



Shipping & Mailing  
Postage Meters

# SendPro® Mailstation

## User Guide

US English Edition  
SV63352 Rev G  
August 25, 2023

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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

| Document Part Number           | Release Date  | Comments   |
|--------------------------------|---------------|--|
| <a href="#">SV63352 Rev. A</a> | December 2019 | Initial release  |
| <a href="#">SV63352 Rev. B</a> | April 2020    | Periodic update for additional features and clarity  |
| <a href="#">SV63352 Rev. C</a> | January 2021  | Added Priority and Certified Mail; advancing, correcting, and omitting the date; and postage correction. |
| <a href="#">SV63352 Rev. D</a> | May 2021      | Reorganized table of contents; edited topics for clarity   |
| <a href="#">SV63352 Rev. E</a> | October 2021  | Edited topics for clarity  |
| <a href="#">SV63352 Rev F</a>  | June 2022     | Edited topics for clarity  |
| <a href="#">SV63352 Rev G</a>  | August 2023   | Updated contact information  |

## 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](https://pitneybowes.com/us/support/sendpromailstation) (pitneybowes.com/us/support/sendpromailstation) for the most current documentation.

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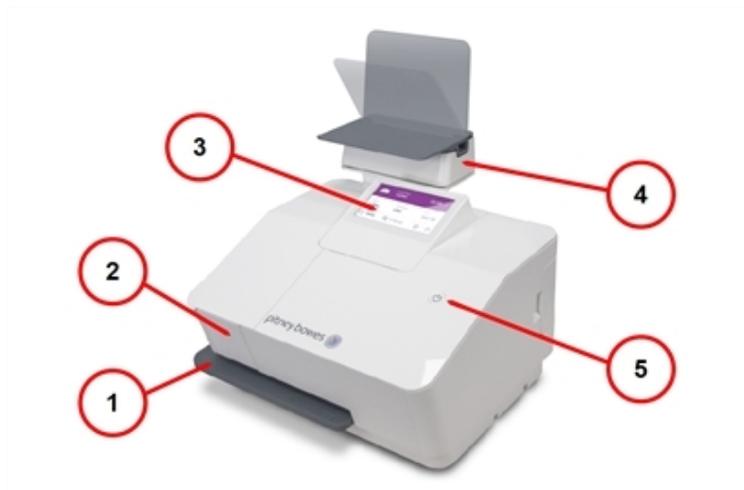
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# 1 - Product Information

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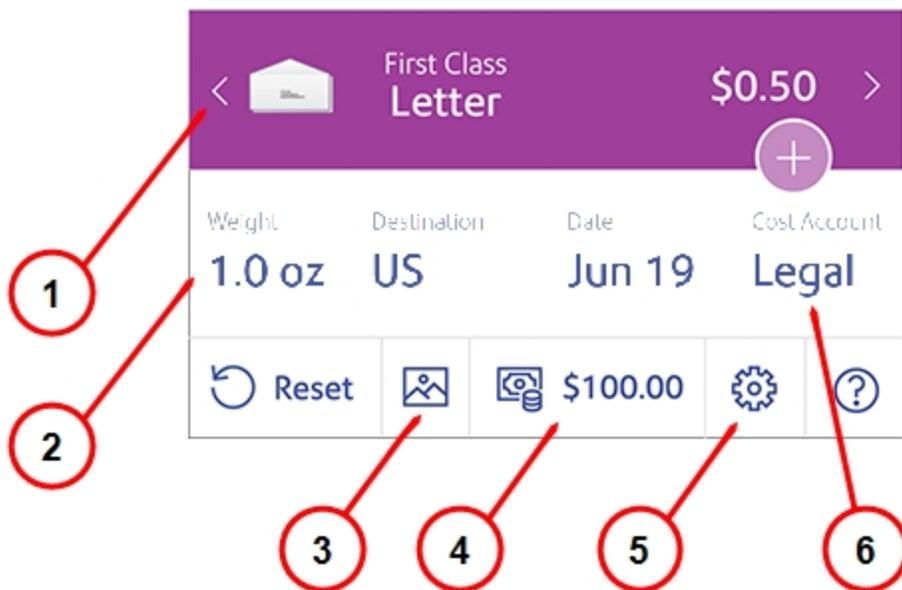
## Parts of the machine



1. Printer tray
2. Ink access cover
3. Touchscreen display
4. Scale (may be positioned left, right, or behind the device on the optional stand)
5. Power button and indicator lamp

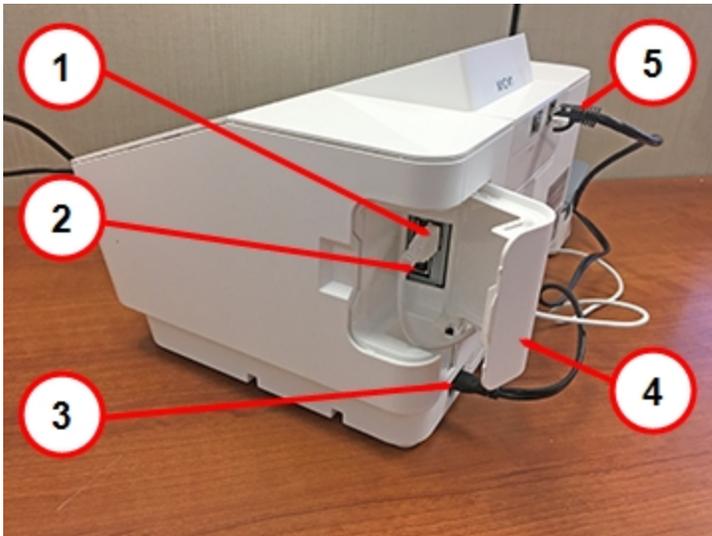
## Navigating the Home screen

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



1. Mail type
2. Weight received from the scale. Tap here to enter weight manually.
3. Graphics. Tap here to add an image when you print postage.
4. Postage balance. Tap here to refill postage.
5. Settings
6. Cost Account (if enabled)

## Connections on the back of the device



1. USB port, type A. This port is for the external scale.
2. USB port type B. This port is inactive and will not support any devices.
3. AC power cable connection. Use only the provided power cable.
4. USB port cover
5. RJ45 (Ethernet) port for a LAN connection.

