



Shipping & Mailing
Postage Meters

SendPro® CX Series

PCN 8V00, 8V0R, 9V00, 9V0R

Operator Guide

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1 - Installation

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Installing the SendPro CX 100, SendPro CX 200, SendPro CX 300

Follow these instructions to install a SendPro CX 100, SendPro CX 200, SendPro CX 300 for the very first time.

If you have a SendPro CX 500 the installation of your machine will be facilitated by Pitney Bowes. If you have not received communication regarding your SendPro CX 500 installation within a few days of delivery, please contact your sales representative to arrange this.

1. [*Before you begin*](#)
2. [*Open the box*](#)
3. [*Unpack the device*](#)
4. [*Install the printhead*](#)
5. [*Install the ink cartridge*](#)
6. [*Connect device to a power source*](#)
7. [*Continue installation steps*](#)
8. [*Software setup*](#)

1 Before you begin

Before you begin the installation of your new SendPro CX 100, SendPro CX 200, SendPro CX 300:

- [*Set up your postage payment method*](#)
- [*Choose your connection type*](#)
- [*Get account and password information*](#)

Set up your postage payment method

Pitney Bowes offers different options to pay for postage for mailing and shipping. You must set up how you are going to pay for postage before you can use your device. For more information visit [*paying for postage*](#).

Choose your connection type

Connection type

Connection type	Time and access requirements
Wired Connections 	Take about 10 minutes to set up Require an ethernet port and power outlet.
Wireless Connections 	Take about 15 minutes to set up Require access to a wireless network and power outlet.

Get account and password information

To set up your device, you need:

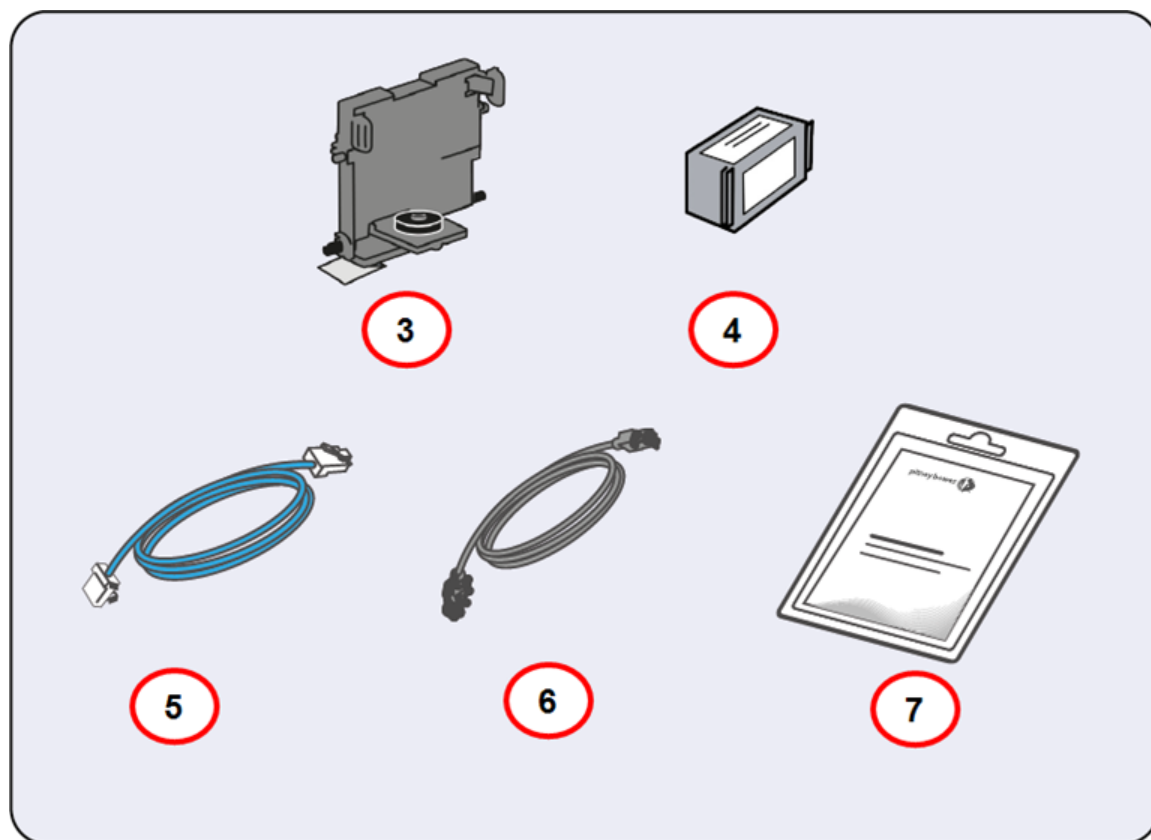
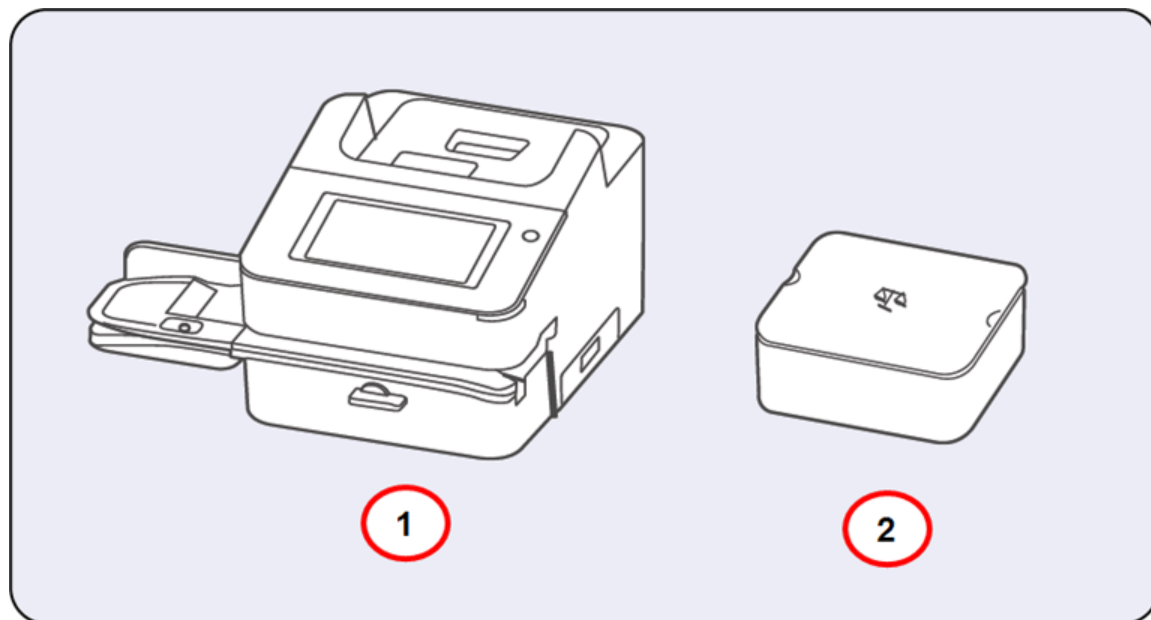
- The email address and password that you use to sign into Your Account on Pitney Bowes.
- If you need to set up Your Account, use a browser on your computer to visit [Your Account](#) and click **Register Now**.

To print shipping labels you need:

- Your PitneyShip email address and password for that account.
- If you have logged into Your Account on Pitney Bowes, or if you have used PitneyShip to send a package, you can link to that account and use that email address and password.
- If you do not have a shipping label account, you have the option of creating one during the installation.

Open the box

In the box you will find:



1. SendPro CX 100, SendPro CX 200, and SendPro CX 300
2. Scale
3. Printhead
4. Ink Cartridge
5. LAN / Internet Cable
6. Power Cord
7. Tape Sheets

3 Unpack the device

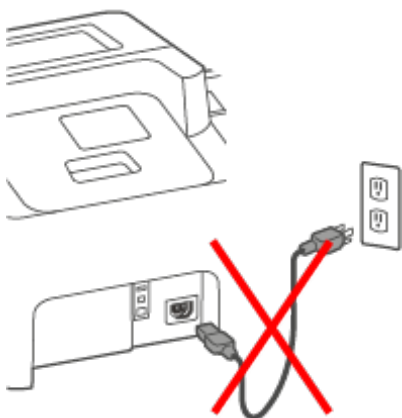
1. Remove the device and all items from the box.



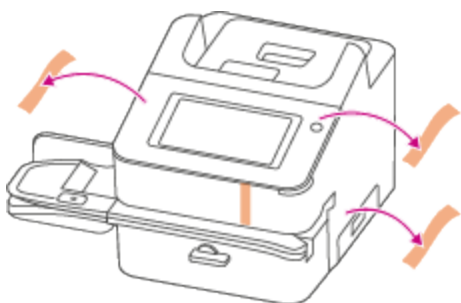
2. **Important:** Be sure to grab hold of the entire feeder, not just the moistener flap when lifting the device out of the box.



3. **Do not** connect your device to a power source yet.



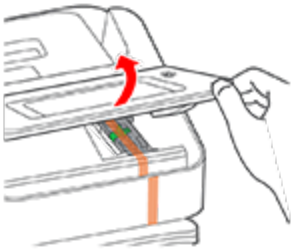
4. Remove all packing materials from the device.



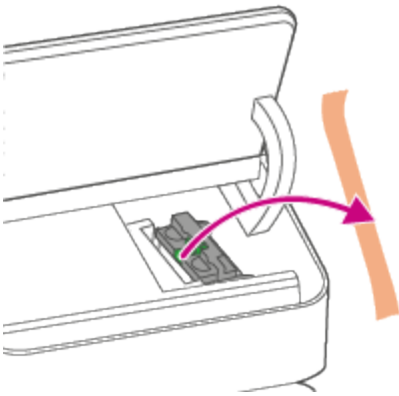
4

Install the printhead

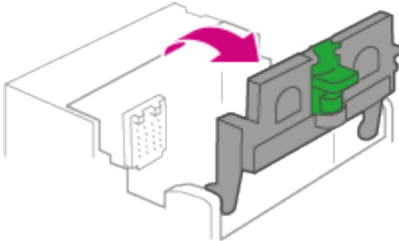
1. Open the cover to access the ink carriage.



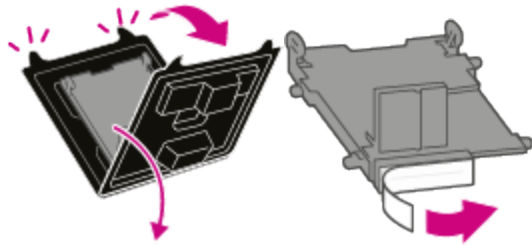
2. Remove the packing tape from the ink carriage.



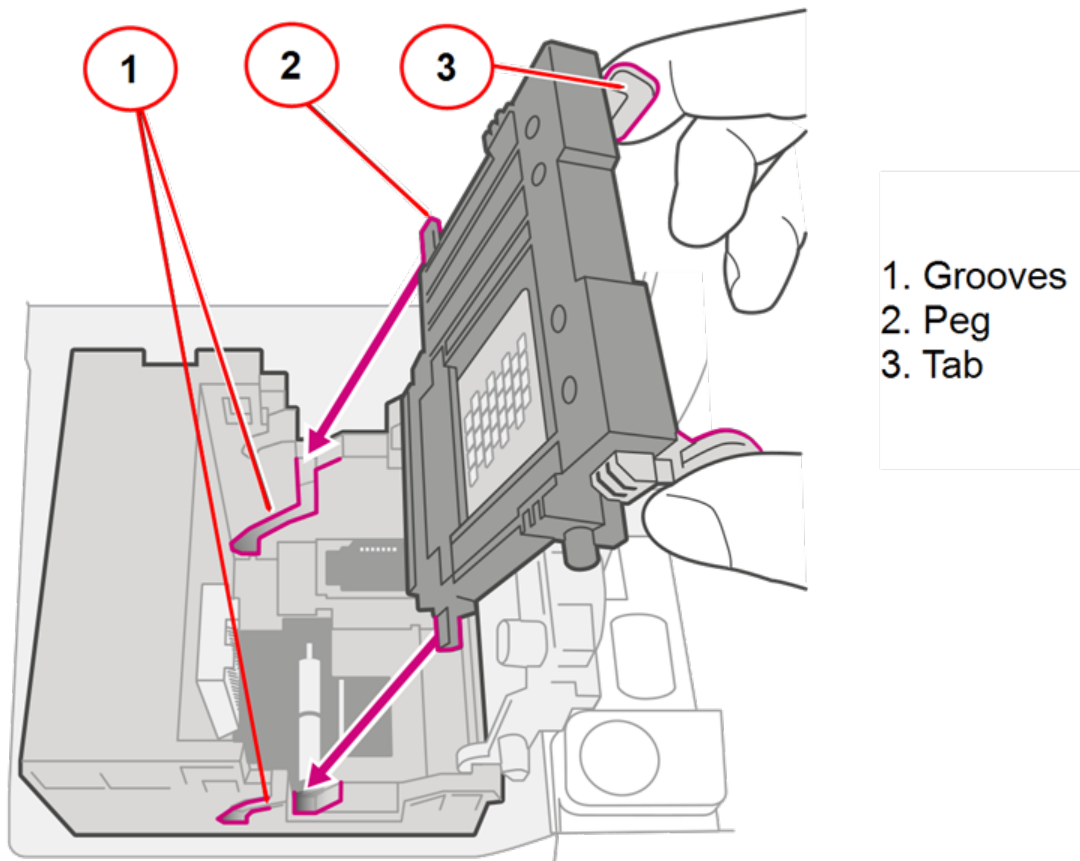
3. Open the ink carriage guard.



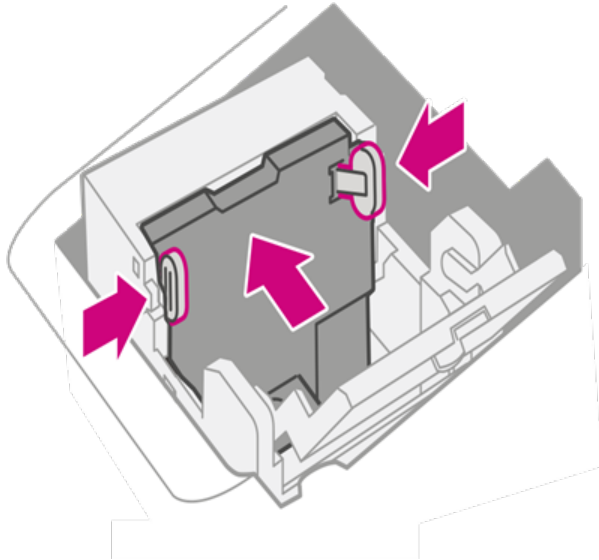
4. Unwrap the printhead and remove the protective strip.



5. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.
Important: This step is critical to prevent device damage.



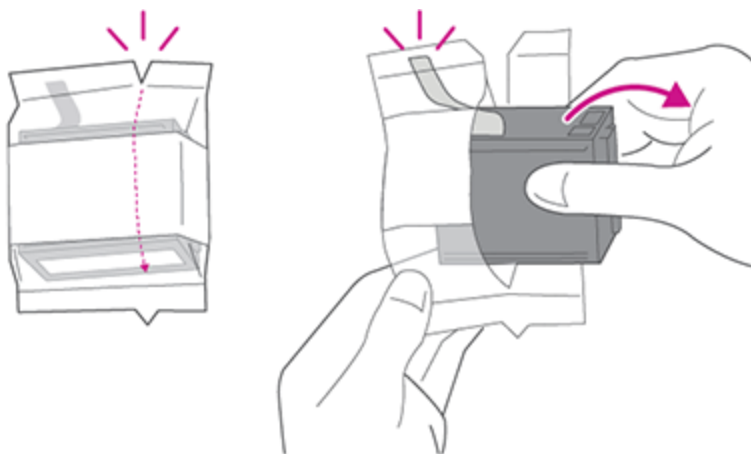
6. Keep squeezing the tabs and push the printhead flush against the wall. The tabs snap outward when you place the printhead correctly.



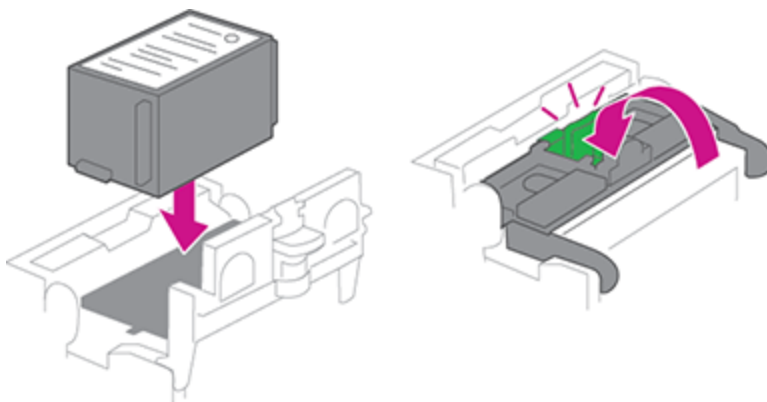
5

Install the ink cartridge

1. Unwrap the ink cartridge and remove the silver foil strip from the ink cartridge.



2. Install the ink cartridge and close the guard.



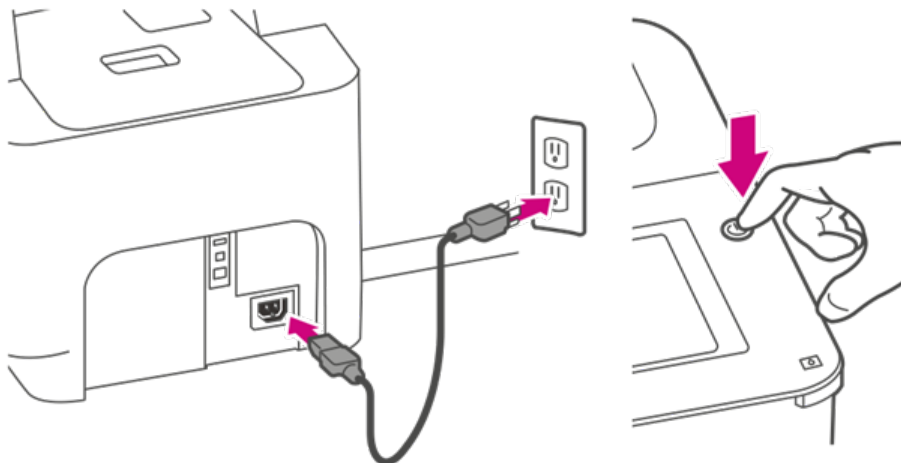
3. Close the cover.



6

Connect the device to a power source

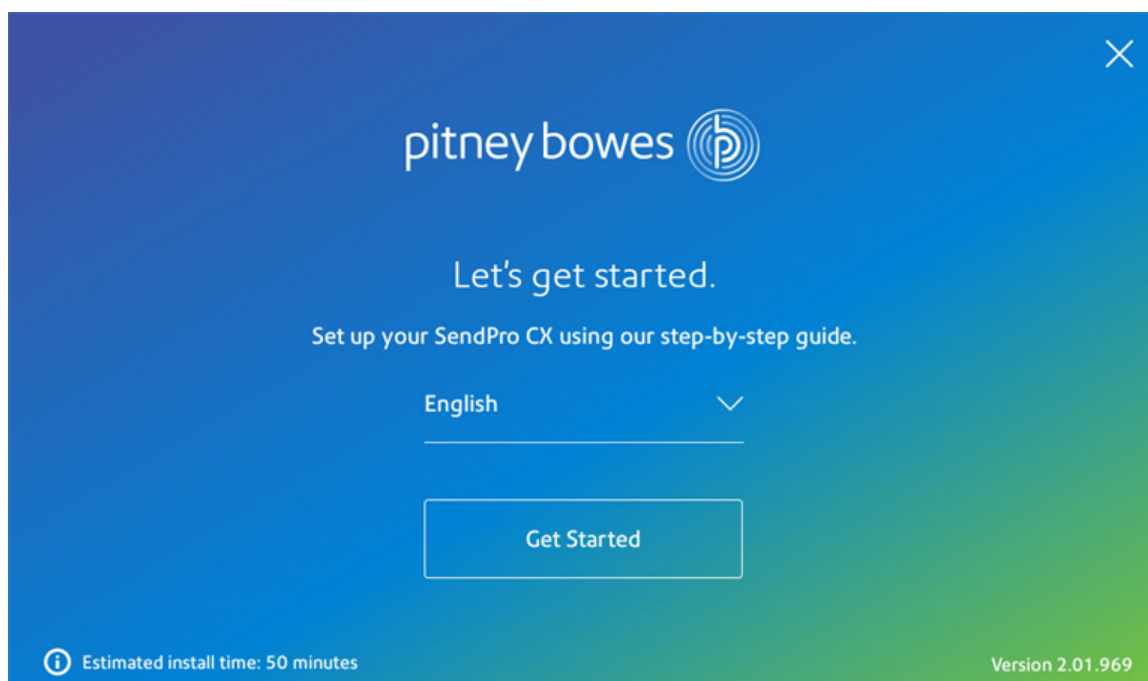
Connect the device to a power source. Tap the power button.



7

Follow the installation instructions on the device

1. Wait for the device to start up.
2. Select your language from the drop down menu.
3. Tap **Get Started** on the touchscreen and continue the installation steps on the screen.



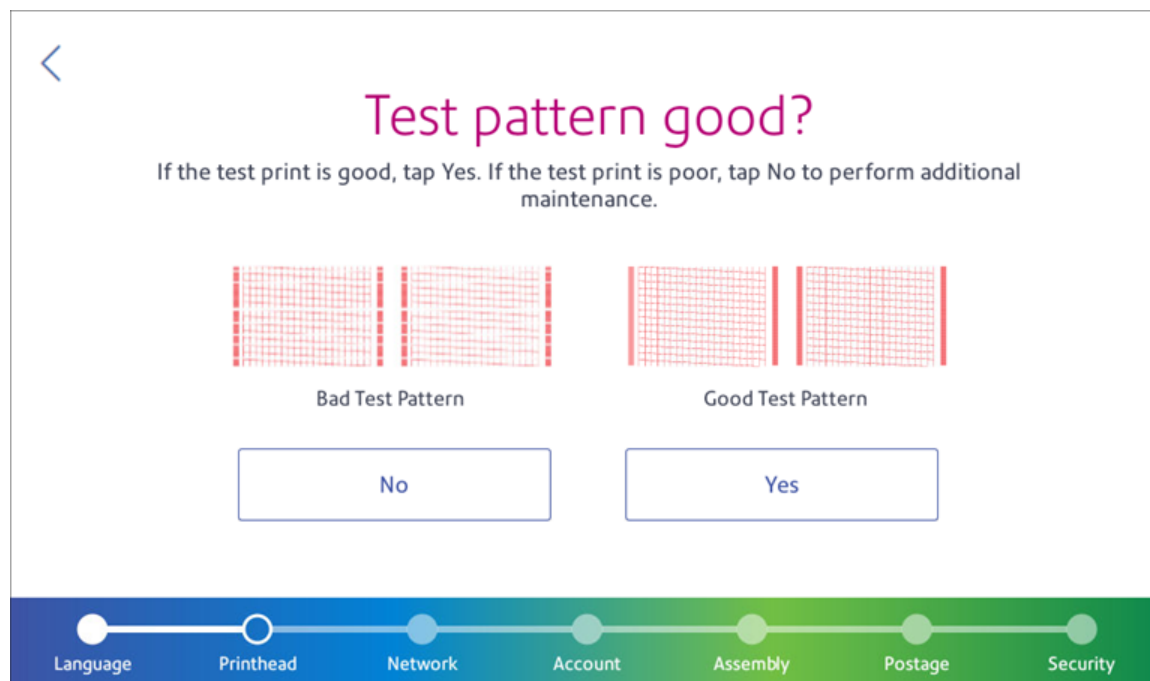
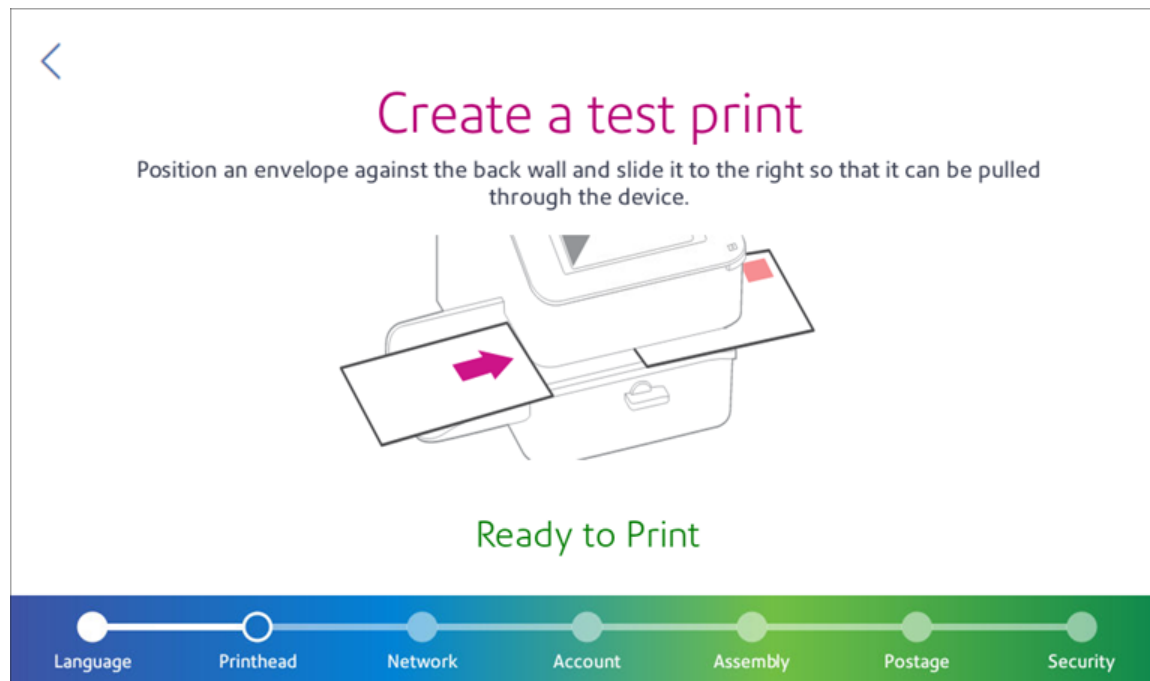
8

Software Setup

The on screen installation instructions consist of around 30 screens. The expected installation time from this point is around 50 minutes. This section offers an explanation of the screens you may see during the installation process.

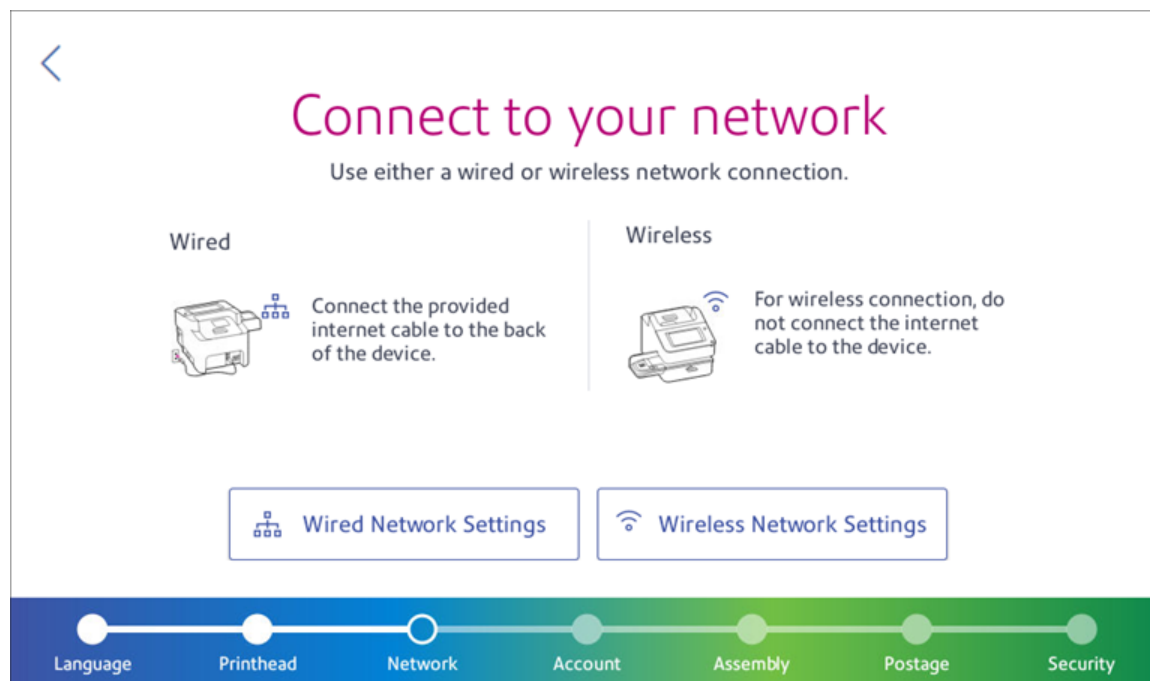
Printing

Check that the printer in your device is working correctly by printing a test print.



Connectivity

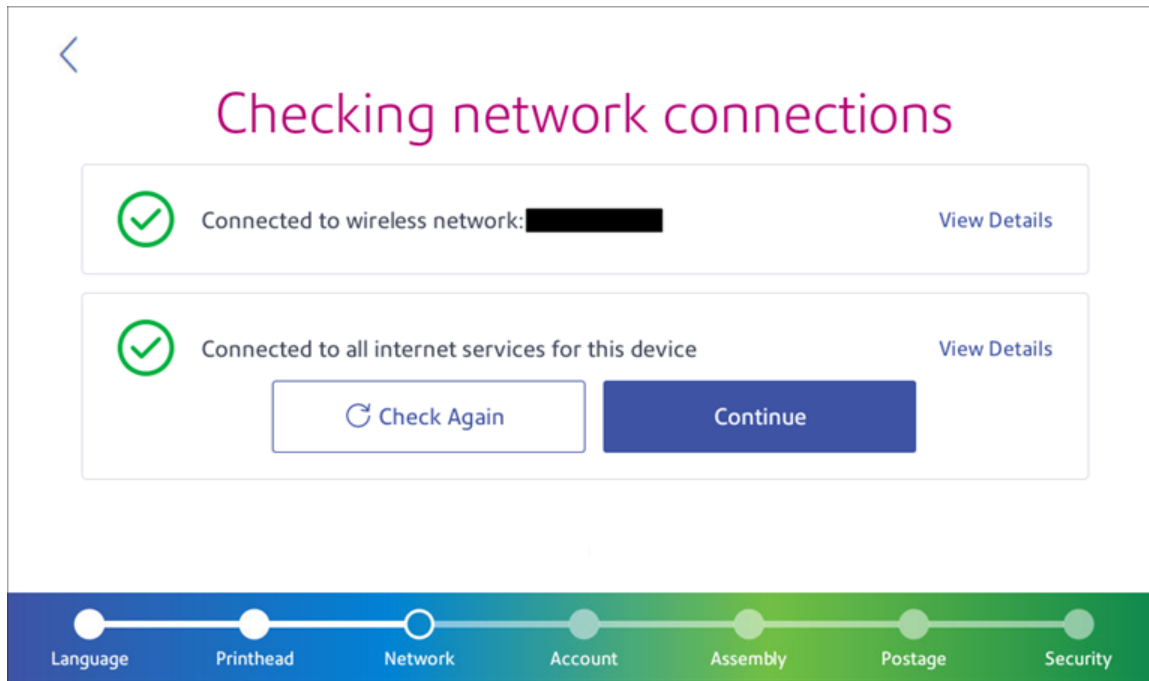
Choose your connection method to the internet.



Wired connection requires you to connect your device using the provided internet cable.

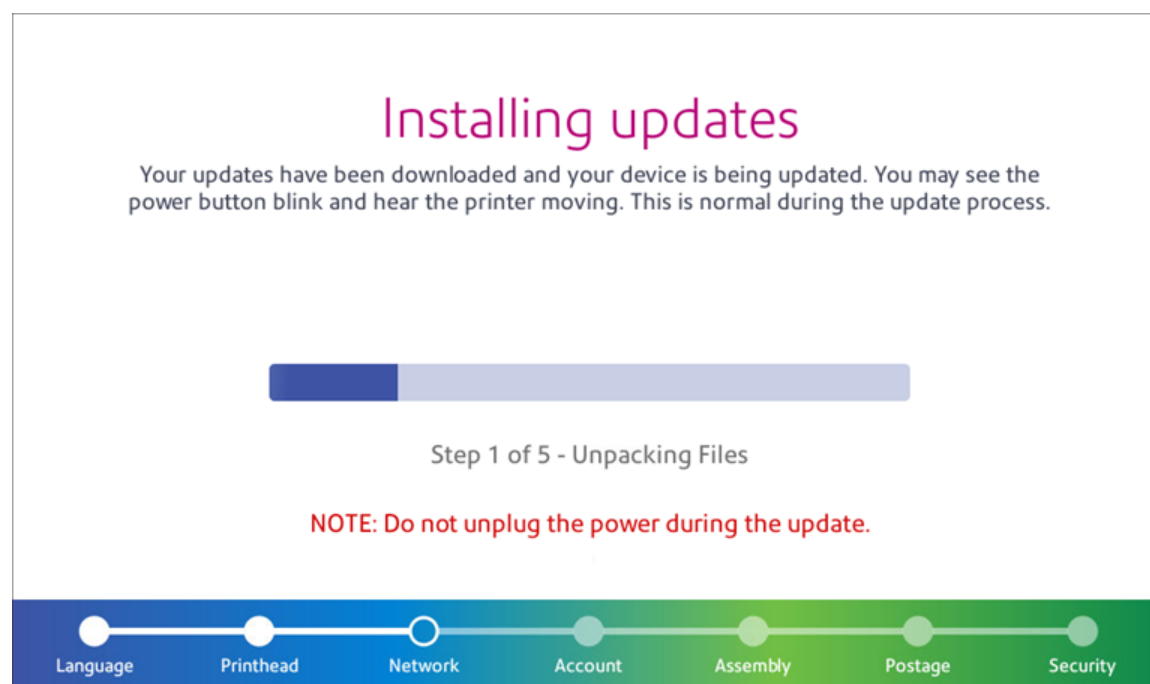
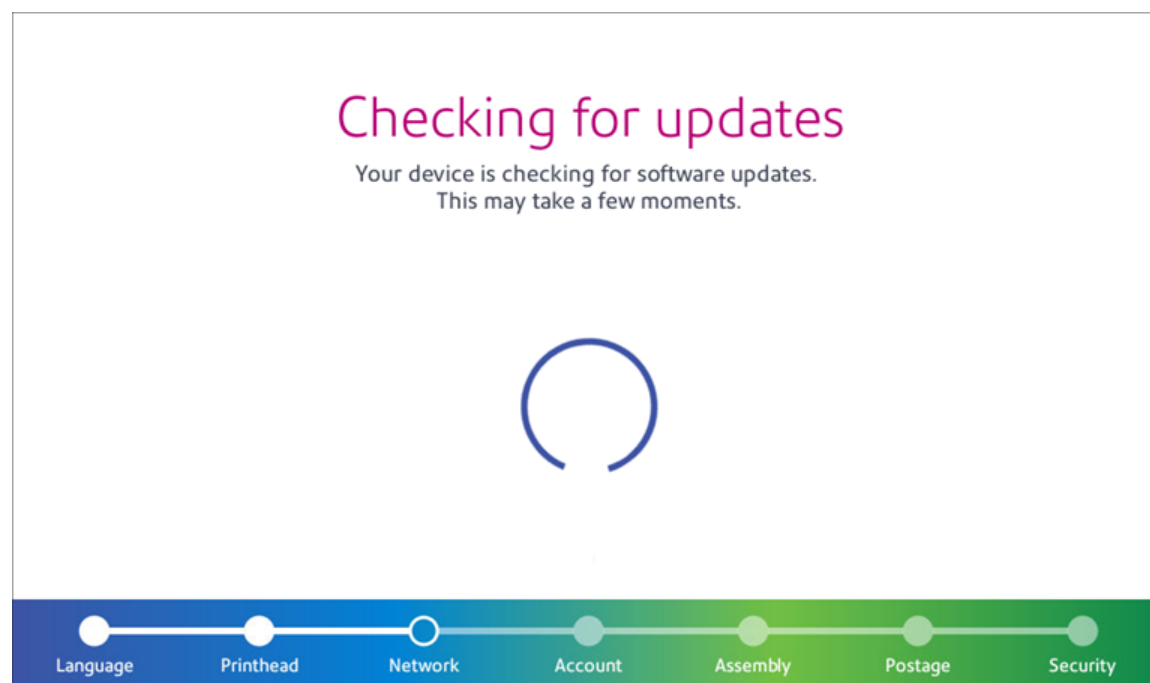
Wireless connection does not require the internet cable. Tap **Wireless Network Settings** and select your network.

The device will connect and display successful connections. Tap **Continue**.



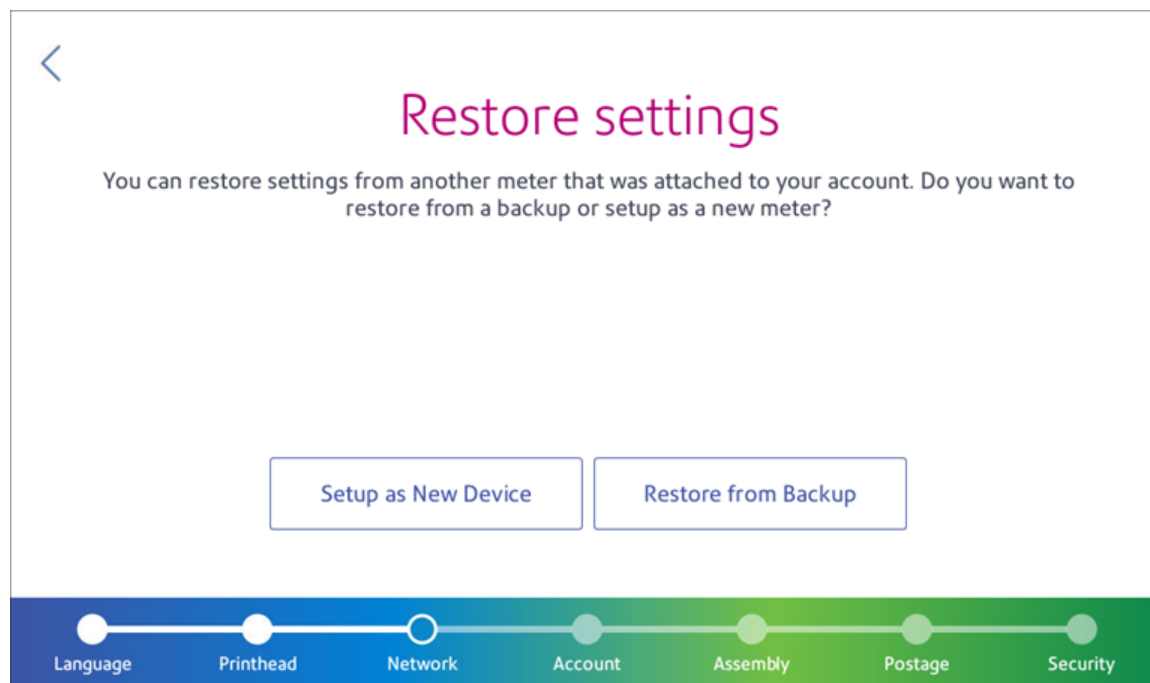
Software updates

The device will perform checks and automatically upload the most up to date software updates available.



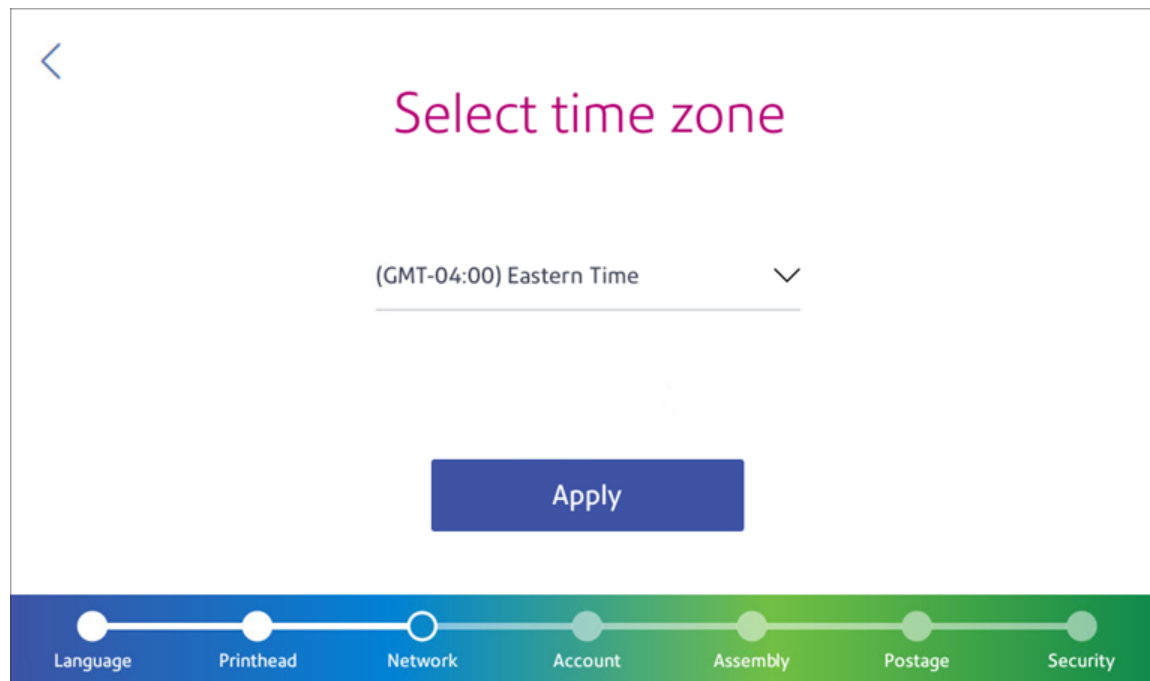
Restoring settings from an old meter

If you are installing a upgraded or replacement new device you can restore previous settings from your old Pitney Bowes meter to the new. Tap **Restore from backup** to do this or tap **Setup New Device** if you want to set up as new or if this is your first Pitney Bowes meter.



