

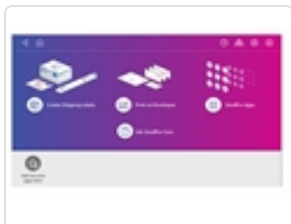


Shipping & Mailing
Postage Meters



SendPro C, SendPro+

Quick Reference Guide



Navigating the Home Screen



Creating a shipping label



*Printing Envelopes /
Creating an Account*



Refilling Postage



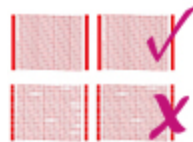
Installing an Ink Cartridge



*Presets and
advancing the date*



Feeding envelopes



*Maintaining the
postage printer*



*Ink waste tank
maintenance*



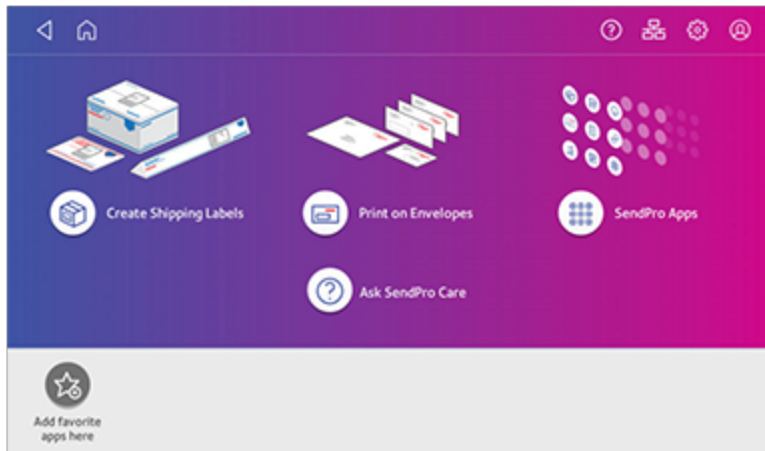
Pitney Bowes Support

Navigating the Home screen

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

Creating shipping labels or printing on envelopes

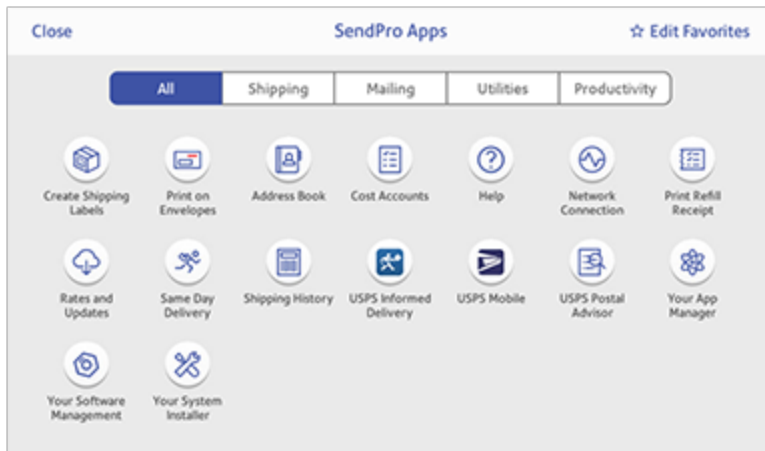
For general purpose envelopes and post cards, print postage by tapping **Envelope Printing or Print on Envelopes**. For important large envelopes or packages using USPS, UPS®, or FedEx® start creating a shipping label by tapping **Trackable Labels or Shipping Labels**.



Note: Your device may have an earlier version of software where **Create Shipping Labels** is **Trackable Labels** and **Printing on Envelopes** is **Envelope Printing**.

Using SendPro Apps

Tap on **SendPro Apps** to access to a variety of applications 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), or check the status of your network connection (Network Connection).



You can also add your most frequently used apps to a list of favorites appearing along the bottom of the Home screen.

Getting help on your device

Tap **Ask SendPro Care** on the Home screen to get information and help for your device. This includes:

- View alerts.
- Get information about your device- your account number, serial number and model number.
- Any error messages on your device, like "Cover open" or "Low Funds".
- A list of the most popular searches.
- Access to PDF operator guides.

The toolbar

The toolbar located at the top of the Home screen appears at the top of every screen within the Trackable Labels or Shipping Labels and Envelope Printing or Print on Envelopes applications.

This toolbar allows you to view and change settings and defaults values for your machine and the Trackable Labels or Shipping Labels and Envelope Printing or Print on Envelopes applications.



