pitney bowes

Shipping & Mailing
Postage Meters

SendPro® C

PCNs 7H30C, R7H30C

User Guide

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1 - Installation

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Installing the SendPro C

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

1. *Before you begin*
2. *Open the box*
3. *Unpack the device*
4. *Install the printhead*
5. *Install the ink cartridge*
6. *Connect device to a power source*
7. *Continue installation steps*

1 Before you begin

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

Before you being installing your new SendPro C, decide how you are going to pay for postage and what type of connection (wired or wireless) you want to use.

Pitney Bowes offers two ways to fund postage for Envelope Printing on your SendPro C:

- A prepaid account with Pitney Bowes or
- A credit account with Australia Post.

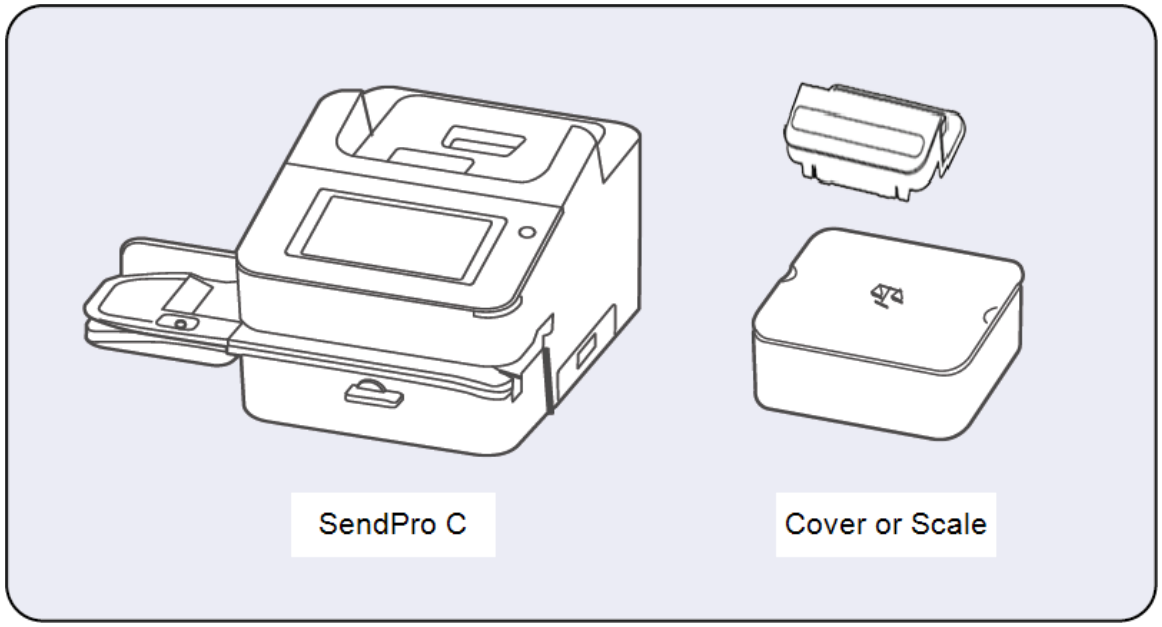
You must choose one payment method. You cannot use credit cards.

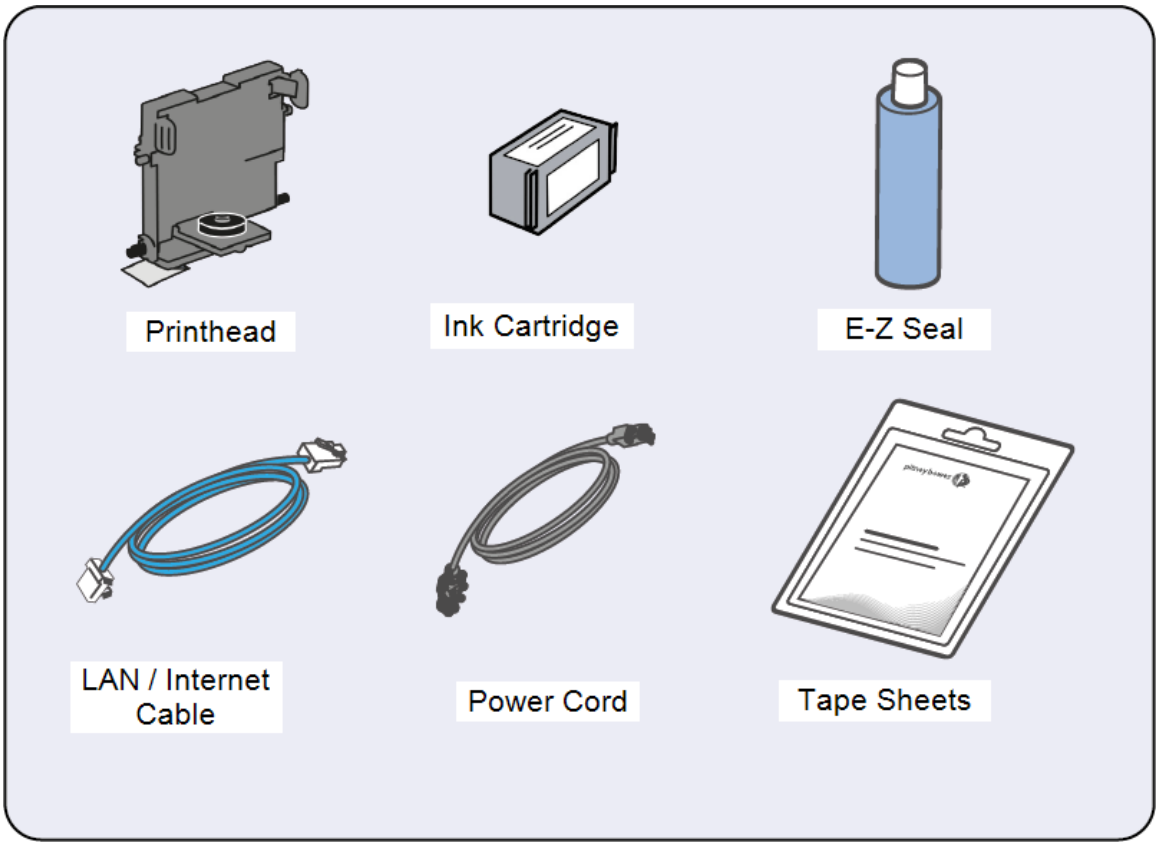
Choose your connection type

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

2 Open the box

In the box you will find:



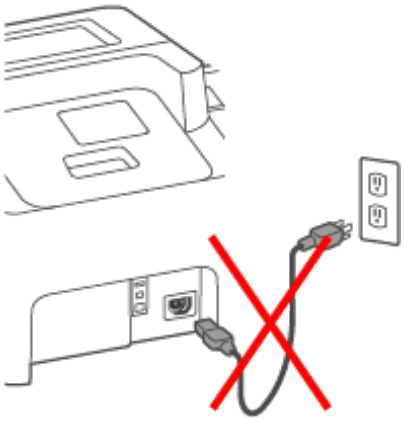


3 Unpack the device

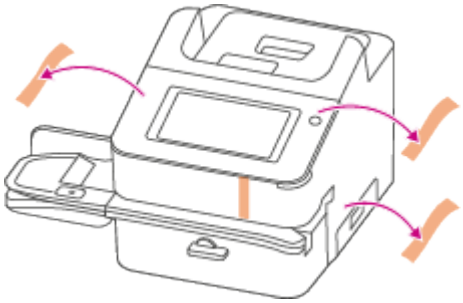
1. Remove the device and all items from the box.

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

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

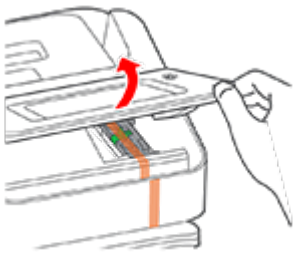


4. Remove all packing materials from the device.

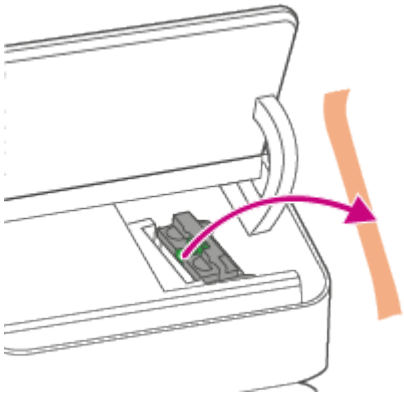


4 Install the printhead

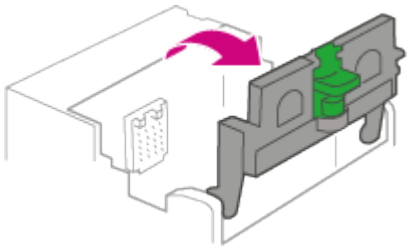
1. Open the cover to access the ink carriage.



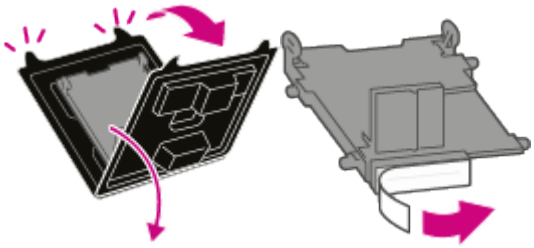
2. Remove the packing tape from the ink carriage.



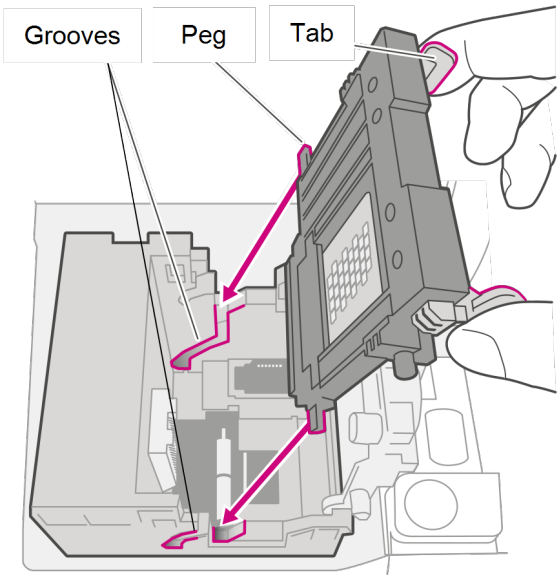
3. Open the ink carriage guard.



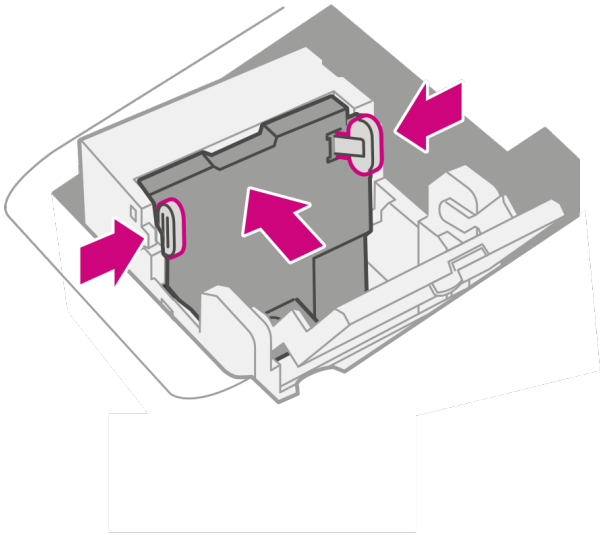
4. Unwrap the printhead and remove the protective strip.



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

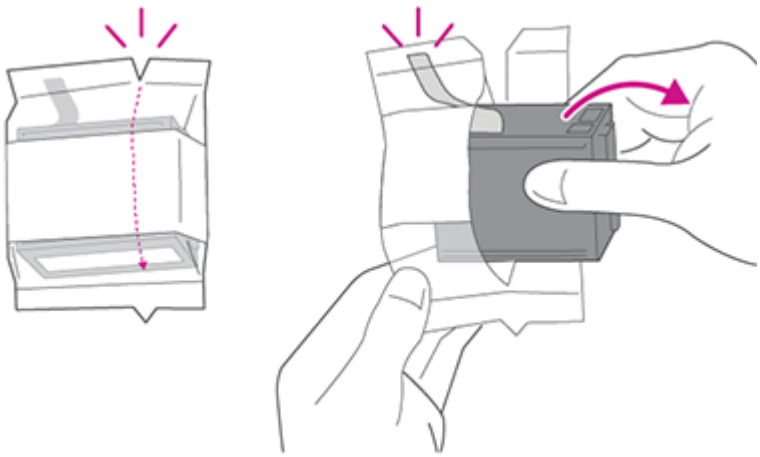


6. Keep squeezing the tabs and push the printhead flush against the wall. The tabs snap outward when you place the printhead correctly.

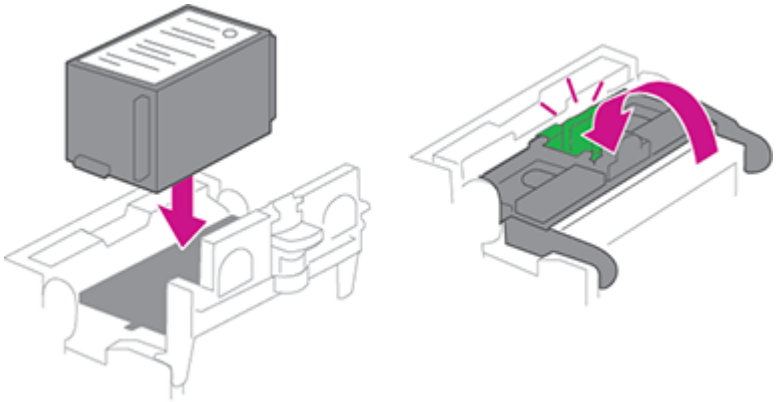


5 Install the ink cartridge

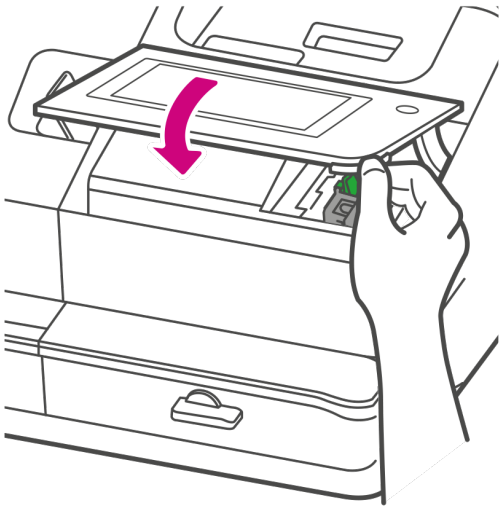
1. Unwrap the ink cartridge and remove the silver foil strip from the ink cartridge.



2. Install the ink cartridge and close the guard.

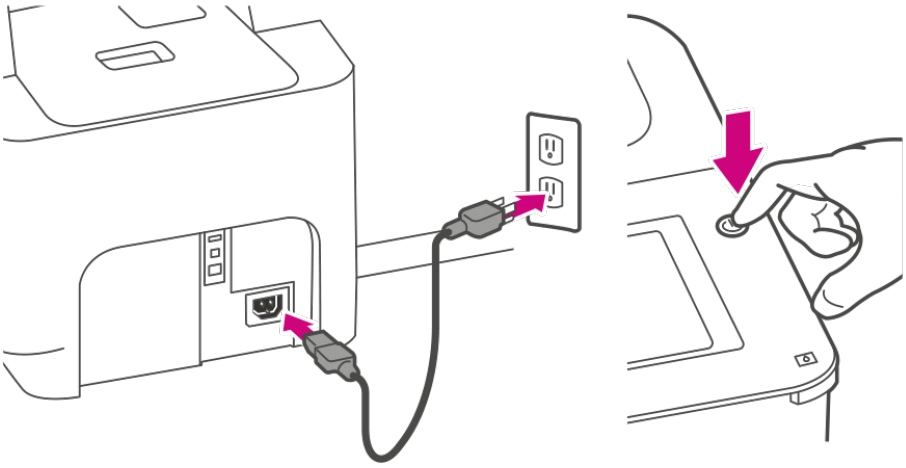


3. Close the cover.



6 Connect the device to a power source

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



7 Follow the installation instructions on the device

1. Wait for the device to start up.
2. Tap **Get Started** on the touchscreen and continue the installation steps on the screen.

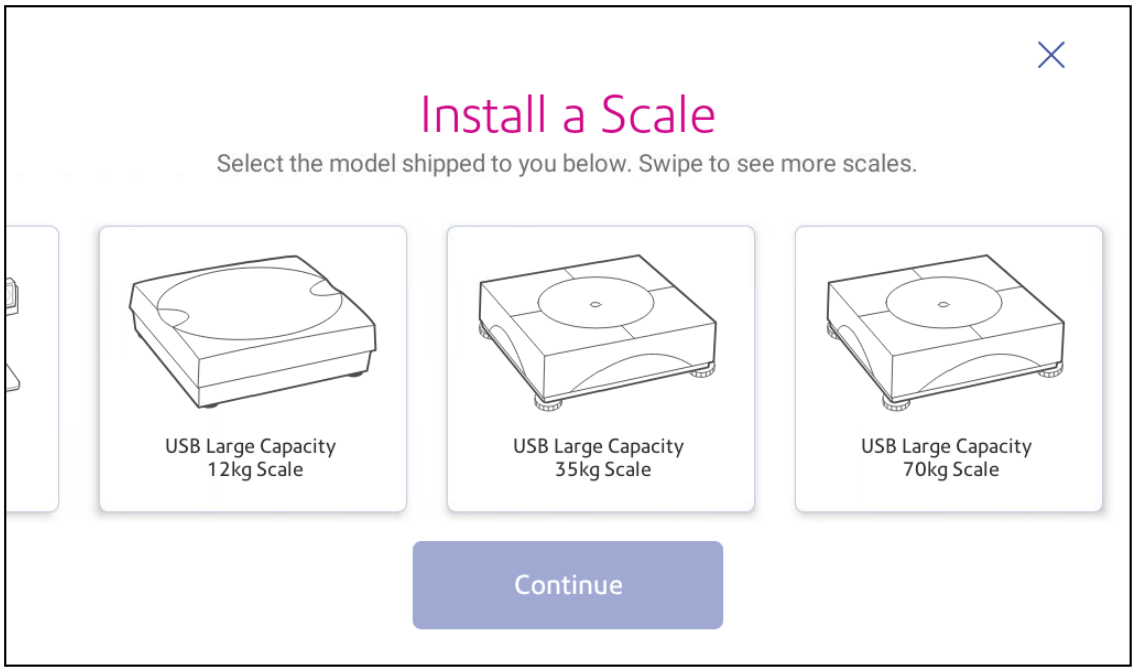
3. Tap **Got it** when you see the message "You're ready to start sending."

Installing a scale

Install a scale if you did not install one when you installed your device. Your device contains step-by-step installation instructions for compatible scales.

1. Tap **Settings**.

2. Scroll to the Advanced Device Options section at the bottom of the Settings screen, then tap **Scale Installation Guides**.
3. To view all the available scales, swipe to the left on the screen.



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

Installing an external scale

Use an external scale if you send large packages or parcels. External scales have a larger weight capacity for heavier items.

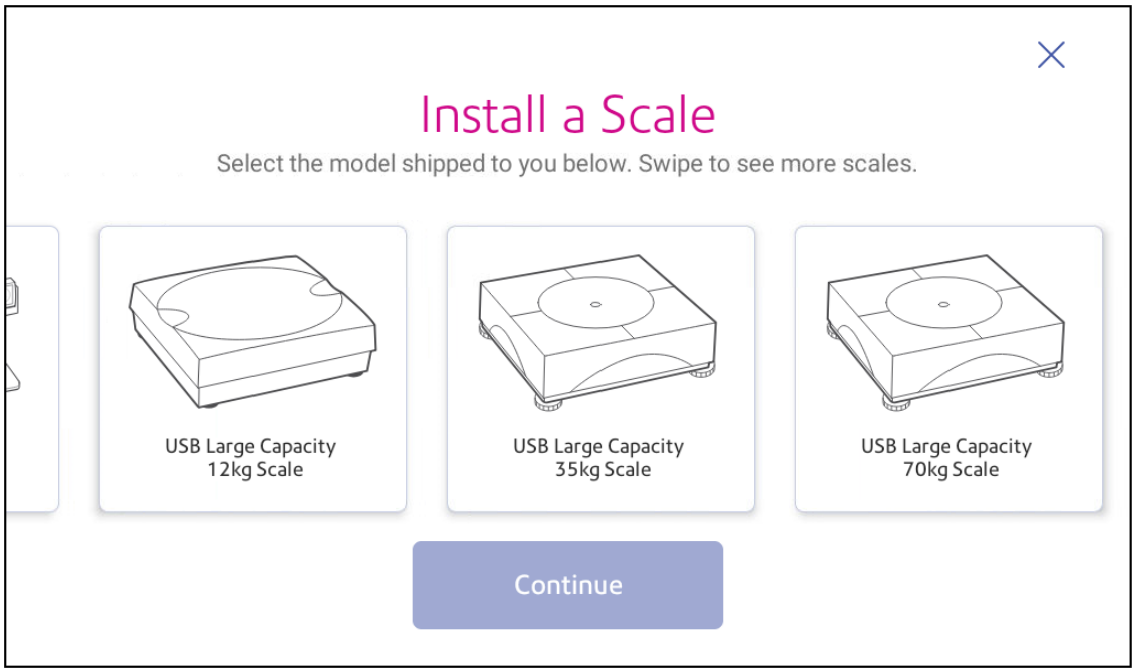
1. If you are using the scale that is located on top of the device, remove the scale by lifting it off.

