SendPro® C
PCN 2H00

Operator Guide
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1 - Quick start guide

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Finding the Product Code Number (PCN) and serial number

In order to find the correct information for your device, you need to know the model number.

To locate the (1) Product Code Number (PCN) and the (2) 7-digit serial number, check the label on the rear of the device or under the display cover as shown here. Note that the serial number is blurred out here for security reasons.
Navigating the Home screen on the SendPro C Lite, SendPro C, SendPro+

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

For general purpose envelopes and post cards, print postage by tapping (1) Envelope Printing. For important large envelopes or packages using USPS, USP®, or FedEx® start creating a shipping label by tapping (2) Trackable Labels.

The application drawer (3) at the bottom of the screen provides access to a variety of applications to support and enhance your SendPro C-Series device. For example, you can track shipments (Universal Tracking), access address information (Address Book) and even check your network connection (Check Network).
To view all of the options in the application drawer, tap the double-headed arrow (4) on the right side of the application drawer. Other options include the ability to track a shipment (Tracking), visit the USPS postal website, and order supplies.

**Note:** The History icon in the applications drawer provides information about labels you have created using the Trackable Labels application (Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount). The History & Report application provides a history of the postage refill operations you have performed for the Envelope Printing application.

## Toolbar

The 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 Trackable Labels or Envelope Printing.
Support - Get information on how to perform tasks using Trackable Labels and Envelope Printing using the SendPro Care app. Search online content or watch a video.

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.

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. For the Envelope Printing this includes setting up automatic postage refills, external scales and barcode scanners and performing maintenance on the mail postage printer. For the Trackable Labels this includes managing your carrier accounts and setting up your shipping label printer default values.

Profile - View your profile (name and email for Trackable Label account), log out, or lock your SendPro C device.

Printing a shipping label or printing postage on an envelope

You can create either a shipping label or print postage on an envelope. For a shipping label, tap Trackable Labels on the Home screen. For postage, tap Envelope Printing on the Home screen.

Use Trackable Labels to get the best pricing, free tracking, and detailed delivery history for USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical.
Use Trackable Labels for the following

- Thick envelopes
- Poly mailers
- USPS flat rate envelopes
- USPS non flat rate envelopes
- Boxes
- USPS flat rate boxes
- USPS non flat rate boxes
- Tube
Use Envelope Printing for the following

Standard envelopes and postcards  Large envelopes

Creating and printing a shipping label

Use Trackable Labels to get the best pricing, free tracking, and detailed delivery history for USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical.

1. Tap **Trackable Labels** or **Create Shipping Labels** on the Home screen.
2. Tap the carrier you wish to use.
3. Verify that the sender address is correct. If not, tap on the Sender field and select a new address.

4. If cost accounts are enabled, you must select an account. If an account is already selected, verify that it is correct. To change or add the account, tap the Cost Account field and select an account.

5. Tap Continue.
6. Enter the recipient address manually, or tap the **Address book** icon to select one from the address book.

7. Tap **Continue**.
8. Tap a package type.
9. Enter the dimensions and weight of the package:
   - Tap each dimension and enter a value. Tap the green check mark when done.
   - If you have an attached scale, place the package on the scale and the weight appears in the weight field. If you do not have a scale, tap on the **Weight** button and enter the weight, then tap **Apply**.

10. Tap **Continue**.
11. Tap the service you wish to use.
12. To add additional services, tap **Add additional services**. If you are not adding any additional services, go to step 14.

![Service selection interface]

13. Select the desired services and tap **Apply**.

![Extra services selection interface]

14. To print the label, tap **Print**.
15. On the Label Options screen, tap **Format** and select the printer format.

![Label Options screen](image)

16. (Optional) To print a sample label, tap **Print Sample**.

17. Tap **Print** again and the label prints.
   - If prompted, enter the Sender and Recipient's phone number (required for some services).

18. The carrier screen reappears.

### Tracking a shipment

You can locate the tracking number for a trackable label by using the **History** button on the Home screen. You can then use that tracking number to locate the shipment.

1. Tap **Universal Tracking** in the application drawer at the bottom of the Home screen.
2. Enter the carrier's tracking number in the field provided.
3. Tap **Track**.
4. The package status is displayed at the top of the screen.

### Using cost accounts to charge back shipping label postage costs

You can assign the costs for a shipping label to an account when you create the label. In order to use cost accounts for label postage costs you need to turn on the cost accounts feature.
1. Open the Cost Accounts screen:
   - Tap **Cost Accounts** in the application drawer at the bottom of the Home screen, or,
   - Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.

2. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen. If cost accounts are not enabled, you will see this screen.

   ![Cost Account Settings](image)

3. To enable, tap the slider next to **Cost Account** and slide it to the right so that it turns blue.

   ![Cost Account Settings](image)

   - If you wish to make sure every label is assigned an account, tap in the check box for **Require cost account for all shipments**.

4. Tap **Apply**.

Once you turn cost accounts on, you will need to have at least 1 cost account to print a shipping label.
Adding a Trackable Labels cost account

Enter cost accounts individually in the Cost Accounts application.

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

2. Tap the plus sign + in the upper left corner of the Cost Accounts screen.

3. 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.

4. (Optional) Enter a description of the account, up to 200 characters.

5. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.

6. Tap on the option button for Active or Inactive, whichever is appropriate for this account.

7. To make this the account that is automatically used for all Trackable Labels, tap the checkbox for Make this my default Cost Account.

8. Tap Apply.

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

Creating an account for printing postage

1. Tap Envelope Printing
2. Tap Account. A list of all available accounts is displayed.
3. Tap the Preferences 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 Done.

10. Press the back arrow at the top of the screen to return to the account list.

Printing postage on envelopes

The Envelope Printing 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.

To open the Envelope Printing screen, tap Envelope Printing on the Home screen.
On this screen, you can:

1. View the balance of funds you have remaining in your device.
2. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
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, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

9. Tap the mode you wish to use:
   - **Date and Time Stamp**
   - **Date Correction**
   - **Graphic Only**
   - **Postage Correction**
   - **Postage Printing** - Printing postage on an envelope is the default mode.
   - **Seal Only** - Bypass all printing

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**Feeding 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.

Sending a First-Class letter envelope

First class mail is an economical way to send mailpieces through the USPS. You can send standard postcards, letters and large envelopes and small packages up to 15.99 ounces.

1. On the Home screen, tap Envelope Printing.
2. If you have the accounting feature enabled, tap Account and select an account. If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap Class.
4. Tap Start Over to display a list of all the available classes.
5. Tap First-Class Retail Metered for a First-Class mail envelope.
6. Tap Letter.
7. Select any special services you wish to use.
8. Tap Apply.
9. Place the envelope on the scale. The weight appears in the weight button on the screen.
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.

**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.

**Sending a large First-Class® envelope**

Before you select a rate for a large envelope or flat, you need to determine whether the mailpiece you are sending is classified as a letter or flat (large envelope) according to the USPS.

If your mailpiece weighs more than 3.5 oz, the device automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a flat, you need to manually select Large Envelope when you choose the class.

To determine if your mailpiece meets all of the criteria for a flat (dimensions and weight), use the Postal Advisor app.

To open the Postal Advisor:

- Tap Postal Advisor in the application drawer at the bottom of the Home screen, or,
- Tap SendPro Apps on the Home screen, then tap USPS Postal Advisor.

The Postal Advisor also provides information for multiple types and classes of mailpieces, including postcards, letters, and parcels.

**Weigh the mailpiece and measure the dimensions**

1. Tap Envelope Printing or Print on Envelopes on the Home screen to open the Envelope Printing screen.
2. If you have the accounting feature enabled, tap **Account** and select an account. If your device's model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.

3. Place the mailpiece on the scale. The weight is displayed in the weight button on the screen. You can also weigh the mailpiece using any external postal scale.

4. Measure and record the dimensions of the mailpiece.

5. Tap the **Home** icon on the toolbar to return to the Home screen.

6. Tap the double-headed arrow on the right side of the application drawer at the bottom of the screen.

7. Tap the **Postal Advisor** icon.

8. Tap **Flats**.

9. Tap the **Physical Characteristics** tab and see if your mailpiece is within the weight and size limits.

If the mailpiece is less than 3.5 oz, but has the dimensions of a flat:

1. Tap the **Home** icon in the toolbar.

2. Tap **Envelope Printing** or **Print on Envelopes**.

3. If you have the accounting feature enabled, tap **Account** and select an account.

4. Tap **Class**.

5. Tap **Start Over** to display a list of all the available classes.

6. Tap **First-Class Retail Metered** for a First-Class mail envelope.

7. Tap **Large Envelope**.

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. If the envelope is too thick to go through the feeder, print the postage on a tape and apply the tape to the large envelope or flat.

**Sending Certified Mail**

Certified Mail is a USPS service that provides you with proof of mailing by sending you a receipt once your mailpiece arrives at its destination.

Not all extra services like Certified Mail are available for all classes and only certain services can be combined.

To find out more about Certified Mail, open Postal Advisor:

- Tap Postal Advisor in the application drawer at the bottom of the Home screen, or,
- Tap SendPro Apps on the Home screen, then tap USPS Postal Advisor.

To send Certified Mail:

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account. If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap **Class**.
4. Tap **Start Over** to display a list of the available classes.
5. Tap a class that can be combined with Certified Mail (for example, First Class or Priority Mail).
6. Tap the mailpiece type (for example, letter or large envelope).
7. Select **Certified** and tap **Apply**.
8. Depending on the type class and type of mailpiece:
   - Enter the destination ZIP Code and tap **Apply**
   - If you’re using E-Certified, enter the Mailer ID and tap **Apply**.
9. Enter the barcode from the label and 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.
11. Place the green Certified Mail label (USPS Label 3800-N) on the mailpiece.
Sending an international letter

Use this process if you need to send mail from the United States to a different country.

1. On the Home screen, tap **Envelope Printing**.
2. If you have the accounting feature enabled, tap **Account** and select an account.
   
   If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Mail Intl Retail** for a First-Class mail envelope.
6. Tap **Letter**.
7. Tap in the **Country** field and use the keypad to enter the destination country.
8. Select any special services required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears in the weight button on the screen.
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.

