Tap **Next**.
11. Tap the option you want:
  - Tap **View Report**.
  - Tap **Actions** if you want to save the report under a new name, delete, or email the report.

### Related articles:

- If you want to view your accounting reports on your computer, you need a subscription to INVUEW™. See How to access Inview postage reporting online.
- If you want to email your accounting reports, see Emailing an Envelope Printing account report.
- For report period information, see Setting the Envelope Printing report period.
- For report preferences, see Setting the Envelope Printing report preferences.

## Setting the Envelope Printing account report period

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** on the left side of the screen.
3. Tap the menu icon in the upper right corner of the screen.



4. Tap **Manage Accounts**.
5. Tap on the **Reports** link under the Accounts section. This opens the Reports screen.
6. Tap **Report period**.
7. Select the calendar icon next to the Start date of fiscal year field.
  - a. Select a date on the calendar that appears.
  - b. Select **SET**.

The End date of fiscal year is determined based on the start date you enter. It cannot be entered manually.

8. Select the **Default reporting period** field.
  - a. Select a report period type.
  - b. Select **OK**.
9. The list box on the screen is updated and provides a view the of the reporting periods based on the selections you've made.
  - Use the Previous year and Next year buttons to view the reporting periods for the previous and next year.
  - Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.
10. Select **OK** to return to the Reports screen.

## Setting the Envelope Printing low funds warning

Set up your machine to warn you when your available postage (funds) in your machine reach a certain amount. Use this warning as a reminder to add more postage to your machine.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
4. Tap the **Low postage threshold** button.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter your threshold amount.
7. Tap **Apply**.
8. Tap the back arrow button to return to the Envelope Printing screen.



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# 8 - View Print Reports

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## Printing a receipt when refilling postage for Envelope Printing

When you add funds to your Envelope Printing account you have the option of printing a receipt.

You can also view past receipts for postage refills by tapping on the **History & Reports** icon in the application drawer and opening the Refill History report.

## Viewing the total Envelope Printing postage spent

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap **Advanced** to view:
  - the total amount of postage spent
  - the number of pieces printed

## Viewing the Envelope Printing postage refill history

1. If necessary, tap the double-headed arrow on the right side of the application drawer at the bottom of the Home screen to display all of the icons.
2. Tap the **History & Reports** icon.
3. Tap the **Refill History** report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

**Note:** At this time, you can only view the report.

## Printing a report for the number of mailpieces sent in Envelope Printing

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Pieces** button in the Mail screen.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. Feed the envelope through the machine.
6. A funds report prints showing the total number of pieces sent.

## Printing Envelope Printing funds report

The funds report can provide the following information about Envelope Printing meter:

- **Used:** The total amount used over the lifetime of the meter.
- **Available:** The amount currently available to print.
- **Total Pieces:** The total number of mailpieces run over the lifetime of the meter.
- **Control Sum:** The control sum is the total of the amount used and available.
- **Batch Count:** The current Batch Count.
- **Batch Value:** The current Batch Total.
- **PBI Serial No.:** The serial number of the meter.
- The date and time the report was printed.

To print the funds report:

1. Tap **Envelope Printing** on the Home screen
2. Tap the piece count in the upper right.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. Feed an envelope through the machine.

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# 9 - Mail Machine Maintenance

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## Printing a test pattern

Printing a test pattern lets you see if your printhead is functioning properly or if you have enough ink in the 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 **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.

## Cleaning the print head

If you get a bad test print pattern, clean your print head nozzles to try to correct the problem.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap the **Envelope Printer Maintenance** button.
4. Tap **Clean Print Head**.
5. Once the cleaning operation completes, you are prompted to print another test pattern. If the new pattern still has broken or missing lines, you may need to replace the ink cartridge or print head.

## 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. When your meter shows the low ink warning an ink cartridge will be ordered for you automatically.

## Cleaning the moistener brush and wick assembly

If the moistener tank is full and your envelopes are not sealing properly, clean the moistener brush and wick.