2. Fix the blanking plate on the device where the scale was located.

3. Tap **Settings**.

4. Scroll down and tap **Scale Installation Guides**.

5. Swipe to the left and select the scale you are installing.



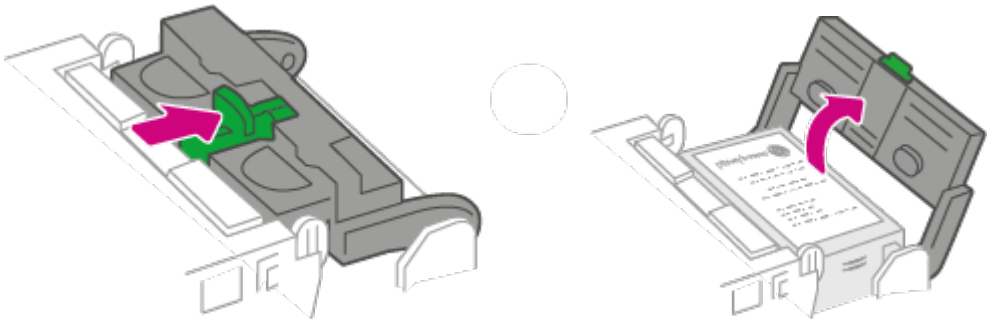
6. Tap **Continue**.
7. Following the on-screen instructions. Swipe to the left and unbox the scale.
8. Position and level the scale. The scale has a level bubble under its lid. Ensure the bubble is within the circle of the level bubble by adjusting the round feet of the scale.
9. Connect the large end of the USB cable into the device. Connect the other end into the scale.
10. Tap **Continue**.
11. Tap **Verify**.
12. Tap **Got It**.
13. Tap **Envelope Printing**.
14. Tap **Weight**, then tap **Scale**.
15. Place the mail on the scale.
16. Tap **Apply**.

Installing the printhead

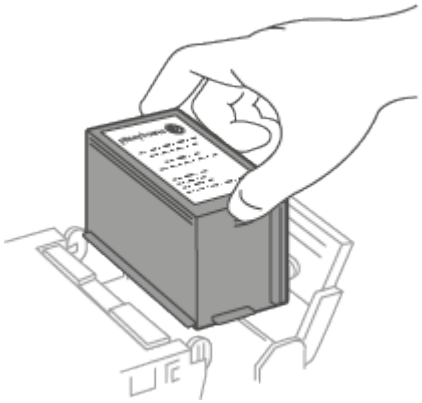
You may need to install a new printhead when the existing printhead is producing poor print quality.

1. Tap **Settings**.

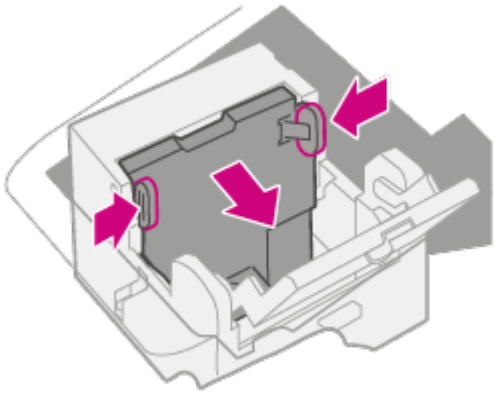
2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Printhead**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Flip the ink cartridge cover open.



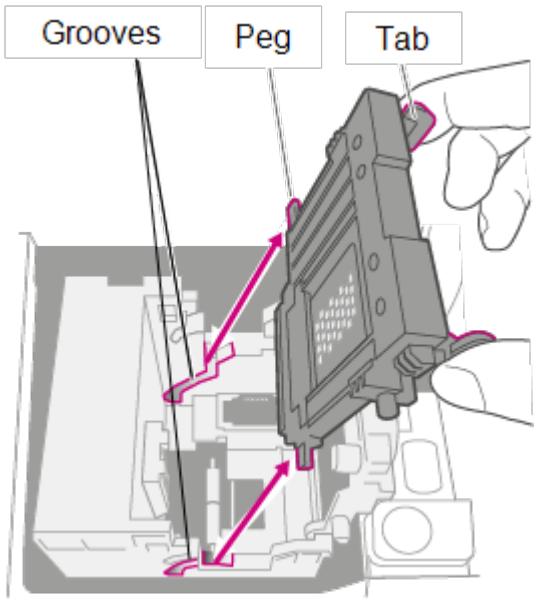
6. Remove the ink cartridge.



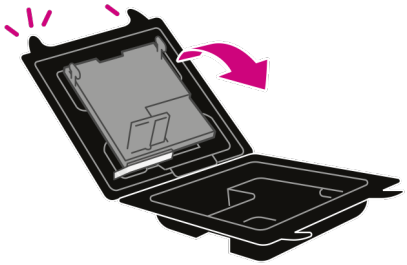
7. Squeeze the two gray tabs on either side of the printhead.

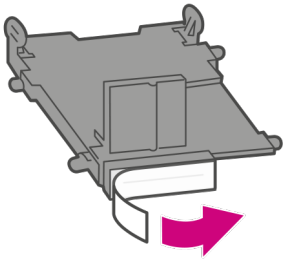


8. While squeezing, lift and tilt the printhead to the right. The printhead should come up out of the device.



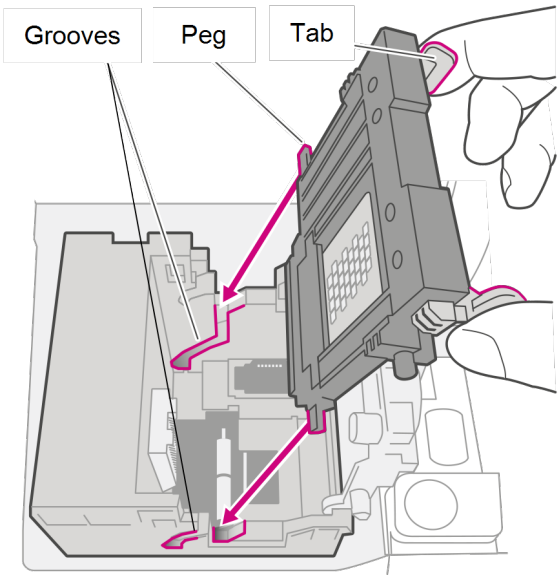
9. Unwrap the new printhead and remove the protective strip.



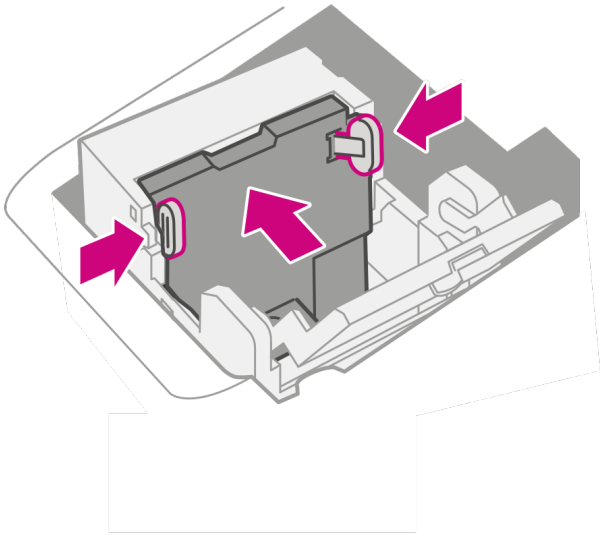


10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

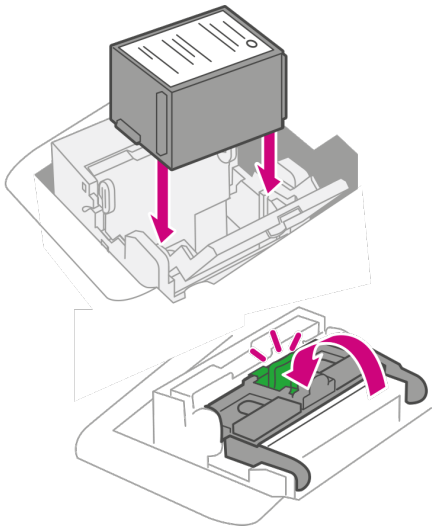
Warning: If you do not seat the printhead correctly it can damage the device.



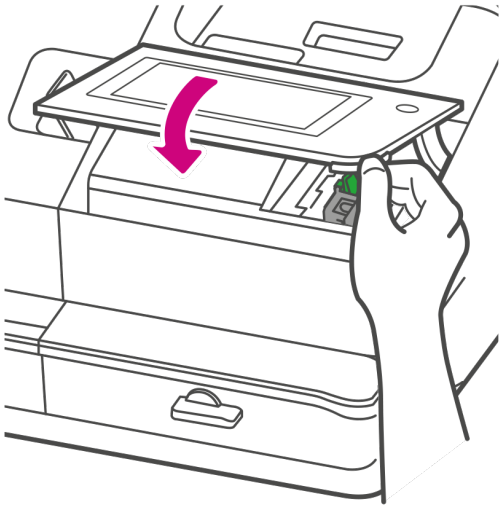
11. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.



12. Install the ink cartridge and close the guard.



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



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

2 - Connectivity

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Setting up a wired network connection

Use a network cable to connect your SendPro C to the Pitney Bowes Data Center.

Step 1: Plug in your network cable

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

Step 2: Choose the connection type

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

- *DHCP*
- *Static IP*

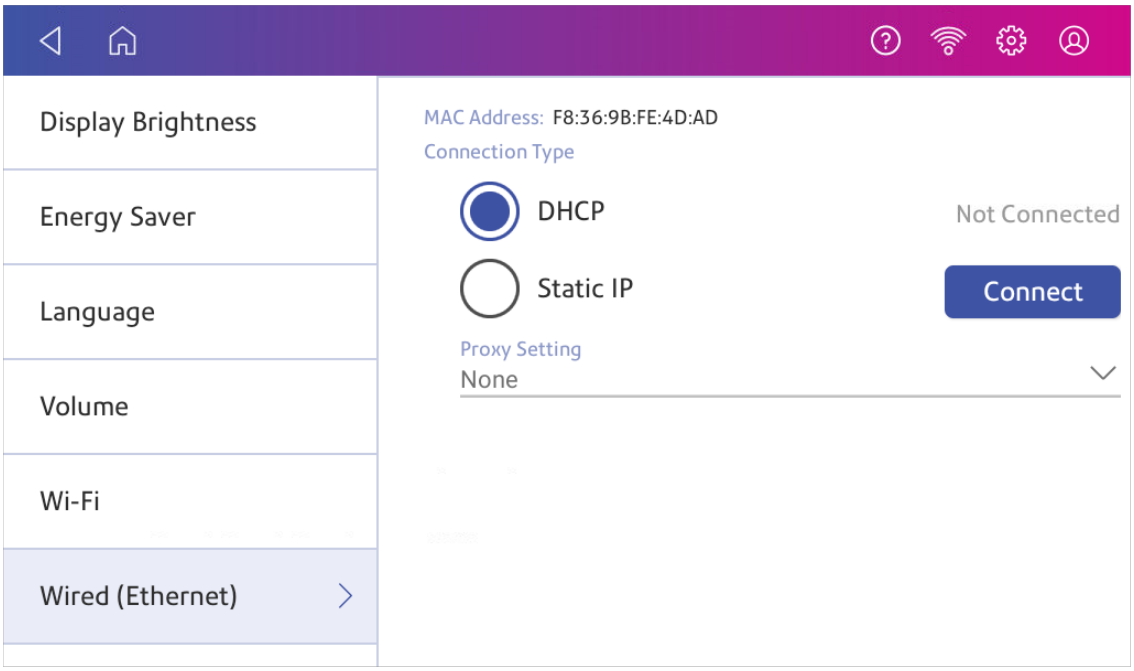
DHCP is the most common connection type. Choose DHCP if you are unsure which connection protocol to use or contact your IT department for advice.

DHCP

1. Tap **Settings**.

2. Tap **Wired**.

3. Select **DHCP**.



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

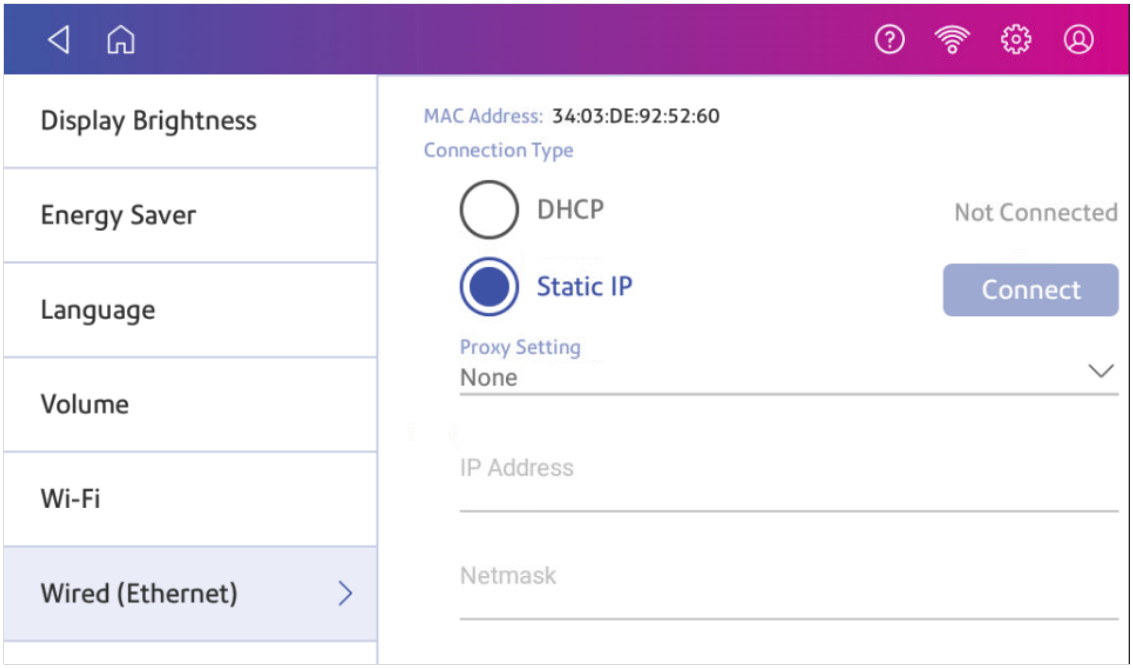
10. Tap **Wired (Ethernet)**.
11. Tap **DHCP**.
12. Tap **Connect**.

Static IP

1. Tap **Settings**.

2. Tap **Wired**.

3. Select **Static**.



4. Contact your IT department to obtain the settings you will need to enter for your device. The values needed are:
   - **IP Address**
   - **Netmask**
   - **Gateway**
   - **DNS Address**.
5. Enter the settings you obtained in step 4 for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
6. Tap **Connect**.
7. If SendPro C fails to connect, remove the network cable from the back of the device.
8. Tap **Connect**. Wait for the attempted connection to fail.
9. Plug the network cable back in.
10. Delete the values in the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** fields.
11. Enter the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** that you obtained in step 4.
12. Tap **Connect**.

Setting up a wireless (Wi-Fi) network connection

You can connect your SendPro C with a wireless network connection.

1. Tap **Settings**.

2. Tap **Wi-Fi** in the Device & Network section.
3. Choose your Wi-Fi network from the list. Tap **Add Network** if your Wi-Fi network does not appear.
4. Enter your Wi-Fi password.
   Tip: Use the show password option to make sure that you enter your password correctly.
5. Tap **Advanced Options** if your network requires advanced network settings such as a Static IP address:
   - To set up a Static IP address:
     a. Select the **IP Setting** menu and choose **Static**.
     b. Tap on the line and enter the value provided by your IT department.
     c. Tap the **>** in the green circle.

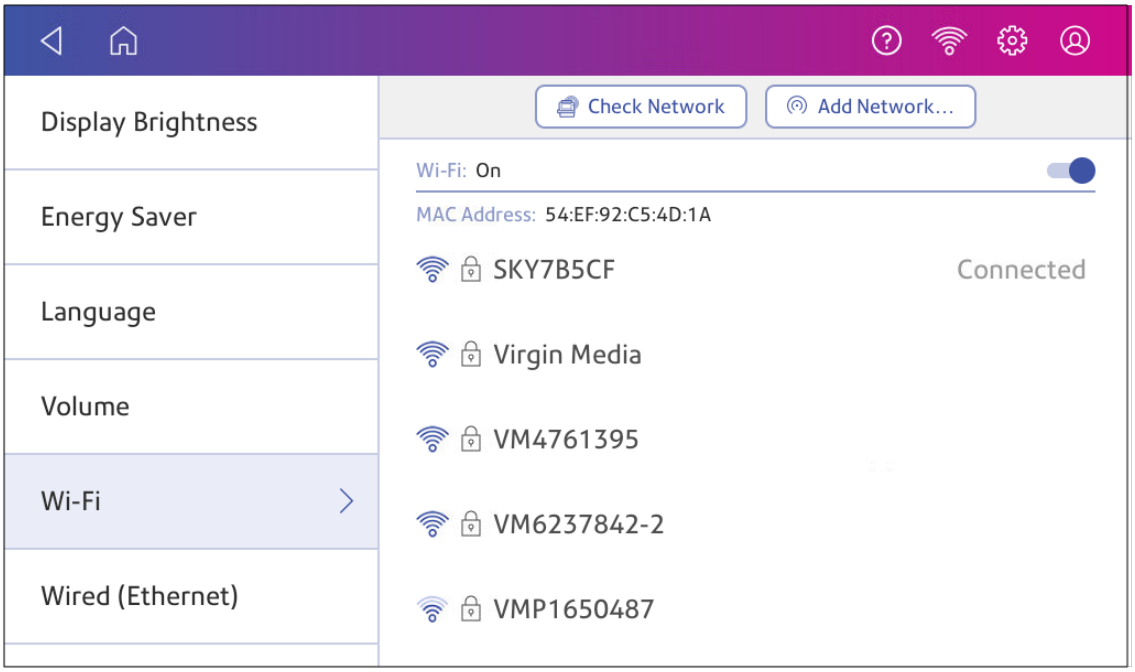
Connecting to a hidden Wi-Fi network

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

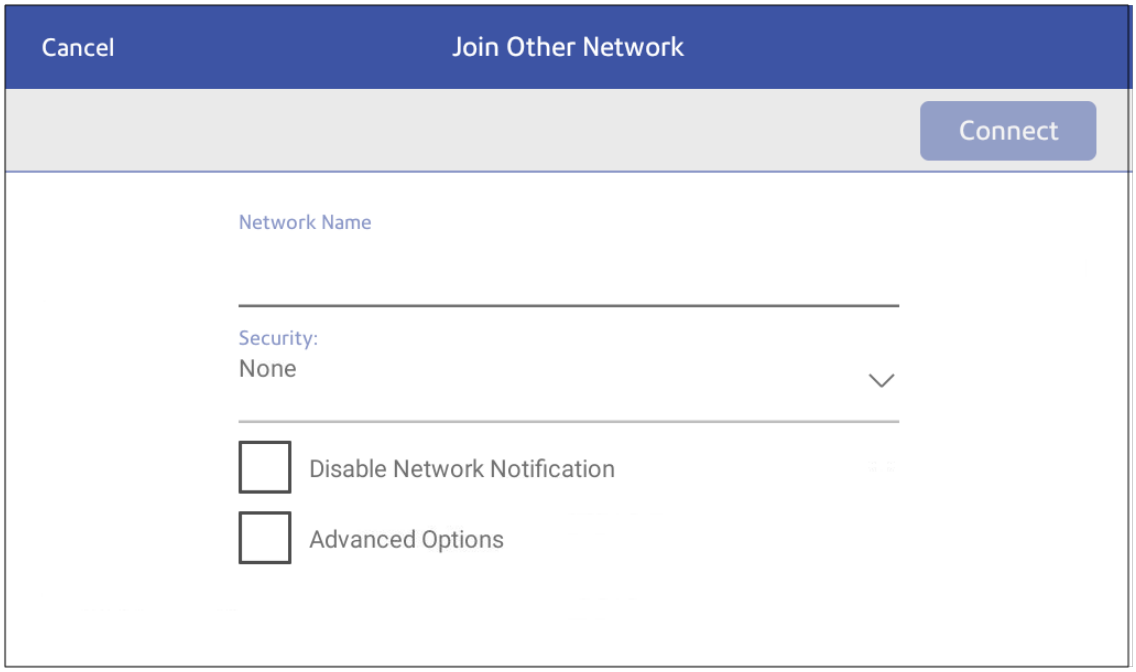
1. Tap **Settings**.

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

3. Tap **Add Network** at the top of the Wi-Fi screen.



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



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

Forgetting a Wi-Fi network

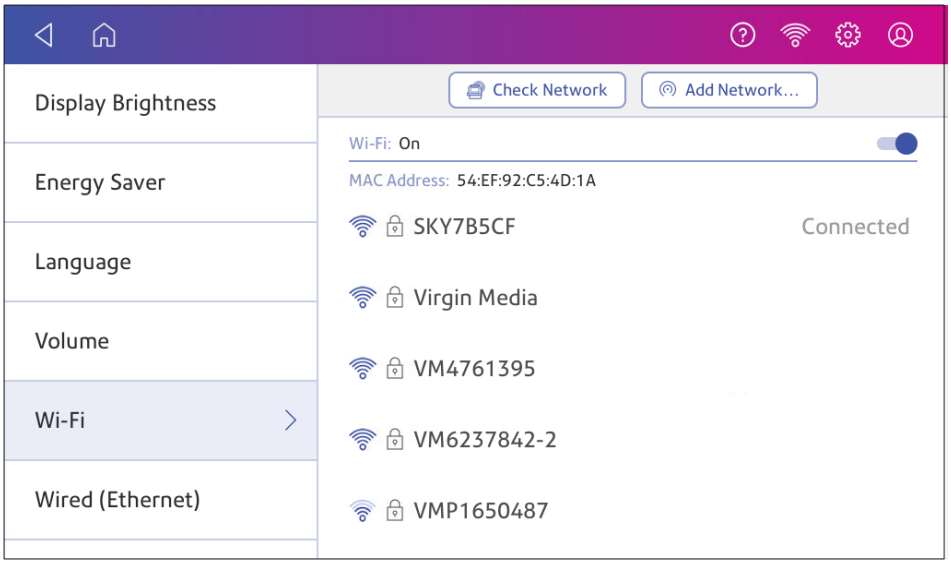
Forget a Wi-Fi network if:

- You do not want your device to automatically connect to that network or
- You need to resolve a wireless network issue.