Time Zone

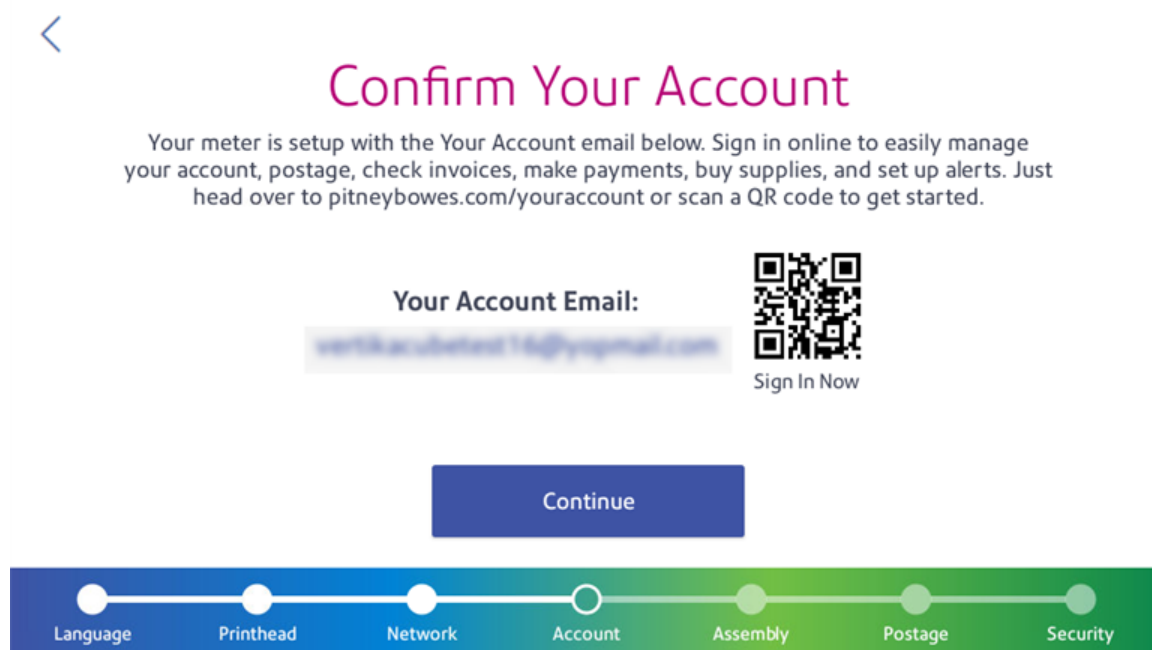
Select your time zone.



The screenshot shows a web-based configuration interface for selecting a time zone. At the top left is a back arrow. The main heading is "Select time zone" in a large, pink font. Below this, a dropdown menu displays "(GMT-04:00) Eastern Time" with a downward arrow. A large blue "Apply" button is centered below the dropdown. At the bottom, a horizontal progress bar with seven colored segments (blue, light blue, teal, green, light green, yellow-green, yellow) represents the installation steps. The segments are labeled: Language, Printhead, Network, Account, Assembly, Postage, and Security. The "Network" segment is currently selected, indicated by a white circle on its boundary.

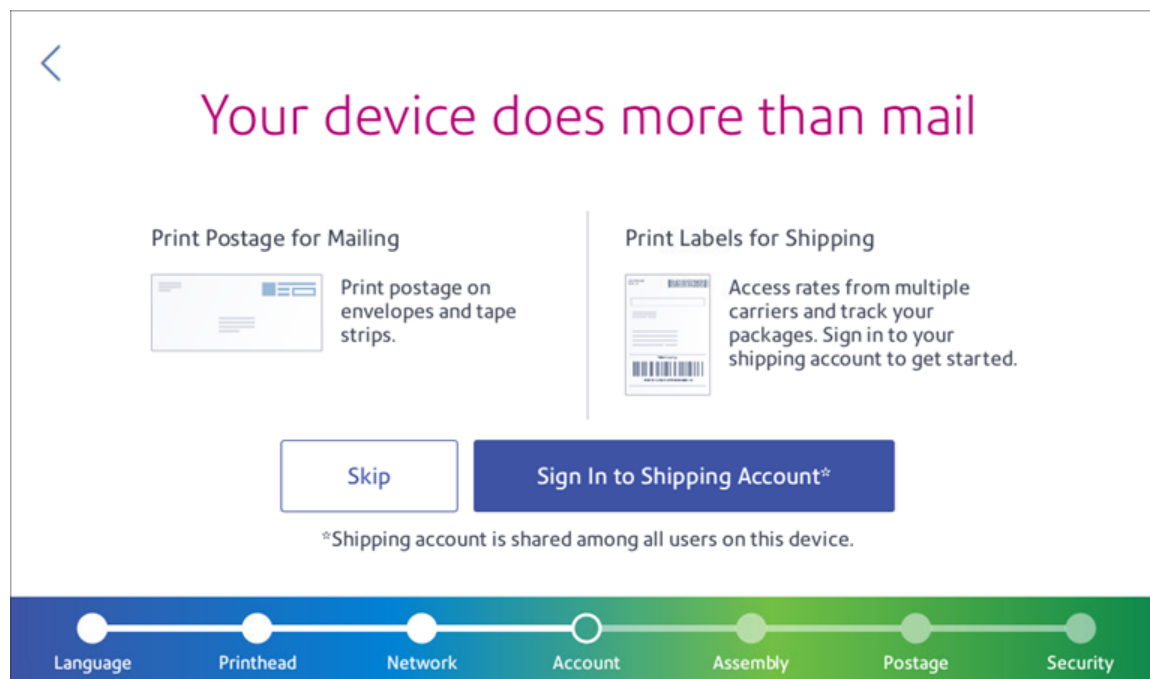
Connect to Your Account for mailing

Go to pitneybowes.com/youraccount on a computer or scan the QR code on your mobile device to log into Your Account. This is essential to be able to print postage. Tap **Continue**.



Sign into your Shipping Account

If you have a shipping account, sign in to enable printing labels. You can skip this section if you do not use a shipping account.



Install the scale

Tap on the scale that you are using and follow the installation prompts. Then add your scale location code and tap **Apply**. You can skip this section of the installation process if you do not have a scale.

<

Do you have a scale to install?

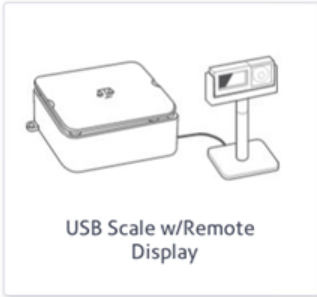
Select your scale model below.



Integrated Scale



USB Scale w/Attached Display



USB Scale w/Remote Display

Skip

Language Printhead Network Account Assembly Postage Security

<

Select scale location code

Select the proper scale location code below (between 00–31).

Location Code

Select

[Help me find my scale location code](#)

Apply

Language Printhead Network Account Assembly Postage Security

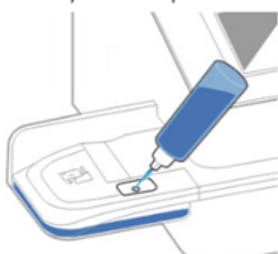
Moistener

Fill the moistener tank to enable sealing.



Fill moistener solution tank

Fill the moistener reservoir with Pitney Bowes E-Z Seal sealing solution. You can fill it later if you don't plan on sealing envelopes now.



 The moistener reservoir will hold a full, 4 oz bottle of sealing solution.

How does auto-sealing work?

Continue

Language

Printhead

Network

Account

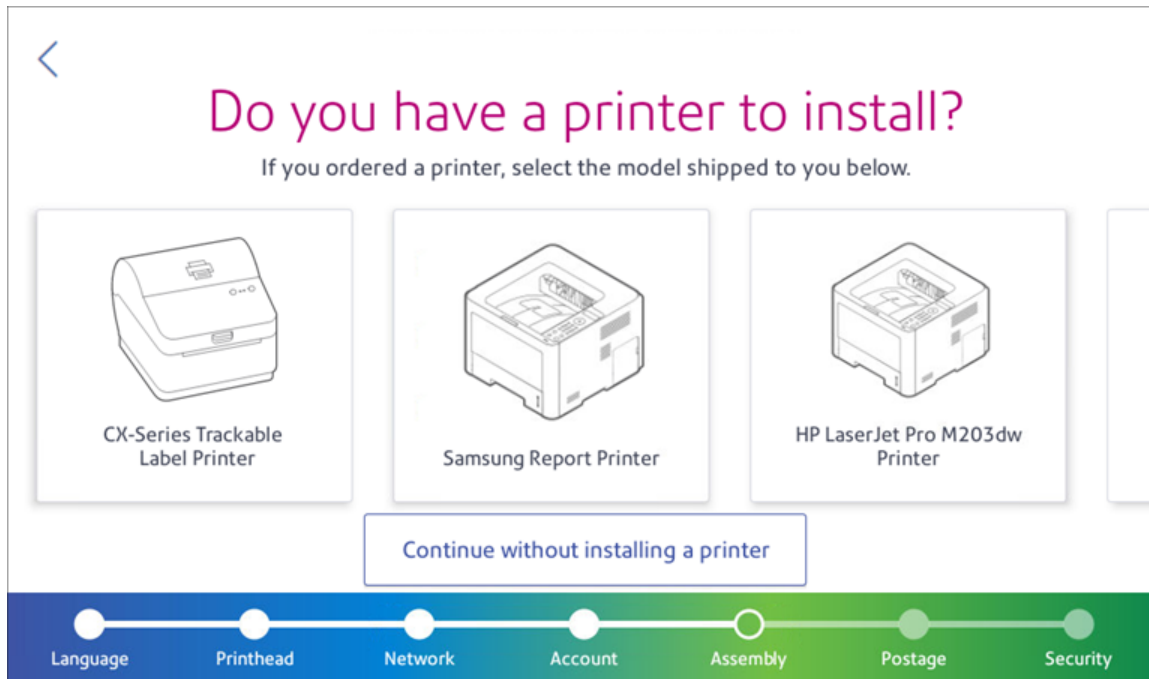
Assembly

Postage

Security

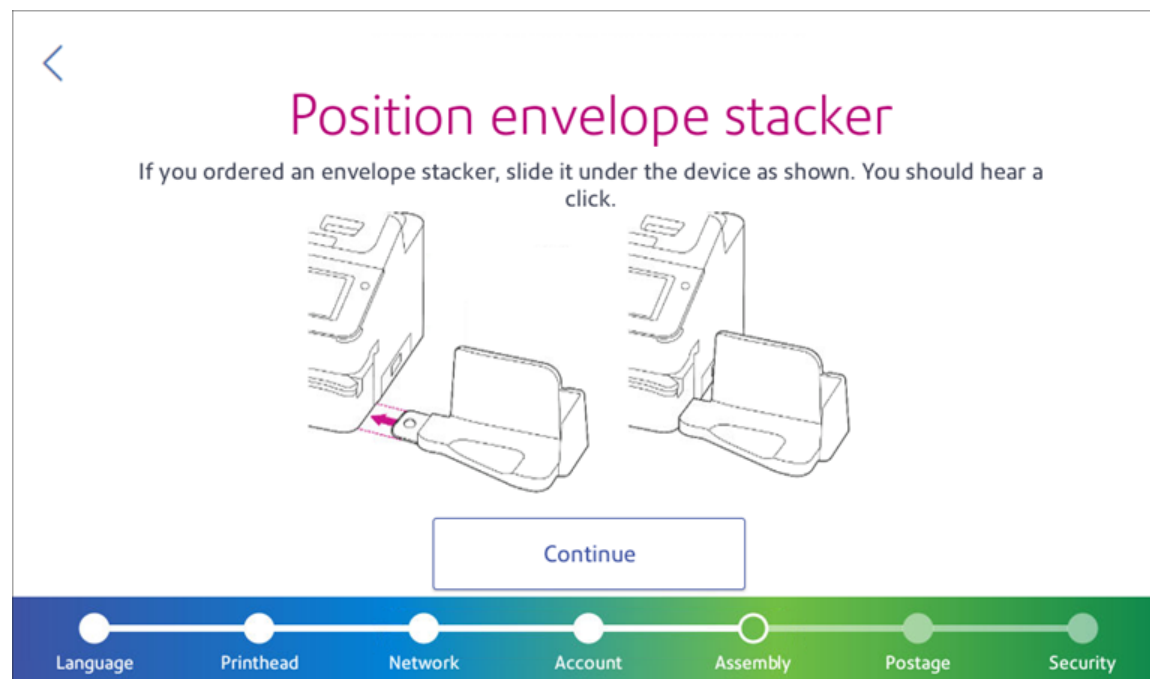
External Printer

If you have an external label or report printer, select the relevant installation instructions to connect it now. You may continue without installing a printer if you do not have an external printer.



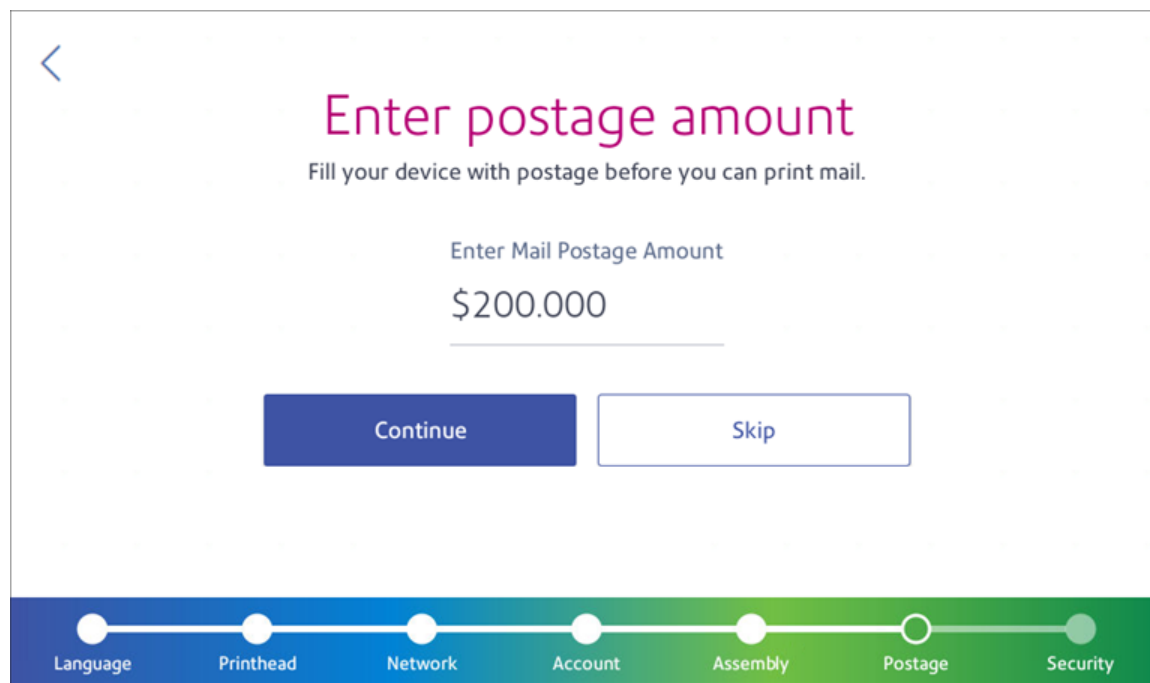
Envelope stacker

Position the envelope stacker to collect dispensed and printed envelopes and tap **Continue**.



Adding postage

Add postage to your mailing account before you can print postage on envelopes or tape strips. Enter the amount and tap **Continue**. This may take a minute. When postage is successfully added tap **Continue**.



The screenshot shows a screen titled "Enter postage amount" with a subtitle "Fill your device with postage before you can print mail." Below this, there is a label "Enter Mail Postage Amount" and a text input field containing "\$200.000". At the bottom of the screen, there is a progress bar with seven steps: Language, Printhead, Network, Account, Assembly, Postage, and Security. The "Postage" step is currently selected, indicated by a white circle on a green background. The "Continue" button is a solid blue rectangle, and the "Skip" button is a white rectangle with a blue border.

<

Enter postage amount

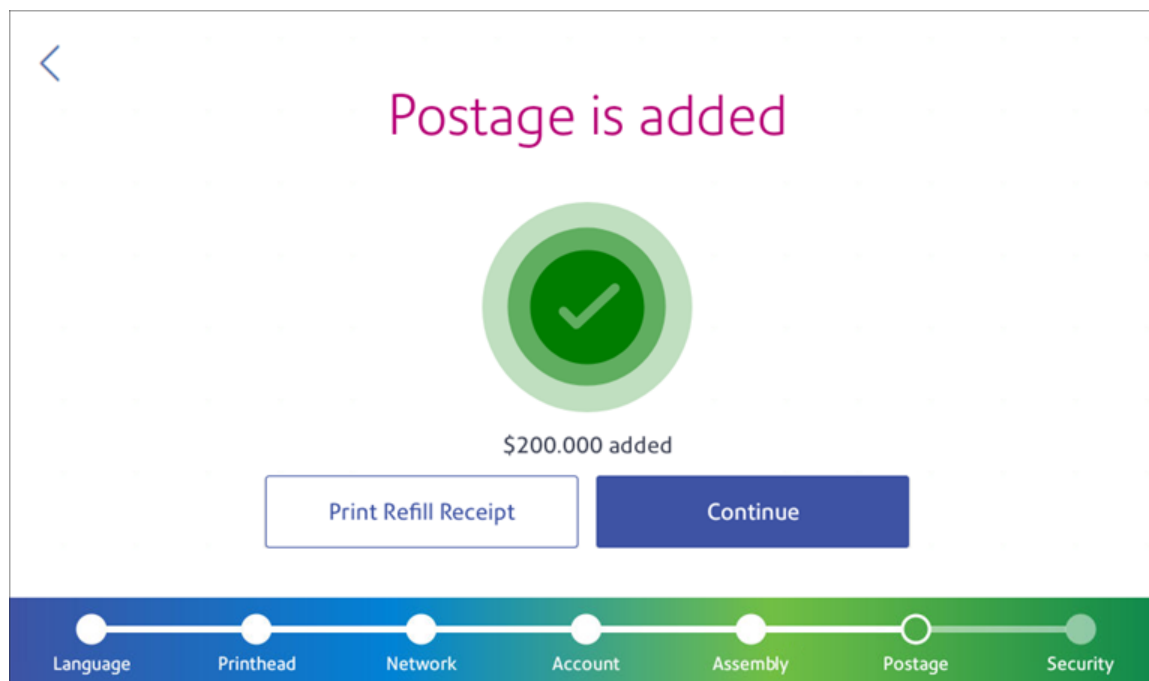
Fill your device with postage before you can print mail.

Enter Mail Postage Amount

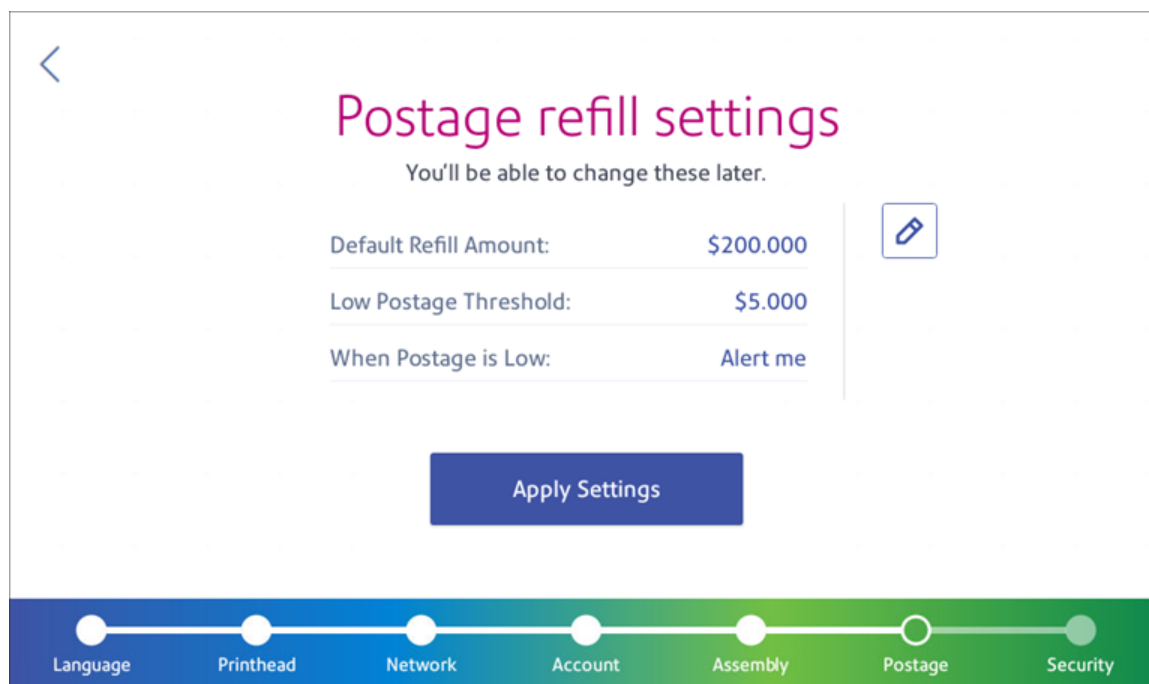
\$200.000

Continue Skip

Language Printhead Network Account Assembly Postage Security

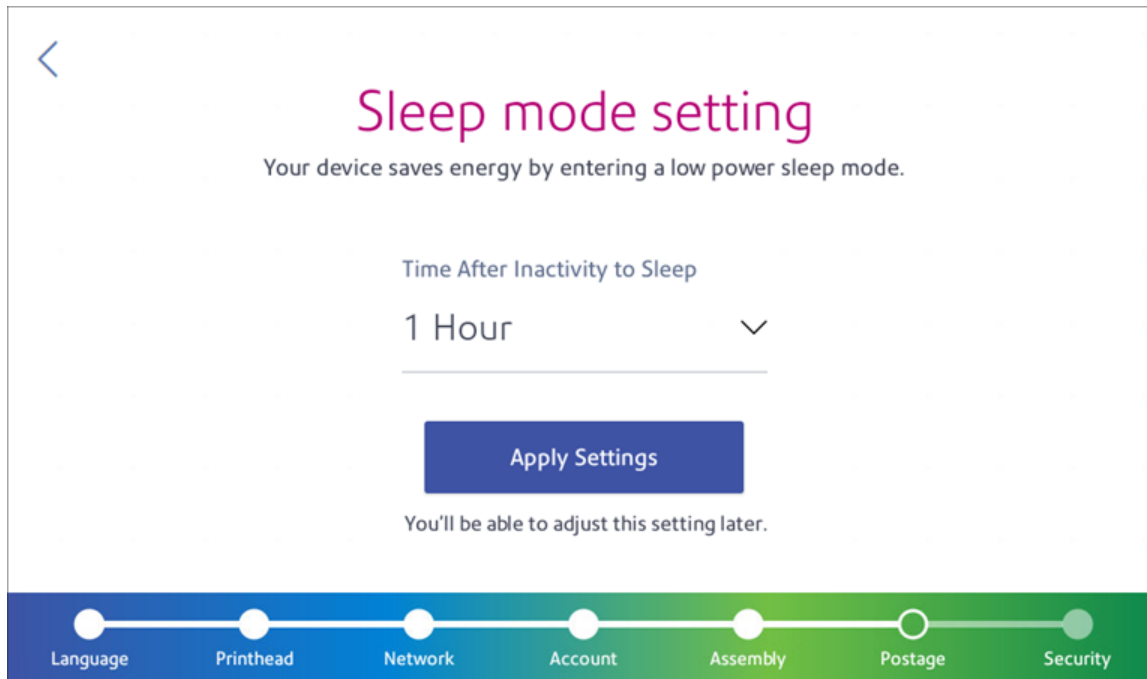


Set your Postage Refill Settings- Set your default refill amount and low postage threshold and you can set an alert when postage is low. Then tap **Apply Settings**.



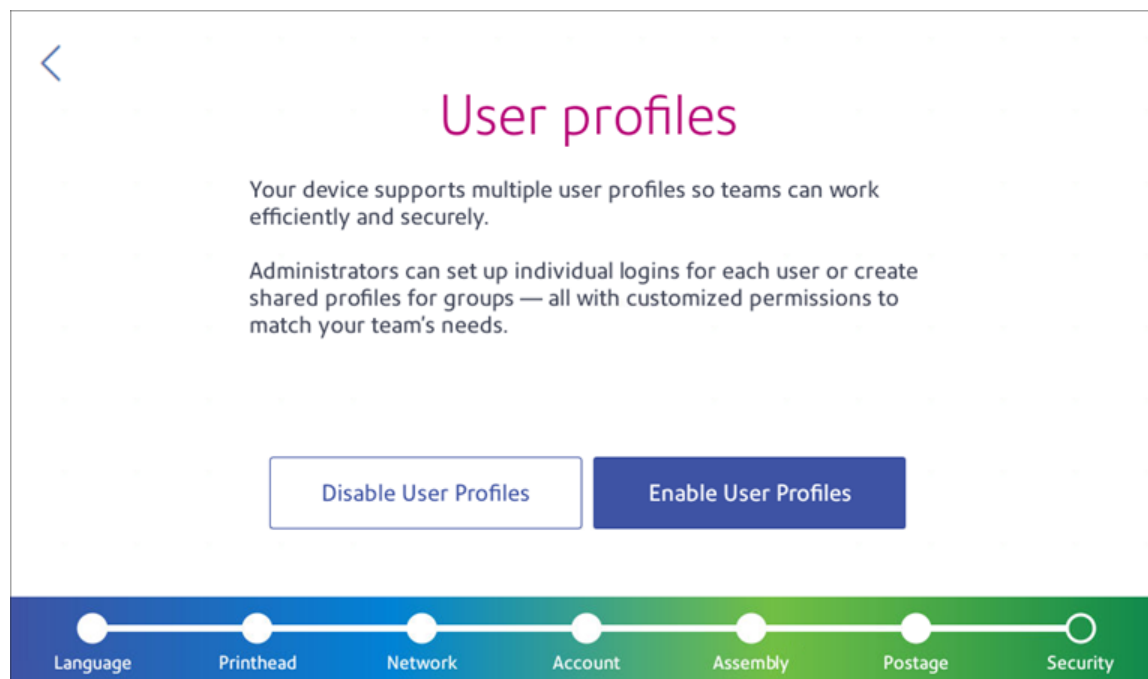
Sleep mode

Set a sleep mode automatic timeout to save energy from the drop down and tap **Apply Settings**.



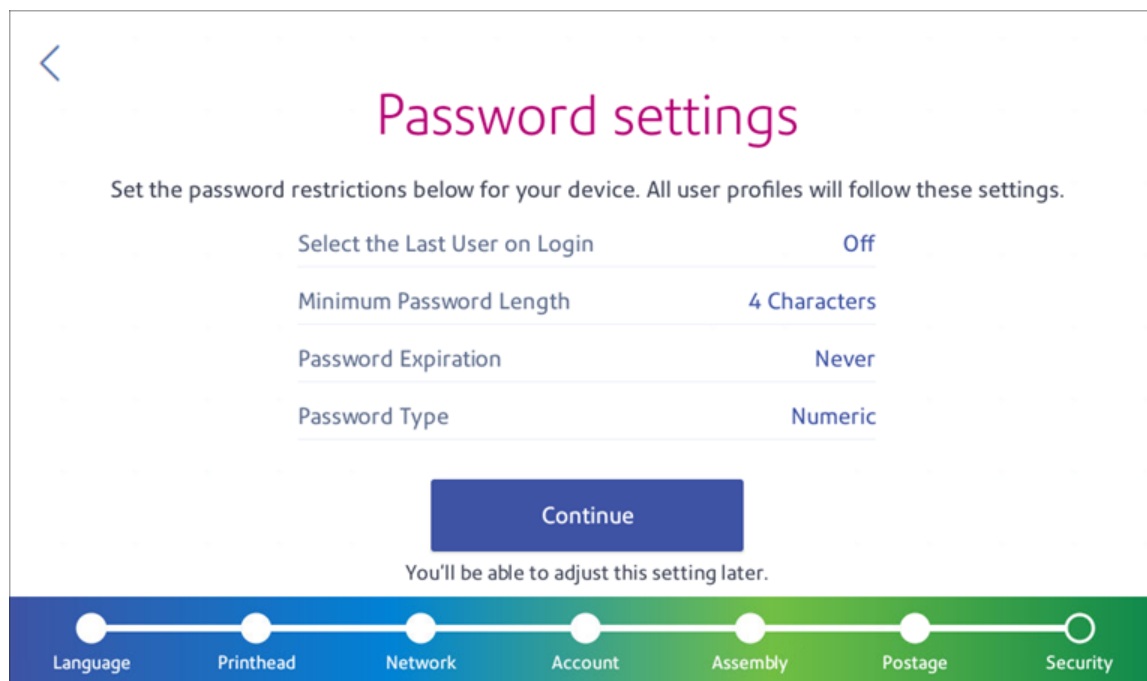
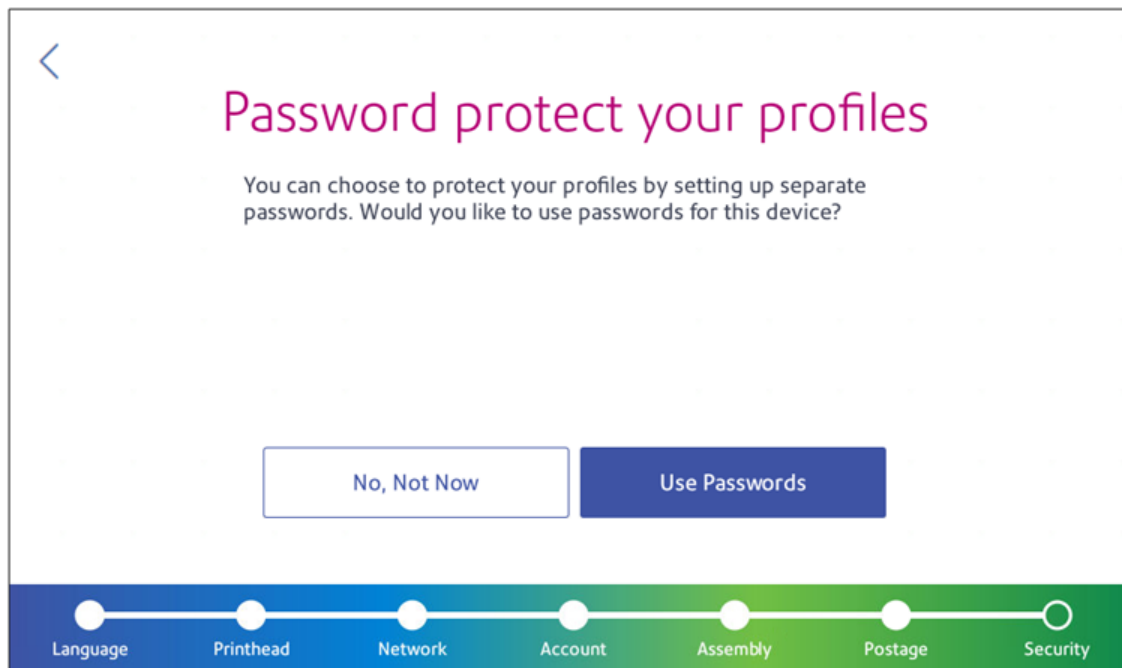
Profiles

Administrators can set up user profiles and log ins for individuals. Tap **Enable User Profiles** to use this feature.



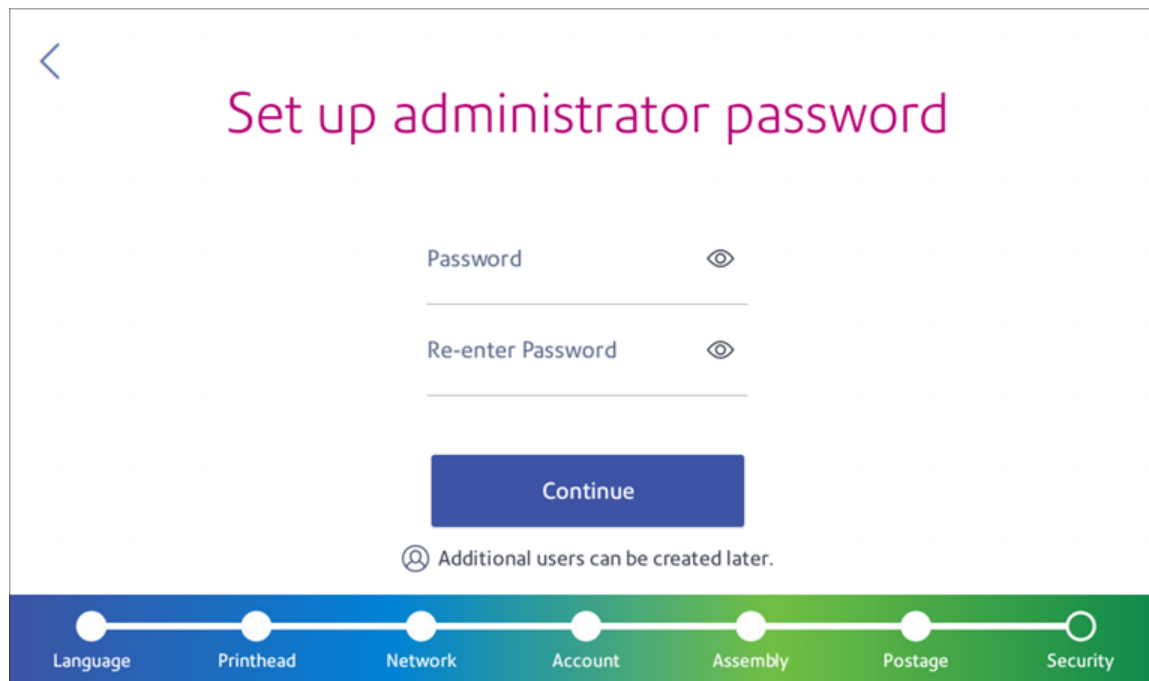
Password settings

You can also set up passwords for profiles. Tap **Use Passwords** and set the password settings for your device and all profiles.



Administrator password

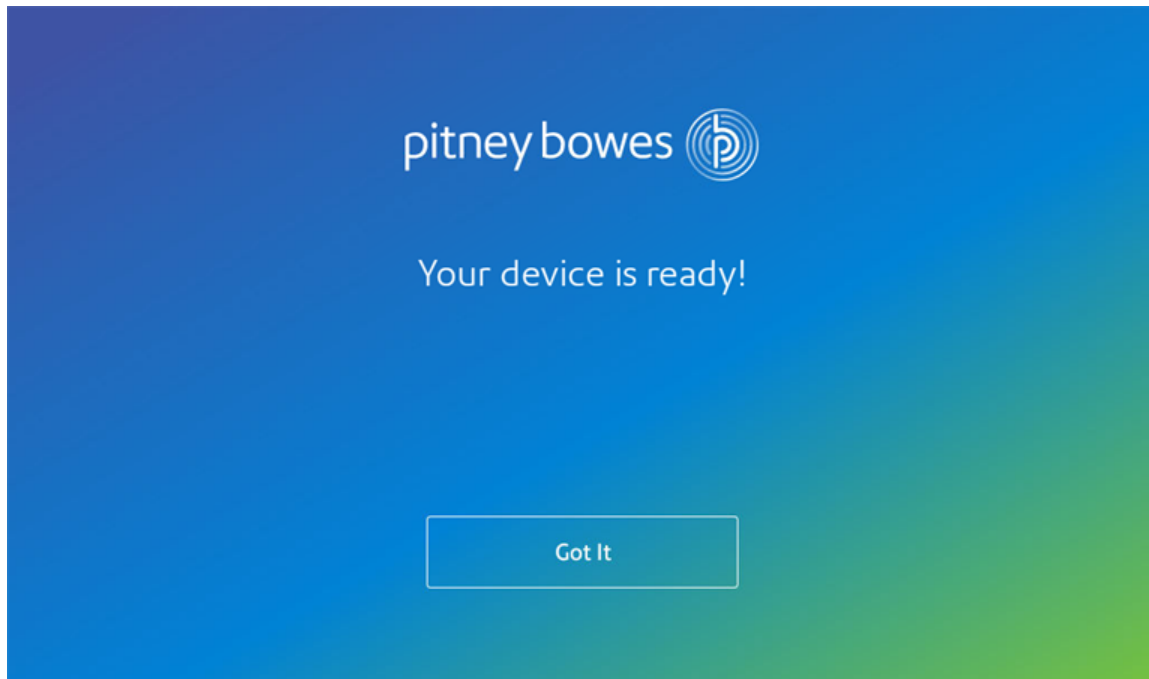
Set up an administrator password for Admin user profiles.



The screenshot shows a web-based installation wizard for Pitney Bowes. The main heading is "Set up administrator password" in a large, pink font. Below the heading are two input fields: "Password" and "Re-enter Password", each with a toggle icon (an eye) to the right. A blue "Continue" button is positioned below the second field. Under the button, there is a small icon of a person and the text "Additional users can be created later." At the bottom of the screen is a progress bar with seven steps: Language, Printhead, Network, Account, Assembly, Postage, and Security. The "Security" step is currently selected, indicated by a white circle and a green background, while the other steps have white circles on a blue background.

Installation Complete

Your device is now set up and ready to use. Tap **Got It** to start printing postage or labels.

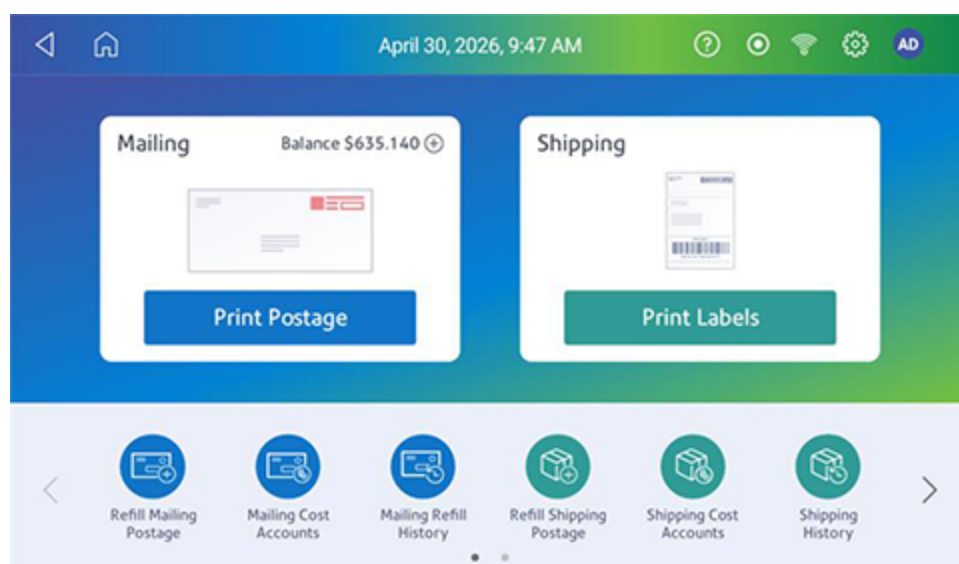


Navigating the Home screen

You can create a shipping label or print postage from the Home screen on the SendPro CX Series.

Creating shipping labels or printing on envelopes

Tap **Print Postage** to print postage for envelopes and postcards. Tap **Print Labels** to create a shipping label for important large envelopes or packages using USPS, UPS®, or FedEx®.

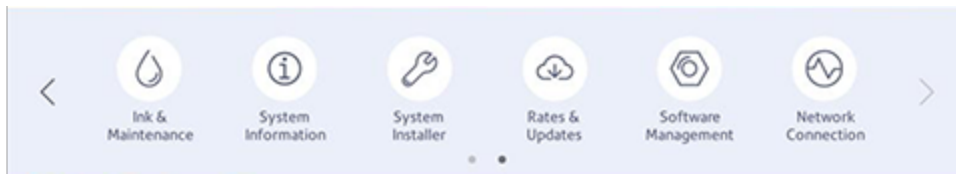


Using the system tray

Tap on the icon in the system tray at the bottom of the home screen or tap the right arrow for a variety of important shortcuts to support and enhance your device.

For example, you can:

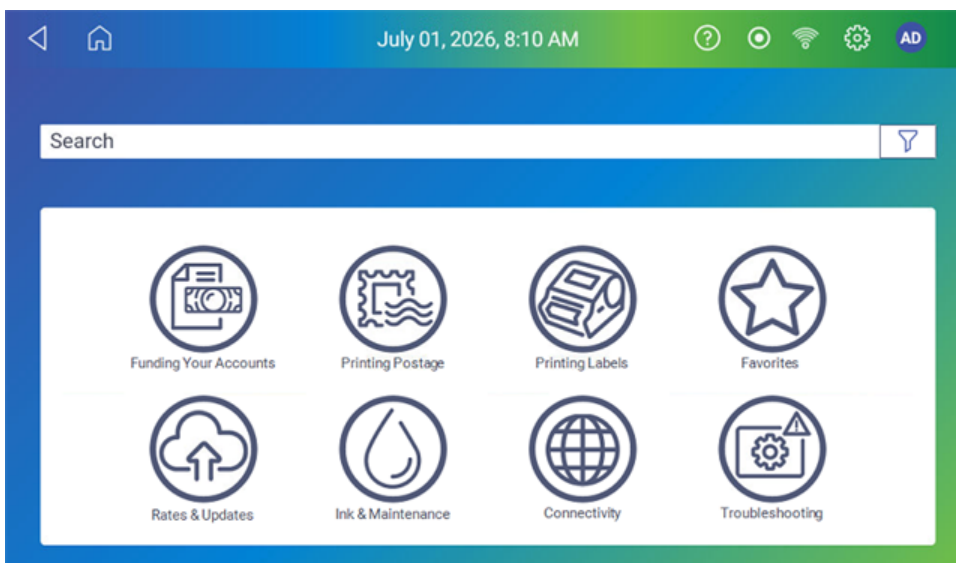
- Check for rates and updates (Rates and Updates)
- Get a history of shipping labels created (Shipping History)
- Check the status of your network connection (Network Connection).



Getting help on your device

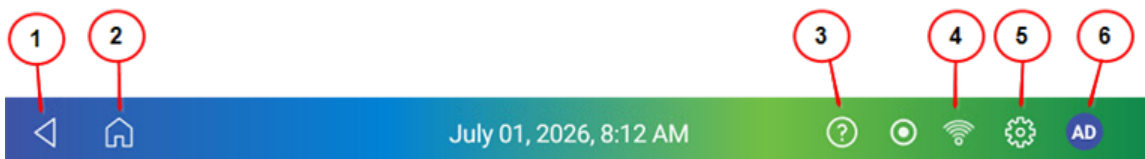
Tap the ? at the top of the Home screen to get information about your device

The on-device support center is where you can access helpful instructions on how to use your device and solutions to resolve issues:



The toolbar

The toolbar appears at the top of every screen. It allows you to view and change settings for your device.



1. Back - Return to the previous screen.
2. Home - Return to the Home screen from anywhere in Print Labels or Print Postage.
3. Tap the question mark in the toolbar to open the on-device support center.
4. Network - View the current network type (wireless or Ethernet) and status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here represents a wireless connection.
5. Settings - View or change your device and app settings. This includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For Print Postage, this includes setting the default postage refill amount, installing external scales and performing maintenance. For shipping labels, this includes managing your carrier accounts and setting up your shipping label printer default values.
6. Profile - View your profile (name and email for shipping label account), log out, or lock your SendPro CX Series.

Parts of the SendPro CX Series

Your SendPro CX Series is designed to be easy and efficient to use. The image below shows the important parts of your machine and explains what they are.

