



SendPro® C | SendPro+

(C200-C425)

USER GUIDE

SendPro Care App



CONTENTS

Introduction.....	4
APPLICATION FLOW	4
STEP 1: ONBOARDING FOR FIRST-TIME USERS.....	5
STEP 2: DASHBOARD VIEW FOR REGULAR USERS.....	6
STEP 3: SEARCHING FOR QUERIES.....	8
3.1. SEARCH BY KEYWORD.....	8
3.2. ALERTS.....	9
3.3 DEVICE INFO.....	9
3.4. MY DEVICE ERRORS	10
3.5. MY SEARCH HISTORY.....	10
3.6. POPULAR SEARCHES	11
3.7. SEARCH BY CATEGORY.....	11
STEP 4. RESOLVING DEVICE ISSUES	12
4.1. QUERY ARTICLES.....	12
4.2. SHARING THE QUERY ARTICLE.....	14
4.3. FEEDBACK.....	14
Frequently Asked Questions.....	15
1. ON-BOARDING	15
1.1. How can I get started with Send Pro Care?	15
2. SEARCHING FOR QUERIES.....	15
2.1. Do I need an internet connection to search my queries?	15
2.2. How can I self-resolve my queries?.....	15
2.3. How can I view error notifications in my device?.....	15
2.4. Can I view past device issues?.....	15
2.5. How can I view my search history?.....	16
2.6. Can I view common issues without searching through keywords?.....	16
2.7. Can I browse error instruction articles based on their categories?.....	16
3. RESOLVING ISSUES	16

3.1. How do I get to the query articles?	16
3.2. Are the self-help instructions easy to follow?	16
3.3. Can I email myself the query articles for future reference?	16
3.4. How can I get more assistance?	16
3.5. How will my feedback help?	16

Introduction

“One stop shop for all your product support needs and issues”

The SendPro Care application provides access to a complete knowledge base for self-resolution of your device issues. The self-help solution helps you view instructional articles and tutorials to help you understand and address issues by yourself, helping to reduce cumbersome calls to customer care.

Along with an extensive knowledge base, the app also provides alerts for any device errors or action required by the user (lease renewal, inspection, etc.).

For application related issues, please contact our client support team.

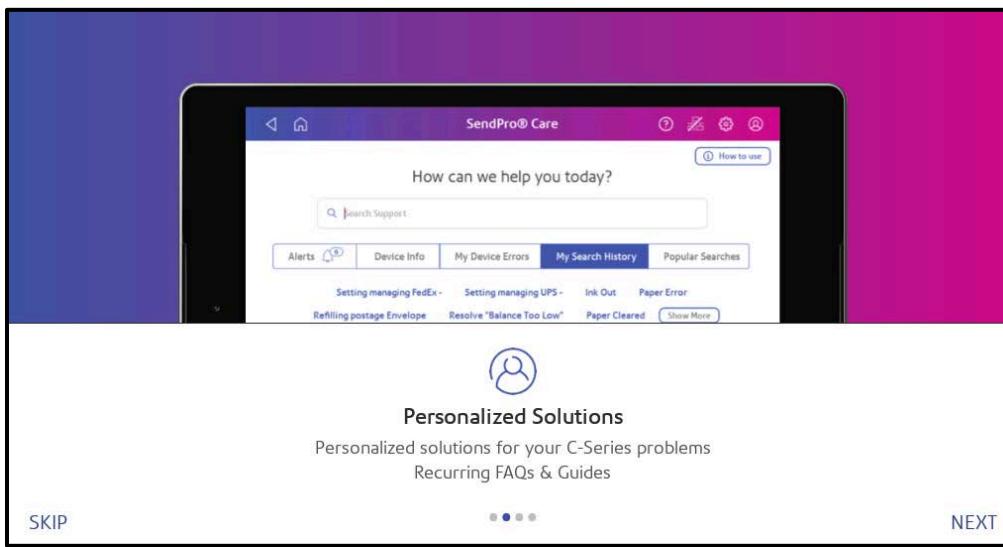
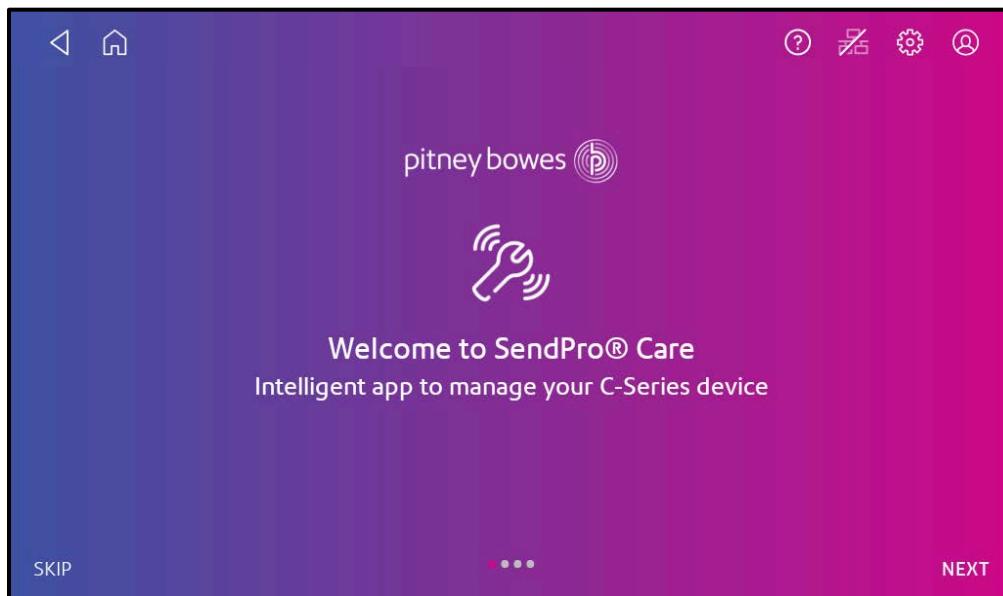
APPLICATION FLOW

