



Shipping & Mailing
Postage Meters

SendPro® Mailstation

User Guide

UK English Edition
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1 - Product Information

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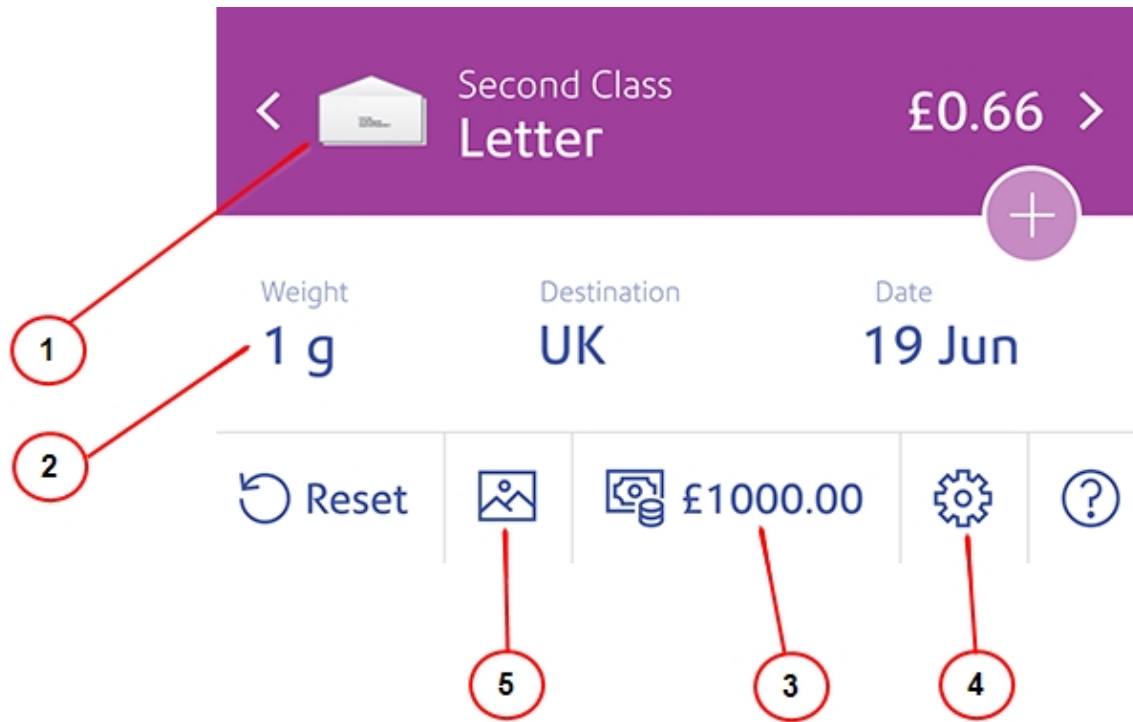
Parts of the machine



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

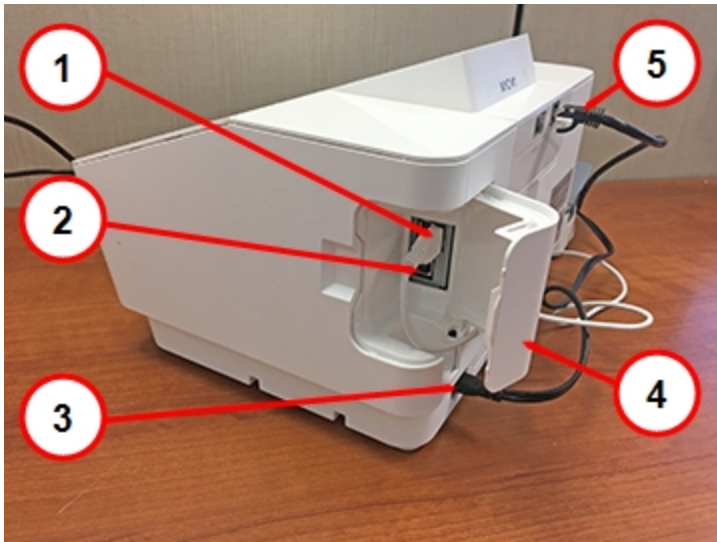
Navigating the Home screen

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



Item	Description
1	Mail type
2	Weight received from the scale. Tap here to enter weight manually.
3	Postage balance. Tap here to refill postage.
4	Settings.
5	Graphics (available on HW20 only).

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

Material specifications for the SendPro Mailstation.

Width: 89-330 mm

Length: 127-381 mm

Thickness: 0-9.5 mm

Weight: 0-368 g



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

For Royal Mail class specifications visit the [Royal Mail](#) website.

For Japan Post class specifications, visit the [Japan Post](#) website.