1. Unscrew the plastic thumbscrew under the moistener base.

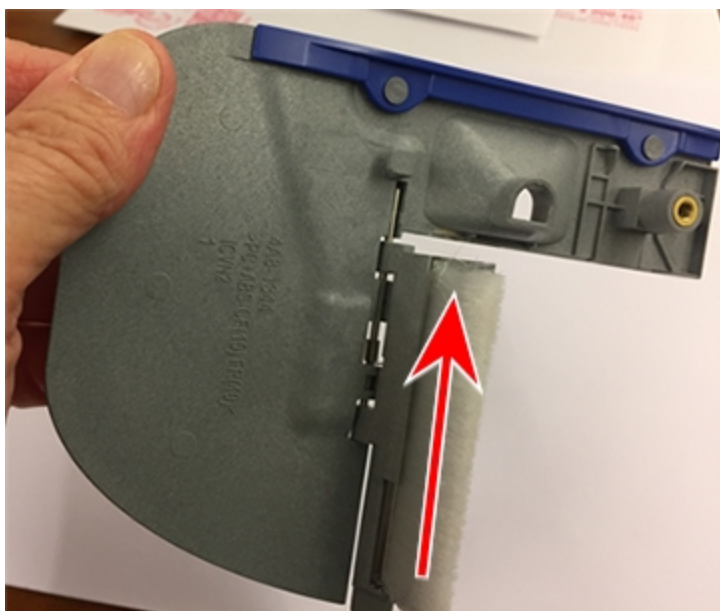




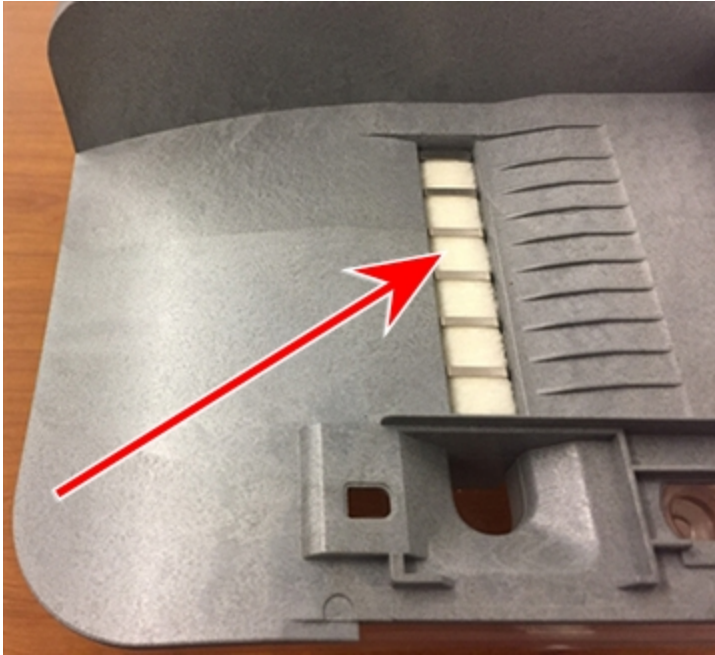
2. Lift the moistener brush assembly off the top of the moistener base.



3. Turn the assembly over and slide the moistener brush out of the holder.



4. Locate the wick (with metal grate) on moistener base.



5. Remove the metal grate and wick from the moistener base.

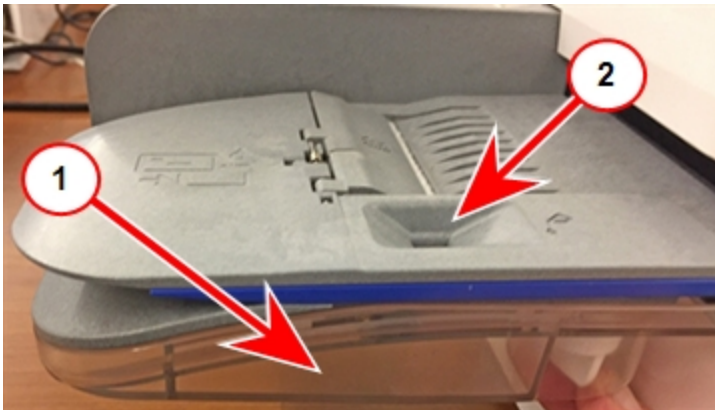


6. Clean the brush and wick with water and rinse thoroughly.
7. Place the wick back in the metal grate, and replace the grate in the moistener base.
8. Slide the moistener brush back into the holder.

