

SendPro® CX 500 Quick Reference Guide



Sending

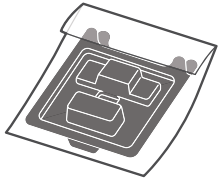


Contents

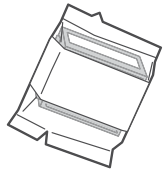
What is included with your device	3
Home screen	4
Print postage screen	5
Class and extra services selection	6
Job ID (optional)	6
Surcharge/discount (optional)	7
Edit graphics screen	7
Managing favorites	8
Manage user role	8
Mailing Cost Accounts	9
• Manage Mailing Cost Accounts	9
• Mailing Account Reports	10
Getting to know your device	11
Replacing the ink cartridge	12
Replacing the printhead	13
Print labels: What you can ship & How to print	15
• Print Labels	15
Your USPS postage is stored in two places	16
• Print postage account	16
• Print labels account	16
Differential weighing (optional)	17
Electronic Return Receipt (eRR) (optional)	17
SendPro® CX 500 FAQs	17
• How do I get support on my device?	17
• How do I manage my device settings?	17
• Support functions	17
• How do I keep envelopes flowing smoothly?	18
• How do I keep my device up to date?	18
• How do I troubleshoot my WiFi or wired network connection?	18
• How do I manage my Pitney Bowes Account?	18
• How do I get in touch with Pitney Bowes support?	18

What is included with your device

Here are the items you should find in your box, if anything is missing contact Pitney Bowes.



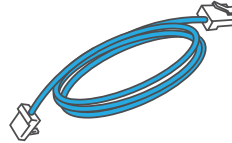
Printhead in package



Ink cartridge (Optional)