**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.

Using USPS special services

You can select additional services for your mailpiece or package. These include Certified Mail, Insured Mail, Delivery Confirmation, Registered Mail and more. The number and types of services available depend on the class of mail.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you wish to use. Sub-classes are displayed when available for the selected class.
   - For some classes, you must select the type of mailpiece. For example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
5. Select any special services you wish to use.
6. Enter a ZIP code if required.
7. For some classes, you are prompted to either scan or manually enter the Electronic Certified barcode from your label, and then to attach your label to your envelope or package.
8. Tap **Apply**.

**Updating postal rates or software for printing on envelopes**

**Automatic updates**

Your device updates postal rates and software automatically.

Keep your device 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. Select Rates and Updates:
   - Tap **Rates and Updates** in the application drawer at the bottom of the Home screen, or
   - Tap **SendPro Apps**, then **Rates and Updates**.
2. If new rates are available your device downloads and installs updates. When you update your new rates prior to the effective date, you see this message:

![Image of device screen showing new rates update]

When your new rates take effect (on or after the effective date), you see this message.

![Image of device screen showing rates update confirmation]

**Note:** Prices and dates are used for reference only. These prices and dates may change with each postal change.

**Manual software updates**

1. Select Rates and Updates:
   - Tap **Rates and Updates** in the application drawer at the bottom of the Home screen, or,
   - Tap **SendPro Apps**, then **Rates and Updates**.
2. If new rates are available your device downloads and installs updates. When you update your new rates prior to the effective date, you see this message:

![Image showing the device displaying updated USPS postage rates]

When your new rates take effect (on or after the effective date), you see this message.

![Image showing the device displaying updated USPS postage rates with a note]

**Note:** Prices and dates are used for reference only. These prices and dates may change with each postal change.

**Refilling postage for printing on envelopes**

Refill your postage funds for printing postage on envelopes as soon as you receive a message that your available funds are getting low.

Your device uses two separate postage accounts, one for shipping labels and one for envelope printing. The funds for one cannot be used for the other.

**Before you begin**

Make sure that your device is connected to the internet.
• If you have a wired network connection, you will see the following connection icon in the toolbar:

![Wired Network Icon]

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

![Wireless Network Icon]

If you see a line through the connection icon, it means that you are not connected and will not be able to refill your postage until you establish a network connection.

To refill your envelope printing postage:

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the amount of postage you wish to add.
5. Tap **Refill Mail Postage**.
6. If you wish to view or print a receipt, tap **View Receipt**.
7. Tap **Done**.
8. Your updated postage balance is displayed on the Envelope Printing screen.

**Sealing envelopes**

You can seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).
1. Check the level of sealing solution 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 or replace the moistener brush and wick.

**Filling the moistener tank**

Your device will periodically need refills of E-Z Seal® in order to seal envelopes. Follow these steps to fill 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**

Your device uses ink from the ink cartridges during normal maintenance cycles. You must maintain adequate ink supply in all of the cartridges to keep the system in optimal working condition. Replace your ink cartridges, printhead and other similar printing consumables promptly when warned.

Your device will periodically require a new ink cartridge.

1. Tap the **Settings** icon on the toolbar.
2. Scroll down and tap **Mail 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 Mail 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 device. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your device 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 website.
Printing a test pattern

Printing a test pattern lets you see if the print head is functioning properly or if you have enough ink in the cartridge.

1. Tap the Settings icon on the 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.

![Good Test Print](image1)

![Bad Test Print](image2)
**Important:** If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.
Supplies, ink cartridges, and options

For pricing information, please go to the following website:


Supplies for SendPro® C

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Ink Pad Kit</td>
<td>51A-P</td>
</tr>
<tr>
<td>Easy Seal Solution</td>
<td>601-9</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 pint size bottles</td>
<td>601-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 half gallon bottles</td>
<td>608-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 5 gallon Cubetainer</td>
<td>605-0</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate for SendPro C Lite, SendPro C, SendPro+, Models with PCN 2H00 and 8H00</td>
<td>621-8</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate for SendPro C Auto</td>
<td>770-T</td>
</tr>
<tr>
<td>25 double sheets</td>
<td>612-9</td>
</tr>
<tr>
<td>SendPro C Lite, SendPro C, SendPro+, Models with 2H00 and 8H00</td>
<td></td>
</tr>
<tr>
<td>150 double sheets</td>
<td>620-9</td>
</tr>
<tr>
<td>SendPro C Lite, SendPro C, SendPro+, Models with 2H00 and 8H00</td>
<td></td>
</tr>
<tr>
<td>300 perforated tape strips</td>
<td>625-0</td>
</tr>
<tr>
<td>SendPro C Auto</td>
<td></td>
</tr>
<tr>
<td>United We Stand™ Ad Patriotic tape sheets</td>
<td>613-9</td>
</tr>
<tr>
<td>SendPro C Lite, SendPro C, SendPro+, Models with 2H00 and 8H00</td>
<td></td>
</tr>
</tbody>
</table>
### United We Stand™ Ad Patriotic tape strips

**SendPro C Auto**

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>United We Stand™ Ad Patriotic tape strips</td>
<td>613-3</td>
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</table>

### Deluxe Cleaning Kit with Duster (canned air)

**SendPro C Auto**

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Deluxe Cleaning Kit with Duster (canned air)</td>
<td>CK0-3</td>
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</table>

### Small Cleaning Kit with Duster (canned air)

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Small Cleaning Kit with Duster (canned air)</td>
<td>CK0-2</td>
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</table>

### Office Equipment Cleaner

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Equipment Cleaner</td>
<td>CK0-4</td>
</tr>
</tbody>
</table>

### Small Business Cleaning Kit (without canned air)

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small Business Cleaning Kit (without canned air)</td>
<td>CK0-1</td>
</tr>
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</table>

### Supply Pack for SendPro C

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply Pack for SendPro C</td>
<td>516-1 (check PCN and description)</td>
</tr>
</tbody>
</table>

### Supply Pack for SendPro® C Auto

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply Pack for SendPro® C Auto</td>
<td>506-C (check PCN and description)</td>
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</table>

### Supplies for Workstation w1110 Label Printer

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Networked SendKit/w1110 Shipping Labels</td>
<td>6WB-F</td>
</tr>
<tr>
<td>Direct Thermal Labels 4&quot; x 6&quot; (6 rolls)</td>
<td>745-1</td>
</tr>
</tbody>
</table>

### Ink Cartridges

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0</td>
</tr>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>35 ml</td>
<td>793-5</td>
</tr>
<tr>
<td>SendPro® C Auto red fluorescent ink cartridge</td>
<td>45 ml</td>
<td>765-9</td>
</tr>
<tr>
<td>SendPro C super blue ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0SB</td>
</tr>
</tbody>
</table>
## Quick start guide

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SendPro C super blue ink cartridge</td>
<td>35 ml</td>
<td>793-5SB (Not in USA)</td>
</tr>
<tr>
<td>SendPro® C Auto0 super blue ink cartridge</td>
<td>45 ml</td>
<td>765-9SB</td>
</tr>
</tbody>
</table>

## Optional Accessories

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated scale</td>
<td>MP81</td>
</tr>
<tr>
<td>External USB scale with display</td>
<td>MP82</td>
</tr>
<tr>
<td>Backlit scale mounted graphical display for MP82 scale</td>
<td>MP00098</td>
</tr>
<tr>
<td>Backlit self-standing graphical tower display for MP82 scale</td>
<td>MP00099</td>
</tr>
<tr>
<td>External USB platform scale (15/30 lb.)</td>
<td>MT30</td>
</tr>
<tr>
<td>External USB platform scale (70 lb.)</td>
<td>MT70</td>
</tr>
<tr>
<td>2.0 4-port USB Hub</td>
<td>552-3</td>
</tr>
<tr>
<td>ID barcode scanner</td>
<td>1E02</td>
</tr>
<tr>
<td>Report Printer</td>
<td>1E50</td>
</tr>
<tr>
<td>Envelope drop stacker</td>
<td>HZ80001</td>
</tr>
</tbody>
</table>
# 2 - Connectivity information

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- Connecting to a hidden Wi-Fi network 44
- Deleting a Wi-Fi network 45
- Checking your network connection 46
- Checking the MAC address for wired and wireless networks 47
- Setting up a proxy server 49
Setting up a wired network connection

First, determine the connection type:

1. Tap the Settings icon in the 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 cord.
4. Wait 2 minutes. The screen should turn off after 10 seconds.
5. Plug the power cord back in, ensuring that it is plugged directly into a wall outlet.
6. Quickly tap and release the power button to turn the device back on.
7. Tap the Settings icon in the 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 device. 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 device.
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:** If your device's model number is 8H00 or 9H00 it 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 (Wi-Fi) network connection**

1. Tap the **Settings** icon on the toolbar.
2. Tap **Wi-Fi** in the Device & Network section.
3. Choose your Wi-Fi network from the list. If your Wi-Fi network is hidden, tap **Add Network** to add it.
4. Enter your Wi-Fi 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 **Manual** in the Proxy drop down.
     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 icon on the 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

If you don’t want your device to automatically connect to a network, or you need to resolve a wireless network issue, you can delete that network.

1. Tap the **Settings** icon on the toolbar.
2. Tap **Wi-Fi** in the device & Network section to see a list of available networks.
3. Tap on the network you wish 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 Envelope Printing and Trackable Labels applications.

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

Your machine contains two MAC address; however, it will only be using one MAC address, depending on your chosen connection method.

**Wireless:**
1. Tap the **Settings** icon in the toolbar.
2. Tap **Wi-Fi**.
3. The MAC address appears above the list of wireless networks.

**Wired:**
1. Tap the **Settings** icon in the toolbar.
2. Tap **Wired (Ethernet)**.
3. Tap **Check Network**. The "Checking Network Connections" screen displays. When the test completes, tap **View Details** in the "Connected to wired network" box.

![Checking Network Connections](image)

The MAC address displays:

![Wired Network](image)

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** icon in the 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 device) and a larger-scale network (such as the internet). Proxy servers provide increased performance and security.