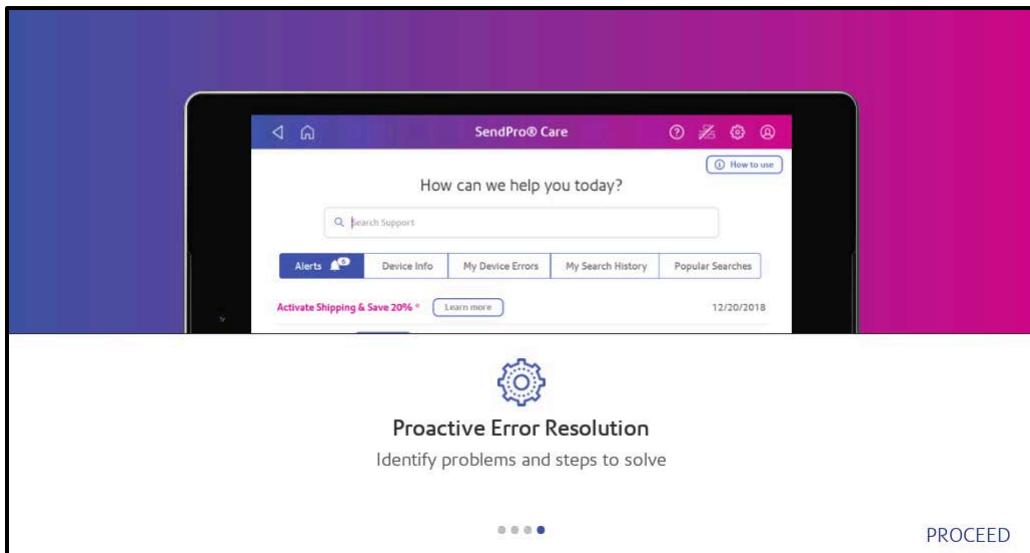
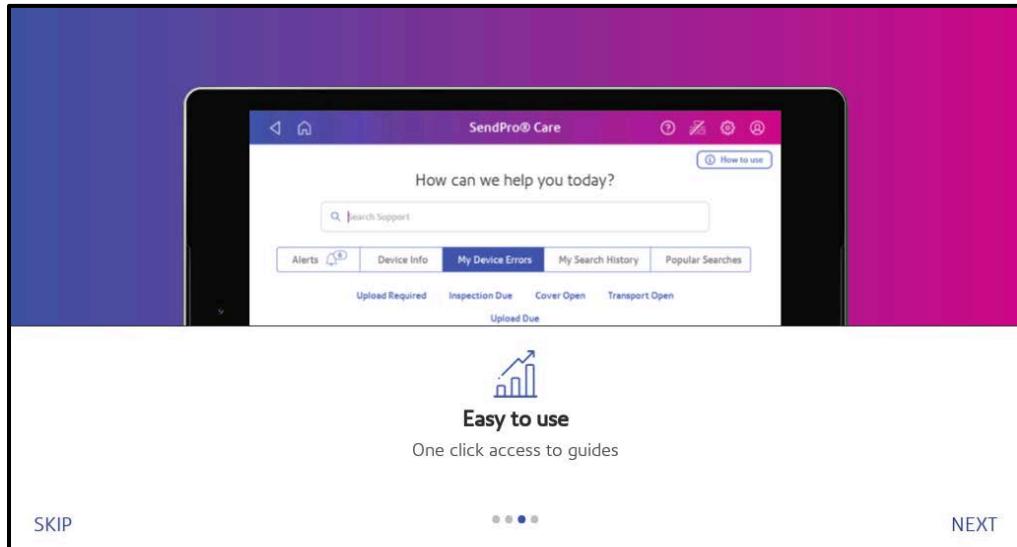
1. ONBOARDING FOR FIRST-TIME USERS – Brief introduction to the features and capabilities of the application
2. DASHBOARD VIEW FOR REGULAR USERS – Easily access all functionalities of the application
3. SEARCHING OR QUERIES – Find the right article to help you resolve your issue
4. RESOLVING DEVICE ISSUES – View instructional articles and material relevant to help you resolve issues
5. FREQUENTLY ASKED QUESTIONS

STEP 1: ONBOARDING FOR FIRST-TIME USERS

To access the SendPro Care app, tap the SendPro Care app from the application drawer of your device.