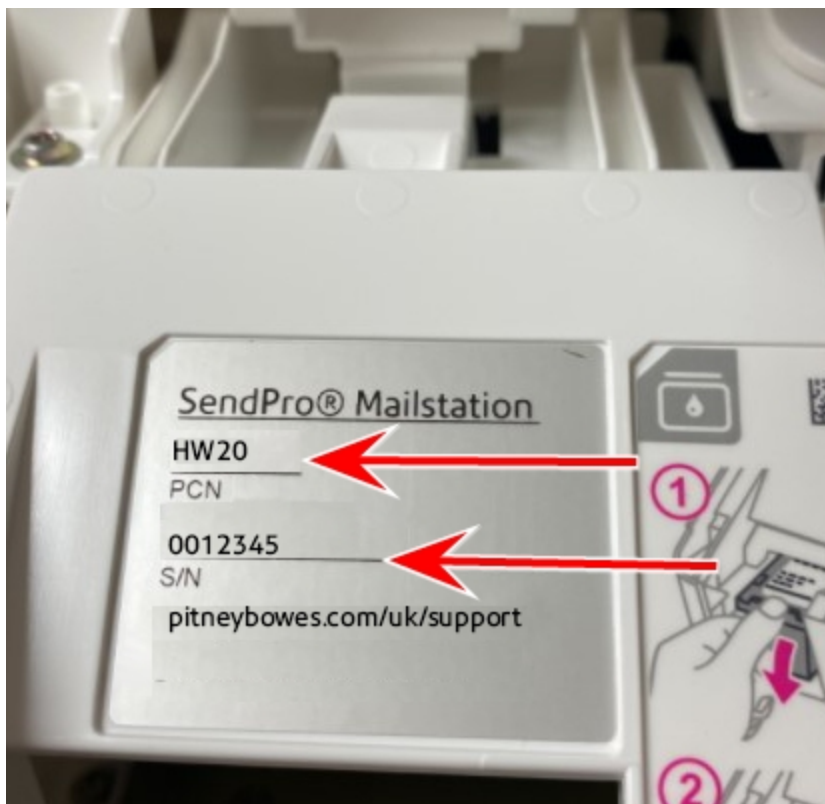
Finding the Product Code Number (PCN) and serial number on the SendPro Mailstation

Your meter's serial number and Product Code Number (PCN) can be found on a silver sticker on your mailing system. The features available for use on your system are dictated by your product's PCN. It is important that you know your product's PCN when accessing support.

- **Product Code Number (PCN)**, the meter model identifying number. Usually referred to as the "PCN #" on the silver stickers.
- **Serial Number**, the identification number for your device. A 7-digit number also referred to as the S/N on the silver stickers.

To check your product's PCN or Serial Number:

1. Lift the printer cover and look for the silver sticker.



2 - Installation

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Installing the SendPro Mailstation

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

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 source*
5. *Select network connection type*
6. *Continuing installation*
7. *Install the ink cartridge and run a test print*
8. *Install the scale*
9. *Create Security PIN*
10. *Add postage*

1 Before you begin

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

Create a Your Account

Before you begin installing your new SendPro Mailstation, you need to create a **Your Account**.

To create your **Your Account** you will need your 8-digit Pitney Bowes Limited account number and serial number that can be found on your welcome email.

You will be required to enter **Your Account** credentials- your email address and password, during the installation process.

Visit pitneybowes.co.uk/signin and click **Sign up now** to create your account.

Choose how to connect to the internet

You will need to decide what type of connection (wired or wireless) you wish to use.

Wired Connections

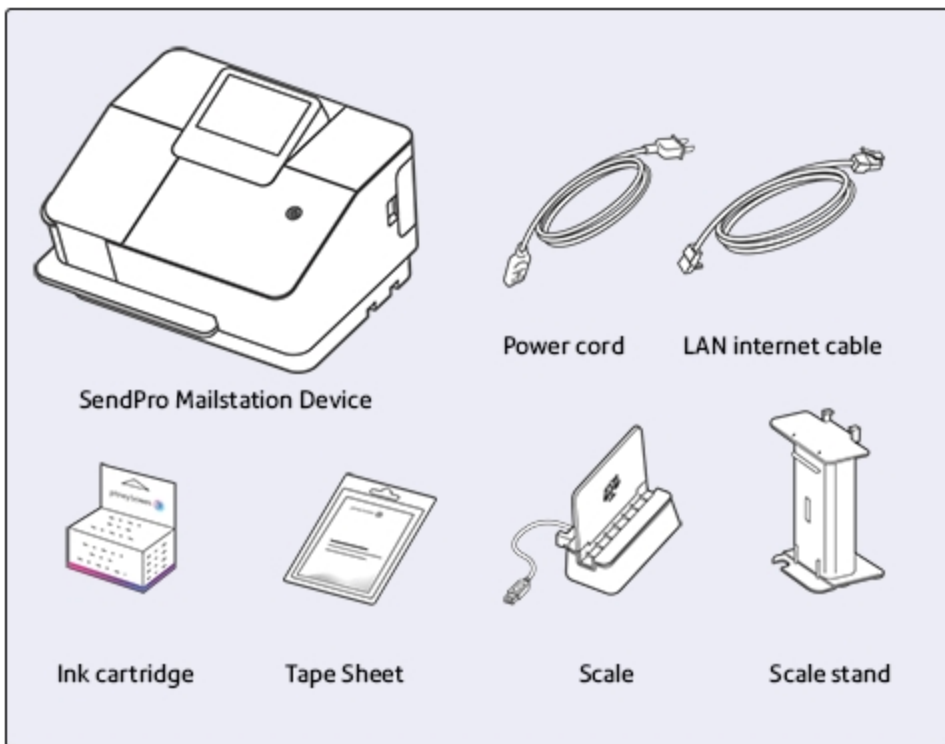
- Takes about 10 minutes to set up
- Requires access to a network port and power outlet