9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.

## Filling the moistener tank

1. Check the level of sealing solution in your moistener tank.



2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill your tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely saturated.

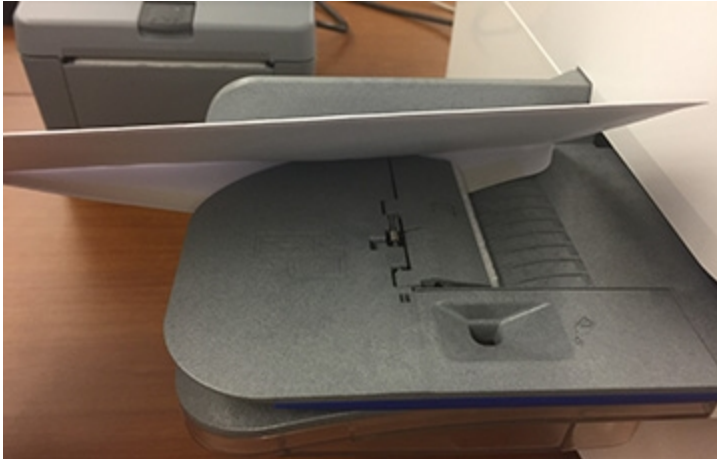
## Avoiding envelope sealing issues

Sealing issues can be caused by:

- not enough sealant in the moistener tank
- not placing the envelope correctly on the feed deck
- problems with the moistener brush or wick

Use this checklist to avoid envelope sealing issues:

- Check the level of sealant in the moistener tank and add more if required.
- When feeding an envelope be sure to slide the envelope flap under the edge of the feed deck. Otherwise, the moistener cannot wet the flap.



- If the moistener tank is full, and your envelopes are still not sealing correctly, clean your moistener brush and wick.

## How to properly feed envelopes

### When feeding mail:

1. For your first envelope, hold the far edge of the envelope against the back wall of the feeder.
2. Slide the envelope into the feeder until you feel it touch the rollers. You will hear the feeder motor begin. Do not release the envelope until the feeder grabs it to pull it through the machine.

3. You will hear the feeder motor continue to run for about 5 seconds once it prints postage on the envelope on the first envelope.
4. Continue to feed envelopes, one at a time, simultaneously pressing the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
  - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder. If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

### What to avoid when feeding mail:

- If you don't hold the envelope against the back wall it can feed in crooked or skewed. A skewed envelope can either exit the machine with no postage applied or cause a jam. The message Clear Paper Jam appears in the display.

Even a minor skew that may be difficult to see can cause a jam.

1. To clear the jam turn the paper jam lever clockwise and remove the envelope.
2. Turn the jam lever back to the locked position.
3. Continue printing, sliding the first envelope in until it touches the rollers and you hear the motor start.
  - Make sure that once the feeder grabs the envelope, you do not try to remove it and then re-feed it as this will result in a Clear Paper Jam message.

### Preventive action:

To prevent envelopes from getting stuck in the transport deck:

- Use a can of non-flammable compressed air and blow on the feed deck on the left side and work toward the transport deck on the right side. Make sure and remove all the dust and debris.

## Moving your SendPro C, SendPro+ meter

Follow these steps and precautions to move your SendPro® C, SendPro®+ meter safely. These apply whether you are moving your meter across the room or to a new facility.

1. If you have a scale, remove it from the top of the meter.
2. Remove the moistener assembly. Once you have removed and cleaned the assembly, place it in a zip-top bag for transport to prevent any remaining fluid from leaking.
3. Remove the ink cartridge. Once you get the ink cartridge out, place it in a zip-top bag.
4. Close the top cover.

5. Remove any USB cables and optional peripherals, such as a printer or scanner, and pack them with the meter.
6. Unplug the power cable and pack it with the meter.
7. Once in the new location, re-install any USB cables and peripherals.
8. Plug the power cord into the meter and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.