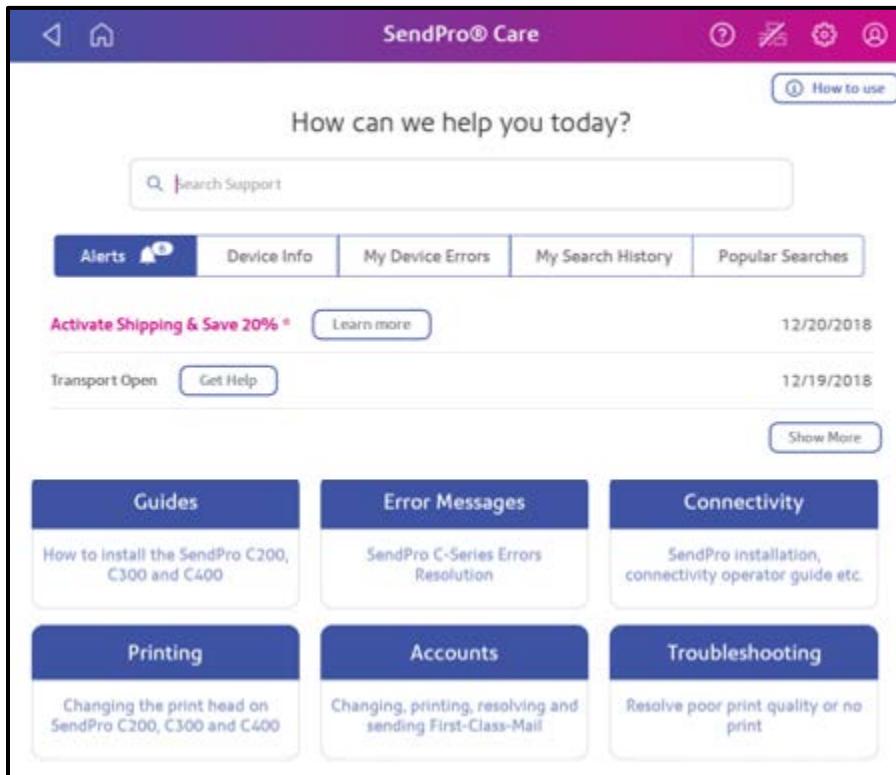
On launching the app, you will be directed to a set of introductory screens that detail the basic functionalities of the app. You can skip this step by tapping “Skip”.





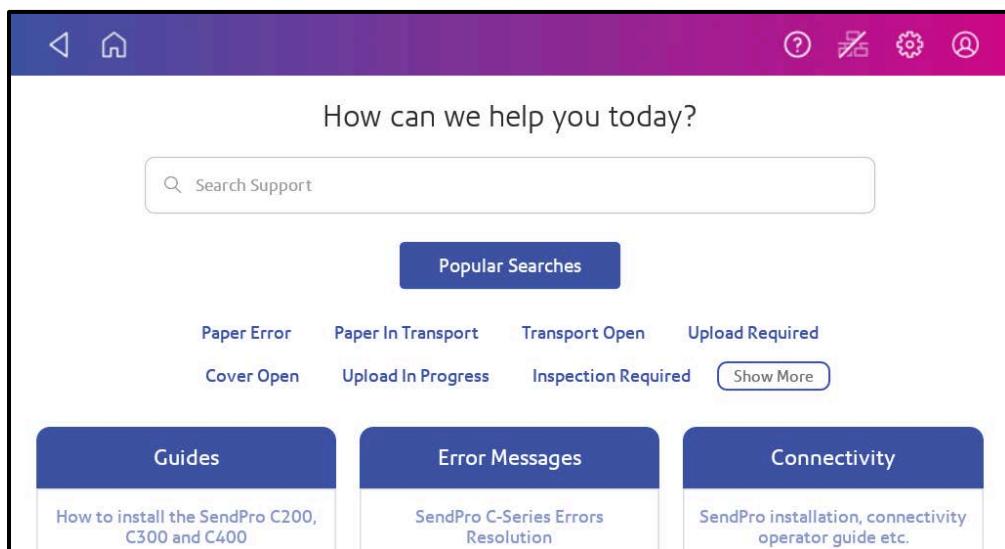
STEP 2: DASHBOARD VIEW FOR REGULAR USERS

Upon launching the application, you will be directed to the dashboard. The screen provides quick access buttons to the key features of the application. You can search queries by keyword as well as view alerts, device errors, search history, popular searches by other users and categories.

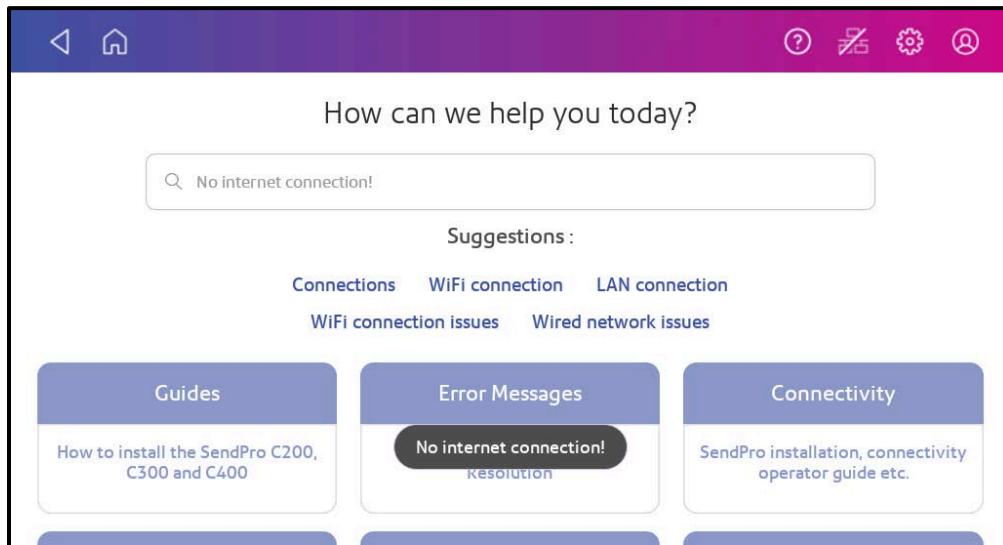


You can return to your device home screen by simply tapping the Home icon located at the upper left corner of the screen.

In case you have not signed in using your PB credentials, you will see the screen below. Device notifications, device errors, and search history are not provided. You can only access popular searches and categorized articles.