Wireless Connections

- Takes about 15 minutes to set up
- Requires access to a wireless network (router) and power outlet
- Requires a wireless network name and password

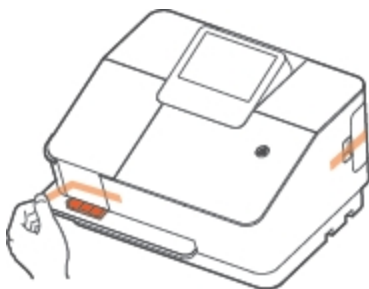
2 Open the box

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

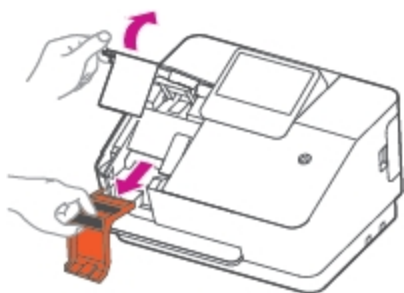


3 Unpack the device

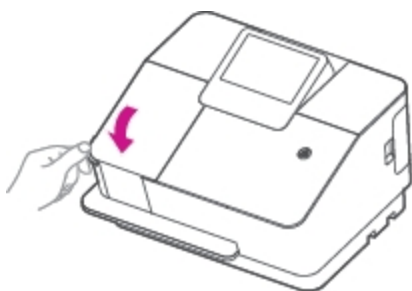
- a. Remove all tape.



- b. Open and remove the orange protector.



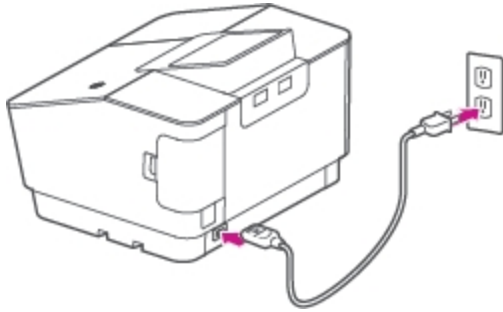
- c. Close the cover.



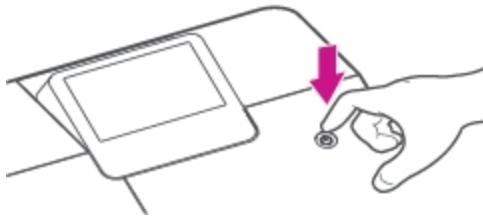
Warning: Do not install the ink now. You get the "Install ink cartridge" prompt later in the installation process.

4 Connect the device to the power source

- a. Connect the device to a wall power outlet.



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



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



5 Select network connection type

During this part of the installation, you will be prompted to select your network connection type.

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

6 Continuing Installation

Continue to follow the prompts on screen to select your language, log into your Your Account account and to complete the online installation.

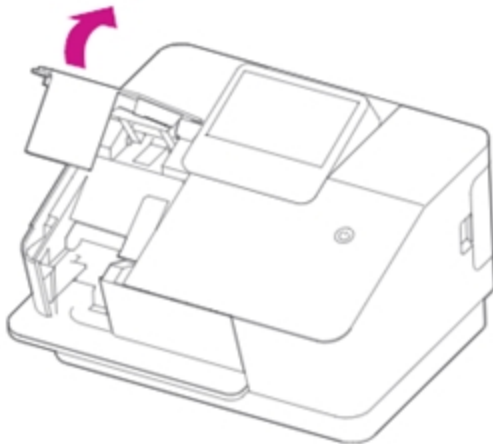
When prompted you are ready to install the ink cartridge and the scale.

7 Install the ink cartridge and run a test pattern

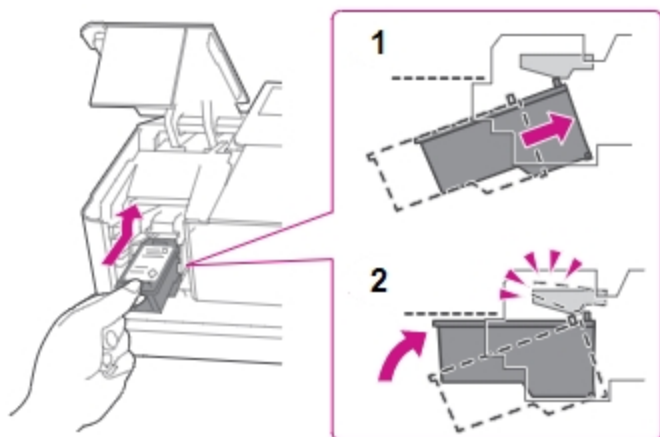
- a. Remove the ink cartridge from its container. Remove the orange sticker from the bottom of the ink cartridge.