## Material specifications

- Width: 3.5-13 in
- Length: 5-15 in
- Thickness: 0-0.375 in
- Weight: 0-13 oz



**Caution:** Envelopes with protruding bumps or embossed surfaces should not be placed into the device.

# 2 - Installation

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# Installing the SendPro Mailstation

If you are installing a SendPro Mailstation for the first time, follow these instructions.

1. *Before you begin*
2. *Open the box*
3. *Unpack the device*
4. *Connect the device to the power outlet*
5. *Select network connection type*
6. *Set up your PB.com account*
7. *Install the ink cartridge and run a test pattern*
8. *Install the scale*
9. *Enter ZIP Code and security PIN*
10. *Add postage*

## 1 Before you begin

Watch this video or follow the instructions below to learn how to install your device.

Follow the instructions below to learn how to install your device.



Before you begin installing your new SendPro Mailstation, you must decide how you plan to pay for postage and what type of connection (wired or wireless) you wish to use. In addition, you must gather account and password information.

### Choose your postage payment method

Pitney Bowes offers different options to pay for postage for mailing. Decide how you wish to fund postage on your SendPro Mailstation. Visit [Paying for postage](#) for more information.

### Choose how to connect to the internet

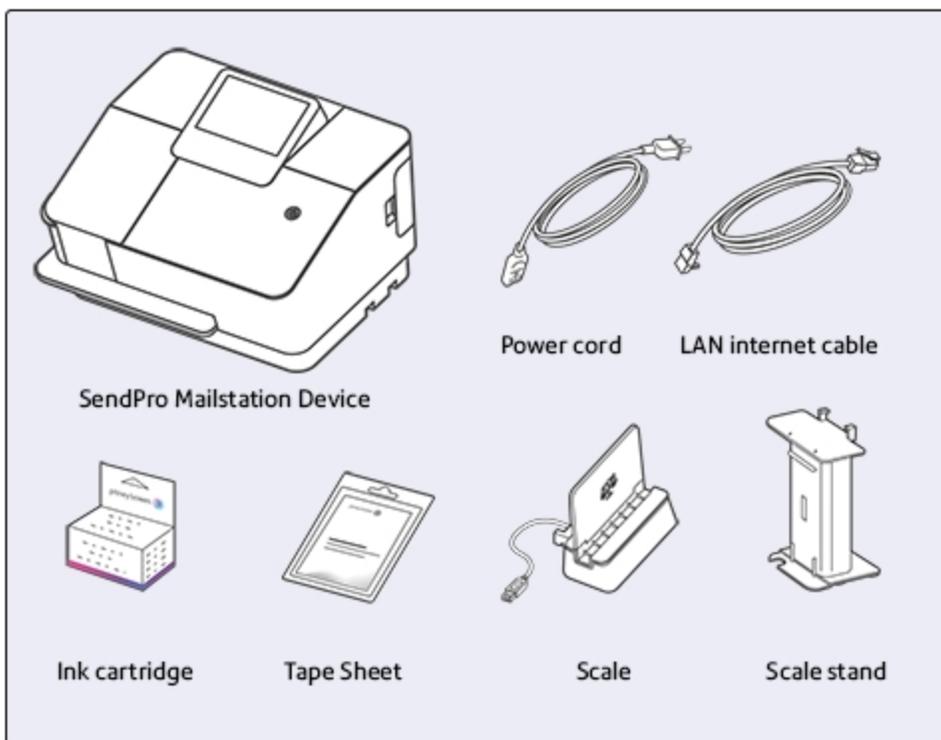
|  |  |
|--|--|
| <p><b>Wired Connections</b> </p>      | <ul style="list-style-type: none"><li>• Take about 10 minutes to set up</li><li>• Require access to a network port and power outlet.</li></ul>   |
| <p><b>Wireless Connections</b> </p> | <ul style="list-style-type: none"><li>• Take about 15 minutes to set up</li><li>• Require access to a wireless network (router) and power outlet.</li><li>• Require a wireless network name and password</li></ul> |

## Get account, password information, and ZIP Code

- Find the email address and password that you use to sign into **Your Account** on Pitney Bowes.
- During the installation, you can create a new email address and account instead of using an existing one.
- Find the ZIP Code™ for the location where you plan to install the device.

## 2 Open the box

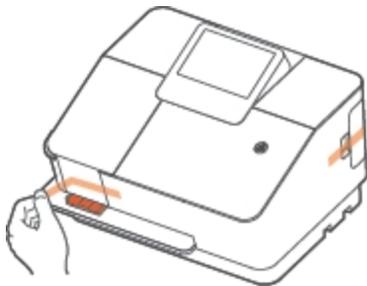
This diagram lists the items you should find in your box. If anything is missing, contact Pitney Bowes.



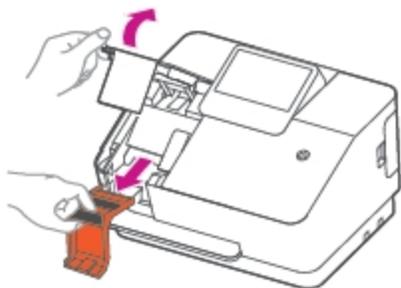
# 3

## Unpack the device

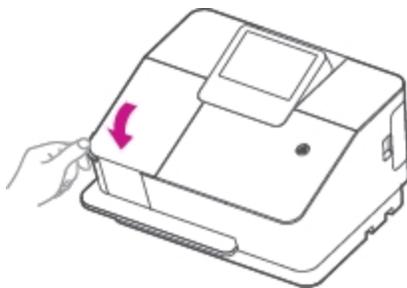
1. Remove all tape.