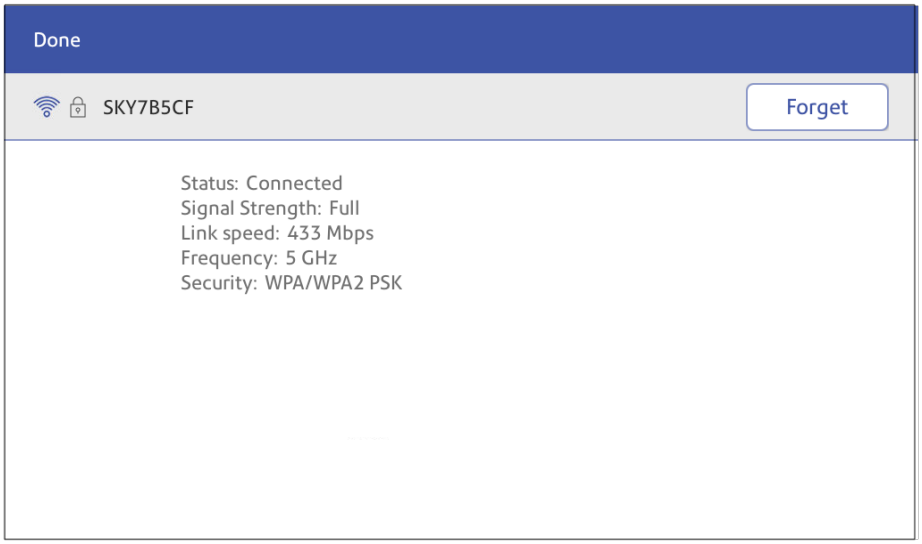
1. Tap **Settings**.

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

3. Tap the network you want to forget. Note that you can only forget a network to which you have previously connected.



The network details appear.



4. Tap **Forget** to forget the network connection.

Checking your network connection

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

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

1. To open and run the network checking app:
   - Tap **SendPro Apps** on the Home screen, then tap **Network Connection**.
2. The device then provides you with the results of the network check.
3. Tap **Close** twice to return to the Home screen.

Finding the MAC address for wired and wireless networks

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

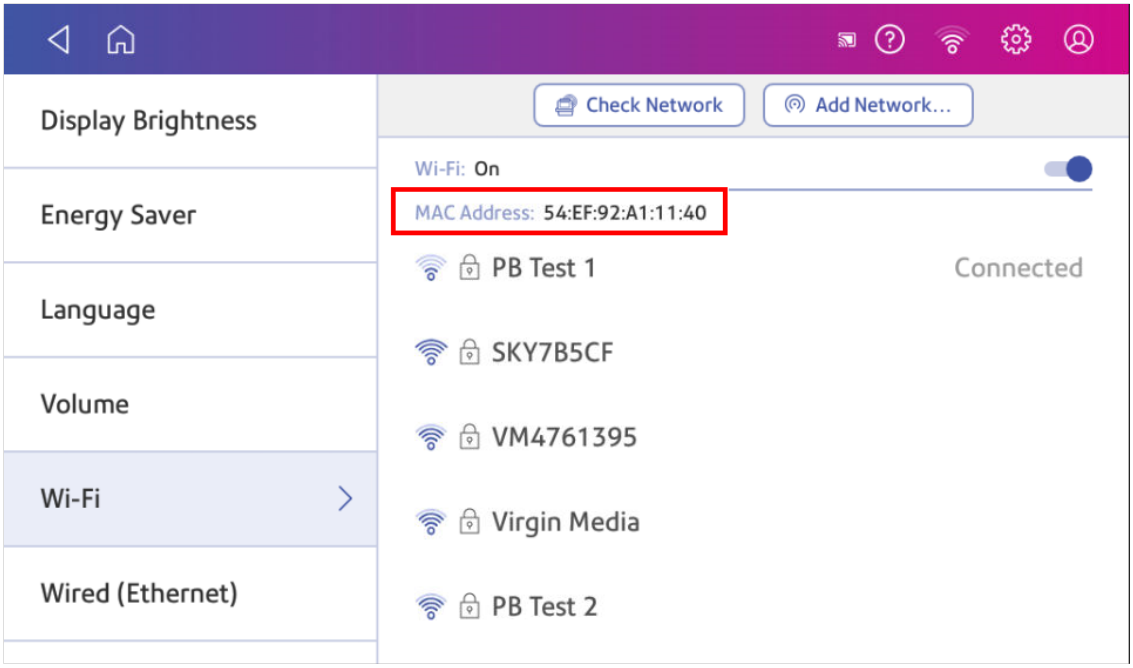
Your device contains two MAC addresses: One for wireless connections and one for wired connections.

Locating the MAC address for wireless connections

1. Tap **Settings**.

2. Tap **Wi-Fi**.

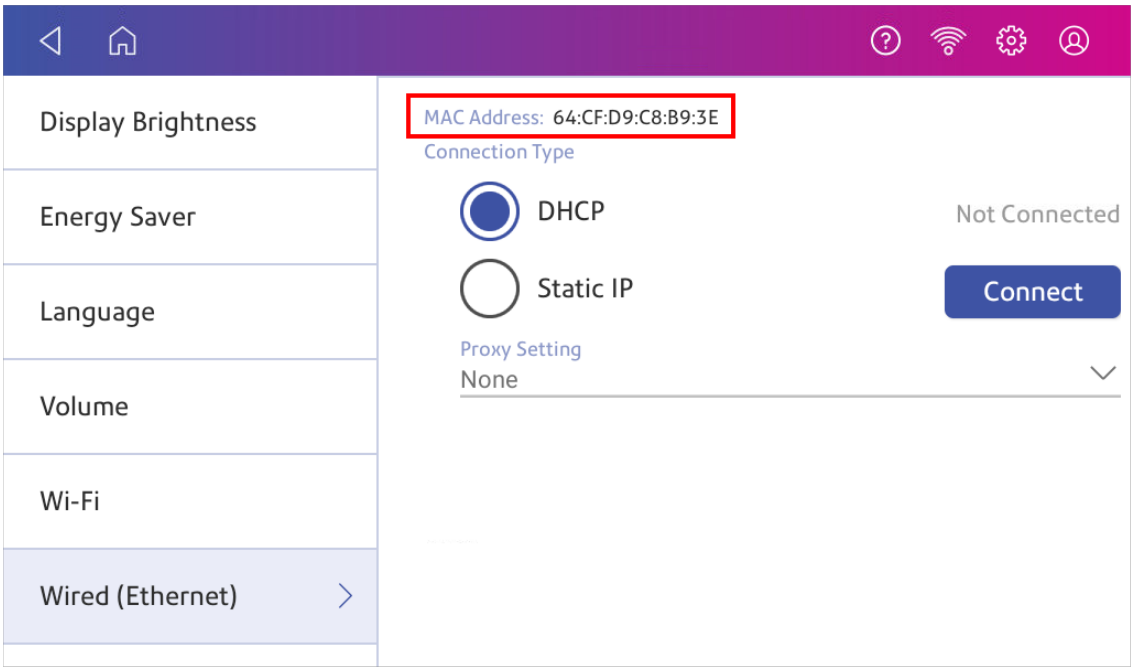
3. The MAC address appears above the list of wireless networks.



Locating the MAC address for wired connections

1. Tap **Settings**.

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

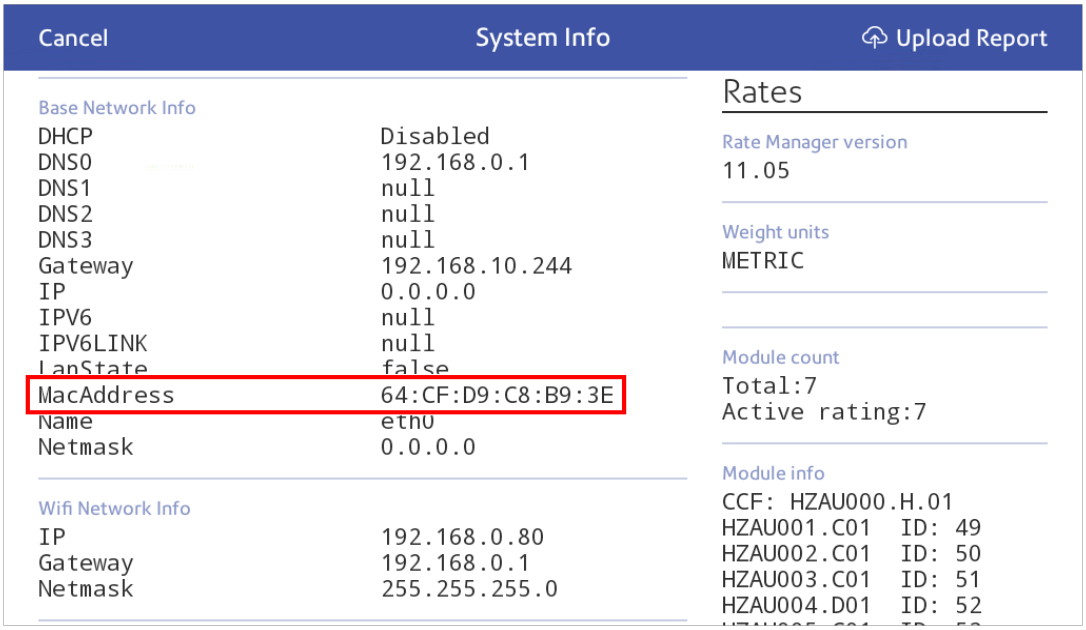


If the MAC address does not appear, try these steps:

1. Tap **Settings**.

2. Scroll down to the Advanced Device Options section and tap **About this C-Series**.

3. Scroll down to the Base Network Info section to locate the MAC Address.



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

Setting up a Proxy server

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

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

Choose the connection type

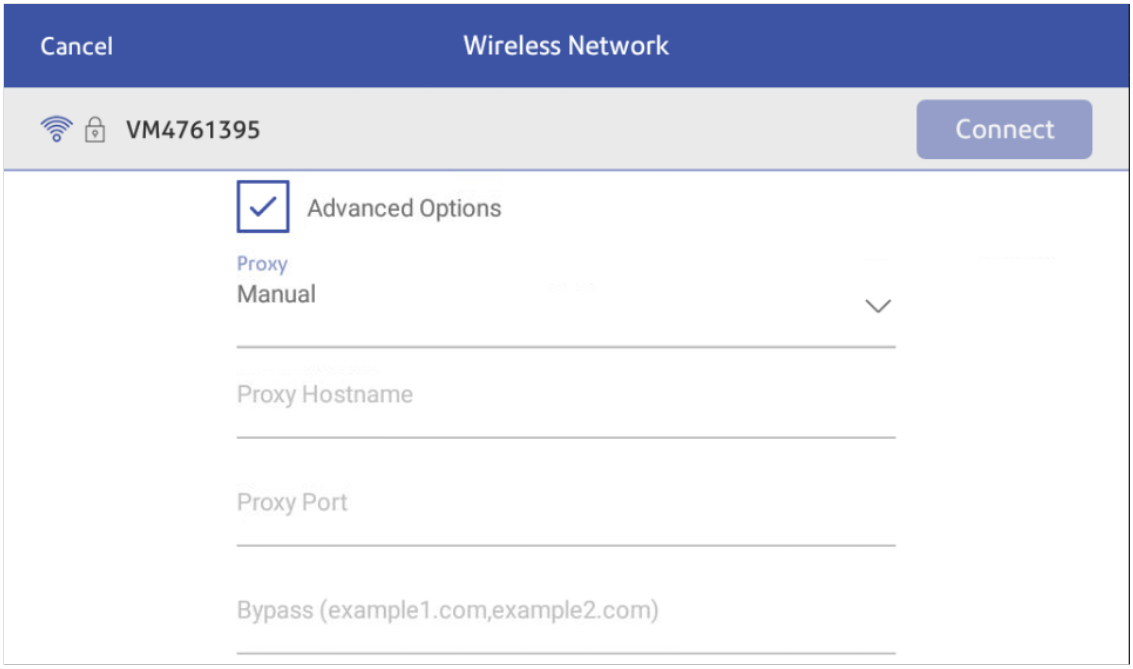
Choose how you connect your device to set up a Proxy server:

- *Setting up a Proxy server using a Wi-Fi network connection*
- *Setting up a Proxy server using a wired network connection*

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

1. Tap **Settings**.

2. Tap **Wi-Fi** in the Device & Network section.
3. Select the network from the list.
4. Tap on the **Advanced Options** checkbox to select it.
5. Scroll down and tap the arrow next to Proxy, then select **Manual**.

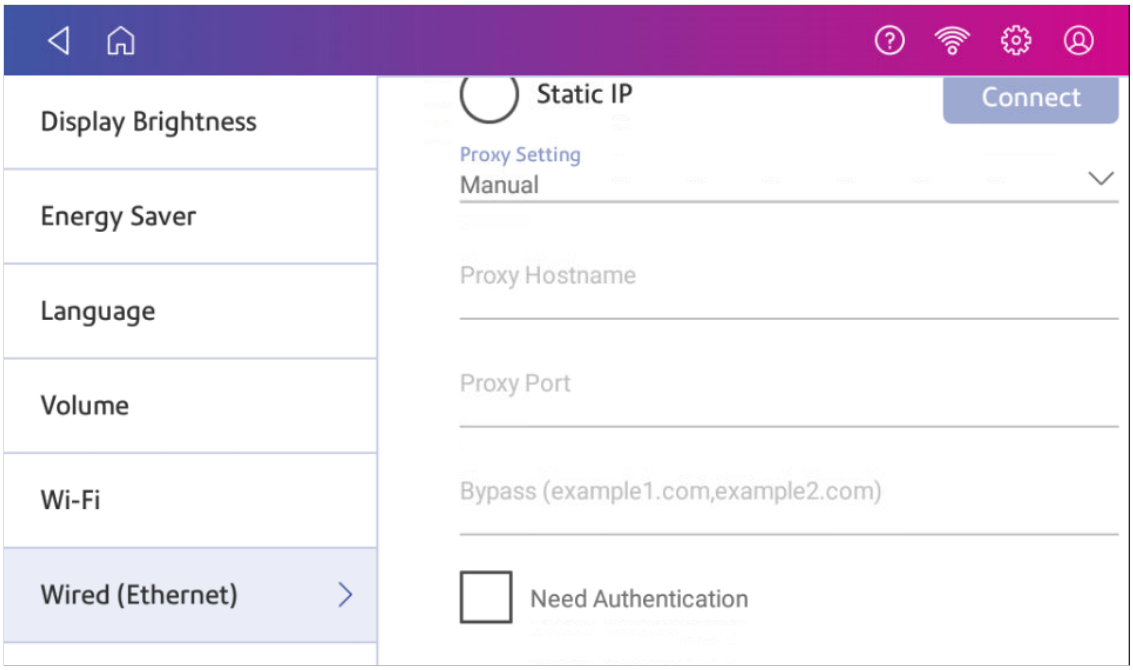


6. Enter the IP address, HTTP or HTTPS proxy address of your proxy server in the **Proxy Hostname** field.
7. Enter the port number for the proxy server in the **Proxy Port** field.
8. (Optional) Enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy in the **Bypass** field.
9. If your Proxy Server requires authentication, select the **Need Authentication** check box. Additional fields appear.
   a. Enter the Proxy username in the **Proxy Username** field. This may be case sensitive for some proxy servers.
   b. Enter the Proxy password in the **Proxy Password** field. This is case sensitive for proxy servers.

Setting up a Proxy server using a wired network connection

1. Tap **Settings**.

2. Tap **Wired (Ethernet)** in the Device & Network section.
3. Select either **DHCP** or **Static IP**.
4. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select **Manual**.



5. Enter the IP address, HTTP or HTTPS proxy address of your proxy server in the **Proxy Hostname** field.
6. Enter the port number for the proxy server in the **Proxy Port** field.
7. (Optional) Enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy in the **Bypass** field.
8. If your Proxy Server requires authentication, select the **Need Authentication** check box. Additional fields appear.
   a. Enter the Proxy username in the **Proxy Username** field. This may be case sensitive for some proxy servers.
   b. Enter the Proxy password in the **Proxy Password** field. This is case sensitive for proxy servers.

3 - Scales and Weighing

In this section

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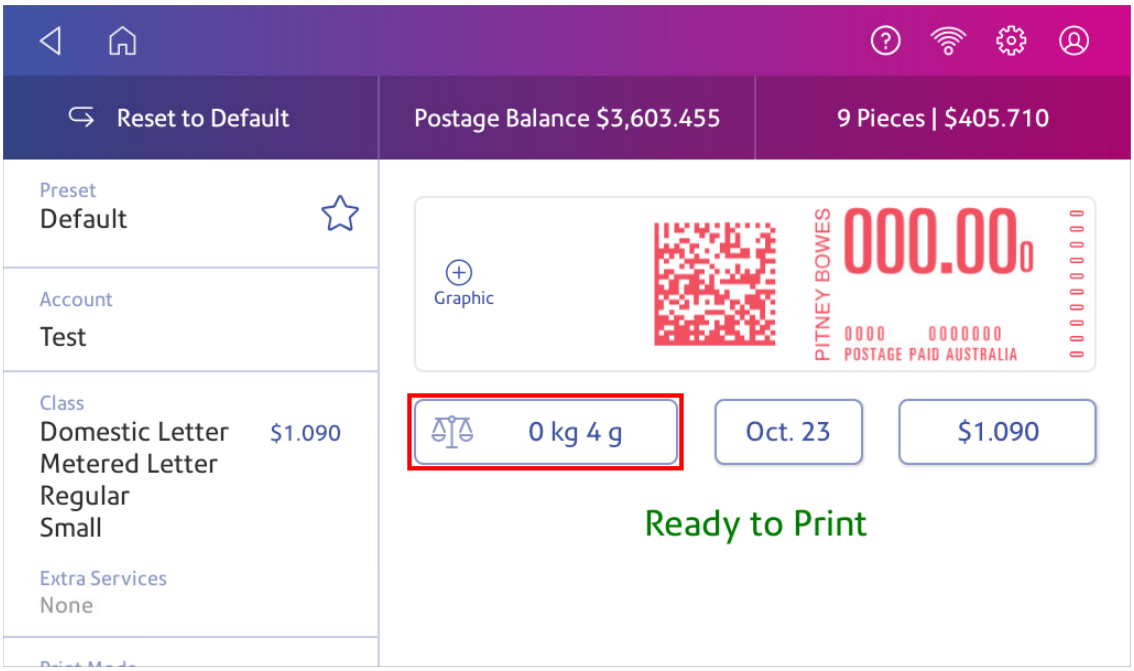
Entering the weight manually when printing postage 40
Zeroing the scale 41
Using Scale Stabilization 42
Using Differential Weighing 43
Editing the Differential Weighing threshold 45

Using the scale when printing postage

Use the scale to weigh your mail and calculate the correct postage for you.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Weight**.

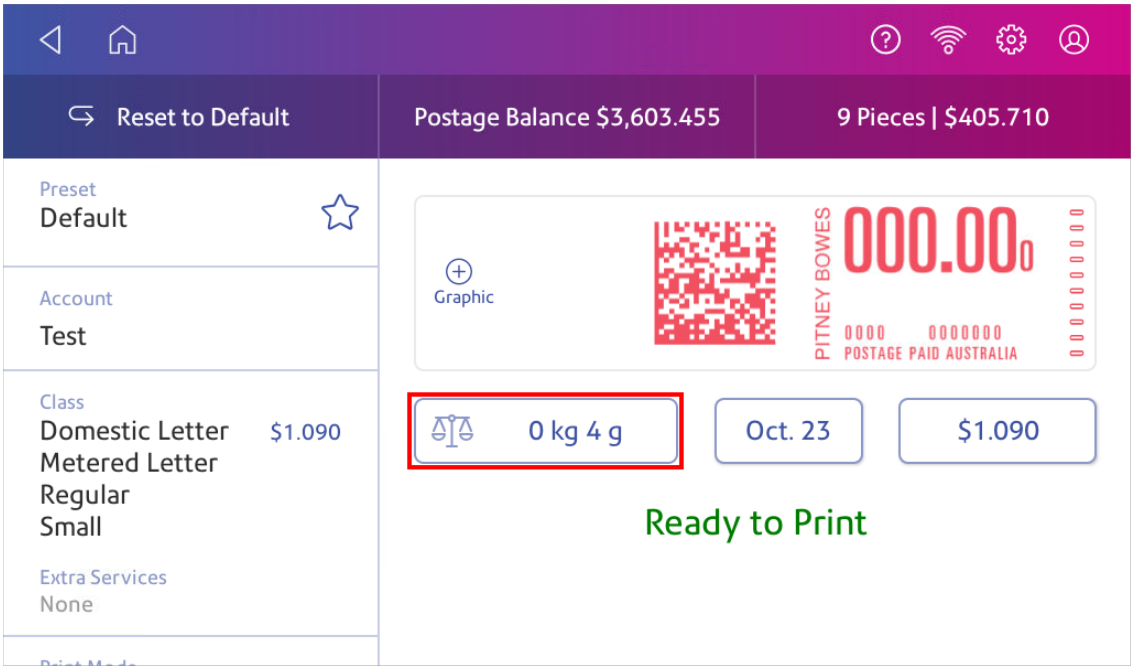


3. Tap **Scale**.
4. Place the envelope on the scale. You must do this before the next step or else the **Apply** button remains inactive.
5. Tap **Apply**.
6. Tap **Class**.
7. Select **Start Over** to show the class options.
8. Tap the class you want.
9. Select special services, if required.
10. Tap **Apply**.
11. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Entering the weight manually when printing postage

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Weight**.