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# 10 - Supplies

## In this section

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Supplies

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# Supplies

## Supplies for SendPro® C, SendPro®+

Description	Part Code Number (PCN)
E-Z Seal® Sealing Solution - Dab it Bottle	H601-7
E-Z Seal® Solution - Flip Top Bottle (Pack of 4)	601-9E
E-Z Seal® Sealing Solution - All Machines (1.89 litres)	SV92278
Self Adhesive Franking Labels - 175x44mm - Box 125 Double Sheets (250 Labels)	DBL-LBL250
Self Adhesive Franking Labels - 175x44mm - Box 500 Double Sheets (1000 Labels)	DBL-LBL1000
Basic Cleaning Kit	SL-CKB01
Everyday Cleaning Kit	SL-CKE01
Dust Remover - Dual Pack	SL-CKA01H
Equipment Surface Cleaner - Dual Pack	SL-CKS01
Wet Alcohol Wipes - Pack of 50	SL-CKW01
Equipment Wipes - Pack of 50	SL-CKW02
Dry, Lint-Free Wipes - Pack of 300	SL-CKW03
Late Mail Envelopes - 325x230mm - Pack of 200	PBSV92034
Pitney Bowes® Envelopes DL+ Gummed Window White 90gsm - pk1000	PBENV15
Pitney Bowes® Envelopes DL+ Gummed Plain White 90gsm - pk1000	PBENV16
Pitney Bowes® Envelopes C5+ Gummed Standard Window White 90gsm - pk500	PBENV8
Pitney Bowes® Envelopes C5+ Gummed Plain White 90gsm - pk500	PBENV5
Pitney Bowes® Envelopes C5+ Gummed High Window White 90gsm - pk500	PBENV2

## Supplies for Workstation w1110 Label Printer

Description	Part Code Number (PCN)
Sendkit	HS9G
Continuous Direct Thermal Labels - 1 Roll	117317P

## Optional Accessories

Description	Part Code Number (PCN)
Integrated scale	MP81
External USB platform scale 15 kg	MT30
External USB platform scale 35 kg	MT70
USB Hub	1E85026
Report Printer	1E50
Envelope drop stacker	HZ80001

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# 11 - Machine Information

## In this section

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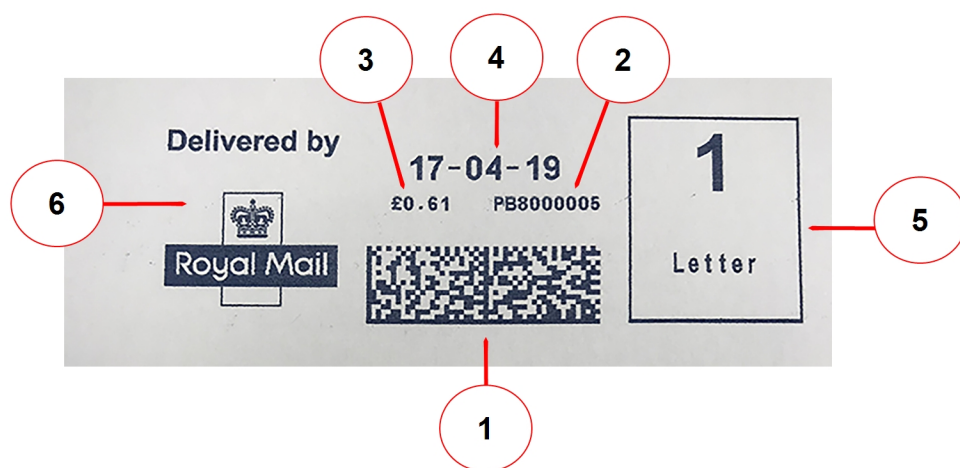
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## Royal Mail requirements

Since your postage meter (Postal Security Device) is licensed by the Royal Mail, you must follow a few basic requirements.