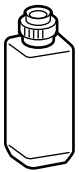
Power cord



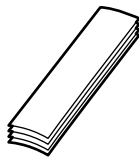
LAN/Internet cable



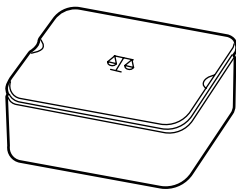
E-Z Seal



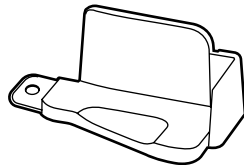
Moistener bottle



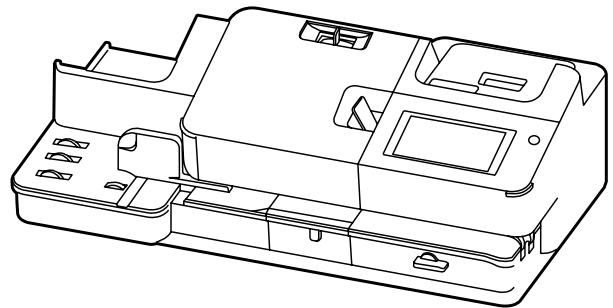
Tape strips



Integrated scale

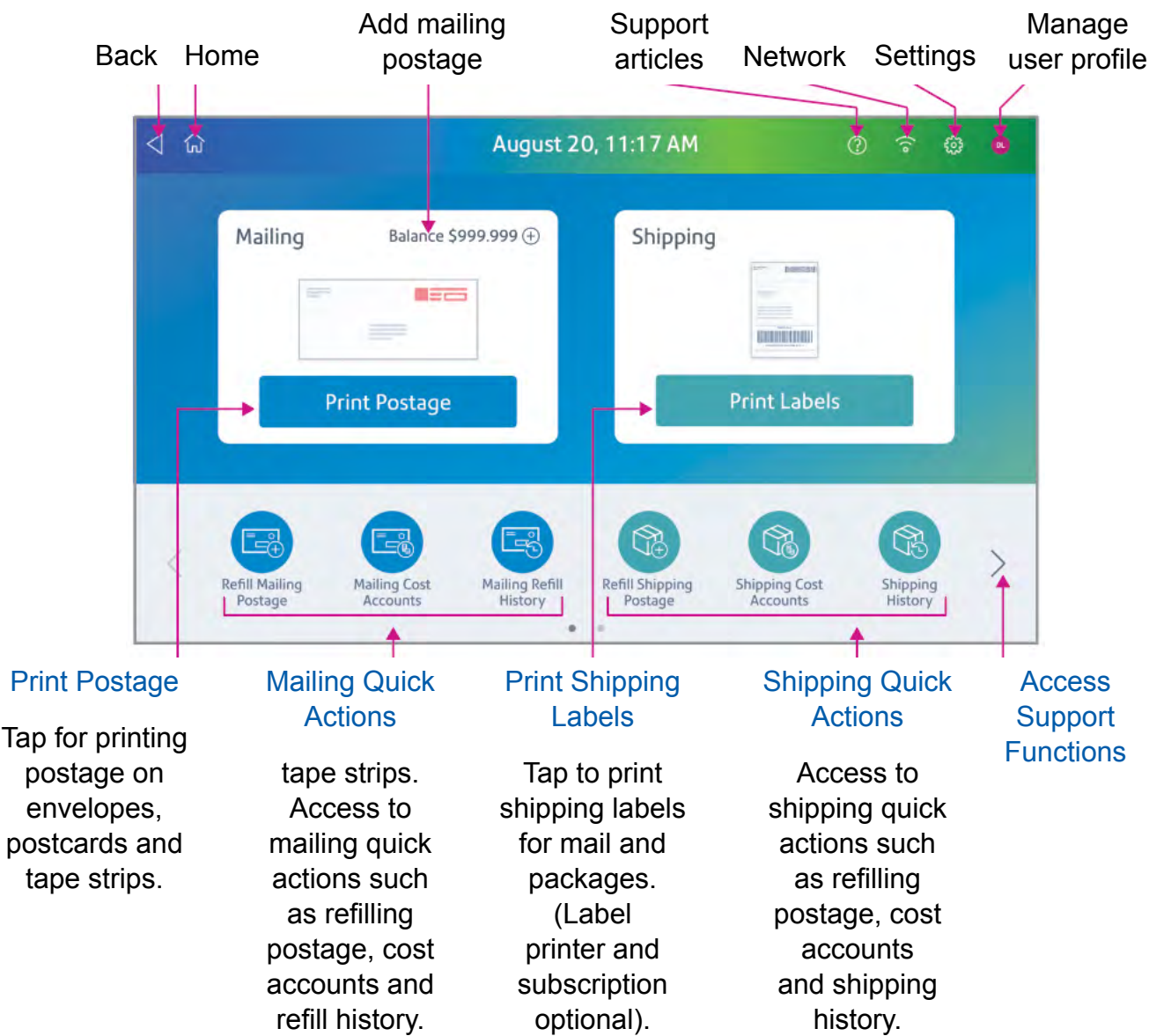


Stacker



SendPro CX 500

Home screen



Print postage screen

Set up favorites for frequent postage printing selections

Postage balance and refill access

Piece count and spend

Graphics preview

Apply Default Favorite

Favorite

- System Default

Account

- Wilmington 1

Class

- First-Class \$0.780

Extra Services

- None

Print Mode

- Postage Printing

Refill Postage

- Current Balance \$2,001.56

Manage Counters

- Postage 33 Pieces ↓ \$234.230

US POSTAGE^{IMI} PITNEY BOWES

Graphic

0lb 2.5oz

Aug 20

\$0.780

Ready to Print

Class and Extra Services rates display

Edit graphics

Weight options

Date options

Total postage cost

Account allocates and monitors postage usage

Surcharge / Discount
-00.005
Job ID
ABC1234567890

You can scroll down the left side navigation to find Job ID and Surcharge / Discount buttons.

Class and extra services selection

Tap to change class Tap to change package type

The screenshot shows the 'Class & Extra Services' screen. At the top, there's a blue bar with 'Cancel' and a green bar with 'Class & Extra Services'. Below this is a breadcrumb trail: 'Start Over' > 'First-Class Retail Metered' > 'Letter' > 'Extra Services: 0'. The main area lists extra services with checkboxes and rates. On the right, it shows the weight and date, and the total postage calculation.

Extra services available	Rates for extra services
☐ Insurance	...
☐ Collect on Delivery	...
☐ Electronic Certified	+ 4.400
☐ Certified	+ 4.400
☐ Registered with Insurance	...
☐ Registered	+ 14.400
☐ Certified Restricted Delivery	+ 9.400

0 lb 6.6 oz | Aug 20
Total \$8.580
Apply

Extra services available Rates for extra services Weight and date Total postage calculation

Job ID (optional)

Job IDs let you group and track categories that span multiple account names. This feature is often used to monitor project expenses shared across departments, such as client matter #s, campaigns, or client jobs. Before running mail, you can scan or manually enter these Job IDs. To add Job ID, tap Job ID button in the Print Postage screen. Job ID is defaulted ON which will require a Job ID for each mailing run, however this can be turned off as a requirement within settings under Job ID.

The screenshot shows the 'Add a Job ID' screen. It has a blue bar with 'Cancel' and a green bar with 'Add a Job ID'. Below this is a 'View All Job IDs' button. The main area has a 'Job ID' label and a text input field for 'Job ID Name'.

Cancel Add a Job ID

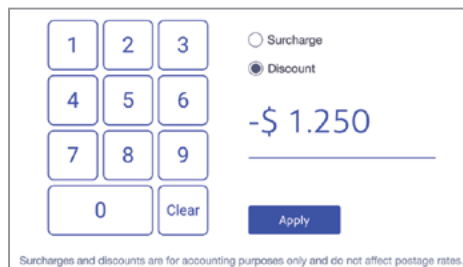
View All Job IDs

Job ID

Job ID Name

Surcharge/discount (optional)

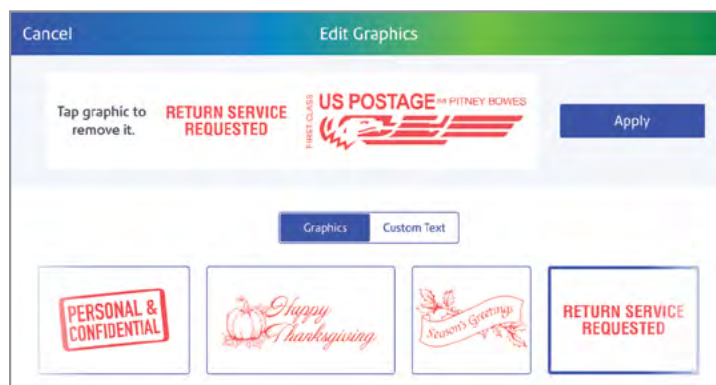
You can configure surcharges and discounts per mail piece, either as a fixed amount or a percentage, for accounting purposes only. These configurations do not affect the actual postage rates. To add surcharges and discounts tap Surcharge/Discount button in the Print Postage screen.