2. Open and remove the orange protector.



3. Close the cover.

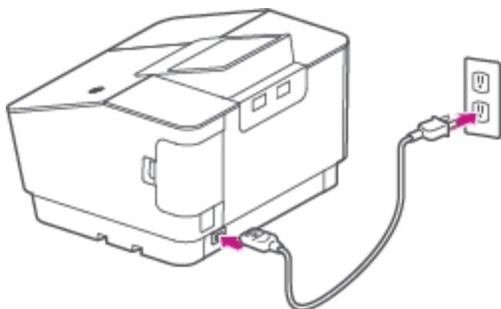


**Warning:** Do not install the ink now. You get the "Install ink cartridge" prompt later in the installation process.

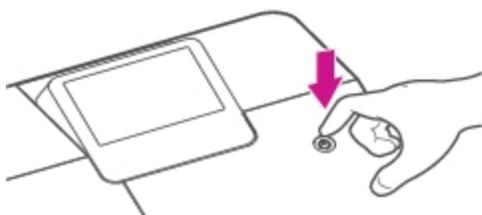
# 4

## Connect the device to the power outlet

1. Connect the device to a wall power outlet.



2. Press the power button, and wait for the system to start up.



3. Tap **Get Started** on the touchscreen and continue installation steps.



## 5

### Select network connection type

1. Tap the network type, either **Wired** or **Wireless**.
  - a. If you tap **Wireless**:
    - i. Tap the name of your router and the password.
    - ii. Enter your password.
    - iii. Tap **Connect**.
  - b. If you tap **Wired**:
    - i. Plug in the Ethernet cable on the back of the device.
    - ii. Tap **Advanced Network Options**.
    - iii. Tap **Connect**.
2. Tap **Continue** when you see a "Connected to Network" message.

## 6

### Set up your PB.com account

1. Tap **Enter email address**.
  - a. Enter the email you use to log in to Your Account.
  - b. If you don't have Your Account set up, enter your email address to create an account.
2. Tap **Next**.
3. Follow the prompts to enter your password.
4. Tap **Confirm** to confirm your email and password.

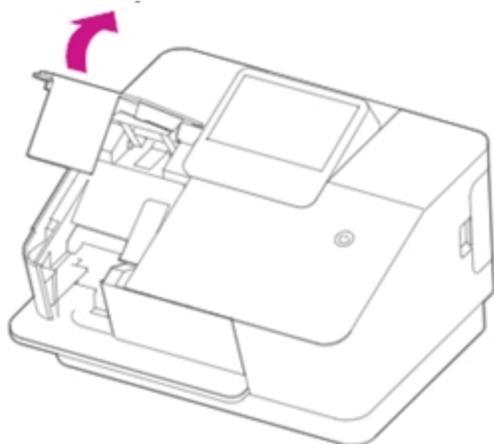
Once the device connects to Pitney Bowes, you are ready to install the ink cartridge and the scale.

**7****Install the ink cartridge and run a test pattern**

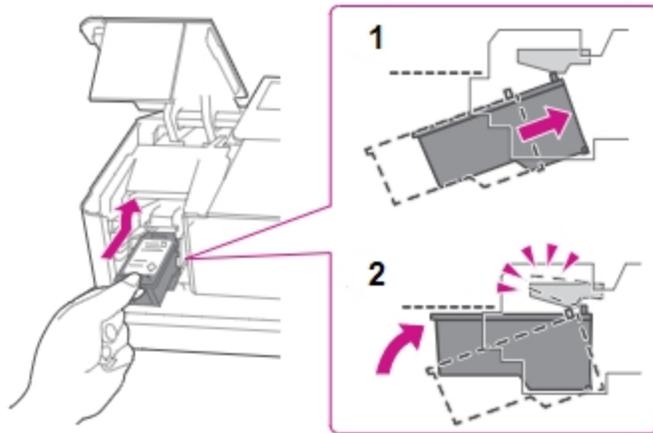
1. Remove the ink cartridge from its container. Remove the orange sticker from the bottom of the ink cartridge.



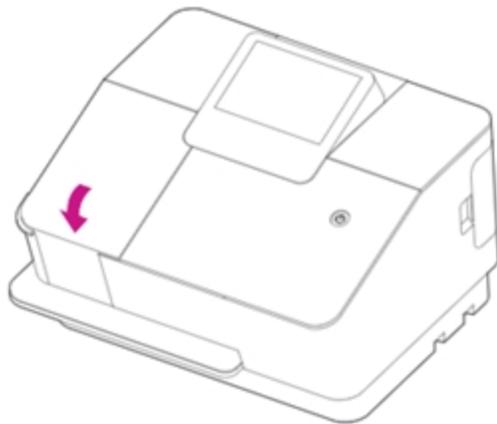
2. Open the ink door.