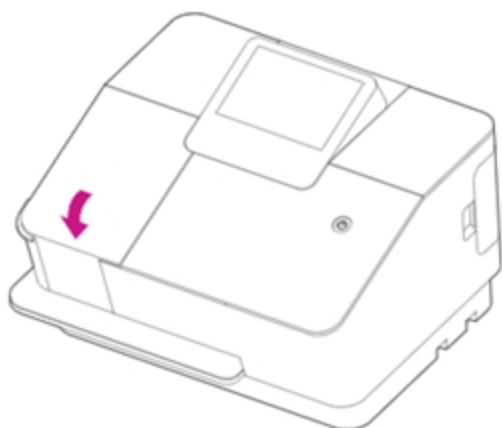
- b. Open the ink door.



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

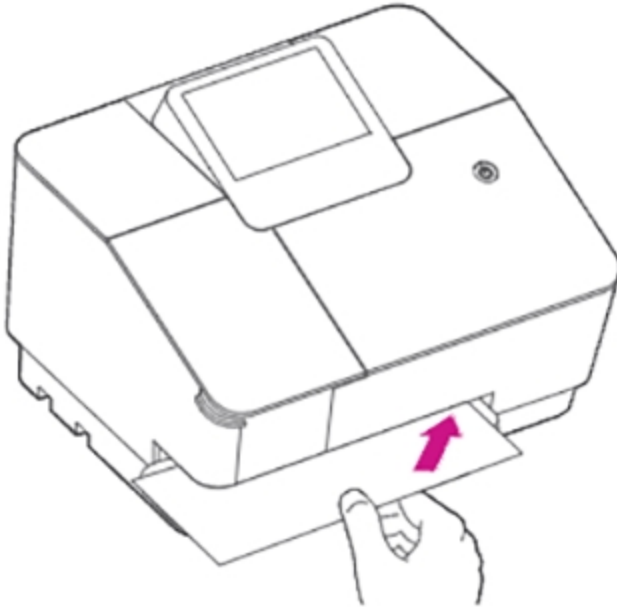


- d. After you click the ink cartridge into place, close the ink door.

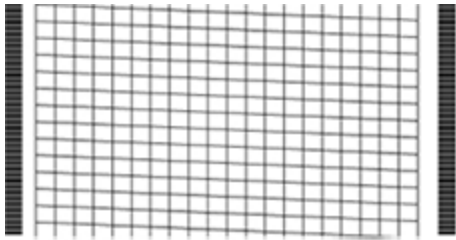


- e. Tap **Continue**.

- f. 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.



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

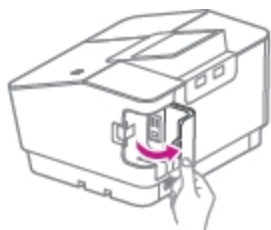


- i. Tap **Continue**.

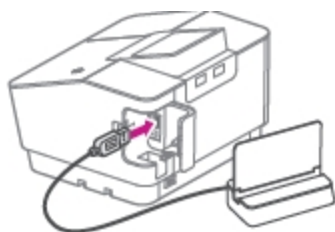
8

Install the scale

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



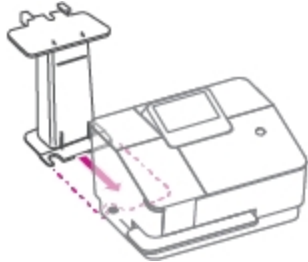
- b. Connect the USB cable to the device.



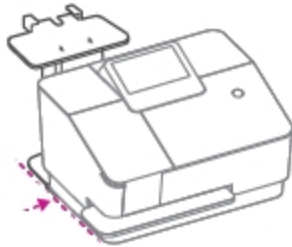
c. Position the scale

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

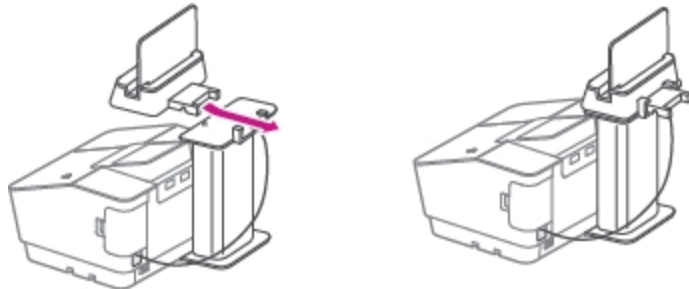
- i. Slide the scale stand under the left back side of the device.



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

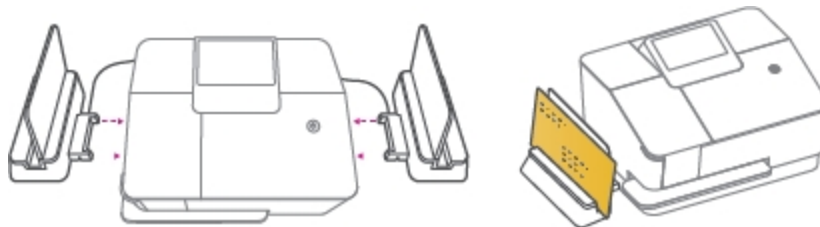


- iii. Slide the scale into the pegs on the scale stand.