- Mail must have the correct date and postage amount in the postage print (indicia).
- Always ensure that your postal prints are clear and complete. Poor prints may result in your Postal Authority being unable to offer the service you requested and if the prints are illegible the items may be rejected by your Postal Authority.
- If you move to another address, you must update the Postal Authority records. Call your local machine supplier for advice.
- Postal printing ink and the tape sheets for putting postage on larger items must conform to postal specifications. For best performance, obtain ink cartridges and tape sheets direct from your machine supplier.

## Sections of the meter impression



1. Datamatrix barcode - contains postage and tracking information
2. Meter serial number
3. Postage amount
4. Date
5. Class of mail selected
6. Optional Envelope Messaging

## Postal Security Device

The postage meter on your mailing system is a Postal Security Device (PSD) that secures your postage funds, incorporating the latest technology approved by Royal Mail. This technology eliminates the need for Royal Mail to perform physical inspections, thereby making your mailing system easier and more convenient for you to use.

## Parts of the machine



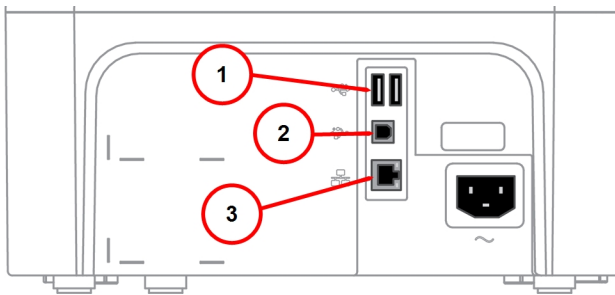
SendPro® C, SendPro®+

1. **Integrated scale** - Allows you to weigh envelopes and packages.
2. **Optional 4 x 6 thermal label printer** - Prints shipping labels without using ink.
3. **Color touchscreen display** - Process envelopes and packages or ship (tablet style).
4. **Ink access cover** - Opens to allow access to the ink cartridges for the mail postage printer (find the model and serial numbers inside)
5. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
6. **Envelope moistener** - moistens the flap on the envelope.

7. **Paper jam lever** - Normally engaged. If a stall occurs on the transport deck, turn this to disengage the rollers and clear the envelope, post card or tape strip.
8. **Envelope stacker** - This is where mail is deposited after the postage is applied to the piece of mail.

## Connections on the back of the machine

All SendPro C, SendPro+ models have these connection options:



1. **USB port type A host** - use for:
  - External printer
  - Barcode scanner
  - External scale
2. **USB port, type B host** - use for:
  - Service operations
3. **RJ45** - use for:
  - LAN connection

## Setting up a wired network connection

For information about the connection settings required on your network, contact your IT department.

Once you have set up your connection, you can test the connection using the **Check Network** application. The icon for this application is located in the application drawer at the bottom of the Home screen. Refer to [Related topics](#)

### 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 below under [DHCP](#). If your connection type is **Static IP**, follow the steps below under [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**.
11. If you are still having issues connecting to the network, contact your IT department and have them verify that the static IP address you are using is assigned only to the meter.

If you use a proxy server, refer to Related topics.

**Related topics:**

- [Setting up a proxy server](#)
- [Checking your network connection](#)

## Setting up a wireless (WiFi) network connection

For information about the connection settings required on your network, contact your IT department. Refer to the SendPro C, SendPro+ connectivity guide for additional information.

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.

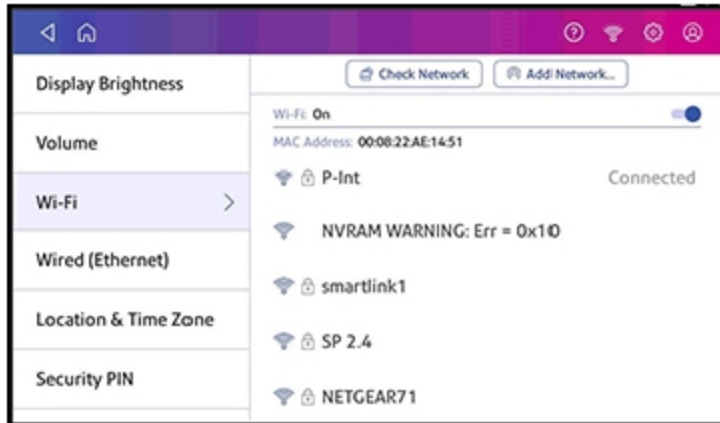
**Tip:** Use the show password option to make sure that your password is entered correctly.