- (1) Back** - Return to the previous screen.
- (2) Home** - Return to the Home screen from anywhere in Trackable Labels or Shipping Labels or Envelope Printing or Print on Envelopes.
- (3)** You can also open the SendPro Care app by tapping on the question mark in the toolbar.
- (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 machine and application settings. For your device, this includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For the Envelope Printing or Print on Envelopes this includes setting the default postage refill amount, installing external scales and performing maintenance on the mail postage printer. For the Trackable Labels or 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 C, SendPro+ device.

Creating a shipping label and a shipping label account

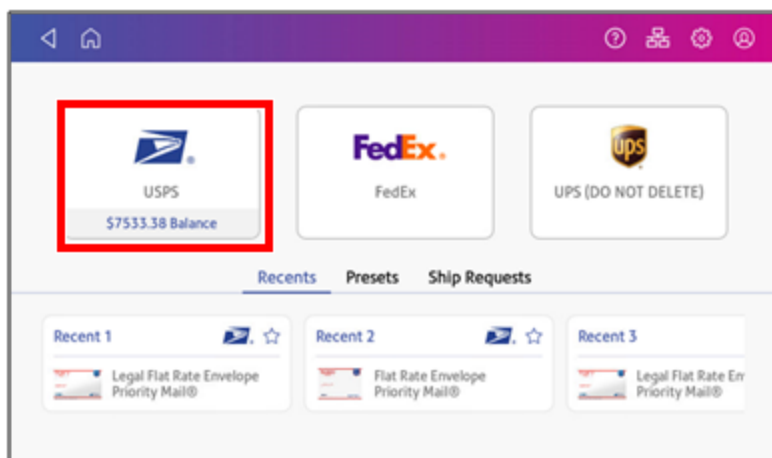
You can create and print a shipping label and charge the postage costs for that label to an account.

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

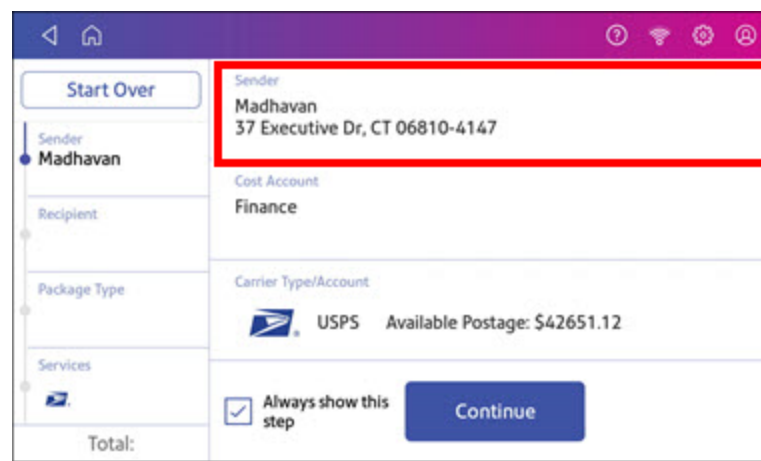
Creating and printing a shipping label

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

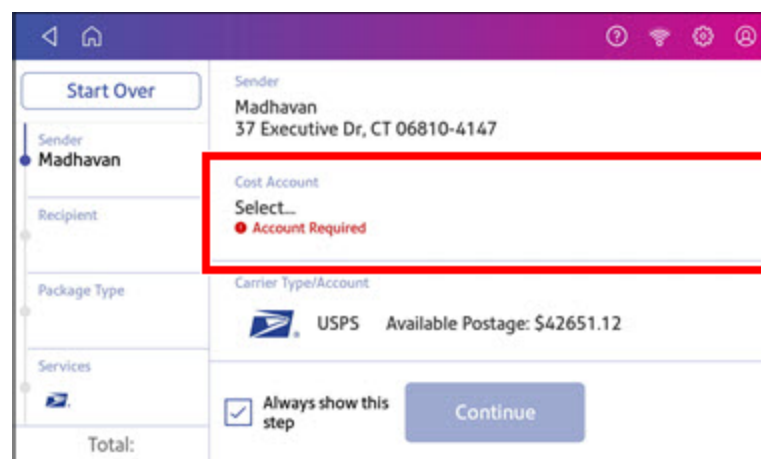
1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap the carrier you wish to use.