1. Tap the Settings icon on the toolbar.
2. Tap the Wi-Fi or Wired (Ethernet) option 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 the arrow next to Proxy, then 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 device 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 wish 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. This may be case sensitive for some proxy servers.
   b. Enter the Proxy Password. 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 Lite, SendPro C, SendPro+, SendPro C Auto 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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Using USPS Informed Delivery 54
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Creating or disabling the security PIN

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.

Create a security pin

1. Tap the Settings icon on the 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. Verify your PIN by entering it again.

Change or disable the security PIN

1. Tap the Settings icon on the 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. You will be prompted to enter the current security PIN for either option.

Manually lock your device

1. Tap the user profile icon in the upper right corner of the toolbar.
2. Tap Lock this device. The screen saver displays shortly after the "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**

When you install your device, you are prompted to enter the time zone and a location code. 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 device.

1. Tap the **Settings** icon on the toolbar.
2. Tap **Location & Time Zone**.
3. Enter the new Location Code. A list of location codes is provided with your scale, or you can view the **location codes list** online.
4. Enter the Time Zone.
5. Tap **Apply**.

**Adjusting display brightness**

Set the brightness of your display to suit your work space.

1. Tap the **Settings** icon on the 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.

**Managing your Pitney Bowes USPS Postage Funds**

Your device uses two separate postage accounts, one for shipping labels and one for envelope printing. The funds for one cannot be used for the other..

Pitney Bowes offers two ways to fund postage for USPS mailing (Envelope Printing) and USPS shipping (Trackable Labels) on your device: Purchase Power® (a bill-me-later option) or Reserve Account (a prepaid option). You must choose one payment method. You cannot use credit cards.
Using USPS Informed Delivery

USPS Informed Delivery allows you to preview your mail and manage your packages scheduled to arrive soon. Informed Delivery allows you to view greyscale images of the exterior, address side of letter-sized mailpieces and track packages in one application.

For more information on USPS Informed Delivery, go to the USPS Informed Delivery website.

1. To access USPS Informed Delivery:
   - Tap SendPro Apps on the Home screen, then tap USPS Informed Delivery, or,
   - Tap the Informed Delivery icon in the application drawer at the bottom of the Home screen.
2. Enter your USPS.com Username and password.
   - If this is the first time you are using Informed Delivery on your device you will be requested to verify your USPS account. Follow the prompts to complete the verification process.
Installing your SendPro C Lite, SendPro C, SendPro+

1. What's in the box.

SendPro C, Scale, Power cord, Printhead in package, Ink cartridge, LAN/internet cable, E-Z Seal, Tape sheets
2. Caution

   a. Do not connect the SendPro C to a power source yet.
   b. Be sure to grab the entire feeder and not just the flap.

3. Unpack SendPro C

   a. Remove all the packing materials from your machine.
4. **Install the printhead and ink cartridge.**
   a. Open the cover to access the ink carriage.
   b. Remove the packing tape from the ink carriage and open the guard.
   c. Unwrap the printhead and remove the protective strip.
d. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

e. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.

! Performing this step correctly is critical in preventing damage to the system.

f. Unwrap the ink cartridge and make sure you remove the silver foil strip from the ink cartridge.

g. Install the ink cartridge and close the guard.
h. Close the cover.

5. Connect the SendPro C Lite, SendPro C, SendPro+ to a power source and continue the installation

a. Connect your machine to a power source and turn on the power switch.
b. Wait for the system startup.... Then tap "Get Started" on the touchscreen and continue the installation steps. If you purchased a label printer, the installation process will guide you through installing it.

During the installation you will be prompted to enter the scale location code.

Related topics:

- Location codes for your scale
- SendPro C Lite, SendPro C, SendPro+ Installation Instructions.
Installing a scale

If you did not install a scale when you installed your device you can do it at any time later. Your device contains step-by-step installation instructions for compatible scales.

1. Tap the Settings icon on the 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 device 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** icon on the 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 the check box in front of any log that you wish to deselect.
5. Tap **Upload Selected Logs**.

![Upload Selected Logs](image)

6. Once the upload completes, an upload message bar appears at the bottom of the screen.
7. Tap **OK** or **Got It** 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.
4 - Creating Shipping Labels

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Creating a new sender address for shipping labels 70
Editing the sender address for shipping labels 71
Creating an international shipping label 71
Printing a USPS return shipping label 72
Printing a USPS scan form 72
Reprinting a USPS, UPS or FedEx shipping label 73
Canceling a UPS or FedEx shipping label 73
Getting a USPS refund for a shipping label 74
Signing in to and out of Trackable Labels

In order to create and print shipping labels you need to sign in to your shipping labels account. You can also prevent unauthorized printing of shipping labels by signing out of your account when you are away from your device.

Signing in

To sign in to the shipping label application, tap on the Trackable Labels icon on the Home screen. You are prompted to enter a name and password.

Signing out

1. To sign out of Trackable Labels, tap the user profile icon in the upper right corner of the toolbar.
2. Select Sign out.

Creating and printing a shipping label

Use Trackable Labels to get the best pricing, free tracking, and detailed delivery history for USPS package services. You can also send via UPS® or FedEx®. The packaging options and benefits are almost identical.
1. On the Home screen, tap **Envelope Printing**.
2. Tap the carrier you wish to use.
3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.
4. If cost accounts are enabled, you must select an account. If an account is already selected, verify that it is correct. To change or add the account, tap the **Cost Account** field and select an account.

5. Tap **Continue**.
6. Enter the recipient address manually, or tap the **Address book** icon to select one from the address book.

7. Tap **Continue**.
8. Tap a package type.
9. Enter the dimensions and weight of the package:
   - Tap each dimension and enter a value. Tap the green check mark when done.
   - If you have an attached scale, place the package on the scale and tap the **Weight** button. Tap **Scale** and the weight appears. Tap **Apply**.
   - If you do not have a scale, tap on the **Weight** button and enter the weight, then tap **Apply**.

10. Tap **Continue**.
11. Tap the service you wish to use.
12. To add additional services, tap **Add additional services**. If you are not adding any extra services, go to step 14.

13. Select the desired services and tap **Apply**.

14. To print the label, tap **Print**.
15. On the Label Options screen, tap **Format** and select the printer format.

16. (Optional) To print a sample label, tap **Print Sample**.
17. Tap **Print** again and the label prints.
   - If prompted, enter the Sender and Recipient's phone number (required for some services).
18. The carrier screen reappears.

**Creating a shipping label from the address book**

You can create a shipping label directly from an address you have selected in 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 wish to use for your label.
3. Tap on the address to open it.
4. Scroll down and tap **Print Trackable Label**.
5. Follow the steps for creating and printing a shipping label.

**Creating a new sender address for shipping labels**

If you need to ship from more than one address, you can add additional sender addresses to the address book.
Creating 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. Tap **Recipients** and select **Senders**.
3. Tap +.
4. Enter the sender information.
5. When complete, tap **Save**.

**Editing the sender address for shipping labels**

If you need to change a sender address, you can edit it in 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. Tap **Recipients** and select **Senders**.
3. Select the sender you wish to edit.
4. Tap the edit icon.
5. Make your changes and tap **Save**. You are returned to the address book.

**Creating an international shipping label**

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

**Important:** In order to print an international label, you need to connect your device to an A4 1E50 laser printer. You can also print an international label from your SendPro Online account using any A4 printer.

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. To enter the description, tap the **Add an item** button.
• Enter optional HS Tariff information if appropriate.
• Enter where the item was made.

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

• Select the necessary AES Exemption information. For further information, refer to the usps.com Postal Explorer.

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

Printing a USPS return shipping label

If you need to provide a label for someone to ship something back to you, you can create a return label.

1. Open the Shipping 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. Find your label in the list or by using the search box.
3. Tap on the shipment.
4. Tap Create Return Label.
5. 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 shipping label.

Printing a USPS scan form

You can use the USPS Shipment Confirmation Acceptance Notice (SCAN) Form 5630 to save time. Without SCAN Form 5630, the USPS needs to scan each individual shipping label. This can be time consuming if there are a large number of shipping labels. Instead of scanning each individual shipping label, SCAN Form 5630 can be scanned once, and every shipping label from that day will be uploaded to the USPS systems.

You can enable USPS scan form printing on your device.

1. Tap the Settings icon on the toolbar.
2. Scroll down to Shipping Settings, then tap Label Options.
3. Scroll down to Scan Form and Manifest Printing and tap on the **Enable scan form printing** box.
4. When you are ready to print a scan form, sign in to SendPro Online. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.
5. In SendPro Online, select **Print > USPS SCAN Form** from the menu at the top.

## Reprinting a USPS, UPS or FedEx shipping label

If a label does not print correctly, you can print it again.

1. Open the Shipping 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. All of the shipping labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. 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.
4. Tap on the shipment.
5. Tap **Reprint Label**. Follow the same steps as you do for creating and printing a shipping label.

## Canceling a UPS or FedEx shipping 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 Shipping 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. All of the shipping labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. 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.
4. Tap the shipment to open the details screen.
5. Tap **Void Label**. Select the box to confirm that you will not be using the label, then tap **Continue**.
Getting a USPS refund for a shipping label

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

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

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

1. Open the Shipping 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. All of the shipping labels are listed by date, the latest date appearing first in the list. The Date column corresponds to the date you purchased the postage.
3. 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.
4. Tap on the shipment.
5. Tap **Request Refund**.
6. Select the box to agree to the conditions, then tap **Continue**.

**Note:** Labels for First-Class Large Envelope do not bear a tracking barcode, and refunds cannot be requested for them via the SendPro C device. Sign in to sendpro.pitneybowes.com to request a refund for these transactions.
5 - Managing Shipping Labels

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Using SendPro Online to perform these tasks

You must perform the following Trackable Labels tasks using SendPro® Online instead of your SendPro C Lite, SendPro C, SendPro+ device. Using a browser on your PC, go to https://login.pitneybowes.com/sendpro. You can use your SendPro C device user ID and password to sign in to SendPro Online, or you can sign in to your PB account and go to SendPro Online from there.

Importing and exporting

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

Setting up and managing carriers

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

Printing

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

Cost accounting

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

Managing a multi-user subscription

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

### Using the shipping labels address book

The shipping label address book verifies addresses for all carriers thereby ensuring accurate deliveries.

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. Use this screen to add, edit or delete addresses within the book.