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.

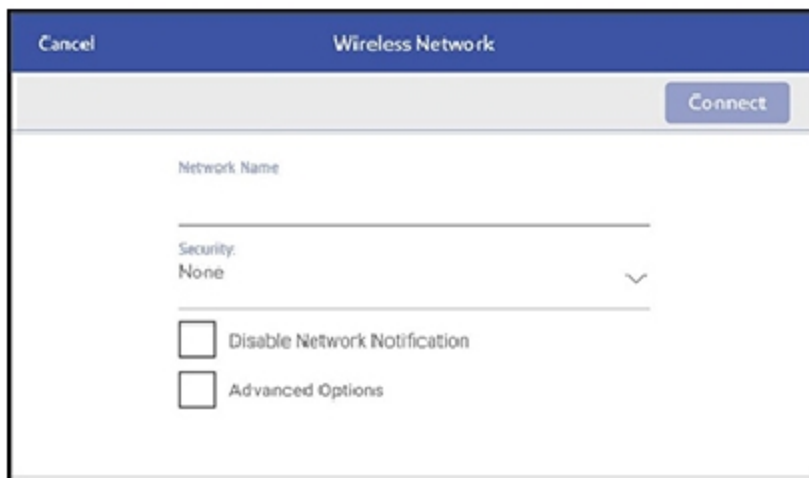
If you are unable to connect to the internet, if you get authentication errors, or you are unsure of the correct settings for your network, check with your IT department.

## 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.



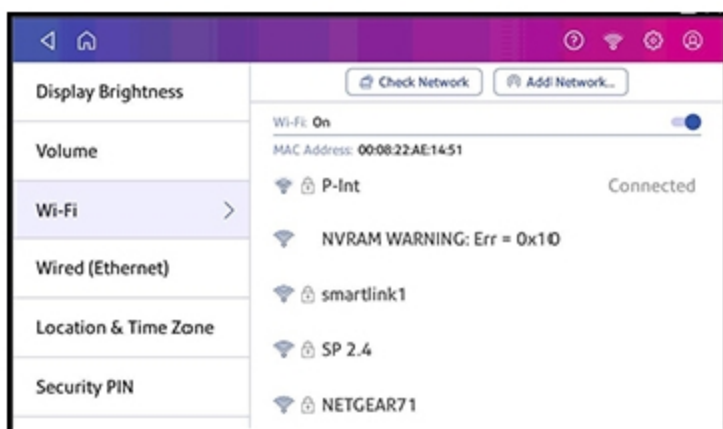
3. Tap the **Add Network** button at the top of the Wi-Fi screen.
4. Tap the down arrow next in the Security field and select the security method.



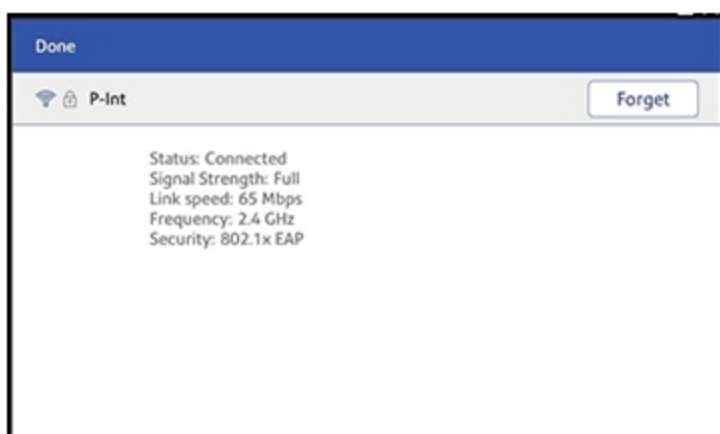
5. Tap **Advanced Options** to enter a static IP or set up a proxy.
6. Tap **Connect** when done.