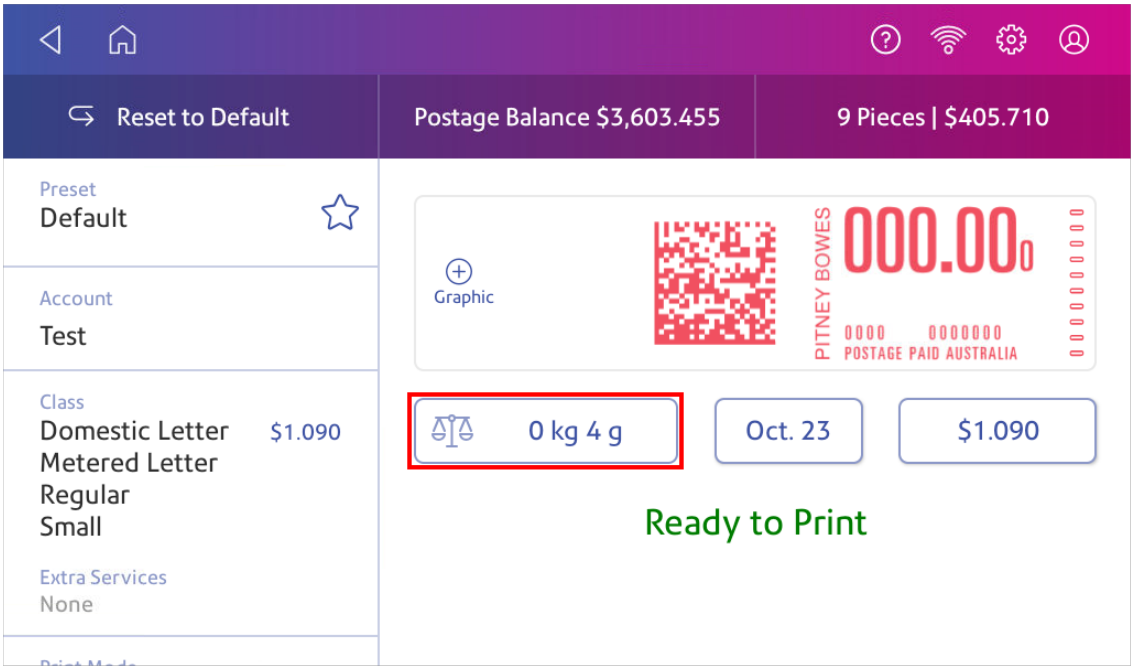
3. Tap **Manual**.
4. Enter the **kilograms** and **grams**.
5. Tap **Apply**.
6. Tap **Class**.
7. Tap **Start Over** to see all the class options.
8. Select the class and any special services required.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro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

Zeroing the scale

Zero the scale to set the weight to zero.

Make sure there is nothing on the scale when you zero it.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Weight**.



3. Tap **Scale** on the weighing method screen.
4. Tap **Zero Scale**.
5. Tap **Cancel** to return to the Envelope Printing app.

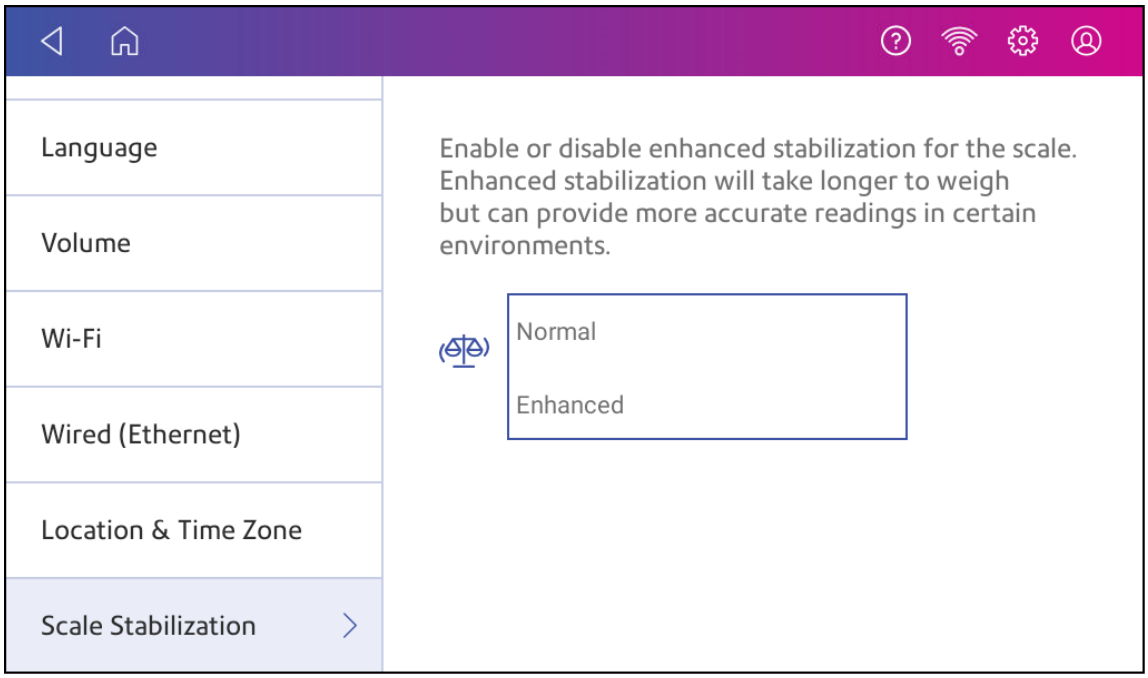
Using Scale Stabilization

If your device is close to an air conditioning unit, fan, draughts or is not on a stable surface, use Scale Stabilization to help prevent weighing issues and provide more accurate readings.

1. Tap **Settings**.

2. Scroll down to the Advanced device Options section.

3. Tap **Scale Stabilization**.

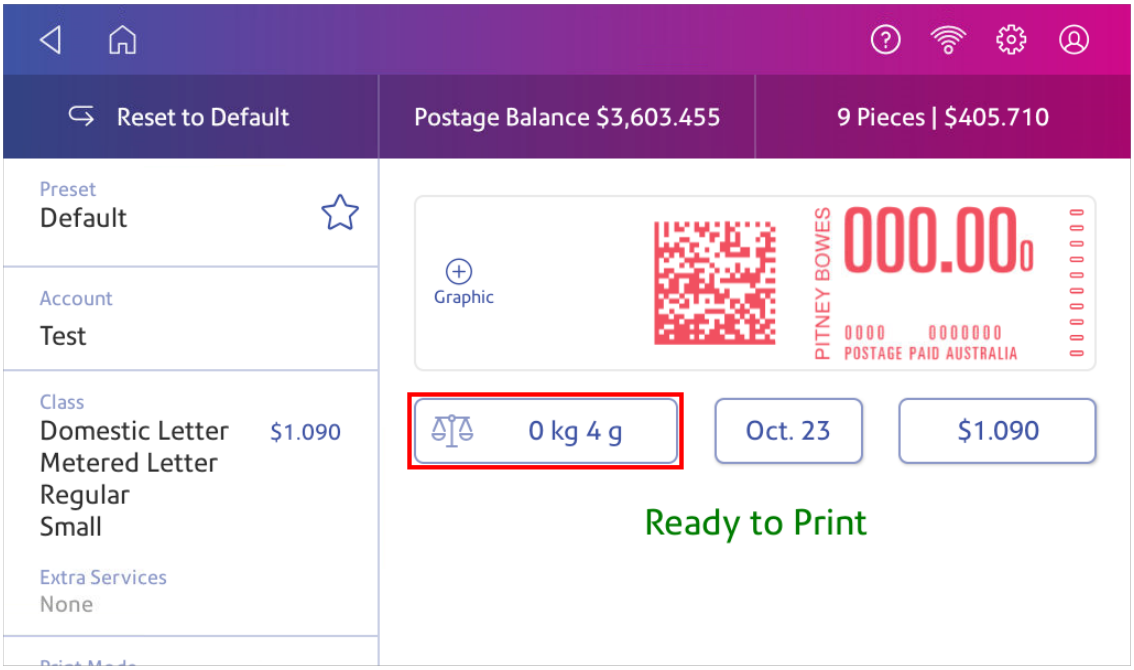


4. Tap **Enhanced**.
5. Tap the back arrow to return to the Home screen.

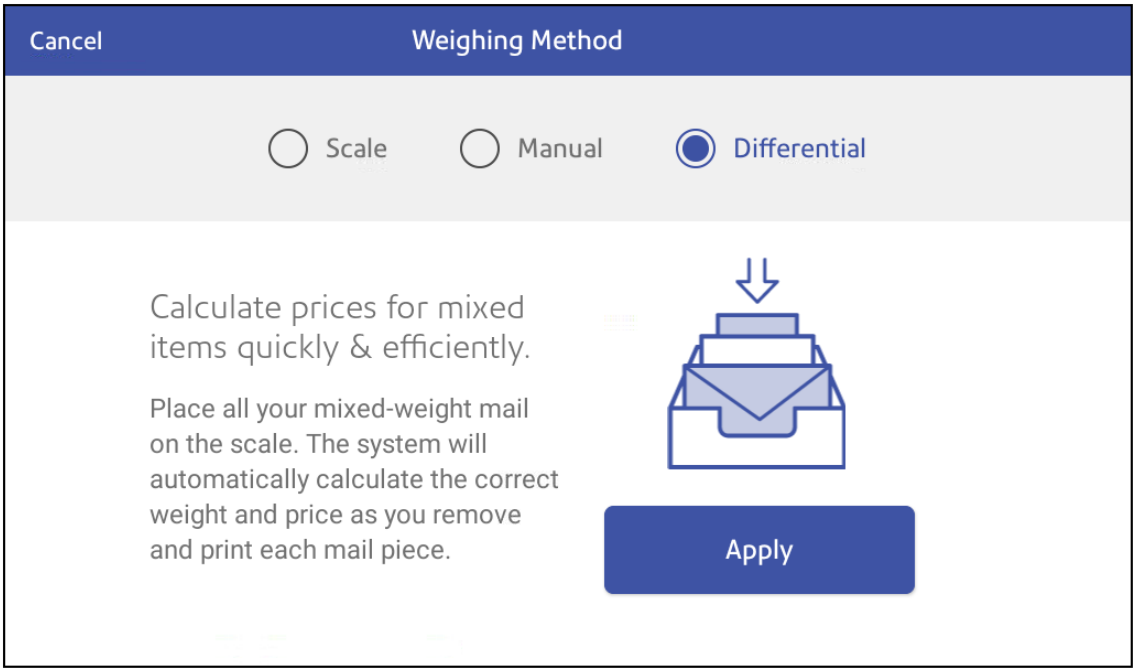
Using Differential Weighing

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Weight**.

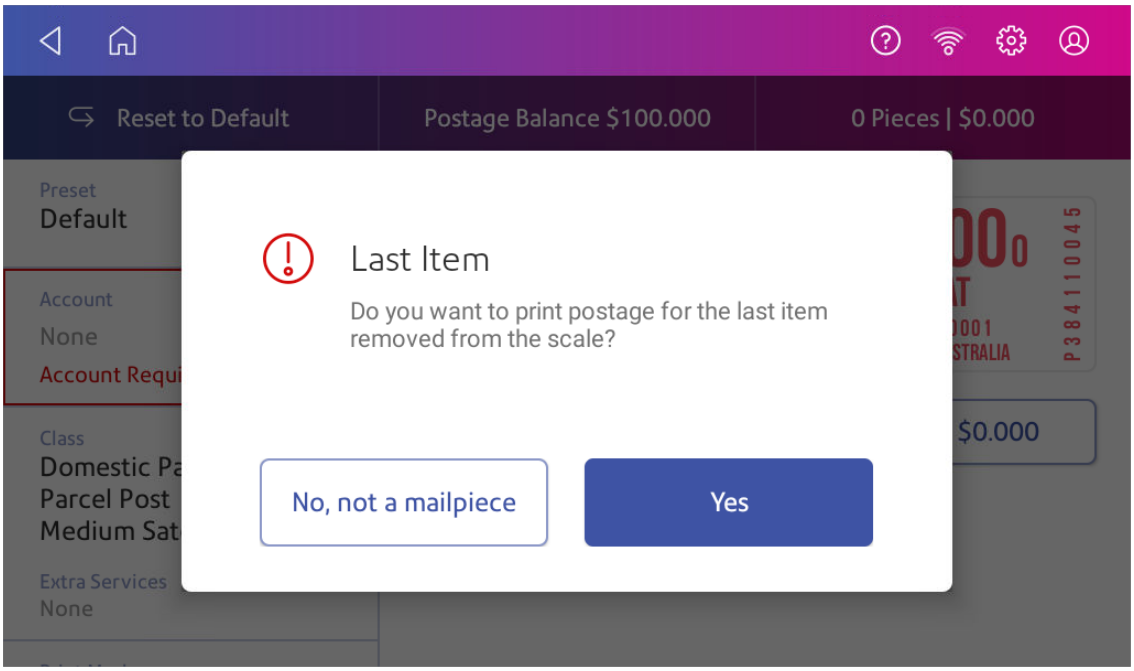


3. Tap **Differential**.



4. Tap **Apply**.
5. Place all the mail on the scale.
6. Tap **Class**.

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



13. If necessary, insert the mail into the device. The device then prints the postage.

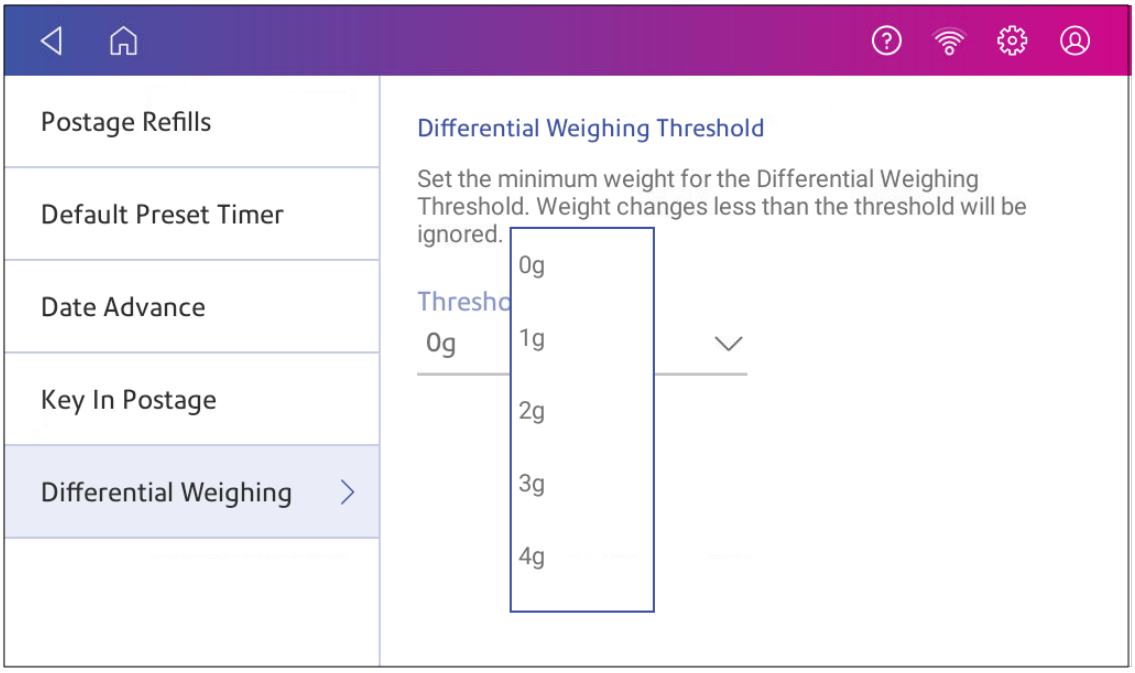
Editing the Differential Weighing threshold

To edit the minimum weight each mailpiece must weigh while using Differential Weighing, you can set the Differential Weighing Threshold.

You can set the threshold weight in multiples of 1 gram up to 250 grams. For example, 1 gram or 2 grams.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Settings**.

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



5. Tap the back arrow to return to the Envelope Printing app.

4 - Accounting

In this section

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Turning account passwords on or off for printing postage 50
Selecting an account 50
Editing an account 51
Making an account inactive 51
Deleting an account 51

What is Accounting

You can use the accounting feature to track the postage that departments or individuals within your organization use.

The accounting feature helps you to understand how your business spends its postage and identify cost-saving opportunities. You can charge postage back to departments or clients and report on postage expenditures.

When you use Envelope Printing accounts to track your postage usage, use sub accounts and sub sub accounts to analyze your usage within an account.

How you create accounts depends on your needs. You can create accounts in single or multiple levels. For example, you can divide a top level department (account) into two additional sub sections (sub accounts and sub sub accounts).

The Envelope Printing accounting structure can have up to a three level hierarchy:

- account (top level of the hierarchy)
- sub account (next possible level of the hierarchy)
- sub sub account (last possible level of the hierarchy)

Important: Only the lowest level of the account hierarchy is chargeable. This means that the lowest level of the account has the transactions applied to them.

- **Account with no sub accounts** - When you create an account with no sub accounts, you charge postage to that account. This is because the account does not have sub or sub sub accounts.
- **Account with sub account or sub sub account** - When you create a sub account or sub sub account, you charge postage to the lowest level (the sub account or sub sub account).

Account hierarchy examples

Top level account

- Engineering

Account with sub accounts

- Engineering; Sub account - Software;
- Engineering; Sub account - Hardware;

Account with sub sub accounts

- Engineering; Sub account - Software; Sub sub account - Graphics and Layout; Sub sub account - Design

- Engineering; Sub account - Hardware; Sub sub account - Quality Approval; Sub sub account - Testing

Adding an account

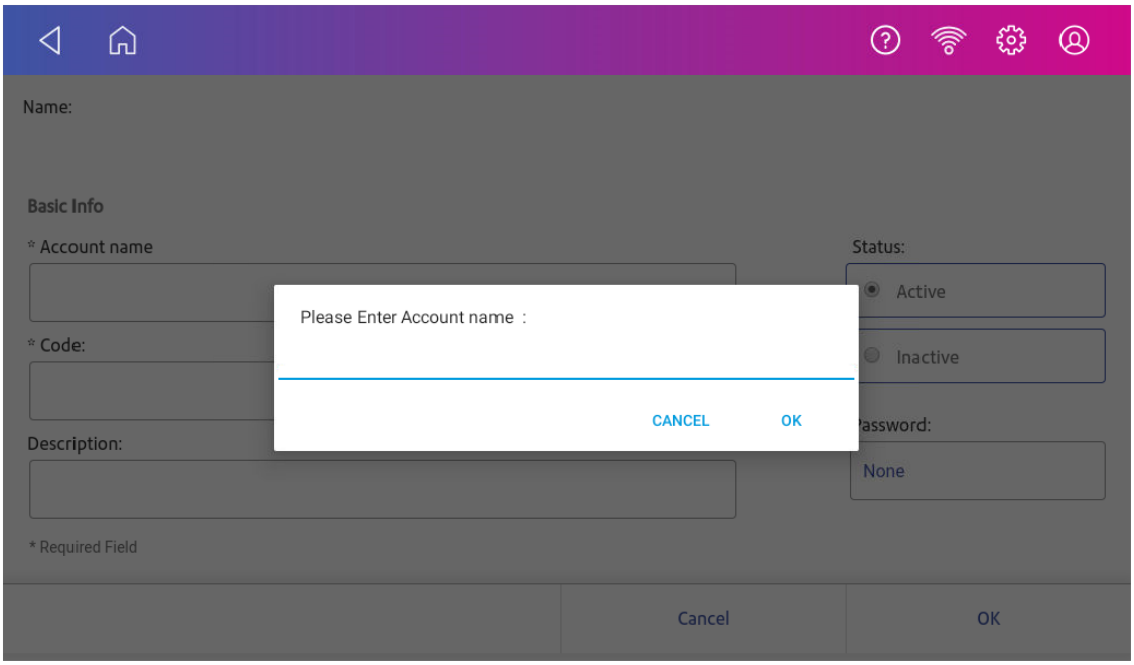
Add accounts to record Envelope Printing usage by department.

An account is created automatically for you during installation. The account is called General.

You can edit the name if you want to, providing you have not printed any post against it.

You can create more accounts if you would like to.

1. Tap **Manage Accounts** on the Home screen.
2. Tap **Create new account**.
3. Tap **Create a new account** for a new account.
4. Enter the account name in the Enter account name field. Account names can be up to 75 characters long.
   If the keyboard does not pop up, tap the line in the box.



5. Enter a unique code in the Code field to identify each account. Codes can be alphanumeric. Codes help you locate accounts more easily.

6. You can use the optional fields, such as:
   - **Description** - Enter a description of the account up to 150 characters.
   - **Password** - Tap **Password** to add a password for an account.
     - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. If you do set a password, you need to enter it to print mail.
7. Ensure you set the status to active.
8. 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 **Continue** if you do not need to create any more accounts.
9. Press the **back arrow** to return to the Home screen.

Turning account passwords on or off for printing postage

You can protect each account from unauthorised access by turning account passwords on.

1. Tap **Manage Accounts** on the Home screen.
   - Tap **Turn account passwords on** if account passwords are off and you wish to turn them on.
   - Tap **Turn account passwords off** if account passwords are on and you wish to turn them off.
2. Tap **Yes**.
3. Tap **OK**.
4. Tap **Home** to return to the Home screen.

Selecting an account

When accounting is enabled on your device, you must select an account before you can print postage.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the account you wish to use for your mail.

Tip: You can then create a preset which you use to quickly select the same settings in the future.

Editing an account

Edit an account when you want to change the account name, code, description, status or password.

Important: Once you charge postage to an account, you cannot change the account name or code.

1. Tap **Manage Accounts** on the Home screen.
2. Tap **Edit account**.
3. Tap the account you want to edit.
4. Select **OK**.
5. Make your changes, such as edit the account name, code, description, status or password.
6. Tap **OK** to return to the Accounts screen.
7. Tap the back arrow to return to the Home screen.

Making an account inactive

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

1. Tap **Manage Accounts**.
2. Tap **Edit account**.
3. Tap the account you want to make inactive.
4. Select **OK**.
5. Tap **Inactive**.
6. Tap **OK** to return to the Accounts screen.
7. Tap the back arrow to return to the Home screen.

Deleting an account

You can delete an account, sub account, or sub sub account through the Envelope Printing app.

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

1. Tap **Manage Accounts**.
2. Tap **Delete account**. The list of available accounts appears.
3. Tap the account you want to delete.
4. Tap **OK**.
5. Tap **Yes, delete account** to confirm.