3. Slide the cartridge in at an upward angle, then firmly press it up until it clicks into place.

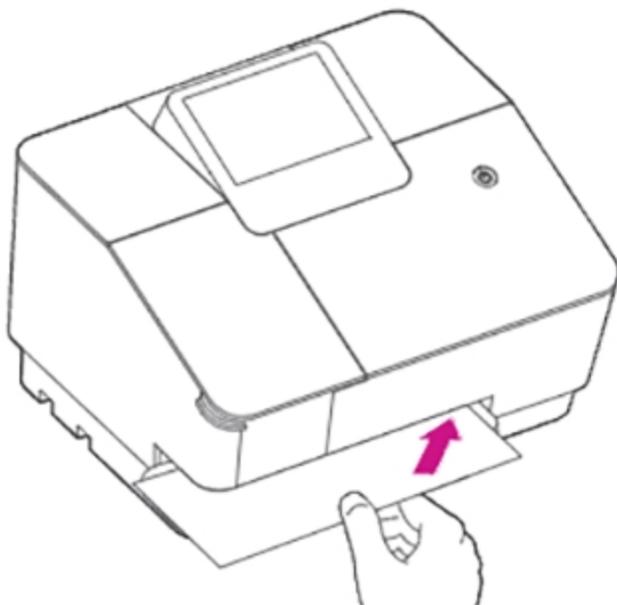


4. After you click the ink cartridge into place, close the ink door.

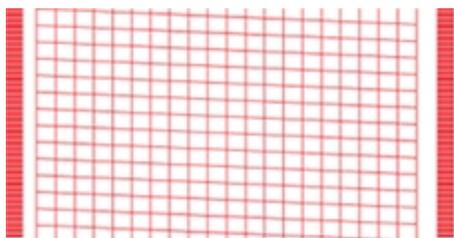


5. Tap **Continue**.

- When the screen says **Create a Test Print**, insert an envelope or tape sheet into the slot, pushing in all the way to the back and right. The device clamps the letter and prints postage. The power button flashes while the device prints.



- When the test print envelope is released by the device, compare the printed test pattern to the ones on the screen.
- Tap **Good Test Print** if the test pattern looks good.

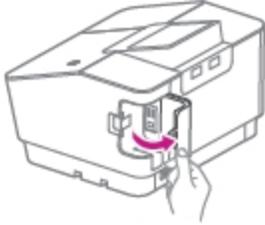


- Tap **Continue**.

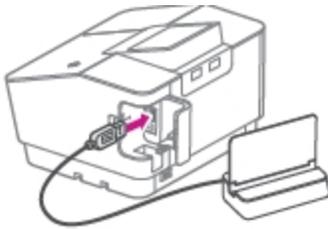
# 8

## Install the scale

1. Open the door on the right side of the device to access the USB port.



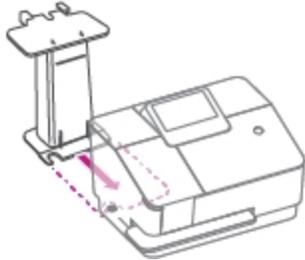
2. Connect the USB cable to the device.



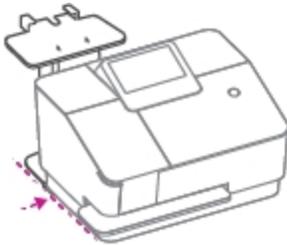
### 3. Position the scale

- **Option 1: Install the scale behind the device**

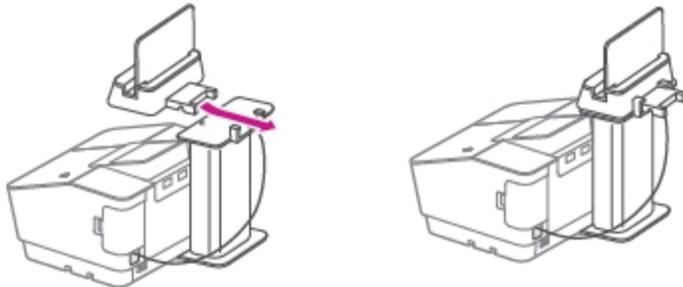
- i. Slide the scale stand under the left back side of the device.



- ii. Make sure the scale stand slides along to the left side of the bottom of the device.

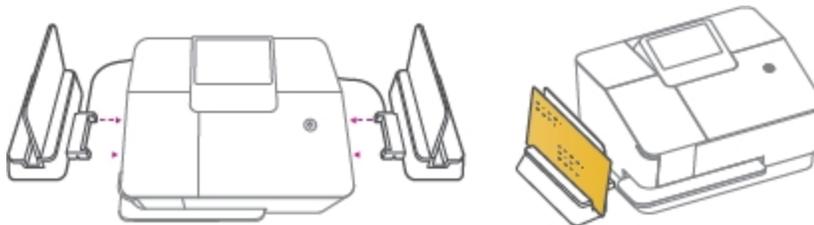


- iii. Slide the scale into the pegs on the scale stand.



- **Option 2: Install the scale on either side of the device**

- i. Respond to the prompts on the display to complete the scale installation.



## 9

### Enter ZIP Code™ and security PIN

- a. Enter the ZIP Code for your location.
- b. If you wish to create a PIN for your device, enter a 4-digit number when prompted.

If you wish to create a PIN for your device, enter a 4-digit number when prompted.

## 10

### Add postage

1. Tap **Continue**.
2. Enter an amount.
3. Tap **Add Postage**.

Your SendPro Mailstation is ready for use.

# 3 - Connectivity

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## Setting up a wireless (Wi-Fi) network connection

Set up a wireless connection when you connect your device to your network using Wi-Fi.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Network Settings**.
4. Tap **Change Network Settings**.
5. Tap **Wireless**.
6. Tap **Select Wireless Network**.
7. Choose your Wi-Fi network from the list. If your Wi-Fi network is hidden, tap **Join Other Network**.
8. Enter your Wi-Fi password, then tap **Next**.
9. Tap **Connect**.
10. Tap **Continue**.

## Setting up a wired network connection

Set up a wired connection when you connect your device to your network with an Ethernet cable.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Network Settings**.
4. Tap **Change Network Settings**.
5. Tap **Wired**.
6. Tap **Advanced Network Options**.
7. Tap **Continue**.

## Advanced installation requirements

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

- [Wi-Fi connectivity specifications](#)
- [Port and communication requirements](#)
- [URL Requirements](#)

For further setup instructions, visit [pitneybowes.com/us/support/sendpromailstation](https://pitneybowes.com/us/support/sendpromailstation).