## 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

Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen to make sure your meter has access to all the required internet services. These provide updates on rate information, sync your transaction data, and refill postage funds for the Envelope Printing application.

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.

## 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.

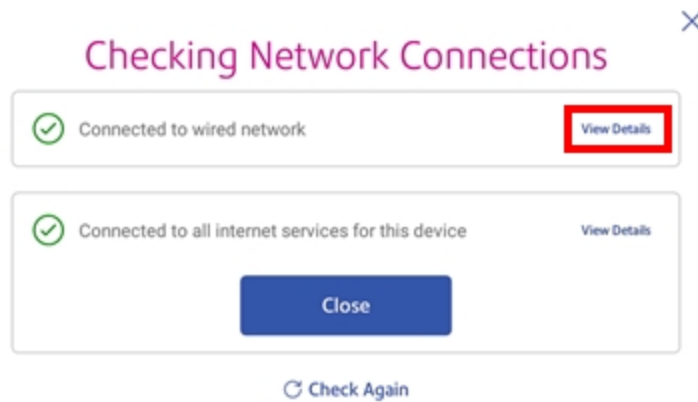
### Wireless:

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.

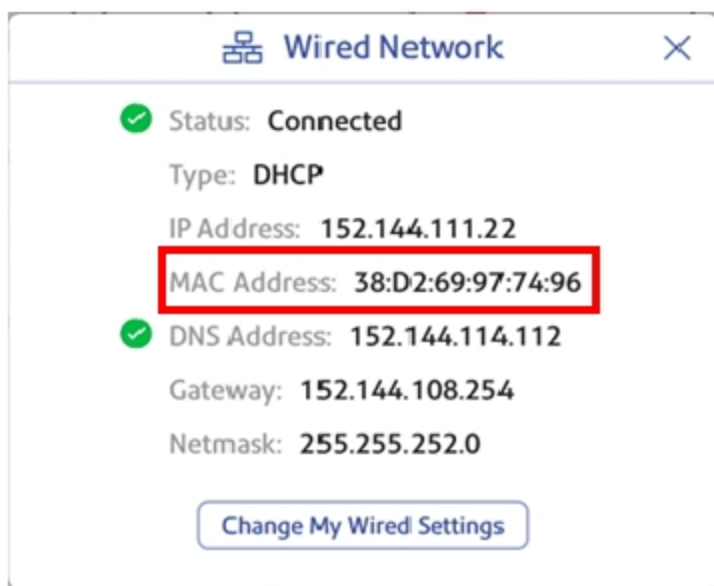
### Wired:

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, SendPro+ Connectivity Guide for additional information. You can view or download the guide at the Pitney Bowes support site.

# Specifications

## **SendPro® C, SendPro®+ (Model 2H20)**

### Power requirements:

- 100-240 VAC, 50/60 Hz, 1.0A

### Operating Temperature:

- 55°F to 95°F / 13°C to 35°C

### Sound Level:

- Less than or equal to dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

### Dimensions:

- 16 ½" L x 15 ½" W x 11 ¼" H / 419 mm L x 394 mm W x 286 mm H

### Weight:

- 17.6 lbs / 8 kgs

### Throughput (Letters Per Minute):

- Up to 65 letters per minute

Actual throughput varies, depending on the specification of the machine ordered, material used, machine condition, use of moistener, etc.

### Ink Cartridge Life:

- 35 ml cartridge - yields up to 3,000 impressions (actual ink yields vary with usage and environmental conditions).

### Ports:

- 2 USB port type A host connectors for external peripherals (scale, barcode scanner, report or label printer, HUB, mouse, keyboard)
- 1 USB peripheral port type B committed port
- 1 RJ45 (LAN connector)

### Display:

- 7" tablet (169 pixels/inch)

### Print Resolution:

- 300h x 600v DPI

Print Image Area:

- 25.4 mm x 180 mm

Tapes and Strips:

- Self-adhesive, dual tape strip for use on mailpieces that are too thick/large to run in the machine. Ideal for adding postage to oversized envelopes and packages.