The screenshot shows a configuration screen for surcharges and discounts. On the left is a numeric keypad with buttons for digits 1-9, 0, and a 'Clear' button. To the right of the keypad are two radio buttons: 'Surcharge' (unselected) and 'Discount' (selected). Below the radio buttons, the amount '-\$ 1.250' is displayed. At the bottom right is an 'Apply' button. A small disclaimer at the very bottom states: 'Surcharges and discounts are for accounting purposes only and do not affect postage rates.'

Edit graphics screen

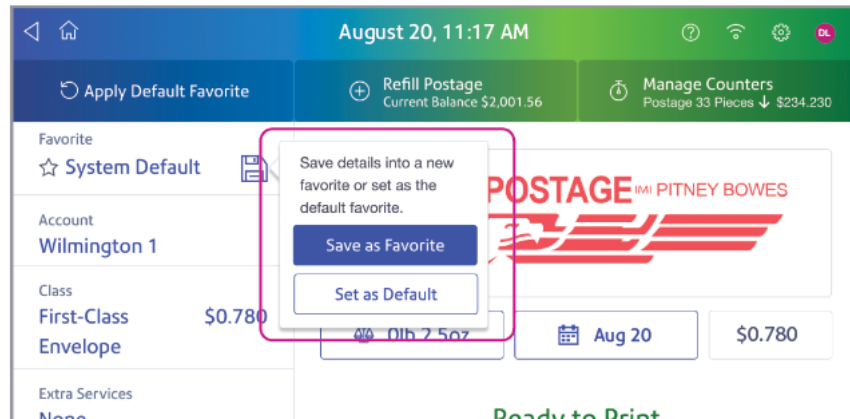
You can add additional graphics or text alongside your postage print. You can use My Graphics in Your Account to create a new image, add text only or return address graphic to print on your mail pieces.



The screenshot shows the 'Edit Graphics' screen. At the top is a header bar with 'Cancel' on the left and 'Edit Graphics' in the center. Below the header, there's a preview area showing a sample graphic with the text 'RETURN SERVICE REQUESTED' and the 'US POSTAGE' logo. To the right of the preview is an 'Apply' button. Below the preview area are two tabs: 'Graphics' (selected) and 'Custom Text'. Under the 'Graphics' tab, there are four preview cards: 'PERSONAL & CONFIDENTIAL', 'Happy Thanksgiving', 'Season's Greetings', and 'RETURN SERVICE REQUESTED'.

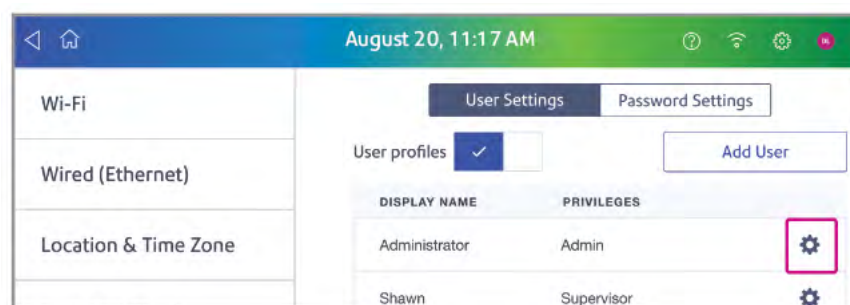
Managing favorites

You can set up favorites for all of your common postage printing selections, such as account, postage class, and a graphic. You can set up a default favorite for your most frequently used option. This will mean your device is always ready to use. The maximum number of favorites you can create is 21, including the default.



Manage user role

CX devices come with optional user settings, allowing you to control user privileges on device. This feature can be turned on or off within User Management in the settings menu. Each user can be set up with an appropriate role, each role type has differing permissions to access device security and features. Administrators can add new users and manage user profiles. Tap the user profile icon at the top right of the toolbar, then select Manage User Profile. To edit a user's role or reset their password tap the gear icon.