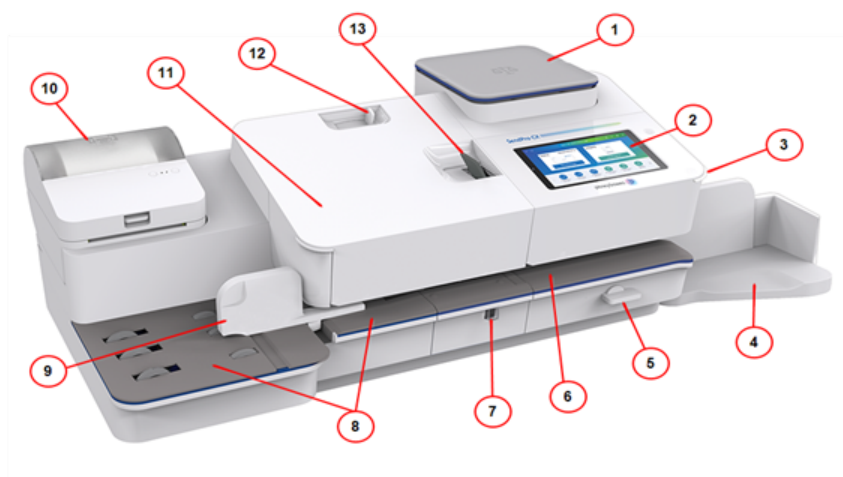
If you have a SendPro CX 500 then you will also see an Auto Feeder, Sealer unit and, if added, an optional side guide.



1. **Integrated scale** - Weigh envelopes and packages.
2. **Color touchscreen display** - Provides access to the apps available on your device.
3. **Power button** - Turn your SendPro CX 100, SendPro CX 200, and SendPro CX 300 on or off.
4. **Ink access cover** - Allows access to the ink cartridge. Find the model and serial numbers inside.
5. **Envelope stacker** - Mail collects here after the printing process.
6. **Paper jam lever** - If a stall occurs on the transport deck, turn this to clear the envelope, post card or tape strip.
7. **Envelope moistener** - Moistens the flap of the envelope.
8. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
9. **Optional thermal label printer** - Not included in System Weights & Measures builds.

Parts of the SendPro CX 500

Familiarize yourself with the parts of your SendPro CX 500.



1. **Integrated scale** - Weigh envelopes and packages.
2. **Touch Screen Display** - Allows you to enter and set up information on your device.
3. **Postage Printer Cover** - Open to get access to the ink cartridges.
4. **Stacker Tray** - Provides for neat stacking of printed envelopes.
5. **Transport Release Lever** - If a stall occurs on the transport deck, turn this to clear the envelope, post card or tape strip.
6. **Printer Deck** - Envelopes or post cards pass along the printer deck where your device prints the postage.
7. **Moistener** - Applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on the position of the Seal/No Seal lever.
8. **Feed Deck** - Supports your envelope, post card or tape sheet as it passes into the feeder.
9. **Side guide** - The moveable guide at the front of the feed deck. It stabilizes envelope position when feeding.
10. **Label Printer** - Prints shipping labels. Not included in System Weights & Measures builds.
11. **Feeder Cover** - Provides access to the moistener bottle and the feeder release lever. You can use this release lever to disengage the feeder rollers from the feeder deck if you need to clear a stoppage.
12. **Seal or No Seal Lever** - Allows you to turn envelope sealing on and off.
13. **Tape Feeder** - Stores and feeds tape strips for postage printing.

Setting up Sleep mode

Your device saves energy when it enters sleep mode. Sleep mode turns your device off after a period of inactivity, reducing its ability to upload transactions and receive updates.

1. Tap **Settings**.



2. Tap **Power Settings** in the Device & Network section.
3. Tap Sleep mode.
4. Drag the circle along the timeline to select the amount of time you want your device to remain inactive before it goes into sleep mode. The shorter the time you select, the more energy you save.
5. Tap **Home** to return to the home screen.

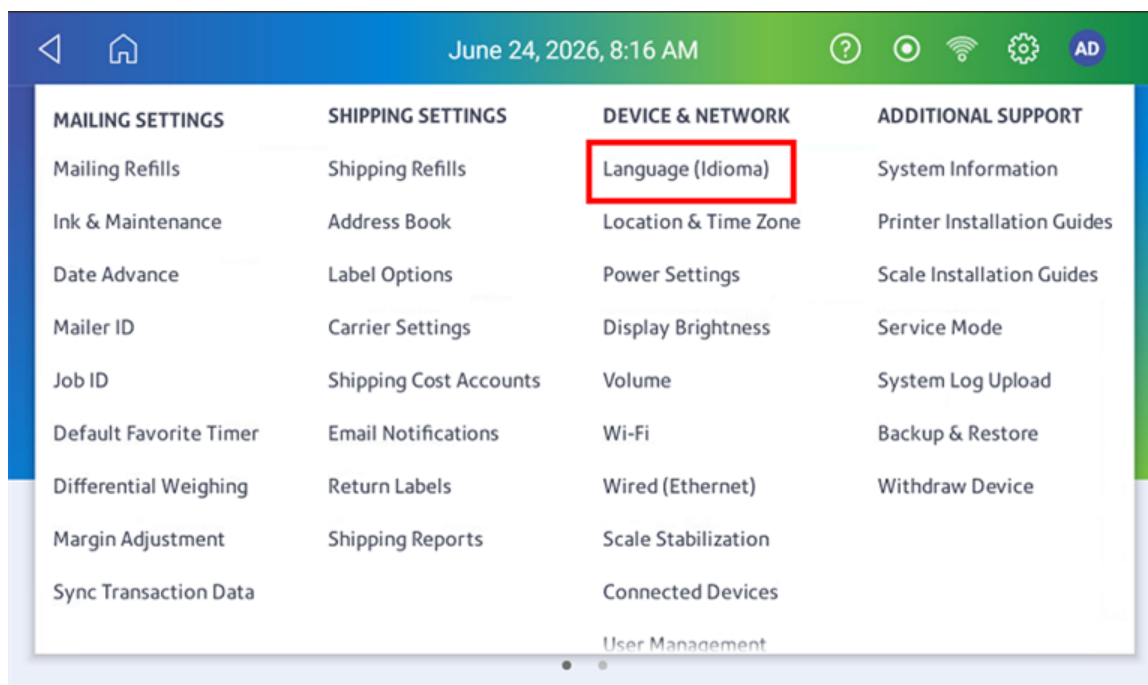
Changing the language

You can change the system language between English and Spanish.

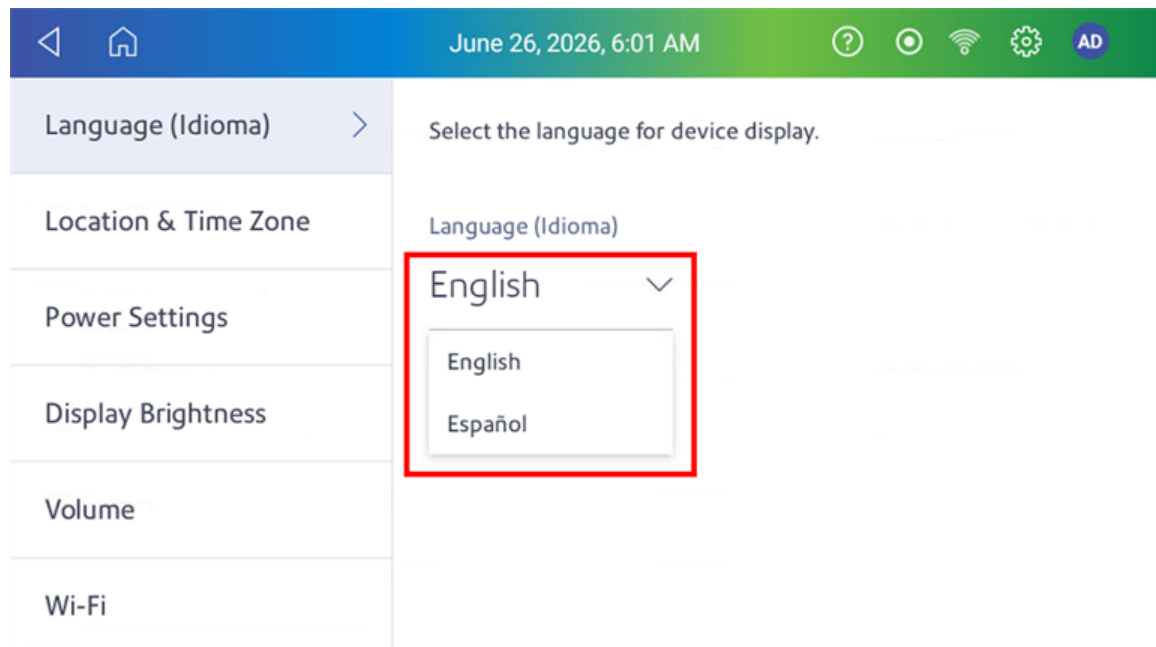
1. Tap **Settings**.



2. Tap **Language (idioma)** or **Idioma (Language)**.



3. Select the language you require.



4. Tap **Home** to return to the home screen.

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 device is registered.
- If you move to another ZIP Code™ location, you must update the ZIP Code.
- The USPS requires a postal inspection of your device every 120 days. Each time you refill your device through the network, the PB Postage device Payment System computer automatically performs a postal inspection.
- The postage tape you use must meet USPS specifications.

Managing Passwords

Create a security password (or PIN) to prevent unauthorised use of your device.

If you created a security password when you installed your device, you must enter it when you turn your device on or after it enters sleep mode.

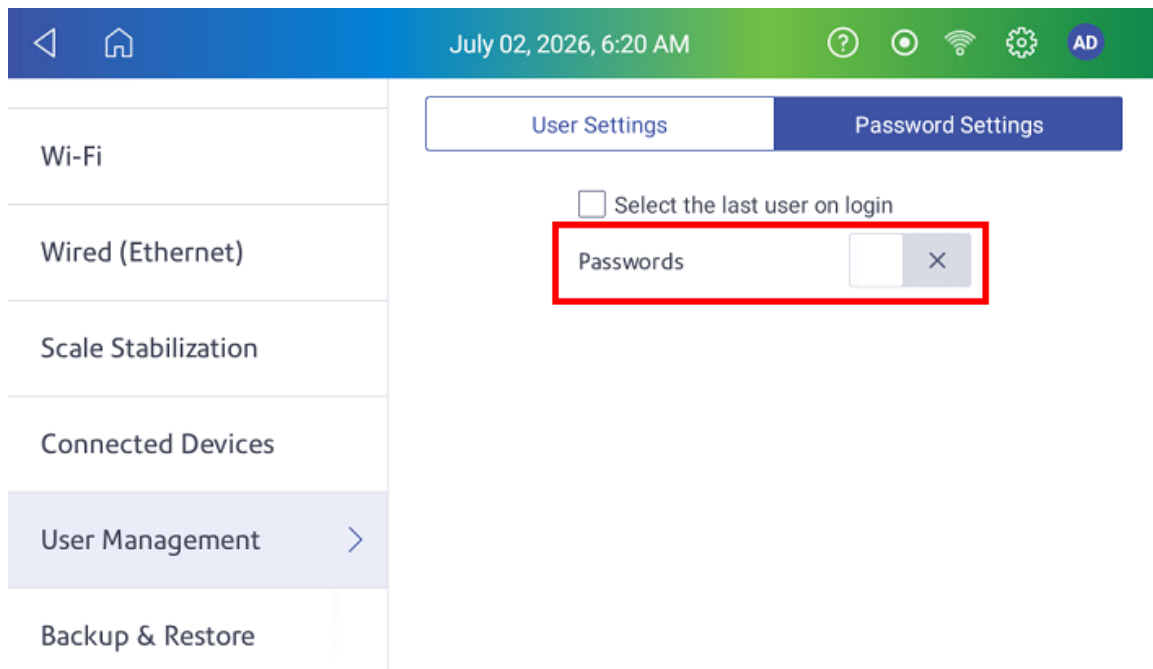
Only Administrator role users can enable or disable passwords.

Enable passwords

1. Tap **Settings**.



2. Tap **User Management**.
3. Tap **Password Settings**.
4. Tap to move the slider from off to on.



5. Tap **Yes, i'm sure** when asked, Enable password protection?

- Set the password settings by tapping on the blue text and selecting or entering your preferences and tap **Continue**.

The screenshot shows the 'Password settings' screen. At the top is a blue header bar with 'Cancel' on the left and 'Enable Password' on the right. Below the header, the title 'Password settings' is displayed in a large, pink font. Underneath the title, a subtitle reads: 'Set the password restrictions below for your device. All user profiles will follow these settings.' There are four settings listed, each with a blue text label on the left and a value on the right: 'Select the Last User on Login' with the value 'Off', 'Minimum Password Length' with '4 Characters', 'Password Expiration' with 'Never', and 'Password Type' with 'Numeric'. A blue 'Continue' button is centered below these settings. Below the button, a message states: 'You'll be able to adjust the setting(s) later.' At the bottom, a progress bar with four dots indicates the current step. The first dot is white and labeled 'Password Settings'. The second, third, and fourth dots are grey and labeled 'Set Up Admin Password', 'Choose Password Setup Method', and 'Apply Password Setup' respectively.

Setting	Value
Select the Last User on Login	Off
Minimum Password Length	4 Characters
Password Expiration	Never
Password Type	Numeric

Continue

You'll be able to adjust the setting(s) later.

Progress bar: Password Settings (active), Set Up Admin Password, Choose Password Setup Method, Apply Password Setup

- Enter your chosen password and re-enter password and tap **Continue**. This password is for you as an administrator user.

8. You can choose whether the password is set up for all users, disable accounts and reset passwords individually or let users set up their own password on next login and tap **Continue**. Follow the prompts on screen.

- If you select single password for all users, enter the user password, re-enter and tap **Apply**.
- If you select Disable accounts and reset passwords individually, all user accounts will be temporarily disabled and all passwords must be set Individually from User settings before next login. Tap **Go to User Settings after setup**.
- If you select Let users set their own password on next login, users will be prompted to set up their own password the next time they log in. Tap **Apply**.

9. When the password(s) have been applied each user will be required to enter their password at login.

Disable the password

1. Tap **Settings**.



1. Tap **User Management**.
2. Tap **Password Settings**.
3. Tap to move the slider from on to off.
4. Tap **Yes, i'm sure** when asked, Disable password protection?

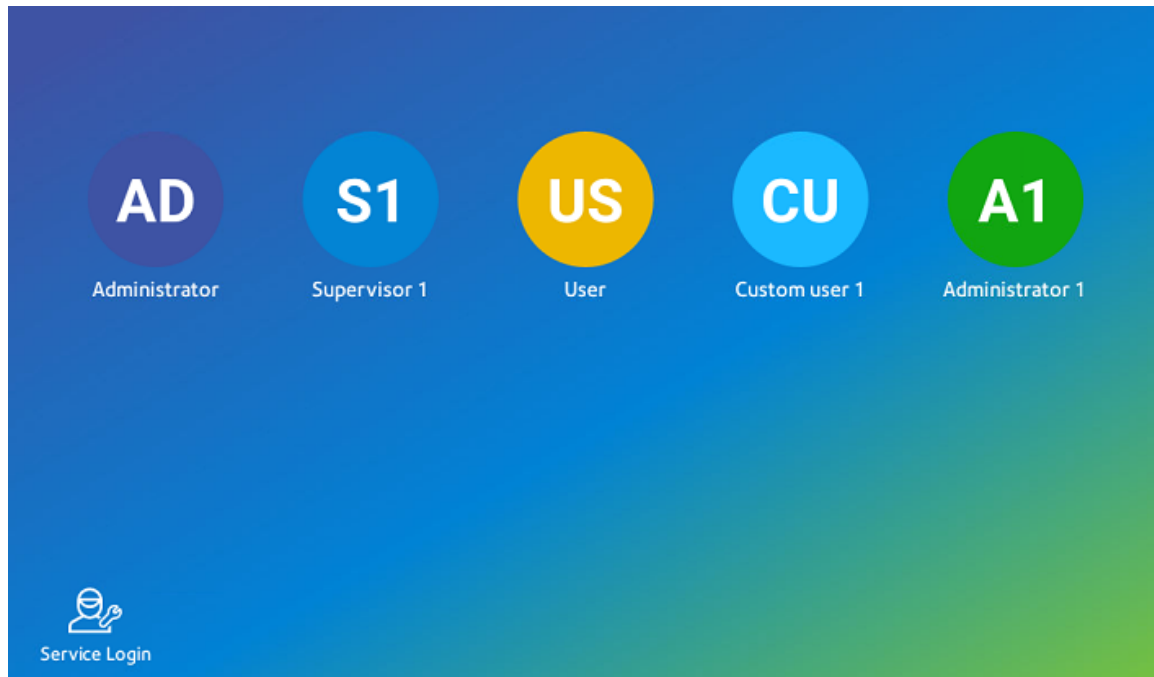
Manually lock your device

Log out of your device to lock it.

1. Tap the user profile image.



2. Tap **Log Off**. The user log in screen appears.



Transferring funds from an older device to your SendPro CX Series

If you are upgrading to SendPro CX Series from an older SendPro device, you must first withdraw your funds from the old device to your Pitney Bowes account and then add them to your SendPro CX Series.

This applies only to postage funds for Print Postage on the SendPro CX Series device.

This method does not apply to shipping labels. If your new SendPro CX Series includes the Print Labels app, you must set up and fund your account during the installation process. The shipping labels funds use a separate account.

Step 1: Withdraw your funds from the old device

Follow the procedure to withdraw the funds from your old device to your original funding source(s).

Once you remove funds from your old device, the funds return to your original payment method within 24 hours.

Step 2: Add funds to your new device

After you install the SendPro CX Series, you can add more postage to the Print Postage account.

1. Tap **Print Postage** on the Home screen.
2. Tap **Current Balance/Refill Postage**.
3. Enter your postage refill amount.
4. Tap **Refill Postage**.
5. Tap **View Receipt** if you wish to view or print a receipt.
6. Tap **Done**.

Your updated postage balance appears on the Print Postage app.

Specifications for the SendPro CX 100, SendPro CX 200, SendPro CX 300

Review the specifications of your SendPro CX Series including the throughput, ink cartridge yield and other component details.

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 in W x 11.25 in H

Weight

17.6 lbs

Throughput (Letters Per Minute)

SendPro CX 100

Up to 40 letters per minute

SendPro CX 200

Up to 50 letters per minute

SendPro CX 300

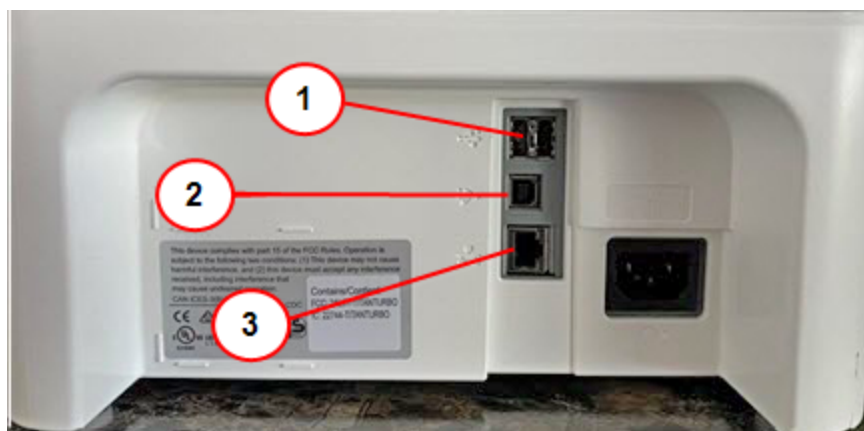
Up to 65 letters per minute

(Actual throughput varies, depending on the material used, device 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



1. **USB port type A host** - Connect a Barcode scanner, external printer or external scale to these ports.
2. **USB port, type B host** - Service personnel use only.
3. **RJ45** - Use for a wired network connection.

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 large to run in the device. Ideal for adding postage to oversized envelopes, priority mail and packages.

Postal Inscriptions

Up to 60 inscriptions preloaded on the device.

Graphics

Up to 60 graphic ads on the device.

Connectivity Options

- Wired Ethernet connection.
- Wireless connectivity.
- SendPro Cellular connectivity device.

Default Scale

SendPro CX 100 - 2lb

SendPro CX 200 - 5lb

SendPro CX 300 - 10lb

Specifications for the SendPro CX 500

Review the specifications of your SendPro CX 500 including the throughput, ink cartridge yield, and other component details.

Power requirements

100-240 VAC, 50/60 Hz, 2.0 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

With cover closed, drop stacker retracted, side guide retracted:

41.75 in L x 19.25 in W x 12.5 in H

With side guide fully extended:

41.75 in L x 24 in W x 12.5 in H

With feeder cover in up position:

41.75 in L x 19.25 in W x 22 in H

With drop stacker fully extended:

48.5 in L x 19.25 in W x 12.5 in H

Weights

- Weight without scale: 37 lbs
- MP 81 Scale: 2.91 lbs
- MP 82 Scale: 4.1 lbs
- Drop Stacker: 1.23 lbs

Throughput (Letters Per Minute)

95 or 120 letters per minute, depending on option

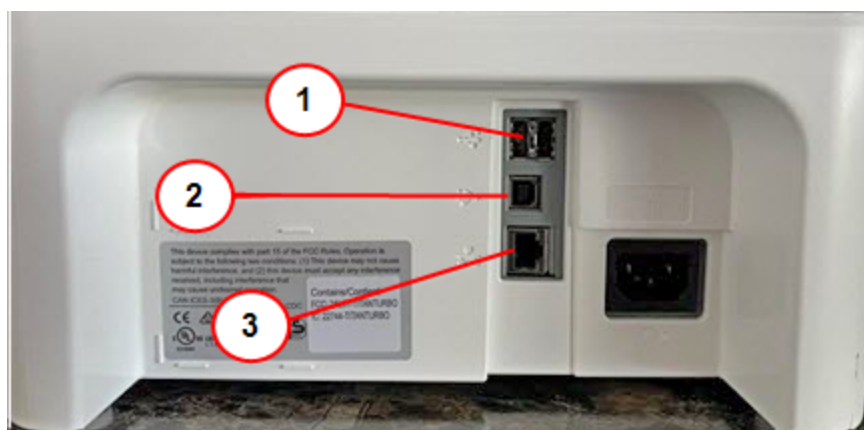
Actual throughput varies, depending on the material used, machine condition, use of moistener, etc.

Ink Cartridge Life

8,800 imprints or 6 months, whichever comes first with existing 45 ml cartridge (at 88 pieces/day, 21 working days/month, and at 75 °F)

These values are for device imprints only and do not include envelope ads. Actual ink yields vary with usage, graphics printed, and environmental conditions.

Ports



1. **USB port type A host** - Connect a Barcode scanner, external printer or external scale to these ports.
2. **USB port, type B host** - Service personnel use only.
3. **RJ45** - Use for a wired network connection.

Display

7 inch tablet (169 pixels/inch)

Print Resolution

300 H x 600 V DPI

Print Image Area

1 in x 7 in

Tape strips

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

Postal Inscriptions

Up to 60 inscriptions preloaded on the device.

Graphics

Up to 60 graphic ads on the device.

Connectivity Options

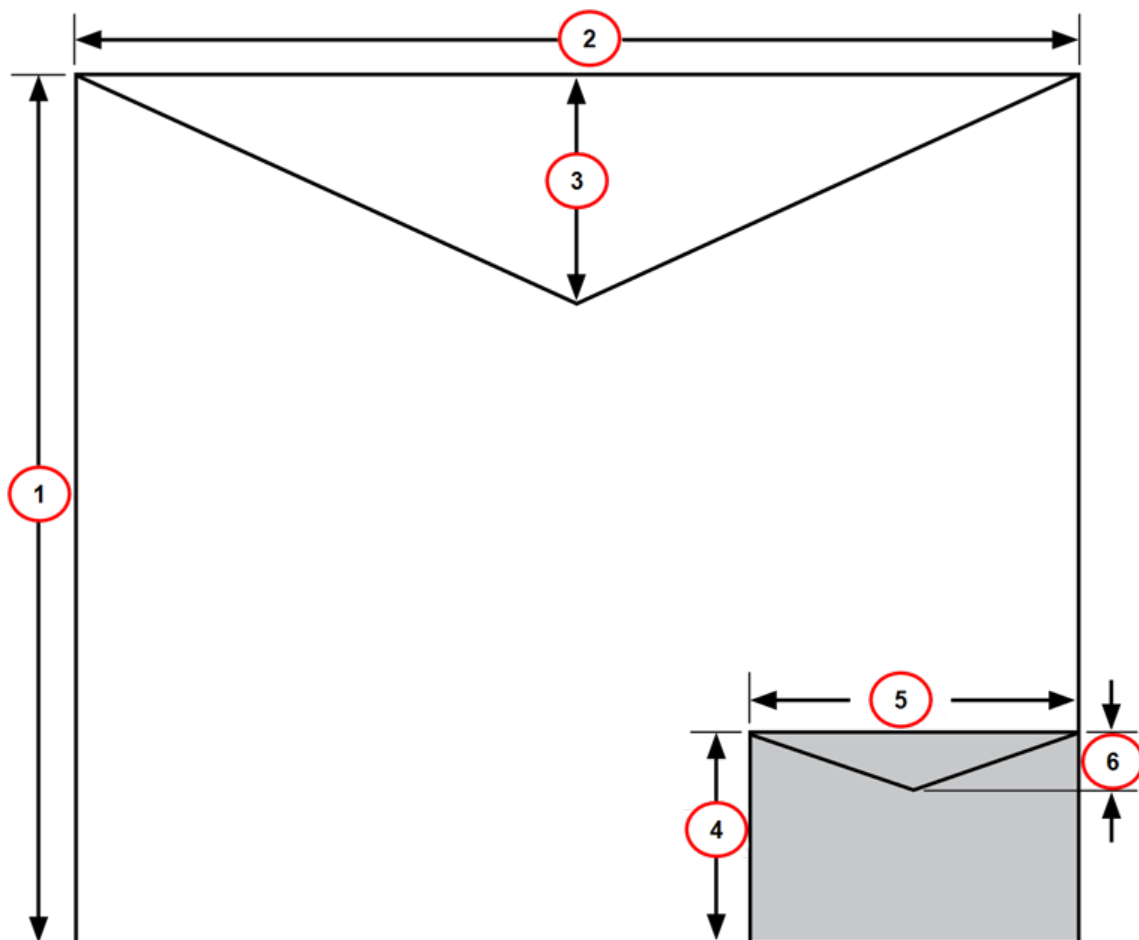
- Wired Ethernet connection
- Wireless connectivity

- SendPro Cellular connectivity device

Material specifications

Review the material specifications including the minimum and maximum envelope sizes, envelope stack height, and tape size details.

Envelope dimensions



1. Maximum height: 13 in.
2. Maximum width: 15 in.
3. Envelope flap depth, maximum: 3 in
4. Minimum height: 3.5 in

5. Minimum width: 4.75 in
6. Envelope flap depth, minimum: 7/8 in

Envelope Thickness

- Minimum: 0.02 in
- Maximum:
 - 3/8 in (SendPro CX Series)
 - 5/16 in (SendPro CX 500)

Stack Height for Mail

- 3 in – This is the height of the inner edge of the side guide

Envelope Weight

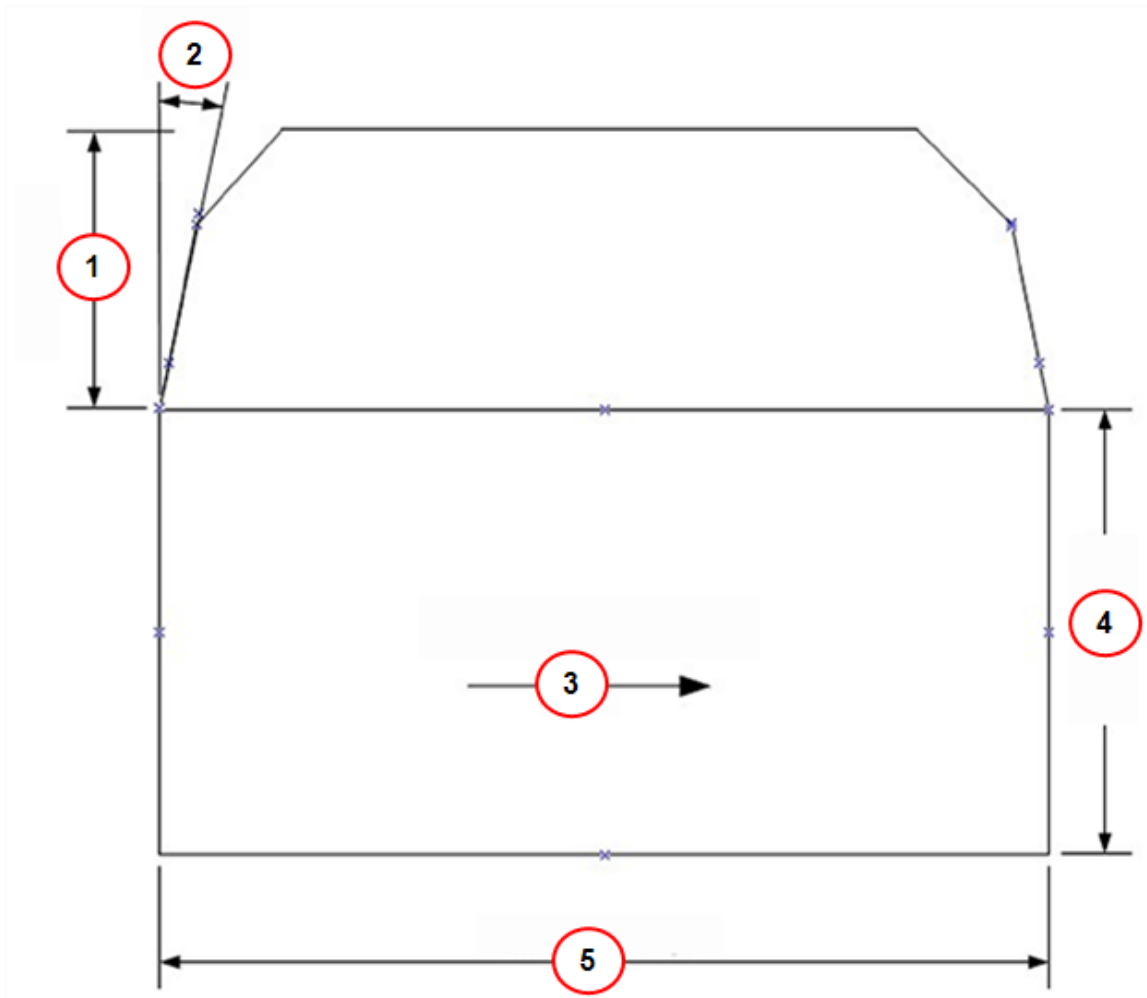
- Minimum: 0.035 oz
- Maximum: 16 oz

Tape Size

- Minimum: 1.75 x 4 in
- Maximum: 1.76 x 8 in

For a proper seal, the envelope's minimum flap angle must meet the following criteria:

- For envelopes with a flap length from 1-2.36 in, the minimum flap angle is 18 degrees.
- For envelopes with a flap length greater than 2.36 in to the maximum flap length for the particular model, the minimum flap angle is 21 degrees.



1. Flap length
2. Minimum flap angle
3. Mail processing direction
4. Mailpiece length
5. Mailpiece width

2 - Connectivity

In this section

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Setting up a wired network connection

You can use a network cable to connect your device to the Pitney Bowes Data Center.

Step 1: Plug in your network cable

Plug one end of your network cable to your device and the other end to an internet jack on the wall or a router.

Step 2: Choose the connection type

Select one of the two connection types supported for this device:

- *DHCP*
- *Static IP*

DHCP is the most common connection type. Choose DHCP if you are unsure which connection protocol to use or contact your IT department for advice.

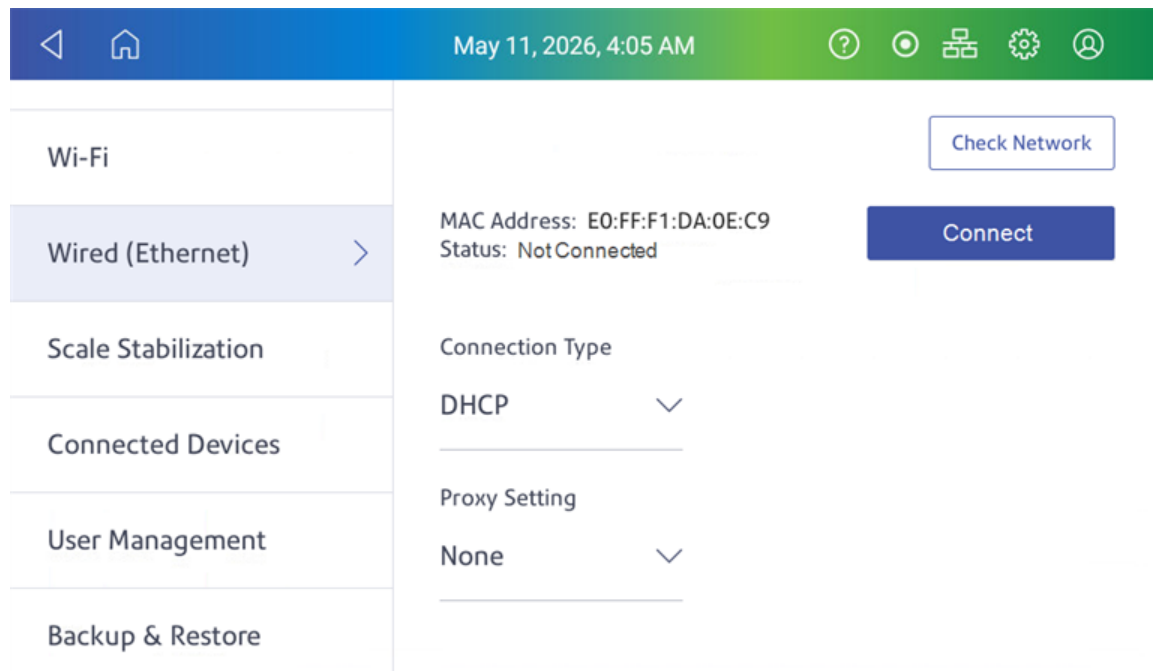
DHCP

1. Tap **Settings**.



2. Tap **Wired**.

3. Select **DHCP**.



4. Tap **Connect**.
5. If it does not connect, unplug the power cord.
6. Wait 30 seconds. The screen should turn off after 10 seconds.
7. Plug the power cord back in directly into a wall outlet.
8. Quickly tap and release the power button to turn the device back on.
9. Tap **Settings**.



10. Tap **Wired (Ethernet)**.
11. Tap **DHCP**.
12. Tap **Connect**.

Static IP

Contact your IT department to obtain the Static IP settings you will need to enter for your device. The values required are:

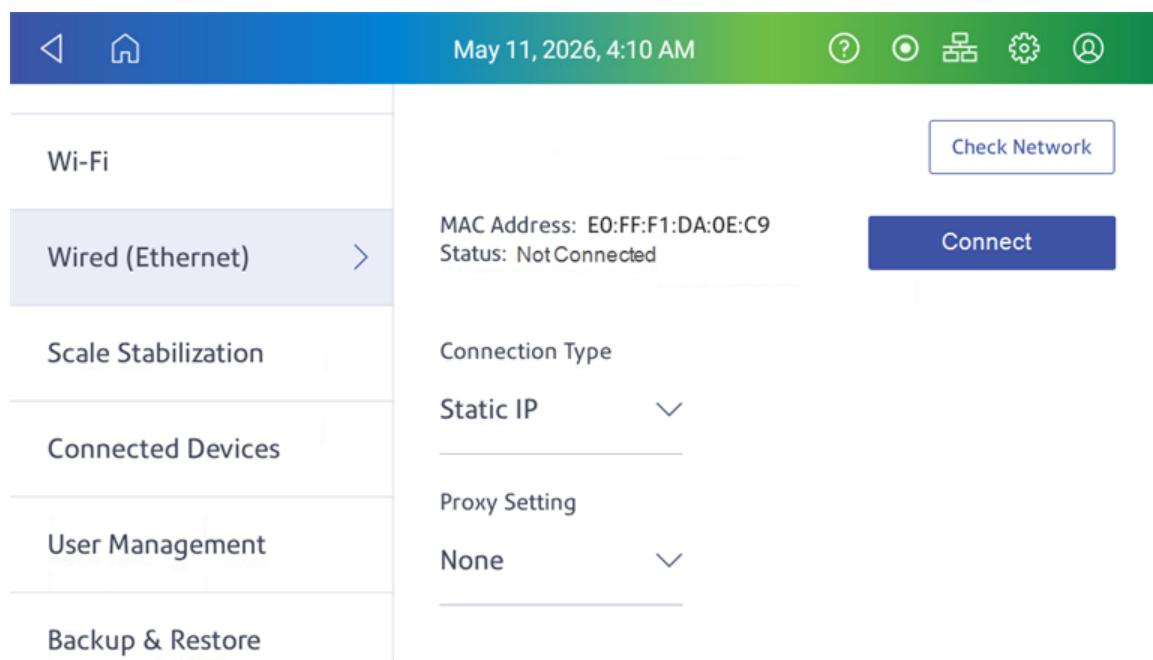
- IP Address
- Netmask

- Gateway
- DNS Address.

1. Tap **Settings**.



2. Tap **Wired**.
3. Select **Static IP**.



4. Enter the settings you obtained from your IT department for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
5. Tap **Connect**.
6. If the device fails to connect, remove the network cable from the back of the device.
7. Tap **Connect**. Wait for the attempted connection to fail.
8. Plug the network cable back in.
9. Delete the values in the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** fields.
10. Enter the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** that you obtained in step 4.
11. Tap **Connect**.

Your device will remember the Static IP information even if you switch back to DHCP and then back again. This information includes IP Address, Netmask, Gateway and DNS Address as well as the proxy information.

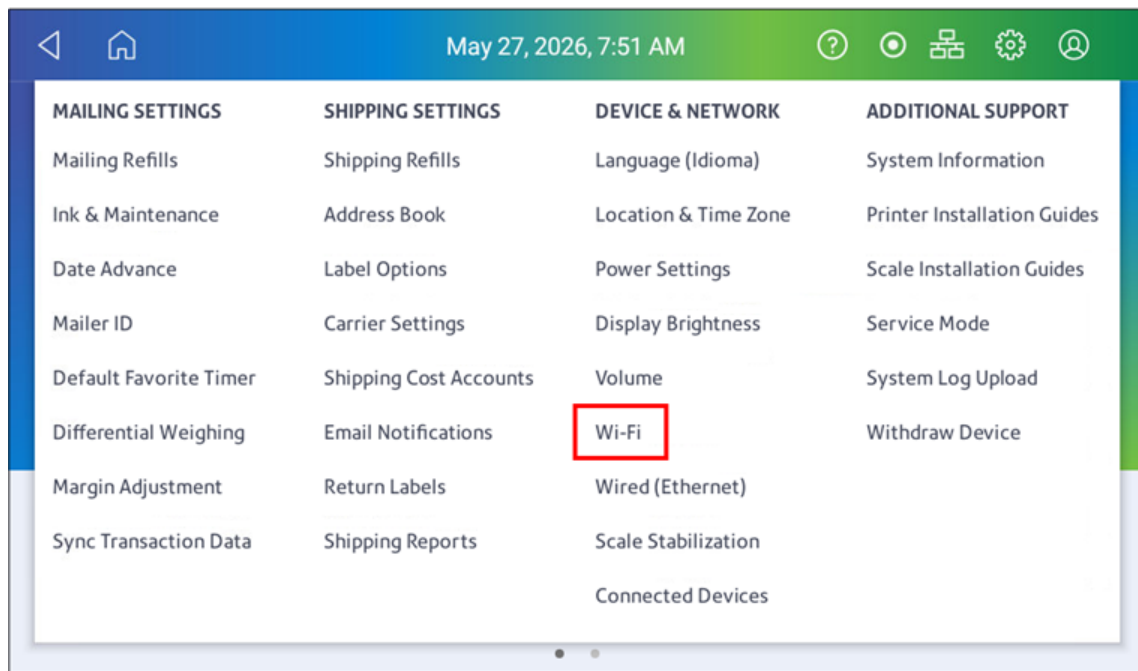
Setting up a wireless (Wi-Fi) network connection

You can connect your device with a wireless network connection.

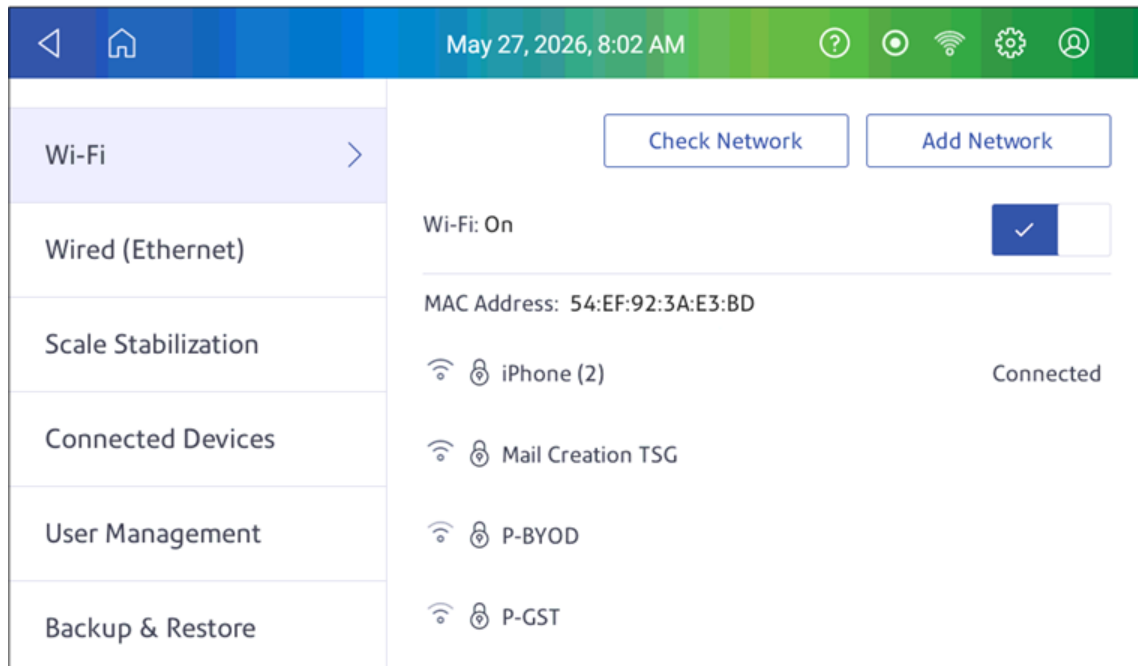
1. Tap **Settings**.



2. Tap **Wi-Fi** in the Device & Network section.



3. Choose your Wi-Fi network from the list. Tap **Add Network** if your Wi-Fi network does not appear.



4. Enter your Wi-Fi password.
Tip: Use the show password option to make sure that you enter your password correctly.

Setting up a Static IP address

Contact your IT department to obtain the Static IP settings you will need to enter for your device. The values required are:

- IP Address
- Gateway
- Network Prefix Length
- Primary DNS
- Secondary DNS.

1. Tap **Settings**.



2. Tap **Wi-Fi** in the Device & Network section.

3. Choose your Wi-Fi network from the list. Tap **Add Network** if your Wi-Fi network does not appear.
4. Tap **Advanced Options**.
5. Select the **IP Setting** menu and choose **Static**.