- **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

Create a security PIN

At the create a security pin screen:

1. Tap **No, Skip PIN** if a pin number is not required.
2. Tap **Yes, create PIN** if you would like a security PIN enabled on your device.
 1. Enter a four-digit PIN.
 2. Verify the PIN.

9

Add postage

10

Add postage

- a. Tap **Continue**.
- b. Enter an amount.
- c. 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. Please see [Setting up a proxy](#) server if required.

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** then enter the network name.
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. Please see [Setting up a proxy](#) server if required.

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](#)
- [Security types](#)
- [URL Requirements](#)

Important: Do not use SSL Packet Inspection for the postage meter connection. The connection will not work.

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

Security types

SendPro Mailstation supports

- WPA
- WPA2

SendPro Mailstation **does not support**:

- WPA3

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
- api.sl.pb.com
- imp.sl.pb.com
- agent.sl.pb.com
- slpb-us-east-1-imp-csd01a.boxen.sl.pb.com
- slpb-us-east-1-imp-csd02a.boxen.sl.pb.com

- slpb-us-east-1-imp-csd03a.boxen.sl.pb.com
- 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 the right arrow to advance to the next page, twice.
4. Tap **About Device**.
5. Tap **Network info**.
6. 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 postage

1. On the Home screen, tap Postage .
2. Enter the amount of postage you want to add to your device. You must add postage in multiples of £10. You must add postage in the approved increment amounts from the post office.
3. Tap **Add Postage**.

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 to turn Email refill receipts **On**.
6. (Optional) You may add additional emails for notification when a postage refill is set to occur, go to [PitneyShip Pro](#) on a computer to add the email address.

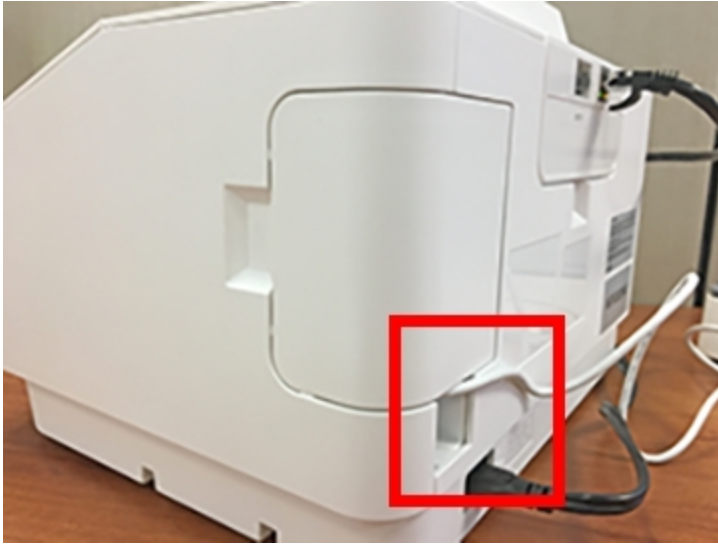
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Connecting the scale

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**.

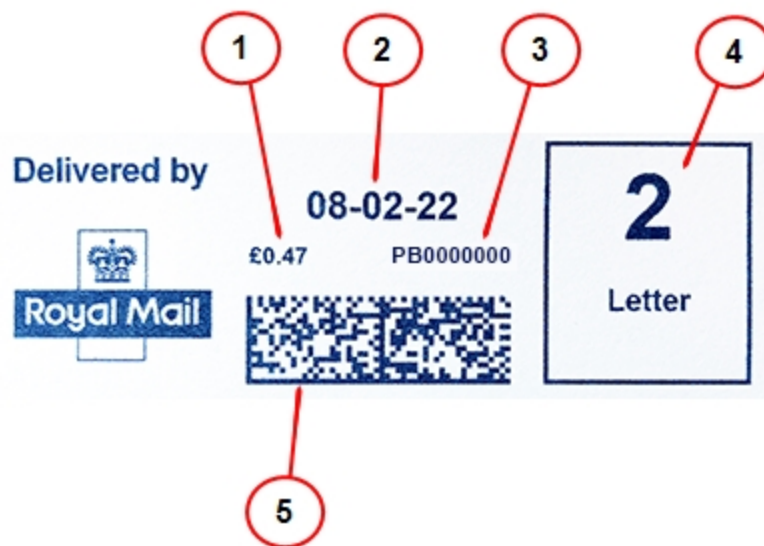
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Sections of the stamp on the SendPro Mailstation

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



1. Postage amount
2. Date.
3. Meter Die number
4. Postal inscription and class.
5. Datamatrix barcode

Switching between classes on the SendPro Mailstation

To switch between classes-

1. Place your mailpiece on the scale or enter the weight manually.
2. Tap the arrows at the top of the display to choose from available classes.