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

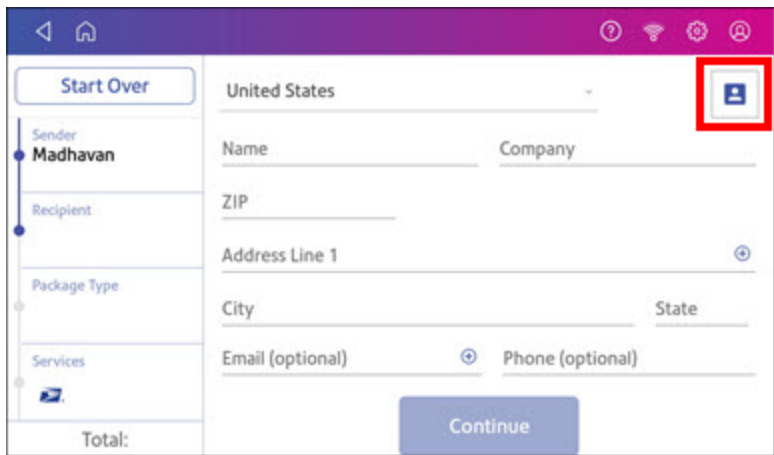


4. If cost accounts are enabled, you must select an account. If an account is already selected, verify that it is correct. To change or add the account, tap the **Cost Account** field and select an account.

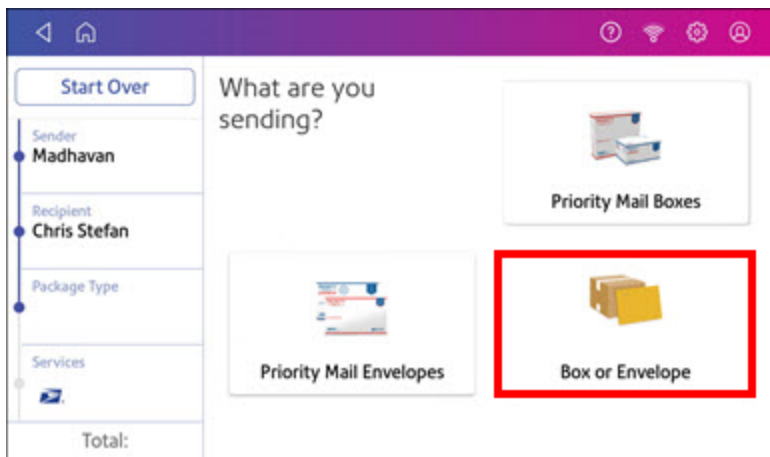


5. Tap **Continue**.

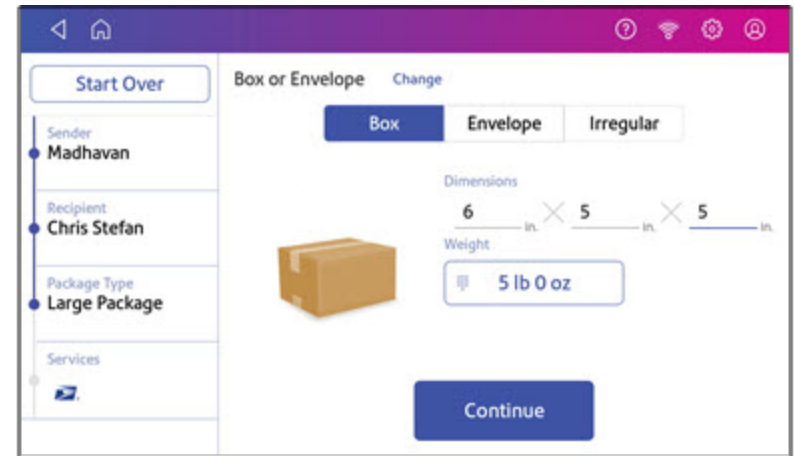
6. Enter the recipient address manually, or tap the **Address book** icon to select one from the address book.



- 7. Tap **Continue**.
- 8. Tap a package type.