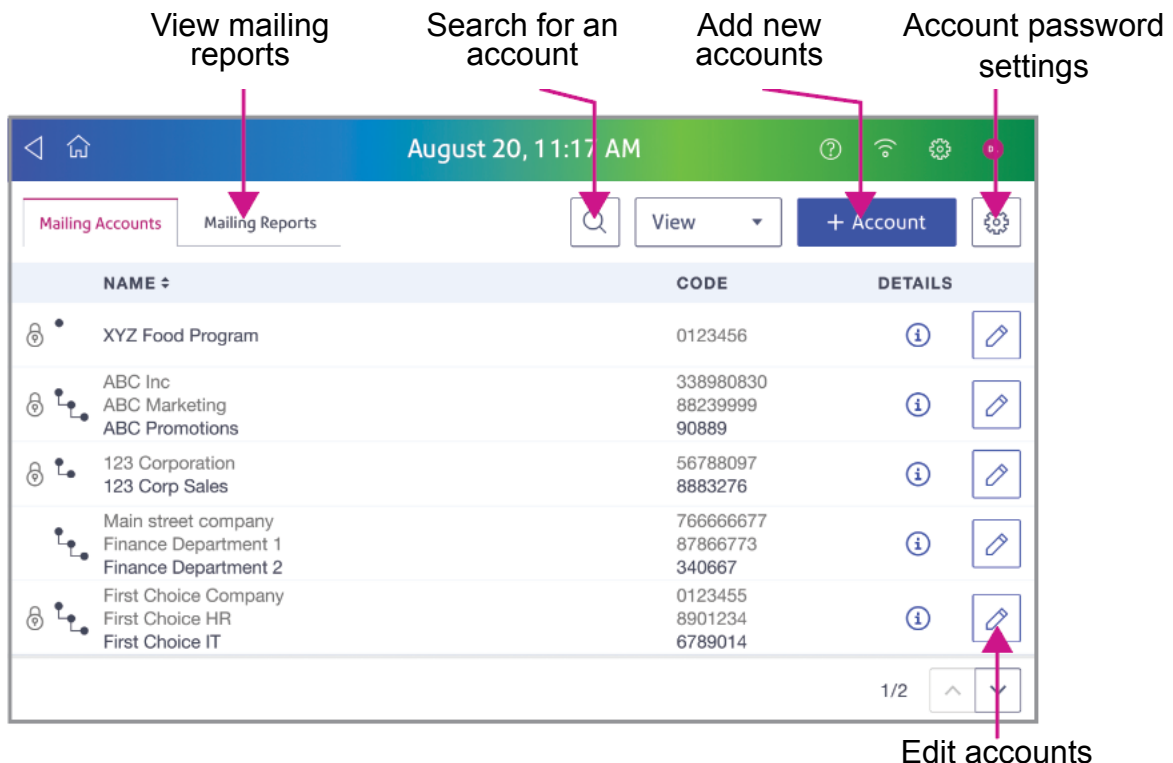
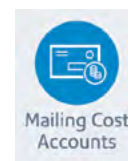
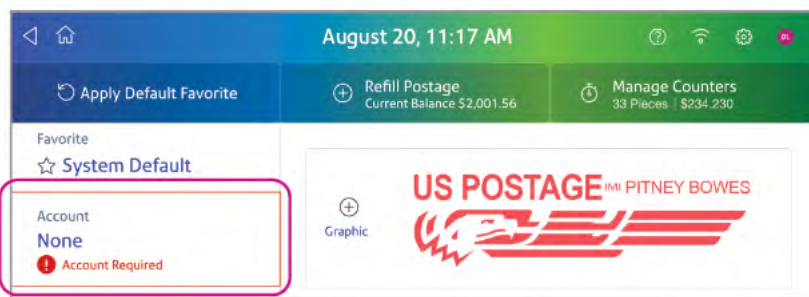


Mailing Cost Accounts

Mailing Cost Accounts let you track the postage used by departments or individuals within your organization, helping you understand how your business spends its postage and identify cost-saving opportunities. You can charge postage back to departments or clients and report on postage expenditures. Job IDs can be used across multiple Mailing Cost Accounts, allowing postage costs to be consolidated by project or client, regardless of the department or user that sent the mail.

Manage Mailing Cost Accounts

All Mailing Cost Accounts management is done through the Print Postage screen, tap the Account button and then tap the Manage Accounts button. Alternatively, tap Mailing Cost Accounts quick action on the home screen.



You can update an account name, code, description, status, or password at any time before postage is charged. If postage has been charged, you cannot delete the account and must set it to inactive instead.

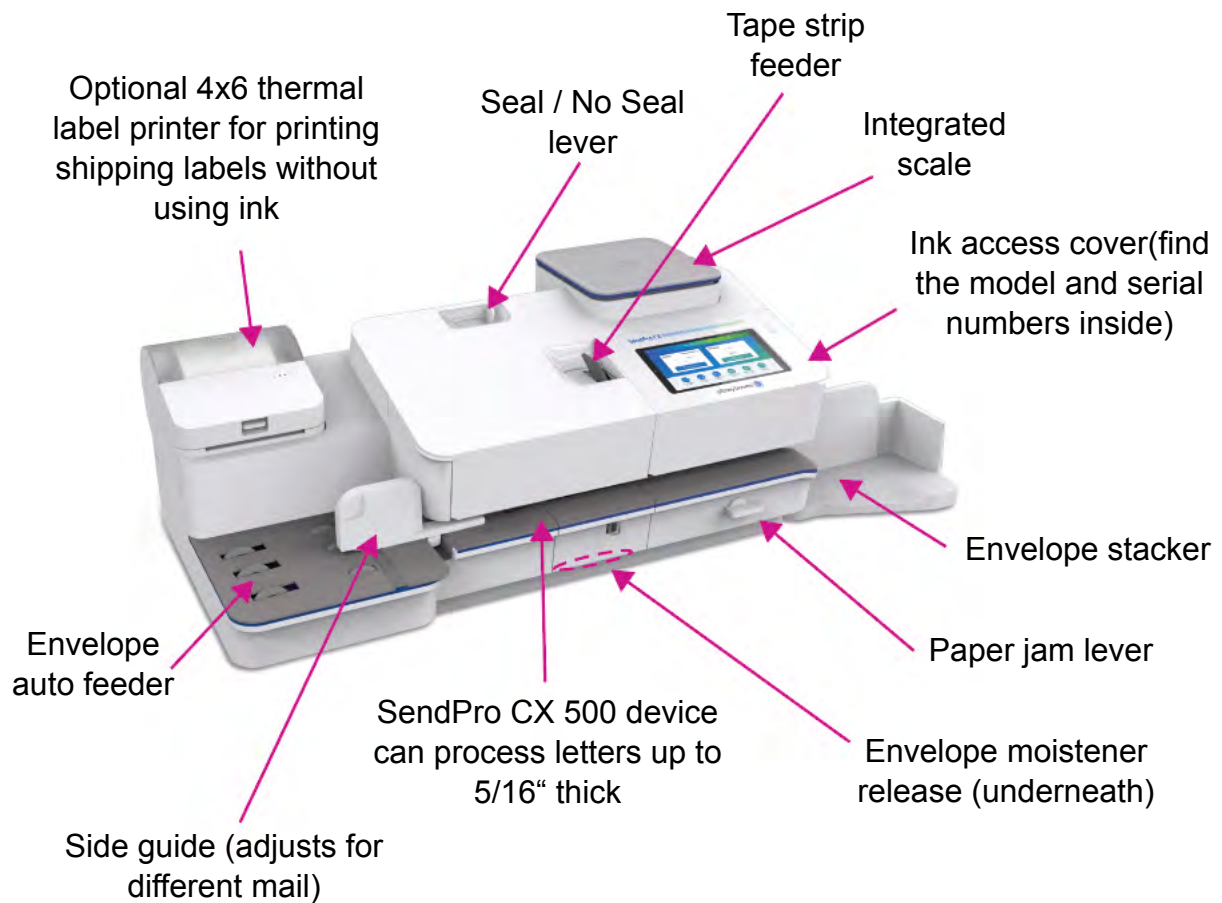
The screenshot shows a mobile application interface for managing accounts. At the top, a status bar displays the date and time as "August 20, 11:17 AM". Below this, there is a header bar with navigation icons and a "+ Sub Account" button. The main form contains several input fields: "Account Name" with the value "XYZ Food Program", "Account Code" with "0123456", and "Description (optional)" with "Account for XYZ Food Program". To the right of these fields are radio buttons for "Status", with "Active" selected and "Inactive" unselected. Below the status options is a "Password" field with the value "Abcd" and a toggle icon. At the bottom of the form are three buttons: "Delete", "Cancel", and "Ok".