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

Related topics

- [Printing postage on the SendPro Mailstation](#)
- [Sending international mail on the SendPro Mailstation](#)

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

Sending international mail on the SendPro® Mailstation

Due to postal requirements, only [personal correspondence](#) can be processed for international on your franking machine. To send any other correspondence you can use PitneyShip Pro. To find out about PitneyShip Pro see related topics below.

Use this process to send personal correspondence on your franking machine from the United Kingdom to a different country.

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. Tap the arrows at the top of the display and scroll to **Custom Job**.
4. Tap **International**. Previous destination countries will be displayed in a list and can be selected before proceeding to Step 8.
5. To search for a new destination country. Tap **Search Country**.
6. Using the on-screen keyboard, type the country name or the first letter of the destination country, then tap **Search**.
7. Select the country from the list. You may have to scroll using the arrows.
8. Select the class of mail you wish to send.

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

9. The Home screen will show the two-letter code for the destination country. 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.



10. When the device finishes printing, remove the letter. Do not pull the letter out of the machine while the power button is flashing.
11. To reset the destination to UK, tap **Reset** on the home screen.

7 - Printing

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Printing postage on the SendPro® Mailstation

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.

Printing a shipping label

You can print a shipping label from PitneyShip Pro for Parcel or Extra Services, including Special Delivery and Signed for rates.

Using a browser on your PC, go to [PitneyShip Pro](#). Log into your account and print your postage from there. For information on how to print your labels visit the related topic below.

Printing a date correction

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.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Date Settings**.
4. Tap **Correct Date with zero value print**.
5. Tap **Select Date to Print**.
6. Tap on the date you want to use, then tap **Apply**.
7. Turn the envelope over to the blank side.
8. 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.

Printing a prepaid return envelope on your SendPro Mailstation

You may print a prepaid return envelope, card, or label on your SendPro Mailstation. This will allow the recipient to return an item without cost to themselves. Follow the steps below to print a prepaid return envelope.

1. (Optional) If accounting is enabled, tap **Cost Account** to select an account, or leave the default account selected.
2. Tap the arrows at the top of the display to scroll and tap **Custom Job**.
3. Tap the down arrow to scroll and tap **Pre-pay Reply for second class** or **Pre-pay reply for First class** as appropriate.
4. Tap **Letter** or **Large Letter** and you will be returned to the Home screen. Your chosen pre-pay class will display in the top ribbon.

5. Insert the envelope or tape into the device, pushing in all the way to the back and right. The device will clamp the mailpiece and print postage. The power button will flash while the device is printing.



6. 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

You can view and export a report of your postal transaction history directly from your PitneyShip Pro account.

To view and print your reports, go to [PitneyShip Pro](#) on a computer. Visit the related topics below for information on how to manage reports in PitneyShip Pro.

To view and print your reports, log in to your [customer portal](#) to access PitneyShip Pro.

Creating a preset on the SendPro Mailstation

A preset is a snapshot of franking machine settings that are most commonly used. This makes a combination of settings easy to select with one tap by choosing the relevant preset. The default preset is automatically set as Second Class mail and can not be changed. If the preset feature is enabled, the franking machine shows the default preset values when it is turned on or 'wakes up' after sleep mode and you can select other presets by tapping the arrows at the top of the screen.

Note: You can store a total of 5 additional presets. A Mail Standard Second Class Letter is already permanently stored and cannot be removed.

To create a new franking machine preset-

1. From the Home screen, tap **Settings**.
2. Tap **Presets**.
3. Tap **Create New Preset**.
4. Tap Domestic, Europe or Rest of world
5. Tap Domestic or International.
6. Choose your class of mail.
7. Choose your size of mail.
8. Tap **Save as preset**.
9. Tap **OK**.

You can choose your preset by tapping the arrows at the top of the display.

Deleting a preset

If you no longer need a particular preset, you can delete it.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page. You may have to tap more than once.
3. Tap **Manage Presets**.
4. Tap the preset to remove.
5. Tap **Remove Preset**.
6. Tap the back arrow to exit the delete preset screen.
7. Tap **Home** to return to the home screen.

Uploading a new image and text graphic

You can use My Graphics to create a new image and text, text only or return address graphic to print on your mail pieces using your SendPro MailstationHW20. To print a text only or return address graphic, please see related topics below.

Your SendPro Mailstation HW20 allows you to create and save a maximum of 7 custom graphics this includes images and text, text only and return addresses.

You must upload your graphic in My Graphics via your computer before you can add them to your mail piece.

Note: Graphics will print in black and white.

- Files must be in .bmp, .jpg, .jpeg, .gif or .png format and may not be larger than 1MB.
- Graphics must be between minimum 12.7mm and maximum 41mm in width.
- Graphics are fixed at 22mm height.
- Graphics are not available when using some special services such as 'Royal Mail Signed for'. Your graphic will not print if such a service is chosen.
- There are 3 default graphics preloaded onto your system. Default graphics can not be removed.

