The SendPro® Mailstation User Guide is designed to assist in the daily operations of your device. Use this book as a reference, as it includes system operating procedures.

Version History

<table>
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<tr>
<th>Document Part Number</th>
<th>Release Date</th>
<th>Comments</th>
</tr>
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<tr>
<td>SV63352 Rev. A</td>
<td>December 2019</td>
<td>Initial release</td>
</tr>
<tr>
<td>SV63352 Rev. B</td>
<td>April 2020</td>
<td>Periodic update for additional features and clarity</td>
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</tbody>
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Other Resources

This section identifies other resources that may be helpful when working with the SendPro® Mailstation.

Related Documentation

Refer to the *SendPro Mailstation Support site* for the most current documentation.
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## Parts of the machine

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<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Printer tray</td>
</tr>
<tr>
<td>2</td>
<td>Ink access cover</td>
</tr>
<tr>
<td>3</td>
<td>Touchscreen display</td>
</tr>
<tr>
<td>4</td>
<td>Scale (may be positioned left, right, or behind the device on the optional stand)</td>
</tr>
<tr>
<td>5</td>
<td>Power button and indicator lamp</td>
</tr>
</tbody>
</table>
Connections on the back of the device

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USB port, type A for the external scale</td>
</tr>
<tr>
<td>2</td>
<td>USB port, type B. This port is inactive and will not support any devices.</td>
</tr>
<tr>
<td>3</td>
<td>AC power cable connection. Use only the provided power cable.</td>
</tr>
<tr>
<td>4</td>
<td>USB port cover</td>
</tr>
<tr>
<td>5</td>
<td>RJ45 (Ethernet) port for a LAN connection.</td>
</tr>
</tbody>
</table>
Connecting the scale

1. Plug the scale into the USB port in the back of the machine.
2. Close the cover, allowing the cable to run through the channel under the cover.

3. Position the scale on the left or right side of the device, using the guide pins to hold it in place, OR
   Place the scale on the optional stand in back of the device.
Setting up a wired network connection

1. Tap the Settings (gear) icon.
2. Tap Network Settings.
3. Tap Change Network Settings.
4. Tap Wired.
5. Tap Done.

Setting up a wireless (WiFi) network connection

1. Tap the Settings (gear) icon.
2. Tap Network Settings.
3. Tap Change Network Settings.
4. Tap Wireless.
5. Tap Select Wireless Network.
6. Choose your WiFi network from the list. If your WiFi network is hidden, tap Add Network to add it.
7. Enter your WiFi password.
8. Tap Connect.
9. Tap Continue.

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

The Home screen on the SendPro Mailstation provides the starting point for printing postage.

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<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mail type</td>
</tr>
<tr>
<td>2</td>
<td>Weight received from the scale. Tap here to enter weight manually.</td>
</tr>
<tr>
<td>3</td>
<td>Postage balance. Tap here to refill postage.</td>
</tr>
<tr>
<td>4</td>
<td>Settings (gear) icon.</td>
</tr>
</tbody>
</table>
Using your device

Printing postage

1. Place your envelope on the scale, or enter the weight manually.

2. Insert the letter into the device, pushing in all the way to the back and right. The device will clamp the letter and print postage. The power button will flash while the device is printing.

3. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

Sending international mail

In order to send international mail, you must set the destination country.

1. Place your envelope on the scale, or enter the weight manually.

2. Tap the Destination area of the screen.

3. Using the on-screen keyboard, type the first letter of the destination country, then tap Search.

4. Select the country from the list. You may have to scroll using the arrows.

5. The Home screen will show the two-letter code for the destination country. To reset the destination to US, tap Reset.
6. Insert the letter into the device, pushing in all the way to the back and right. The device will clamp the letter and print postage. The power button will flash while the device is printing.

7. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

If you need further assistance, please use the Contact Us options below.

**Sending Certified Mail**

Use SendPro® Online to send Certified Mail® instead of your SendPro mailstation device.

Using a browser on your PC, go to sendpro.pitneybowes.com. Log into your PB account and print your postage from there.

**Related topics**

- Sending Certified Mail when printing USPS stamps in SendPro Online
- Sending Certified Mail with USPS shipping labels in SendPro Online

**Printing a USPS shipping label**

You can print a USPS shipping label in SendPro Online for Priority Mail, First-Class Package Services, large envelopes over 13oz, and large envelopes needing Extra Services.
Using your device

Using a browser on your PC, go to sendpro.pitneybowes.com. Log into your PB account and print your postage from there.

Related topics

- Printing a shipping label in SendPro Online

Using the scale

You can use the scale with the deck flipped vertically or horizontally.

1. Place the letter on the scale.
2. The weight will be displayed on the device.

Zeroing the scale

1. Tap the **Weight** section of the Home screen.
2. Tap **Zero Scale**.
Entering weight manually

1. Tap the **Weight** section of the Home screen.
2. Enter the weight using the number pad.
3. Tap **Apply**.

Adding postage

1. In the Home screen, tap the Postage icon.
2. Enter the amount of postage you want to add to your device.
3. Tap **Add Postage**.