### About cost accounts for shipping labels

You can use cost accounts to keep track of how you are spending postage on shipping labels. You do this by assigning an account to each shipping label you create. You can also assign a cost account to each postage refill you perform.

You assign a cost account to a label within the Trackable Labels application while creating a shipping label.

To view all of your cost accounts:

- Tap **Cost Accounts** in the application drawer at the bottom of the Home screen, or,
- Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.

### Changing the default refill amounts for shipping labels

1. Tap the **Settings** icon on the toolbar.
2. Scroll to Shipping Settings.
3. Tap **Shipping Refills**.
4. Tap **Auto-refill Postage**.
5. Tap the box under Default refill amount for trackable labels.
6. Enter the amount.
7. Tap Apply.

Using cost accounts to charge back shipping label postage costs

You can assign the costs for a shipping label to an account when you create the label. In order to use cost accounts for label postage costs you need to turn on the cost accounts feature.

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

2. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen. If cost accounts are not enabled, you will see this screen.
3. To enable, tap the slider next to **Cost Account** and slide it to the right so that it turns blue.

![Cost Account Settings](image)

- If you wish to make sure every label is assigned an account, tap in the check box for **Require cost account for all shipments**.

4. Tap **Apply**.

Once you turn cost accounts on, you will need to have at least 1 cost account to print a shipping label.

**Turning on address autofill for Trackable Labels**

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 shipping labels.

To turn on address autofill:

1. Tap the **Settings** icon on the 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 shipping labels address book**

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. Search for an address by typing 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 wish to sort (by Full Name, Street, City ...)

**Note:** The maximum number of addresses that can be displayed in the shipping label address book is 1000.

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

### Adding new addresses to Trackable Labels address book

Use the Address Book application on your device to add single addresses, and SendPro Online to import multiple addresses.

**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 shipping label address book is 1000.

**To add multiple addresses:**

To import multiple addresses to the address book on your device, use SendPro Online. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro C user ID and password.
Deleting addresses from the Trackable Labels 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. Delete an address by tapping the address, and then tap the **Delete** icon.
3. In the next screen, confirm that you wish to delete the address.

Editing addresses in the Trackable Labels 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. Edit an address by tapping on the address and then on the **Edit** icon. Make your changes to the contact information and then tap **Save**.

Managing your shipping label cost accounts

Managing your Trackable Labels cost accounts includes:

- Turn on the cost accounts feature
- Adding a single cost account
• Modifying existing cost accounts

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.

### Adding a Trackable Labels cost account

Enter cost accounts individually in the Cost Accounts application.

1. Open the Cost Accounts screen:
   • Tap **Cost Accounts** in the application drawer at the bottom of the Home screen, or,
   • Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.

2. Tap the plus sign + in the upper left corner of the Cost Accounts screen.

3. 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.

4. (Optional) Enter a description of the account, up to 200 characters.

5. Tap Enter (green check mark) when done. You can use the same types of characters as for the account name.

6. Tap on the option button for **Active** or **Inactive**, whichever is appropriate for this account.

7. To make this the account that is automatically used for all Trackable Labels, tap the checkbox for **Make this my default Cost Account**.

8. Tap **Apply**.

To import or export multiple cost accounts, use SendPro Online. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.
Modifying a Trackable Labels cost account

You can activate or deactivate an existing account, make an account the default cost account, or modify the description for the account.

Note: You cannot delete an existing account.

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

2. Tap the cost account you wish to modify in the Cost Account screen.
3. Tap the Edit icon on the right side of the screen.

4. Tap the Active or Inactive option as appropriate.
5. To make this account the default, tap the check box for Make this my default Cost Account.
6. To change the description tap in the Description field and enter your changes.
7. Tap Apply when done with all your changes.

Refilling postage for shipping labels

Your device uses two separate postage accounts, one for shipping labels and one for envelope printing. The funds for one cannot be used for the other.

Before you begin:

Make sure that your device is connected to the internet.

- If you have a wired network connection, you will see the following connection icon in the toolbar:

- If you have a wireless connection, you will see the following connection icon in the toolbar:
If you see a line through the connection icon, it means that you are not connected and will not be able to refill your postage until you establish a network connection.

To refill your shipping labels postage account:

1. Tap the **Settings** icon on the toolbar.
2. Scroll down to **Shipping Refills**.
3. Tap **Shipping Refills**. The shipping label postage refill screen appears.

4. If you have enabled cost accounts for Trackable Labels, you must select a cost account. Tap on the **Select Cost** button and choose an account from the drop-down list.
5. Tap the **Refill Postage** button on the upper right corner of the screen.
6. Use the numeric keypad hat appears to enter the amount you wish to refill.
7. Tap **Refill Postage**. When complete the updated shipping label postage amount appears.
8. Tap the **Home** icon in the upper right corner of the global toolbar to return to the Home screen.

To view your shipping label postage refill history, sign into your SendPro Online account and export a postage history report.

**Setting an alert when shipping label postage refill is pending**

Arrange to have your device alert you when a shipping label postage refill is pending.

In order to set up the alert you must also define a minimum postage threshold amount.

To refill your shipping labels postage account:
1. Tap the **Settings** icon on the toolbar.
2. Scroll down to **Shipping Refills**.
3. Tap **Shipping Refills**. The shipping label postage refill screen appears.

```
Settings

Application Settings
Carriers
Postage Refills
Personal Settings
Label Options
Email Notifications
Return Labels
Plans & Subscriptions
About

Auto-refill Postage

Set minimum postage threshold amount

$6.70

Add this postage amount

$10

Prompt me before auto postage refill is set to occur

Assign this amount to a Cost Account

Select Cost

Save
```

4. Scroll down on the screen until the Save button is visible.
5. Verify that the minimum postage threshold amount is correct. If not, tap on the amount and enter the correct value.
6. If you have enabled cost accounts for Trackable Labels, you must select a cost account. Tap on the **Select Cost** button and choose an account from the drop-down list.
7. Tap the **Prompt me before auto postage refill is set to occur** box.
8. Tap **Save**.
9. Tap the back arrow on the toolbar to return to the Home screen.

**Setting up your FedEx account**

In order to use the FedEx carrier for Trackable Labels, you need to set up your FedEx account using SendPro® Online. You cannot set up a FedEx account on your device. In your web browser, go to [https://login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) and sign in with your SendPro C user ID and password.

Once you have set up your FedEx account using SendPro Online, you can view and modify your account information on your device.

You can also take advantage of FedEx SmartPost® which is a delivery service provided by FedEx for low-weight packages that allows you to select a USPS facility for the final delivery by a postal carrier.

**Important**: Be sure to contact FedEx to see if this service is available for your FedEx account.
1. Tap the **Settings** icon on the toolbar.
2. Scroll down to **Shipping Settings**.
3. Tap **Carrier Settings**.
4. Tap the **Manage** button next to FedEx on the right side of the screen. The Manage FedEx Account screen appears.

![Manage FedEx Account](image)

5. To use this as your default FedEx account, tap the **Make this my default FedEx account** box.
6. If your account includes SmartPost and you wish to use this service, tap the **My account includes SmartPost** box.

![Manage FedEx Account](image)

7. Tap the **Select Hub Id** button and select the appropriate carrier location from the drop-down list.
8. Tap **Apply** to confirm and save your selection.
Setting up your UPS account

In order to use the UPS carrier for Trackable Labels, you need to set up your UPS account using SendPro® Online. You cannot set up a FedEx account on your device. In your web browser, go to https://login.pitneybowes.com/sendpro and sign in with your SendPro C user ID and password.

Once you have set up your UPS account using SendPro Online, you can view your account information on your device.

1. Tap the Settings icon on the toolbar.
2. Scroll down to Shipping Settings.
3. Tap Carrier Settings.
4. Tap the Manage button next to UPS.

Setting up default printing options

Define the print options for your shipping labels. This includes the label size and whether to print the cost on the label. You can also choose to print a receipt or enable scan form and manifest printing.

1. Tap the Settings icon on the toolbar.
2. Scroll down to Shipping Settings.
3. Tap Label Options.
4. To print the cost on the shipping 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
7. To enable USPS scan form and manifest printing, tap the check box for Enable scan form printing. Enter the ZIP code for the location from where you are shipping on the line provided. Refer to Printing a USPS scan form for more information on scan forms.

Managing email notifications for Trackable Labels

You can use automated email notifications to track shipments and know when they’ve been delivered. You can also get notified when a shipping label refund has been issued. There are three types of notifications:
- **Tracking Number Email**: Emails a tracking number for each new shipping label automatically.
- **Shipment Delivery Email**: Emails a delivery confirmation for each new shipping label automatically.
- **Refund notifications**: Emails a confirmation each time a label refund is credited to your postage balance.

1. Tap the **Settings** icon on the 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.
5. To receive an email when a label refund is credited to your postage balance, scroll down and enter the email address on the line for **Email address** in the Email Confirmation for Postage Refund section.

6. *(Optional)* To customize the subject for each email type, enter the subject in the Customize the email subject line field.

### Setting the default address for USPS return labels

You can set the recipient’s address you wish to use every time you create a USPS return label.

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

Determining how you spend your Trackable Labels postage

You can see where you are spending your postage by viewing the Shipment Report. This report includes a list of all of the shipping labels you have created along with their carriers and the amounts of postage.

1. Tap the Settings icon on the toolbar.
2. Scroll down to Shipping Settings.
3. Tap Shipment Reports.
4. To list by cost accounts, tap the menu button next to All Shipments column and select Summary by Cost Account.

Removing funds

Your device has a different accounts for the Envelope Printing application and the Trackable Labels. Funds must be removed from each account separately.

To remove funds from one or both of your accounts, call Pitney Bowes support at 1-877-822-0996.
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6 - Printing on envelopes

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Printing postage on envelopes

The Envelope Printing 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.

To open the Envelope Printing screen, tap **Envelope Printing** on the Home screen.

On this screen, you can:

1. View the balance of funds you have remaining in your device.
2. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
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, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

9. Tap the mode you wish to use:
   - **Date and Time Stamp**
   - **Date Correction**
   - **Graphic Only**
   - **Postage Correction**
   - **Postage Printing** - Printing postage on an envelope is the default mode.
   - **Seal Only** - Bypass all printing

### Checking the postage available for printing envelopes

You can check your postage balance for Envelope Printing on your device at any time.