The screenshot shows the 'Wireless Network' configuration interface. At the top, there's a blue header with 'Cancel' on the left and 'Wireless Network' in the center. Below this is a grey bar containing a Wi-Fi icon, a lock icon, the network name 'Mail Creation TSG', and a 'Connect' button on the right. The main content area is white and lists four settings: 'IP Setting' (with a dropdown menu currently showing 'Static'), 'IP Address', 'Gateway', and 'Network Prefix Length'. Each setting has a corresponding input field below it.

6. Tap each line and enter the value provided by your IT department.
7. Tap the > in the green circle to proceed.

Setting up a proxy server

A proxy server is a computer that acts as a gateway between your local network, your device, and the internet. Proxy servers provide increased performance and security.

If your network requires a proxy server, you must contact your IT department or service provider to obtain the proxy server information to set up a proxy server.

Choose the connection type

Choose how you connect your device to set up a proxy server:

- [Setting up a proxy server using a Wi-Fi network connection](#)
- [Setting up a proxy server using a wired network connection](#)

Setting up a proxy server using a Wi-Fi network connection

1. Tap **Settings**.



2. Tap **Wi-Fi** in the Device & Network section.
3. Select the network from the list.
4. Tap on the **Advanced Options** checkbox to select it.
5. Scroll down and tap the arrow next to Proxy, then select **Manual**.
6. Enter the IP address, HTTP or HTTPS proxy address of your proxy server in the **Proxy Hostname** field.
7. Enter the port number for the proxy server in the **Proxy Port** field.
8. (Optional) Enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy in the **Bypass** field.

9. If your Proxy Server requires authentication, select the **Need Authentication** check box. Additional fields appear.
 - a. Enter the proxy username in the **Proxy Username** field. This may be case sensitive for some proxy servers.
 - b. Enter the proxy password in the **Proxy Password** field. This is case sensitive for proxy servers.

Setting up a proxy server using a wired network connection

1. Tap **Settings**.



2. Tap **Wired (Ethernet)** in the Device & Network section.
3. Select either **DHCP** or **Static IP**.
4. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select **Manual**.
5. Enter the IP address, HTTP or HTTPS proxy address of your proxy server in the **Proxy Hostname** field.
6. Enter the port number for the proxy server in the **Proxy Port** field.
7. (Optional) Enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy in the **Bypass** field.
8. If your proxy server requires authentication, select the **Need Authentication** check box. Additional fields appear.
 - a. Enter the proxy username in the **Proxy Username** field. This may be case sensitive for some proxy servers.
 - b. Enter the proxy password in the **Proxy Password** field. This is case sensitive for proxy servers.

Networking and connectivity details

Use these network requirements to prepare your IT and local network environment for connecting your SendPro CX Series device to the internet.

If you have extensive network security restrictions, your IT or network administrator may need these specifications to prepare for the installation.

- [URL information](#)
- [Ports and communication requirements](#)

- [Advanced network requirements](#)

URL Information

The URL hostnames must be accessible from the device, without any obstructions. This includes being free of any SSL packet inspection, web filtering devices or software monitoring. Unless indicated otherwise, these URLs apply to SendPro CX Series.

- The SendPro CX Series has certain URLs it must connect to for its basic operation. These are listed under “Required URLs”.
- There are further URLs the device will attempt to connect to that are for optional features. While we recommend you allow the machine to connect to these optional URLs, they can be blocked if necessary. These are listed under “Recommended URLs”.
- Finally, this device uses an Android operating system. The Android operating system may attempt to connect to additional unrequired URLs. If you notice the system attempting to access a URL not listed in this document, it is OK to block it on your firewall.
- Please note that any amazonaws.com URL below may be changed without notice.

Required URLs

- **Distributor** - main Pitney Bowes Server that authenticates machine for access to other Pitney Bowes web services.
 - <https://distservp1.pb.com> (Port 443)
- **Funds (Funds Management & Refills)** - funds are managed through a separate Funds Server.
 - <https://comet2.ct.pb.com> (Port 443)
 - <https://cometservd1.pb.com> (Port 443)
- **Rates and Updates (Download Services)** - Downloads new software, graphics, rate prices.
 - Main Download Services entry
 - <https://dlsdlp1.pb.com> (Port 443)
 - Configuration updates
 - <https://backup.horizon.pitneybowes.com> (Port 443)
 - <https://files.horizon.pitneybowes.com> (Port 443)
 - OS Updates
 - <https://fotana.redstoneota.com> (Port 443)
- **Manage Accounts (Accounting)** - separate Pitney Bowes Server that manages accounting including account creation, reports etc.
 - <https://ms1app.pb.com>

- **Health Data** - machine health Information.
 - a21iywh40b72eh-ats.iot.us-west-2.amazonaws.com (Port 443)
- **Network Connectivity Test** - used by tablet's Android O/S to confirm connectivity.
 - http://connectivitycheck.gstatic.com/ (Port 80)
 - https://networkcheck.horizon.pitneybowes.com (Port 443)

Recommended URLs

We recommend these URLs are left open, but if this presents a security issue, they can remain blocked. They are enabled by default.

- **Shipping 360** - Support for shipping packages
 - sso2.sendpro360gov.pitneybowes.com (Port 443)
 - login2.pitneybowes.com (Port 443)
 - https://api.sendpro360.pitneybowes.com (Port 443)
 - https://ui-assets.sendpro360.pitneybowes.com (Port 443)
 - https://shippingdevices.sendpro360gov.pitneybowes.com (Port 443)
 - https://shippingdevices.pitneybowes.com (Port 443)
 - https://api.pitneybowes.com (Port 443)
 - https://pitneybowes.okta.com (Port 443)
 - http://microsoft.com (Port 80)
 - https://843911245900-sending-service-prd.s3.amazonaws.com (Port 443)
 - https://sendtech-api.pitneybowes.com (Port 443)
- **Device Management**
 - https://play.google.com (Port 443)
 - https://android.googleapis.com (Port 443)
 - https://firebaseinstallations.googleapis.com (Port 443)
- **Device Help** - On-device help information
 - https://pitneybowes.com (Port 443)
 - https://play.vidyard.com (Port 443)
 - https://eureka.pitneybowes.com (Port 443)

Support Remote Access

TeamViewer is an application that lets Pitney Bowes Service access your device remotely, when you authorize it. (A TeamViewer session can only be initiated by someone on your end, therefore the system cannot be accessed without your knowledge.)

There are two ways to unblock TeamViewer:

- General unblocking of Port 5938 TCP for outgoing connections (recommended).
- Unblocking URLs of the following formats (to any server) GET:
 - /din.aspx?s=...&client=DynGate...GET
 - /dout.aspx?s=...&client=DynGate...POST
 - /dout.aspx?s=...&client=DynGate...

Regardless of which method you choose to unblock TeamViewer, verify there are no content filters or anything similar blocking one of these URLs:

- *.TeamViewer.com
- *.dyngate.com

Communications

The SendPro CX Series connection uses these ports and protocols. The system will require access through your network and firewall therefore the below ports should be opened.

Port 80 (HTTP)

- Web Services

Port 443 (TLS 1.2)

- SendPro CX Series sends requests to refill or audit its PSD (Postal Security Device) when the user requests it or an inspection is required. Audits occur if the PSD inspection date has expired.
- Transaction records from the SendPro CX Series are automatically uploaded when a user message appears (within three days of the mail being generated).
- O/S updates and Pitney Bowes Application Software and Rates Data updates.

Port 53

- DNS lookup

Important: If your IT department uses a rules-based method for allowing specific ports to pass traffic on their network for port 53, you must allow both UDP and TCP traffic to this port.

Advanced Network Requirements

SendPro CX Series initiates all communication (via HTTP or TLS 1.2), so it can safely sit behind most corporate firewalls.

- High-speed network connection
- SendPro CX Series supports 802.11n WiFi WPA, WPA-2 PSK, WPA-802.1x (LEAP) protocols.
- Due to security issues, WEP Wireless Security Protocol is not supported.
- Both 2.4 and 5 GHz frequency band wireless is supported.
- SendPro CX Series communicates to external web services via HTTP over Port 80
- SendPro CX Series communicates to Pitney Bowes secure server(s) via TLS 1.2 over port 443
- SendPro CX Series uses Port 53 for DNS lookup
- Pitney Bowes requires a minimum network bandwidth of 384 kbps (upstream and downstream) to operate, but we recommend 1 Mbit/sec for best performance
- Pitney Bowes recommends that DSL or cellular devices are not shared across multiple SendPro CX Series systems
- Customer owned web filtering devices or software, as well as SSL packet inspection should be disabled for these ports as they can affect performance or could prevent functionality.
- Wireless Routers that support IPv6 are supported if IPv6 has been properly configured. Please ensure your network is configured correctly if this feature is enabled on your network.
- Wired Ethernet supports 10/100 Mbit speeds.

If you are unable to connect to the internet, ask your IT department or internet provider to check the internet settings before you contact Pitney Bowes.

Checking your network connection

Use the Network Connection app to check that you have the necessary internet services to connect to the internet. The app helps diagnose network connection issues.

Your IT department may be blocking certain services. Only they will know if the necessary services are available on your network.

1. To open and run the network checking app:
 - a. Tap the right arrow at the bottom of the home screen.
 - b. Tap **Network Connection** the device will run a network check automatically. The device then provides you with the results of the network check.
2. Tap **Close** twice to return to the Home screen.

If you are unable to connect to the internet, ask your IT department or internet provider to check the internet settings before you contact Pitney Bowes.

Finding the MAC address for wired and wireless networks

The MAC address is the network identifier for the device. IT uses it to allow the device onto the network.

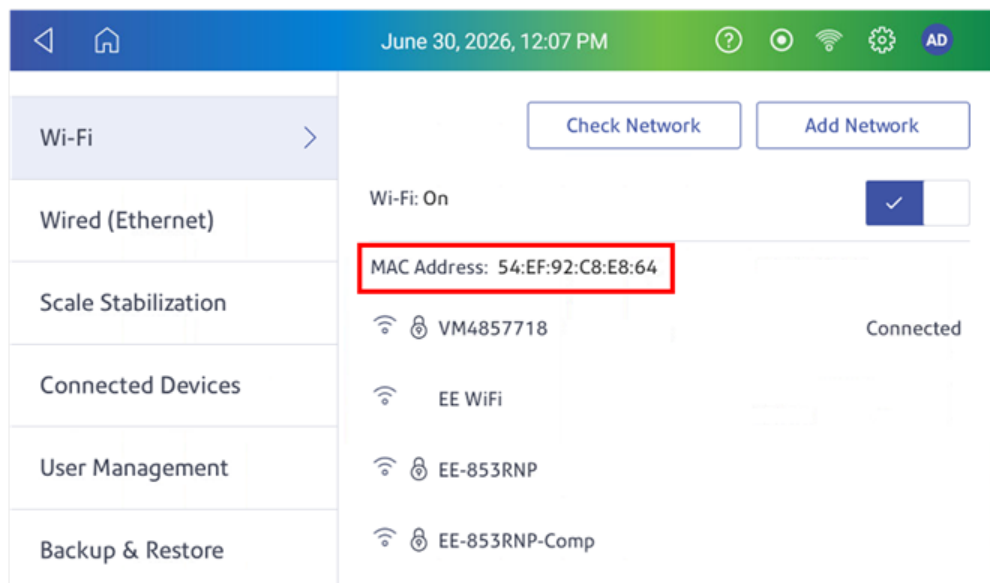
Your device contains two MAC addresses: One for wireless connections and one for wired connections.

Locating the MAC address for wireless connections

1. Tap **Settings**.



2. Tap **Wi-Fi**.
3. The MAC address appears above the list of wireless networks.

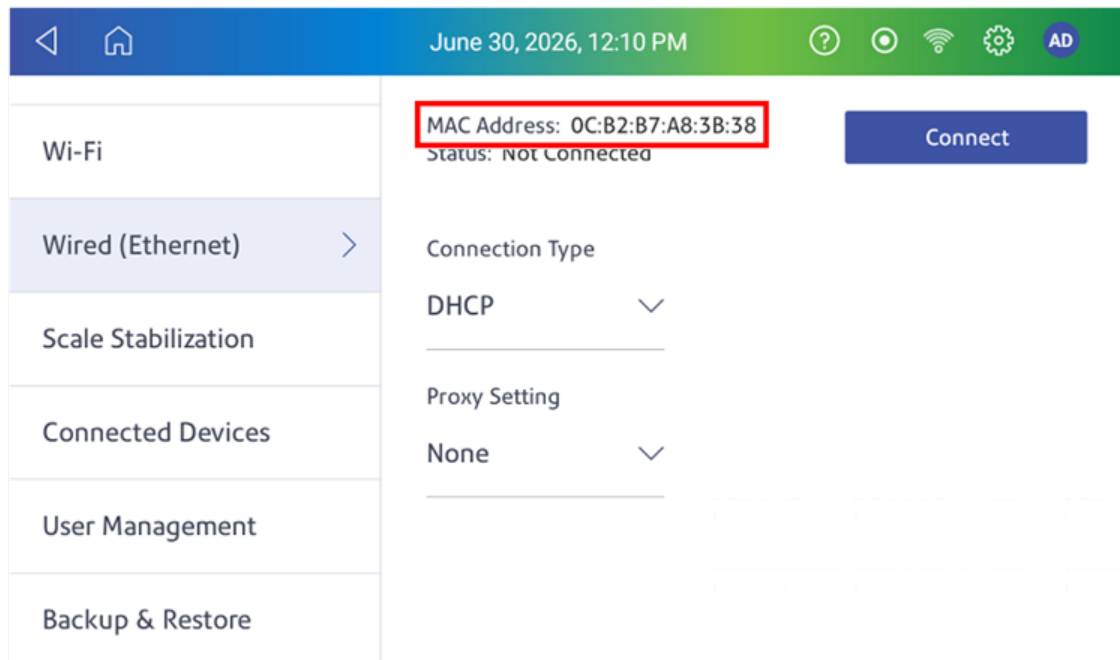


Locating the MAC address for wired connections

1. Tap **Settings**.

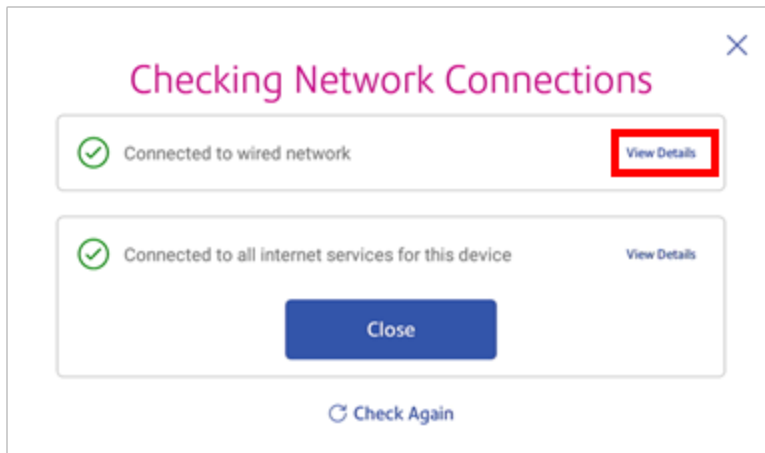


2. Tap **Wired (Ethernet)**. The MAC address is present at the top of the screen.

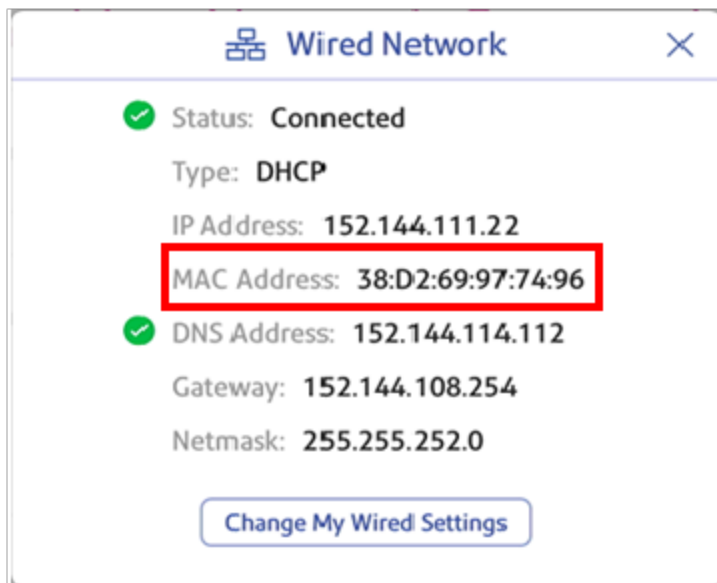


3. Tap **Check Network**. The Checking Network Connection screen appears.

4. Tap **View Details** in the Connected to wired network box when the test finishes.



The MAC address appears:



5. Tap **X** to close this window.
6. Tap **Close**, then the **back arrow** to return to the Home screen.

If the MAC address does not appear, try these steps:

1. Tap **Settings**.



2. Tap **System Information**.
3. Scroll down to the Base Network Info section to locate the MAC Address.

Cancel		System Info	Print Report
Base Network Info		Rates	
DHCP	Disabled	Rate Manager version	
DNS0	194.168.4.100	12.03	
DNS1	194.168.8.100		
DNS2	null	Weight Units	
DNS3	null	IMPERIAL	
Gateway	169.254.10.244		
IP	0.0.0.0	Module Count	
IPV6	null	Total:12	
IPV6LINK	null	Active rating:12	
LanState	false	Module Info	
MacAddress	0C:B2:B7:A8:3B:38	CCF: HZUS100.A.L2	
DHCPVID		HZUS001.RE1 ID: 4	
Name	eth0	HZUS002.PJ1 ID: 45	
Netmask	0.0.0.0	HZUS003.NJ1 ID: 47	
Wifi Network Info		HZUS004.IJ1 ID: 77	

4. Tap **Cancel** to return to the Home screen.

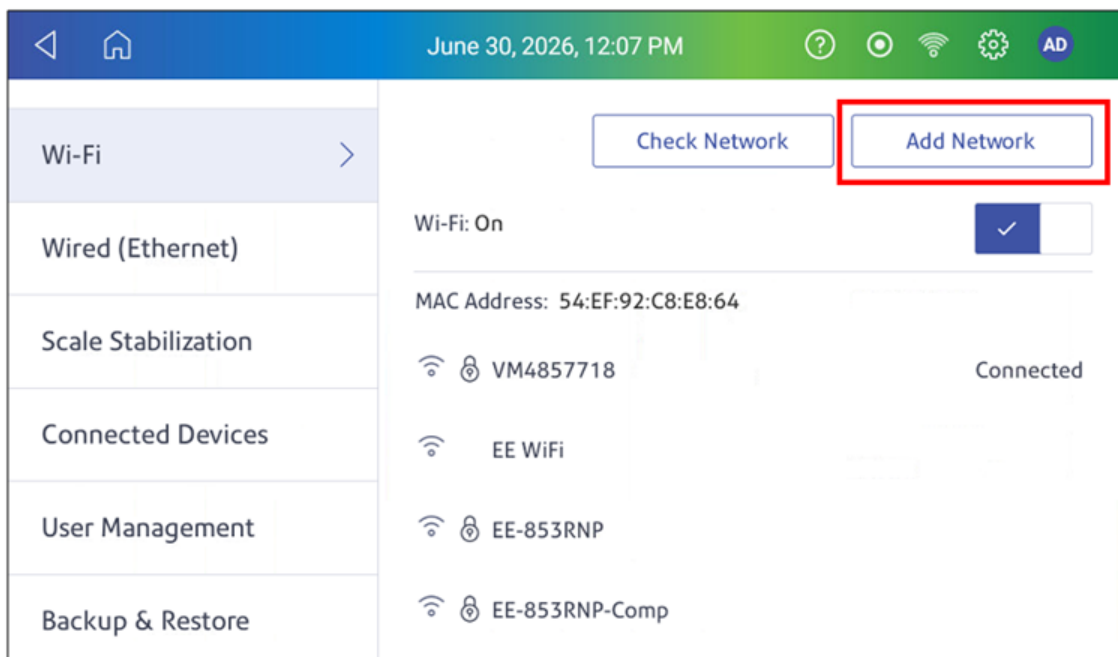
Connecting to a hidden Wi-Fi network

Add a network when you want to connect using Wi-Fi and your network is not present in the Wi-Fi list.

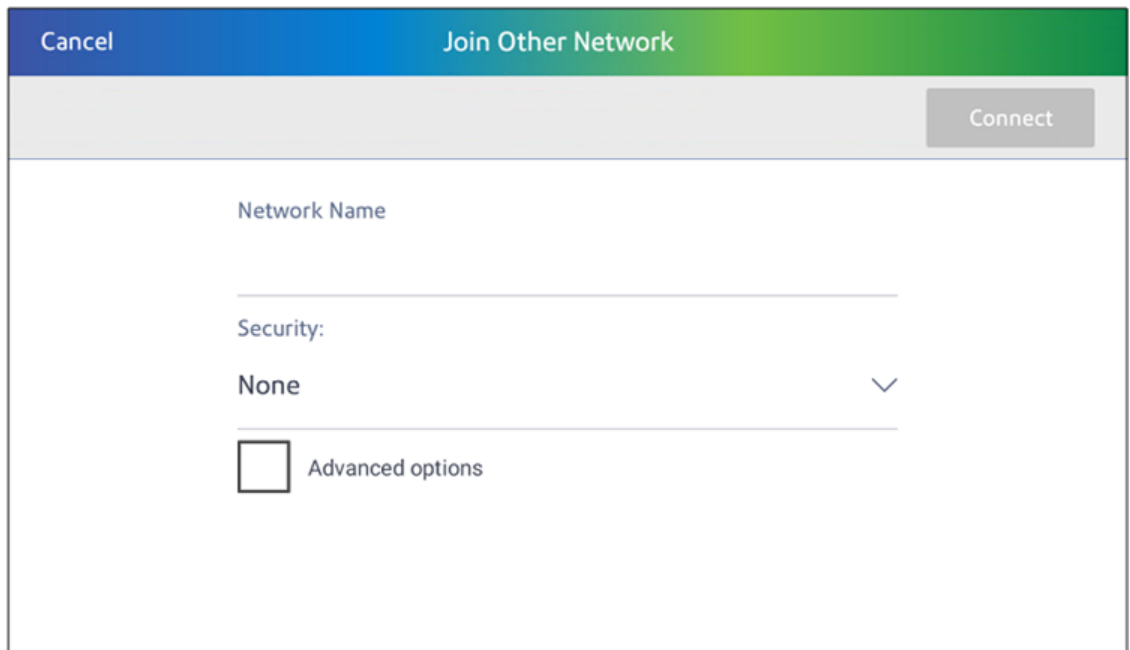
1. Tap **Settings**.



2. Tap **Wi-Fi** in the Device & Network section to see a list of available networks.
3. Tap **Add Network** at the top of the Wi-Fi screen.



4. For each of the following steps, please consult with your IT department to obtain the necessary information.
 - a. Tap the down arrow in the Security field and select the security method.



The screenshot shows a mobile application dialog box titled "Join Other Network". The dialog has a blue header bar with "Cancel" on the left and "Join Other Network" in the center. A green bar is on the right. Below the header is a light gray bar with a "Connect" button on the right. The main content area is white and contains the following fields: "Network Name" with a text input field below it; "Security:" with a dropdown menu showing "None" and a downward arrow; and a checkbox labeled "Advanced options".

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

Frequently Asked Questions (FAQ) about networking and connectivity

- *Operating system*
- *Ports*
- *Malware*
- *Postal usage data*
- *Firewall information*
- *Security*
- *Software updates*
- *Networking*
- *Data*
- *TeamViewer*

Operating system

- What OS does this device run?

For SendPro CX Series: **Android 12**.

- How are updates to the Android Operating System performed?
PB uses a 3rd party Over The Air (OTA) tool that securely downloads updates to registered machines.

Ports

- Why are both ports 80 and 443 in use?
All critical funds related or core mailing and shipping services only use port 443. Some of the non-critical services use port 80 (examples: online read-only Help System content, or non-PB sites for tracking services site).

Malware

- What controls are in place to protect this device against network-based malware threats?
Controls include:
 - White list of URLs.
 - TLS.
 - Only executes services needed to perform activities.
 - OS distribution has been optimized and locked down.

Postal usage data

- What information is being sent and presumably stored at Pitney Bowes?
PB collects postal usage data that is required for SendPro CX Series reporting. This includes items such as Class of Mail, Weight, use of special service fees, mailing date etc. No Personal Identifiable Information (PII) is collected or used. We also collect machine health information such as Software version numbers, errors reported etc.
- If information is being stored, how is it being stored? Please describe the protections in place.
Postal usage information is stored in a special application and database, which is reviewed by SendPro CX Series prior to our Postage Meter Approval. Machine Health information is stored in Amazon Web Services, but is uploaded through a TLS connection and authenticated using machine resident credentials. Again, no PII information is collected or stored there.

Firewall information

- Does it have a firewall?
No.
- How are the firewall rules configured?
Allow only the ports HTTP, TLS and DNS.
- What firewall rules need to be in place to allow the necessary communication?
 - Outgoing - transactional data.
 - Incoming is both transactional data and files and Web Services.

Security

- What is the security patch process?
SendPro CX Series security patches are applied by emergency updates via Pitney Bowes only, and on a regular schedule through Pitney Bowes services.
- Can you identify suspicious activity affecting SendPro CX Series?
Yes. An audit process exists to validate the financial integrity of the system. Error logs are available and can be uploaded to the Pitney Bowes Data Center.
- Are there audit trails in place?
Yes. PSD transactional audits, extensive logs and all financial transactions are audited by the PB infrastructure. SendPro CX Series logs all error conditions, and maintains ink usage logs, print usage logs, etc.
- How do you authenticate an individual or a service?
Print Labels app access is managed by the customer using User IDs and passwords to authenticate.
- What are the access controls in place to secure SendPro CX Series?
The application access is managed by the customer using an access code. The system operates in a Kiosk mode where access to the underlying Android operating system is prevented.

Software updates

- What is the software update process, and how often does this occur?
As required with periodic feature additions and bug fixes.

Networking

- What is the network traffic flow to and from the SendPro CX Series device?
Outgoing contact initiated (no push) utilizing TLS, URLs provided by Pitney Bowes services.

Data

- Is data stored on the device?
Yes. SendPro CX Series stores transactional data, graphic images, customer profiles and settings, files (rates, etc.). Transactional usage data is uploaded and then deleted when confirmed upon receipt by Pitney Bowes Infrastructure over TLS channel.

- What controls protect the data?
All files and data interface utilizing TLS. Incoming data and files are signed and verified prior to use. If consumed by the printer, it is verified on each use. If used by the app, it is verified on load.

TeamViewer

- Does the SendPro CX Series allow remote administration?
Pitney Bowes will use TeamViewer to troubleshoot system problems remotely. The end user will initiate the session using a special session code which is generated by the TeamViewer app and changes each session.
- Is TeamViewer required?
No, it is not required, but it is recommended. It is configured to **not run until the end user activates it with a special one-time session code**. The session code changes for each system and each activation. The special session code is provided by the call center to the end user, once they have called the center and provided specific information that also changes for the session.

3 - Ink & Maintenance

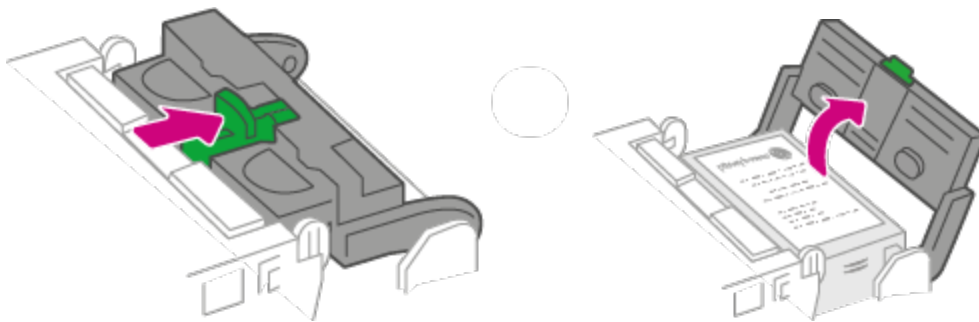
In this section

Replacing the printhead.....	84
Cleaning the printhead.....	89
Checking the ink level.....	94
Replacing the ink cartridge.....	95
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Ordering ink cartridges.....	101

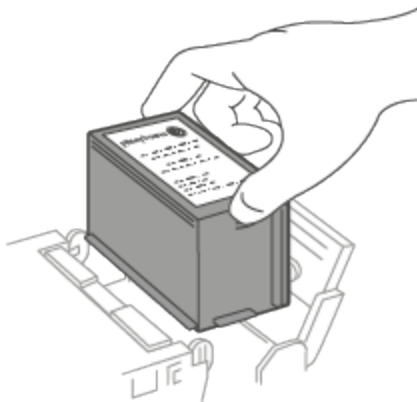
Replacing the printhead

You may need to install a new printhead to replace the existing one when print quality declines.

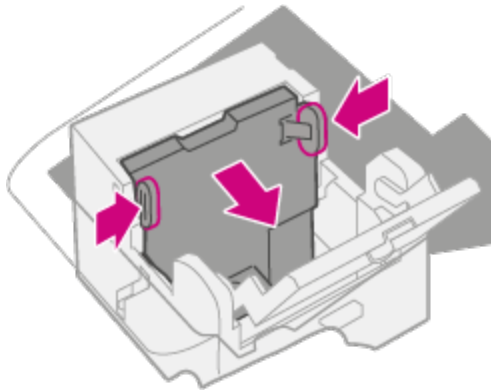
1. Tap the right arrow at the bottom of the screen.
2. Tap **Ink & Maintenance**.
3. Tap **Install Printhead**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Flip the ink cartridge cover open.



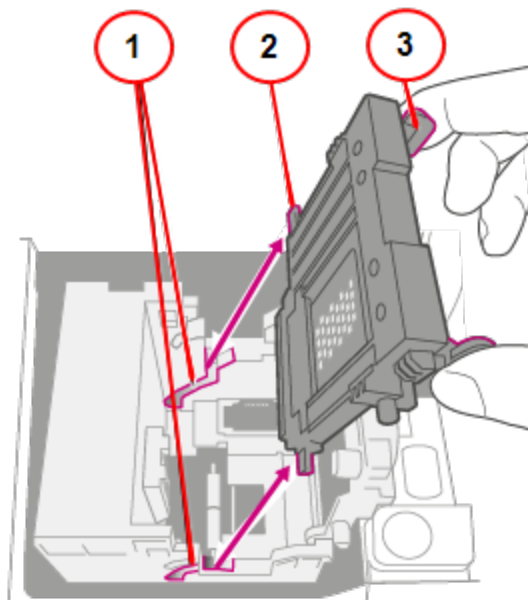
6. Remove the ink cartridge.



7. Squeeze the two gray tabs on either side of the printhead.

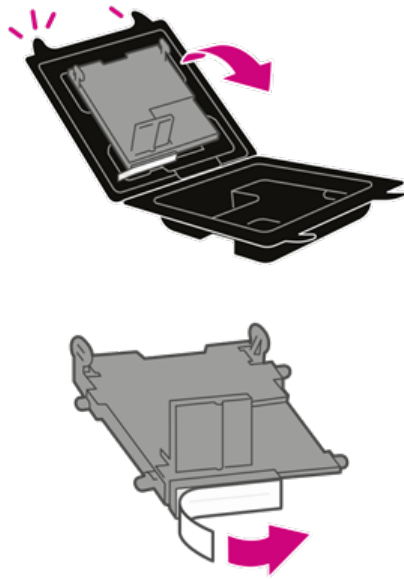


8. While squeezing, lift and tilt the printhead to the right. The printhead should come up out of the device.

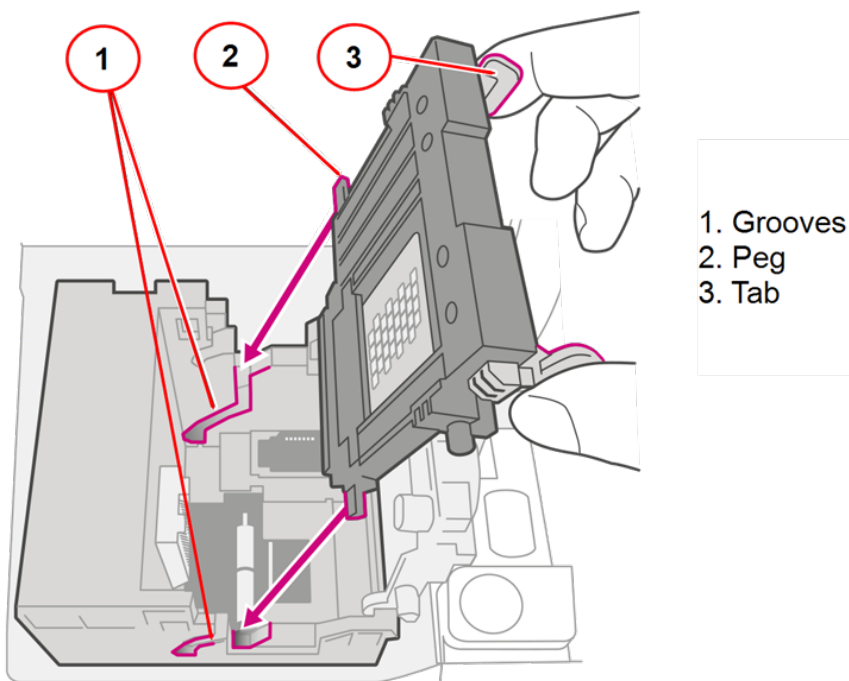


- 1. Grooves
- 2. Peg
- 3. Tab

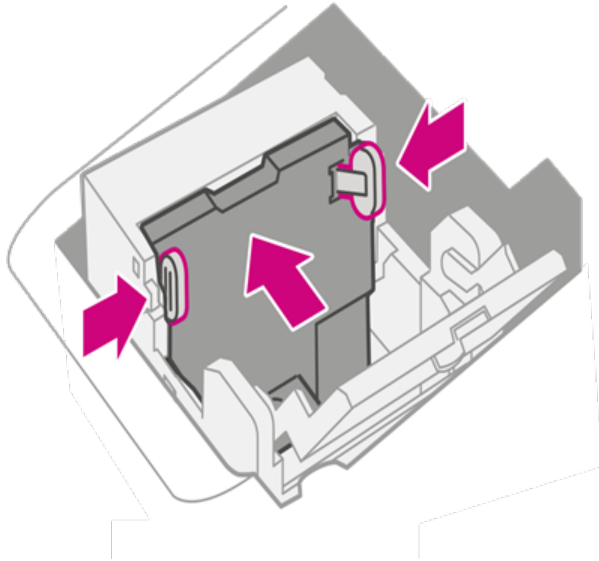
9. Unwrap the new printhead and remove the protective strip.



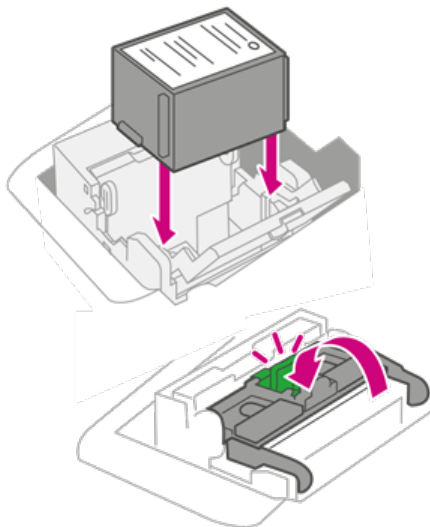
10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.
Warning: If you do not seat the printhead correctly it can damage the device.



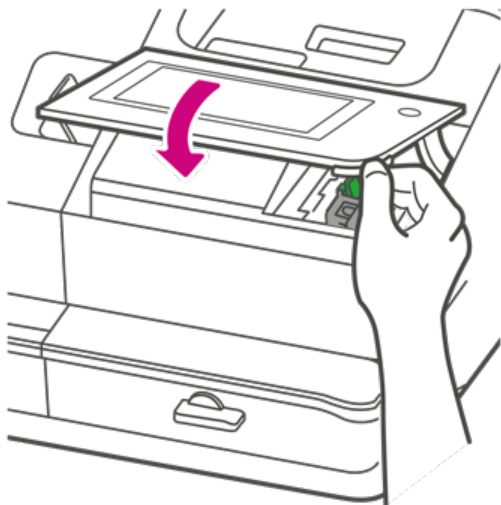
11. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.



12. Install the ink cartridge and close the guard.



13. Close the cover. The ink cartridge moves back to the original position.



14. Tap **Done**.
15. Print a print test pattern to be sure that your printhead is working properly.

Cleaning the printhead

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

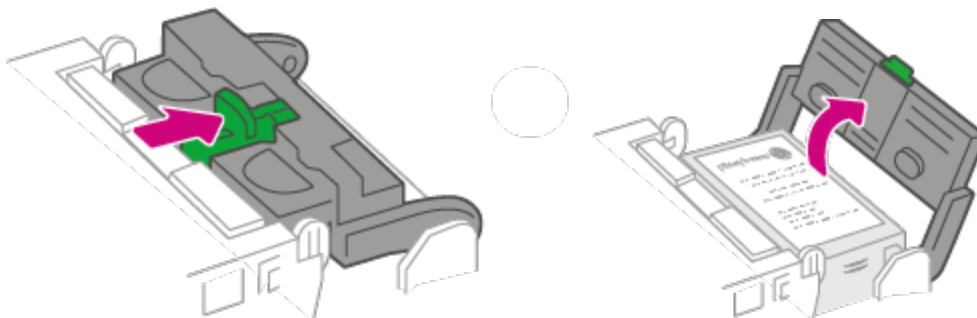
1. From the Home screen tap the right arrow.



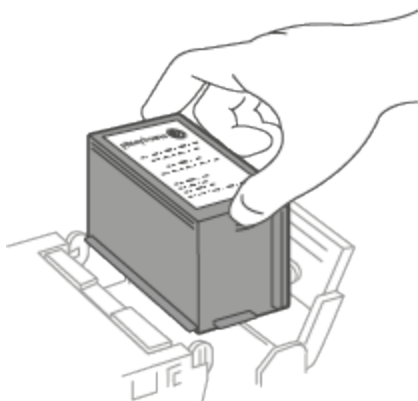
2. Tap **Ink & Maintenance**.
3. Tap **Install Printhead**.
4. Lift the top cover. The ink cartridge moves to the front position.



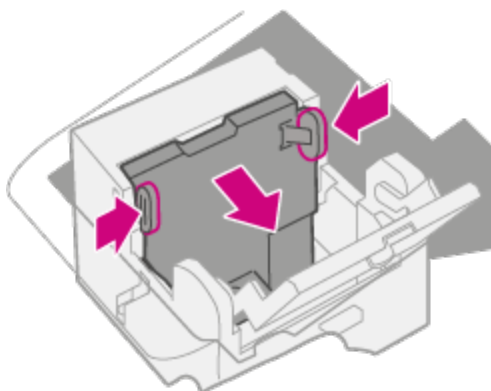
5. Slide the green lever to the right and then flip the ink cartridge cover open.



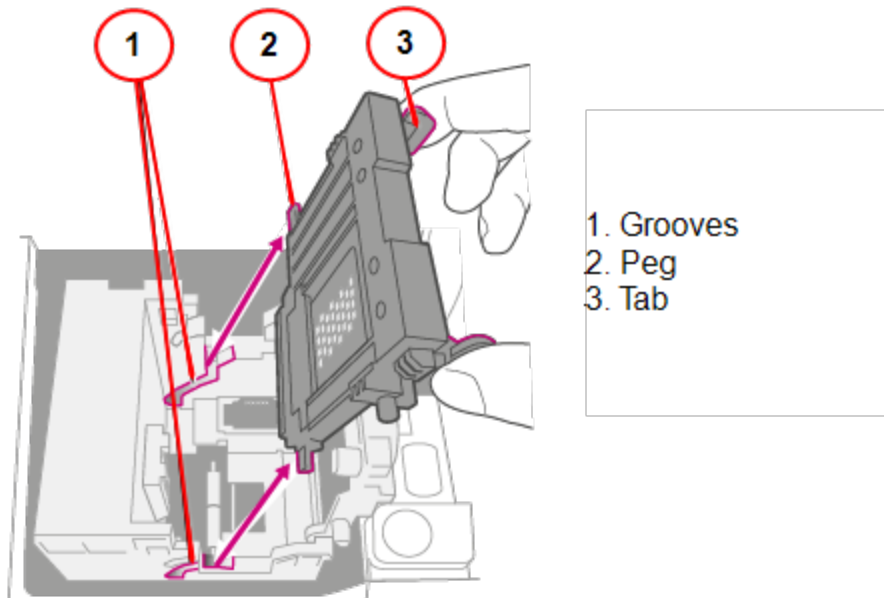
6. Remove the ink cartridge.



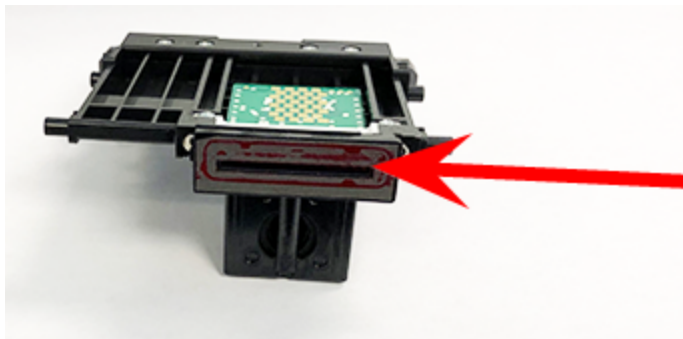
7. Squeeze the tabs on either side of the printhead.



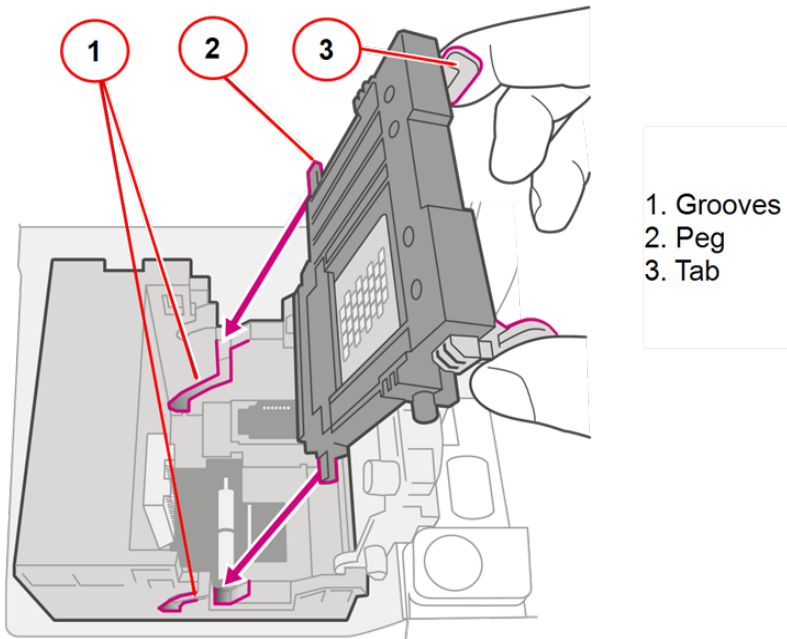
8. While squeezing, lift and tilt to the printhead to the right. The printhead should come up out of the device.