## Wi-Fi connectivity specifications

SendPro Mailstation supports

- IEEE 802.11b/g/n 2.4GHz networks
- 802.11a/n 5GHz wireless networks.

SendPro Mailstation **does not support**:

- 802.1X networks that require enterprise or domain authentication
- Public or Guest networks with a web page login

## Port and communication requirements

This device uses only outbound communications through the network to minimize threats to your network and increase the ease of monitoring.

- Ports used for connection - ports 31314, 993, or 443 using TCP
- Ports used for upgrades - port 80 using TCP/HTTP
- Transfer data via HTTPS (with TLS 1.2)

## IP configuration

- DHCP (Dynamic IP) is the default setting for the SendPro Mailstation.
- Static IP may be used. The following fields are available:
  - IP address
  - Subnet mask
  - Default gateway
  - Primary DNS

## URL requirements

The following Fully Qualified Domain Names must be allowed through your network for the SendPro Mailstation device to operate properly. If your firewall has restrictions, please allow access to these FQDN's. We recommend these FQDN's are left open for the device to function.

If possible, please use this wildcard string:

- \*.sl.pb.com

If it is not possible to use the wildcard, please allow access to the following:

- [upgrades.sl.pb.com](https://upgrades.sl.pb.com)
- [imp.sl.pb.com](https://imp.sl.pb.com)
- [agent.sl.pb.com](https://agent.sl.pb.com)
- [slpb-us-east-1-imp-csd01a.boxen.sl.pb.com](https://slpb-us-east-1-imp-csd01a.boxen.sl.pb.com)
- [slpb-us-east-1-imp-csd02a.boxen.sl.pb.com](https://slpb-us-east-1-imp-csd02a.boxen.sl.pb.com)
- [slpb-us-east-1-imp-csd03a.boxen.sl.pb.com](https://slpb-us-east-1-imp-csd03a.boxen.sl.pb.com)
- [slpb-us-east-1-imp-csd04a.boxen.sl.pb.com](https://slpb-us-east-1-imp-csd04a.boxen.sl.pb.com)

Reverse lookups of the SendPro Mailstation IP addresses will resolve to Amazon AWS servers. Amazon AWS is the primary DNS record for the IP address.

## Checking the MAC address for wired and wireless networks

A MAC address is a hardware identification number that uniquely identifies each device on a network. Your device uses separate MAC addresses for wired and wireless connections. On the back of the device, you'll find both the wired and wireless MAC addresses on a sticker under the LAN port.



1. Wired MAC address
2. Wireless MAC address

To view the current MAC address of a connected device:

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **About Device**.
4. Tap **Network info**.
5. The MAC address displayed is based on the current connectivity type of the unit (wired vs wireless). If your device is not connected to a network, this field will be blank.

## Setting up a proxy server

A proxy server is a computer that acts as a gateway between your local network (and your device) and a larger-scale network (such as the internet). Proxy servers provide increased performance and security.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Network Settings**.
4. Tap **Change Network Settings**.
5. Tap the **Wireless** or **Wired (Ethernet)** option in the in the Device & Network section.
6. For **Wireless**:
  - a. Select the network from the list.
  - b. Tap on the **Advanced Options** checkbox to select it.
  - c. Tap **Proxy: Manually configure proxy settings**.For **Wired (Ethernet)**:
  - a. Select either DHCP or Static IP
  - b. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select **Manual**.
7. For **Proxy Hostname** enter the IP address, HTTP or HTTPS proxy address of your proxy server.
8. For **Proxy Port**, enter the port the device should use to send network traffic to the proxy server.
9. If your Proxy Server requires authentication, select the **Need Authentication** check box and fill in the additional fields.
  - a. Enter the **Proxy Username**. This may be case sensitive for some proxy servers.
  - b. Enter the **Proxy Password**. This is case sensitive for proxy servers.
10. Tap **Next**, then tap **Connect**.
11. When the device connects to the network, tap **Continue**.

A proxy server works by intercepting connections between sender and receiver. All incoming data enters through one port and is forwarded to the rest of the network via another port. By blocking direct access between two networks, proxy servers make it much more difficult for hackers to get internal addresses and details of a private network.

# 4 - Postage Funding

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## Adding or refilling postage

1. On the Home screen, tap **Postage** .
2. Enter the amount of postage you want to add to your device. The postage balance cannot exceed \$1,000. The device will display an error message if you try to refill beyond the limit.
3. Tap **Add Postage**.

When you add postage using a credit card as the payment method, a 3.5% administrative fee will be added. When you use a Reserve Account or Purchase Power Account as the payment method, there is no administrative fee.

## Changing your postage payment method

How you change your postage payment method depends on which method you currently use:

- [Purchase Power Account](#)
- [Reserve Account](#)

### Purchase Power Account

If you currently use Purchase Power Account and wish to change your payment method, please contact us.

### Reserve Account

If you currently use a Reserve Account account and wish to change your payment method, please contact us.

## Receiving postage refill receipts by email

You can see your postage refill receipts at any time on SendPro Mailstation. Follow these steps if you want receipts emailed to you.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Reports**.
4. Tap **Refill Receipt Preferences**.
5. Tap the switch for Email refill receipts to **On**.
6. (Optional) To add additional emails for notification when a postage refill is set to occur, go to [SendPro Online or PitneyShip](#) on a computer.
  - a. Select **Settings > Postage Refills**
  - b. Enter the email address in the Postage Refill Email field

## Transferring funds from an older device to SendPro Mailstation

If you upgrade to a SendPro Mailstation from an older device such as a DM100i-DM225 device, follow these steps to remove funds from your old device and add funds to your new SendPro Mailstation.