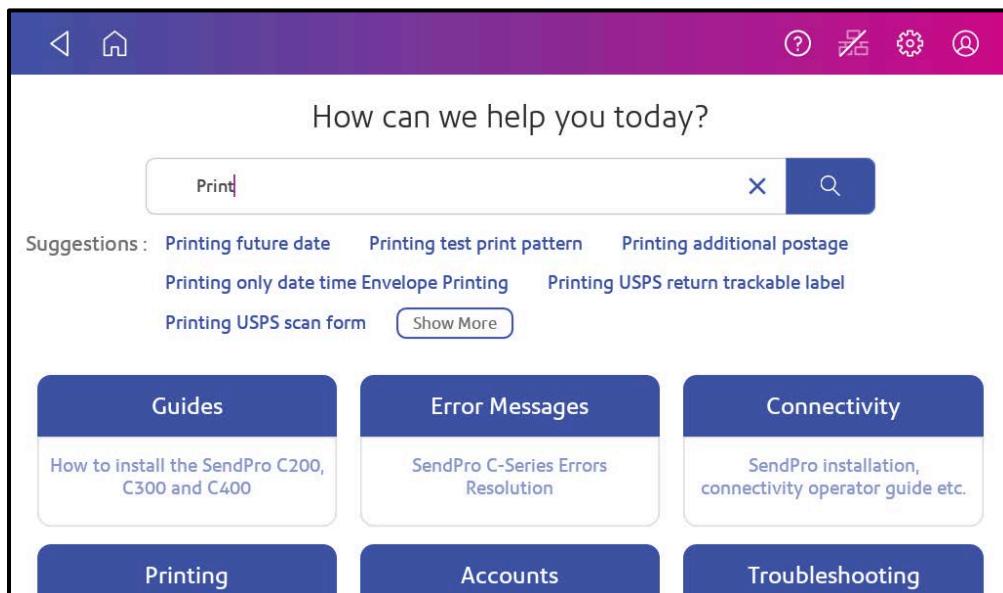
In case your device is not connected to the internet, the app cannot display popular searches, category-wise articles or any account specific topic (notifications, device errors, and search history). You can, however, open the suggested articles on screen.



STEP 3: SEARCHING FOR QUERIES

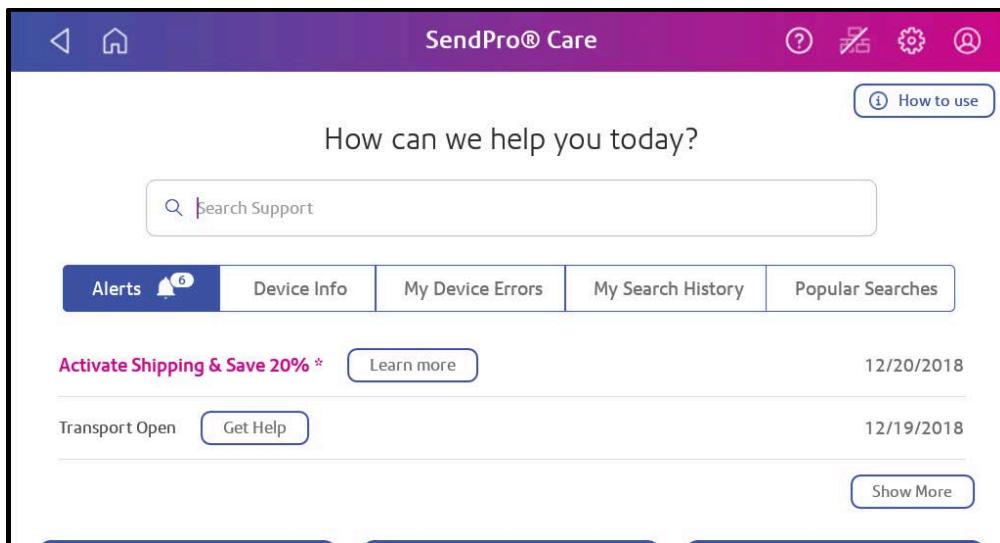
3.1. SEARCH BY KEYWORD

You can search for a specific issue by typing the keywords in the search bar provided on the dashboard view. You will then see issues displayed related to your keywords. Select the issue that you would like to resolve to view the related article.



3.2. ALERTS

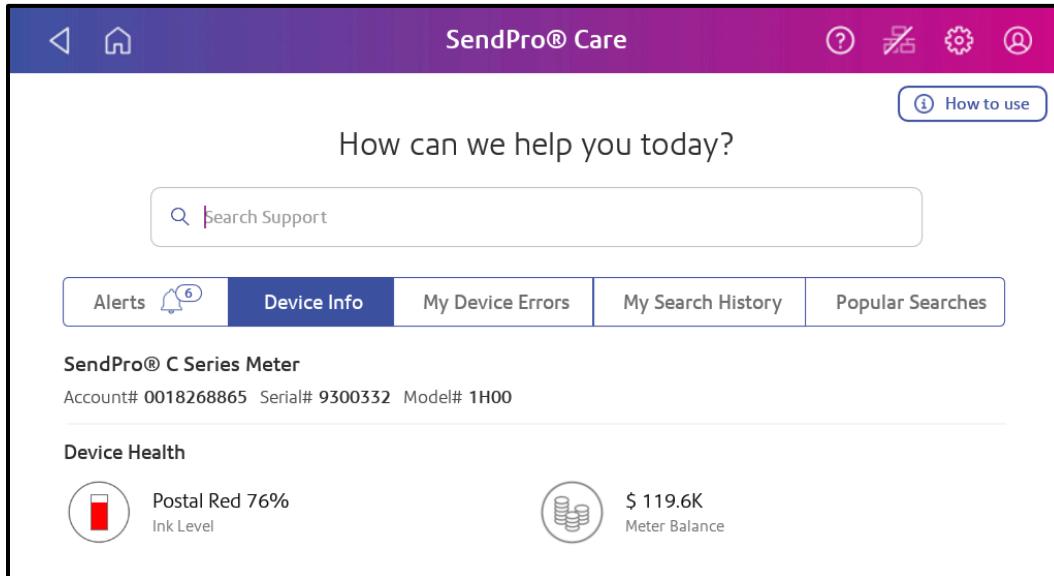
The application provides automatic alerts. These alerts pertain to any errors encountered by the device and/or any action required by the user (lease renewal, inspection, etc.). You can view alerts by tapping on the option provided on the dashboard.