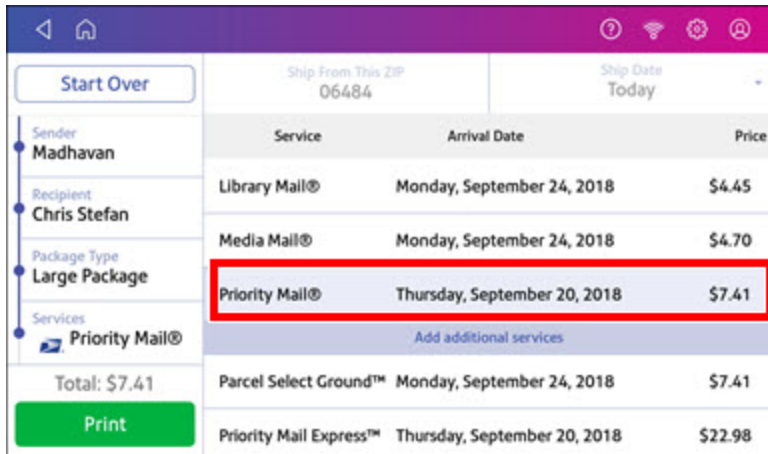


- 9. Enter the dimensions and weight of the package:
 - Tap each dimension and enter a value. Tap the green check mark when done.
 - If you have an attached scale, place the package on the scale and tap the **Weight** button. Tap **Scale** and the weight appears. Tap **Apply**.
 - If you do not have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

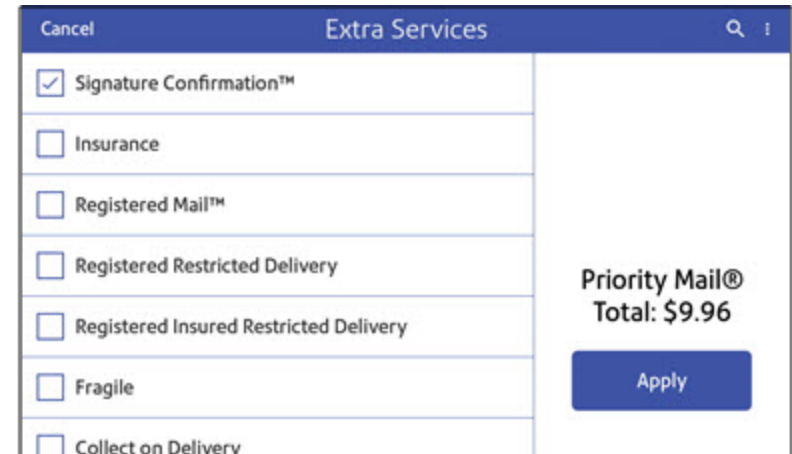


10. Tap **Continue**.

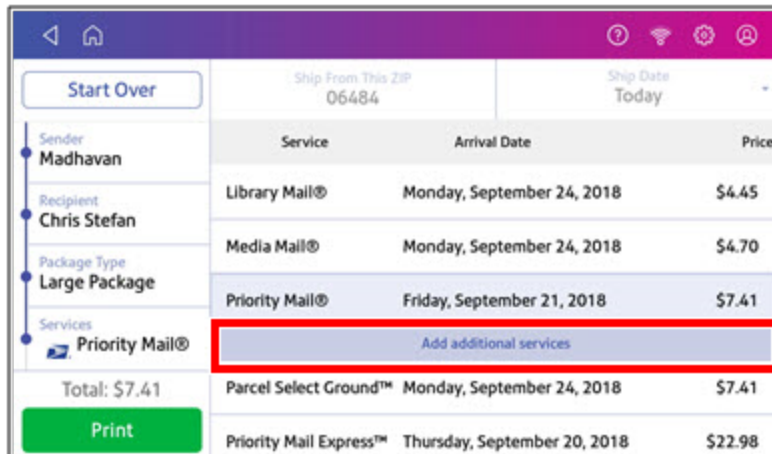
11. Tap the service you wish to use.



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

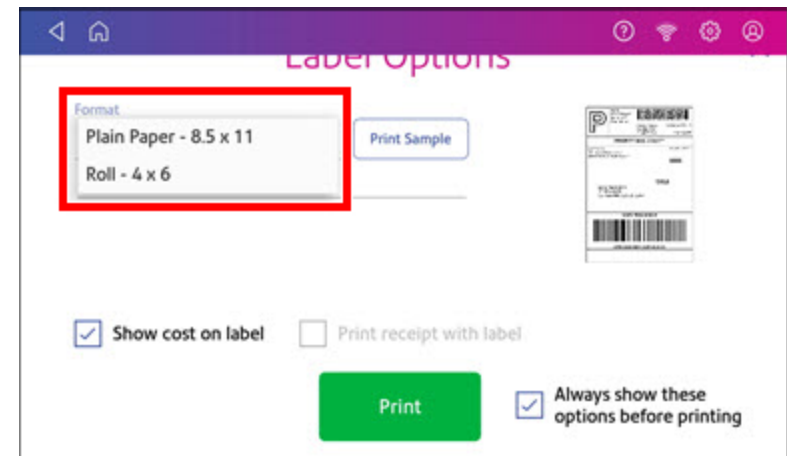


12. To add additional services, tap **Add additional services**. If you are not adding any extra services, go to step 14.