6. Tap **OK**.
7. Tap the back arrow to return to the Home screen.

5 - Postage Funding

In this section

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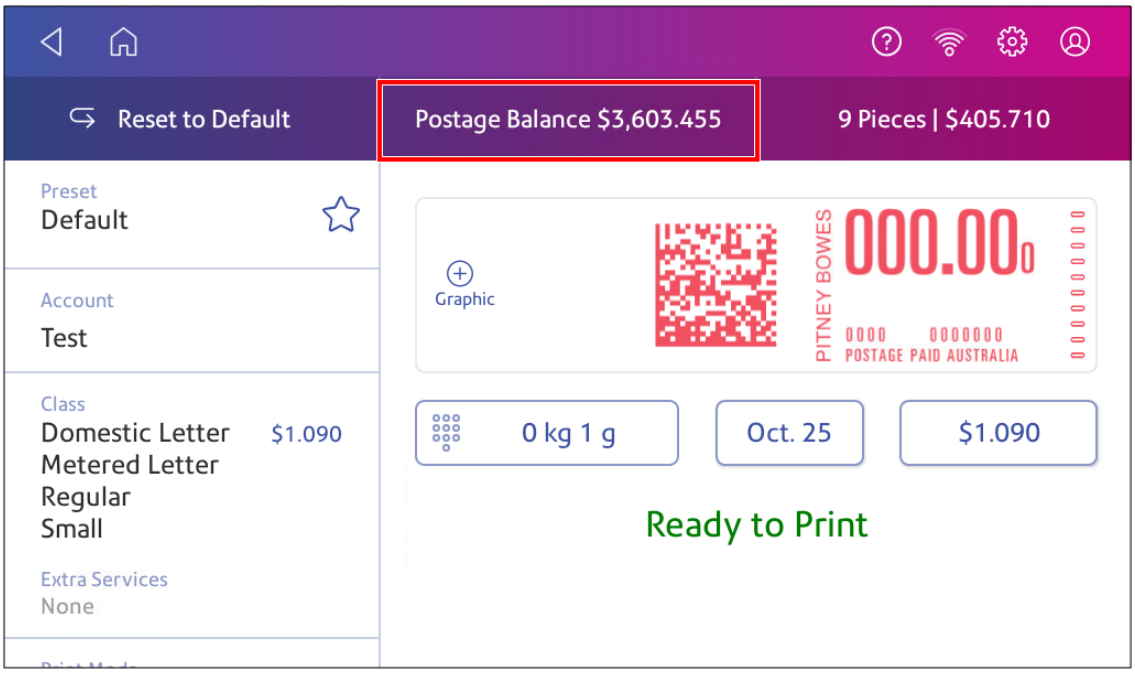
Refilling postage funds for printing postage 55
Getting an Australia Post refund for damaged or incorrectly printed mail 56
Changing the default refill amount for printing postage 57
Setting the low funds warning for printing postage 58

Checking the available funds for printing postage

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

Viewing the amount available in your device

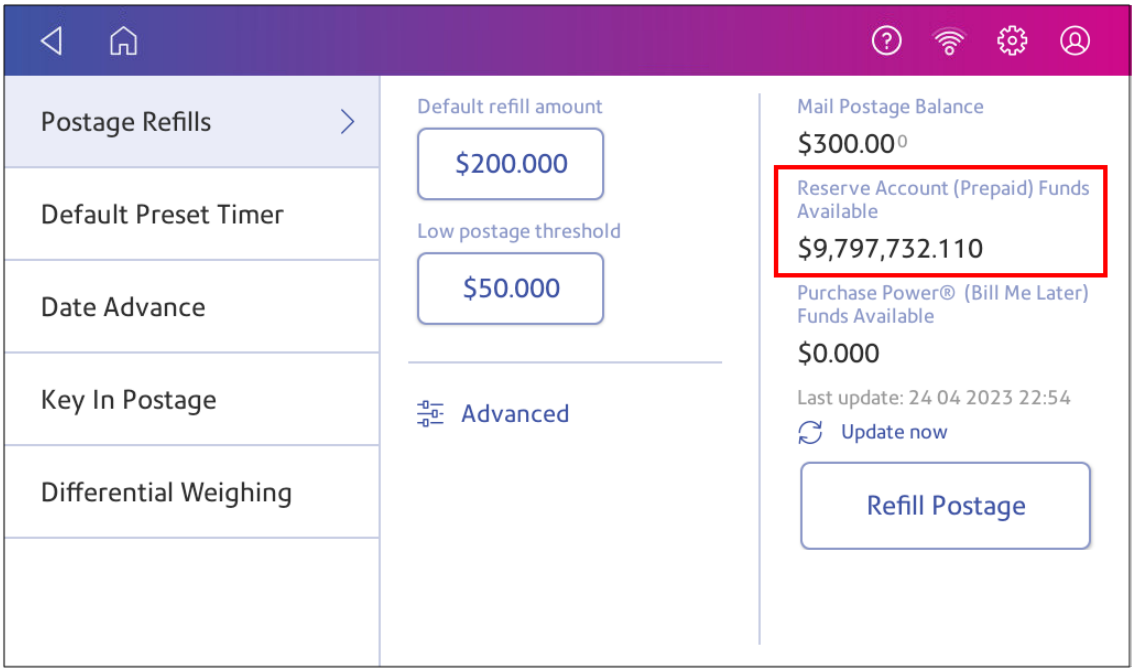
1. Tap **Envelope Printing** on the Home screen.
2. The **Postage Balance** shows the available funds in your device.



Viewing the amount available in your postage account at Pitney Bowes

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Envelope Printer Settings**.

4. The balance in your postage account appears.



Refilling postage funds for printing postage

Refill your postage funds for printing postage as soon as you receive a message that your funds are low.

Before you begin

Check that your device is connecting to the internet.

- For wired network connections, you will see the following connection image in the toolbar:

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

To refill postage:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the postage refill amount.
5. Tap **back** to change the amount shown.

6. Tap **Refill Mail Postage**.
7. Tap **View Receipt** to view or print a receipt.
8. Tap **Done**. Your updated postage balance appears on the Envelope Printing app.

Getting an Australia Post refund for damaged or incorrectly printed mail

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

- Ensure you select the correct value before printing postage.
- Ensure that the ink level does not get too low. **Recommended:** Always have a spare ink cartridge available.

For up-to-date refund guidelines, refer to the Australia Post website.

To request a refund via Australia Post you should:

- Collect all envelopes, wrappers and labels affected.
- Envelopes and wrappers must be presented intact (although the contents may be removed).
- Sort them by value and date order (if applicable).
- The affected mail must be at least $20 in total value.

- Make a written request to Australia Post on your company letterhead for the value of the affected mail, quoting your licence number and, if applicable, your Australia Post Business Credit Account number.
- Send the affected mail and the written request within six months of the metered mark(s) being made, to:
  Australia Post
  Postage device section
  Shared Services (Metered Mail)
  GPO Box 5091
  Melbourne VIC 3001.
- Please allow up to three weeks for processing.

Conditions of refunds include:

- Refunds will not be made for metered marks that have been removed from their original envelopes or wrappers.
- Illegible metered marks will be refunded for the lowest value that the device can print.
- Eligible (legible) metered marks will be refunded at the value minus 2.5 per cent (the postage rebate).
- If you have elected to have your postage device resets charged to your Australia Post Business Credit Account, approved refunds will be deducted from your next account statement.

Changing the default refill amount for printing postage

Change the default refill amount to store an amount you want to refill your device with.

You can set the default refill amount during installation or change it at later time.

There are two ways to change the default refill amount:

From the Home Screen:

1. Tap **Settings**.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap the box under **Default refill amount**.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.

7. Tap **Apply**.
8. Tap the back arrow to return to the Home screen.

From Envelope Printing:

1. Tap **Envelope Printing** from the Home screen.
2. Tap **Postage Balance**.
3. Tap **Envelope Printer Settings**.
4. Tap the box under **Default refill amount**.
5. Tap the back key to remove the existing amount. You may need to tap the key multiple times to clear the amount.
6. Enter the new amount.
7. Tap **Apply**.
8. If necessary, tap the back arrow to return to the Envelope Printing app.

Setting the low funds warning for printing postage

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Envelope Printer Settings**.
4. Tap **Low postage threshold**.
5. Tap **back** on the keypad to remove the existing amount.
6. Enter the new amount.
7. Tap **Apply**.
8. If necessary, tap the back arrow to return to the Envelope Printing app.

6 - Mailing and Shipping

In this section

Sending a Domestic Letter 60
Sending a Regular Large Letter 60
Sending a letter by Express Post 60

Sending a Domestic Letter

Send your letters and small parcels by Domestic Letter. Domestic Letter can be an economical way to send your post.

1. Tap **Envelope Printing** on the Home screen.
2. If you use accounting, tap **Account** then select an account.
3. Place the envelope on the scale. The weight appears.
4. Tap **Class**.
5. Tap **Start Over** to show a list of all the available classes.
6. Tap **Domestic Letter** for a Domestic Letter envelope.
7. Tap **Metered Letter Regular**.
8. Tap **Small**.
9. Tap **Apply**.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Sending a Regular Large Letter

Send your Regular large letters by Domestic Large Letter. This can be an economical way to send your post.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.
3. Tap **Class**.
4. Tap **Start Over** to show a list of all the available classes.
5. Tap **Domestic Letter**.
6. Tap **Metered Letter Regular**.
7. Tap **Large**.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Sending a letter by Express Post

Use Express Post for *Australia Post premium letter delivery service*.

You can prepare and pay for express post letters on any Pitney Bowes meter.

Express post letters come in three sizes:

- Small (DL size) 110 x 220 mm.
- Medium (C5 Size) 162 x 229 mm.
- Large (B4 Size) 250 x 353 mm.

In all these examples. the maximum envelope thickness is 20 mm and the maximum item weight is 500 grams. If your mailpiece exceeds these dimensions, it is considered a parcel.

View the current *Australia Post Express Post fact sheet* for further information.

To send Express Post letters on your meter:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over**.
4. Scroll down the class list until **Domestic Parcel** appears.
5. Scroll down the list until **Express Post** envelopes appears. Choose the appropriate size.
6. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

A correctly franked Express Post envelope shows **EX SML ENVE**, **EX MED ENV** or **EX LRG ENV**:

Important:

- **Tracking** - If you want your Express Post item to have a tracking label, you need to affix one to the envelope. Australia Post Express Post tracking labels are available from Post Offices at no charge.
- **Extra Services such as Signature on Delivery and extra cover** – You can purchase these optional features from the Post Office when you lodge your letter.
- **Lodgement** – Be sure to lodge your Express Post letter at a **yellow** roadside collection box, or at your local Post Office to ensure it is treated as a priority item.

7 - Sealing

In this section

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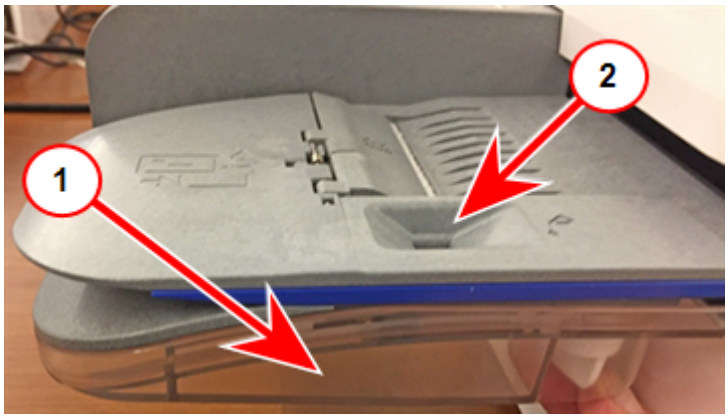
Sealing envelopes when you print postage 63
Sealing envelopes without printing postage 65
Avoiding envelope sealing issues 66

Filling the moistener tank

Your device will need refills of sealing solution in order to seal envelopes. Follow these steps to fill the moistener tank.

1. Check the level of sealing solution in your moistener tank **(1)**.



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

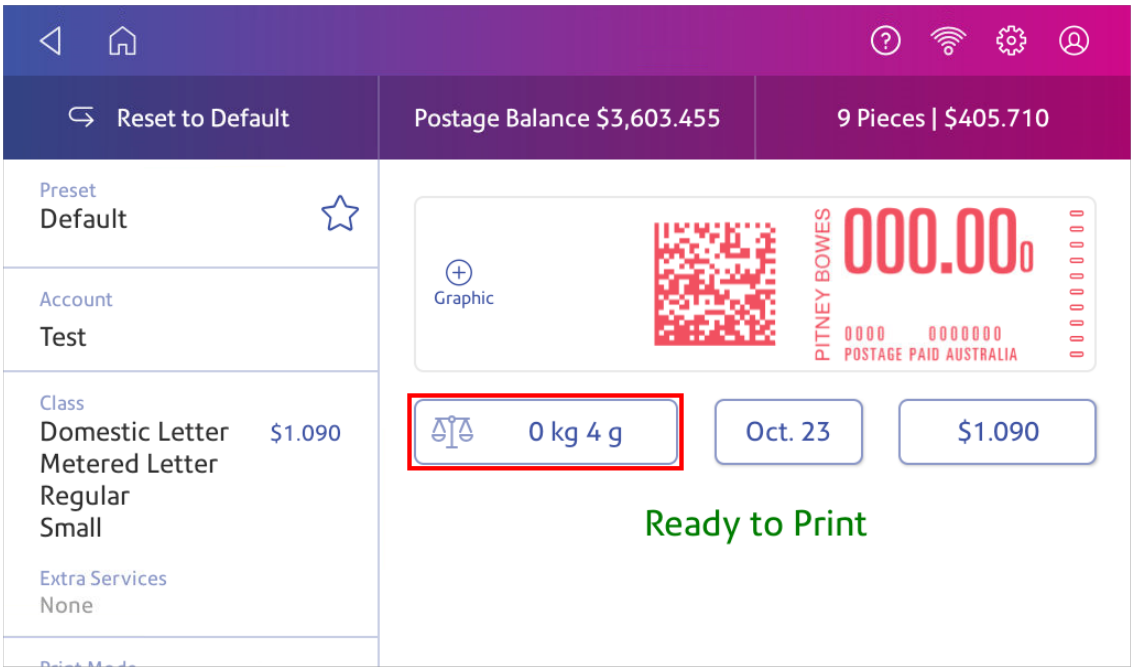
Sealing envelopes when you print postage

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

1. Check the level of sealing solution in the moistener tank. Add more if required.
2. Slide the envelope flap under the edge of the feed deck so the moistener can wet the flap.

3. Tap **Envelope Printing** on the Home screen.
4. Tap **Account** and select an account if accounting is enabled on your device.

5. Tap **Weight**.



6. Tap **Scale**.
7. Place the envelope on the scale. You must do this before the next step or else **Apply** remains inactive.
8. Tap **Class** then select the class of mail you want.
9. Tap **Graphic** then select a graphic, if necessary.
10. Tap **Apply** to continue.
11. Insert the envelope into the device. The device prints the postage .

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

Sealing envelopes without printing postage

Use Seal Only mode to seal envelopes without printing anything.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**. You may need to swipe up on the screen to see this option.
3. Select **Seal Only**.
4. Tap **Apply**.

5. Place your envelope face up, flap down into the feeder. Be sure to slide the envelope flap under the edge of the feed deck.

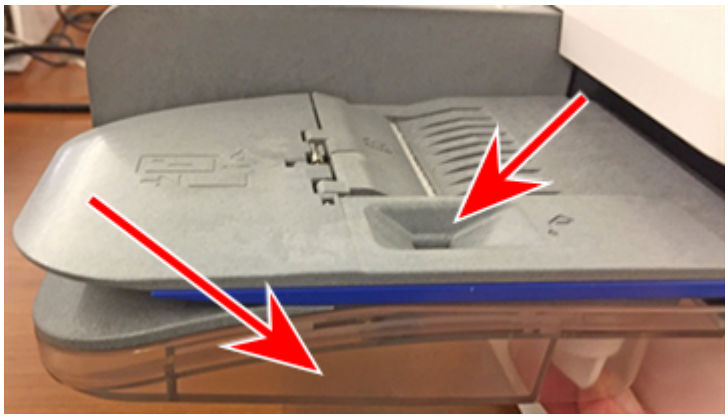
6. Insert the envelope into the device. The device seals the envelope.

Avoiding envelope sealing issues

Prevent sealing issues by:

- Having enough sealant in the moistener tank.
- Placing the envelope correctly on the feed deck.
- Maintaining the wick or brush in the moistener.

1. Check the level of sealant in the moistener tank. Add more if required.



2. Slide the envelope flap under the edge of the feed deck when inserting an envelope. Otherwise, the moistener cannot wet the flap.

3. If the moistener tank is full, and your envelopes are still not sealing correctly, clean your moistener brush and wick.

8 - History and Reports

In this section

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Viewing and printing a postage refill receipt

View and print receipts of previous postage refills by using the Print Refill Receipt app.

1. Tap **SendPro Apps** on the Home screen.
2. Tap **Print Refill Receipt**.
3. Tap **Refill History**.
4. Tap the receipt you want to view.
5. Tap **Print** to print a refill receipt.
6. Place an envelope on the feed deck. Depending on the SendPro C model you have, feed the envelope manually or tap **Start** to print the receipt.
7. Press **X** to close the screen.
8. Tap **Cancel** then **Close** to return to the Home screen.

Viewing the total spent on printing postage

View the total amount you have spent on postage and the total number of pieces printed.

1. Tap **Settings**.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Postage Refills**.
4. Tap **Advanced** to view the total amount of postage spent and the number of pieces printed.

Printing a funds report

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

The funds report provides the following information about your device:

- **Used**: The total amount used over the lifetime of the device.
- **Available**: The amount currently available to print.
- **Total Pieces**: The total number of mailpieces run over the lifetime of the device.
- **Control Sum**: The control sum is the total of the amount used and available.
- **Batch Count**: The current Batch Count.
- **Batch Value**: The current Batch Total.

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

To print a funds report:

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

Running postage printing account reports

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

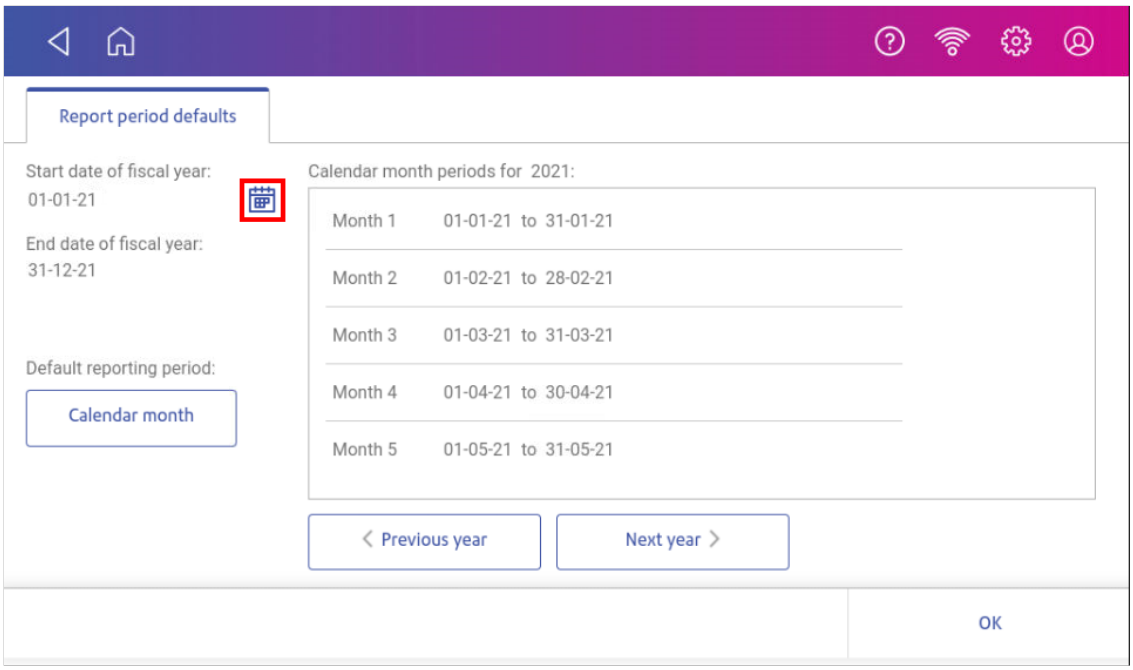
1. Tap **Manage Accounts** on the Home screen.
2. Tap the **Reports** link in the Accounts section.
3. If this is the first time you are running a report:
   a. Tap **Report Period** and set the time range for your reports.
   b. Tap **Preferences** and set how to you wish to identify the accounts.
4. Set the report period.
5. Tap **View & print reports**.
6. Tap to select a report.
7. Tap **Next**.
8. Choose what to do with the report:
   - To view the report on the screen, tap **View Report**.
   - Tap **Actions** to save the report under a new name, delete or email the report.

Setting the report period for an account

Set the reporting period of an account report by setting its start and end dates.

1. Tap **Manage Accounts** on the Home screen.
2. Tap **Reports**.
3. Tap **Report period**.

4. Select the calendar image next to the **Start date of fiscal year** field.



   a. Select a date on the calendar.
   b. Select **SET**.

   The End date of the fiscal year is set based on the start date you enter. You cannot enter this date manually.
5. Select the **Default reporting period** field.
   a. Select a report period type.
   b. Select **OK**.
6. (Optional) Tap **Previous year** and **Next year** to view the reporting periods for the previous and next year. Tap **up** and **down** to scroll through the list of reporting periods for the current year.
7. Tap **OK** to return to the Reports screen.

Setting the account report preferences

Set the account report preferences to select the account level you wish to report on (Account, Sub account or Sub sub account).

You can also choose how you want to identify accounts: by Name or by Code.

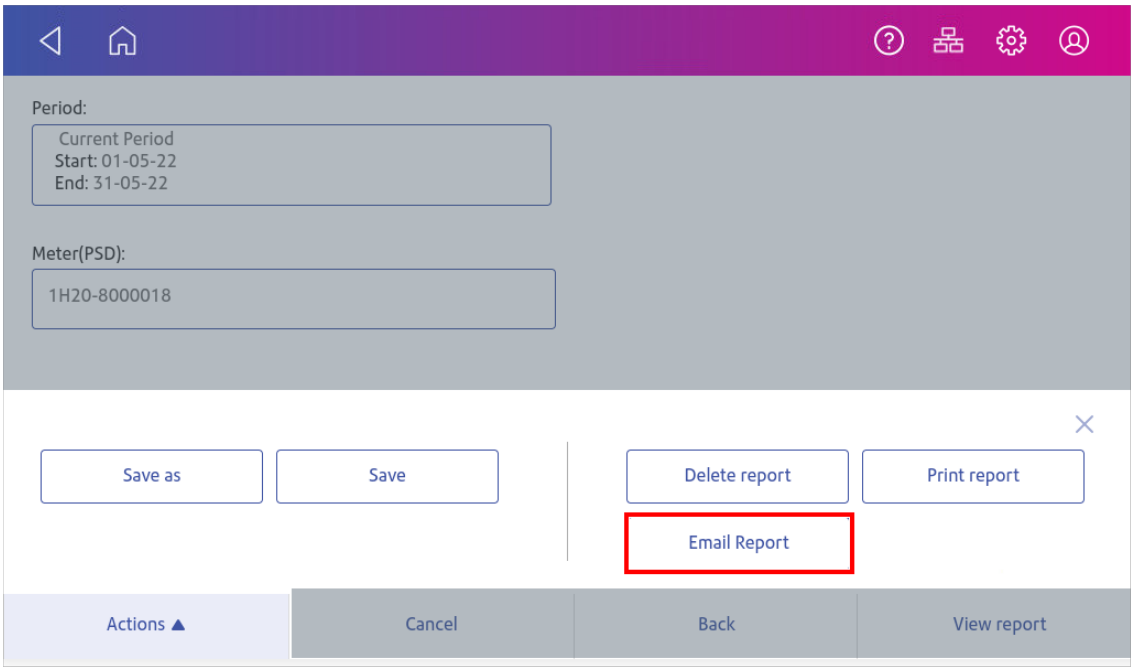
1. Tap **Manage Accounts** on the Home screen.
2. Tap **Reports**.
3. Tap **Preferences**.
4. Tap to select how you want to identify accounts: by **Name** or by **Code**.