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

To view the amount available for postage in your Reserve or Purchase Power account:

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
Refilling postage for printing on envelopes

Refill your postage funds for printing postage on envelopes as soon as you receive a message that your available funds are getting low.

Your device uses two separate postage accounts, one for shipping labels and one for envelope printing. The funds for one cannot be used for the other.

Before you begin

Make sure that your device is connected to the internet.

- If you have a wired network connection, you will see the following connection icon in the toolbar:

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

If you see a line through the connection icon, it means that you are not connected and will not be able to refill your postage until you establish a network connection.

To refill your envelope printing postage:

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the amount of postage you wish to add.
5. Tap **Refill Mail Postage**.
6. If you wish to view or print a receipt, tap **View Receipt**.
7. Tap **Done**.
8. Your updated postage balance is displayed on the Envelope Printing screen.
Using accounts to charge back envelope printing costs

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

The printing postage on envelopes application uses a multi-level account structure and is separate from the shipping label cost accounts.

If you are using accounts for printing postage on your device, you must select an account when applying postage to an envelope.

1. Tap **Envelope Printing**.
2. Tap **Account**.
3. Tap the account you wish to use for your mail.

Sending a First-Class letter envelope

First class mail is an economical way to send mailpieces through the USPS. You can send standard postcards, letters and large envelopes and small packages up to 15.99 ounces.

1. On the Home screen, tap **Envelope Printing**.
2. If you have the accounting feature enabled, tap **Account** and select an account. If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Retail Metered** for a First-Class mail envelope.
6. Tap **Letter**.
7. Select any special services you wish to use.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears in the weight button on the screen.
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.
**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.

---

**Sending a large First-Class® envelope**

Before you select a rate for a large envelope or flat, you need to determine whether the mailpiece you are sending is classified as a letter or flat (large envelope) according to the USPS.

If your mailpiece weighs more than 3.5 oz, the device automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a flat, you need to manually select Large Envelope when you choose the class.

To determine if your mailpiece meets all of the criteria for a flat (dimensions and weight), use the Postal Advisor app.

To open the Postal Advisor:

- Tap **Postal Advisor** in the application drawer at the bottom of the Home screen, or,
- Tap **SendPro Apps** on the Home screen, then tap **USPS Postal Advisor**.

The Postal Advisor also provides information for multiple types and classes of mailpieces, including postcards, letters, and parcels.

**Weigh the mailpiece and measure the dimensions**

1. Tap **Envelope Printing** or **Print on Envelopes** on the Home screen to open the Envelope Printing screen.
2. If you have the accounting feature enabled, tap **Account** and select an account. If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Place the mailpiece on the scale. The weight is displayed in the weight button on the screen. You can also weigh the mailpiece using any external postal scale.

![Postal Scale Display](image)

4. Measure and record the dimensions of the mailpiece.
5. Tap the **Home** icon on the toolbar to return to the Home screen.
6. Tap the double-headed arrow on the right side of the application drawer at the bottom of the screen.
7. Tap the **Postal Advisor** icon.
8. Tap **Flats**.
9. Tap the **Physical Characteristics** tab and see if your mailpiece is within the weight and size limits.

If the mailpiece is less than 3.5 oz, but has the dimensions of a flat:

1. Tap the **Home** icon in the toolbar.
2. Tap **Envelope Printing** or **Print on Envelopes**.
3. If you have the accounting feature enabled, tap **Account** and select an account.
4. Tap **Class**.
5. Tap **Start Over** to display a list of all the available classes.
6. Tap **First-Class Retail Metered** for a First-Class mail envelope.
7. Tap **Large Envelope**.
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.
    If the envelope is too thick to go through the feeder, print the postage on a tape and apply the tape to the large envelope or flat.
Sending Certified Mail

Certified Mail is a USPS service that provides you with proof of mailing by sending you a receipt once your mailpiece arrives at its destination.

Not all extra services like Certified Mail are available for all classes and only certain services can be combined.

To find out more about Certified Mail, open Postal Advisor:

- Tap Postal Advisor in the application drawer at the bottom of the Home screen, or,
- Tap SendPro Apps on the Home screen, then tap USPS Postal Advisor.

To send Certified Mail:

1. Tap Envelope Printing on the Home screen.
2. If you have the accounting feature enabled, tap Account and select an account. If your device’s model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap Class.
4. Tap Start Over to display a list of the available classes.
5. Tap a class that can be combined with Certified Mail (for example, First Class or Priority Mail).
6. Tap the mailpiece type (for example, letter or large envelope).
7. Select Certified and tap Apply.
8. Depending on the type class and type of mailpiece:
   - Enter the destination ZIP Code and tap Apply
   - If you’re using E-Certified, enter the Mailer ID and tap Apply.
9. Enter the barcode from the label and 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.
11. Place the green Certified Mail label (USPS Label 3800-N) on the mailpiece.

Sending an international letter

Use this process if you need to send mail from the United States to a different country.
1. On the Home screen, tap **Envelope Printing**.
2. If you have the accounting feature enabled, tap **Account** and select an account. If your device's model number is 8H00 or 9H00 and if you have only a single account, once you select that account the device will remember that account the next time you start Envelope Printing.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Mail Intl Retail** for a First-Class mail envelope.
6. Tap **Letter**.
7. Tap in the **Country** field and use the keypad to enter the destination country.
8. Select any special services required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears in the weight button on the screen.
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.

**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 a future date

If you miss today’s mail pickup, you can print your postage with a future date.

1. On the Home screen, tap **Envelope Printing**.
2. Tap the date. The calendar is displayed.
3. Tap **Tomorrow** or **Another Date**, depending on the date you wish to print.
4. When you see the future date highlighted on the calendar, 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.

**Important:** The date on the postage should match the date when your mail goes to the post office. Your device automatically advances the printed date on the device stamp (as well as its internally held date) when the system time reaches 5:00 PM. This time cannot be changed.
Omitting the date from Envelope Printing

If you wish to use a pre-printed return envelope, card, or label on which the postage is prepaid, you must print the postage without a date.

This feature is only available for Meter Reply Mail with First-Class Retail Metered classes that include Letter, Non-Machinable Letter, Large Envelope, and Postcard.

1. On the Home screen, tap **Envelope Printing**.
2. Tap on the date to display the calendar.
3. Tap **No Date**.
4. Tap **Apply**.
5. Place the envelope on the deck to print the postage with no date.

Related topics

- Finding the Product Code Number (PCN) and serial number on page 8

Printing additional postage

If you do not have enough postage on an envelope, you can add more postage directly on a blank area on your envelope or you can print the additional postage on a tape.

1. On the Home screen, tap **Envelope Printing**.
2. Scroll down and tap **Print Mode**.
3. Tap **Postage Correction**.
4. Tap **Apply**.
5. Tap the postage amount.

![Postage screen](image)

6. Use the keypad to enter the additional postage amount.
7. Tap the check mark when done.
8. Turn your envelope over to the blank side.
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. The word "Correction" is printed on the postage mark:

![Correction postage](image)

### Re-dating your mail

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

1. On the Home screen, tap **Envelope Printing**.
2. Scroll down and tap **Print Mode**.
3. Tap **Date Correction**.
4. Tap **Apply**.
5. Tap on the date.
6. Tap **Tomorrow** or **Another Date**, depending on the date you need.
7. When the new date is highlighted on the calendar, tap **Apply**.
8. Turn the envelope over to the blank side.
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.
10. The word “Redate” appears on the newly printed postage mark on the back of the envelope.

### Using USPS special services

You can select additional services for your mailpiece or package. These include Certified Mail, Insured Mail, Delivery Confirmation, Registered Mail and more. The number and types of services available depend on the class of mail.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you wish to use. Sub-classes are displayed when available for the selected class. 
   - For some classes, you must select the type of mailpiece. For example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
5. Select any special services you wish to use.
6. Enter a ZIP code if required.
7. For some classes, you are prompted to either scan or manually enter the Electronic Certified barcode from your label, and then to attach your label to your envelope or package.
8. Tap **Apply**.

### Entering the weight manually when printing postage on envelopes

You can enter the weight of a mailpiece when you know its weight and you are not using the integrated weighing platform.
1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.

3. Tap **Manual**.
4. Tap the **pounds** option and enter the pounds.
5. Tap the **ounces** option and enter the ounces.
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.

### Using the weighing platform when printing postage on envelopes

Use your device to weigh your mailpiece and calculate the correct postage for you.
Print on envelopes

1. On the Home screen, tap **Envelope Printing**.
2. Tap the **weight** button.

![Image of a scale with a envelope on it.]

3. Tap **Scale**.
4. Place the envelope on the weighing platform. You must do this before the next step or else the Apply button will remain inactive.
5. Tap **Apply**.
6. Tap **Class**.
7. Select the class. 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.

Sealing the envelope only, bypass all printing

You can seal an envelope without printing postage or anything else on it.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Print Mode**. You may need 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.
Sealing envelopes

You can seal envelopes whether you are printing postage on the envelopes or only sealing the envelopes (no postage).

1. Check the level of sealing solution 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 or replace the moistener brush and wick.

Zeroing the scale

Zeroing the scale sets the weight with nothing on the scale to zero.
1. On the Home screen, tap **Envelope Printing**.
2. Tap the **weight** button.

![Image](image-url)

3. Ensure that nothing is on the scale.
4. On the Weighing Method screen, tap **Scale**.
5. Tap **Zero Scale**.
6. Tap **Cancel** to return to the Envelope Printing screen.

---

## Adding insurance to your mail

You can purchase insurance for your mailpiece to protect against loss, damage or missing contents. The insurance covers only the actual value of the mailed contents.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Class**. If this is the class you need, tap the **Insurance** box, enter the amount, and tap **Apply**. If you need another class, go to step 3.
3. If you need a different class:
   a. Tap **Start Over** and select a new class and any special services you need. When you are finished adding special services, tap **Apply**.
   b. Tap the **Insurance** box, enter the amount, and tap **Apply**.
4. To confirm, 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.
Sending mail using Electronic Return Receipt (ERR)

Tracking services are available when you use the weighing platform or Manual Weight entry method. The following steps are based on using Priority class and the Electronic Certified service with Electronic Return Receipt (ERR).