To add an image and text graphic in My Graphics:

1. [Sign in to your account.](#)
2. Click **Your Products** to open the drop down list.
3. Select **Postage Meters**.
4. Select the relevant SendPro Mailstation in the product list.
5. Select **MyGraphics**.
6. Read and accept the terms and conditions by ticking **I agree to the terms and conditions**.
7. Click **Start Creating New MyGraphics**.
8. Select **Image & Text**.
9. Enter a name for your new image and text graphic into the Graphic name text field. This can be a maximum of 16 characters.
10. Next to Image file click **Browse my computer...**, select the image you wish to use and click **Open**. see notes above for requirements of your image file.
11. Click **View** to preview your image and click **OK** to return.
12. Click **Next**.

13. Check that the product listed in the top box is the product that you want to populate with your new graphic.
14. Enter the width of your text/graphic up to a maximum 41mm.
15. Click **Next**.
16. Adjust image size and spacing, enter text in the custom text field and edit using the tools on the screen. Text must not exceed 256 characters. Click **Add Text** to move custom text into the graphic. If you want to start again, click **Remove**.
17. When you have completed your editing, click **Next**.
18. Preview the image. Image previews are low resolution. If you want to save your graphic to your computer, right click on the image and save.
 - If you are happy with the preview click **Upload Now**. Your new graphic will become available to use on your SendPro Mailstation after a few minutes.
 - If you would like to edit the image & text graphic, click **Return to editing** to make changes.

Uploading a new text only graphic

You can use My Graphics to create a new text only, image and text or return address graphic to print on your mail pieces using your SendPro MailstationHW20. To print a return address or an image and text graphic, please see related topics below.

Your SendPro Mailstation HW20 allows you to create and save a maximum of 7 custom graphics this includes images and text, text only and return addresses.

You must upload your graphics in My Graphics via your computer before you can add them to your mail piece.

Note: Graphics will print in black and white.

- Graphics must be between minimum 12.7mm and maximum 41mm in width.
- Graphics are fixed at 22mm height.
- Graphics are not available when using some special services such as 'Royal Mail Signed for'. Your graphic will not print if such a service is chosen.
- There are 3 default graphics preloaded onto your system. Default graphics can not be removed.

To add an image and text graphic in My Graphics:

1. [Sign in to your account.](#)
2. Click **Your Products** to open the drop down list.
3. Select **Postage Meters**.
4. Select the relevant SendPro Mailstation in the product list.
5. Select **MyGraphics**.
6. Read and accept the terms and conditions by ticking **I agree to the terms and conditions**.
7. Click **Start Creating New MyGraphics**.
8. Click **Text only**.
9. Enter a name for your new text only graphic into the Graphic name text field. This can be a maximum of 16 characters.
10. Click **Next**.
11. Check that the product listed in the top box is the product that you want to populate with your new graphic.
12. Enter the width of your text only graphic up to a maximum 41mm.
13. Click **Next**.

14. In the custom text box, enter your text and edit using the tools on the screen. Text must not exceed 256 characters.
15. Click Add Text.
16. Preview your text and edit using the tools on the screen. If you want to start again, click **Remove**.
17. When you have completed your editing, click **Next**.
18. Preview the image. If you want to save your text only graphic to your computer, right click on the image and save.
 - If you are happy with the preview click **Upload Now**. Your new graphic will become available to use on your SendPro Mailstation after a few minutes.
 - If you would like to edit the text only graphic, click **Return to editing** to make changes.

Uploading a new return address graphic

You can use My Graphics to create a new return address, text only or image and text graphic to print on your mail pieces using your SendPro MailstationHW20. To print a text only or an image and text graphic, please see related topics below.

Your SendPro Mailstation HW20 allows you to create and save a maximum of 7 custom graphics this includes images and text, text only and return addresses.

You must upload your graphics in My Graphics via your computer before you can add them to your mail piece.

Note: Graphics will print in black and white.

- Graphics are not available when using some special services such as 'Royal Mail Signed for'. Your graphic will not print if such a service is chosen.
- There are 3 default graphics preloaded onto your system. Default graphics can not be removed.

To add an image and text graphic in My Graphics:

1. [Sign in to your account.](#)
2. Click **Your Products** to open the drop down list.
3. Select **Postage Meters**.
4. Select the relevant SendPro Mailstation in the product list.
5. Select **MyGraphics**.
6. Read and accept the terms and conditions by ticking **I agree to the terms and conditions**.
7. Click **Start Creating New MyGraphics**.
8. Click **Return Address**.
9. Enter a name for your new return address graphic into the Graphic name text field. This can be a maximum of 16 characters.
10. Click **Next**.
11. Check that the product listed in the top box is the product that you want to populate with your new graphic. For a return address the dimensions in the bottom box must be left at default.
12. Click **Next**.
13. Enter up to three lines of address (maximum 19 characters) and a full postcode in the fields provided.
14. Click **Next**.

15. Preview your return address. If you want to save your return address graphic to your computer, right click on the image and save.
 - If you are happy with the preview click **Upload Now**. Your new return address graphic will become available to use on your SendPro Mailstation after a few minutes.
 - If you would like to edit the Return Address, click **Return to editing** to make changes.