Mailing Account Reports

Mailing Account reports show how postage was spent across a specific account or across all accounts for a chosen time period. Reports can be viewed on screen, printed (requires an optional report printer), saved under a new name, deleted, or emailed.

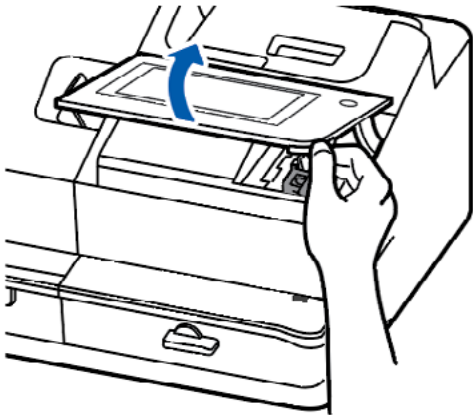
The screenshot shows a mobile application interface for generating mailing account reports. At the top, a status bar displays the date and time as "August 20, 11:17 AM". Below this, there is a header bar with navigation icons and a "View Report" button. The main form contains several input fields: "Period" with "Current Period", "Start: August 4", and "End: August 31"; "Meter (PSD)" with "7H00-8182406"; and "Accounts" with a button indicating "2 Accounts Selected". To the right of these fields are radio buttons for "Report to Level", with the first option selected. At the bottom of the form are three buttons: "Delete", "Save As", and "Save".

Getting to know your device

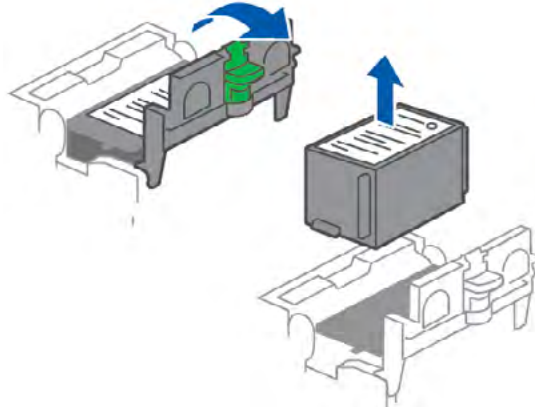


Replacing the ink cartridge

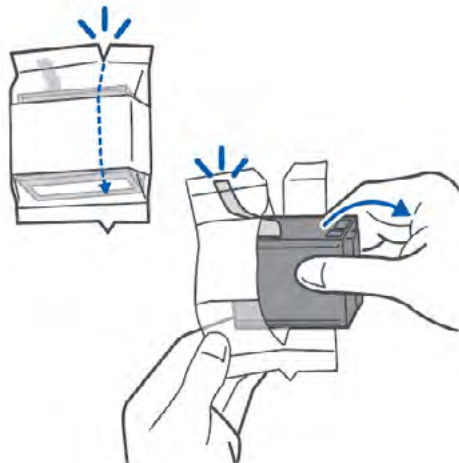
Replace the ink cartridge when the low ink warning appears. Tap the settings icon and select Ink & Maintenance then tap Install Ink.



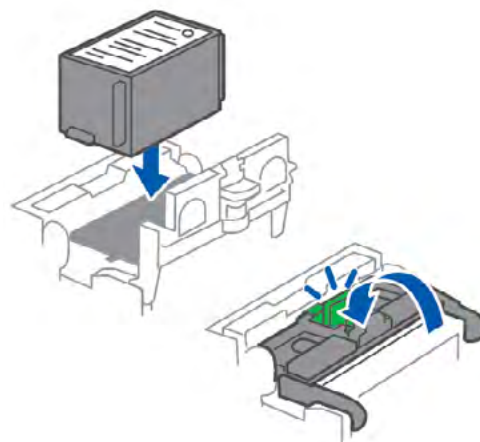
1. Open the ink access cover to access the ink carriage.