In order to use ERR, you must submit Form 5053, Bulk Proof of Delivery to the USPS. You will then be provided with a 9-digit USPS Mailer ID. You need to enter this number when using ERR. The following procedure is an example of how to use ERR.

1. On the Home screen, tap Envelope Printing.
2. Place the envelope or package on the scale.
3. Tap Class. If Priority Mail Retail is not the current class, tap Start Over, then select Priority Mail Retail from the list of classes.
4. Tap Envelope or Package.
5. Enter the ZIP Code, then tap Apply.
6. Tap the Electronic Certified box.
7. Tap the Electronic Return Receipt box.
8. Tap Apply.
9. Enter the barcode number from your USPS PS Form 3800 using the keypad, or use the optional barcode scanner. The barcode number should start with a 94.
10. When prompted to apply the barcode label on the envelope, tap Continue. The barcode appears in the Class section of the screen.
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.

Getting a USPS refund for damaged or incorrectly printed mail

Once you print a meter impression (or indicia), the postage amount is deducted from the funds on your device, even if the printing is illegible. Therefore it is important to:

- Ensure that the correct value displays before printing postage.
- Ensure that the ink level does not get too low. Recommended: Always have a spare ink cartridge available.

For up-to-date refund guidelines, refer to the USPS postal website.
Postage device indicia is eligible for a refund if it is complete, legible, valid, unused and printed on unmailed envelopes, wrappers, or labels made in accordance with USPS DMM 604.9.3.4. This includes:

- Postage printed on the back (versus the front) of a letter
- Only a portion of the postage printed, or postage is not legible
- Too much postage was printed on the item
- Not enough postage was printed on the item
- Incorrect date on the device
- Incorrect information (street name, street number, city, etc.)

Your refund request must include:

- a completed USPS Form 3533
- proof that the person requesting a refund is an authorized user of the device
- unused meter indicia

You must submit your refund request within 60 days from the date shown on the indicia to your local Post Office.

For all indicia except those produced by PC Postage systems, you must submit the indicia to the licensing Post Office.

- The Postal Service™ refunds 90% of the face value on the indicia if the total is $500 or less.
- If the total face value is more than $500, the charge is $50 per hour for the actual hours to process the refund, with a minimum charge of $50.

**Adding a graphic to your envelope or tape**

Your device 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.

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

1. Weigh your envelope, select a class, and select any special services required.
3. Select the graphic you wish to use.
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.

To remove a graphic:

1. Tap the current graphic to deselect it.
2. Tap **Apply**.

### Printing a graphic on your envelope without printing postage

Use graphics to promote and strengthen your brand or convey a special message or greeting.

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

### Adding an inscription to your envelope

Inscriptions are added automatically when you select certain classes of mail. This feature saves you time and helps you always use the correct inscription.

For example, if you select First Class, then the First Class inscription appears automatically on the Envelope Printing screen, and it prints on the envelope.

### Printing only the date and time on your envelope

You may want to print only date and time on incoming mail or sensitive documents, or include a graphic or message on an envelope that already has postage applied.
1. On the Home screen, tap **Envelope Printing**.
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.
# 7 - Managing Printing on Envelopes

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Confirming your meter update

To check if you have the latest rates for Envelope Printing:

1. Locate your Product Code Number (PCN) and 7-digit serial number. Refer to Finding the Product Code Number (PCN) and serial number on page 8.
3. Select your PCN from the menu, and enter the serial number in the field provided.
4. Click Confirm Meter Update.

Changing the default refill amounts for printing postage

There are two ways to change the default refill amount:

From the Home Screen:

1. Tap the Settings icon on the 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 printing postage transactions

Automatic upload of your postage printing transactions

- Your device automatically uploads your postage printing transactions at least once during the day and once after hours.
- If you lock your device or turn it off for any extended period of time, it automatically uploads your transactions when you power it up again.
- If you see the message "Sync Transaction Data" or "Sync USPS Transaction Data", it means you need to upload your transactions.

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

Manual upload of your postage printing transactions

1. Tap the **Settings** icon on the toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap **Sync Transaction Data** or **Sync USPS Transaction Data**.
   - A series of messages appears on your display, starting with "Preparing Transaction Data" followed by "Sending Transaction Data".
   - Once the upload is complete, the message "Transaction Data Sent".
   - The message "No Sync Required" appears if there are no new transactions to upload.

Clearing or resetting the number of mailpieces sent

Make certain that you wish to delete the piece count information. Once you do so, you cannot restore the deleted data.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Pieces**.
3. Tap **Reset Counter to 0**.
Performing USPS postal inspections for Envelope Printing

When a postal inspection is required, you are notified automatically by the message on the Envelope Printing home screen: "Inspection Due. Perform a balance inquiry or a refill".

1. If accounting is enabled, you must first tap Account and select an account.
2. Tap Balance Inquiry or Refill Postage to fulfill the inspection requirements.

Updating postal rates or software for printing on envelopes

Automatic updates

Your device updates postal rates and software automatically.

Keep your device 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. Select Rates and Updates:
   a. Tap Rates and Updates in the application drawer at the bottom of the Home screen, or
   b. Tap SendPro Apps, then Rates and Updates.
2. If new rates are available your device downloads and installs updates. When you update your new rates prior to the effective date, you see this message:

![Image 1]

When your new rates take effect (on or after the effective date), you see this message.

![Image 2]

Note: Prices and dates are used for reference only. These prices and dates may change with each postal change.

Manual software updates

1. Select Rates and Updates:
   - Tap Rates and Updates in the application drawer at the bottom of the Home screen, or,
   - Tap SendPro Apps, then Rates and Updates.
2. If new rates are available your device downloads and installs updates. When you update your new rates prior to the effective date, you see this message:

When your new rates take effect (on or after the effective date), you see this message.

**Note:** Prices and dates are used for reference only. These prices and dates may change with each postal change.

**Confirm the effective date for postal rates on your device**

You can check to see if you have downloaded the latest rates for each postal class on your device.

1. Tap Envelope Printing.
2. Tap **Class**.
3. Tap **Start Over** to display a list of all the available classes.
4. Tap the information icon (i) next to the class you wish to check, for example First-Class Retail Metered. The rate change information displays for the class.

Viewing the total spent on printing postage

You can view the total amount you have spent on postage refills and the total number of pieces printed.

1. Tap the Settings icon on the 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 and the number of pieces printed.

Viewing the Envelope Printing postage refill history

You can view a report showing all of your past postage refills.

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.

### Setting low funds warning for printing postage

Set up your device to warn you when your available funds for printing postage reach a certain amount. Use this warning as a reminder to add more postage to your device.

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 on the numeric keypad to remove the existing amount.
6. Enter your threshold amount.
7. Tap **Apply**.
8. Tap the back arrow button to return to the Envelope Printing screen.

### Setting up a mailer ID

Your mailer ID is a 9-digit number that is required when using Electronic Return Receipt (ERR). To get your mailer ID, submit Form 5053, Bulk Proof of Delivery to the USPS.

1. Tap the **Settings** icon on the toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap **Mailer ID**.
5. Enter the 9-digit number using the keypad. If you do not have a Mailer ID, see **Obtaining a Mailer ID from the USPS**.
6. Tap **Apply**.
Updating the ZIP code

The ZIP code printed by your postage meter should be either your ZIP code or the ZIP code of the post office picking up your mail. If your machine prints an incorrect ZIP code, a new one must be downloaded.

This issue must be resolved by a Pitney Bowes representative. Contact technical support for assistance.

Managing accounts for printing postage

Managing accounts for printing postage includes:

- Creating new accounts
- Editing existing accounts
- Deleting an account
- Turning account passwords on or off

Envelope Printing uses a multi-level account structure, allowing you to create up to 25 accounts.

Multi-level Envelope Printing accounts

You can have up to 25 accounts. Extra accounts are available, depending on your subscription.

The Envelope Printing accounting structure is based on three levels:

- account,
  - sub account
  - sub sub account

Your account names can contain up to 75 characters for each level plus separators (227 characters total).

When multiple account levels are created:

- Only the lowest level of the account hierarchy is chargeable. This means that transactions can only be posted to the lowest level account.
The accounts are linked (account-sub account, or account-sub account-sub sub account). The linked accounts become a set and are treated as a single separate account, with one account number and one password.

- The top level account number and password are rolled down to the first sub account that you create.
- When you add a second sub account to this top level account, you create a new linked set of accounts with a separate account number and password.

Depending on your requirements, you can structure your accounts in single or multiple levels. For example, you can divide a top level department (account) into two additional sub sections.

- **Account** - When you create a top level account with no sub accounts, you charge postage funds and pieces to the top level account. This account gets charged for postage because it does not have subordinate (sub or sub sub) accounts.

  *Example:*

  Account - **Engineering**

- **Sub account** - If you create sub accounts for a top level account, the sub accounts become the lowest level in your account hierarchy. Postage gets charged to the sub accounts.

  *Example:*

  Account - Engineering; Sub account - **Software**
  Account - Engineering; Sub account - **Industrial Design**

- **Sub sub account** - If you create sub sub accounts for sub accounts, the sub sub accounts become the lowest level in your account hierarchy. Postage gets charged to the sub sub accounts.

  Example:

  Account - Engineering; Sub account - Software; Sub sub account - **Software Testing**
  Account - Engineering; Sub account - Software; Sub sub account - **Software Design**
  Account - Engineering; Sub account - Industrial Design; Sub sub account - **Graphics and Layout**
  Account - Engineering, Sub account - Industrial Design, Sub sub account - **User Friendly Testing**
Turning account passwords on or off for printing postage

You can protect each account from unauthorized access by turning account passwords on.

1. Tap Envelope Printing on the Home screen.
2. Tap Account.
3. To access the manage Accounts screen, tap the Preferences icon in the upper right corner of the screen.
4. Tap Manage Accounts.
5. The Manage Accounts screen opens.

- Tap **Turn account passwords on** if account passwords are disabled and you wish to turn them on. Tap **Ok**.
- Tap **Turn account passwords off** if account passwords are currently enabled and you wish to turn them off. Tap **Ok**.