### 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). Select your old device for instructions.



*mailstation™ and mailstation2™*

*DM100®i, DM200L™, DM125™, DM225™*

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 SendPro® Mailstation

Follow the procedure to add funds from your payment source to your SendPro® Mailstation:

- *[Adding postage to the SendPro Mailstation](#)*

# 5 - Scales and Weighing

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## 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; use the guide pins to hold the scale in place, or place the scale on the optional stand behind the device.



## Zeroing the scale

To reset the scale to zero to ensure accurate weighing:

1. Remove any items from the scale.
2. Tap **Weight**.
3. Tap **Zero Scale**.

## Using the scale

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



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

## Entering weight manually

If you know the weight of your mailpiece and you don't have a scale, you can enter the weight manually.

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

# 6 - Mailing

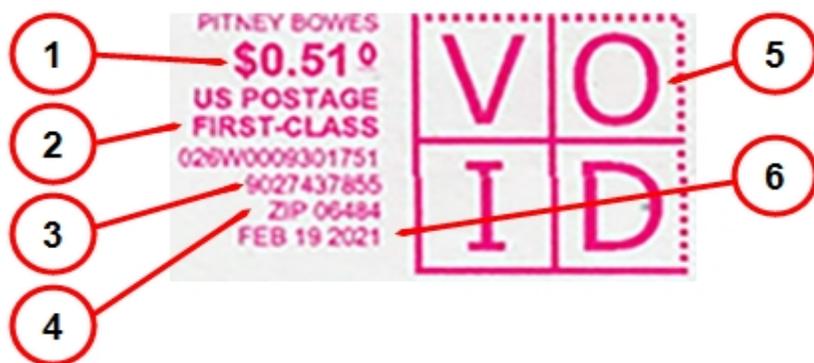
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## Sections of the Mailstation stamp

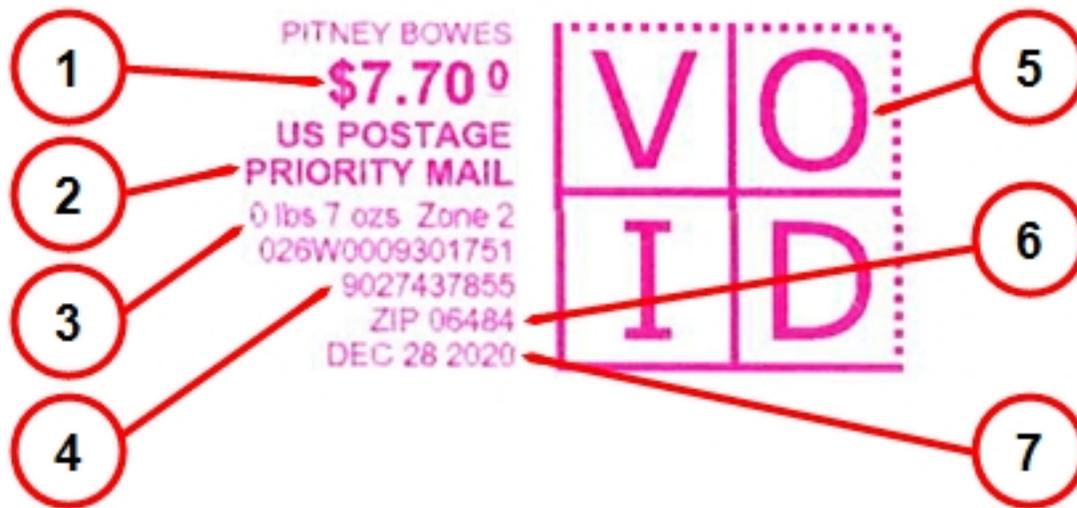
The SendPro Mailstation stamp contains elements that identify the mailer and the type of mail.

### First-Class Mail ®



1. Postage amount
2. Postal inscription and class.
3. Meter serial number
4. ZIP Code of the machine
5. Datamatrix barcode
6. Date

## Special Services



1. Postage amount
2. Postal inscription and class.
3. Optional Postal Endorsement (Postal Endorsements are official USPS instructions that print on the mailpiece).
4. Meter serial number
5. Datamatrix barcode - contains tracking information.
6. ZIP Code of the machine
7. Date

## Switching between envelope types

Tap the top of the display to switch between **Letter**, **Large Envelope**, and **Postcard**.

## Size standards for First-Class Mail

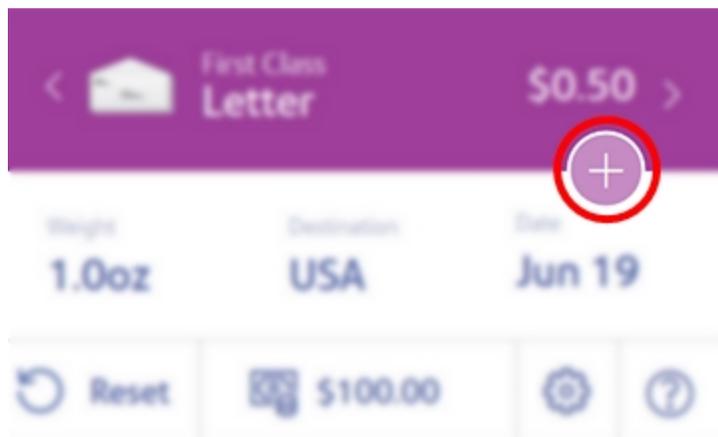
- Letter:
  - Minimum: 3.5" x 5"
  - Maximum: 6.125" x 11.5"

- Large envelope:
  - Minimum 6.125" x 11.5"
  - Maximum 12" x 15"
- Postcard:
  - Minimum 3.5" x 5"
  - Maximum 4.25" x 6"