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# 12 - Safety

## In this section

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## 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:

UK - <http://www.pitneybowes.com/uk/support>

Australia - <http://www.pitneybowes.com/au/support>

New Zealand - <http://www.pitneybowes.com/nz/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 only the AC Power cord and AC Power adapter with the optional Thermal label printer supplied with your machine and plug it into a properly grounded wall outlet that's located near the printer and easily accessible. Failure to properly ground the power adapter 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.
- To obtain supplies, please contact our Supply Line™ to place orders.
- Material Safety Data Sheets can be obtained through the web or from our Supply Line™. Refer to the Contact Information List for more information.

- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Place the printer so the AC power adapter is 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 route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- DO NOT route the DC power cable that plugs into the printer over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the DC power cable.
- Make sure the area in front of the wall outlet into which the AC adapter is plugged is free from obstruction.
- 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.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.
- Use only Pitney Bowes approved direct thermal label media.
- Always follow the specific occupational safety and health standards prescribed for your workplace.

**Caution:**

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. Customer Service Representatives are available Monday through Friday, 9:00am - 5:00pm.



It is certified that the system complies with all applicable Directives of the European Union.

For a formal Declaration of Conformity please contact Compliance Engineering. Contact information is given in this guide or on a separate document supplied with your system.

## Scale Safety

### Precautions

**Caution:** This equipment is intended to be used with limited power circuits with SELV and Non-hazardous energy outputs.

- The scale is not legal for trade
- Do not exceed the scale's maximum weight limit
- Do not place lighted candles, cigarettes, cigars, etc., on the scale.
- Use the equipment only for its intended purpose.
- Use only 9-volt Alkaline battery if needed
- Remove battery if scale is not going to be used for long periods of time or if the scale is powered through the USB cable.
- Dispose of old batteries properly.

# 13 - Technical Support

## In this section

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Contacting Pitney Bowes

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# Contacting Pitney Bowes

## Your system information

Be sure to have the following information available before contacting Pitney Bowes Technical Support:

- **Product Name:** SendPro® C, SendPro®+ Digital Postage Meter
- **PCN and serial number:** check the label under the front cover of the machine.
- **Problem Description:**
  - What is happening and when
  - Are there any error messages displaying?
- **Attempts to fix:**
  - What steps have you already tried to fix the problem?
  - If you tried, what happened?

## Technical and Account Support:

Visit our website at:

<http://www.pb.com/uk/support>

## Pitney Bowes Supply Line

Visit our website at (copy the URL and paste it into a browser):

<https://www.pitneybowes.co.uk/shop/home/en-uk/storeuk>

**Note:** Customer service representatives are available 9 am to 5 pm , Mon-Fri excluding public holidays.

# 14 - Third party software

## In this section

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Third party software

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## Third party software

Third party software may have been incorporated into this product by Pitney Bowes Inc. (“PBI”) under permission from PBI’s licensors. Any special terms and conditions that apply to such software are provided below:

This product contains the following software:

- Okhttp3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <http://www.apache.org/licenses/LICENSE-2.0.html>. The source code for this software is available from <http://square.github.io/okhttp/>.
- Retrofit which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <http://www.apache.org/licenses/LICENSE-2.0.html>. The source code for this software is available from <https://square.github.io/retrofit/>.
- Okio which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <https://github.com/square/okio/blob/master/LICENSE.txt>. The source code for this software is available from <https://github.com/square/okio>.
- Commons-codec which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <http://www.apache.org/licenses/LICENSE-2.0.html>. The source code for this software is available from [https://commons.apache.org/proper/commons-codec/download\\_codec.cgi](https://commons.apache.org/proper/commons-codec/download_codec.cgi).
- Commons-io which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <http://www.apache.org/licenses/LICENSE-2.0.html>. The source code for this software is available from [https://commons.apache.org/proper/commons-io/download\\_io.cgi](https://commons.apache.org/proper/commons-io/download_io.cgi).
- Org.greenrobot:eventbus which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: <http://www.apache.org/licenses/LICENSE-2.0.html>. The source code for this software is available from <http://greenrobot.org>.
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