6. Tap the back arrow on the top left side of the screen to return to the list of accounts.

7. Tap **Cancel** to return to the Mail screen.

---

**Creating an account for printing postage**

1. Tap **Envelope Printing**
2. Tap **Account**. A list of all available accounts is displayed.
3. Tap the **Preferences** 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 **Done**.
10. Press the back arrow at the top of the screen to return to the account list.

**Editing a printing postage account**

You can view or edit your accounts, sub accounts, and sub sub accounts.

**Important:** Once you charge postage to an account, you cannot change the account name or code, and you cannot delete the account.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the Preferences icon in the upper right corner of the screen.
4. Tap **Manage Accounts**.
5. Tap **Edit account**.
6. Tap to select an account.
7. Select **OK**.
8. Make your changes:
   - Edit the account name, code, description, status or password
   - Set your account status to 'inactive' to prevent anyone from charging transactions against this account.
9. 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.
10. Tap **OK** to return to your Accounts screen.
11. Tap the back arrow to return to your list of accounts.
12. Tap to select an account. To return to the Mail screen without changing your account selection, tap **Cancel**.
Deleting a printing postage account

When you delete an account, sub account or sub sub account, you remove its data completely. Make sure you do not need the accounts data before you delete an account.

Important: Once you delete an account, the data cannot be recovered. If you have charged transactions to an existing account, you cannot delete the account.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the Preferences icon in the upper right corner of the screen.
4. Tap **Manage Accounts**.
5. Tap **Delete account** to display a list of available accounts.
6. Tap to select the account you wish to delete.
7. Tap **OK**.
8. Tap **Yes, delete account** to confirm that you wish to remove an account.
9. Tap **OK**.
10. Tap the back arrow at the top of the screen to return to the list of accounts.
11. You can select an account from the list by tapping on it. To return to your Mail screen without changing your account selection, tap **Cancel**.
8 - View Print Reports

In this section

- Printing a receipt when refilling postage for Envelope
- Printing a report for the number of mailpieces sent
- Viewing the total spent on printing postage
- Viewing the Envelope Printing postage refill history
- Printing a funds report for postage printing
- Running postage printing account reports
- Emailing a postage printing account report
- Setting the postage printing account report period
- Setting the postage printing account report preferences
- Viewing and creating a shipping report
- Viewing and creating a USPS shipping label refund report
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.

To view past receipts for postage refills, tap the History & Reports icon in the application drawer and open the Refill History report.

Viewing the total spent on printing postage

You can view the total amount you have spent on postage refills and the total number of pieces printed.

1. Tap the Settings icon on the 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 and the number of pieces printed.

Viewing the Envelope Printing postage refill history

You can view a report showing all of your past postage refills.

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

If you need a report showing the total number of pieces sent, print a funds report.
1. On the Home screen, tap **Envelope Printing**.
2. Tap the **Pieces** button in the Mail screen.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. A funds report prints showing the total number of pieces sent.
6. Tap the back arrow to return to the Envelope Printing screen.

![Funds Report Image]

**Printing a funds report for postage printing**

The funds report provides the following information about your device:

- **Used**: The total amount used over the lifetime of the device.
- **Available**: The amount currently available to print.
- **Total Pieces**: The total number of mailpieces run over the lifetime of the device.
- **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 device.
- The date and time the report was printed.

To print a funds report:

1. On the Home screen, tap **Envelope Printing**.
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 device.
Running postage printing account reports

You can print accounting reports for a specific account or for all accounts over various time periods.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Account**.
3. Tap the menu icon.
4. Tap **Manage Accounts**.
5. Tap the **Reports** link in 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 to you wish to identify the accounts.
7. Set the report period.
8. Tap **View & print reports**.
9. Tap to select a report.
10. Tap **Next**.
11. Choose what to do with the report:
    - To view the report on the screen, tap **View Report**.
    - To save the report under a new name, delete, print, or email the report, tap **Actions**. In order to print a report, you need an optional 1E50 Report printer.

Emailing a postage printing account report

You can email the postage printing account report to any email address you choose.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Account**.
3. Tap the menu icon.
4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. Tap **View & print reports**.
7. Tap the option button in front of the report to select it.
8. Tap Next.
9. Tap Actions or View Reports at the bottom of the screen.
10. Tap Email Report.

![Image of the Email Report option]

11. Tap in the Please enter the recipient mail address box and enter the recipient's email address.

![Image of the email address input field]

**Note:** The email address you enter will remain until you turn off and restart the device.

12. Tap the file type you wish to send: **xlsx** (Excel), **csv** (comma-separated values), **pdf** (Portable Data Format).
13. Tap Send. The report will be sent by (received from) no-reply@pb.com.
Setting the postage printing account report period

When creating and printing an account report you need to define the reporting period by setting the start and end dates for the report.

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Account**.
3. Tap the menu icon.
4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
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.
   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. (Optional) 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. Tap **OK** to return to the Reports screen.

Setting the postage printing account report preferences

The postage printing account report preferences determine whether accounts are identified by Name or Code and what level of accounts are reported on (Account, Sub account or Sub sub account).

1. On the Home screen, tap **Envelope Printing**.
2. Tap **Account**.
3. Tap the menu icon.

4. Tap Manage Accounts.
5. Tap the Reports link in the Accounts section.
6. Tap Preferences.
7. Tap to select how accounts should be identified: by Name or by Code.
8. Tap to select the account level you wish to report on: Account, Sub account or Sub sub account.
9. Tap OK to return to the Reports screen.

Viewing and creating a shipping report

You can view and print all of the shipping labels you’ve created on your device. The History screen provides a line-item summary of your past shipping labels, with the Date, Recipient, Carrier, Tracking Number (USPS), Status, and Label Amount.

The maximum number of shipping labels you can view for any date range is 200.

1. Open the Shipping 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. By default, all of the shipping labels you’ve created are listed. To change how the list is sorted, tap on the menu icon next to All Shipments and select your preferred option.
3. To view the details of a specific shipping label, tap on the shipment.
   • The details screen shows the sender and recipient address, the cost account, purchase date, and package type.
   • You can also use this screen to reprint the label, request a refund (USPS), void the label (UPS and FedEx), or create a return label (USPS).
4. (Optional) To create an email report of all the shipments:
   a. Tap Create Report.
   b. Enter the email address. Tap the green check mark to complete the entry.
   c. Tap Email Report.
   d. You will receive an email with an attached .csv transactions history file.
Viewing and creating a USPS shipping label refund report

You can view and print all of the USPS shipping label refunds you've requested on your device.

1. Open the Shipping 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 on the menu icon next to All Shipments and select USPS Label Refund History.

3. All of the USPS labels appear on the screen. To view the details of a specific shipping label refund, tap on the shipment.
   - The details screen shows the sender and recipient address, the cost account, purchase date and the package type.
4. (Optional) To create an email report of all the USPS shipping label refunds:
   a. Tap Create Report.
   b. Enter the email address. Tap the green check mark to complete the entry.
   c. Tap Email Report.
   d. You will receive an email with an attached .csv transactions history file.
9 - Mail Machine Maintenance

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Printing a test pattern

Printing a test pattern lets you see if the print head is functioning properly or if you have enough ink in the cartridge.

1. Tap the **Settings** icon on the 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.

![Good Test Print](image1)

![Bad Test Print](image2)
Important: If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.

Installing the ink cartridge

Your device uses ink from the ink cartridges during normal maintenance cycles. You must maintain adequate ink supply in all of the cartridges to keep the system in optimal working condition. Replace your ink cartridges, printhead and other similar printing consumables promptly when warned.

Your device will periodically require a new ink cartridge.

1. Tap the Settings icon on the toolbar.
2. Scroll down and tap Mail 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 Mail 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 device. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your device 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 website.

Cleaning the printhead

If you clean the print nozzle and you still get a bad test print pattern, try cleaning the printhead.

1. Tap the Settings icon on the toolbar.
2. Scroll down and tap Mail Printer Maintenance.
3. Tap Install Printhead.
4. Lift the cover; the ink cartridge moves to the front position.
5. Flip the ink cartridge guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.
7. Squeeze the tabs on either side of the printhead.

8. Lift and tilt the printhead gently to the right.
9. Pull the printhead up and out of the holder.
10. Note the location of the plastic alignment tabs and the orientation of the printhead so that you can reinstall it properly after cleaning.

11. Clean off the printhead by wiping surface of the printhead shown here with a dry, lint-free cloth or foam swab.
12. Examine the printhead holder and find the location of the lower printhead alignment slots.

13. Reinsert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.

14. Gently push the printhead into place until it snaps into position.
15. Install the ink cartridge (see the label to the right of the cartridge holder).
16. Rotate the guard back to the closed position.
17. Close the cover; the ink cartridge moves back to the original position.
18. Tap **Done**.
19. Print a print test pattern to be sure that your printhead is functioning properly.
20. If the test pattern looks good, tap **Done**.

**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.
10. If your envelopes still are not sealing properly, you can order a Moistener Replacement Kit (part number 621-8) by calling 1-800-243-7824.

Filling the moistener tank

Your device will periodically need refills of E-Z Seal® in order to seal envelopes. Follow these steps to fill 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 inadequate sealant in the moistener tank, not placing the envelope correctly on the feed deck, or problems with the wick or brush in the moistener.
- 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.

Feeding 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.

Managing product email notifications

Your device can send you email notifications when:

- Its ink level is low
- Its funds are low
- It experiences an error

To receive or stop receiving these emails:
1. Sign in to your account on pitneybowes.com. If you do not have a Pitney Bowes Your Account login, see Signing up for a pitneybowes.com account.

2. Find the device in the Your Products section. If it is not listed, select (+) View more or (+) Add them now.

3. Select Expand on the device for which you wish to manage notifications.

4. Select Manage notifications.

5. Check or uncheck the boxes to select the notifications you wish to receive:
   - To be notified when your device is low on ink, select Low Ink Level.
   - To be notified if the funds on the device drop below the set amount, select Meter Funds Low.
   - To be notified about device errors, select Meter Error.

6. Select Done.

Moving your device

Follow these steps and precautions to move your device safely. These apply whether you are moving your device across the room or to a new facility.