3.3 DEVICE INFO

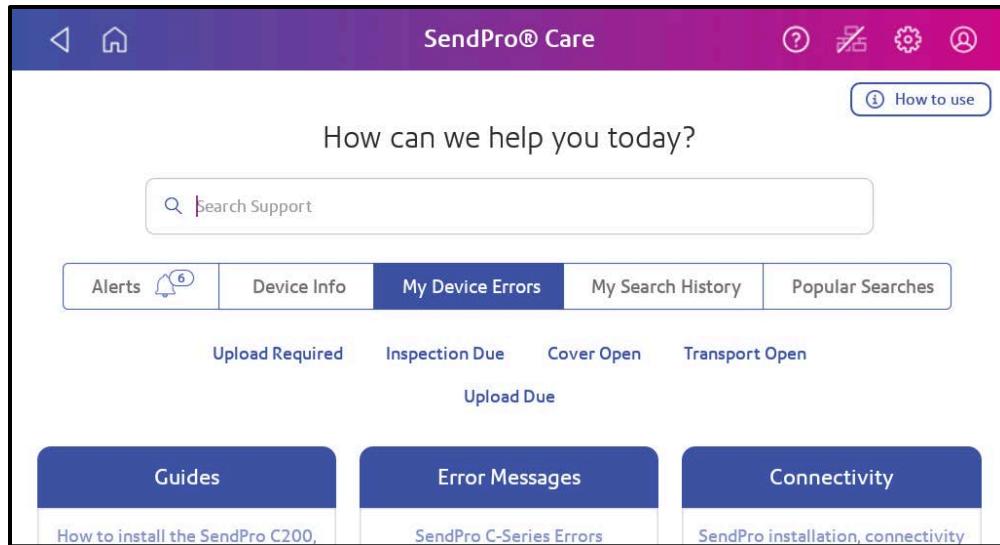
The section provides details about your device like Account Number, Serial Number, and Model of the meter. It also has a section Device Health, which shows the following, attributes about your device:

Icons	Descriptions
	Low Ink Alert Ink level indicator alerts you before the ink runs out completely. When an indicator shows low ink level, you should consider a replacement. Some devices show ink alert in other colors, such as Blue, Magenta etc., depending on the selected device.
	Meter Balance View your current credit balance and available postage funds.



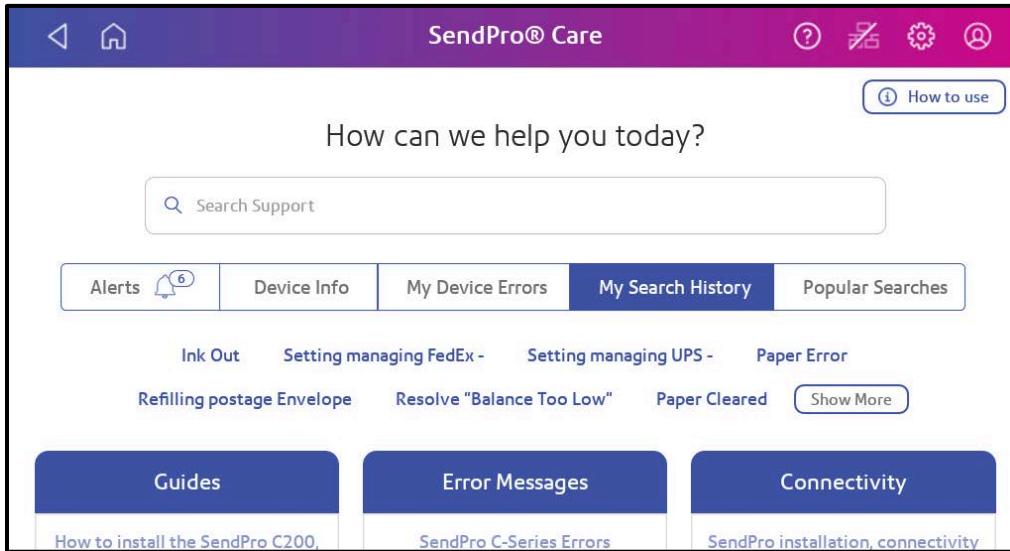
3.4. MY DEVICE ERRORS

The “My Device Errors” screen displays recently faced issues by the device. Quick links are provided to revisit articles for these errors. You can access the screen by selecting the “My Device Errors” option on the dashboard.