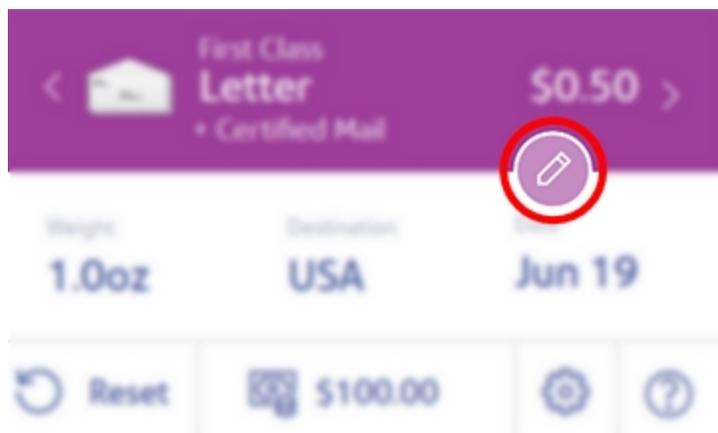
## Sending Certified Mail

You can use your SendPro Mailstation device to send Certified Mail®.

1. Tap the + button on your Home screen to add extra services.



2. Tap **Certified Mail** or **Certified Mail + Return Receipt**.
3. To change your Extra Services selection, tap the pencil button.



4. 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.
5. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

**IMPORTANT:** You will need Form 3800 from the Post Office for Certified Mail, and Form 3811 if you use a Return Receipt.

The Certified Mail stamp has a larger barcode than the regular First-Class stamp.



## Sending international mail

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.

## Sending Priority Mail

You can print Priority Mail® postage from your SendPro Mailstation.

1. Tap the mail type in the Home screen until you reach Priority Mail.
2. Select your package type.
3. Enter the destination ZIP Code.
4. 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.
5. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

The Priority Mail stamp has a larger barcode than the regular First-Class stamp.



**IMPORTANT:** Depending on the packaging you select, you will need one of the following:

- Flat Rate envelope or box from the Post Office
- USPS label 400, available from the Post Office
- USPS Label 888-PB, available in the [PB.com Supplies Shop](#).

# 7 - Printing

## In this section

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## Printing postage on the SendPro® Mailstation

**Note-** To send mailpieces by Special Delivery or Signed For classes, sign into [Sendpro Online](#) to print your postage. Sign up for [Sendpro Online](#).

1. Place your envelope on the scale or enter the weight manually.
2. (Optional) If accounting is enabled, tap **Cost Account** to select an account, or leave the default account selected.
3. Ensure that the correct class and envelope size are selected by tapping the arrows at the top of the display.
4. 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.



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

### Related topics

- [Sending a mailpiece with Signed for rates from Sendpro Mailstation](#)
- [Sending a mailpiece with Special Delivery rates from Sendpro Mailstation](#)
- [Sending International mail on Sendpro Mailstation](#)

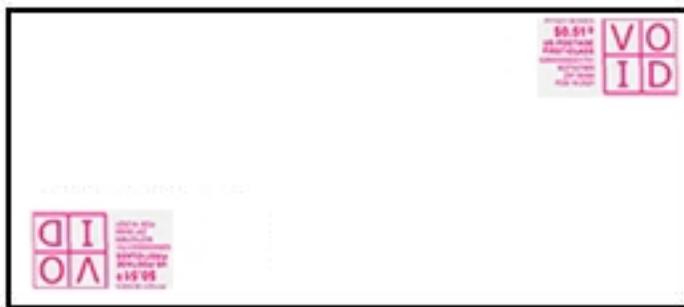
## Printing a USPS shipping label

You can print a USPS shipping label in SendPro Online or PitneyShip for Priority Mail, USPS Ground Advantage, large envelopes over 13oz, and large envelopes needing Extra Services.

Using a browser on your PC, go to [SendPro Online or PitneyShip](#). Log into your account and print your postage from there.

## Printing additional postage

Additional postage may be printed directly on the opposite corner of the envelope as shown here, or printed onto a tape which is then applied to the mailpiece.



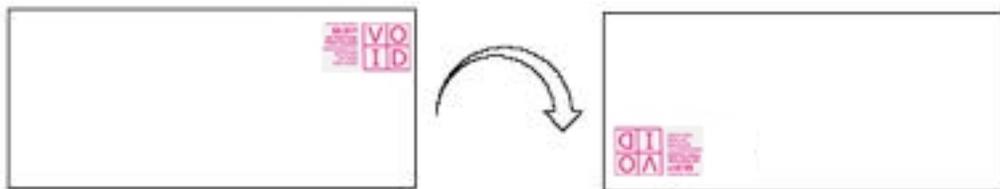
**IMPORTANT:** There is a limit of \$10 per instance when you correct postage.

1. Tap **Settings**.



2. Tap **Postage Correction**.
3. Tap **Enter Postage Amount**.
4. Enter the postage amount.
5. Tap **Apply**.

- Position your mailpiece so that the meter stamp is in the lower left corner.



- 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. The word "Correction" is printed on the postage mark.
- 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 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.

- Tap **Settings**.



- Tap the right arrow to advance to the next page.
- Tap **Date Settings**.
- Tap **Correct Date**.
- Tap **Select Date to Print**.
- Tap on the date you want to use, then tap **Apply**.
- Turn the envelope over to the blank side.
- 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. The word "Redate" appears on the newly printed postage mark on the back of the envelope.
- When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

## Printing a prepaid return envelope

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.

**IMPORTANT:** Date removal is only permitted for use with prepaid return mail postage.

1. Tap **Settings**.



2. Tap the right arrow to advance to page 2.
3. Tap **Date Settings**.
4. Tap **Remove Date**.
5. Tap **Print date on stamp** to switch it to **Off**.
6. Tap Home.
7. 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.
8. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.

## Printing reports

To view and print your reports, go to [SendPro Online or PitneyShip](#) on a computer.

# 8 - Settings

## In this section

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## Creating a security PIN

A security PIN lets you restrict access to this device. You'll be prompted to enter the PIN when you power up your device or when it wakes up from sleep mode. Follow these steps to create a security PIN.