5. Select the account level you wish to report on: **Account**, **Sub account** or **Sub sub account**.
6. Tap **OK** to return to the Reports screen.

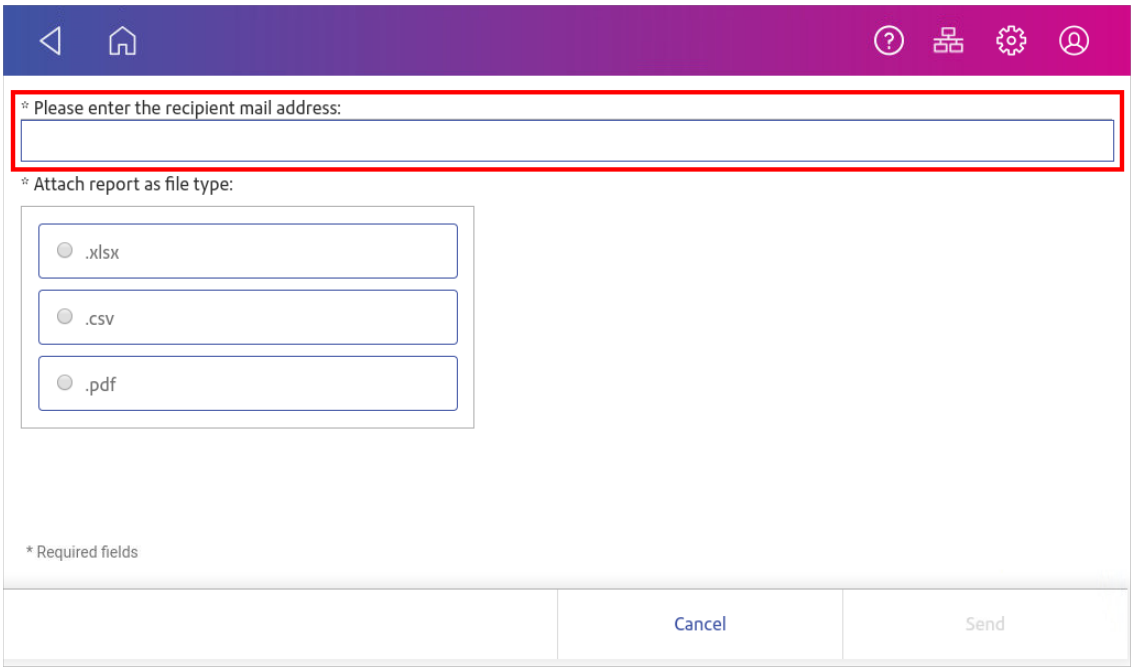
Emailing an account report

Email an account report to keep a record of how much departments or clients have spent on their postage over specific time periods.

1. Tap **Manage Accounts** on the Home screen.
2. If necessary, tap **Got It** at the **No Sync Required** prompt.
3. Tap **Reports**.
4. Tap **View & print reports**.
5. Tap the report to select it.
6. Tap **Next**.
7. Tap **Actions**.
8. Tap **Email Report**.



9. Tap in the **Please enter the recipient mail address** box and enter the recipient's email address. The email address you enter will remain until you turn off then turn on the device.



10. Tap the file type you wish to send: **xlsx** (Excel), **csv** (comma-separated values), **pdf** (Portable Data Format).
11. Tap **Send**. The report appears from no-reply@pb.com.
12. Tap **OK** when **Email Sent** appears.
13. Tap the back arrow to return to the Home screen or **Cancel** twice to return to the Manage Accounts screen.

9 - Printing

In this section

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Editing or deleting a custom text message 78
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Printing postage on a label 81
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What are print modes

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

- **Date and Time Stamp** - Print just the date and time. Your device will not print any postage.
- **Graphic only** - Print a graphic. Your device will not charge you for printing a graphic only.
- **Postage printing** - Postage printing is the default mode for printing mail.
- **Seal only** - Seal your envelopes. Your device will not print when you select Seal Only.

Printing a custom or standard graphic

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

Uploading Custom graphics

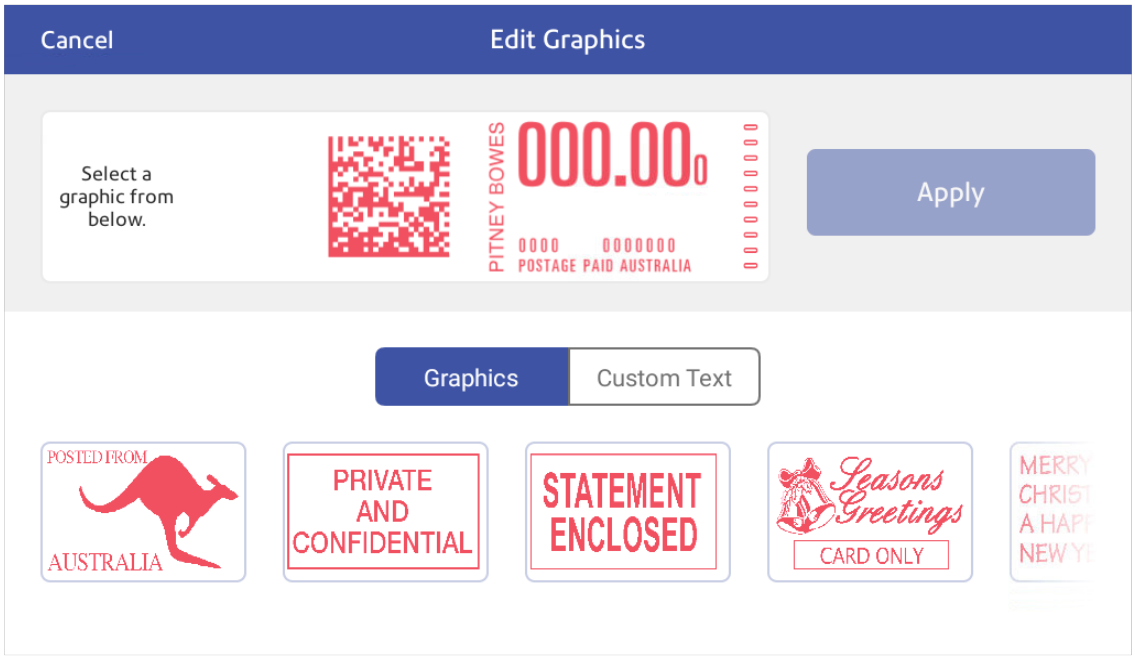
Please contact your local Pitney Bowes office to arrange uploading a graphic.

Downloading Custom Graphics

Tap **SendPro Apps** on the Home screen, then tap **Rates and Updates**. Your graphic downloads will then be available for printing.

Standard graphics

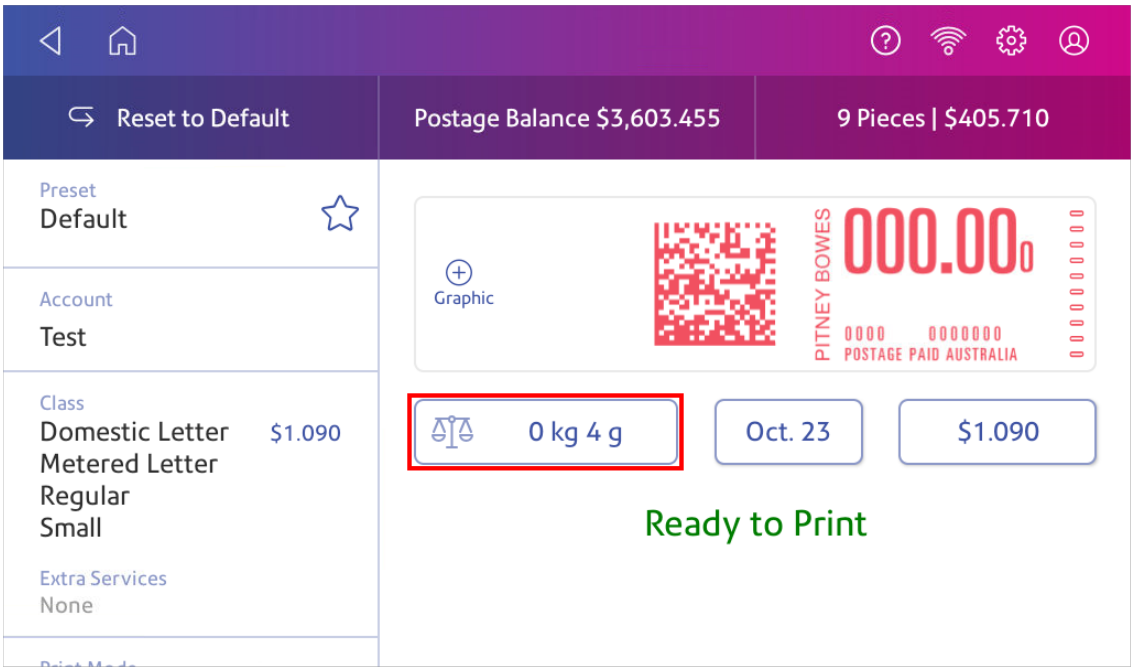
Your device has a set of standard graphic images that you can add when you print postage.



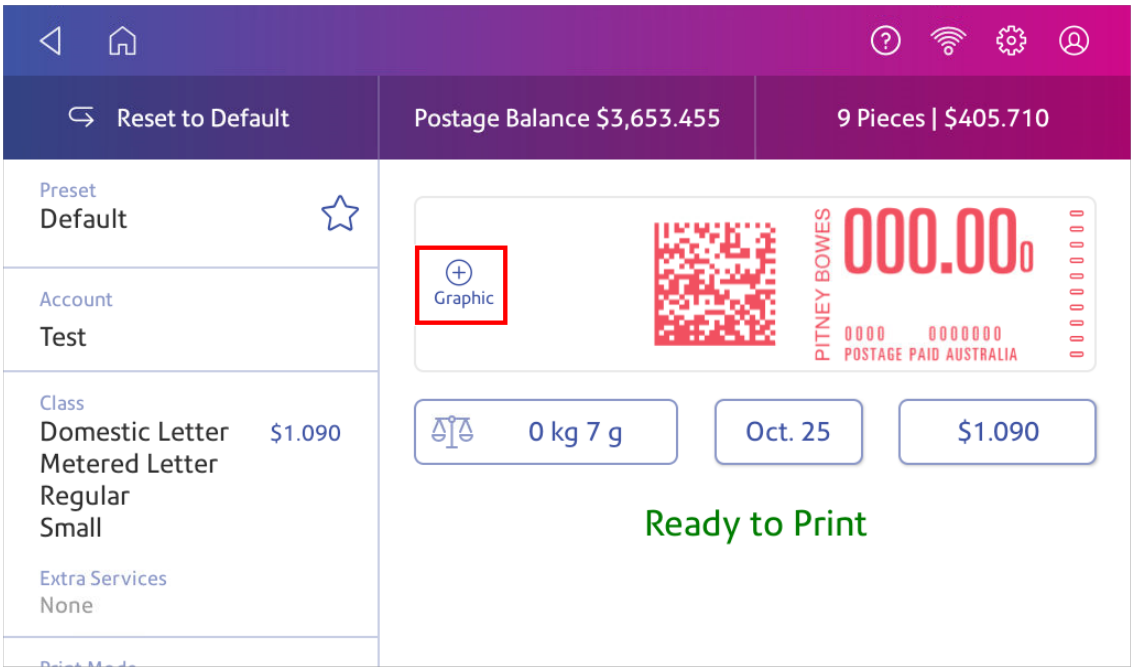
Printing a custom or standard graphic

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.

3. Tap **Weight**.



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



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

Adding a custom text message

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

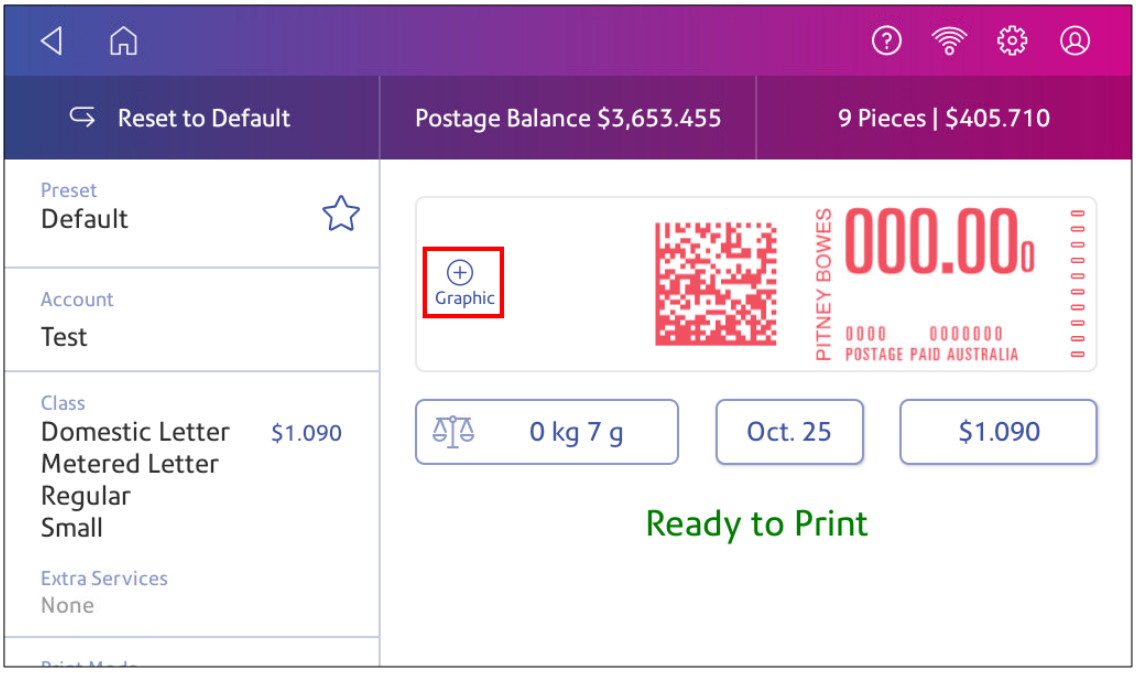
Your message can be up to five lines, with 20 characters per line. The message prints on the left side of the envelope.

1. Tap **Envelope Printing** on the Home screen.
2. Weigh your envelope, select a class, and select special services, if required.
3. Tap **Graphic +**.
4. Tap **Custom Text**.
5. Tap **+ Add**.
6. Tap **Accept & Continue** to comply with the postal rules.
7. Enter a name for the message. The name can be up to 20 characters.
8. Tap **Save**.
9. Enter the message, line by line.
10. Tap **Apply** twice.
11. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Editing or deleting a custom text message

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

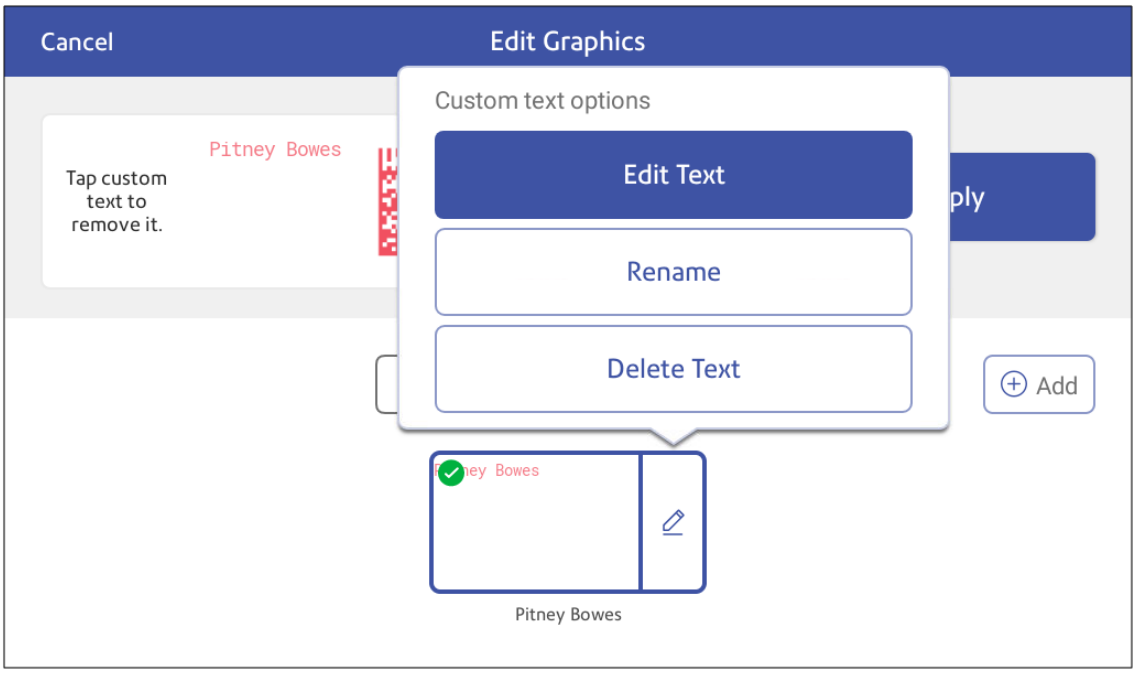
1. Tap **Envelope Printing** on the Home screen.
2. Tap **+ Graphic**.



3. Tap **Custom Text**.

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

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



6. If necessary, tap **Apply** to confirm your changes.

Printing a graphic without printing postage

Print a graphic without printing postage, such as the Received graphic on incoming mail.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap **Graphic**.
6. Tap **Graphics**, then select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape.

Printing postage on a label

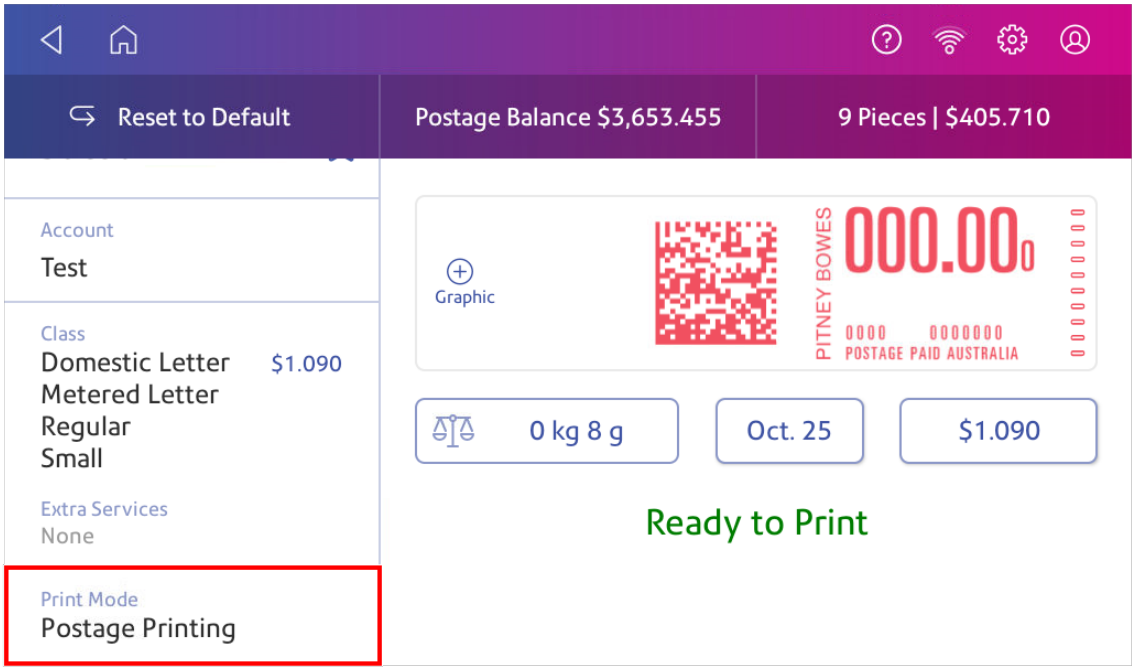
Print postage on a label if you need to send a parcel or an envelope that is too large to fit through the device.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.
3. Tap **Class**.
4. Tap **Start Over** to show a list of all the available classes.
5. Tap the desired class for your mail.
6. Tap **Apply**.
7. Place the parcel on the scale. The weight appears.
8. Insert the label into the device. The device prints the postage.

Printing only the date and time

Print the date and time to keep a record of when you receive incoming mail.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode** (you may have to scroll down to see this).



3. Select **Date and Time Stamp**.
4. Tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

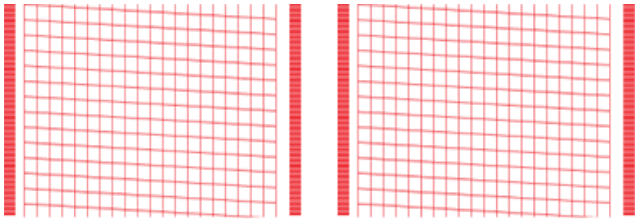
Printing a test pattern

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

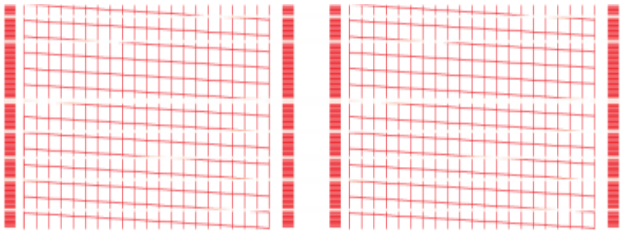
1. Tap **Settings**.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. Insert the envelope into 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 Printhead** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
     - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



Good Test Pattern



Bad Test Pattern

10 - Feeding and Jamming

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Preventing envelope feeding problems

Ensure you feed envelopes correctly to help prevent feeding problems.