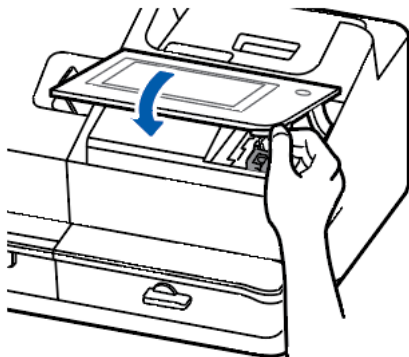
2. Open the guard then remove the empty ink cartridge.



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



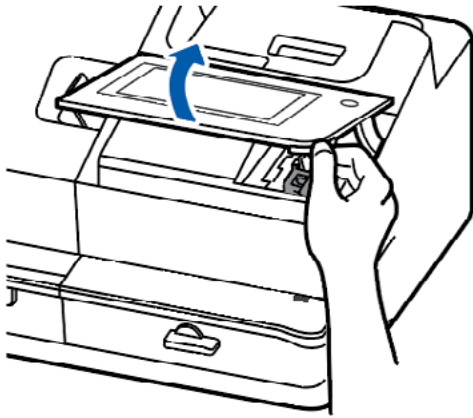
4. Install the ink cartridge and close the guard.



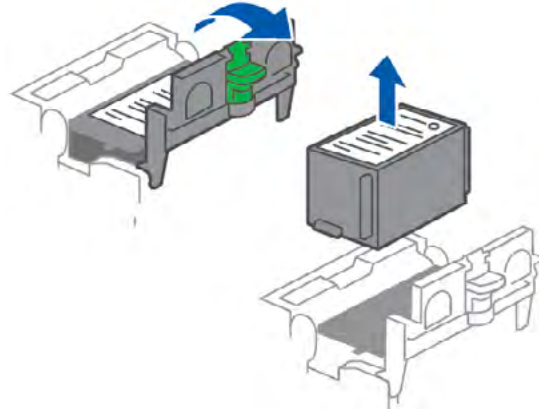
5. Close the ink access cover.

Replacing the printhead

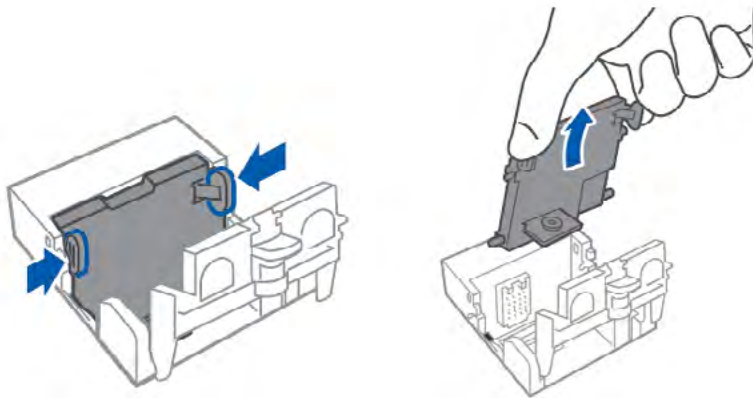
Replace the printhead If you clean the print nozzles and you still get a bad test print pattern. Tap the settings icon and select Ink & Maintenance then tap Install Printhead.



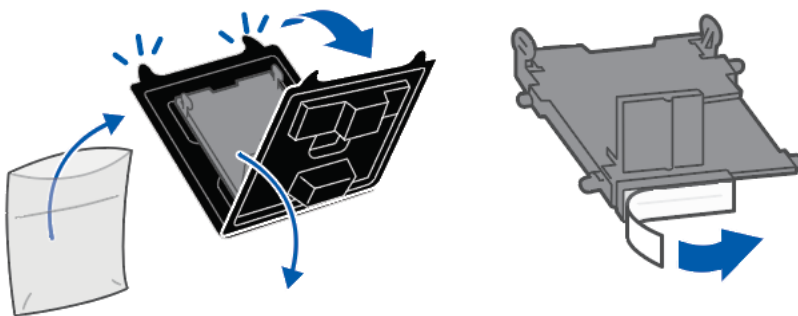
1. Open the ink access cover to access the ink carriage.



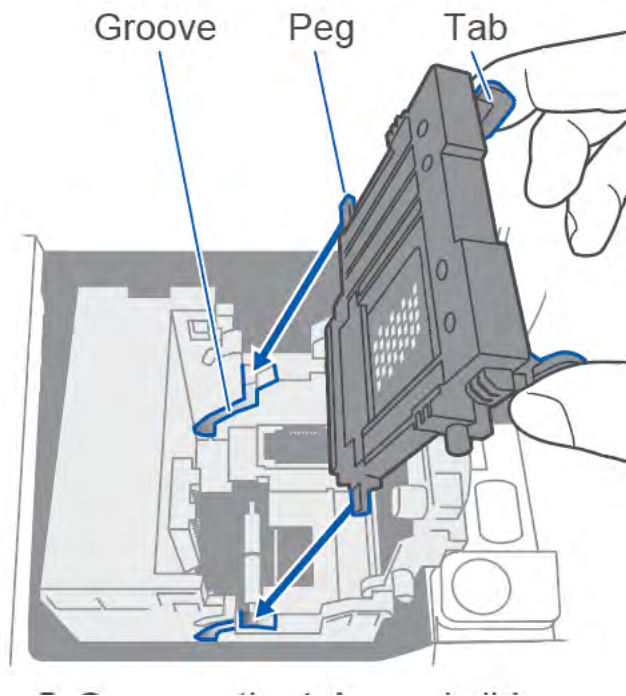
2. Open the guard then remove the empty ink cartridge.