1. If you have a scale, remove it from the top of the device.
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 device.
6. Unplug the power cord and pack it with the device.
7. Once in the new location, re-install any USB cables and peripherals.
8. Plug the power cord into the device and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.
10 - Supplies

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Supplies, ink cartridges, and options 148
Supplies, ink cartridges, and options

For pricing information, please go to the following website:


Supplies for SendPro® C

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<th>Item Number</th>
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<tbody>
<tr>
<td>Waste Ink Pad Kit</td>
<td>51A-P</td>
</tr>
<tr>
<td>Easy Seal Solution</td>
<td>601-9</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 pint size bottles</td>
<td>601-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 4 half gallon bottles</td>
<td>608-0</td>
</tr>
<tr>
<td>E-Z Seal ® Sealing Solution - 5 gallon Cubetainer</td>
<td>605-0</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate for SendPro C Lite, SendPro C, SendPro+, Models with PCN 2H00 and 8H00</td>
<td>621-8</td>
</tr>
<tr>
<td>Moistener Brush, Wick and Grate for SendPro C Auto</td>
<td>770-T</td>
</tr>
<tr>
<td>25 double sheets</td>
<td>612-9</td>
</tr>
<tr>
<td>SendPro C Lite, SendPro C, SendPro+, Models with 2H00 and 8H00</td>
<td></td>
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<tr>
<td>150 double sheets</td>
<td>620-9</td>
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<tr>
<td>SendPro C Lite, SendPro C, SendPro+, Models with 2H00 and 8H00</td>
<td></td>
</tr>
<tr>
<td>300 perforated tape strips</td>
<td>625-0</td>
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<tr>
<td>SendPro C Auto</td>
<td></td>
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<tr>
<td>United We Stand™ Ad Patriotic tape sheets</td>
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</table>
### Supplies

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>United We Stand™ Ad Patriotic tape strips</td>
<td>613-3</td>
</tr>
<tr>
<td>SendPro C Auto</td>
<td></td>
</tr>
<tr>
<td>Deluxe Cleaning Kit with Duster (canned air)</td>
<td>CK0-3</td>
</tr>
<tr>
<td>Small Cleaning Kit with Duster (canned air)</td>
<td>CK0-2</td>
</tr>
<tr>
<td>Office Equipment Cleaner</td>
<td>CK0-4</td>
</tr>
<tr>
<td>Small Business Cleaning Kit (without canned air)</td>
<td>CK0-1</td>
</tr>
<tr>
<td>Supply Pack for SendPro C</td>
<td>516-1 (check PCN and description)</td>
</tr>
<tr>
<td>Supply Pack for SendPro® C Auto</td>
<td>506-C (check PCN and description)</td>
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</table>

### Supplies for Workstation w1110 Label Printer

<table>
<thead>
<tr>
<th>Description</th>
<th>Item Number</th>
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<tbody>
<tr>
<td>Networked SendKit/w1110 Shipping Labels</td>
<td>6WB-F</td>
</tr>
<tr>
<td>Direct Thermal Labels 4” x 6” (6 rolls)</td>
<td>745-1</td>
</tr>
</tbody>
</table>

### Ink Cartridges

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
<th>Item Number</th>
</tr>
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<tbody>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0</td>
</tr>
<tr>
<td>SendPro C red fluorescent ink cartridge</td>
<td>35 ml</td>
<td>793-5</td>
</tr>
<tr>
<td>SendPro® C Auto red fluorescent ink cartridge</td>
<td>45 ml</td>
<td>765-9</td>
</tr>
<tr>
<td>SendPro C super blue ink cartridge</td>
<td>17 ml</td>
<td>SL-798-0SB</td>
</tr>
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</table>
### Supplies

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<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
<th>Item Number</th>
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<tbody>
<tr>
<td>SendPro C super blue ink cartridge</td>
<td>35 ml</td>
<td>793-5SB (Not in USA)</td>
</tr>
<tr>
<td>SendPro® C Auto0 super blue ink cartridge</td>
<td>45 ml</td>
<td>765-9SB</td>
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### Optional Accessories

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<tr>
<td>Integrated scale</td>
<td>MP81</td>
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<tr>
<td>External USB scale with display</td>
<td>MP82</td>
</tr>
<tr>
<td>Backlit scale mounted graphical display for MP82 scale</td>
<td>MP00098</td>
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11 - Machine Information

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USPS requirements

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

- Mail must have the correct date and postage amount in the postage.
- Metered mail must bear the ZIP Code™ location of the post office where the postage device (Postal Security Device) is registered.
- If you move to another ZIP Code™ location, you must update the ZIP Code. You can do this by calling Postage by Phone® at 1-800-243-7800.
- The USPS requires a postal inspection of your machine every 120 days. Each time you refill your postage device (Postal Security Device) through the network, the Postage By Phone device Payment System computer automatically performs a postal inspection.
- The postage tape you use must meet USPS specifications.

Key in Postage

Due to USPS regulations, there is no Key in Postage available on any of the SendPro C devices.

Sections of the meter impression

The meter impression contains elements that identify the mailer and the type of mail.
1. Datamatrix barcode - contains tracking information
2. Meter serial number
3. Postage amount
4. Date
5. ZIP Code™ of the machine
6. Optional postal inscription and class
7. Optional graphic or Postal Endorsement (Postal Endorsements are official USPS instructions that print on the mailpiece)

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 USPS. This technology eliminates the need for USPS to perform physical inspections, thereby making your mailing system easier and more convenient for you to use.

Parts of the device

Familiarize yourself with the parts of your SendPro C Lite, SendPro C, SendPro+.
1. **Integrated scale** - Allows you to weigh envelopes and packages.
2. **Optional 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 models have USB and network ports on the back.

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:
   - Wired network connection

Specifications

Power requirements:

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

Operating Temperature:

- 55°F to 95°F

Sound Level:

- Less than or equal to 70 dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Dimensions:

- 16.5 in L x 15.5 W x 11.25 in H
Weight:

- 17.6 lbs

Throughput (Letters Per Minute):

- SendPro® C200 – up to 40 letters per minute
- SendPro® C300 – up to 50 letters per minute
- SendPro® C400 - up to 65 letters per minute
- SendPro C® Lite - 50 letters per minute
- SendPro C®, SendPro®+ - up to 65 letters per minute

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

Ink Cartridge Life:

- 17 ml cartridge - yields up to 1,500 impressions (actual ink yields vary with usage and environmental conditions).
- 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, keyboard)
- 1 USB peripheral port type B used only by PB service representatives.
- 1 RJ45 (wired network connector)

Display:

- 7 inch tablet (169 pixels/inch)

Print Resolution:

- 300 H x 600 V dpi

Print Image Area:

- 1 in x 7 in

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, priority mail and packages.

Postal Inscriptions:

- Up to 60 inscriptions preloaded on the machine

Graphics:

- Up to 60 graphic ads on the machine
12 - Technical Support

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Contacting Pitney Bowes

Before contacting Pitney Bowes Technical Support:

Locate your Product Code Number (PCN) and serial number

In order to find the correct information for your device, you need to know the model number.

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

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

Provide a description of the problem

- What is happening and when
- Are there any error messages displaying?
Describe your attempts to fix the problem

- What steps have you already tried to fix the problem?
- If you tried, what happened?

Contact Technical and Account Support

Check the Pitney Bowes support site to make sure you have the latest information about your product. Visit us at: www.pitneybowes.com/support www.pitneybowes.com/ca/en/support www.pitneybowes.com/ca/fr/soutien

For the Pitney Bowes Supply Line

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


**Important:** Customer service representatives are available Monday through Friday, 8:00 AM - 8:00 PM EST.
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# 13 - Safety

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SendPro C (All models)

- Operating Temperature: 55°F (13°C) to 95°F (35°C)
- Sound Level: Less than or equal to 70 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: http://www.pitneybowes.com/us/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:

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 inquires can be done by calling 1-800 522-0020 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.
Note for California Customers Only on all Models

Batteries in this product contain perchlorate material. California requires perchlorate-containing products to be accompanied by the following notice: Perchlorate Material - special handling may apply. See: http://www.dtsc.ca.gov/hazardouswaste/perchlorate/

Servicing

Please refer to the warranty information if problems occur. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 3001 Summer Street, Stamford, CT, 06926. All inquiries can be done by calling 1-800-522-0020 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.
14 - 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.
- 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.
- 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.
- Org.greenrobot:greendao 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/greendao.
- FasterXml.jackson.core:jackson-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://wiki.fastervxml.com/JacksonLicensing. The source code for this software is available from http://wiki.fastervxml.com.
- Aws-android-sdk-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
- Aws-android-sdk-iot which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
Third party software

- **Aws-android-sdk-s3** which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- **Nv-websocket-client** 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://github.com/TakahikoKawasaki/nv-websocket-client.

- **bumptech.glide** 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://github.com/bumptech/glide.

- **Jakewharton:butterknife** 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://github.com/JakeWharton/butterknife.

- **Caverock:androidsvg** 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://mvnrepository.com/artifact/com.caverock/androidsvg/1.2.1.

- **Glassfish:javax.annotation** which is dual licensed under the CDDL, Version 1.0, and the GNU General Public License, Version 2, June 1991, with the Classpath Exception. The licenses can be downloaded from: https://javaee.github.io/glassfish/LICENSE. The source code for this software is available from https://javaee.github.io/glassfish.

- **CalligraphyXamarin** 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://github.com/mikescandy/Calligraphy-xamarin.

- **Newtonsoft JSON.NET** which is licensed under the MIT License. The license can be downloaded from: https://github.com/JamesNK/Newtonsoft.Json. The source code for this software is available from https://github.com/JamesNK/Newtonsoft.Json.

- **MaterialChips** 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://github.com/xamarin.MaterialChips.

- **Android Open Source Project ("AOSP"), 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. AOSP also contains the Linux kernel which is licensed under GNU General Public License, Version 2, June 1991 (“GPL”). The license can be downloaded from: http://www.gnu.org/licenses/gpl-2.0.html Copyright © 1989, 1991 Free Software Foundation. For up to three years from PBI's distribution of this product, you may obtain a complete machine-readable copy of the source code for the Linux kernel under the terms of the GPL, without charge except for the cost of the media, shipping, and handling, upon written request to PBI. Such requests should be sent by e-mail to iptl@pb.com.