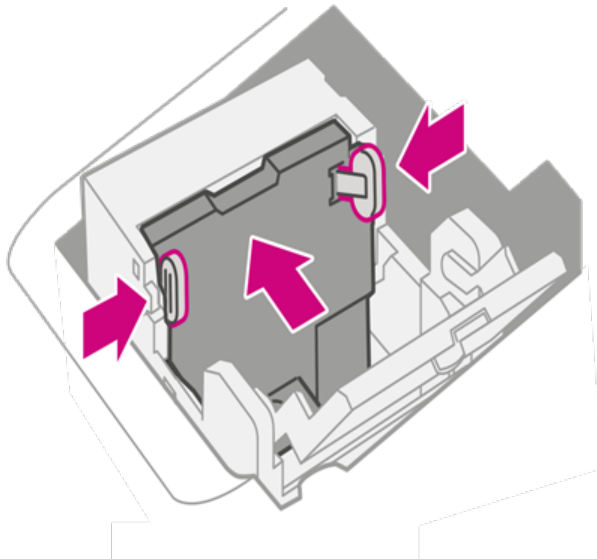
9. Clean off the printhead by wiping the surface of the printhead with a dry, lint-free cloth or a foam swab.



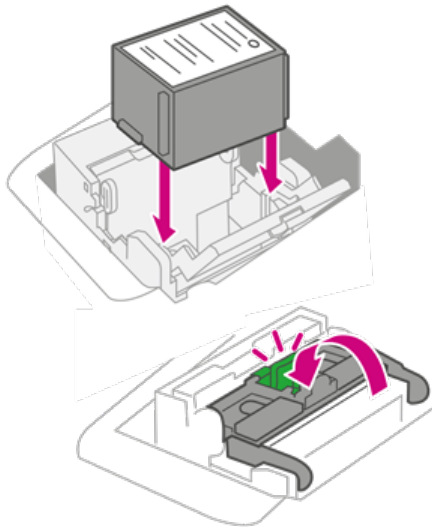
10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.
Warning: If you do not seat the printhead correctly it can damage the device.



11. Keep squeezing the tabs and push the printhead flush against the wall. The tabs snap outward when placed correctly.



12. Install the ink cartridge and close the guard.



13. Close the top cover. The ink cartridge moves back to the original position.
14. Tap **Done**.
15. Print a print test pattern to be sure that your printhead is functioning properly.
16. If the test pattern looks good, tap **Done**.

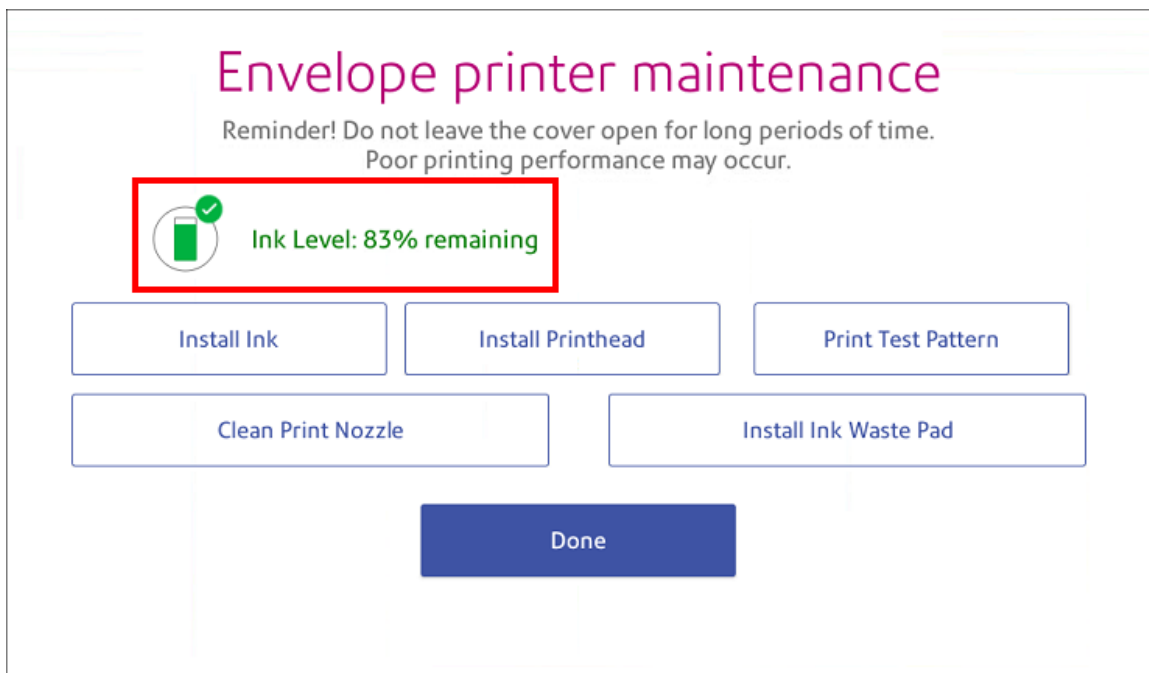
Checking the ink level

Check the ink level to ensure you have enough ink in your device.

1. From the Home screen tap the right arrow.



2. Tap **Ink & Maintenance**.
3. View the level of remaining ink.



4. Tap **Done** to exit the screen.

Replacing the ink cartridge

Replace the ink cartridge when the low ink warning appears. This ensures your device is in optimal working condition.

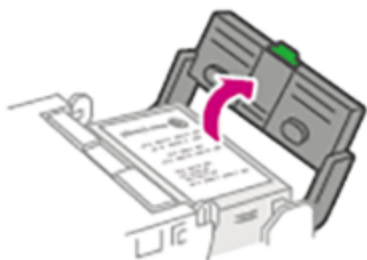
1. From the Home screen tap the right arrow.



2. Tap **Ink & Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.



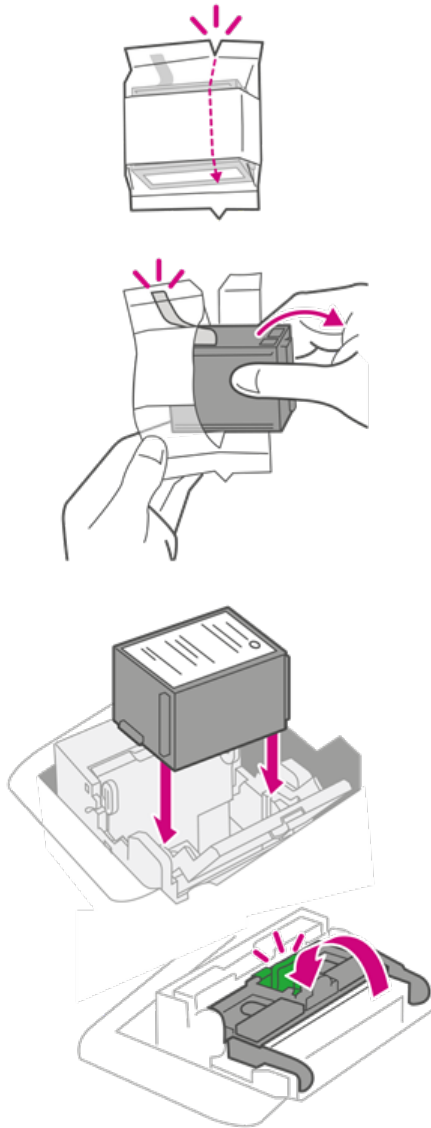
5. Open the ink tank cartridge guard by sliding the green lever to the right and flipping the guard open.



6. Lift up the ink cartridge and remove it from the device.



7. Remove the protective tape from the new ink cartridge, insert it into the cartridge holder and close the ink cartridge guard. The cartridge repositions itself and the Ink & Maintenance screen appears.



8. Close the top cover.
9. Print a test pattern to ensure that your ink cartridge installs properly.

Changing the ink waste pad

Your device catches excess ink in a waste tank with a disposable pad. You will receive the following message at the top of the Print Postage screen approximately 30 days before the ink waste tank becomes full:

"Ink waste pad is almost full. If you print often, replace it soon to avoid ink overflow."

To purchase a replacement waste pad, visit pitneybowes.com/us and click **Supplies**.

Before you replace the pad

Make sure you have a replacement waste pad available and you have the instruction sheet that comes with the pad. The sheet contains the reset code you will need in order to complete the replacement process.



Replace the pad

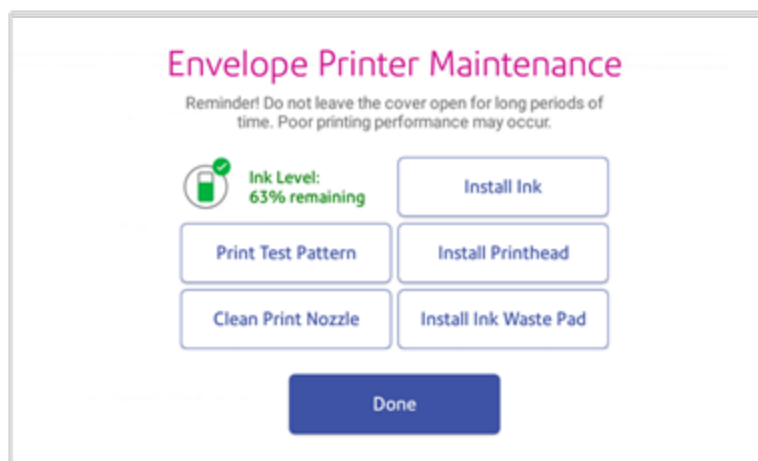
If the "Ink waste pad is almost full" message is showing on the screen follow these steps:

1. Tap **Replace Pad**.
2. The instructions for replacing the existing pad display on the screen.
3. Follow the steps in each screen. To advance from one screen to the next, swipe to the left on the screen.
4. After you slide the waste tray with the new pad back in place, tap **Reset Ink Waste Counter** to continue.
5. Use the keypad to enter the reset code.

6. After you enter the code, the message "Your Ink Waste Pad is Ready to Use" displays. If you do not see this message, or if you still get a message that the waste tank is full, restart the device. If that fails to clear the message, contact Pitney Bowes support.

If the "Ink waste pad is almost full" message no longer appears on the screen follow these steps:

1. From the home screen tap the right arrow at the bottom.
2. Tap **Ink & Maintenance**.
3. Tap on **Install Ink Waste Pad**.



4. The instructions for replacing the existing pad display on the screen.
 - Follow the steps in each screen.
 - To advance from one screen to the next, swipe to the left on the screen.
5. After you slide the waste tray with the new pad back in place, tap **Reset Ink Waste Counter** to continue.
6. Use the keypad to enter the reset code.
7. After you enter the code, the message "Your Ink Waste Pad is Ready to Use" displays. If you do not see this message, or if you still get a message that the waste tank is full, restart the device. If that fails to clear the message, contact Pitney Bowes support.

Printing a test pattern

Print a test pattern to see if the printhead is working properly or if you have enough ink in the cartridge.

1. Access the Envelope Printer Maintenance menu:

- a. Tap **Settings**.



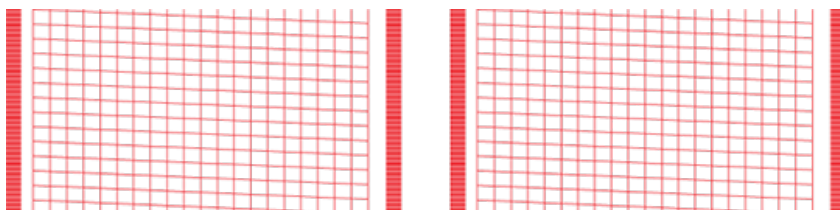
- b. Tap **Envelope Printer Maintenance**.

2. Tap **Print Test Pattern**.

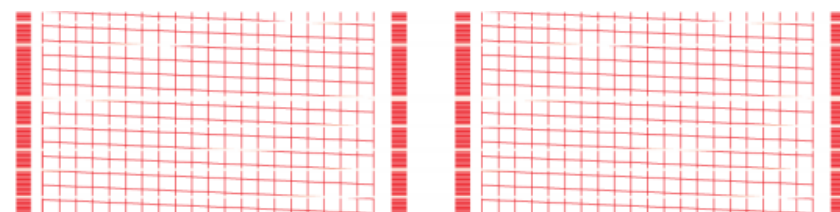
3. Insert the envelope into the device when the message "Print a Test Pattern?" appears.

4. 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.
 - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



Good test pattern



Bad test pattern

Ordering ink cartridges

Use postal approved ink cartridges. Non-postal approved ink cartridges can damage your device.

When your device shows the low ink warning, you will receive an ink cartridge automatically if you use the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes website.

Visit pitneybowes.us/shop to order ink cartridges for your device.

4 - Rates & Updates

In this section

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Updating postal rates or software for Print Postage

Update software and rates automatically

Keep your device turned on and connected to your network 24 hours a day to update software and USPS rates automatically. Your device checks for updates overnight.

Check for rate or software updates manually at any time

Even though your device checks for updates automatically, follow these steps to check for USPS rate and software updates manually at any time:

1. From the Home screen tap the right arrow.



2. Tap **Rates and Updates**.
3. If new rates or software updates are available, your device downloads and installs updates.
 - If the rates and software are up to date, this message appears:
"Your CX-Series is up to date."
 - If the rates are available today, this message appears:
"New postage rates took effect today. Your device has been updated and new rates are already in effect."
 - If the rates took effect already, this message appears:
"New postage rates took effect on [effective date]. Your device has been updated and new rates are already in effect."
 - If the new rates are pending, this message appears:
"New postage rates take effect on [future effective date]. Your device has been updated and you'll see the new rates then."
4. Tap **Got it**.

Finding the SendPro application software version

SendPro is the software that runs many features on your device. If you need to check which version you have, follow these steps.

1. From the Home screen tap the right arrow.



2. Tap **System Information**.
3. Scroll down to the Applications section and locate PSD information and SW version.

Cancel	System Info	Print Report
PSD Customer ID DAL SW Version 11.02.8023 Debit Cycle Count 0		Rates Rate Manager version 12.03

This is the most current software version.

4. Tap **Cancel** to exit the screen.

5 - Shipping- Print Labels

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Signing in to and out of the Print Labels app

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

Please note that the shipping application for the SendPro CX Series devices does not support Single Sign On for PitneyShip Pro users.

Signing in

Tap **Print Labels** on the Home screen to sign in to the Print Labels app. You need to enter your shipping credentials; name and password.

Signing out

1. Tap **Settings**.



2. Select **Sign Out**.

Setting up default printing options

You can 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 **Settings**.



2. Tap **Label Options**.
3. To print a receipt with the label, tap the check box for **Always print a receipt with the shipping label**.
 - Only available with USPS services.
4. To select the print size, tap the print size drop down arrow and select one of the following:
 - Plain Paper - 8.5 x 11 (report printer only)
 - Roll - 4 x 6

Printing a USPS scan form

The purpose of USPS Shipment Confirmation Acceptance Notice (SCAN) Form 5630 is 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, USPS scans the SCAN Form 5630 once and uploads every shipping label from that day to the USPS systems. The SCAN form must be enabled prior to printing any shipping labels that need to be included on a SCAN form.

In order to print USPS SCAN forms, you must enable the USPS SCAN Form Printing on your device.

Enabling USPS SCAN Form Printing on your device

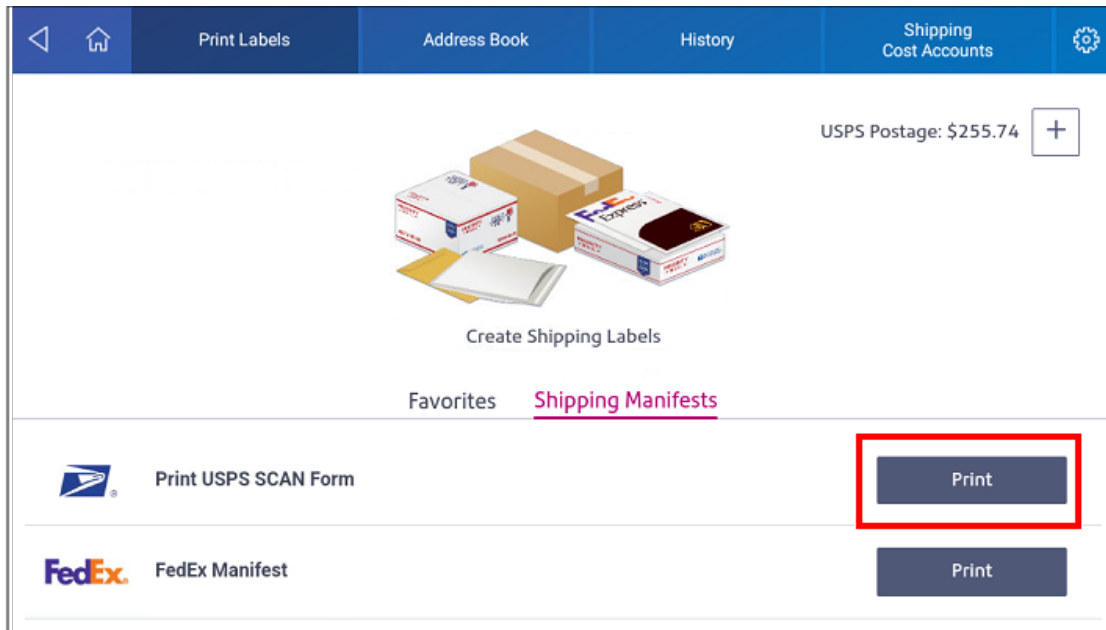
1. Tap **Settings**.



2. Scroll down to Shipping Settings, then tap **Label Options**.
3. Scroll down to the SCAN Form and Manifest Printing section and tap on the **Enable SCAN form printing** box.
 - If you have an 8 1/2 x 11 1E50 Laser Report Printer that is either attached to one of the USB ports on the back of your device or connected through Wi-Fi, you can print the report from your device. Refer to **Printing from your device** below.

Printing from your device

1. Tap Print Labels on the Home screen.
2. From the shipping screen, tap **Shipping Manifests**.



3. Tap **Print** next to Print USPS SCAN form. The number of shipments included in the manifest appear.
4. Tap **Print**.

Printing a shipping label

Use Print 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.

These instructions take you through printing labels for both domestic and international shipments.

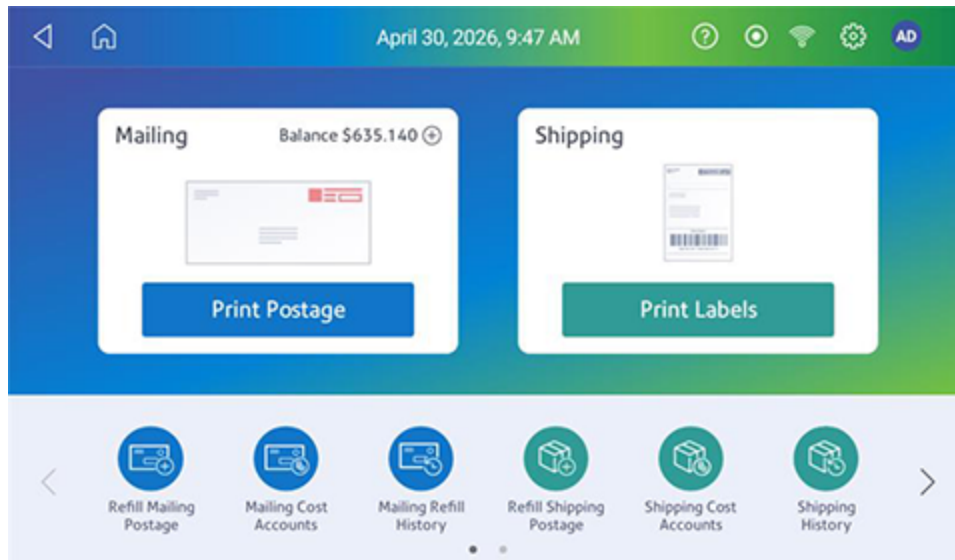
Printing an international shipping label is similar to printing a domestic shipping label. The main difference is adding the information required for customs purposes. You must declare package contents for U.S. customs when shipping internationally and to military mail.

In order to print an international shipping label with customs form from your device, you need to connect it to an 8.5 x 11 1E50 or 1E60 laser printer. If you do not have a 1E50 or 1E60 laser printer, you can print an international label from your PitneyShip account using any 8.5 x 11 printer.

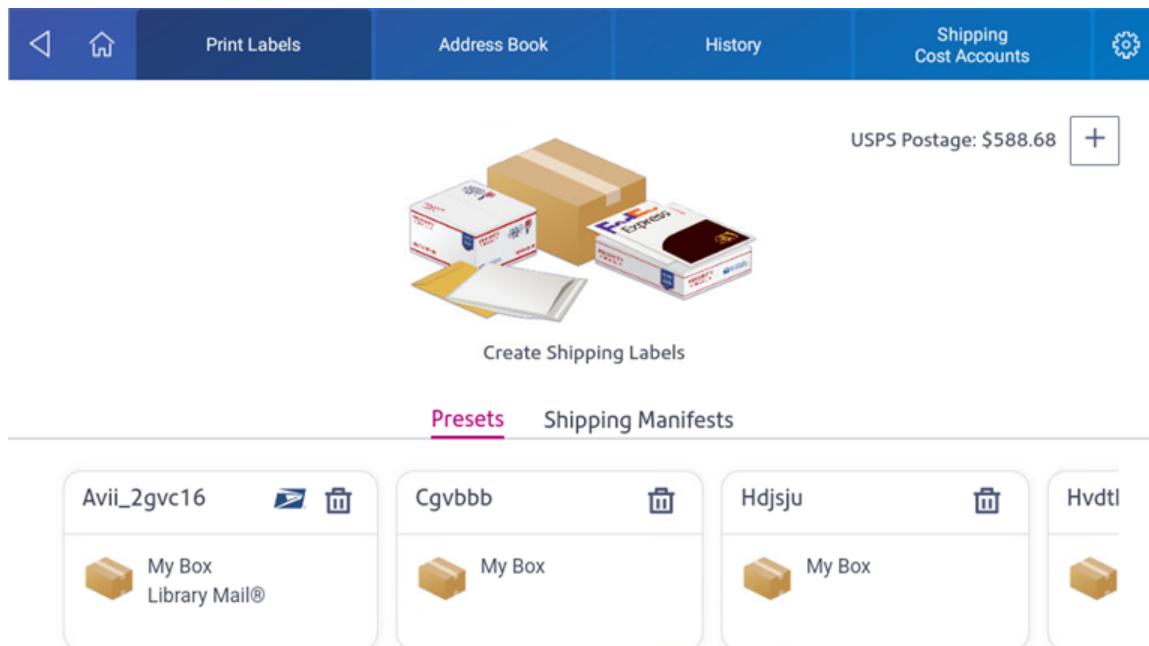
- [*Select Print Labels*](#)
- [*Add the sender and recipient addresses*](#)
- [*Select package type and enter the dimensions*](#)
- [*Select the shipping services required*](#)
- [*Enter the type of items in the shipment*](#)
- [*Add Customs information*](#)
- [*Print the shipping label*](#)

Select Print Labels

1. From the Home screen tap the **Print Labels** tile.



2. If required, log in using your Shipping credentials (the same credentials that you use for Pitneyship, PitneyShip Pro or Pitneyship Enterprise).
3. Tap **Print Labels** or tap a favorite.



Add the sender and recipient addresses

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

The screenshot shows the 'Print Labels' screen in a shipping application. The top navigation bar includes 'Print Labels', 'Address Book', 'History', and 'Shipping Cost Accounts'. On the left, a sidebar lists steps: 'Sender' (selected), 'Recipient', 'Package', and 'Service'. The main form area has three sections: 'Sender Address', 'Cost Account', and 'Carrier Account'. The 'Sender Address' dropdown menu is open, showing 'AviiSR124' as the selected address and a redacted address below it. This section is highlighted with a red rectangular box. The 'Cost Account' field contains 'avi.random' and the 'Carrier Account' dropdown is set to 'All Carriers' with logos for FedEx, UPS, and USPS.

2. Select a cost account if cost accounts are enabled.

This screenshot is identical to the previous one, showing the same 'Print Labels' screen. However, in this instance, the 'Cost Account' field, which contains 'avi.random', is highlighted with a red rectangular box instead of the 'Sender Address' field.

3. (Optional) Select a Carrier account from the drop down menu or leave as All Carriers.
4. Tap the down arrow.
5. Select the destination country from the menu then enter the recipient address manually or tap **Address book** to select an address. Check the boxes to state whether the address is Residential and if you wish to save the address to your Address Book.

6. (Optional) Check the Sender and/or Recipient check box and add email addresses to email the tracking number when the label has been printed.
7. (Optional) Check the **Same as above** check box to send email notification to the same email addresses when the shipment has been delivered. Alternatively, check the Sender and/or Recipient check box and add email addresses to email to confirm when the shipment is delivered.
8. Tap the **Down Arrow**.

Select package type and enter the dimensions

1. Tap the packaging type menu and select the type of package you are sending.

The screenshot shows the 'Print Labels' app interface. At the top is a blue navigation bar with icons for back, home, and settings, and tabs for 'Print Labels', 'Address Book', 'History', and 'Shipping Cost Accounts'. On the left is a vertical sidebar with a 'Start Over' button at the top and a progress indicator with four steps: 'Sender' (AviiSR124), 'Recipient' (Angel William), 'Package' (selected), and 'Service' (Choose shipping service). The main area is titled 'Packaging Type' and features a dropdown menu currently set to 'My Box'. Below this are 'Dimensions' fields for Length, Width, and Height, each with a unit selector set to 'in'. Under 'Weight', there are input fields for 'lbs' and 'oz', and a 'Get Weight' button with a scale icon. On the right side of the main area are two large vertical buttons: a dark blue one with an upward arrow and a grey one with a downward arrow. At the bottom of the sidebar are 'Print', 'List', and 'Star' buttons.

2. Enter the dimensions of the package:
 - Tap the Length, Width, and Height fields and enter a value in each.
3. Enter the weight of the package:
 - If you have an attached scale, place the package on the scale and tap **Get Weight**. Tap **Scale** and the weight appears. Tap **Apply**.
 - If you do not have a scale, enter the weight in lbs, then tap the green arrow, enter the oz (if applicable), then tap the green arrow.
4. Tap the **Down Arrow**.

Select the shipping services required

1. Use the up and down arrows to scroll through the available services. Tap the service you wish to use.

<

Print Labels
Address Book
History
Shipping Cost Accounts

Start Over

			Estimated
☐	Priority Mail® ⓘ Sender: Vertika emailSender Recipient: adddf2 Package: My Box 6 in x 6 in x 6 in 5 lbs	Mon 6/29	\$11.72 Retail \$22-19
		Estimated	
☐	FedEx Ground® Economy – Parcel Select Package: My Box 6 in x 6 in x 6 in 5 lbs	Wed 7/1 by 11:59 PM	\$19.21
		Guaranteed	
☐	FedEx 2Day® Package: My Box 6 in x 6 in x 6 in 5 lbs	Tue 6/30 by 8:00 PM	\$19.55
	FedEx One Rate® ⓘ	Guaranteed	
☐	FedEx Express Saver® Package: My Box 6 in x 6 in x 6 in 5 lbs	Wed 7/1 by 8:00 PM	\$19.55
	FedEx One Rate® ⓘ		

Payment Method

Credit Card *000 ▾

Print

2. Select any extra services that you want to use (if available) and select **Apply**.

◀

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Print Labels

Address Book

History

Shipping Cost Accounts

⚙️

Library Mail®

×

Extra Services

☐ Insurance

☐ Signature Confirmation™\$4.95

☐ Insurance Restricted Delivery

☐ Signature Confirmation Restricted Delivery\$13.35

☐ Collect on Delivery

☐ COD Restricted Delivery

Apply

Total : \$4.25

For domestic shipments now proceed to [Print Shipping Label](#).

Enter the type of items in the shipment (International shipments only)

1. Select the type of item you are shipping from the **Export Type** menu.

The screenshot shows the USPS shipping label creation interface. The top navigation bar includes links for Print Labels, Address Book, History, and Shipping Cost Accounts. The main content area is divided into several sections:

- Sender:** AviiSR124
- Recipient:** [Redacted]
- Package:** My Box, 5 in x 5 in x 7 in, 8 oz
- Total:** \$21.95 (View detailed cost, Retail \$23.05)
- Contents:** Export Type dropdown menu (highlighted with a red box) showing 'Documents'.
- If shipment cannot be delivered:** Radio buttons for Abandon (selected) and Return To Sender.
- Items:** Add First Item button.
- Additional Customs Information:** Add Customs button.
- Disclaimer:** A checkbox for certifying that all shipment information provided is correct and agreeing to adhere to the USPS Privacy Act Statement and all other country-specific requirements.

2. Select either **Abandon** or **Return to Sender** if the shipment cannot be delivered.
3. Tap **Add First Item**.

4. Enter the shipment contents; a description of each item, including the quantity, weight, value and where the item was made.

The screenshot shows a mobile application interface with a blue header bar containing navigation icons and labels: 'Print Labels', 'Address Book', 'History', and 'Shipping Cost Accounts'. Below the header, a 'Contents' section is visible. A 'Shipment Contents' dialog box is open, featuring a close button (X) in the top right corner. The dialog box contains the following fields and controls:

- Description:** A text input field.
- HS Code (optional):** A text input field.
- Country:** A dropdown menu currently showing 'United States'.
- Quantity:** A text input field.
- Per Item Weight:** Two input fields for weight, with 'lbs' and 'oz' unit buttons.
- Per Item Value (USD):** A text input field preceded by a '\$' symbol.
- Pick From Inventory:** A button with a dropdown arrow.
- Get Weight:** A button with a scale icon.
- Save:** A dark blue button.
- Save & Close:** A button with a trash can icon.

At the bottom of the dialog box, there is a 'Save & Close' button.

5. If appropriate, enter optional HS Code/Tariff information.
6. Tap the green arrow to leave the keypad.
7. To add additional items, tap **Save** and then **Add another item**.
8. Tap **Save & Close**.

Add Customs information (International shipments only)

1. Tap **Add Customs** to add additional customs information, for example exemptions, customs references or licence numbers.

The screenshot shows the USPS shipping label creation interface. The top navigation bar includes 'Print Labels', 'Address Book', 'History', and 'Shipping Cost Accounts'. The left sidebar shows the 'Sender' (AviSR124), 'Recipient' (ZBIGNIEW V HONAKER), and 'Package' (My Box, 5 in x 5 in x 7 in, 8 oz). The main content area shows 'Contents' with 'Export Type' set to 'Documents' and 'If shipment cannot be delivered' options (Abandon, Return To Sender). The 'Items' section lists '1. test'. The 'Additional Customs Information' section is highlighted with a red box, showing 'AES Exemption' and 'NOEEI 30.36 - Shipments Destined to Canada'. Below this, a checkbox is checked, and the text reads: 'By checking this box, I certify that all shipment information provided is correct and I agree to adhere to the [USPS Privacy Act Statement](#) and all other country-specific requirements.' The 'Edit Customs' button is also highlighted with a red box. The bottom left shows the 'Total' cost of '\$21.95' and a 'Print' button.

European Union (EU)

- If you are shipping to a country that is part of the EU, you can collect, declare, and pay the import VAT tax to the authorities instead of making the recipient pay the import VAT tax when the items are imported into the EU.
 - If you have registered with the Import One-Stop Shop (IOSS) portal you can include your IOSS number with your additional customs information.
2. Tap on the checkbox to agree to the USPS Privacy Act Statement.
 3. Tap **Save & Close** when done.

Print the Shipping Label

1. To preview the label, tap **Print**.

The screenshot shows the 'Print Labels' screen in the USPS mobile app. The top navigation bar includes 'Print Labels', 'Address Book', 'History', and 'Shipping Cost Accounts'. The main content area displays shipping options for 'Library Mail', 'Media Mail', and 'USPS Ground Advantage'. The 'Print' button is highlighted with a red box.

CARRIER & SERVICE	DELIVER BY	PRICE
Library Mail®	Mon 5/18 Estimated	\$4.25
Media Mail®	Mon 5/18 Estimated	\$4.47
USPS Ground Advantage™	Sat 5/16 Estimated	\$6.24 Retail \$9.45

Sender: AviiSR124
Recipient: [Redacted]
Package: My Box, 5 in x 5 in x 5 in, 8 oz
Service: [Selected]
Total: \$4.25
View detailed cost
Print

2. Tap the **Select Print Size** menu and select a label size.

The screenshot shows the 'Print Options' dialog box in the USPS mobile app. The 'Select Print Size' dropdown menu is highlighted with a red box, showing 'Roll 4 x 6'. The dialog also includes options for 'Shipping Label' and 'Receipt with Shipping Label', a 'Memo' field, and a 'Preview' section showing a sample shipping label.

Print Options
Select Print Items ⓘ
☒ Shipping Label ☐ Receipt with Shipping Label
Select Print Size
Roll 4 x 6
Memo ⓘ
Enter Memo
☒ Always show these options before printing
Print Sample
Preview
Shipping Label
1 of 1

3. (Optional) Tap **Print Sample** to print a sample label.

4. (Optional) Tap **Email Label** to email the label.

Note: The link to download the email will expire after 24 hours.

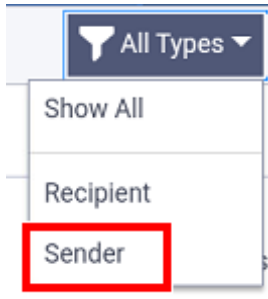
5. Tap **Print** again.

- You may need to enter the Sender and Recipient's phone number, as it is required for some services. The carrier screen reappears after the label prints.

Editing the sender address for shipping labels

If you need to change a sender address, you can edit it in the address book.

1. Tap **Address Book**.
2. Tap the **All Types** filter icon and select **Sender**.



3. Tap the **Edit** icon to edit a Sender address and contact information.



4. Tap **Save and Close** when done.

Tracking a shipment

You can track the packages you sent with shipping labels on your device.

1. Tap **Shipping History** at the bottom of the Home screen.
2. To view the details of a specific shipping label, tap the shipment. The details screen shows the sender and recipient address, the cost account, purchase date, and package type.

<

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Print Labels

Address Book

History

Shipping Cost Accounts

⚙️

Shipments

Postage

✉ Create Report

🔹 All Shipments ▼

Last 30 Days

📅 | 🔍 Search

DATE ▼	RECIPIENT	TRACKING NUMBER	STATUS	AMOUNT ↕
☒ 5/26/26	Int Canada	UPS2202650219927019	In Transit	\$91.19

Recipient Address
 Int Canada
 42
 1-2260 Rue Chambly
 Jonquière, QC G7X 9N8,
 CA

Sender Address
 AviiSR124
 37 Executive Ct
 Napa, CA 94558-6267, US

Carrier Account
 Sender: 9Q7Z5J - ups
 Sender: 9Q7Z5J - ups

Tracking Number
 UPS2202650219927019

User
 vertikacubetest16@yopmail.com

Purchased On
 5/26/26, 2:54 AM

Shipped On
 5/26/26

Shipment Information
 My Box
 9 in x 9 in x 9 in. 2 lbs

Type of Export
 Commercial Sample

AES Exemption
 NOEEI30_36

Accounting and Reference
 Bill Shipping Costs To:
 Sender

Enabling Cost Accounts for shipping labels

Cost Accounts help you keep track of where you're spending your money on postage by allowing you to assign shipping label costs. You can also assign a Cost Account for postage refills.

The Cost Accounts feature is enabled via the PitneyShip shipping solution. Please access the PitneyShip web application on your computer where you can also view Cost Accounts information.

Getting a USPS refund for a shipping label

If your package was returned by USPS , you can request a refund through PitneyShip within 45-days of the label creation date.

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

Important: When you cancel a UPS or FedEx label, the credit will appear on your UPS or FedEx invoice.

1. Tap **Shipping History** at the bottom of the home screen. All of the shipping labels appear by date. The most recent date appears first in the list.
2. 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.
3. Tap on the shipment to expand shipment details.
4. Tap **Request Refund** if available at the bottom of the shipment details.
5. Select the box to agree to the conditions, then tap **Continue**.

Important: Labels for First-Class Large Envelope do not bear a tracking barcode. You cannot request a refund for them via the SendPro CX Series. Sign in to PitneyShip to request a refund for these transactions.

Canceling a UPS or FedEx shipping label

You can cancel a UPS or FedEx shipping label to stop the postage appearing on your UPS or FedEx invoice.

1. Tap **Shipping History** at the bottom of the screen.
2. All of the shipping labels appear by date. The most recent date appears first in the list.
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**.

Creating a shipping report

You can view and print a report of the shipping labels you have created on your device using the Shipping History app. This app provides a 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. Tap **Shipping History** at the bottom of the home screen. By default, all the shipping labels you have created appear.
2. Tap **All Shipment** to filter by shipment status. Then, select a status. For example, if you want a report of all delivered packages, select **Delivered**.
3. To view the details of a specific shipping label, tap the shipment.
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 confirm.
 - c. Tap **Email Report**.
 - d. You will receive an email with an attached .csv transactions history file.

Creating a USPS shipping label refund report

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

1. Tap **Shipping History** at the bottom of the home screen.
2. Tap **All Shipments** and select **USPS Label Refund History**. All the refunded USPS labels appear on the screen.
3. To view the details of a specific shipping label refund, tap the shipment.
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 confirm.
 - c. Tap **Email Report**.
 - d. You will receive an email with an attached .csv transactions history file.

Reprinting a USPS, UPS or FedEx shipping label

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

1. Tap **Shipping History** at the bottom of the home screen. All of the shipping labels appear by date. The most recent date appears first in the list.
2. 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.
3. Tap on the shipment.
4. Tap **Reprint Label**.

Setting the default address for USPS return labels

You can set the recipient's address as a default address for all of your USPS return labels.

1. Tap **Settings**.



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

Printing a USPS return shipping label

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

1. Tap **Shipping History** at the bottom of the home screen.
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. Continue with Printing a shipping label.

6 - Mailing- Print Postage

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What are print modes

As well as printing postage, your device uses other ways to print and feed mail. Tap **Print Mode** in the Print Postage app to see the available options.

- **Date and Time Stamp** - Print just the date and time. Your device will not print any postage.
- **Graphic only** - Print a graphic. Your device will not charge you for printing a graphic only.
- **Postage printing** - Postage printing is the default mode for printing mail.
- **Seal only** - Seal your envelopes. Your device will not print when you select Seal Only.
- **Test print** - Print a test print. Your device will not charge you for printing a test print.
- **Date correction** - Use date correction when you missed your mail collection. Print the revised date on the back of your mail.
- **Postage correction** - Add additional postage to your mail if you have not printed enough postage.
- [Sealing the envelope without printing postage on the SendPro C Lite, SendPro C, SendPro+ and SendPro CX Series](#)
- [Sealing envelopes and printing postage on the SendPro C Auto and SendPro CX 500](#)

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 you can only combine certain services.

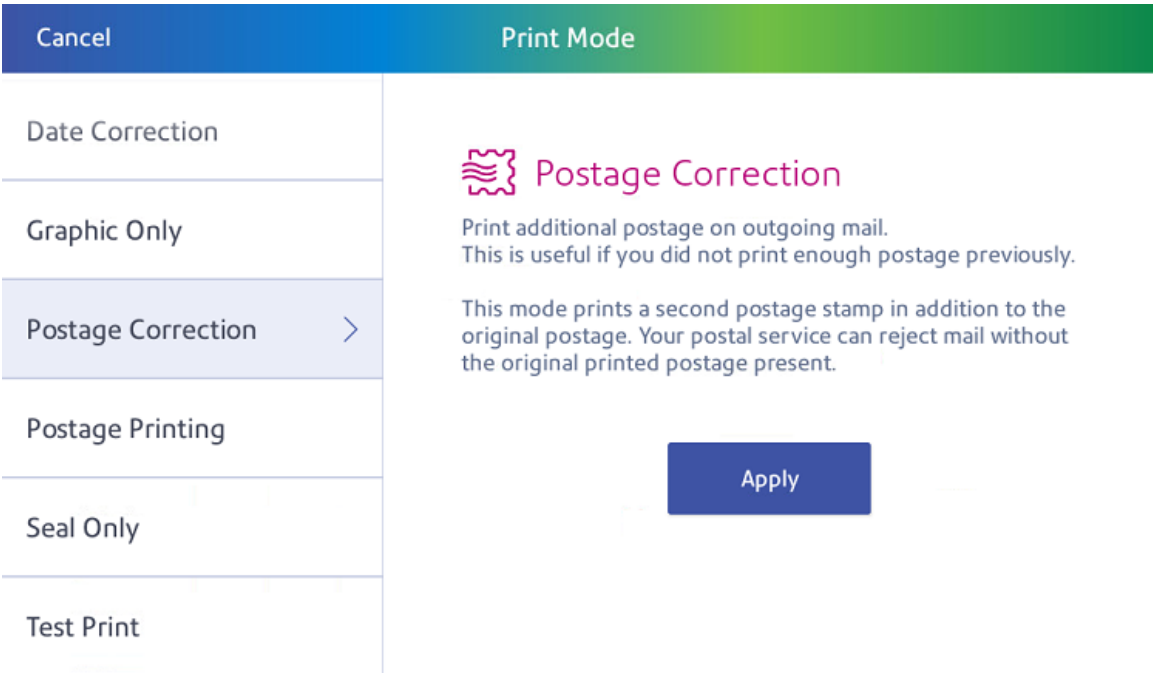
1. Tap **Print Postage** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.

4. Tap **Start Over** to show a list of the available classes.
5. Tap a class that you can combine 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**.
9. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.
10. Place the green Certified Mail label (USPS Label 3800) on the mailpiece.

Printing additional postage

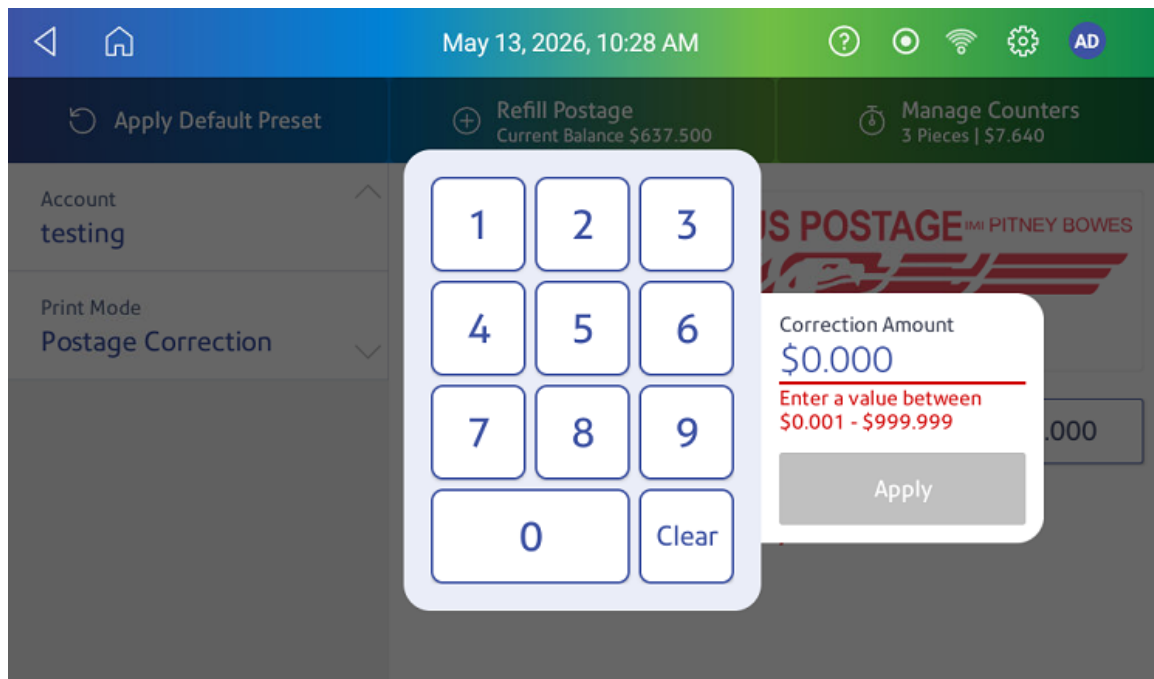
If you do not have enough postage on an envelope, you can add more postage directly on a blank area on your envelope or you can print the additional postage on a tape. The word "Correction" appears on the postage mark.