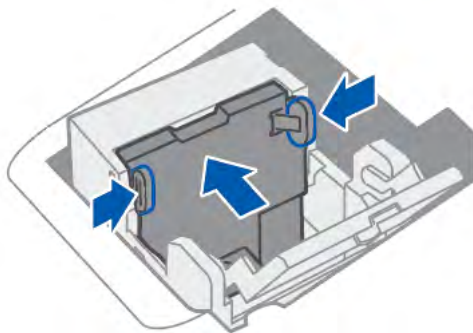
3. Squeeze the tabs on the printhead then pull it out from the ink carriage.



4. Unwrap the new printhead and remove the protective strip.

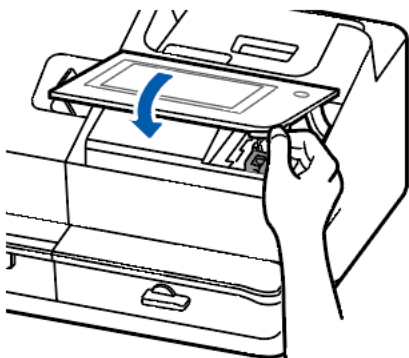


5. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.



This step is critical to prevent system damage.

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



7. Close the ink access cover.

Print labels: What you can ship & How to print

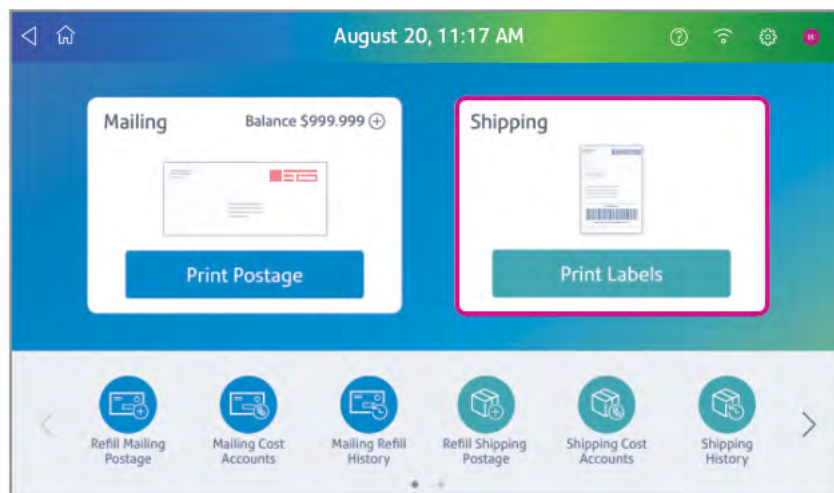
Using shipping labels gives you access to discounted rates from multiple carriers, allowing you to compare delivery options for packages and flats. To access this feature, an active shipping subscription is required.



- Thick envelopes
- Poly mailers
- USPS Flat Rate
- USPS non-Flat Rate
- UPS Express
- FedEx

Print Labels

To print shipping labels, tap Print Labels, and login with your shipping credentials.



Shipping labels enable tracking, access to shipment history, delivery updates and refund requests.

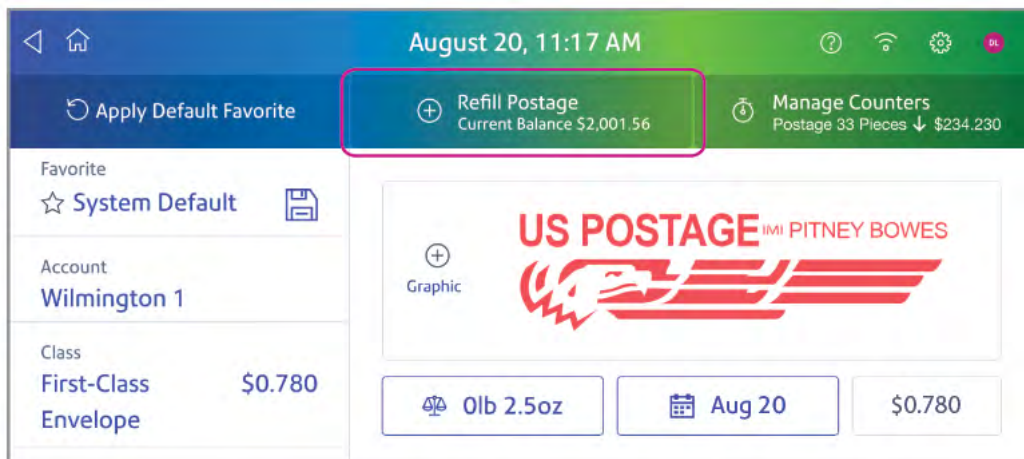
Print using a thermal label printer, a network connected printer, or by emailing the label to your computer for printing.

Your USPS postage is stored in two places

Your SendPro CX 500 has separate funding accounts for Print Postage and Print Labels functions. You must fund each function separately. You can choose to fund your accounts via Purchase Power (Credit Line) or Reserve Account (prepaid funds).