14. To print the label, tap **Print**.

15. On the Label Options screen, tap **Format** and select the printer format.



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

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

Using cost accounts to charge back shipping label postage costs

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

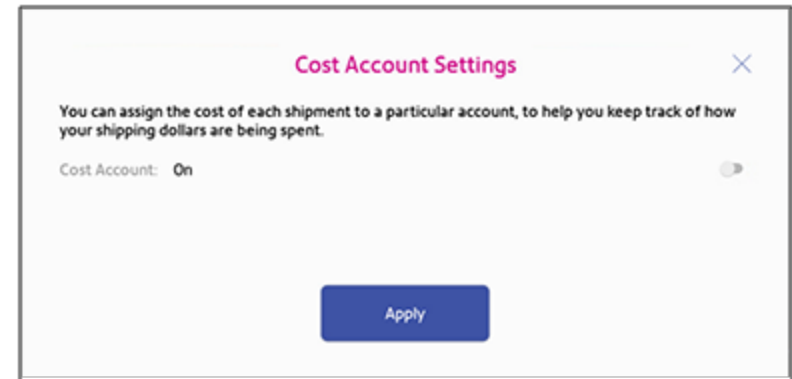
1. Open the Cost Accounts screen:
 - Tap **Cost Accounts** in the application drawer at the bottom of the Home screen, or,
 - Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.

2. Tap the Cost Account settings icon in the upper right corner of the

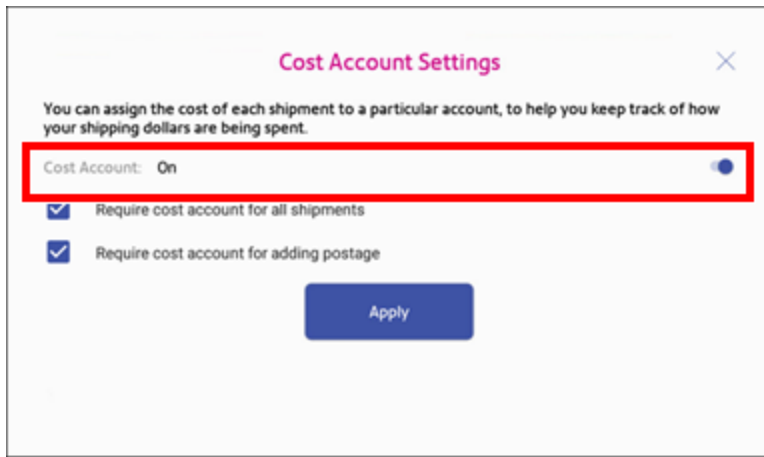


Cost Accounts screen.

If cost accounts are not enabled, you will see this screen.



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



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

4. Tap **Apply**.

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

Adding a Trackable Labels or Shipping Labels cost account

Create cost accounts to record Trackable Labels or Shipping Labels usage by department.

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

2. Tap the plus sign **+** in the upper left corner of the Cost Accounts screen.
3. Enter the account name, up to 20 characters. Tap the green check mark when done. You can use lower case letters, upper case letters, numerals and special characters for the account name. Allowed special characters include:
 - - hyphen
 - _ dash
 - ' single quote
 - @ at sign
 - . Full stop
 - and optional description.
4. (Optional) Enter a description of the account, up to 200 characters.
5. Tap **Enter** (green check mark) when done. You can use the same types of characters as for the account name.
6. Tap **Active** or **Inactive**, whichever is appropriate for this account.
7. Tap the checkbox for **Make this my default Cost Account** to make this cost account automatically used for all Trackable Labels or Shipping Labels.
8. Tap **Apply**.

Printing postage on envelopes and charging the cost to an account

You can print postage on an envelope and charge the printing postage cost to an account.

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

Sending a First-Class letter envelope

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

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

Note: If you have previously printed any envelopes, you may get a message that transactions are being uploaded. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Adding an Envelope Printing or Print on Envelopes account

Create accounts to record Envelope Printing or Print on Envelopes usage by department.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap the **Preferences** icon in the upper right corner of the screen.



4. Tap **Manage Accounts**.
5. Tap **Create new account**.
6. Tap **Create a new account** for a new account.
7. Complete the required account name field. Account names can be up to 75 characters long.
8. Complete the required code field. Assign a unique code to identify each account. Codes help you locate accounts more easily.