- 1. Tap **Print Postage** on the Home screen.
- 2. Tap **Print Mode**.
- 3. Tap **Postage Correction**.

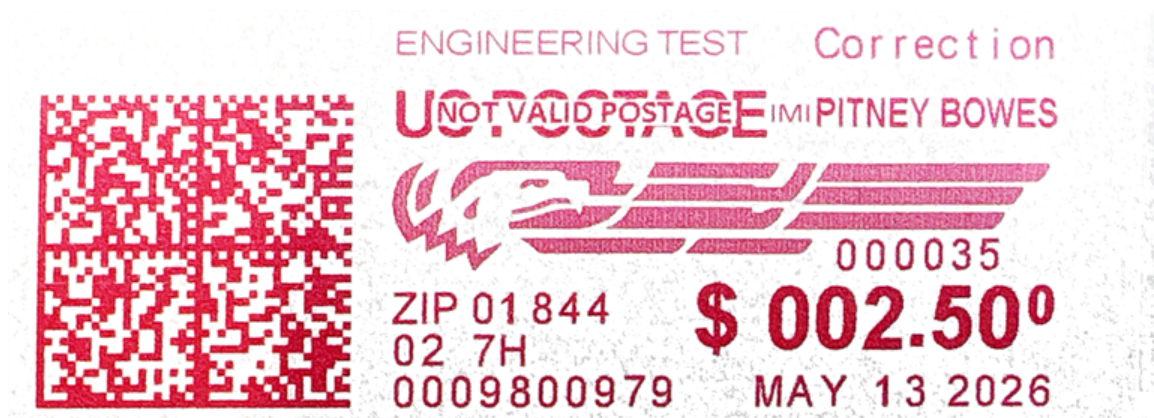


- 4. Tap **Apply**.
- 5. Tap the postage amount.

6. Use the keypad to enter the additional postage amount.



7. Tap **Apply**.
8. Turn your envelope over to the blank side.
9. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.



Sending a First-Class Mail 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. Tap **Print Postage** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to show 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.
10. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Important: Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

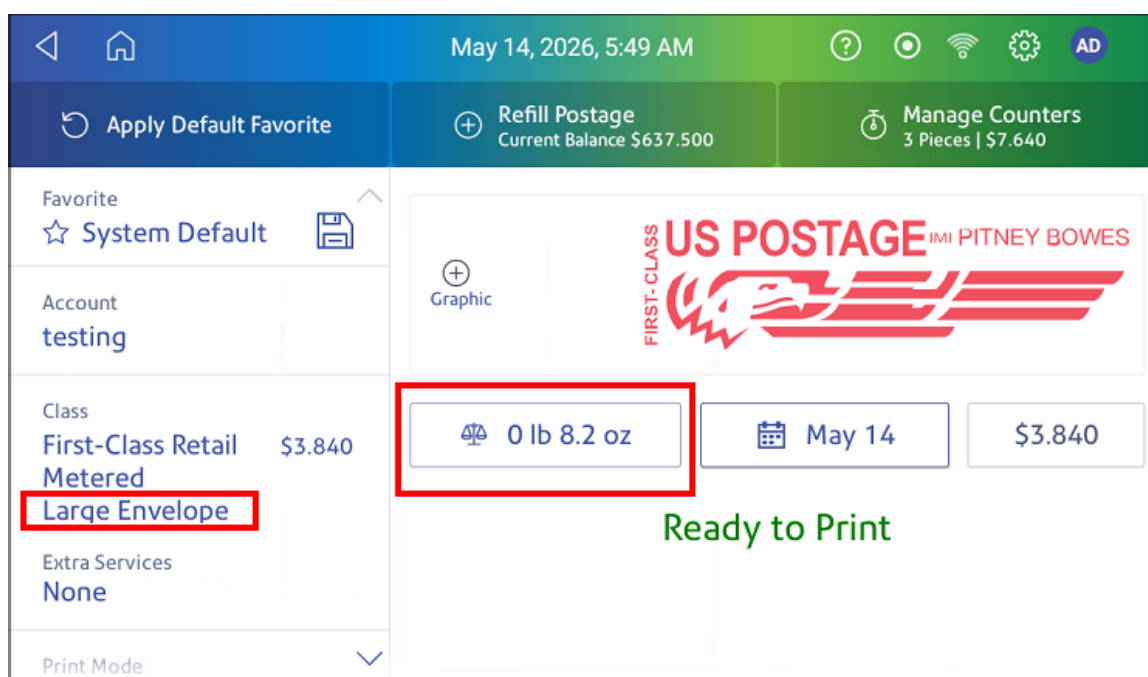
Sending a large First-Class envelope

Before you select a rate for a large envelope, you need to determine whether the mailpiece you are sending is a letter or 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 large envelope, you need to manually select Large Envelope when you choose the class.

Weigh the mailpiece and measure the dimensions

1. Tap **Print Postage** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.
3. Place the mailpiece on the scale. The weight appears. You can also weigh the mailpiece using any other postal scale.



4. Measure and record the dimensions of the mailpiece.
5. Tap **Home** to return to the Home screen.

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

1. Tap **Home**.
2. Tap **Print Postage**.
3. If you have the accounting feature enabled, tap **Account** and select an account.
4. Tap **Class**.
5. Tap **Start Over** to show 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 special services, if required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the device 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 mail using Electronic Return Receipt (ERR)

Use Electronic Return Receipt (ERR) if you need evidence of delivery, along with information about the recipient's actual delivery address.

Tracking services are available when you use the scale 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. The USPS then provide you 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. Tap **Print Postage** on the Home screen.
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 and enter your Mailer ID.
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. (Optional) Add your Customer Reference Number. Tap **Apply** to confirm.
11. When prompted to apply the barcode label on the envelope, tap **Continue**. The barcode appears in the Class section of the screen.
12. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Sending an international letter

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

1. Tap **Print Postage** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
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 and tap on the country when identified.
8. Select special services, if required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears.
11. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Important: Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

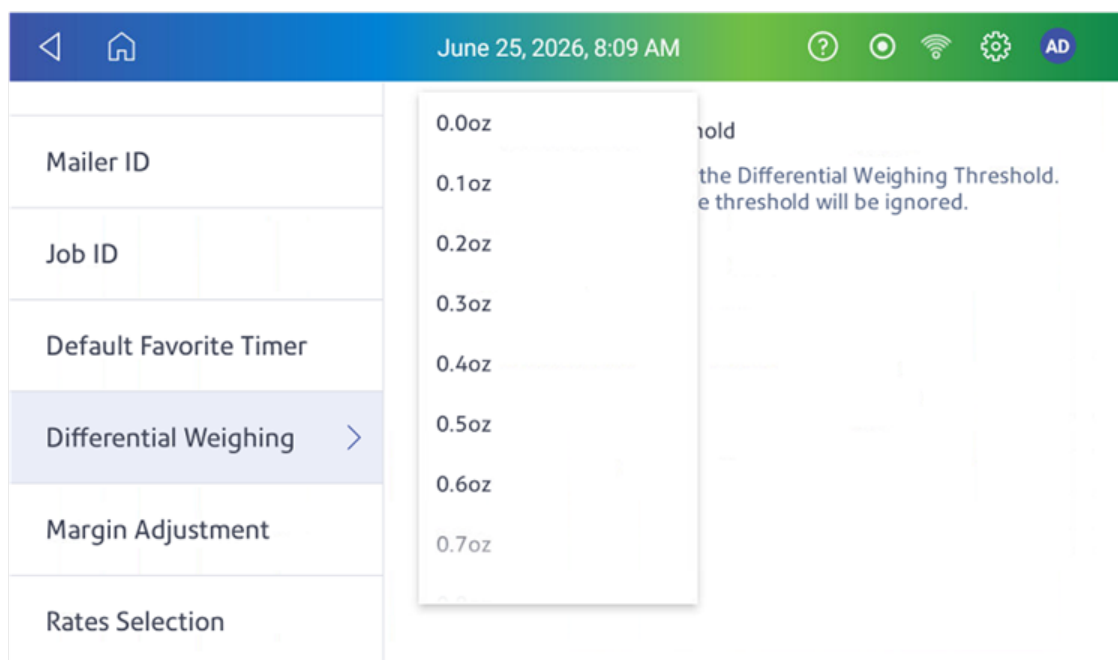
Editing the Differential Weighing threshold

The Differential Weighing Threshold is the minimum weight each mailpiece must weigh when using Differential Weighing. It can be set in 0.1 ounce increments, between 0.1 and 8.8 ounces.

1. Tap **Print Postage** on the Home screen.
2. Tap **Settings**.



3. Tap **Mailer ID**.
4. Tap **Differential Weighing**.
5. Select the desired weight from the Threshold menu.



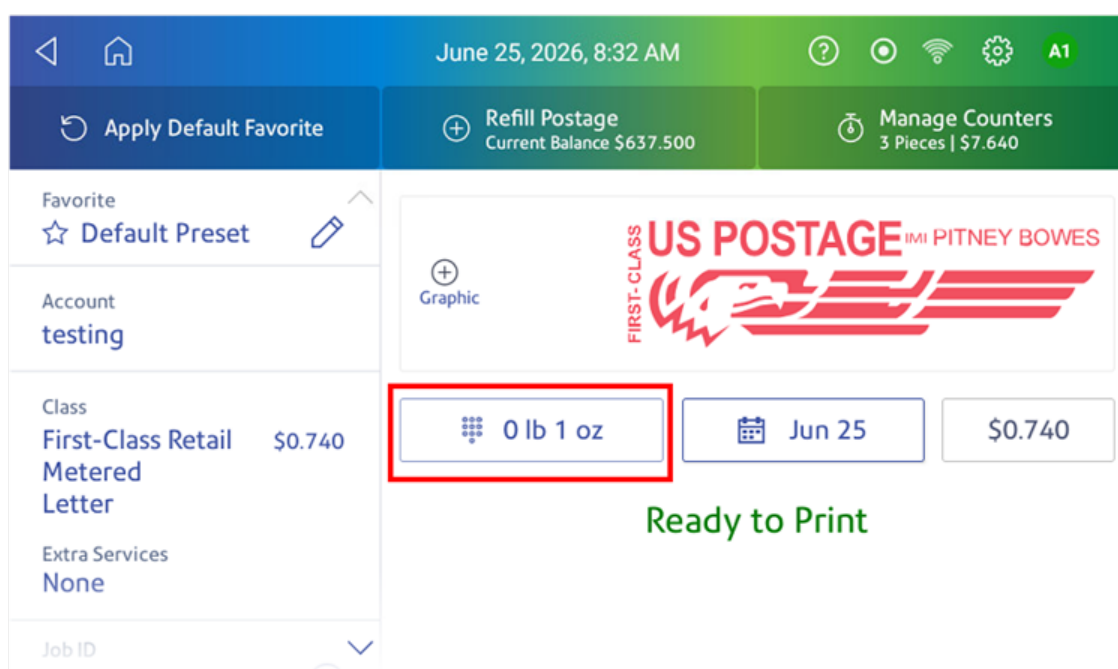
6. Tap the back arrow to return to the Print Postage app.

Using Differential Weighing

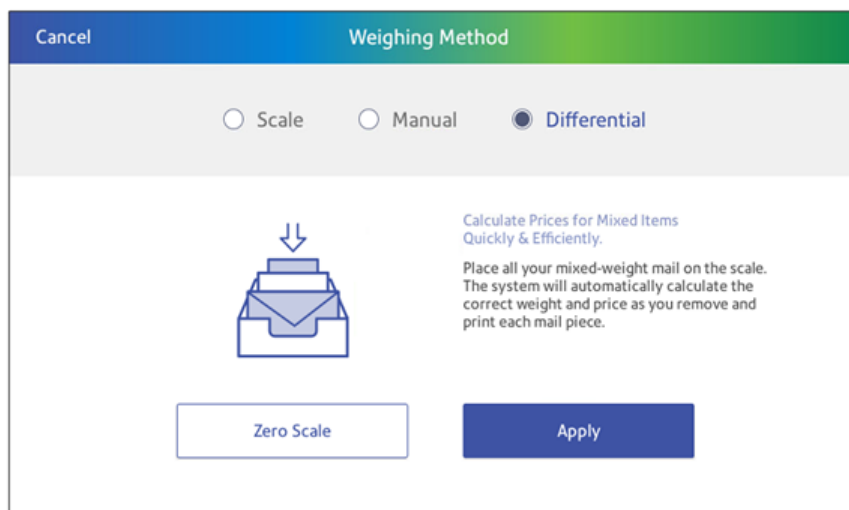
You can use Differential Weighing to process items of different weights more efficiently. Your device calculates the correct weight and price as you remove each mailpiece from the scale.

Differential Weighing is a feature that is optional and needs enabling if you want to use it. Contact your Pitney Bowes Sales Representative for information about options and pricing.

1. Tap **Print Postage** on the Home screen.
2. Tap **Weight**.



3. Tap **Differential**.



4. Tap **Apply**.
5. Place all the mail on the scale. Use a container, if necessary.
6. Tap **Class**.
7. Select **Start Over** to show the class options.
8. Tap the class you want.
9. Select special services, if required.
10. Tap **Apply**.
11. Remove a mailpiece from the scale and insert it into the device. The device then prints the postage.
12. Continue removing mail from the scale until you reach the last mailpiece. When you remove the last mailpiece or container from the scale, the device asks you if you wish to print postage for the last item removed. Tap **Yes** if the item is a mailpiece. Alternatively, tap **No, not a mailpiece**.
13. If necessary, insert the mail into the device. The device then prints the postage.

Entering the weight manually when printing postage

Enter the weight of a mailpiece when you know its weight and are not using the scale.

1. Tap **Print Postage** on the Home screen.
2. Tap **Weight**.

The screenshot shows the Pitney Bowes mobile app interface. At the top, there's a status bar with the date and time 'June 26, 2026, 9:36 AM' and various system icons. Below this is a navigation bar with three main sections: 'Apply Default Favorite', 'Refill Postage' (showing a current balance of \$602.260), and 'Manage Counters' (showing 7 pieces for \$42.880). The main content area is divided into a left sidebar and a right panel. The sidebar contains a 'Favorite' section with 'Default Preset', an 'Account' section with 'testing', a 'Class' section with 'First-Class Retail \$0.740', 'Metered Letter', and 'Extra Services' set to 'None'. The right panel shows a 'US POSTAGE' label with a red eagle logo. The label includes the text 'FIRST-CLASS' and 'PITNEY BOWES'. Below the logo, there are three input fields: '0 lb 1 oz' (highlighted with a red box), 'Jun 26', and '\$0.740'. At the bottom of the right panel, it says 'Ready to Print' in green text.

3. Tap **Manual**.
4. Enter the **pounds** and **ounces**.
5. Tap **Apply**.
6. Tap **Class**.
7. Tap **Start Over** to see all the class options.
8. Select the class and any special services required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the device you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Managing surcharges and discounts

Follow these steps to add, edit or remove a surcharge or discount from the selected job on the Print Postage screen before printing. Surcharges can also be added to favorites.

Surcharges and discounts are for accounting purposes only and do not affect postage rates.

An amount per mailpiece surcharge is calculated by multiplying the number of pieces processed by the surcharge setting. This surcharge can be set anywhere from -9.999 to 9.999.

A percentage per mailpiece surcharge is calculated multiplying the postage cost of the entire batch by the percent transaction setting. This surcharge can be set anywhere from -999% to 999%.

Note: The currency amount entered can be either positive or a negative. A negative amount indicates a discount will be applied to the postage amount for the piece of mail or transaction. A positive amount indicates a surcharge will be applied to the postage amount for the piece of mail or transaction.

Adding or editing a surcharge or discount

1. Select **Print Postage** from the home screen.
2. Select a favorite or select the desired class, account and job ID if relevant.

3. Select **Surcharge/Discount**.

The screenshot shows the Pitney Bowes postage meter interface. At the top, there is a status bar with navigation icons, the date and time (June 25, 2026, 9:35 AM), and icons for help, connectivity, settings, and a user profile (AD). Below this, there are three main action buttons: 'Apply Default Favorite', 'Refill Postage' (with a current balance of \$603.00), and 'Manage Counters' (showing 6 pieces and a total of \$42.140). The main display area is divided into two sections. On the left, there is a list of postage details: 'First-Class Retail' at \$0.740, 'Metered Letter', 'Extra Services' set to 'None', 'Job ID' as 'Test-id', and 'Print Mode' set to 'Postage Printing'. The 'Surcharge/Discount' field is highlighted with a red rectangular box and currently shows 'None'. On the right, there is a graphic of the 'US POSTAGE' logo with 'PITNEY BOWES' and 'FIRST-CLASS' text. Below the logo, there are three boxes showing '0 lb 1 oz', 'Jun 25', and '\$0.740'. At the bottom right, the text 'Ready to Print' is displayed in green.

4. Select **Amount per mailpiece** or **Percentage per mailpiece**.
5. Select **Surcharge** if you want to add to the cost of the mailpiece or select **Discount** if you want to subtract from the cost of the mailpiece.

The screenshot shows the 'Add a Surcharge or Discount' dialog box. At the top, there are 'Cancel' and 'Add a Surcharge or Discount' buttons. Below this, there are two tabs: 'Amount per Mailpiece' (which is selected) and 'Percent per Mailpiece'. The 'Amount per Mailpiece' tab contains a numeric keypad with buttons for digits 1 through 9, 0, and a 'Clear' button. To the right of the keypad, there are two radio buttons: 'Surcharge' (which is selected) and 'Discount'. Below the radio buttons, the amount '\$ 0.000' is displayed. At the bottom right, there is an 'Apply' button. At the very bottom of the dialog, a note states: 'Surcharges and discounts are for accounting purposes only and do not affect postage rates.'

6. Enter the amount of surcharge or discount using the keypad.
7. Select **Apply**.

Removing a surcharge or discount

If you want to remove a surcharge or discount:

Tap the **X** icon next to **Surcharge/Discount** in the Print Postage job selection panel to return to the favorite default or None.

The screenshot shows the Pitney Bowes Print Postage interface. At the top, there's a status bar with the date and time (June 25, 2026, 10:06 AM) and various icons. Below this is a navigation bar with three main sections: 'Apply Default Favorite', 'Refill Postage' (Current Balance \$603.000), and 'Manage Counters' (6 Pieces | \$42.140). The main content area is divided into two panels. The left panel, titled 'First-Class Retail \$0.740', lists 'Metered Letter' and 'Extra Services None'. Below this, it shows 'Job ID Test-id' with an 'X' icon, 'Surcharge/Discount 5 %' with an 'X' icon highlighted by a red box, and 'Print Mode Postage Printing'. The right panel displays the 'US POSTAGE IMI PITNEY BOWES' logo, a 'Graphic' icon, and three boxes showing '0 lb 1 oz', 'Jun 25', and '\$0.740'. At the bottom of the right panel, it says 'Ready to Print'.

Managing user profiles for printing postage

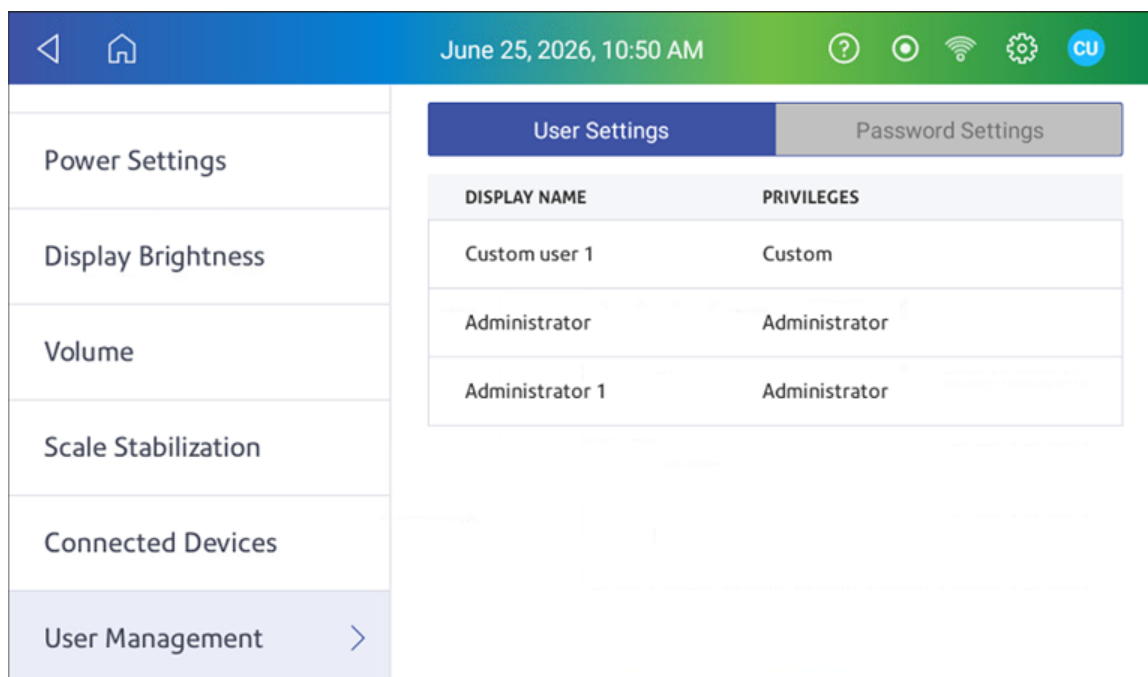
Admin users can add, modify, delete and manage user profiles in the system as needed.

- [Viewing user profiles](#)
- [Add a user profile](#)
- [Modify a user profile](#)
- [Delete a user profile](#)
- [Select a user profile](#)
- [Manage your user profile](#)

Viewing user profiles

You can view all user profiles currently saved in your SendPro CX 100, SendPro CX 200, and SendPro CX 300. Only admin users with editing permissions can modify existing users. All users can view the list of user profiles.

1. Select **Settings**.
2. Select **User Management**.



Add a user profile

User profiles can be added by admin users with permissions to add users.

1. Select **Settings**.
2. Select **User Management**.
3. Select **Add User**.

4. Select a role.

The screenshot shows the 'Add User' form with a blue header bar containing 'Cancel', 'Add User', and 'Apply' buttons. The form has several input fields: 'Name' (placeholder: 'Up to 32 characters'), 'Initials' (placeholder: 'Up to 2 characters'), and 'Color' (a yellow color swatch). The 'Role' dropdown menu is open, showing four options: 'Administrator', 'Supervisor', 'User', and 'Custom'. The 'Administrator' option is highlighted with a red border. To the right of the 'Role' dropdown, the permissions for the selected role are listed. For 'Administrator', the permissions are: 'Withdraw meter', 'Advanced system settings' (with an info icon), and 'Administrative settings' (with an info icon). For 'Supervisor', the permissions are: 'Allow refill', 'Mailing settings' (with an info icon), 'Edit cost accounts', 'View PbP balance', and 'Change network settings' (partially visible).

- An **Administrator** role has all permissions automatically selected.
- A **Supervisor** role is allowed all permissions including refilling postage, viewing balances, editing mailing settings and cost accounts and resetting non-administrator passwords. They do not have permission to withdraw a meter or any access to Advanced System or Administrative settings.

- A **User** can manage favorites, the batch counter and select additional text or graphics for mailing. They can not access any Administrator or Supervisor features.

- A **Custom** profile can be set up to allow the profile to access features and functions from any of the roles. Check the boxes for the features the custom role has permission to access. Check the box next to the role to select all items in that role.

Note: Custom user profiles are available to add to your SendPro CX 100, SendPro CX 200, and SendPro CX 300 as an extra. Please contact your sales representative for information.

5. Add a name for the profile. You can change the initials that will show at the top of the screen if required.
6. Select a color for the profile.
7. Select **Apply**.

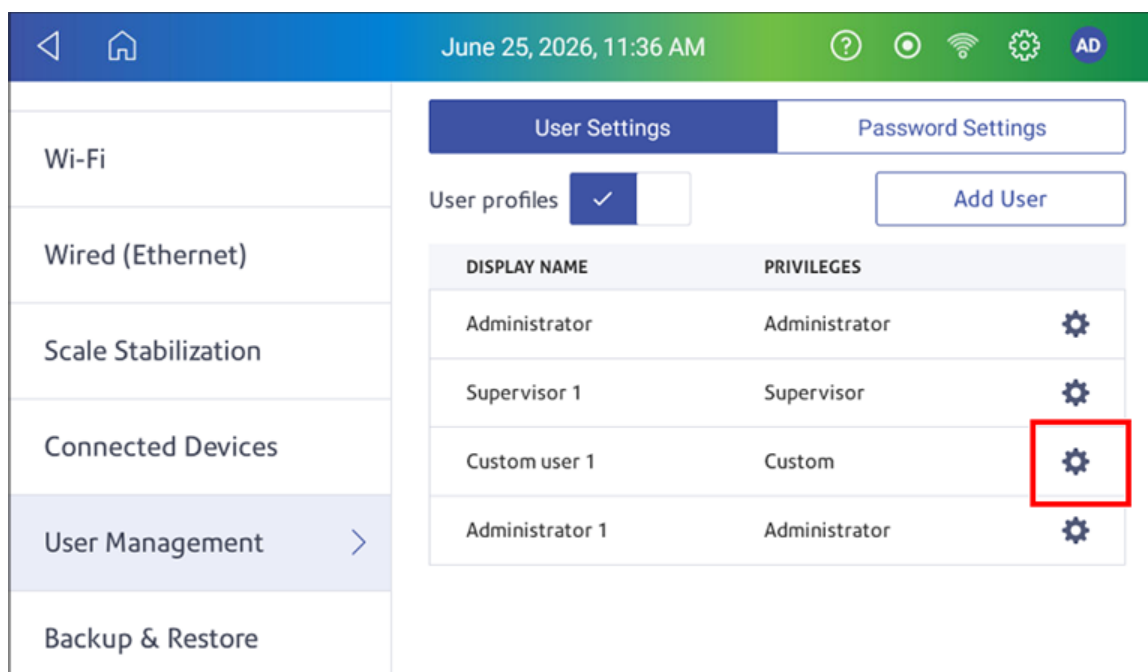
Note: User roles do not have PBP balance visibility as default. Use custom user profiles to switch off the PBP balance visibility on the Print Postage screen for selected profiles if required.

Modify a User Profile

Only Administrator user profiles can modify user profiles.

1. Select **Settings**.
2. Select **User Management** to view the user profile list.

3. Select the cog icon to the right of the user profile you want to modify.



4. Select **Edit User**.
5. Edit feature selections using the check boxes, edit the profile name, color and role.
6. Select **Apply** when done.

Delete a User Profile

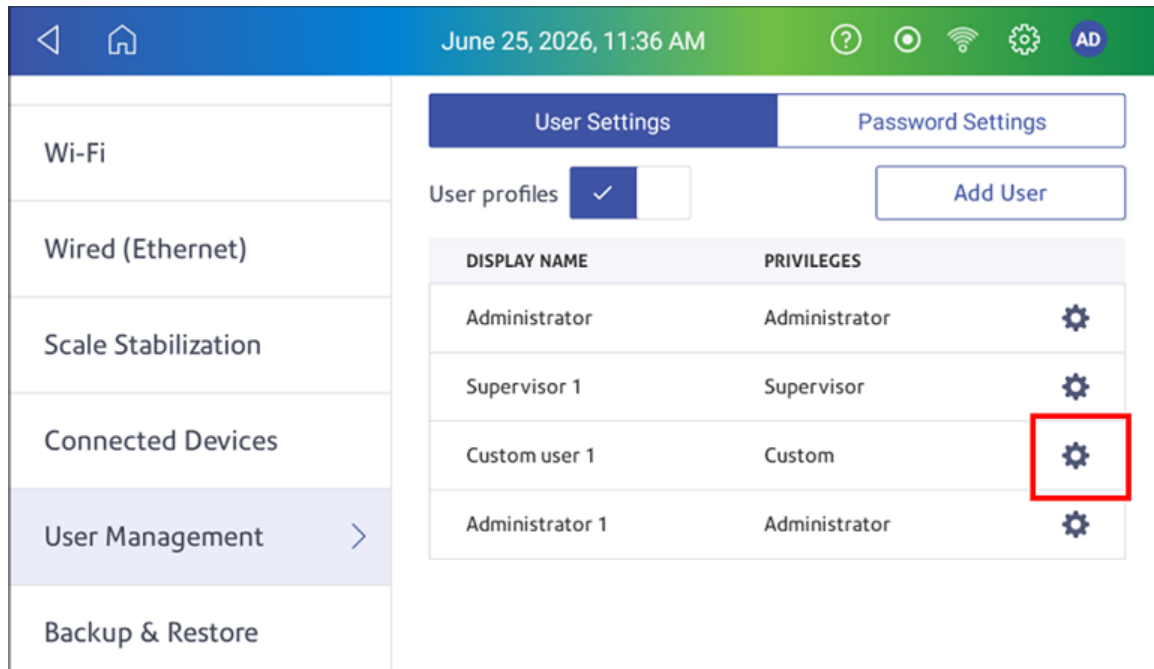
Only Administrator user profiles can modify user profiles.

1. Tap **Settings**.



2. Select **User Management** to view the user profile list.

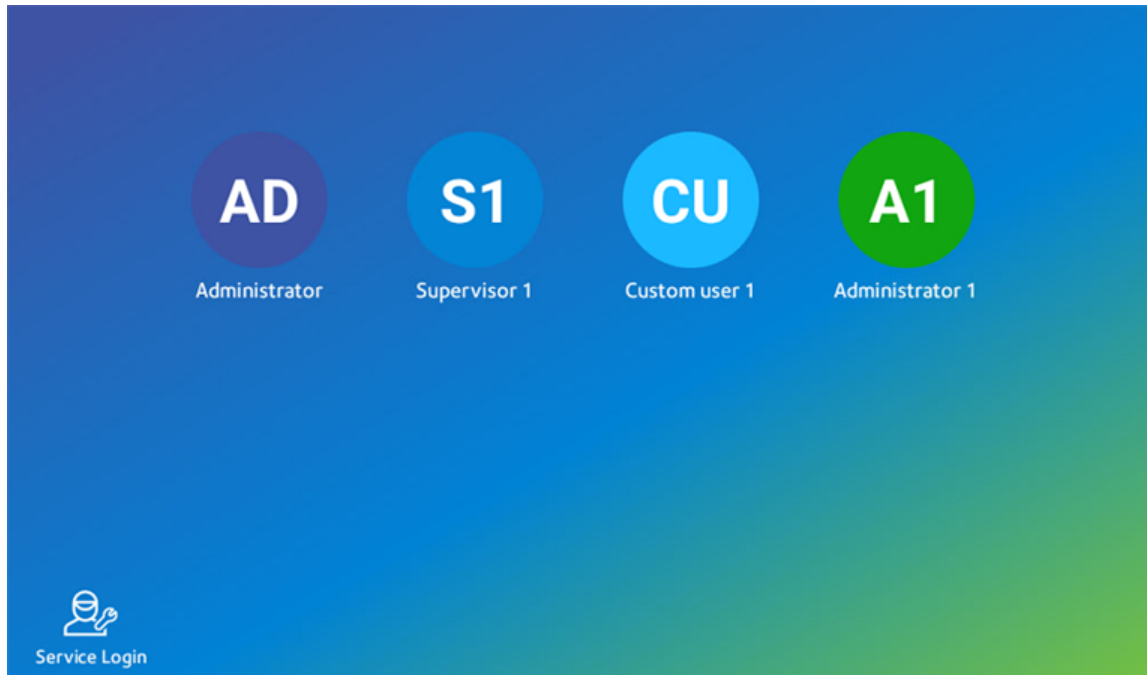
3. Select the gear icon to the right of the user profile you want to delete.



4. Select **Delete User**.
5. Select **Yes, i'm sure**

Select a user profile

To select a user profile when the SendPro CX 100, SendPro CX 200, and SendPro CX 300 is locked select your profile initials.



To select your user profile when the SendPro CX 100, SendPro CX 200, and SendPro CX 300 is open you need to switch users.

1. Select the profile initials at the top of the screen and select **Log Off**.
2. Select your user profile from the lock screen.

Manage your user profile

If your user profile is an Administrator, Supervisor or Custom profile with relevant settings you can manage your profile. To manage your profile:

1. Select your initials at the top of the screen.
2. Select **Change my Settings** to change your name, initials or color and select **Apply** to confirm changes.

3. Select **Manage User Profile** (this option is not available to User role profiles or custom profiles without correct permissions).
4. Select **Password Settings** to enable password protection and manage your profile password.
5. Select the cog icon to the right of your profile name to modify profile settings.

Feeding envelopes on the SendPro CX 500

Your SendPro CX 500 can automatically feed a stack of envelopes.

Before you begin

- All envelopes in a single stack must be the same width and thickness.
- All envelopes in a single stack must be sealed or unsealed. Mixing sealed and unsealed envelopes in a stack will cause a jam in the moistener.

Insert the envelopes into the feeder

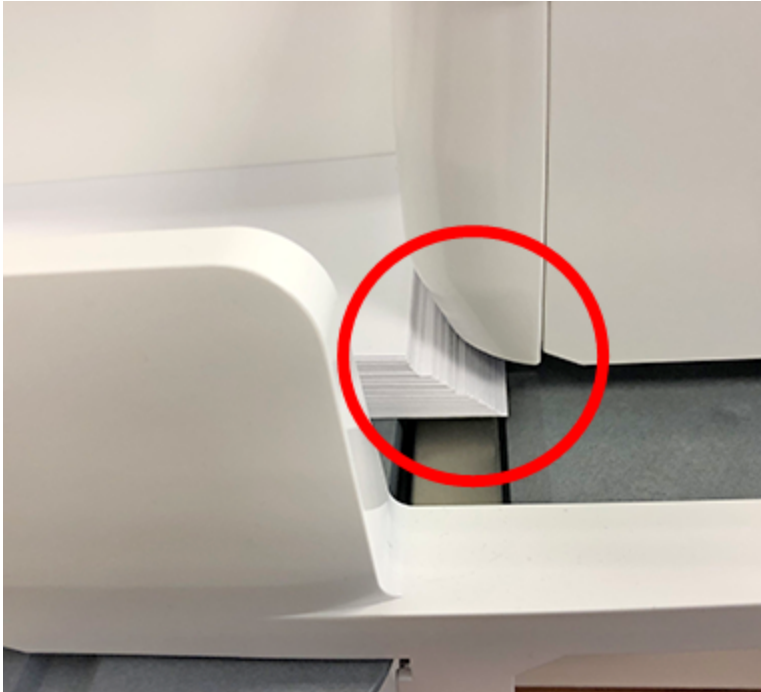
1. Slant the stack of envelopes as shown so the bottom envelope feeds first.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.



3. Slide the side guide up to the mail stack. Leave about 1/8" space (about the thickness of 2 quarters) between the stack and the side guide so the envelopes do not drag against the guide. **Important:** Hold the envelope against the back wall to avoid skews. If you do not hold the envelope against the back wall, it can feed in crooked or skewed. A skewed envelope can either exit the device with no postage applied or cause a jam. The message "Clear Paper Jam" appears. This could deduct funds. Even a minor skew that may be difficult to see can cause a jam.



4. Push the stack into the feeder until you feel resistance. The image shows how far into the feeder you need to position the stack. The side guide is pulled away to show the edge of the envelopes.



5. Set the desired moistener setting for your envelopes. In this photo "no seal" is selected.



6. Tap **Start** on the Print Postage app. The device automatically feeds the envelopes and prints the postage.
 - If you are using a stacker, extend the stacker tray so that the envelopes exit the feeder completely.
 - If you are moistening the envelope flaps, press down on the envelopes after printing to ensure the flaps are securely glued closed.

Feeding envelopes on your SendPro CX Series

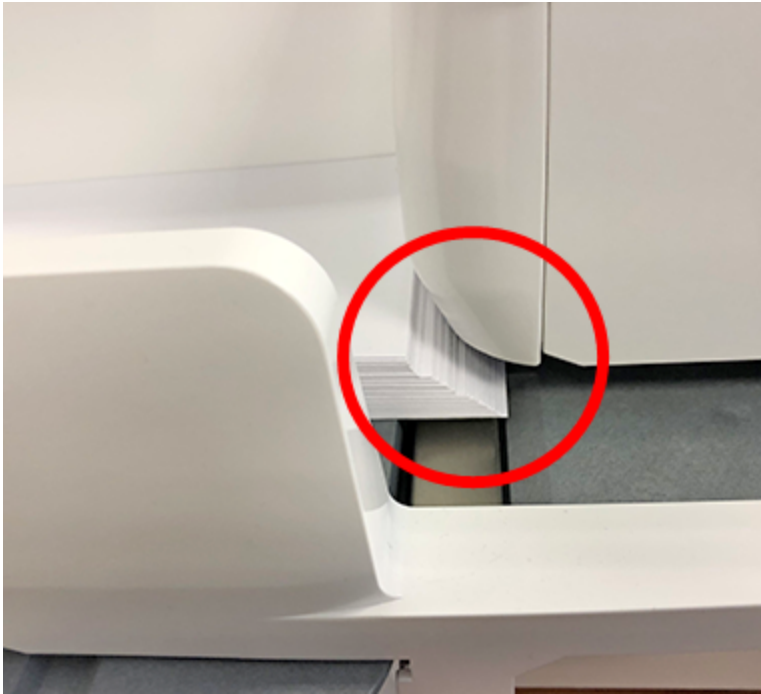
1. Shingle the envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes in a single stack should be the same size.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.



3. Slide the side guide up to the mail stack. Leave about 1/8" space (about the thickness of 2 quarters) between the stack and the side guide to ensure the stack feeds without resistance.
Important: Hold the envelope against the back wall to avoid skews. If you do not hold the envelope against the back wall, it can feed in crooked or skewed. A skewed envelope can either exit the device with no postage applied or cause a jam.



4. Slide the stack into the feeder until you feel resistance. Note the position of the side guide to show how far into the feeder you need to position the stack.



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

Viewing receipts for refilling postage for Print Postage

You can view receipts for all the times when you have refilled postage for your Print Postage account.

1. Tap **Mailing Refill History** on the Home screen.
2. Tap the printer icon next to the refill you require a receipt for.
3. Feed an envelope into the device to print the receipt.

Preventing envelope feeding problems on the SendPro C

Ensure that you feed envelopes correctly to help prevent feeding problems.



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 hear the motor begin. Do not release the envelope until the feeder grabs it to pull it through the device.



3. You hear the motor continue to run for about 5 seconds once it prints postage on the envelope.
4. Continue to feed envelopes one at a time. Make sure you press 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.

Hold the envelope against the back wall to avoid skews

If you do not hold the envelope against the back wall, it can feed in crooked or skewed. A skewed envelope can either exit the device with no postage applied or cause a jam. The message "Clear Paper Jam" appears. This could deduct funds. Even a minor skew that may be difficult to see can cause a jam.

Preventive action

To prevent envelope feeding problems, use a can of non-flammable compressed air to blow on the feed deck on the left side and work toward the transport deck on the right side. Make sure to remove all the dust and debris.

Uploading postage transactions

Your device automatically uploads your postage printing transactions at least once during the day and once after hours.

Automatic upload of your postage transactions

- Your device automatically uploads your postage transactions to the Pitney Bowes Data Center. This occurs at least once during the day and once after hours.
- If you lock your device or turn it off for any extended period, it automatically uploads your transactions when you turn it on 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 had connection issues recently, it may require multiple uploads to upload transactions. If the device prompts you to upload more than three times, please contact technical support.

Manual upload of your postage transactions

1. Tap **Settings**.



2. On the SendPro C, scroll down to the Envelope Printer Settings section. On the SendPro CX identify the Mailing Settings column.
3. Tap **Sync Transaction Data** or **Sync USPS Transaction Data**.
 - A series of messages appear, starting with "Preparing Transaction Data" followed by "Sending Transaction Data."
 - Once the upload is complete, the message "Transaction Data Sent" appears.
 - The message "No Sync Required" appears if there are no new transactions to upload.

Printing postage on tapes on the SendPro CX 500

If it is not possible to print postage directly onto your envelope, you can print it onto a tape. You can then apply the tape to the envelope.

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



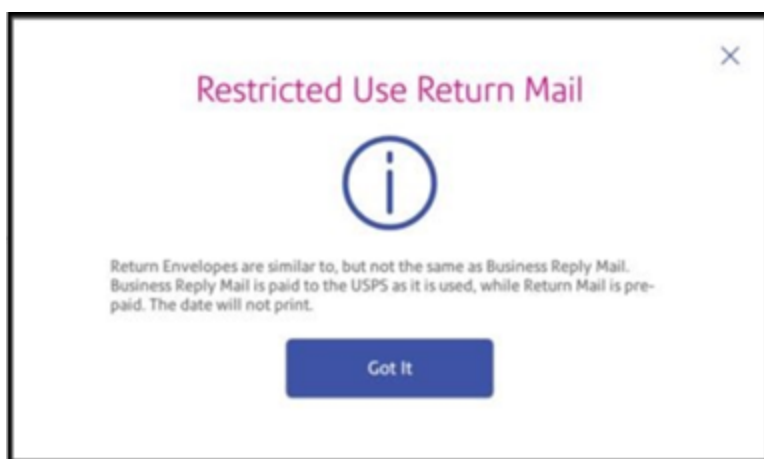
2. Tap **Print Postage** on the Home screen.
3. Select the postage mode and settings (account, class and special service, weight).
4. Tap **Tape**.
 - The default value is set to 1 tape.
 - For multiple tapes, tap the number on the tape field and use the keypad to enter the number of tapes.

Printing postage without a date for pre-printed mailpieces

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. Tap **Print Postage** on the Home screen.
2. Tap **First-Class Retail Metered Letter**.
3. On the Class & Extra Services screen, scroll down and tap the **Restricted Use Return Mail** box.



4. A message informs you that no date will print. Tap **Got it**.
5. Tap **Apply**.
6. **Restricted Use Return Mail** appears in the Extra Services box on the Print Postage screen.

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. You can only re-date one envelope at a time, even if you are feeding envelopes automatically.