Feeding mail

1. For your first envelope, hold the far edge of the envelope against the back wall of the feeder.
2. Slide the envelope into the feeder until you feel it touch the rollers. You hear the motor begin. Do not release the envelope until the feeder grabs it to pull it through the device.

3. You hear the motor continue to run for about 5 seconds once it prints postage on the envelope.
4. Continue to insert envelopes one at a time. Make sure you press the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
   - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder.
   - If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

Hold the envelope against the back wall to avoid skews

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

Cleaning the feeder

Using a can of non-flammable compressed air, blow on the feed deck on the left side and work toward the transport deck on the right side of the device. Make sure to remove all the dust and debris.

11 - Ink

In this section

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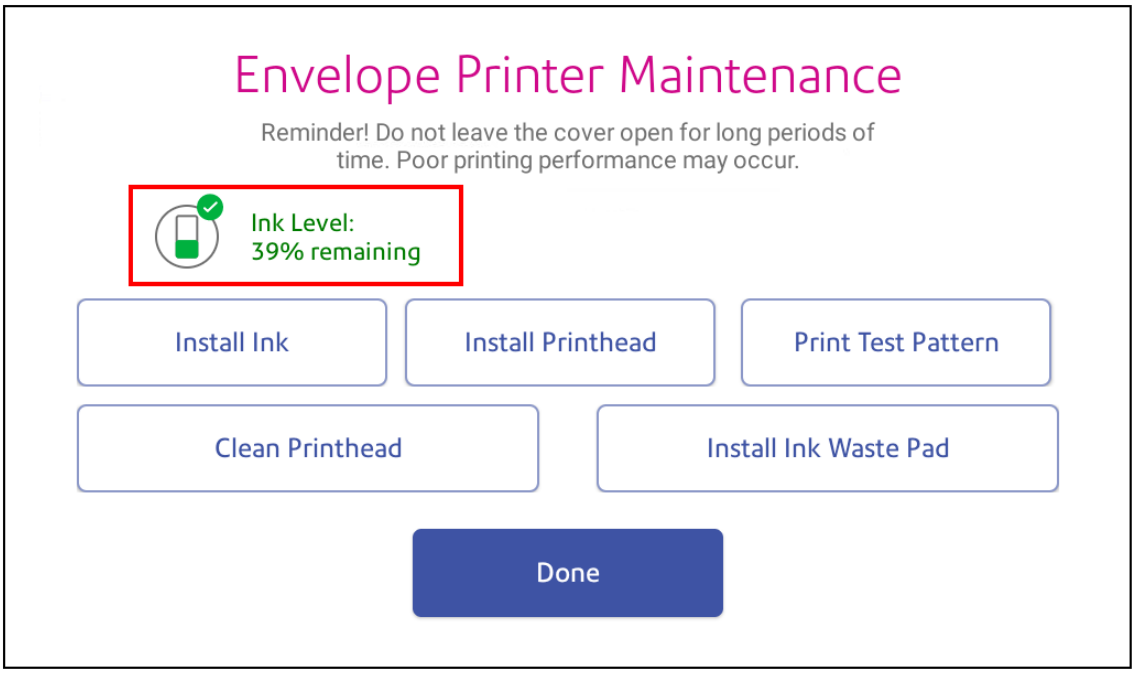
Checking the ink level

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

1. Tap **Settings**.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. View the level of remaining ink.



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

Ordering ink cartridges

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

Visit *our supplies site* to order ink cartridges for your device.

If you use the AutoInk program, you will receive an ink cartridge automatically when the low ink warning appears. To enroll in the in the AutoInk program, please contact Pitney Bowes.

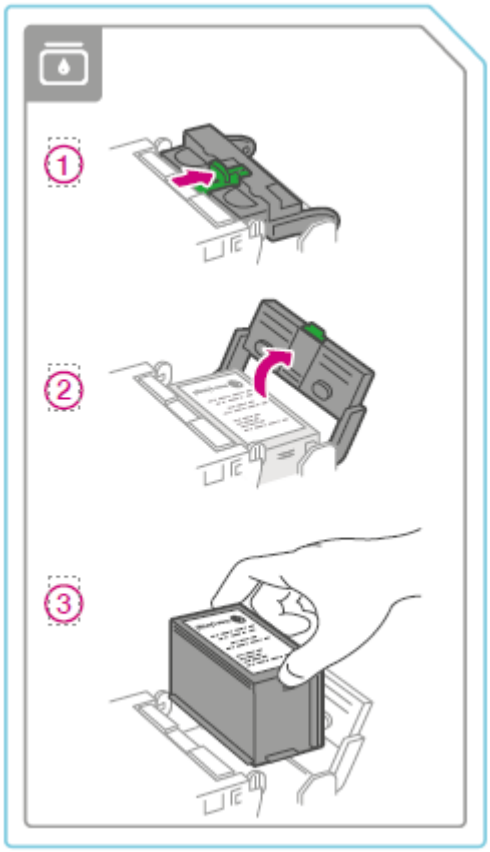
Replacing the ink cartridge

Watch this video or follow the instructions below to replace the ink cartridge.

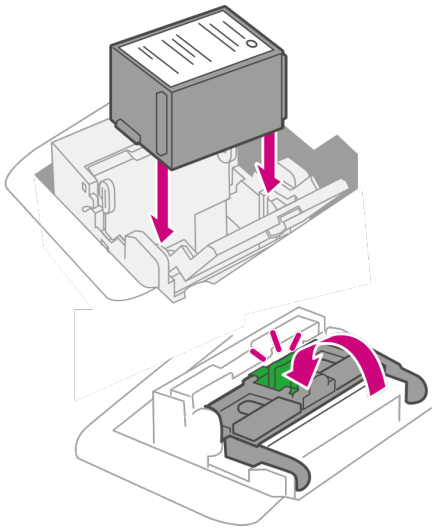
Replace the ink cartridge when the low ink warning appears. This ensures your device is in optimal working condition.

1. Tap **Settings**.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.



6. Insert the new ink cartridge, then close the ink cartridge guard.



7. Close the top cover.

8. The cartridge repositions itself and the Envelope Printer Maintenance screen appears.
9. Print a test pattern to ensure that your ink cartridge installs properly.

12 - Settings

In this section

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Adjusting time zone and scale location code 97
Clearing or resetting the number of mailpieces sent 97
Creating or disabling the security PIN 97
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Uploading system logs 100

What are presets

A preset is a group of commonly-used settings that you use to quickly select the same settings in the future. Presets can store settings such as a postage class, an account and a graphic. The maximum number of presets you can create is twenty one. This includes the default preset.

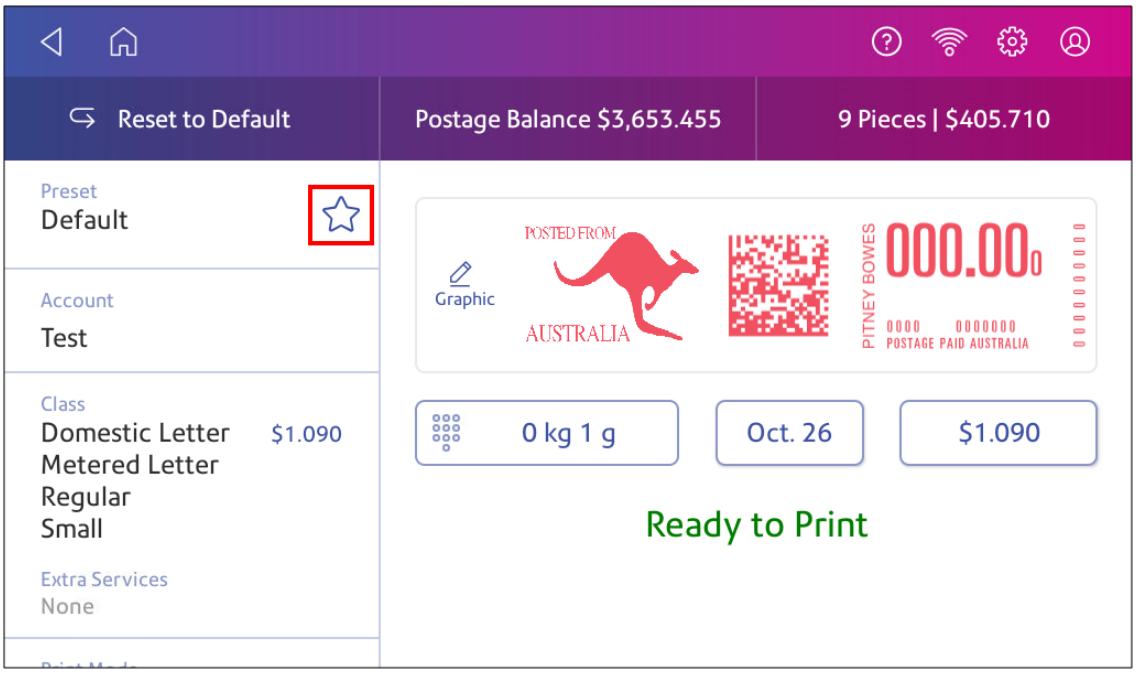
Your device adds a default preset automatically once the installation is complete. You can edit the default preset to suit your own settings.

When your SendPro C enters sleep mode or when you switch it off, it also reverts to the default preset.

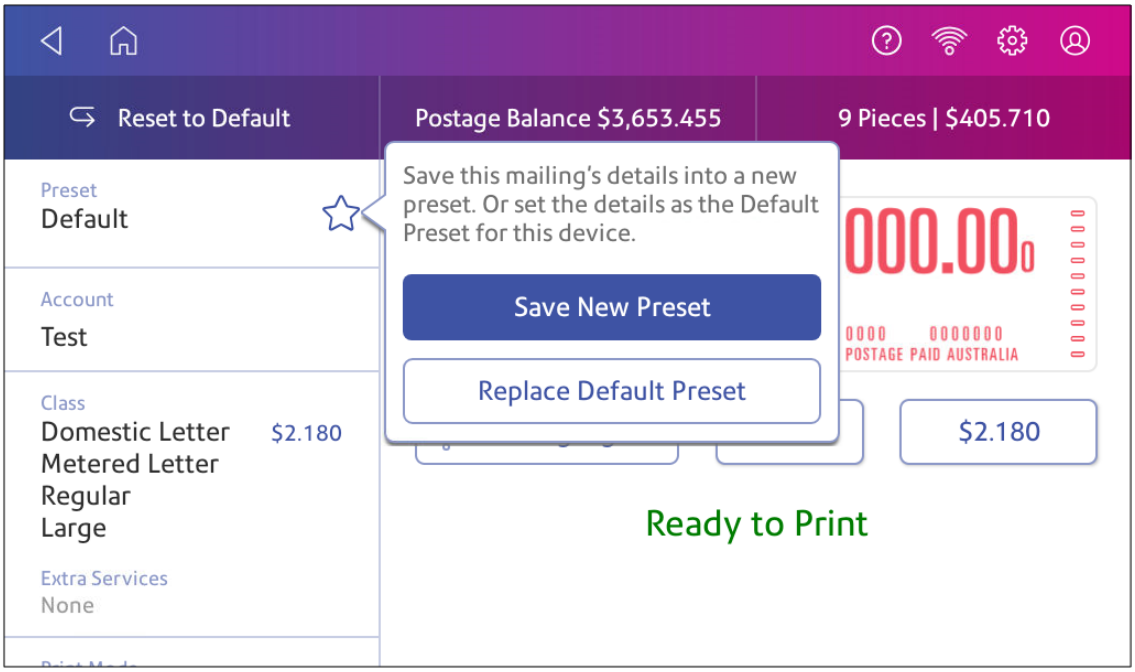
Adding presets

Add 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 twenty one. This includes the default preset.

1. Tap **Envelope Printing** 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 app.
4. Tap the star in the Preset box.
   Important: You must modify something in the Envelope Printing app 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**.

Important: Make sure there is nothing on the scale when you create the preset as the device will also save the weight of the mailpiece.

Selecting a preset

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

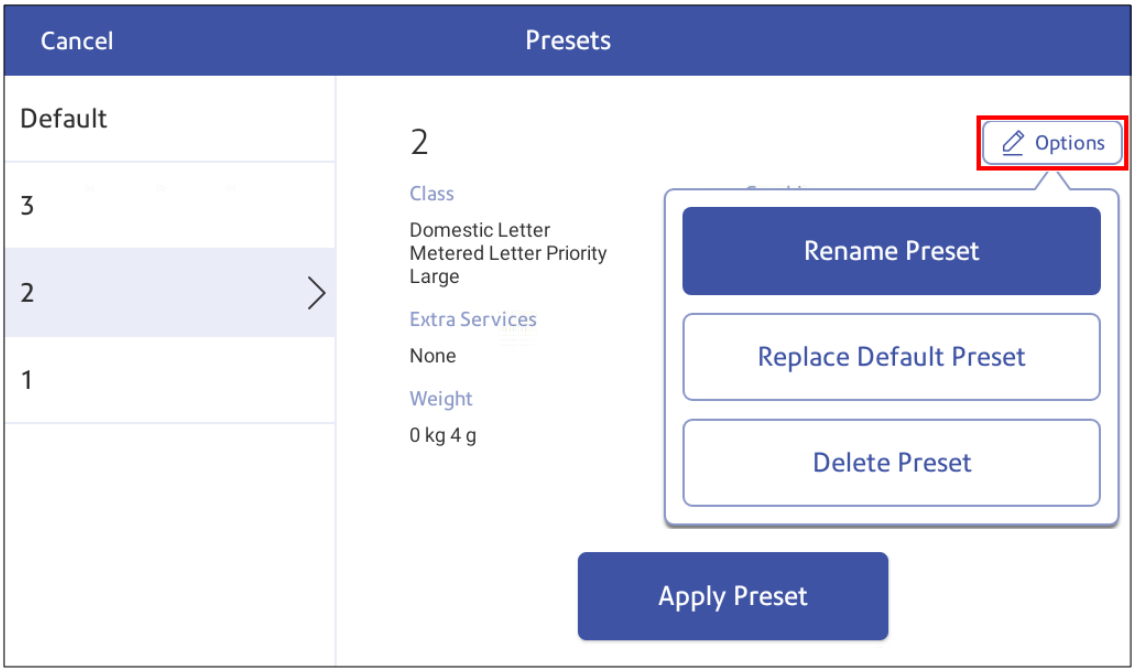
1. Tap **Envelope Printing** on the Home screen.
2. Tap **Preset**.
3. Tap the preset you want to use, then tap **Apply Preset**.

If you select a preset and do not use it within about one minute, the Envelope Printing app restores the default preset values. The same is true when you switch your device off or it enters sleep mode

Modifying presets

Modify a preset to rename a preset, replace the default preset or delete a preset.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Preset**.
3. Tap the preset you wish to modify.
4. Tap **Options**.



5. Tap the option you want.

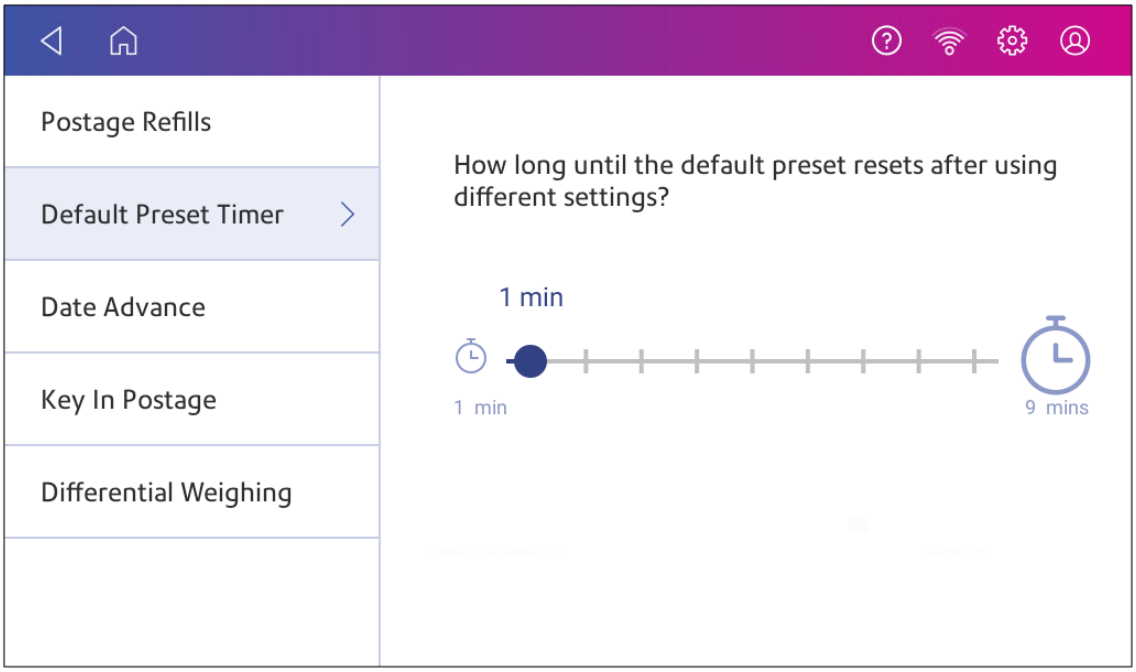
Setting the default preset reset timer

The default preset timer will reset your device to your most commonly-used settings. By default, the preset timer resets your device after one minute of inactivity. You can change this time if necessary.

1. Tap **Settings**.

2. Scroll down to the Envelope Printer Settings section.
3. Tap **Default Preset Timer**.

4. Use the slider to set the time between 1 and 9 minutes.



5. To save the value and exit the screen, tap the **back arrow** or **Home**.

Advancing the date

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap the date. The calendar appears.
3. Tap **Tomorrow** or **Another Date**, depending on the date you wish to print.
4. Tap **No Date** to exclude the date.
5. When you see the future date highlighted on the calendar, tap **Apply**.
6. Insert the envelope into the device. The device prints the postage.

Important: The date on the postage should match the date when your mail goes to the post office. Your device automatically advances the printed date on the device stamp (as well as its internally held date) when the device time reaches 5:00 PM. You cannot change this time. Australia Post require you to post your mail on the date that it is franked.

Adjusting display brightness

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

1. Tap **Settings**.

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

Using the Toolbar

The toolbar is located at the top of every screen.

Use the toolbar to:

- View and change settings and default values for your device.
- View online help.
- View information for your network type and wireless signal strength.

1. **Back** - Return to the previous screen.
2. **Home** - Return to the Home screen from any screen.
3. **Support** - Search support content and get help on how to perform tasks.
4. **Network** - View the current network type (wireless or wired) status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here shows a wireless connection.
5. **Profile** - Lock your device when you have enabled the security PIN.
6. **Settings** - View or change your device and app settings. This includes changing the screen brightness, setting sound levels, and viewing wireless or wired connection information.

Adjusting time zone and scale location code

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

1. Tap **Settings**.

2. Tap **Location & Time Zone**.
3. Enter the new location code. Tap **Help me find my scale location code** or see the list of location codes in the related topics section.
4. Enter the time zone.
5. Tap **Apply**.

Clearing or resetting the number of mailpieces sent

Reset the piece counter to delete the piece count information.

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Pieces**.
3. Tap **Reset Counter to 0**.

Creating or disabling the security PIN

Create a security PIN to prevent unauthorised use of your device.

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

Create a security pin

1. Tap **Settings**.

2. Tap **Security PIN** in the Device & Network section.
3. Tap **Create PIN**.
4. Enter a 4-digit numeric PIN using the keyboard on the display.
5. Verify your PIN by entering it again.

Change or disable the security PIN

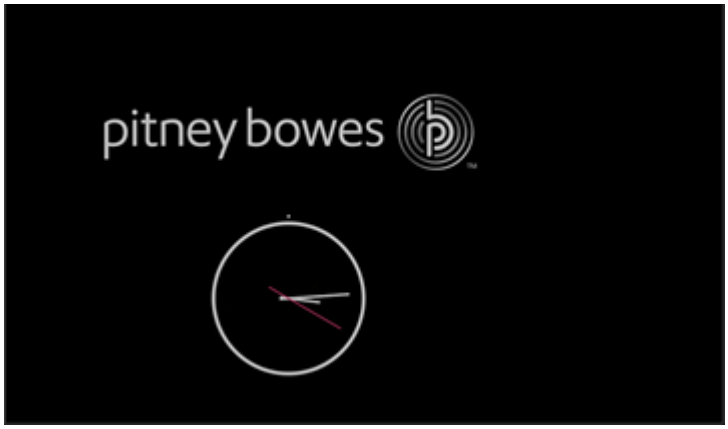
1. Tap **Settings**.

2. Tap **Security PIN** in the Device & Network section.
3. Tap **Change PIN** or **Turn OFF Security PIN**.
4. Enter the current security PIN for either option.

Manually lock your device

1. Tap the user profile image.

2. Tap **Lock this device**. The screen saver displays shortly after the Device is Locked screen appears.



If you forget your Security PIN, tap on the **Forgot PIN?** link to get help.

Uploading postage transactions

Automatic upload of your postage transactions

- Your device automatically uploads your postage transactions to the Pitney Bowes Data Center. This occurs at least once during the day and once after hours.
- If you lock your device or turn it off for any extended period, it automatically uploads your transactions when you turn it on again.
- If you see the message "Sync your data", it means you need to upload your transactions.

Important: If your device had connection issues recently, it may require multiple uploads to upload transactions. If the device prompts you to upload more than three times, please contact technical support.