Adding a graphic to your envelope

Your device comes with a set of standard graphic images that you can add to your envelopes or tapes when you print your postage. Graphic ads are also known as ads, slogans or logos. Examples include PLEASE OPEN IMMEDIATELY, RECYCLE and Special Offer.

Graphics can be image and (optional) text, text only or return addresses.

Note: Graphics are not available when using some special services such as 'Royal Mail Signed for' class. Your graphic will not print if such a service is chosen.


1. Tap the **Graphics** icon on the Home screen.
2. Use the arrows to scroll through the graphics.
3. Tap the graphic you wish to use.
4. Tap **Apply**.
5. Tap **Confirm**.
6. Place the envelope or tape sheet on the feed deck to print.

To remove a graphic:

1. Tap the **Graphics** icon on the Home screen.
2. Use the arrows to scroll through the graphics until you reach **No Graphic**.
3. Tap **No graphic**.
4. Tap **Apply**.
5. Tap **Confirm**.
6. Place the envelope or tape sheet on the feed deck to print.

Deleting a graphic from your device

You can delete graphics you don't need from your device.

1. Tap the **Graphics** icon on the Home screen.
2. Use the arrows to scroll through the graphics.
3. Tap the **Delete** icon 
4. Tap **Delete**.

8 - Settings

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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 the right arrow to advance to the next page.
3. Tap **Security PIN**.
4. Tap **Yes, Create PIN**.
5. Enter a four-digit PIN.
6. Verify the PIN.

- [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 the right arrow to advance to the next page.
3. Tap **Security PIN**.
4. Tap **Change Security PIN**.
5. Enter your current PIN.
6. Enter a new four-digit PIN
7. Verify the PIN.

Disabling the security PIN

Follow these steps to disable your security PIN.

1. Tap **Settings**.



2. Tap the right arrow to advance to the next page.
3. Tap **Security PIN**.
4. Tap **On**.
5. Enter your PIN.
6. In the confirmation screen, tap **Yes**.

Advancing the date

If required you can print postage with a future date up to 7 days in advance. Please note that the printed mailing date on the SendPro Mailstation automatically advances to the next day's date at 5:00 pm.

1. Tap the date on the home screen.
2. Tap **Advance Date**.
3. Tap **Select date to print**.
4. Select the date to print from the calendar
5. Tap **Apply**.

Clearing or resetting the piece batch 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 **Usage Counters**.
5. Tap **Reset Batch Count**.
6. Tap **Reset Batch**.

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.



You can order replacement ink cartridges from our online store.

[Order Supplies](#)

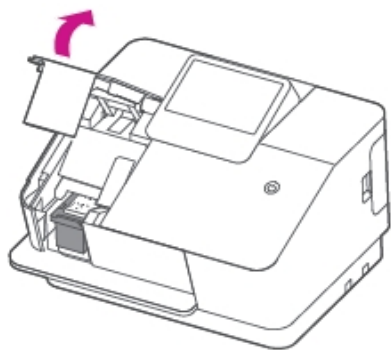
You can order replacement ink cartridges from our customer portal.

[Order Supplies](#)

1. Tap **Settings**.



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

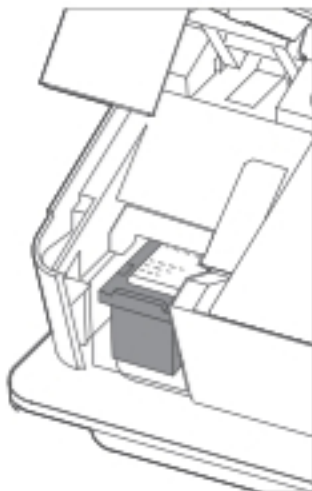


7. Remove the ink cartridge.



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.
8. Remove the shipping tape from the new ink cartridge.
 9. Insert the ink cartridge into the device with the label facing you.
 10. Insert the ink cartridge into the device with the label facing you.
 11. Push the ink cartridge into the slot until it clicks.



12. 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

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Updating Royal Mail rates

Your SendPro Mailstation updates Royal Mail postal rates automatically.

Your SendPro Mailstation always prints postage using the current Royal Mail rates because the device pulls the latest rate information from the Pitney Bowes Commerce Cloud.

11 - Accounting

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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 [PitneyShip Pro](#) to add cost accounts.

Go to your [Customer Portal](#) and log into PitneyShip Pro to add cost accounts.

Turn on Cost Accounts

1. Tap **Settings**.



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

Tap **Set Default Cost Account** to set up a cost account to use by default unless an alternative cost account is selected.

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

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.

Go to [PitneyShip Pro](#) to add cost accounts.

Go to your [Customer Portal](#) and log into PitneyShip Pro to add cost accounts.

Important: When you add accounts in PitneyShip Pro, you must sync the accounts to your device in one of these ways:

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

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 **Change Default Cost Account**.
4. Tap an account name.
5. Tap **Confirm**.

12 - 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 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.

For more information, visit our website at

pitneybowes.com/uk/support

<https://customer-portal.jp.pb.com/landing>

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