1. Tap **Settings**.



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

### Related topics

- [Changing your security pin on the Sendpro Mailstation](#)
- [Disabling the security pin](#)

## Changing your security PIN

Follow these steps to change your security PIN.

1. Tap **Settings**.



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

## Disabling the security PIN

Follow these steps to disable your security PIN.

1. Tap **Settings**.



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

## Updating the ZIP Code

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

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Update ZIP Code**.
4. Enter the correct ZIP Code.
5. Tap **Apply**.

If you want 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 **Settings**.



2. Tap **Date Settings**.
3. Tap **Remove Date**.
4. Move the slider on **Print date on stamp** to **Off**.

## Advancing the date

If you miss today's mail pickup, you can print your postage with a future date up to seven days in advance.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Date Settings**.
4. Tap **Advance Date**.
5. Tap **Select date to print**.
6. Select the date to print from the calendar
7. Tap **Apply**.

## Clearing or resetting the piece count

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

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **About Device**.
4. Tap **Batch Count**.
5. Tap **Reset Batch Count**.

# 9 - Maintenance

## In this section

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## Replacing the ink cartridge

Your device will display a message when you're out of ink, and you will not be able to print postage until you replace the ink cartridge.

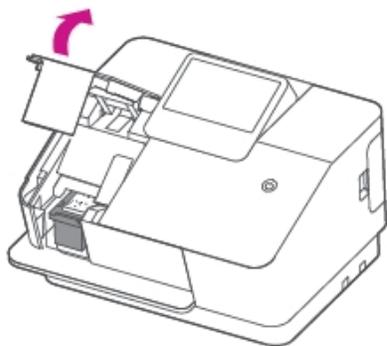
You can order replacement ink cartridges from our online store.



1. Tap **Settings**.



2. Tap **Ink Functions**.
3. Tap **Replace Ink**.
4. Make sure you have the new ink cartridge ready to be installed, then tap **Yes**.
5. Lift the ink door by pulling up on the tab.



6. Remove the ink cartridge.

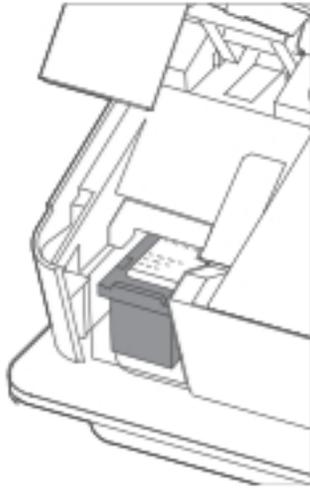


**Caution:** Do not touch the metal parts; they may be hot. Do not shake the ink cartridge; this may cause ink to spill.

- a. Push the cartridge downward towards the table until you hear a click
  - b. Pull the ink cartridge out from the device.
7. Remove the shipping tape from the new ink cartridge.
  8. Insert the ink cartridge into the device with the red section of the label first.



9. Push the ink cartridge into the slot until it clicks.



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

## Moving your SendPro Mailstation

When moving your SendPro Mailstation, keep it level. Do not lift the device by the gray feed deck.

# 10 - Rate Change

## In this section

Updating and confirming USPS rates.....60

## Updating and confirming USPS rates

Your SendPro Mailstation updates USPS postal rates automatically.

Your device always prints postage using the current USPS rates, since the device pulls the latest USPS rate information from the Pitney Bowes Commerce Cloud.

# 11 - Accounting

## In this section

---

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## Enabling Cost Accounting

Cost Accounts help you keep track of your postage spend. You can create and assign Cost Accounts to all your mailing and shipping labels.

### Before you begin

Go to SendPro Online or PitneyShip to add cost accounts.

### Turn on Cost Accounts

1. Tap **Settings**.



2. Tap **Cost Accounts**.
3. Tap the slider to turn Cost Accounts on.

When Cost Accounting is enabled, you must select an account every time before you print a stamp, whether it's the default or not.

### Related topics

[Adding a cost account in SendPro Online or PitneyShip](#)

## Adding a cost account

Cost Accounts help you keep track of your postage spend. You can create and assign Cost Accounts to all your mailing and shipping labels. In order to add a cost account, you first need to enable them. See [Enabling cost accounting](#).

Go to [SendPro Online or PitneyShip](#) to add cost accounts.

**Important:** When you add accounts in SendPro Online or PitneyShip, you must sync the accounts to your device in one of these ways:

- Tap **Settings**, then **Cost Account** or **Home** on your device.
- Reset your device by holding the power button.
- Do nothing, and the device will sync every four hours.

### Related topics

*Adding a cost account in SendPro Online or PitneyShip*

*Adding a cost account in SendPro Online or PitneyShip*

## Setting the default cost account

Cost Accounts help you keep track of your postage spend. You can create and assign Cost Accounts to all your mailing and shipping labels.

When Cost Accounting is enabled, you must select an account before you print a stamp, whether it is the default or not. Setting a default account saves time.

1. Tap **Settings**.



2. Tap **Cost Accounts**.
3. Tap **Set Default Cost Account**.
4. Tap an account name.
5. Tap **Yes**.
6. Tap **Change Default Cost Account**.
7. Tap **Home** to continue processing mail.

# 12 - Safety

## In this section

|                         |    |
|-------------------------|----|
| Safety information..... | 65 |
|-------------------------|----|

## 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 it 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



**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 at [pitneybowes.com/us/support/spmailstation](https://pitneybowes.com/us/support/spmailstation).

## **Servicing**

Please refer to the warranty information if 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/sendpromailstation](https://pitneybowes.com/us/support/sendpromailstation)

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3001 Summer Street  
Stamford, Connecticut 06926  
[www.pitneybowes.com](http://www.pitneybowes.com)

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