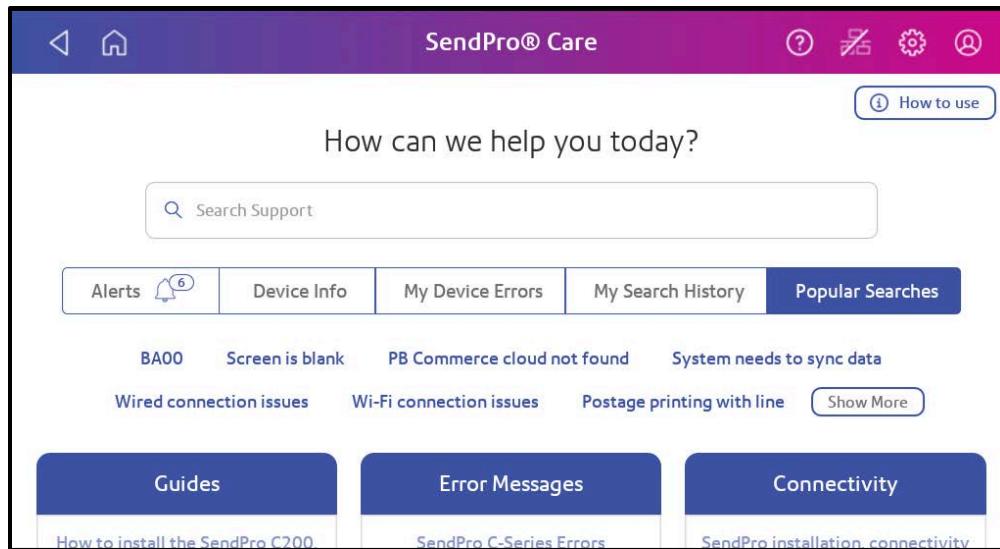
3.5. MY SEARCH HISTORY

To view your search history and revisit articles, tap “My Search History” on the dashboard.



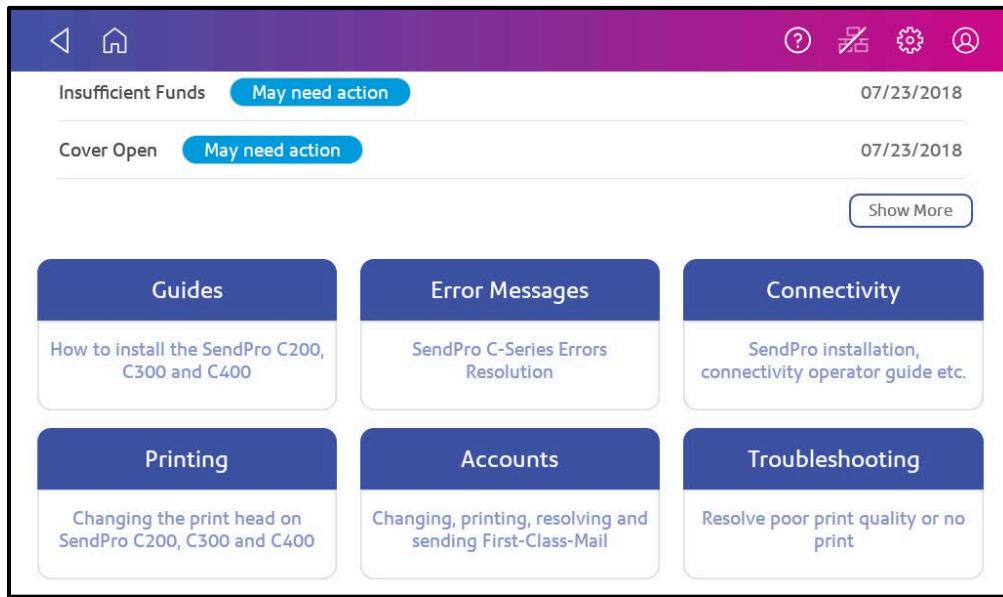
3.6. POPULAR SEARCHES

You can view common issues faced by tapping on the “Popular Searches” option on the dashboard. You can view resolution for issues commonly faced by users. You can select the specific query from the screen to view the related article.

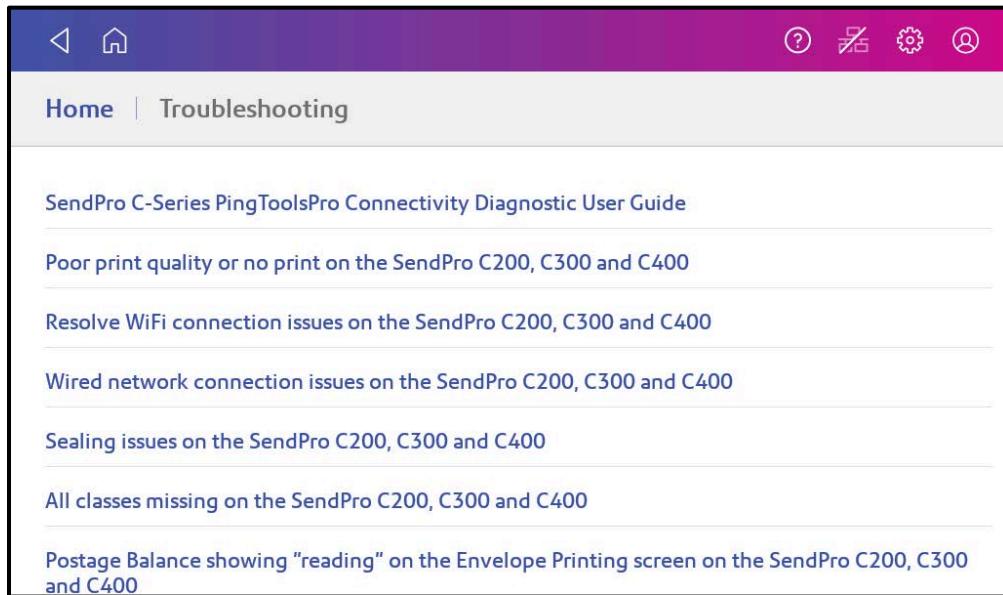


3.7. SEARCH BY CATEGORY

The SendPro Care app has a detailed and categorized knowledge base. To browse articles based on the category, scroll down on the dashboard screen and select the required category.



Once you have selected the preferred category, a list of all related articles will be provided. You can then select the required article and view the instructions.



STEP 4. RESOLVING DEVICE ISSUES

4.1. QUERY ARTICLES

You will be directed to a detailed explanation of the issue with instructions to help you resolve the issue.

Home | Troubleshooting > Wired network connection issues on the Send...