Changing your USPS payment method

You can change your USPS payment method in SendPro Online.

Using a browser on your PC, go to `sendpro.pitneybowes.com`. Log into your PB account and print your postage from there.

**Related topics**

- *Changing your USPS payment method in SendPro Online*

Printing reports

To view and print your reports, go to *SendPro® Online* on a computer.

**Related topics**

- *Viewing your history in SendPro Online*
- *Exporting a history report from SendPro Online*
Replacing the ink cartridge

1. Tap **Replace Ink** on the screen.
2. Lift the ink door by pulling up on the tab.
3. Remove the ink cartridge.

**Caution:** Do not touch the metal parts; they may be hot. Do not shake the ink cartridge; this may cause ink to spill.
4. Remove the shipping tape from the new ink cartridge.
5. Push the ink cartridge into the slot until it clicks.

6. Close the cover and follow the prompts on the screen.

Creating a security PIN

A security PIN lets you restrict access to this device. You'll be prompted to enter the PIN when the device is powered up or when awakes. Follow these steps to create a security PIN.

On the Home screen, tap the settings (gear) icon.

1. Tap Security PIN.
2. Tap Yes, Create PIN.
3. Enter a four-digit PIN.
4. Verify the PIN.

If you need further assistance, please use the Contact Us options below.

Changing your security PIN

A security PIN lets you restrict access to this device. You'll be prompted to enter the PIN when the device is powered up or when awakes. Follow these steps to change your security PIN.
On the Home screen, tap the settings (gear) icon.

1. Tap Security PIN.
2. Tap Change Security PIN.
3. Enter your current PIN.
4. Enter a new four-digit PIN
5. Verify the PIN.

If you need further assistance, please use the Contact Us options below.

Disabling the security PIN

A security PIN lets you restrict access to this device. You'll be prompted to enter the PIN when the device is powered up or when awakes. Follow these steps to disable your security PIN.

On the Home screen, tap the settings (gear) icon.

1. Tap Security PIN.
2. Tap the On icon.
3. Enter your PIN.
4. In the confirmation screen, tap Yes.
5. Verify the PIN.

If you need further assistance, please use the Contact Us options below.
Flashing power button

The power button lamp will indicate what your device is doing. Most of these actions are normal for your device and require no action on your part.

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<th>The button is</th>
<th>What this means</th>
<th>What to do</th>
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<tr>
<td>White, steady (no flashing)</td>
<td>The device is ready</td>
<td></td>
</tr>
<tr>
<td>White, flashing</td>
<td>The device is initializing, printing, shutting down, or in a cleaning cycle</td>
<td>Wait until the action is finished</td>
</tr>
<tr>
<td>Blue, one flash every two seconds, dark screen</td>
<td>The device is in sleep mode.</td>
<td>Press the power button or tap the touchscreen</td>
</tr>
<tr>
<td>Blue, two quick flashes every two seconds</td>
<td>The device is downloading software</td>
<td>Wait until the action is finished</td>
</tr>
<tr>
<td>Blue, rapid flashing</td>
<td>The lift motor is too hot</td>
<td>Wait until the button returns to steady white.</td>
</tr>
<tr>
<td>Red, flashing</td>
<td>Internal error</td>
<td>Call Pitney Bowes</td>
</tr>
</tbody>
</table>

If you need further assistance, please use the Contact Us options below.
2 - Safety

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Safety information

- To avoid personal injury or damage to the equipment, familiarize yourself with proper procedures and methods before you install, operate, or repair the system.
- Follow these safety precautions whenever you use your meter.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed for your workplace.
- Place the meter 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.
- Be certain the area in front of the wall receptacle into which the meter is plugged is free from obstruction.
- Place the system in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- Use the AC power cord included with the meter.
- Plug the AC power cord directly into a wall outlet located near the equipment and easily accessible.
- The AC power cord is the primary means to disconnect this device from the AC power supply.
- 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.
- Always unplug the system and discharge static electricity before using aerosol dusters.
- 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, property damage, or both. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- If the unit becomes damaged, unplug is from the wall.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Always follow specific occupational safety and health standards for your workplace.
- DO NOT remove covers. The covers enclose hazardous parts that should only be accessed by properly trained service personnel.
- DO NOT run the system with the top cover open. Running the system with the top cover open increases the risk of entanglement with moving parts.
- DO NOT place lighted candles, cigarettes, cigars, etc., on the system.
- Contact your system supplier for
  - Supplies
  - Material Safety Data Sheets
  - If you damage the unit
- The device is not intended for use in the immediate field of vision at the workstation. To avoid disturbing reflections at the workstation, this product must not be placed in the immediate field of view.
Safety

Caution:

In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. All inquires can be done by calling 1-800 522-0020 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

Servicing

Please refer to the warranty information is problems occur. Failed units will be returned to the Pitney Bowes U.S. Service Center. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes, Inc., 3001 Summer Street, Stamford, CT 06926.

For more information, visit our website at

pitneybowes.com/us/support/products/sendpro-meters

pitneybowes.com/us
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