9. Complete any optional fields, such as:
 - **Description** - Enter a description of the account up to 150 characters.
 - **Password** - Tap **Password** to create a password for an account.
 - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You must enter this password to edit or feed mail against the account once enabled.
10. Ensure you set the status to active.
11. Tap anywhere on the screen, but outside of the fields when complete.
12. 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.
13. Press the back-arrow to return to the account list.

Refilling postage on your device

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

Before you begin:

Make sure that your device is connected to the internet.

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



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



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

Refilling envelope printing postage

To refill your envelope printing postage:

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

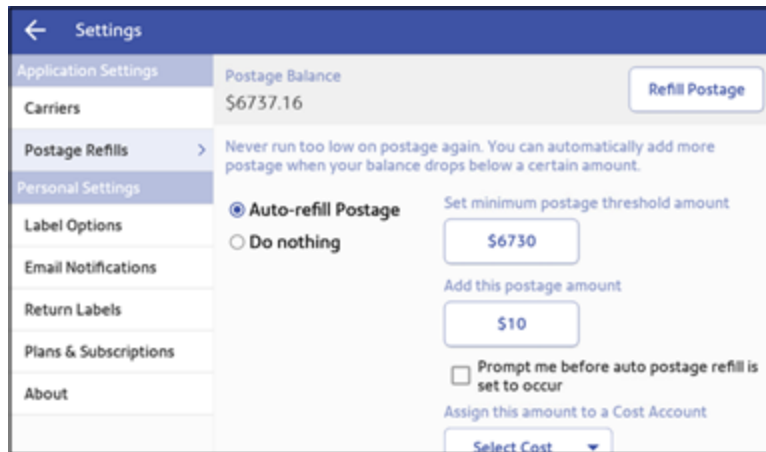
Refilling shipping label postage

To refill your shipping labels postage account:

1. Tap **Settings** on the toolbar.



2. Scroll down to **Shipping Refills**.
3. Tap **Shipping Refills**. The shipping label postage refill screen appears.



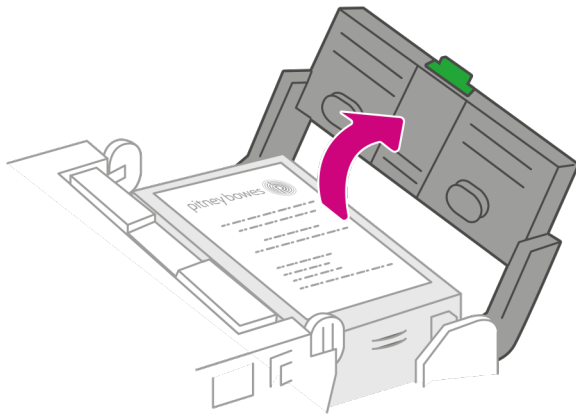
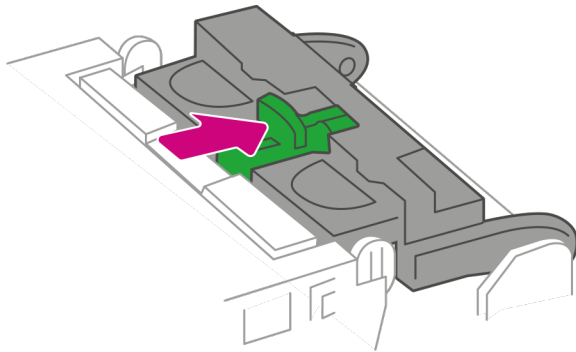
4. If you have enabled cost accounts for Trackable Labels or Shipping Labels, you must select a cost account. Tap on the **Select Cost** button and choose an account from the drop-down list.
5. Tap the **Refill Postage** button on the upper right corner of the screen.
6. Use the numeric keypad that appears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

Installing the ink cartridge

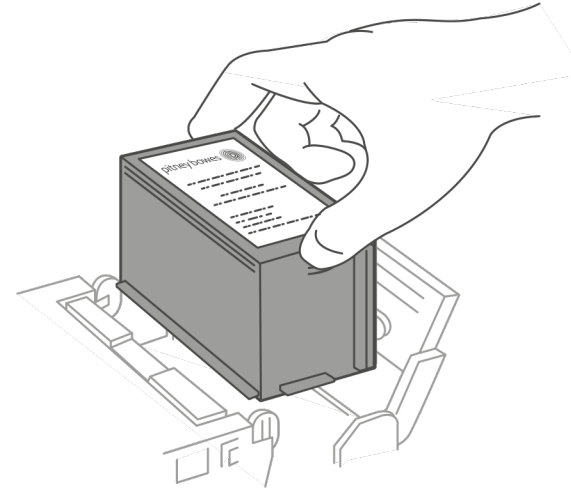
1. Tap **Settings** on the toolbar.