Wired network connection issues on the SendPro C200, C300 and C400

Issue

- The meter is not connecting to the data server via a wired network (Ethernet) connection.
- The meter displays the error "Unable to resolve host" or "Unable to resolve api.pitneybowes.com".
- The meter is displaying the message "Failed to Update Please Contact Pitney Bowes".

Note: If you are experiencing issues with a wireless (WiFi) connection, see [Resolve WiFi connection issues on the SendPro C200, C300 and C400](#).

Cause

Network connection issues may be caused by problems with the settings, the physical connection, or a firewall.

Resolution

The instructions provided are also supported with visuals, audio instructions, and a tutorial video.

Home | Printing > Printing a future date on the SendPro C200,...

Printing a future date on the SendPro C200, C300 and C400

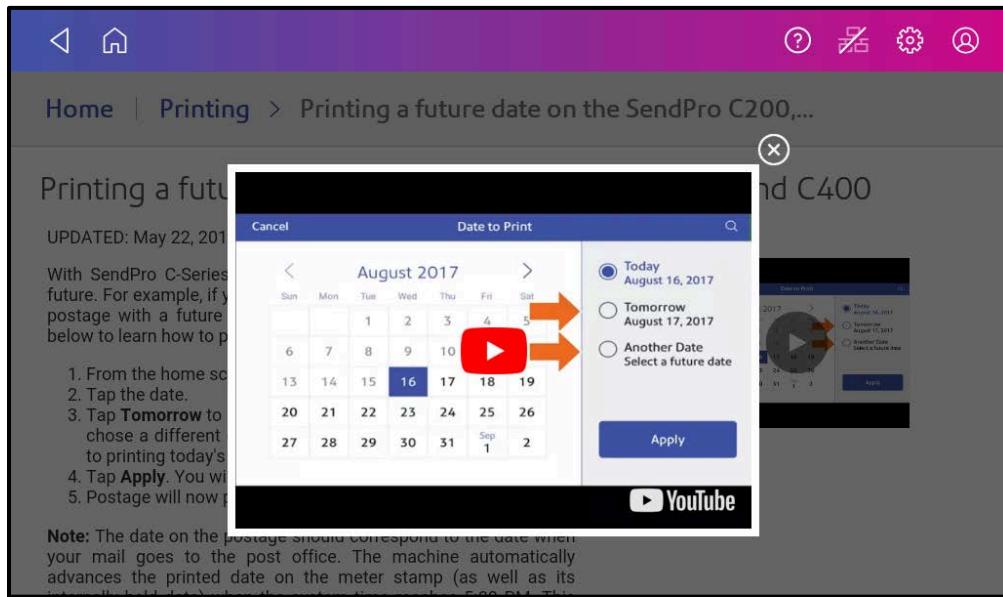
UPDATED: May 22, 2018

With SendPro C-Series, you can print postage with a date in the future. For example, if you missed today's mail pickup, you can print postage with a future date. Watch this video or follow the steps below to learn how to print postage with a future date:

- From the home screen, tap **Envelope Printing**.
- Tap the date.
- Tap **Tomorrow** to print tomorrow's date, or tap **Another Date** to choose a different date from the calendar. Tap **Today** to return to printing today's date.
- Tap **Apply**. You will return to the Mail screen.
- Postage will now print with the date you selected.

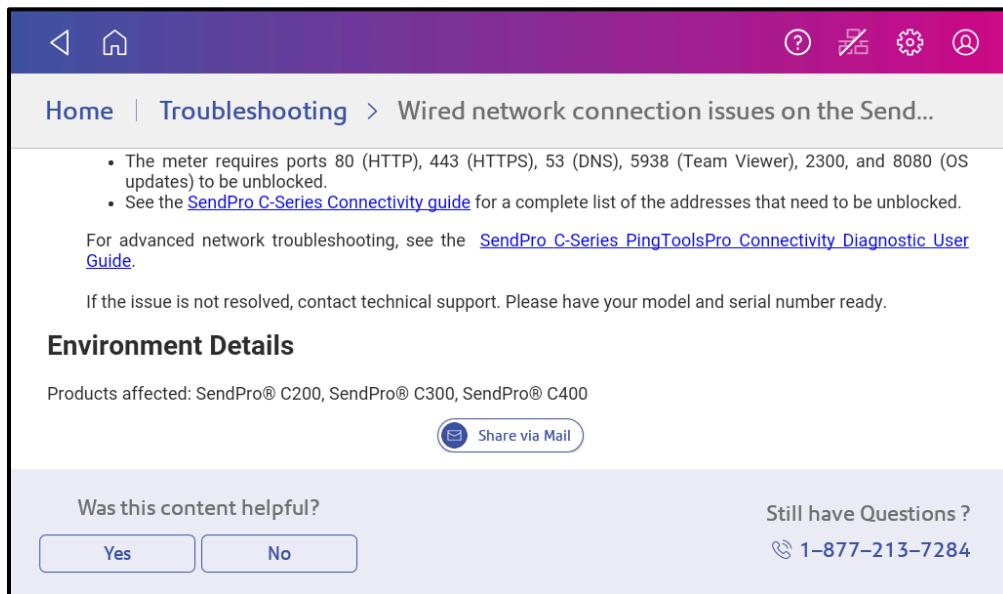
Note: The date on the postage should correspond to the date when your mail goes to the post office. The machine automatically advances the printed date on the meter stamp (as well as its internal clock) by the next time it prints after 5:00 PM. This