1. Tap **Print Postage** on the Home screen.
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. Tap **Apply** after you select the new date.
8. Turn the envelope over to the blank side.
9. Place the envelope on the feed deck. Depending on the SendPro C model you have, feed the envelope manually or tap **Start** to feed the envelope. The word "Redate" appears on the newly printed print on the back of the envelope.

Adding a custom text message

Add a text message to print a return address or to print your own personalised message. Your message must comply with the postal rules for your country.

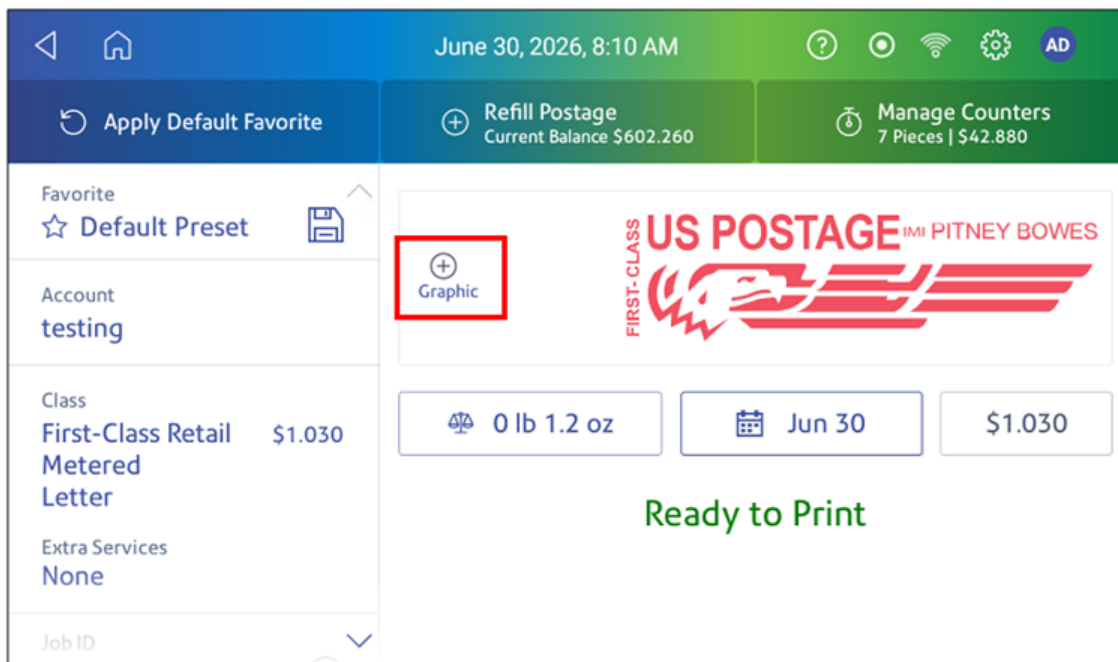
Your message can be up to five lines, with 20 characters per line. The message prints on the left side of the envelope.

1. Tap **Print Postage** on the Home screen.
2. Weigh your envelope, select a class, and select special services, if required.
3. Tap **Graphic +**.
4. Tap **Custom Text**.
5. Tap **+ Add**.
6. Tap **Accept & Continue** to comply with the postal rules.
7. Enter a name for the message. The name can be up to 20 characters.
8. Tap **Save**.
9. Enter the message, line by line.
10. Tap **Apply** twice.
11. (SendPro CX 100, SendPro CX 200, and SendPro CX 300) Insert an envelope into the device. The device prints the postage and the custom text message.
12. (SendPro CX 500) Load the mail into the feed deck and tap **Start**. The device prints the postage and custom text messages at the same time. When printing on tape, please use tape designed for advertising printing.

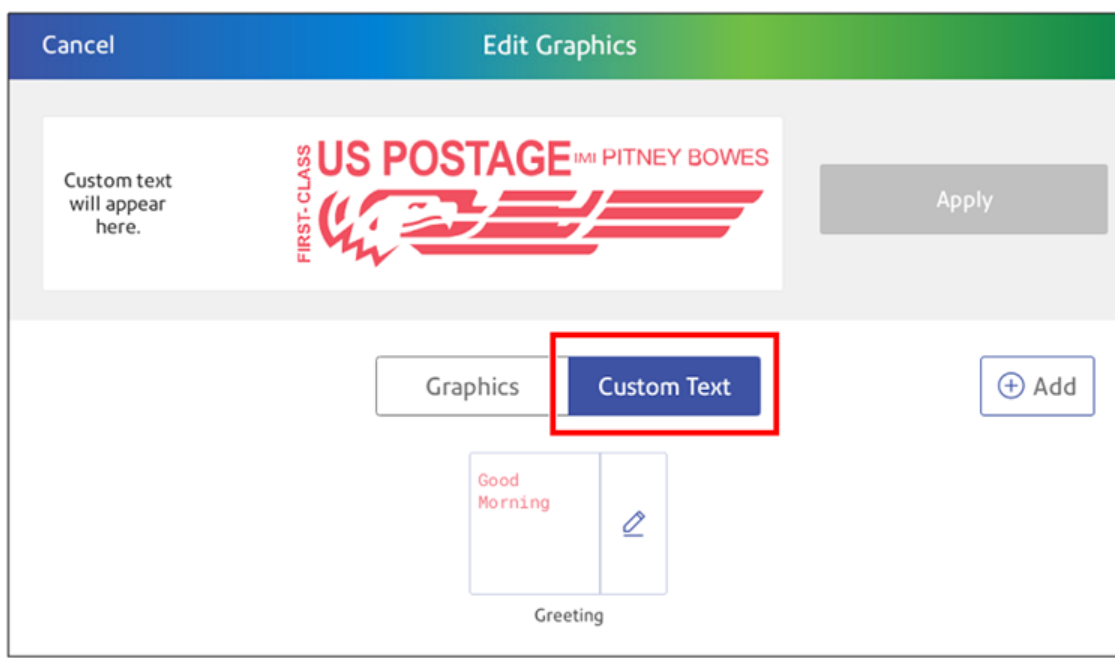
Editing or deleting a custom text message

Your device allows you to add a custom text message to your mail. You can edit or delete messages you no longer need.

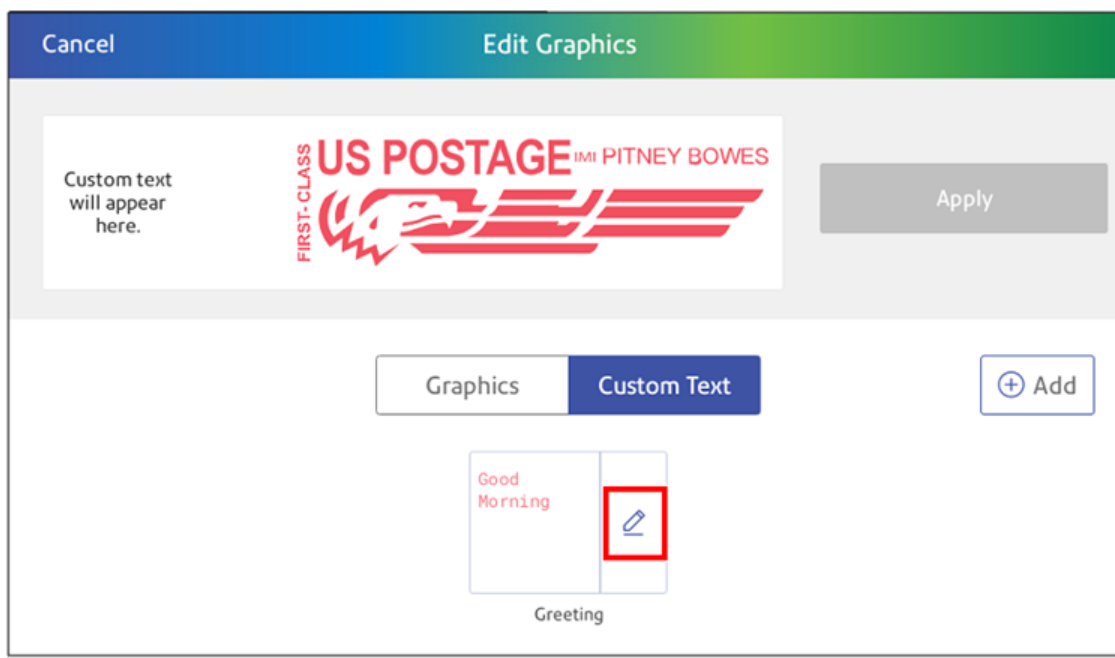
1. Tap **Print Postage** on the Home screen.
2. Tap **+ Graphics** on the Print Postage screen.



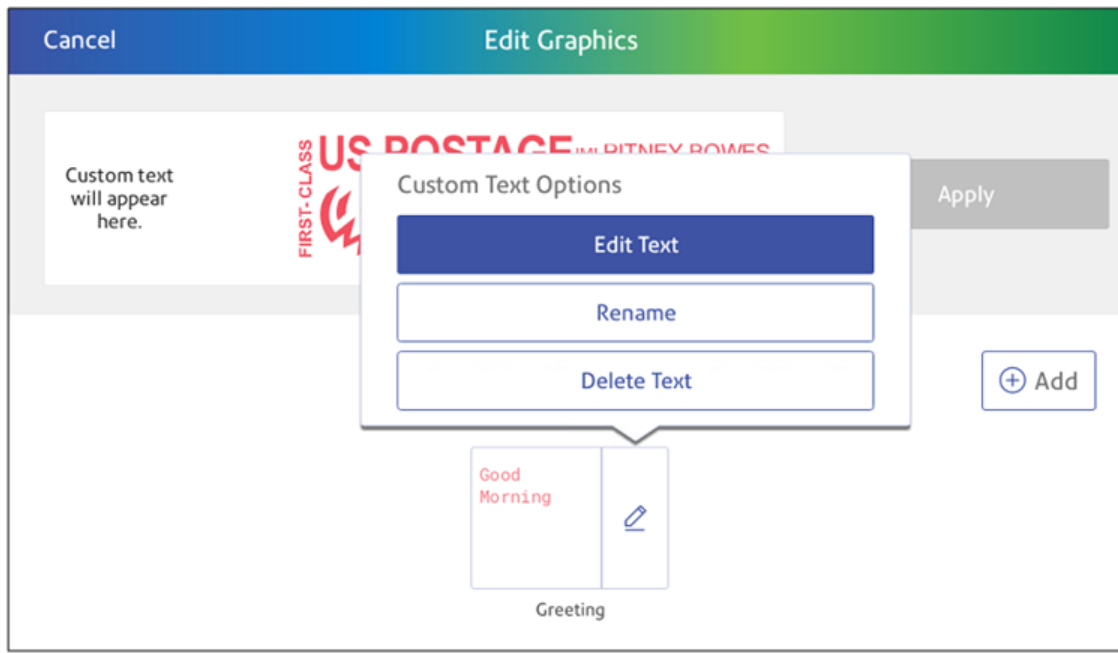
3. Tap **Custom Text**.



4. Tap on the custom message you wish to edit or delete, then tap the edit icon.



5. Select the appropriate option. You can edit the text message, rename it, or delete it.



6. Tap **Apply**.

Adding an inscription

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

For example, if you select First Class mail, the First Class inscription prints automatically on your mail.

Uploading a graphic

You can upload a new graphic to your device by signing in to your account, selecting the appropriate meter, and using the MyGraphics tool to upload, customize, and publish your image.

Before you begin

- Graphics may be color or black and white. Files must be in .bmp, .jpg, .gif or .png format and may not be larger than 12MB.
- Graphics must be between 0.5 inches - 6.0 inches in length and .0.867 inches in height.
- Upload graphics via your PC. Do not use your meter for this process.

Uploading a graphic

1. Sign in to **Your Account** at account.pitneybowes.com/signin.
2. In the Your Products section, select the SendPro® CX Series for which you wish to upload a graphic.
3. From the Popular Tasks menu, select **My Graphics**.
4. Select the product(s) on which you wish to use the graphic.
5. Select **Start Creating New MyGraphics**.
6. Accept the terms and conditions.
7. Select the **Text Only** or **Image + Text**.
8. Select **Browse my computer**.
9. Select the image file from your computer.
10. Select the desired graphic size.
11. Select **Next**.
12. Customize your image in the MyGraphics designer.
13. Select **Next** to preview your graphic.
14. Select **Upload now**.
15. When your graphic is ready, press **Rates and Updates** from the home screen to download your graphic.

Printing a custom or standard graphic

Customise your mail by adding a custom logo or standard graphic.

Uploading Custom graphics

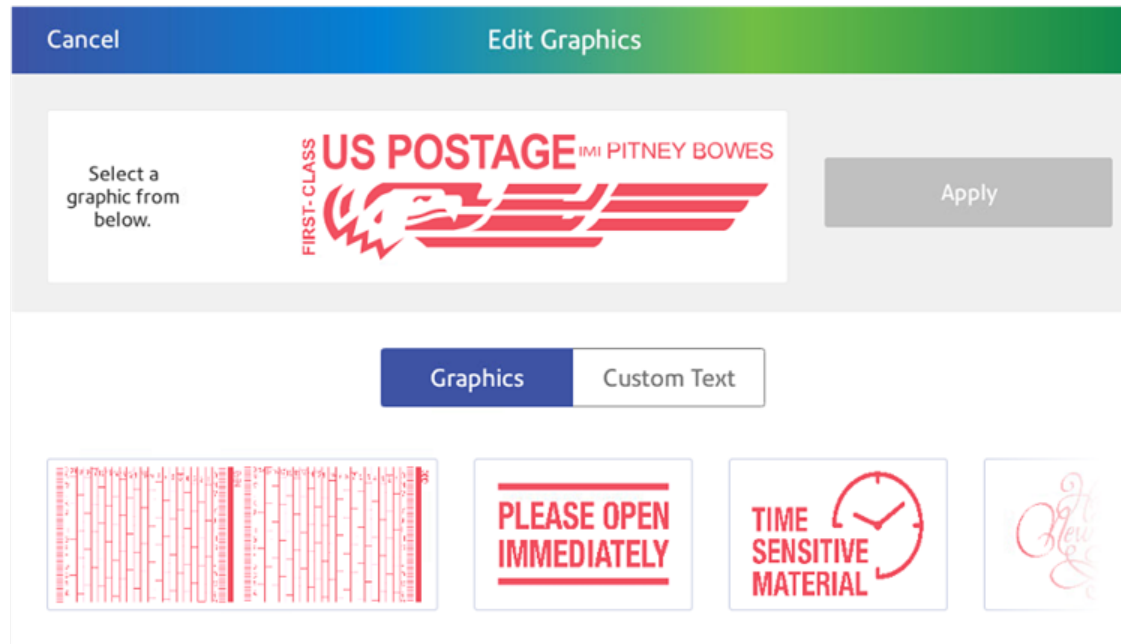
You can upload a graphic via Your Account. See [Uploading a graphic](#).

Downloading Custom Graphics

Tap the right arrow at the bottom of the Home screen, then tap **Rates and Updates**. Your graphic downloads will then be available for printing.

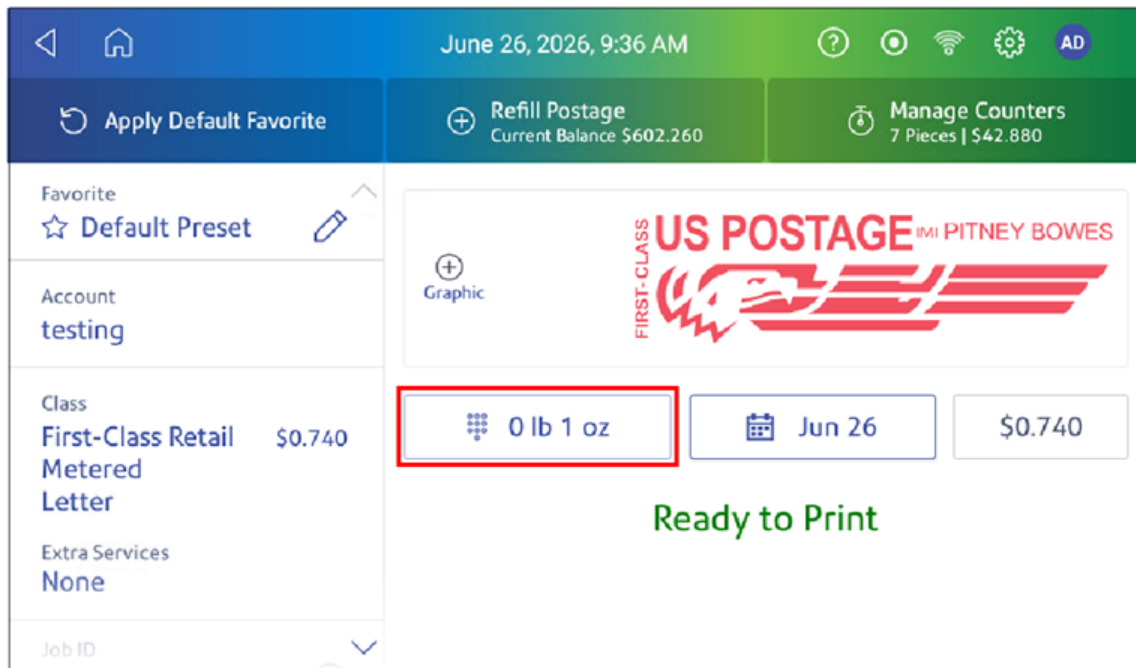
Standard graphics

Your device has a set of standard graphic images that you can add when you print postage.



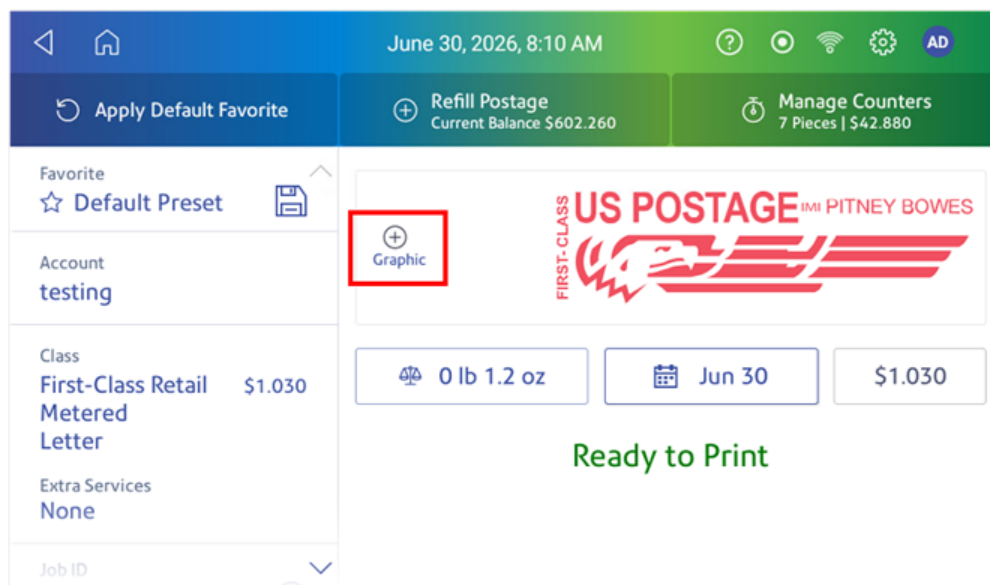
Printing a custom or standard graphic

1. Tap **Print Postage** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.
3. Tap **Weight**.



4. Tap **Scale**.
5. Place the envelope on the scale. You must do this before the next step or else the **Apply** button remains inactive.
6. Tap **Class** then select the class of mail you want.

7. Tap **Graphic**.



8. Select the graphic you want from the list.
9. Tap **Apply**.
10. Place the envelope on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to verify that the envelope prints correctly.

Printing a graphic without printing postage

You can print a graphic without printing postage, such as the Received graphic on incoming mail.

1. Tap **Print Postage** on the Home screen.
2. Tap **Print Mode**, you may need to scroll down.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap **+ Graphic**.
6. Tap **Graphics**, then select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape.

Advancing the date

Watch this video or follow the instructions below to learn how to advance the date.

Advance the date to print postage up to thirty days before you need to send it.

1. Tap **Print Postage** on the Home screen.
2. Tap the date. The calendar appears.
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 device 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 device time reaches 5:00 PM. You cannot change this time.

Changing the default refill amount for printing postage

Change the default refill amount to store an amount you want to refill your device with. You can set the default refill amount during installation or change it at later time. The default refill amount can be set from the Home screen or from within the Print Postage app.

There are two ways to change the default refill amount:

Set the default refill amount from the Home Screen

1. Tap **Settings**.



2. From the Mailing Settings list, tap **Mailing Refills**.
3. Tap the box under **Default refill amount**.
4. Tap the Clear key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
5. Enter the new amount.
6. Tap **Apply**.
7. Tap the back arrow to return to the Home screen.

Set the default refill amount from the Print Postage app

1. Tap **Print Postage** from the Home screen.
2. Tap **Refill Postage**.
3. Tap **Refill Settings**.
4. Tap the box under **Default refill amount**.
5. Tap the Clear 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**.
8. If necessary, tap the back arrow to return to the Print Postage app.

Checking the postage print quality

You can make a test print to check the quality of the postage printed on an envelope or tape strip.

1. Tap **Print Postage** on the Home screen.
2. Scroll down and tap **Print Mode**.
3. Tap **Test Print**.
4. Tap **Apply**.
5. Feed an envelope or tape strip through the device.
6. Check the print quality.



Clearing or resetting the number of mailpieces sent

Reset the piece counter to delete the piece count information.

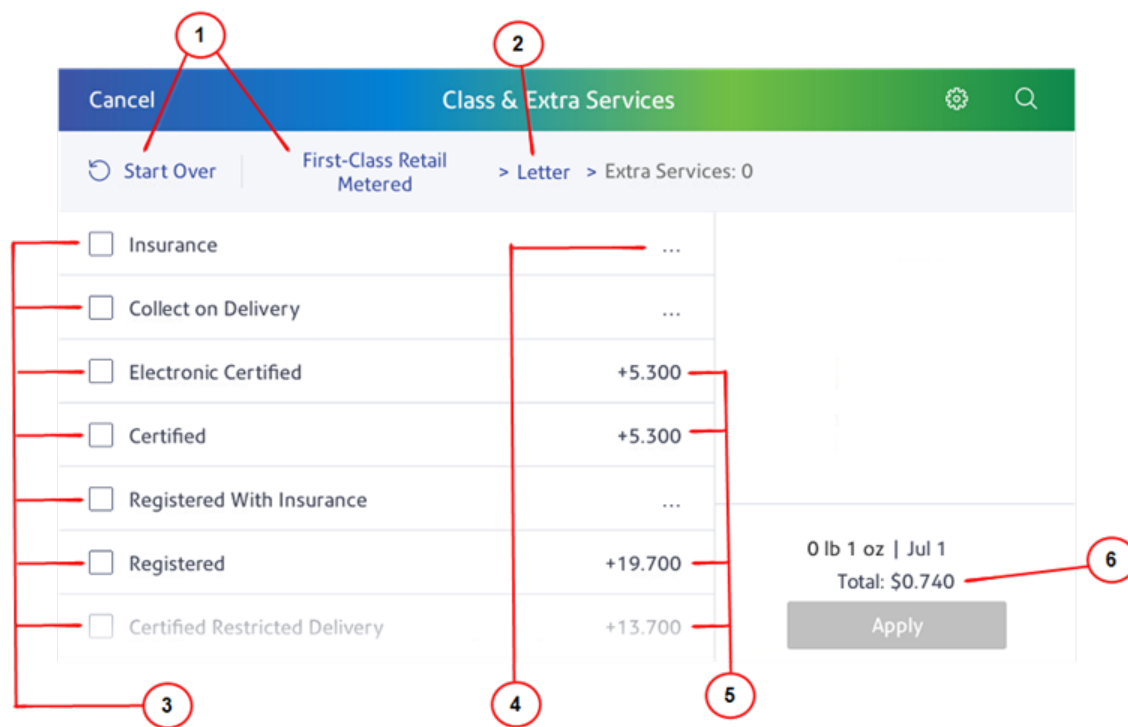
Make certain that you wish to delete the piece count information. Once you do so, you cannot restore the deleted data.

1. Tap **Print Postage** on the Home screen.
2. Tap **Manage Counters**.
3. Tap **Reset Counter to 0**.

Comparing rates for classes and services when printing postage

You can compare postage rates for various classes and services when printing postage using the Print Postage app.

Tap **Class** on the Print Postage screen. You can then select and compare the costs of different classes and services. The total cost for each class and services combination appears.



1. Tap to change class.
2. Tap to change package type.
3. Extra services available for class you selected.
4. Value. Check the box or tap the three dots to enter an insurance value.
5. Rates for extra services.
6. Total postage amount.

Setting up a Mailer ID

Your Mailer ID is a unique number that you need when using Electronic Return Receipt (ERR). It is used to identify your business in USPS mailing systems.

Visit the USPS Business Customer Gateway Mailer ID page to learn more about what a Mailer ID is, why it's needed, and how to apply for one. If you're new to this, it also guides you through setting up an account and submitting your request.

1. Tap **Settings**.



2. Tap **Mailing Refills**.
3. Tap **Mailer ID**.
4. Tap **None**.
5. Enter the Mailer ID using the keypad.
6. Tap **Apply**.

Getting a USPS refund for damaged or incorrectly printed mail

You can apply to the USPS for a refund if your mail is damaged or incorrectly printed.

Once you print an impression, your device deducts the postage amount from the postage funds. This happens even if the printing is illegible. Therefore, it is important to:

- Ensure that the correct value appears 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 FAQ page of the USPS website.

Postage device indicia is eligible for a refund if it is complete, legible, valid, unused and printed on un-mailed 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 mail to your local Post Office.

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

- The USPS 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.

7 - Accounting

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Adding a Print Postage account

You can add a Print Postage account to track your costs for printing postage on envelopes.

Accounting is a feature that is optional and needs enabling if you want to use it. Contact your Pitney Bowes Sales Representative for information about options and pricing.

1. Tap **Print Postage**
2. Tap **Accounts**.
3. Tap **Manage Accounts**.
4. Tap **+ New Account** for a new account.
5. Tap in the Account name field to enter the account name. Account names can be up to 75 characters long.

6. Add a parent account if applicable.
7. Enter a unique code in the Code field to identify each account. Codes can be alphanumeric. Codes help you locate accounts more easily.
8. You can use the optional fields, such as:
 - **Description** - Enter a description of the account up to 150 characters.
 - **Password** - Tap **Password** to add a password for an account.
 - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. If you do set a password, you need to enter it to print mail.

9. Ensure you set the status to active.
10. Tap anywhere on the screen outside of the fields when complete.
11. Tap **OK** to save. The name of the new account appears.
 - Tap **Create New Account** to create another account.
 - Tap **Add a Sub Account to this account** to add a sub account to the account you just created.
 - Tap **Done** if you do not need to create any more accounts.
12. Press the **back arrow** to return to the account list.

Editing a Print Postage account

You can edit an account, sub account, or sub sub account through the Print Postage app.

1. Tap **Print Postage** on the Home screen.
2. Tap **Account**.
3. Tap **Manage Accounts**.
4. Tap the edit icon next to the account you wish to edit.
5. Make your desired changes to the account.
6. Tap **Save**
7. Tap the back arrow and then **Cancel** to return to the Print Postage app.

Deleting a Print Postage account

You can delete an account, sub account, or sub sub account through the Print Postage app.

If you apply postage to an account, you cannot delete the account. You can only make the account inactive.

1. Tap **Print Postage** on the Home screen.
2. Tap **Account**.
3. Tap **Manage Accounts**.
4. Tap the edit icon next to the account you wish to delete.
5. Tap **Delete**.
6. Tap **Yes, delete account** to confirm.
7. Tap **OK**.
8. Tap the back arrow to return to the list of accounts.
9. Tap **Cancel** to return to the Print Postage app.

Making an account inactive

Setting the account status to inactive prevents anyone from charging postage against an account.

1. Tap **Print Postage** on the Home screen.
2. Tap **Accounts**.
3. Tap **Manage Accounts**.
4. Tap **Edit account**.
5. Tap the edit icon next to the account you want to make inactive.
6. Tap the **Inactive** button.
7. Tap **Save**.
8. Tap the back arrow and **Cancel** to return to the Print Postage screen.

Running account reports

Run account reports to show how you spent your postage for a specific account or for all accounts over various time periods.

1. Tap **Settings**.



2. Tap **Shipment Reports**.
3. To run a report:
 - a. Tap the calendar icon and set the time range for your reports.

DATE ▼	RECIPIENT	TRACKING NUMBER	AMOUNT ▼
> 5/14/26	Canada Address	794816569228	
> 5/14/26	Addtest444edit	9455140109628000012360	\$32.87
> 5/14/26	5 June	9449040109628000001953	\$7.81
> 5/14/26	adddf2	9455140109628000012353	\$4.47
> 5/14/26	add new	9449040109628000001946	\$7.81
> 5/14/26	Canada Address	794816530846	\$4.47
> 5/13/26	add new	794816476775	\$32.87
			\$18.33

- b. Tap **All Shipments** and select the type of shipments you want to report on.
4. Tap **Create report**.
 5. Enter your email address.
 6. Tap **Email**. The report will be emailed to the entered address.

Requiring Job IDs

If you use accounting, your SendPro CX 100, SendPro CX 200, and SendPro CX 300 can track mail runs by Job ID. 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 jobs or grants. Before printing postage, you can scan or manually enter the Job ID.

You can set up the system to require a Job ID in order to process mail. You select a Job ID on the Print Postage screen.

1. Tap **Settings**.



2. Select **Job ID**.
3. Turn Job IDs on and off by sliding the slider between the tick and cross.
4. Select the Home icon to return to the Home screen.

Adding Job IDs

If you use accounting, your SendPro CX 100, SendPro CX 200, and SendPro CX 300 can track mail runs by Job ID. 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 jobs or grants. Before printing postage, you can scan or manually enter these Job IDs.

Once the system is set up to require a Job ID in order to process mail you need to set up the Job ID.

1. Ensure that the appropriate job is open and selected on the Print Postage screen.
2. Select **Job ID** in the Mail Information list box.

The screenshot shows the 'Print Postage' screen of the Pitney Bowes SendPro software. At the top, there's a status bar with the date and time 'June 15, 2026, 11:32 AM' and various system icons. Below this, there are three main action buttons: 'Apply Default Favorite', 'Refill Postage' (showing a current balance of \$637.500), and 'Manage Counters' (showing 3 pieces for \$7.640). The main area is divided into a left sidebar and a right content area. The sidebar contains a 'Favorite' section with 'System Default' and a 'Job ID' section where 'None' is selected, highlighted with a red border and a red warning icon labeled 'Job ID Required'. Below this is an 'Account' section showing 'testing' and a 'Class' section showing 'First-Class Retail' for \$0.740, 'Metered', and 'Letter'. The right content area features a 'US POSTAGE' logo with the Pitney Bowes eagle, a 'Graphic' button, and three boxes displaying '0 lb 1 oz', 'Jun 15', and '\$0.740'. At the bottom of the right area, it says 'Not Ready to Print' in red text.

3. Select **View All Job IDs**.
4. Select **Add a Job ID**.

5. Enter a name for your Job ID and tap the keyboard minimizer icon or green tick.

The screenshot shows a mobile application interface for adding a Job ID. The dialog box has a blue header bar with 'Cancel' on the left and 'Add a Job ID' in the center. In the top right corner of the dialog is a button labeled 'View All Job IDs'. Below the header is a text input field with the label 'Job ID' above it. The field contains the text 'Test-id' and has a small 'X' icon to its right for clearing the text. At the bottom of the dialog is a virtual keyboard. The keyboard has three rows of letters: the first row contains 'q', 'w', 'e', 'r', 't', 'y', 'u', 'i', 'o', 'p'; the second row contains 'a', 's', 'd', 'f', 'g', 'h', 'j', 'k', 'l'; and the third row contains 'z', 'x', 'c', 'v', 'b', 'n', 'm'. There are also special keys: a shift key with an upward arrow, a '?123' key, a comma key, a period key, a keyboard icon, and a green circular checkmark icon.

6. Select **Save & Apply**.

Selecting Job IDs while printing postage

If you use Job IDs, you select it on the Print Postage screen. Depending on your account settings, you may be required to enter a Job ID before printing mail.

1. Ensure that the appropriate job is open and selected on the Print Postage screen
2. If a Job ID is selected that you wish to change, select the cross icon to remove it.

3. Select **Job ID** in the Mail Information list box.
 - If you know the Job ID, type in the ID name and select **Save & Apply**.
 - If you want to see the job ID that is set up, select **View all Job IDs**. Select the Job ID and then select **Apply**.
 - If you want to remove the Job ID from the job, select **Clear Job ID**.

8 - Address Book

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Managing addresses

Use the Address Book app on your device to add and edit recipient and sender addresses. Use PitneyShip to import multiple addresses.

- [Adding a single address to the shipping labels Address Book](#)
- [Adding multiple addresses](#)
- [Editing recipient addresses to the shipping labels Address Book](#)
- [Editing the sender address for shipping labels](#)

Adding a single address to the shipping labels Address Book

1. Tap **Settings**.



2. Tap **Address Book**.
3. Tap the **+ Contact** icon to add a new address and enter the contact information.



4. Tap **Save** when done.

Important: The maximum number of addresses that the Address Book can store is 1000.

Adding multiple addresses

The SendPro CX Series address book is integrated with PitneyShip, allowing address data to be centrally managed across both platforms. While individual contacts can be added directly on the device, multiple addresses must be imported through PitneyShip, typically using a CSV file upload. Imported contacts are then synced to SendPro CX Series, where a subset is available for use, making PitneyShip the primary tool for managing and importing bulk address data.

To import multiple addresses to the Address Book on your device, sign in to PitneyShip in your web browser using your SendPro CX Series log in credentials.

Editing recipient addresses in the shipping labels address book

1. Tap **Settings**.



2. Tap **Address Book**.
3. Tap the **Edit** icon to edit an address and contact information.



4. Tap **Save** when done.

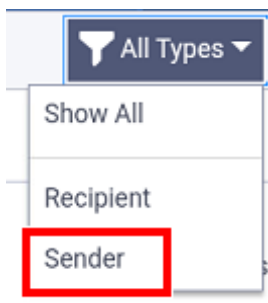
Editing the sender address for shipping labels

If you need to change a sender address, you can edit it in the address book.

1. Tap **Settings**.



2. Tap **Address Book**.
3. Tap the **All Types** filter icon and select **Sender**.



4. Tap the **Edit** icon to edit a Sender address and contact information.



5. Tap **Save** when done

9 - Weighing

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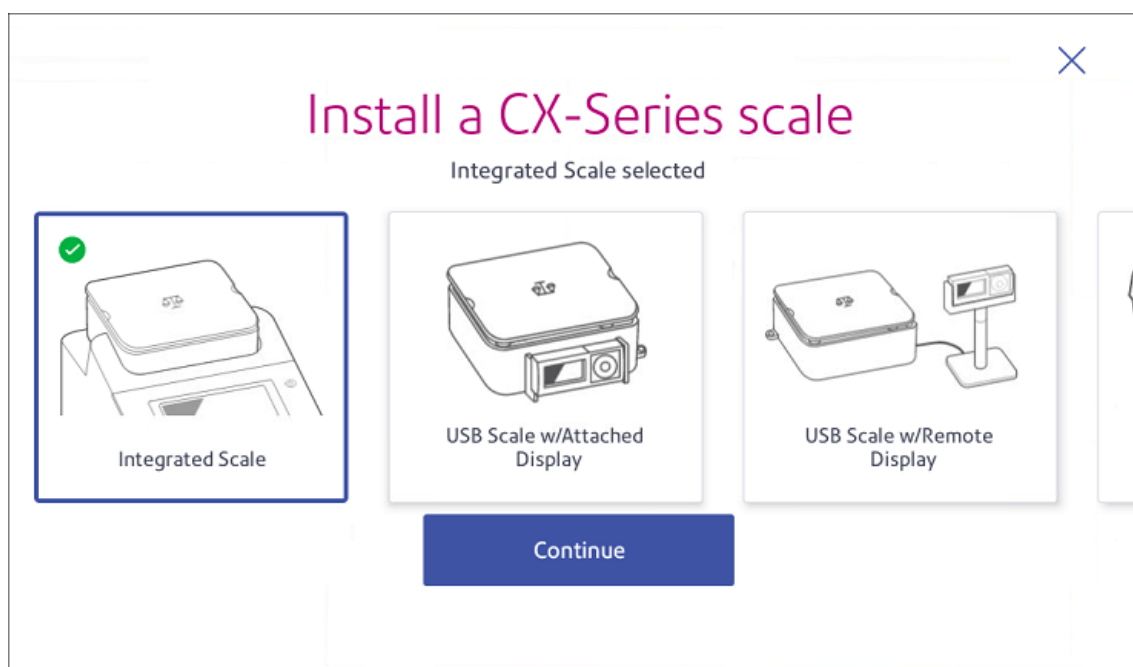
Installing a scale

You can install a scale when it wasn't set up during the initial product installation or when you need to replace an existing scale on your device. Your device contains step-by-step installation instructions for compatible scales.

1. Tap **Settings**.



2. Tap **Scale Installation Guides**.
3. To view all the available scales, swipe to the left on the screen.



4. Tap to select the appropriate scale, then tap **Continue**.
5. Follow the instructions on the screen. To advance to the next step, swipe the screen to the left.

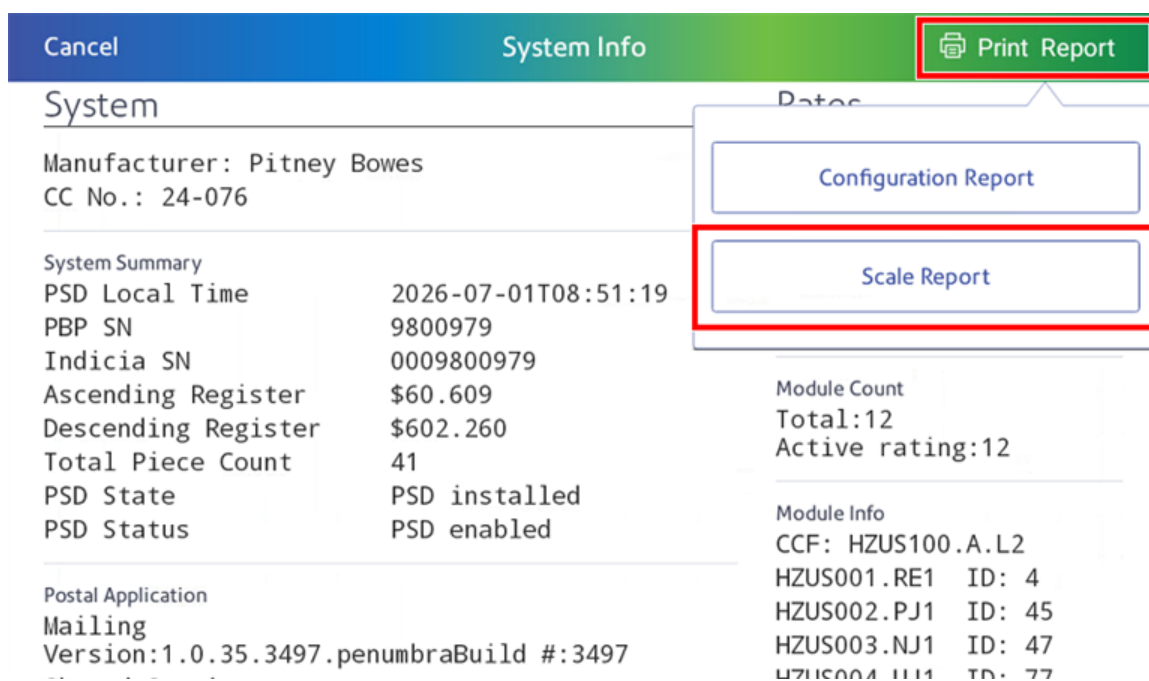
Printing a scale report

Follow these steps to print a scale report.

1. Tap **Settings**.



2. Tap **System Information**.
3. Tap **Print Report**, then tap **Scale Report**.



4. Insert an envelope or tape to print the report.

 MT 4W	 1.00.012	 149 lb	 Jul 09 2024 12:41P
	 30410928	 Yes	 _____
	 16	 _____	 _____

Scale PCN	Scale Location Code	Auditor Contact Name	Auditor Contact Phone #
 0000	 00000000  00000000  00	 000000  000000  _____	 000000000000 000000  _____  _____

Current Time

10 - Sealing

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Sealing envelopes without printing postage SendPro CX 100, SendPro CX 200, and SendPro CX 300

Use Seal Only mode to seal envelopes without printing anything.

1. Tap **Print Postage** on the Home screen.
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.



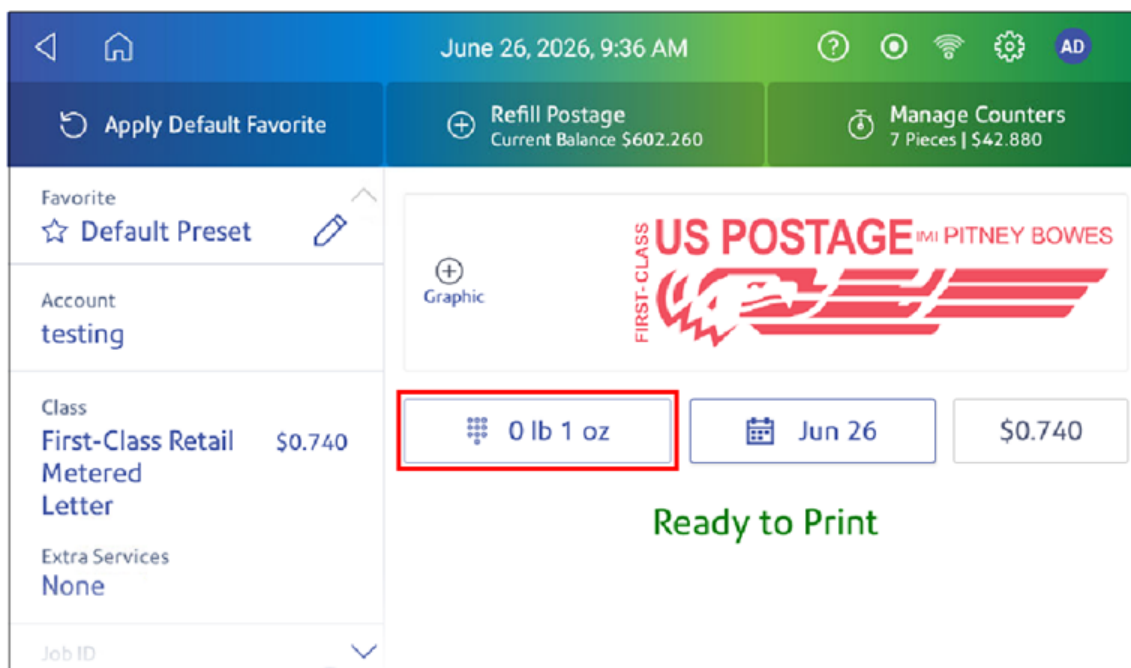
6. Insert the envelope into the device. The device seals the envelope.