2. Scroll down and tap **Mail Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the cover. The ink cartridge moves to the front position.



5. Remove the ink cartridge, as shown below.



6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Mail Printer Maintenance screen re-displays.
7. Perform a print test to ensure you get a good test print pattern.

Important: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your device. If you need ink, order a genuine Pitney Bowes replacement ink cartridge. When your device shows the low ink warning an ink cartridge will be ordered for you automatically, if you are enrolled in the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes website.

Using presets and advancing the date

Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphic. The maximum number of presets you can have is 21. This includes the default preset.

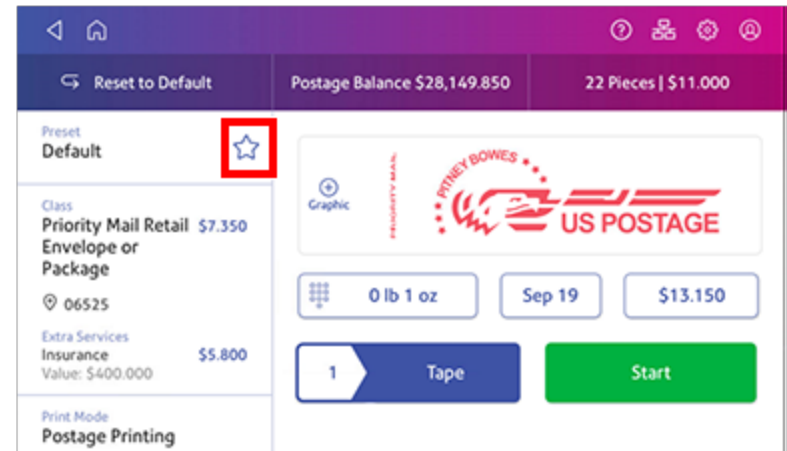
Creating presets for printing postage

Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphics. The maximum number of presets you can have is 21. This includes the default preset.

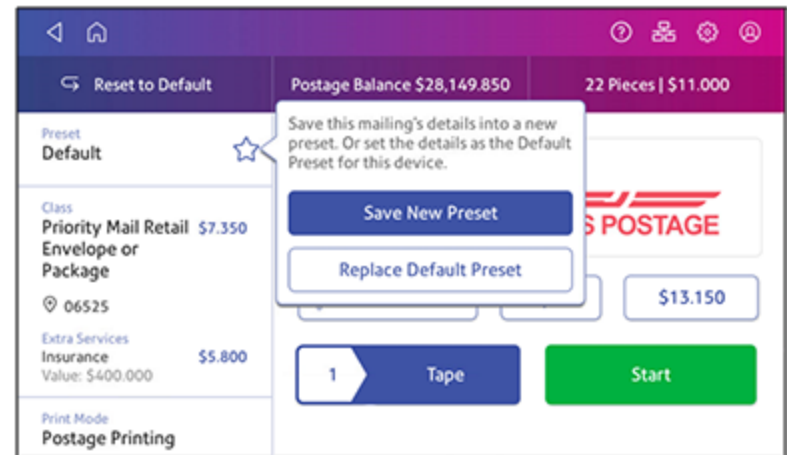
1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Class**, select the class and any special services, messages or graphics.
3. Verify the settings on the Envelope Printing or Print on Envelopes screen.

4. Tap the star in the Preset box.

Important: You must modify something in the Envelope Printing or Print on Envelopes screen for the Preset star to appear.



5. Tap **Save New Preset** to save it. If you wish to save it and replace the default setting, tap **Replace Default Preset**.



6. For a new preset, enter a name, then tap **Save**.

Selecting a preset for printing postage

Select a preset to quickly select a commonly-used group of settings.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Preset**.
3. Tap the preset you want to use, then tap **Apply Preset**.

The Envelope Printing or Print on Envelopes screen restores the default preset values when you select a preset and do not use it within about one minute. Turning your device off and on also restores the default preset.

Advancing the date

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

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap the date. The calendar is displayed.
3. Tap **Tomorrow** or **Another Date**, depending on the date you wish to print.
4. When you see the future date highlighted on the calendar, tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the SendPro C, SendPro+ model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

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

Preventing envelope feeding problems

Ensure you feed envelopes correctly to help prevent feeding problems.