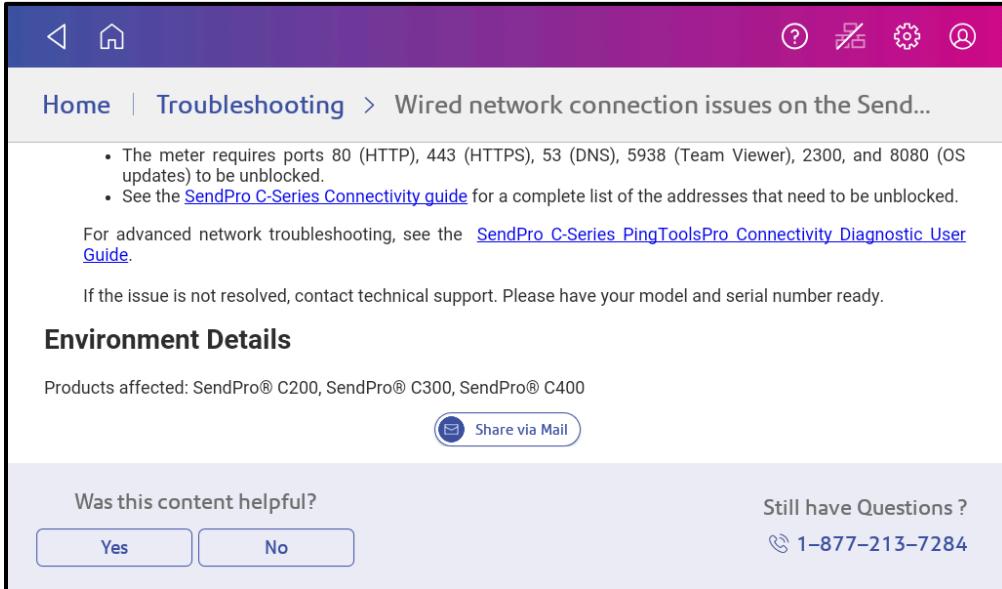
4.2. SHARING THE QUERY ARTICLE

Once you have viewed the complete instructions, you can also share the article via email using the options provided as below.



4.3. FEEDBACK

At the end of every article, you will be prompted to provide your feedback. Pitney Bowes is committed to providing our clients with the best solutions and any feedback would help us serve you better.



The screenshot shows a mobile application interface for SendPro Care. At the top, there are navigation icons: a back arrow, a home icon, and three other icons (help, refresh, settings, user). Below the header, the page title is "Home | Troubleshooting > Wired network connection issues on the Send...". Under the title, there is a bulleted list of troubleshooting steps:

- The meter requires ports 80 (HTTP), 443 (HTTPS), 53 (DNS), 5938 (Team Viewer), 2300, and 8080 (OS updates) to be unblocked.
- See the [SendPro C-Series Connectivity guide](#) for a complete list of the addresses that need to be unblocked.

Below the list, a note says: "For advanced network troubleshooting, see the [SendPro C-Series PingToolsPro Connectivity Diagnostic User Guide](#)". A message follows: "If the issue is not resolved, contact technical support. Please have your model and serial number ready." A section titled "Environment Details" lists "Products affected: SendPro® C200, SendPro® C300, SendPro® C400". A "Share via Mail" button is located below this section. At the bottom, there are two buttons: "Was this content helpful? Yes" and "No". To the right, there is a "Still have Questions?" section with a phone icon and the number "1-877-213-7284".

FREQUENTLY ASKED QUESTIONS

1. ON-BOARDING

1.1. How can I get started with Send Pro Care?

To access the app, tap the SendPro Care app icon on your Pitney Bowes device.

2. SEARCHING FOR QUERIES

2.1. Do I need an internet connection to search my queries?

Yes, if you want to access popular searches, category-wise articles or any account specific topic (notifications, device errors, and search history), then an internet connection is necessary. But, if you want to open the suggested articles on screen, an internet connection is not needed.

2.2. How can I self-resolve my queries?

You can search for a specific issue faced by typing keywords in the search bar provided on the dashboard view. You will then see all issues displayed related to your keywords. Select the issue that you would like to resolve to view the instructional article for the issue.

2.3. How can I view error notifications in my device?

The application provides you with automatic alerts. These alerts pertain to any errors encountered by the device and/or any action by the user (lease renewal, inspection, etc.). You can view alerts by clicking on the option provided on the dashboard to take early action and avoid error occurrences.

2.4. Can I view past device issues?

The “My Device Errors” screen displays recently faced issues by the device. Quick links are provided to revisit articles for these errors. You can access the screen by selecting the “My Device Errors” option on the dashboard.

2.5. How can I view my search history?

To view your search history and revisit articles, tap “My Search History” on the dashboard. You can view and click to access your previous searches through this screen.

2.6. Can I view common issues without searching through keywords?

You can view common issues faced by tapping on the “Popular Searches” option on the dashboard. You can view articles for issues commonly faced with the SendPro device by all users. You can select the specific query from the screen to view the related article.

2.7. Can I browse error instruction articles based on their categories?

The SendPro Care app has a detailed and categorized knowledge base. To browse articles based on the category, scroll down on the dashboard screen and select the required category. Once you have selected the preferred category, a list of all related articles will be provided. You can then select the required article and view the instructions.

3. RESOLVING ISSUES

3.1. How do I get to the query articles?

On clicking the link for the specific query, you will be directed to a detailed explanation of the issue with instructions to help you resolve the issue.

3.2. Are the self-help instructions easy to follow?

Yes, the instructions provided are also supported with visuals, audio instructions and a tutorial video which make them very easy to understand.

3.3. Can I email myself the query articles for future reference?

Yes, once you have viewed the complete instructions you can also share the article via email using the “Share via email” button at the end of every article.

3.4. How can I get more assistance?

If you are unable to resolve the issue or require additional assistance, you can always contact the Pitney Bowes Client support team by using the phone number provided at the bottom of all query articles.

3.5. How will my feedback help?

At the end of every article, you will be prompted to provide your feedback. Your feedback can help us improve our material and create effective content to help you understand your Pitney Bowes device better.