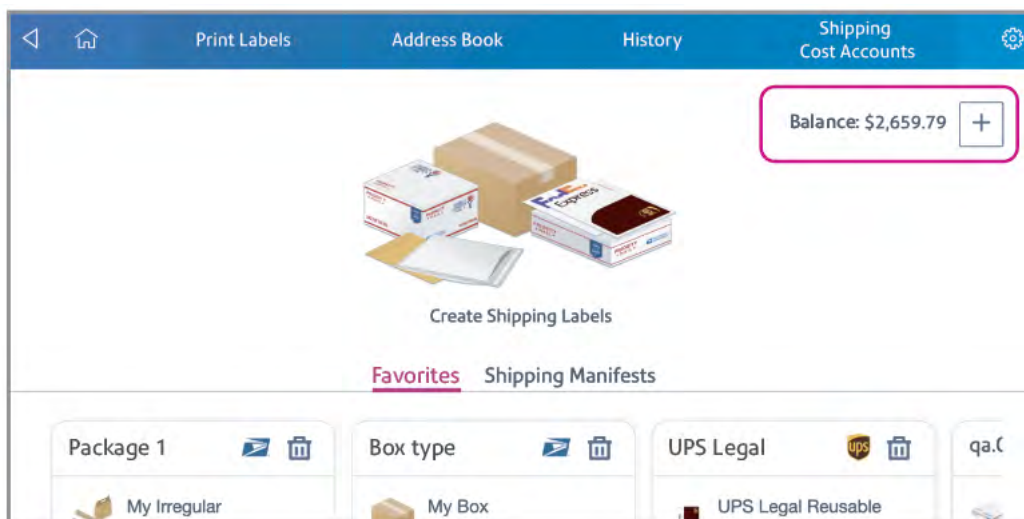
Print postage account

Your postage balance is displayed on the home screen and at the top of your Print Postage screen. To add postage funds, tap the plus icon, and enter the amount of postage you wish to add.



Print labels account

Your postage balance is displayed on the top right of the Print Labels screen. To add postage funds, tap the plus icon, and enter the amount of postage you wish to add. You can manage your payment method, review or make changes to your print labels account online at sendpro360.pitneybowes.com.



Differential weighing (optional)

With differential weighing, you can semi-automatically process mixed weight mail, faster and more accurately, saving you time and increasing productivity by eliminating individual weighing and rate selection. Place a stack of same class mail on the scale, then remove one piece at a time, and place it on the feeder. The system calculates the postage for each piece of mail you remove from the scale, and applies the postage to the piece as it goes through the mailing system. Contact your Pitney Bowes Sales Representative for information about options and pricing.

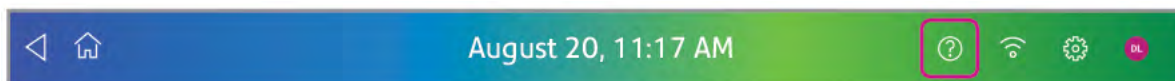
Electronic Return Receipt (eRR) (optional)

Electronic Return Receipt (eRR) is a USPS digital record showing when a Certified Mail piece was delivered, who signed for it, and the delivery address. Instead of waiting for a green card to be mailed back, you can access a PDF of the eRR through your Pitney Bowes Your Account under USPS Delivery Tracking Service. eRR is accepted by federal and state courts as valid proof of delivery and can help reduce costs per mail piece. Contact your Pitney Bowes Sales Representative for pricing and options.

SendPro® CX 500 FAQs

How do I get support on my device?

Access support articles from the “?” icon at the top right of the toolbar.



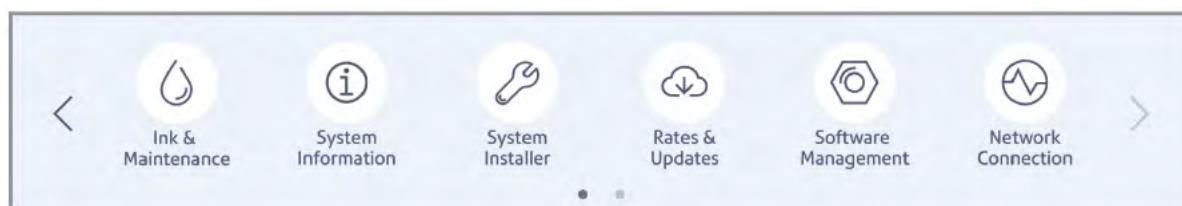
How do I manage my device settings?

You can manage your device settings from the setting icon on the top right of the tool bar. From the settings menu you can access mailing and shipping settings, device & network information and additional support. You can also select language from the settings menu.



Support functions

Access support functions by clicking the right arrow at the bottom of the home screen.



How do I keep envelopes flowing smoothly?

Make sure to sort all mail by the same size, thickness, sealed or not sealed. Adjust the side guide before running different mail pieces. Check the Seal/No Seal level is on or off depending if your mail is sealed or not.

How do I keep my device up to date?

Your device should be kept turned on and connected to allow updates on rate information and sync data whilst you are not using the meter and it is in sleep mode. Sleep mode saves energy, and can be adjusted within power settings.

How do I troubleshoot my WiFi or wired network connection?

Tap Network Connection either from the support functions bar or through the settings to make sure your device has access to required internet services. 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.



How do I manage my Pitney Bowes Account?

Sign in online to easily manage your account, postage, check invoices, make payments, buy supplies, and set up alerts. Head to pitneybowes.com/youraccount

How do I get in touch with Pitney Bowes support?

Visit our online support site at pitneybowes.com/cx-500 Access the full user guide online through the support site, available in both English and Spanish. If you need further assistance, please chat with us online.