Sealing envelopes when you print postage on the SendPro CX 100, SendPro CX 200, and SendPro CX 300

You can seal envelopes and print postage at the same time with your SendPro CX Series.

1. Check the level of sealing solution in the moistener tank. Add more if required.
2. Tap **Print Postage** on the Home screen.
3. Tap **Account** and select an account if accounting is enabled on your device.
4. Tap **Weight**.



5. Tap **Scale**.
6. Place the envelope on the scale. Tap **Apply** You must do this before the next step or else Apply remains inactive.
7. Tap **Class** and select the class of mail you want and tap **Apply**.
8. Tap **Graphic** and select a graphic, if necessary.
9. Tap **Apply** to continue.

10. Slide the envelope flap under the edge of the feed deck so the moistener can wet the flap.



11. Insert the envelope into the device. The device prints the postage.

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

Sealing envelopes and printing postage on the SendPro CX 500

Use the moistener on your device to seal your envelopes before you print postage.

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



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

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



4. Place the envelopes on the feed deck and tap **Start**.

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

Cleaning the moistener brush and wick assembly on the SendPro CX 100, SendPro CX 200, and SendPro CX 300

Clean the moistener brush and wick if the moistener tank is full and your envelopes are not sealing properly.

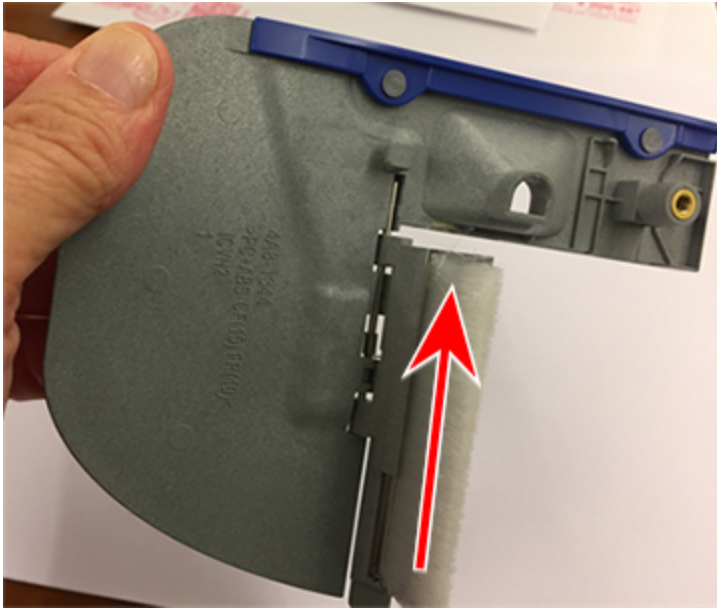
1. Unscrew the plastic thumbscrew under the moistener base.



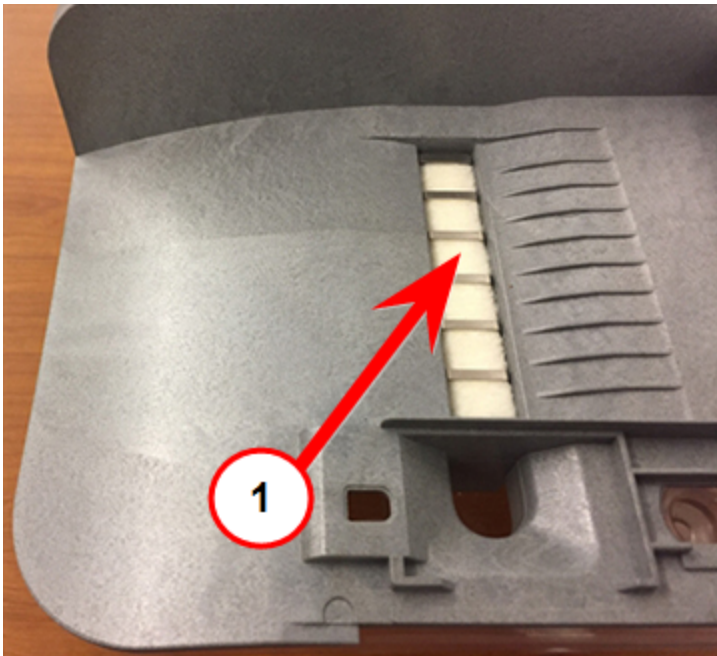
2. Lift the moistener brush assembly off the top of the moistener base.



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

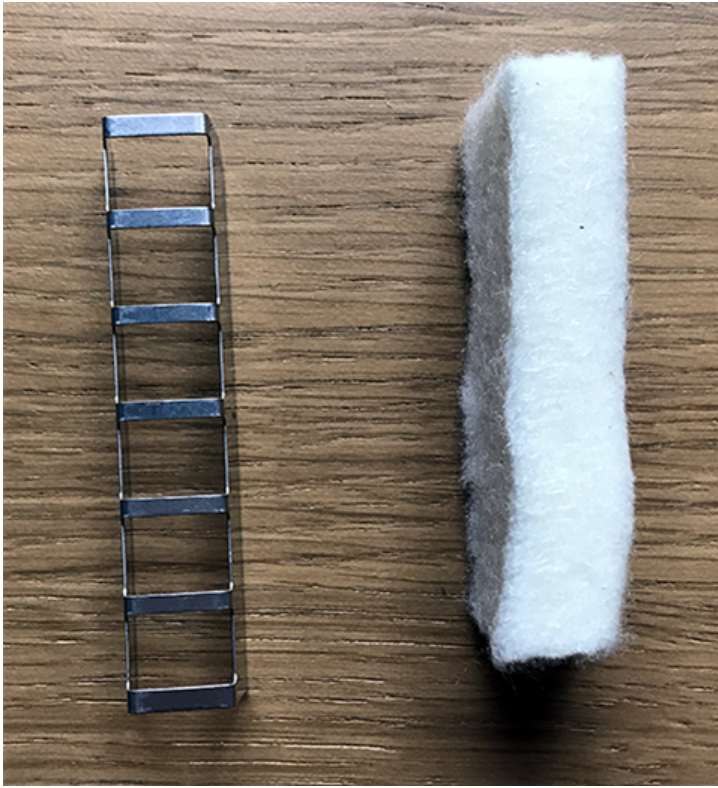


4. Locate the wick (1) on the moistener base.



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



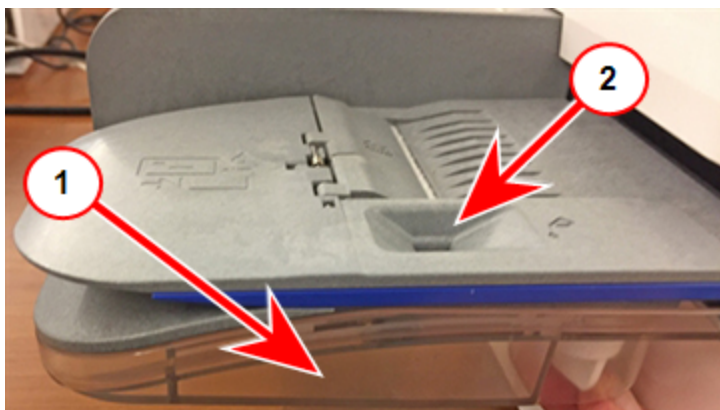


6. Clean the brush and wick with water and rinse thoroughly.
7. Place the wick back in the metal grate and replace the grate in the moistener base.
8. Slide the moistener brush back into the holder.
9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.
10. If your envelopes still are not sealing properly, you can order a Moistener Replacement Kit by visiting our supplies website.

Filling the moistener tank

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

1. Check the level of E-Z Seal® in your moistener tank **(1)**.



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

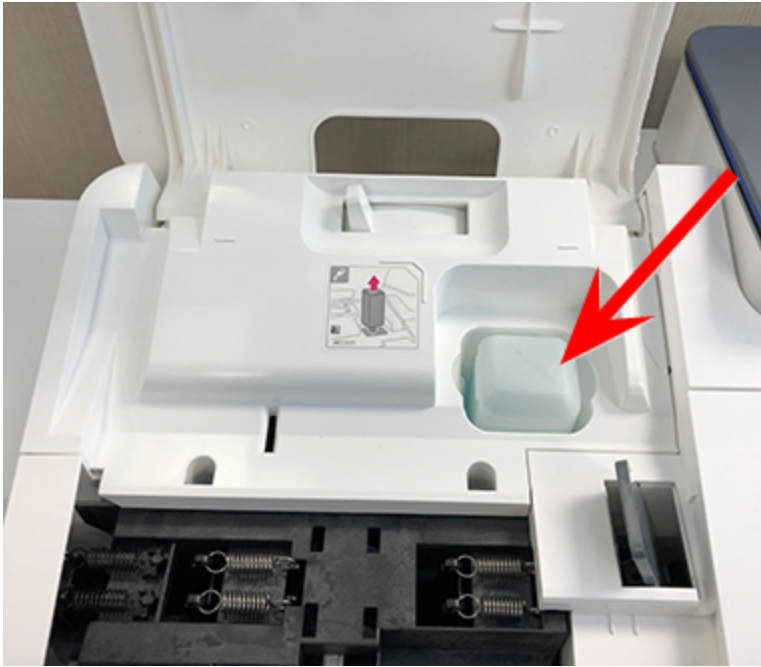
Filling the moistener tank on the SendPro CX 500

Your device will 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 the moistener tank by checking the sight window on the front of the feeder deck.



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



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

4. Unscrew the moistener bottle cap and fill it with Pitney Bowes E-Z Seal®. Do not overfill the moistener bottle.



5. Screw the cap back on and place the bottle back in its original site (upside down in the device).
6. Close the feeder access cover.
7. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely wet.

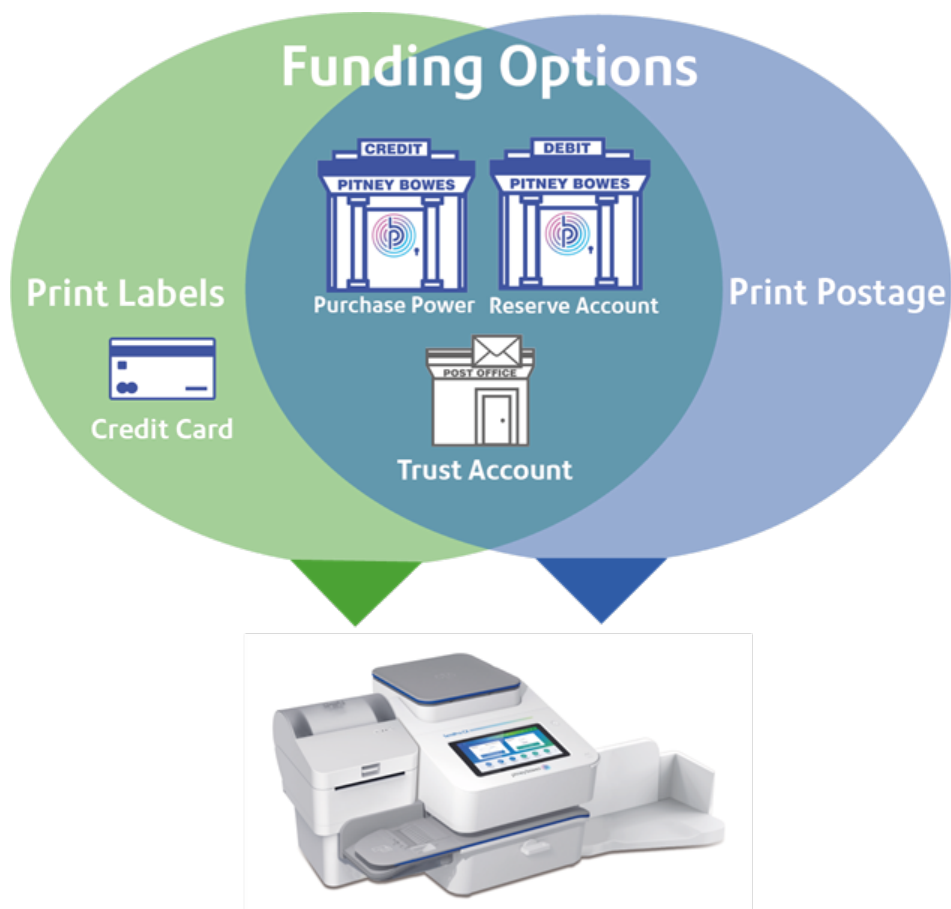
11 - Funding your Accounts

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Funding account types

SendPro CX Series devices have separate accounts for shipping and mailing. You must fund shipping label printing (Print Labels) and envelope printing (Print Postage) functions separately.



Print Postage account

You can only use postage in the device's Print Postage account to print envelopes. When you print an envelope, the postage comes from the Print Postage account.

Print Labels account

You can only use funds from the Print Labels account to print shipping labels. When you create a shipping label, the funds come from the Print Labels account.

To refill your postage accounts

- If you need more postage to print envelopes, you must: [Refill postage on your device](#).
- If you need funds for shipping labels, you must: [Refill funds for shipping labels](#).
- You cannot use Print Postage to create shipping labels and vice versa.

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. Accordingly, in order to activate your Account, the Bank asks that you provide identifying information, including your address and taxpayer identification number. The Bank may also ask for additional identifying information, where appropriate, including asking that your representative who is opening your Account to provide his/her name, address, date of birth, driver's license and/or other documents and information that will allow the Bank to identify him/her. In order to participate in the Program, you must provide the information described in this paragraph. You agree to provide all such requested identifying information.

Eligibility subject to credit approval and customer verification. This is not a commitment to lend, and this does not create, and is not intended to create a legally binding obligation on either of us. Program, rates, Terms & Conditions are subject to change.

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Refilling postage on your device

Your device uses two separate funding accounts. One account is for shipping labels and the other account is for Print Postage. You cannot use the shipping label funds for Print Postage and vice versa.

Before you begin

Check that your device is connecting to the internet.

- If you have a wired network connection, the following connection image appears in the toolbar:



- If you have a wireless connection, the following connection image appears in the toolbar:

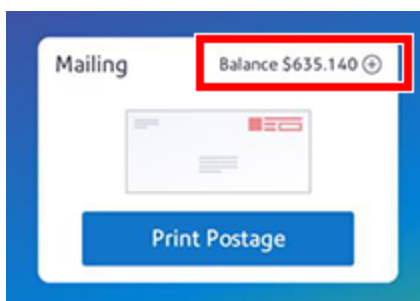


If you see a line through the connection image, it means that the device is not connecting. You will not be able to refill your postage until you establish a network connection.

Add funds to Print Postage

To refill your Print Postage funding account:

- From the home screen, tap the **Balance +** in the white Print Postage box and proceed to step 3.



- From the Print Postage screen, tap **Refill Postage**.

3. Enter the amount of postage you wish to add.
4. Tap **Refill Postage**.
5. Tap **View Receipt** to view or print a receipt.
6. Tap **Done**.
7. Your updated postage balance appears on the Print Postage screen.

Refilling funds for shipping labels

Your device uses two separate funding accounts. One is for shipping labels and one is for Print Postage. You cannot use the shipping label funds for Print Postage and vice versa.

Before you begin:

Check that your device is connecting to the internet.

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



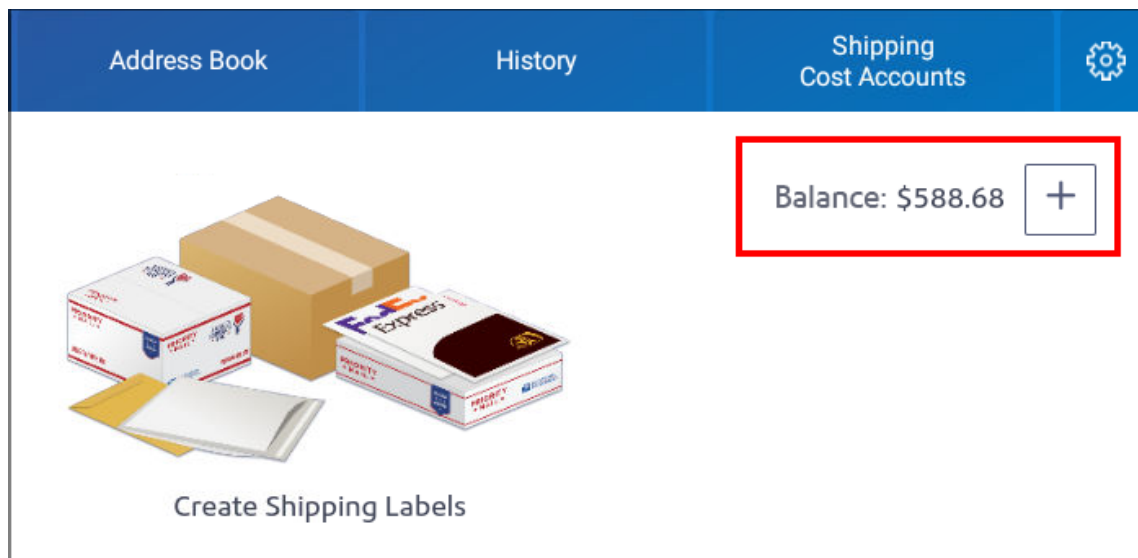
- If you have a wireless connection, you will see the following connection icon in the toolbar:



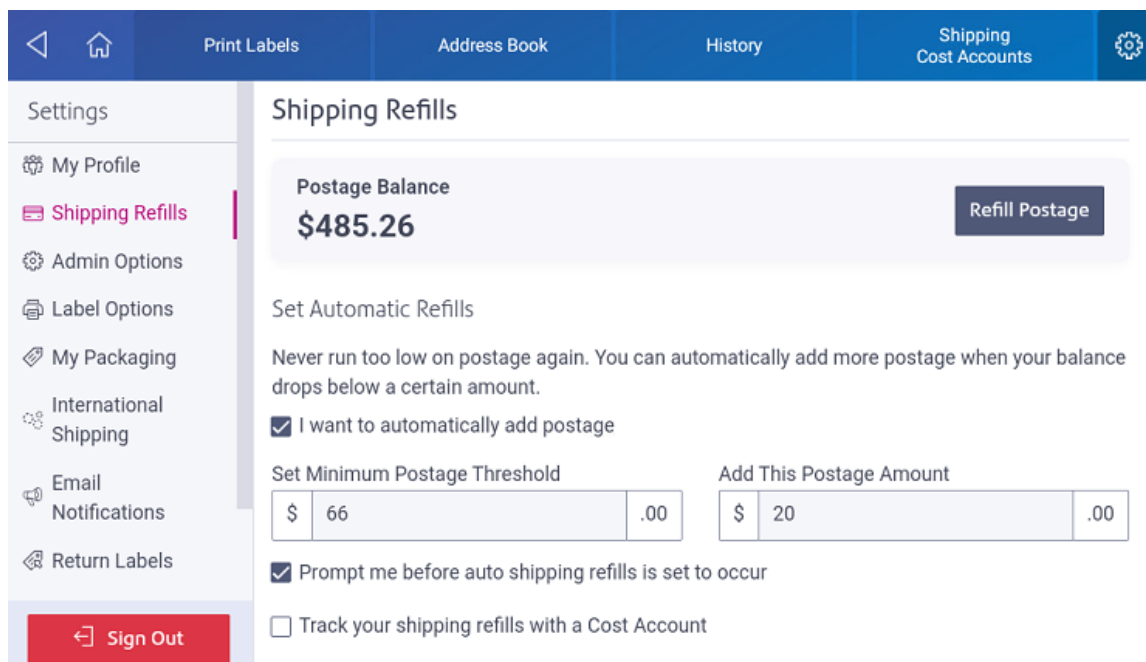
Add funds to Print Labels

To refill your Print Labels funding account:

1. From the Print Labels screen tap **Balance +** in the top right hand corner, alternatively tap **Settings** from the home screen.



2. From the settings screen tap **Shipping Refills**. The shipping refills screen appears.



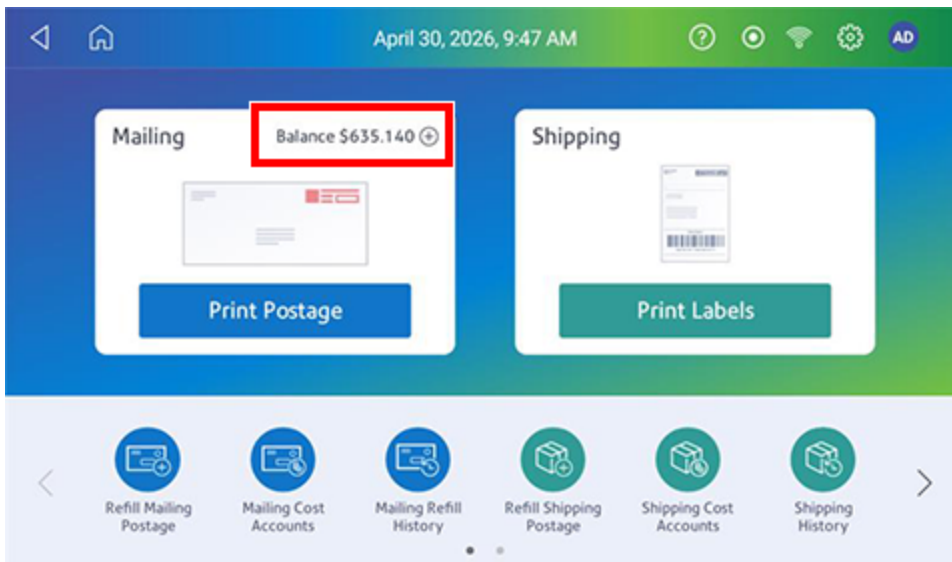
3. If you have enabled cost accounts for Print Labels, you must select a cost account. Tap **Select Cost**. Choose an account from the drop-down list.
4. Tap **Refill Postage** on the upper right corner of the screen.

5. Use the numeric keypad to enter the amount you wish to refill.
6. Tap **Add Postage**. When complete, the updated shipping label postage amount appears.
7. Tap **Home** to return to the Home screen.

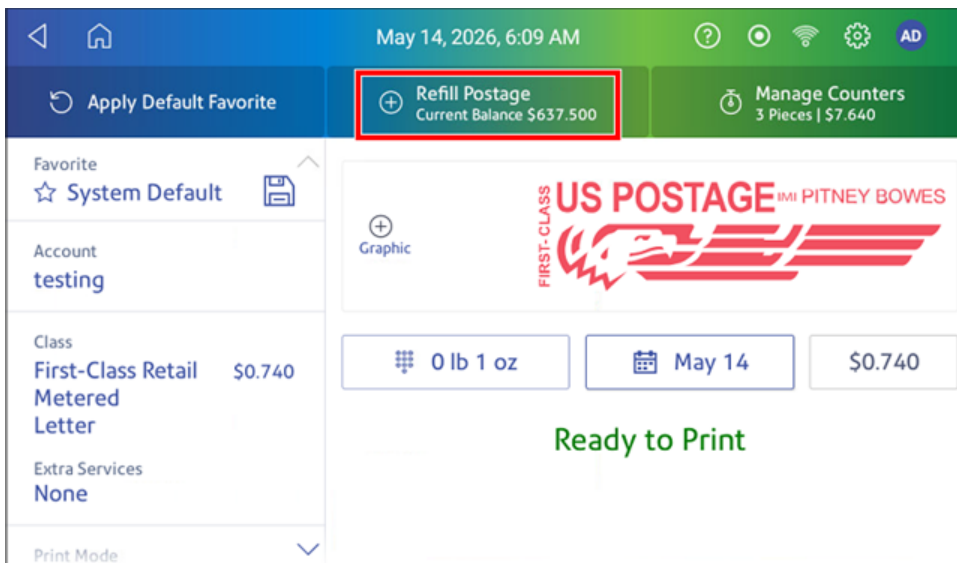
Checking the available funds for printing postage

Check your funds for printing postage on your device at any time.

Your current balance is visible in the Mailing box on the home screen.



When in the Print Postage app, your current balance is displayed under Refill Postage.



Setting the low funds warning for printing postage

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

1. Tap **Mailing balance +** on the home screen.
2. Tap **Refill Settings**.
3. Tap **Low postage threshold**.
4. Tap **back** on the keypad to remove the existing amount.
5. Enter the new amount.
6. Tap **Apply**.
7. If necessary, tap the back arrow to return to the Print Postage app.

Viewing and printing the refill history for printing postage

View a report showing all your postage refill history.

1. Tap **Mailing Refill History** from the home screen.
2. The Refill History screen shows all past refills and their details.
3. Tap on the printer icon beside the refill and feed an envelope or tape to print a report.

Cancel		Refill History			
DATE / TIME	REFILL AMOUNT	ACCOUNT NUMBER	METER NUMBER	MAIL POSTAGE BALANCE	
May 12 2026 12:11 PM	\$10.000	17907023	9800979	\$645.140	
Apr 22 2026 10:35 AM	\$200.000	17907023	9800979	\$635.140	
Feb 02 2026 10:29 AM	\$1.000	17907023	9800979	\$436.620	
Feb 02 2026 9:48 AM	\$200.000	17907023	9800979	\$435.620	
Jan 30 2026 2:07 PM	\$200.000	17907023	9800979	\$235.620	
Sep 14 2025 11:45 AM	\$2.000	17907023	9800979	\$35.620	
Sep 12 2025 11:19 PM	\$3.000	17907023	9800979	\$33.620	
Sep 11 2025 12:36 PM	\$2.000	17907023	9800979	\$30.620	

Printing a funds report

Print a funds report if you need a report showing the total number of mailpieces sent.

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.
- **PBP Serial No:** The serial number of the device.
- The date and time the report was printed.

To print a funds report:

1. Tap **Print Postage** on the Home screen.
2. Tap **Manage Counters** in the upper right.
3. Tap **Print Report**.
4. Tap **SendPro CX Envelope Printer**.
5. Place the envelope on the feed deck. Depending on the SendPro C model you have, feed the envelope manually or tap **Start** to feed the envelope.
6. Tap the **back arrow** to return to the Print Postage app.

12 - Managing Favorites

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Managing favorites for printing postage

A favorite is a set of commonly-used settings saved as a template that you can use to more quickly select the same settings in the future. Favorites can contain the postage class, postage value, extra services, and graphic. The maximum number of favorites you can have is 21, including the default preset.

- [Add favorites](#)
- [Select a favorite](#)
- [View favorite settings](#)
- [Modify favorites](#)

Add favorites

1. Tap **Print Postage**.
2. Define the settings you would like for your favorite:
 - a. Tap **Account** if accounting is enabled on your device, then select the desired account.
 - b. Tap **Class**.
 - c. Tap **Start Over**.
 - d. Select the desired class and any additional services you may require. Tap **Apply** to continue.
 - e. Tap **Graphic** to save a logo.
 - f. Tap the desired logo.
3. Tap the disk icon in Favorite.
4. Tap **Save as Favorite**. If you want this favorite to be the default tap **Set as Default**.
5. Enter a name for the favorite. You can enter up to 32 characters.
6. Tap **Save**.

Select a favorite

1. Tap **Print Postage**.
2. Tap **Favorite**.
3. Tap the desired favorite
4. Tap **Apply Favorite**.

View favorite settings

1. Tap **Print Postage**.
2. Tap **Favorite**.
3. Tap each favorite to view its settings.

Modify favorites

Modify a favorite to rename it, set it as the default, or delete it.

1. Tap **Print Postage** on the Home screen.
2. Tap **Favorite**.
3. Tap the favorite you wish to modify.
4. Tap **Options**.
5. Select the option that you require.

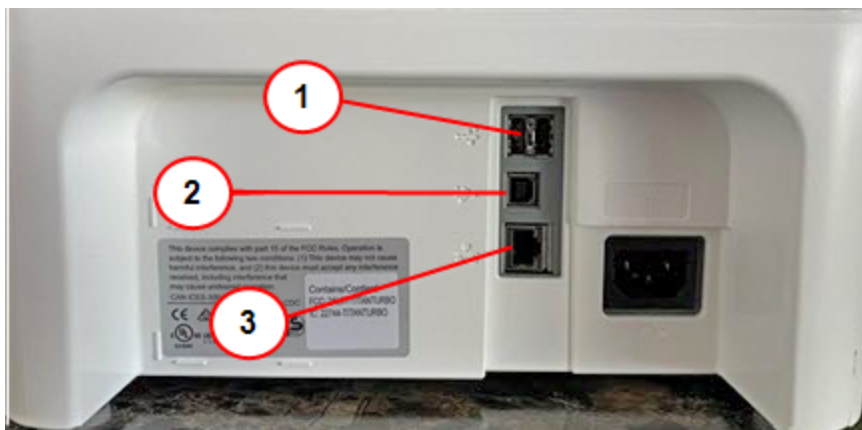
13 - Product Information

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Connections on the back

Familiarize yourself with the ports on the back of your device.



1. **USB port type A host** - Connect a Barcode scanner, external printer or external scale to these ports.
2. **USB port, type B host** - Service personnel use only.
3. **RJ45** - Use for a wired network connection.

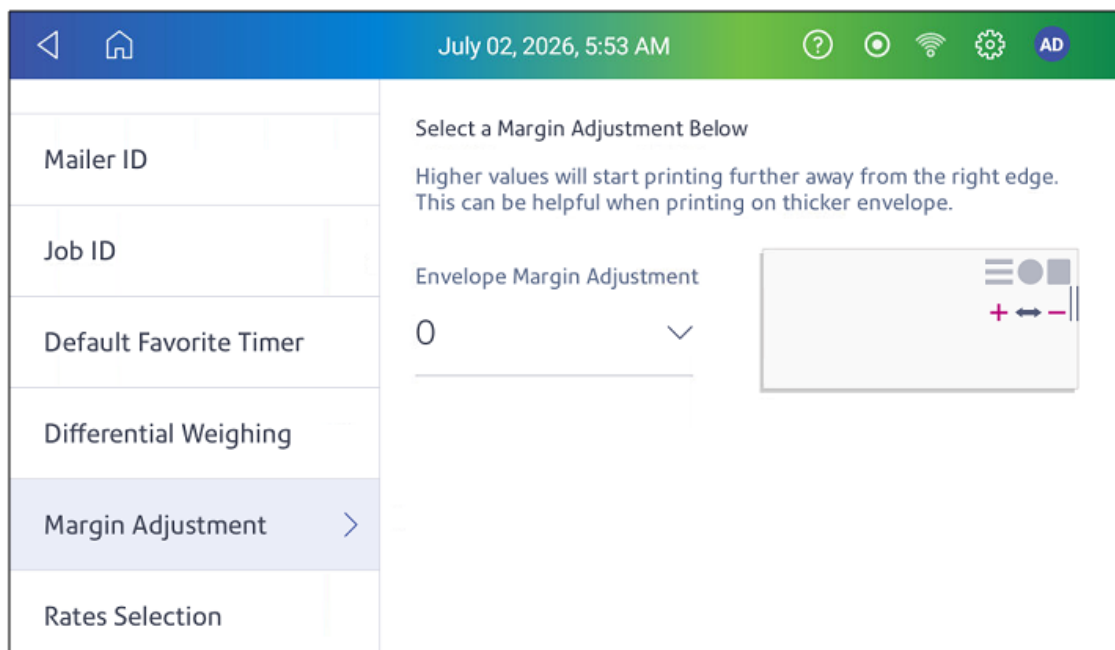
Setting the right margin adjustment

Set the right margin adjustment to move the print further away from the right side of your envelopes. This can be helpful when printing thick mail.

1. Tap **Settings**.



2. Tap **Margin Adjustment**.
3. Select the desired measurement up to 16 mm. The default setting is 0.



4. Tap **Home** to return to the Home screen.

Adjusting display brightness

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

1. Tap **Settings**.

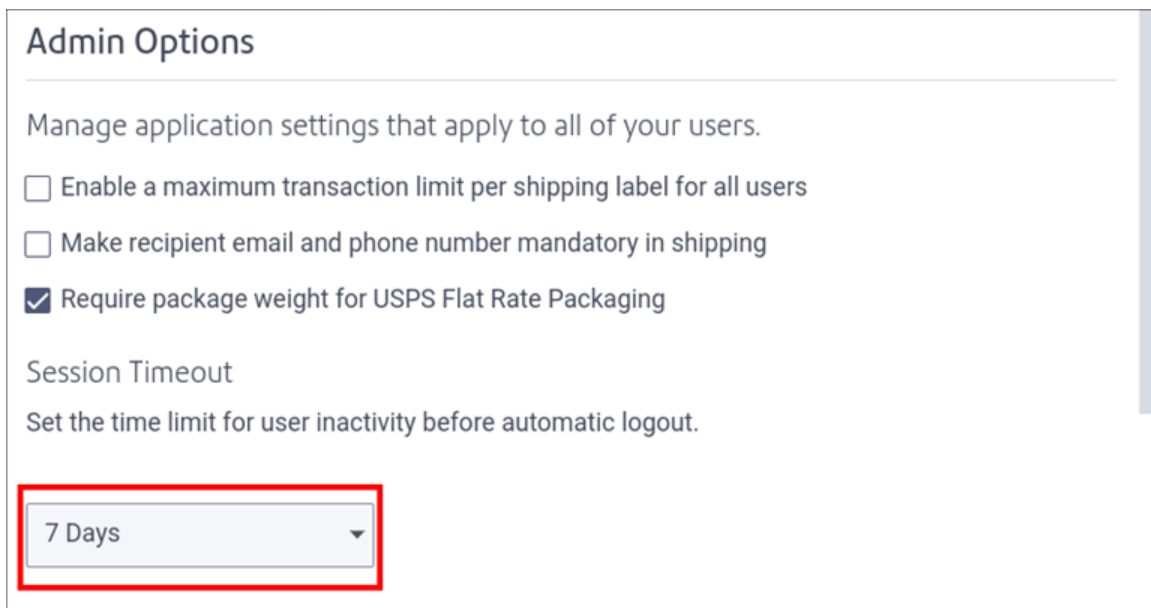


2. Tap **Display Brightness** in the Device & Network section of the screen.
3. Move the slider to adjust the brightness.
4. Tap the **back arrow** or **Home** to exit the Settings screen.

Setting up device timeout

Your device can be set to logout the current user when it enters timeout mode. Timeout logs you out of the device after a period of inactivity, this keeps your device and account secure.

1. Tap **Settings** or .
2. Tap **Admin options** in the Settings menu.
3. Tap the drop down menu under **Session Timeout**.



Admin Options

Manage application settings that apply to all of your users.

- ☐ Enable a maximum transaction limit per shipping label for all users
- ☐ Make recipient email and phone number mandatory in shipping
- ☒ Require package weight for USPS Flat Rate Packaging

Session Timeout

Set the time limit for user inactivity before automatic logout.

7 Days ▼

4. Select the amount of time you want your device to remain inactive before it logs out.
5. Tap **Home** to return to the home screen.

Adjusting time zone and scale location code

When you move your device to a new location or install a new scale, you must modify the location code and time zone value.

1. Tap **Settings**.

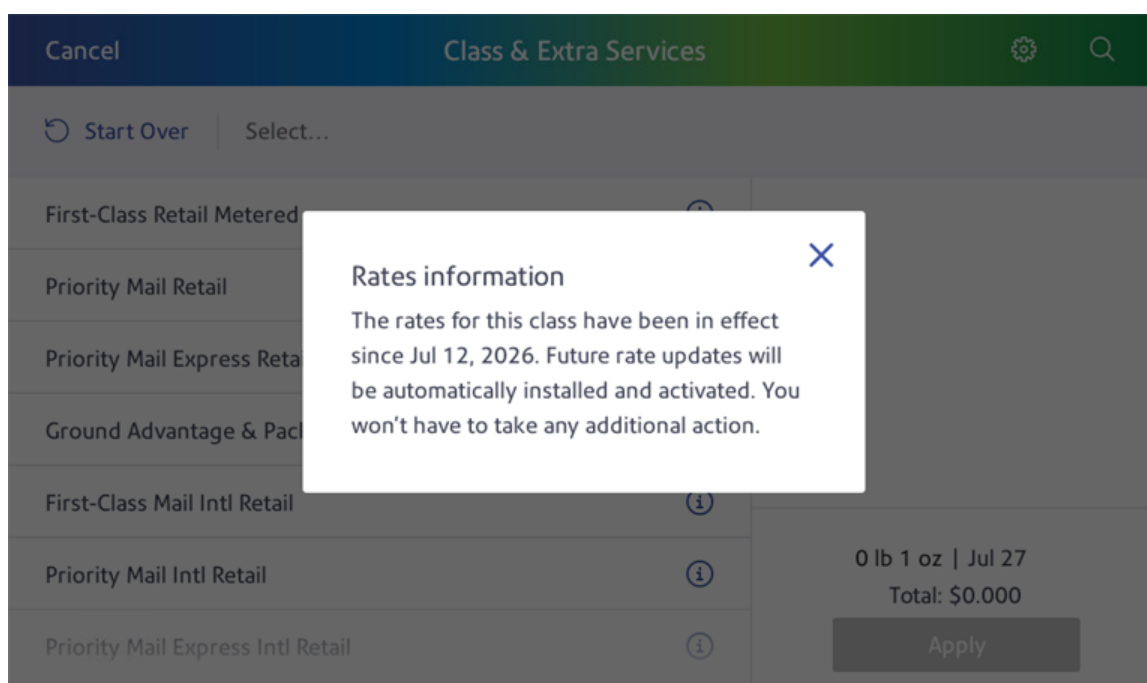


2. Tap **Location & Time Zone**.
3. Enter the new location code.
4. Enter the time zone.
5. Tap the back arrow to return to the home screen.

Confirm the effective date for postal rates

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

1. Tap **Print Postage**.
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 appears for the class.



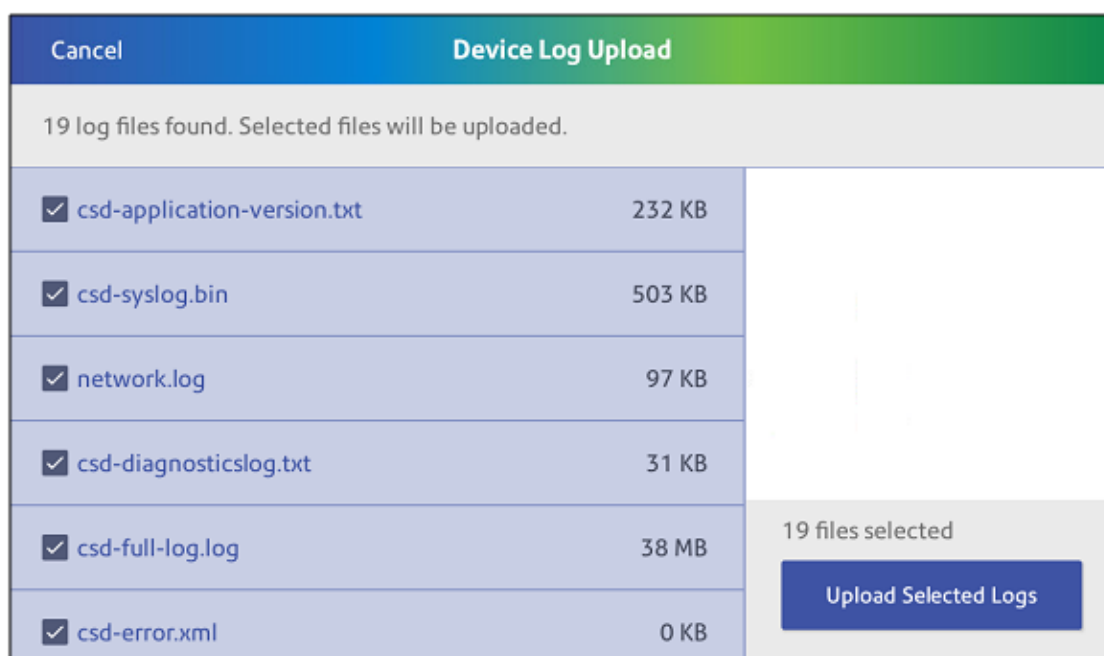
Uploading system logs

Your device creates system logs that monitor operations on your device. If you need to upload system logs to a Pitney Bowes support representative, you can find them in the Advanced Device Options section under Settings.

1. Tap **Settings**.



2. Tap **System Log Upload**.
3. Select the logs you want to upload.
4. Tap **Upload Selected Logs**.



5. The message **Sending Log Files** appears. Once the upload is complete, the message **Upload Complete** appears.
6. Tap **Got It** to return to the Home screen.

Follow these steps to show an auditor the required Certificate of Conformance (CC) information for a systems weights & measures build.

1. Tap **Information** in the app drawer.
2. Tap **System info**. The **Manufacturer** and **CC No.** are displayed at the top of the screen.
3. Scroll down to view **Model Number** and **PBP SN**.

Moving the SendPro CX Series

Professional service is required to prepare your SendPro CX 500 for transport. Contact Pitney Bowes if you are planning to move your SendPro CX 500.

Follow the steps below to move your SendPro CX 100, SendPro CX 200, and SendPro CX 300 safely, whether you are moving it across the room or to a new facility.

1. If you have a scale, remove it from the device.
2. Remove the moistener assembly. Once you have removed and cleaned the assembly, place it in a zip-top bag 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 all USB cables and optional peripherals such as printers or scanners. Pack them with the device.
6. Unplug the power cord and pack it with the device.
7. Once in the new location, re-install all 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.

If you're moving to a new ZIP Code the device will need to be updated.

Updating the ZIP Code

The ZIP Code printed by your device should be either your ZIP Code or the ZIP Code of the post office picking up your mail.

If your device prints an incorrect ZIP Code, a Pitney Bowes representative must resolve this issue. Please chat with us for assistance.

14 - Contacting Pitney Bowes

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Contacting Pitney Bowes

Extensive product support can be found on the Pitney Bowes support website at www.pitneybowes.com/support. The latest information about your product and articles on how to use your product or troubleshoot any issues are available on the support website.

Before contacting Pitney Bowes Technical Support:

Visit the Pitney Bowes [Support website](http://www.pitneybowes.com/support) to find the answer to your query.

If you need to contact Pitney Bowes Technical Support ensure you have the following information to hand:

- Locate your Product Code Number and the seven digit serial number from under the top cover of the device.
- A description of the problem
 - What is happening and when?
 - Are there any error messages?
- Details about your attempts to fix the problem.
 - What steps have you already tried to fix the problem?
 - If you tried, what happened?

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

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

Finding the Product Code Number (PCN) and serial number

Lift the scale to locate a sticker with the PCN and serial number.

- Your PCN is one of these values: 8V00, 8V0R, 9V00, or 9V0R.
- Your serial number (S/N) is a 7-digit number.



15 - Safety

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SendPro C (Model 2H00 and 8H00)

Power requirements: 100-240 VAC, 50/60 Hz, 1.0 A

SendPro C

Power requirements: 100-240 VAC, 50/60 Hz, 1.0 A

SendPro CX 500

Power requirements: 100-240 VAC, 50/60 Hz, 2.0 A

SendPro C and SendPro CX (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 inquiries can be done by visiting www.pitneybowes.com/us/support. 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., 27 Waterview Drive, Shelton, CT 06484. All inquiries can be done by visiting www.pitneybowes.com/us/support. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

16 - 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.fasterxml.com/JacksonLicensing>. The source code for this software is available from <http://wiki.fasterxml.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>.
- 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/DoodleScheduling/android-material-chips>.



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For Service or Supplies

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