Actions you can take to ensure that your envelopes feed correctly:

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 on the first envelope.
4. Continue to feed envelopes, one at a time, simultaneously pressing the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
 - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder.
 - If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

Hold the envelope against the back wall to avoid skews

If you don't hold the envelope against the back wall it can feed in crooked or skewed. A skewed envelope can either exit the device with no postage applied or cause a jam. The message Clear Paper Jam appears. Funds may be deducted from the device. 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 and 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.

Maintaining the printer for printing postage

To maintain the printing for printing postage on envelopes, first run a print test.

Running a print test

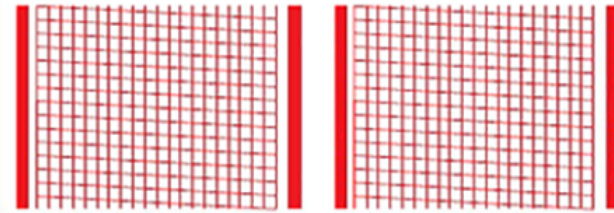
Print a test pattern to see if the printhead is working properly or if you have enough ink in the cartridge.

1. Tap **Settings** on the toolbar.

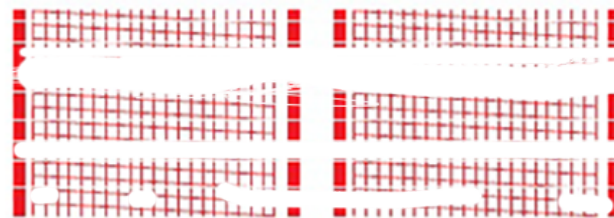


2. Scroll down and tap **Envelope Printing or Print on Envelopes**.
3. Tap **Print Test Pattern**.
4. Feed the envelope through the device when the message "Print a Test Pattern?" appears.
5. Examine the pattern printed on the envelope:
 - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
 - Tap **Clean Print Nozzle** if the test pattern has missing or incomplete lines
 - Once the cleaning operation completes, you must print another test pattern.
 - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.

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



Good Test Print



Bad Test Print

If you get a bad test print, try cleaning the print nozzles and if necessary, the printhead.

Cleaning the print nozzles

If you get a bad test print pattern, clean your print nozzles to try to correct the problem.

1. Tap **Settings** on the toolbar.



2. Scroll down to the Envelope Printer Settings section.

3. Tap the **Mail Printer Maintenance** button.
4. Tap **Clean Print Nozzle**.
5. Once the cleaning operation completes, you are prompted to print another test pattern. If the new pattern still has broken or missing lines, you may need to replace the ink cartridge or printhead.

Cleaning the printhead

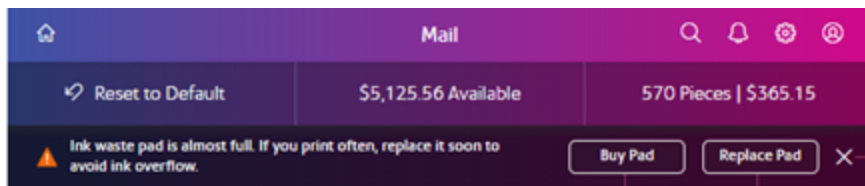
If you clean the print nozzle and you still get a bad test print pattern, try cleaning the printhead

For information on how to clean the printhead, refer to your SendPro C operating guide which can be found on our support site. Using a browser on your PC, go to <https://www.pitneybowes.com/content/pb/us/en/support/products/sendpro-c-7h00-8h00-8h05.html>

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 Envelope Printing or Print on Envelopes 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."



If the message is showing on the screen follow these steps:

To purchase replacement waste pad

Tap **Buy Pad**. You will be directed to the Supplies app where you can order a new pad right from the device.

To replace the pad

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.



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 message no longer appears on the screen follow these steps:

If you need a replacement waste pad, use the Supplies app to purchase the pad.

To replace the pad:

1. Tap the **Settings** icon in the toolbar.
2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap on **Install Ink Waste Pad**.

Envelope Printer Maintenance

Reminder! Do not leave the cover open for long periods of time. Poor printing performance may occur.



4. The instructions for replacing the existing pad display on the screen.
5. Follow the steps in each screen. To advance from one screen to the next, swipe to the left on the screen.
6. After you slide the waste tray with the new pad back in place, tap **Reset Ink Waste Counter** to continue.

7. Use the keypad to enter the reset code.
8. 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.

Pitney Bowes Support

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

If you device's model number is:

8H00: Copy the following URL to your browser:

<https://www.pitneybowes.com/content/pb/us/en/support/products/sendpro-c-7h00-8h00-8h05.html>

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