Manual upload of your postage transactions

1. Tap **Settings**.

2. Scroll down to the Envelope Printer Settings section.

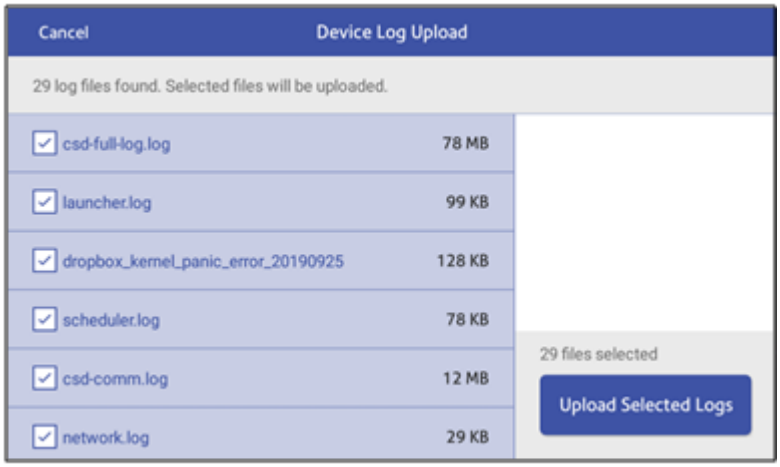
3. Tap **Sync Transaction Data**.
   - A series of messages appear, starting with "Preparing Transaction Data" followed by "Sending Transaction Data."
   - Once the upload is complete, the message "Transaction Data Sent" appears.
   - The message "No Sync Required" appears if there are no new transactions to upload.

Uploading system logs

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

1. Tap **Settings**.

2. Scroll down to the Advanced device Options section.
3. Tap **System Log Upload**.
4. Select the logs you want to upload.
5. Tap **Upload Selected Logs**.



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

13 - Rate Change

In this section

Updating postal rates or software 102

Updating postal rates or software

Update software and rates automatically

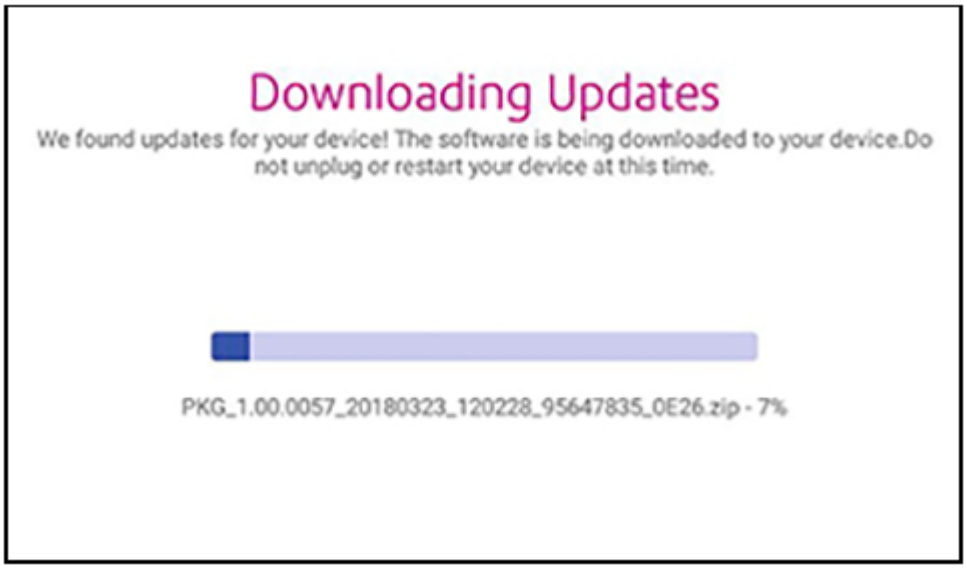
Your device updates postal rates and software automatically.

Keep your device turned on and connected to the internet to receive automatic updates. The device downloads updates during the evening hours.

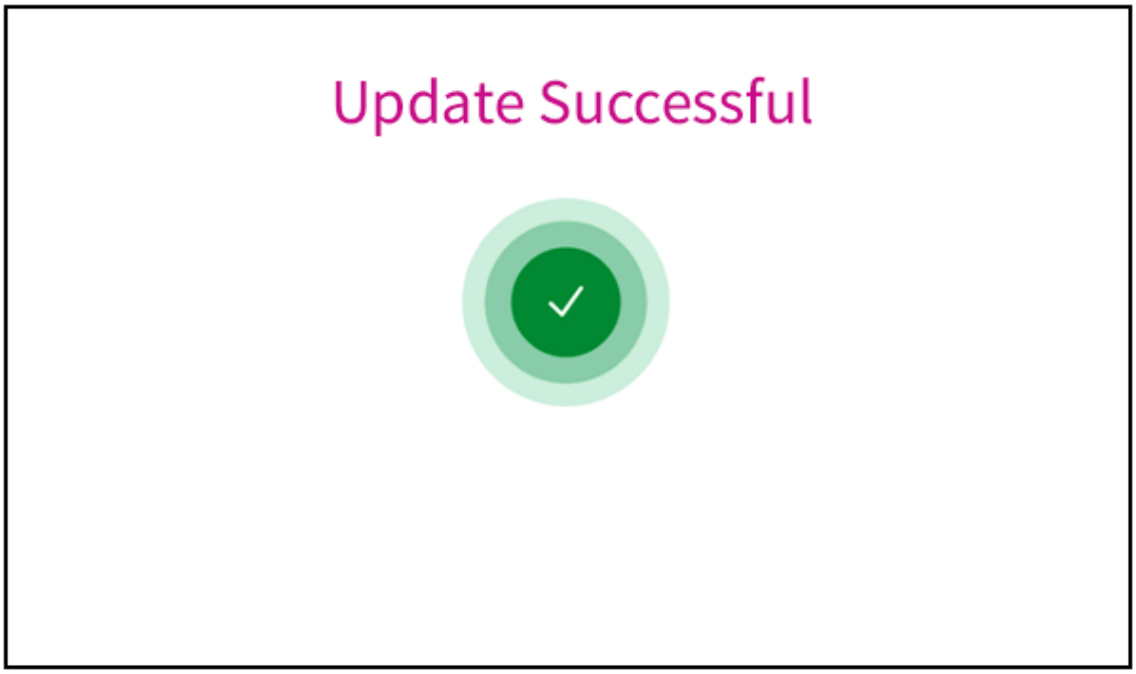
Check for rate or software updates manually at any time

Even though your device checks for updates automatically, you can check for rate and software updates at any time.

1. Tap **SendPro Apps**, then tap **Rates and Updates**.
2. If new rates are available, your device downloads and installs the updates.



3. Once the download and install process completes, the message "Updates successful" appears.



14 - Maintenance

In this section

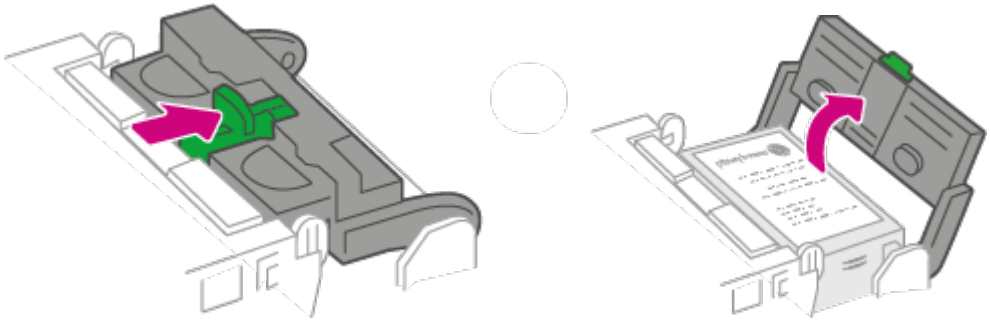
Cleaning the printhead 105
Cleaning the moistener brush and wick assembly 108
Ordering supplies 113

Cleaning the printhead

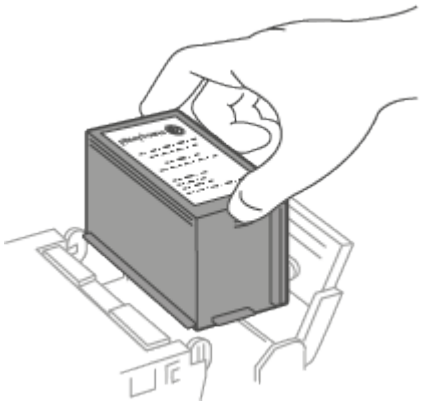
If you clean the print nozzle and you still get a bad test print pattern, try cleaning the printhead.

1. Tap **Settings**.

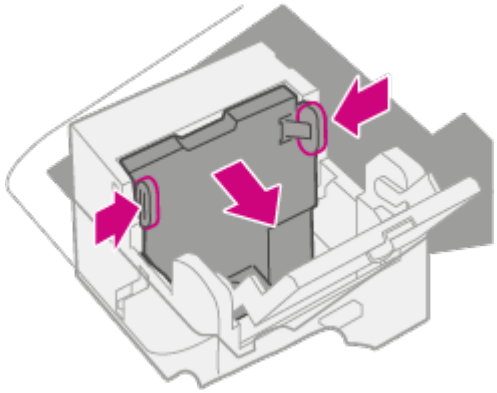
2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Printhead**.
4. Lift the cover. The ink cartridge moves to the front position.
5. Flip the ink cartridge cover open.



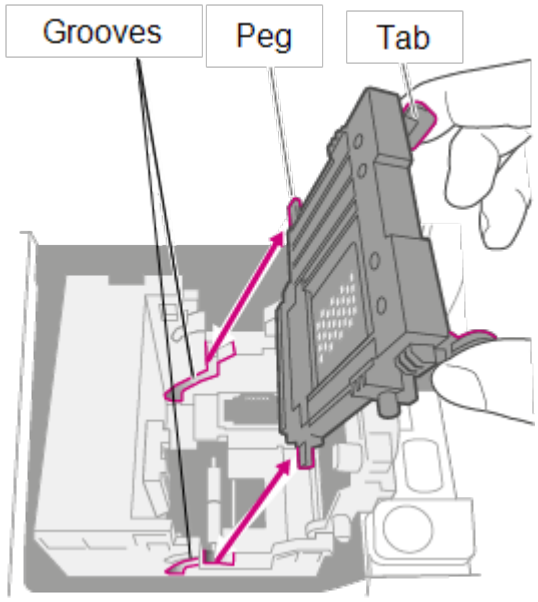
6. Remove the ink cartridge.



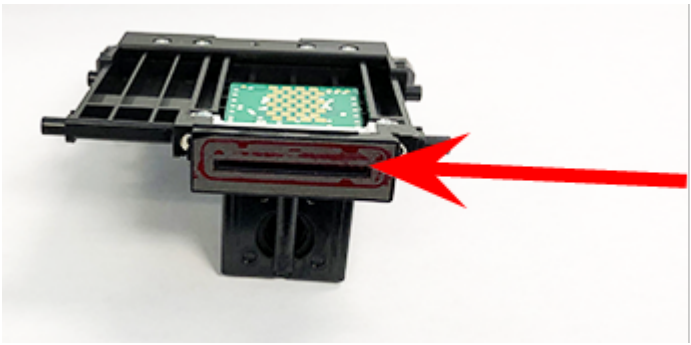
7. Squeeze the tabs on either side of the printhead.



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

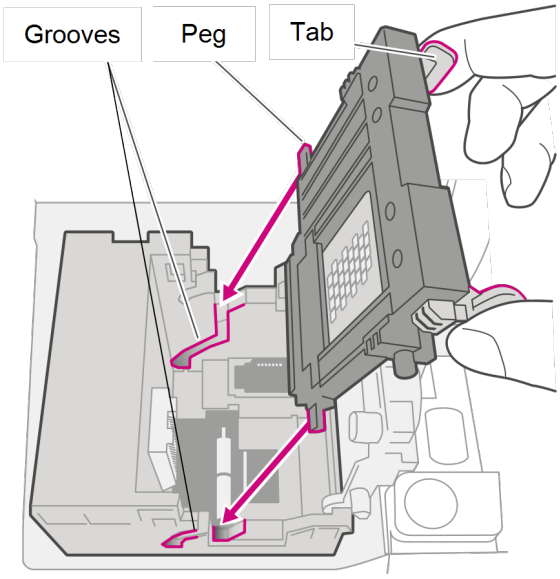


9. Clean off the printhead by wiping the surface of the printhead with a dry, lint-free cloth or a foam swab.

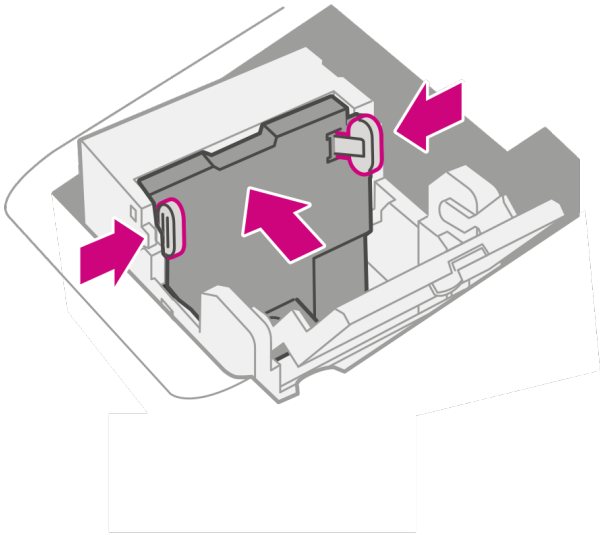


10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

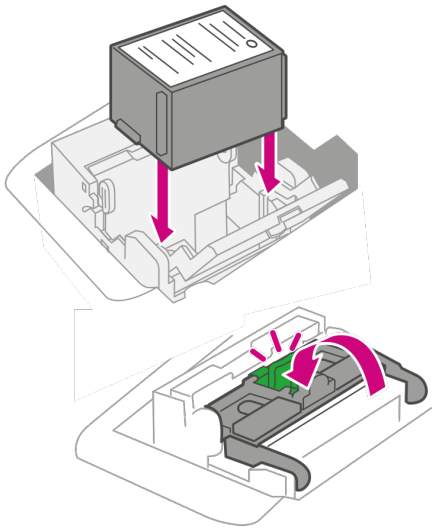
Warning: If you do not seat the printhead correctly it can damage the device.



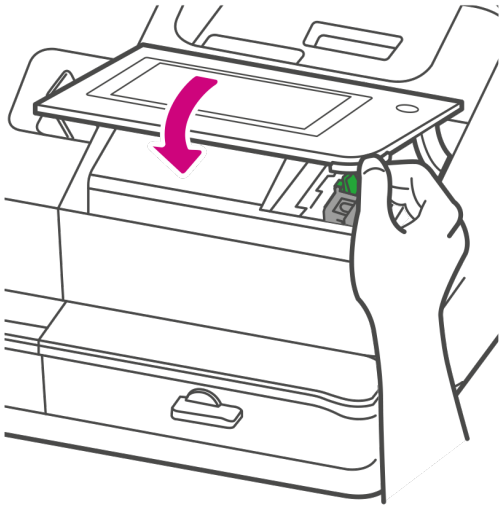
11. Keep squeezing the tabs and push the printhead flush against the wall. The tabs snap outward when placed correctly.



12. Install the ink cartridge and close the guard.



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

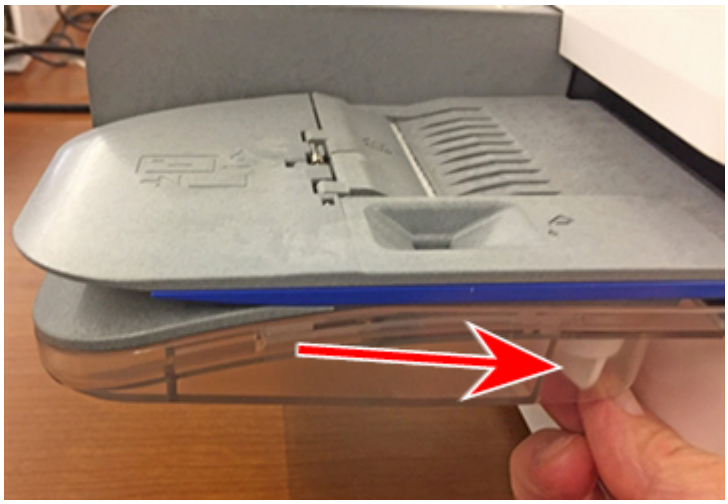


14. Tap **Done**.
15. Print a print test pattern to be sure that your printhead is functioning properly.
16. If the test pattern looks good, tap **Done**.

Cleaning the moistener brush and wick assembly

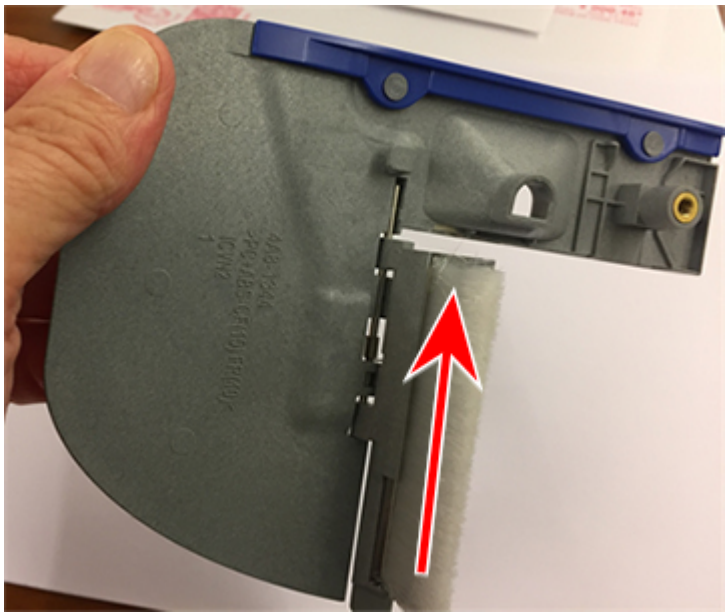
Clean the moistener brush and wick if the moistener tank is full and your envelopes are not sealing properly.

1. Unscrew the plastic thumbscrew under the moistener base.

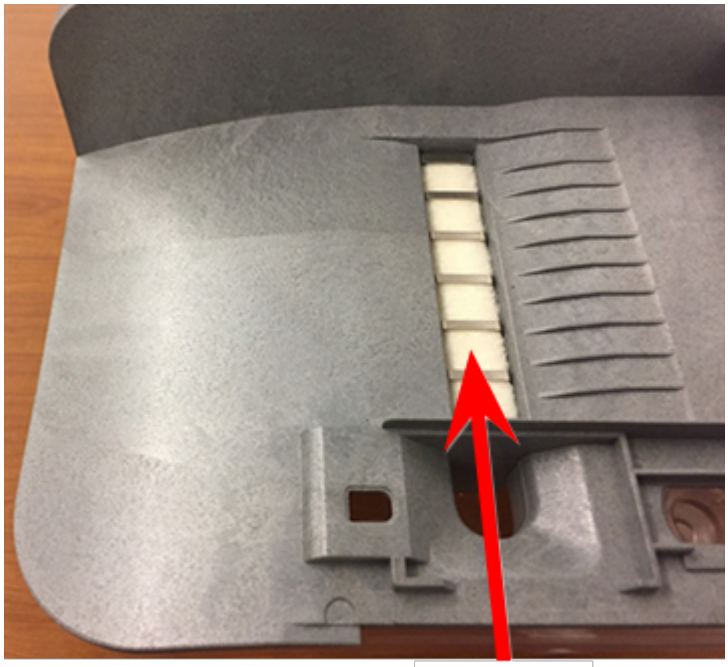


2. Lift the moistener brush assembly off the top of the moistener base.

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



4. Locate the wick on the moistener base.



Wick

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

6. Clean the brush and wick with water and rinse thoroughly.

7. Place the wick back in the metal grate and replace the grate in the moistener base.
8. Slide the moistener brush back into the holder.
9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.

Ordering supplies

Visit our *supplies website* to order supplies for your device.

15 - Product Information

In this section

Finding the Product Code Number (PCN) and serial number 115
Navigating the Home screen 116
Navigating the Envelope Printing app 116
Connections on the back 117
Australia Post requirements 118
Parts of the SendPro C 119
Sections of the meter stamp 120
Postal Security Device 120
Specifications 121
Material specifications 124
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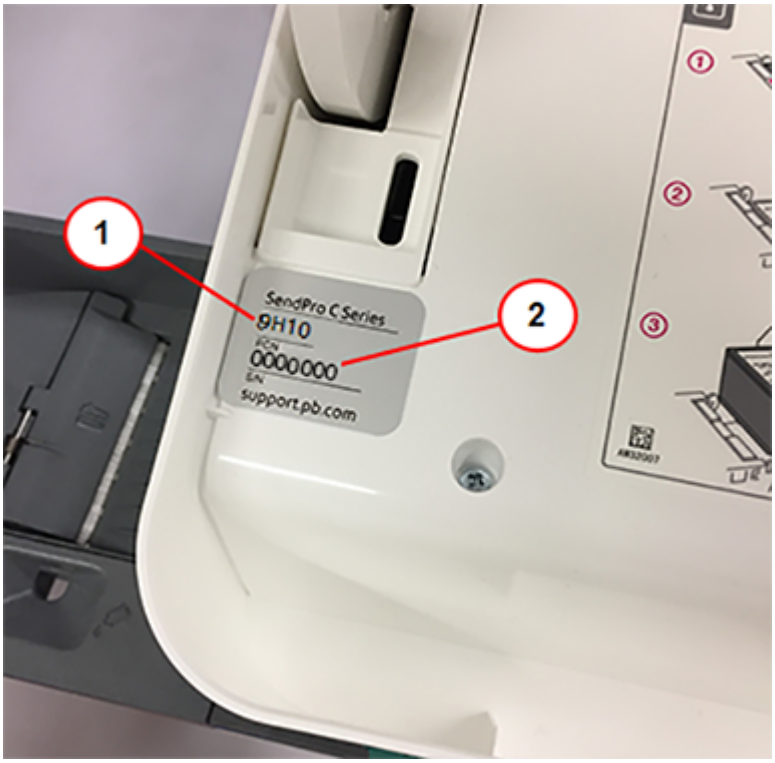
Finding the Product Code Number (PCN) and serial number

In order to find the correct information for your device, you need to know the model number.

To locate the **(1) Product Code Number (PCN)** and the **(2) 7-digit serial number**, check the label on the rear of the device or under the display cover. The serial number appears as zeros here for security reasons.



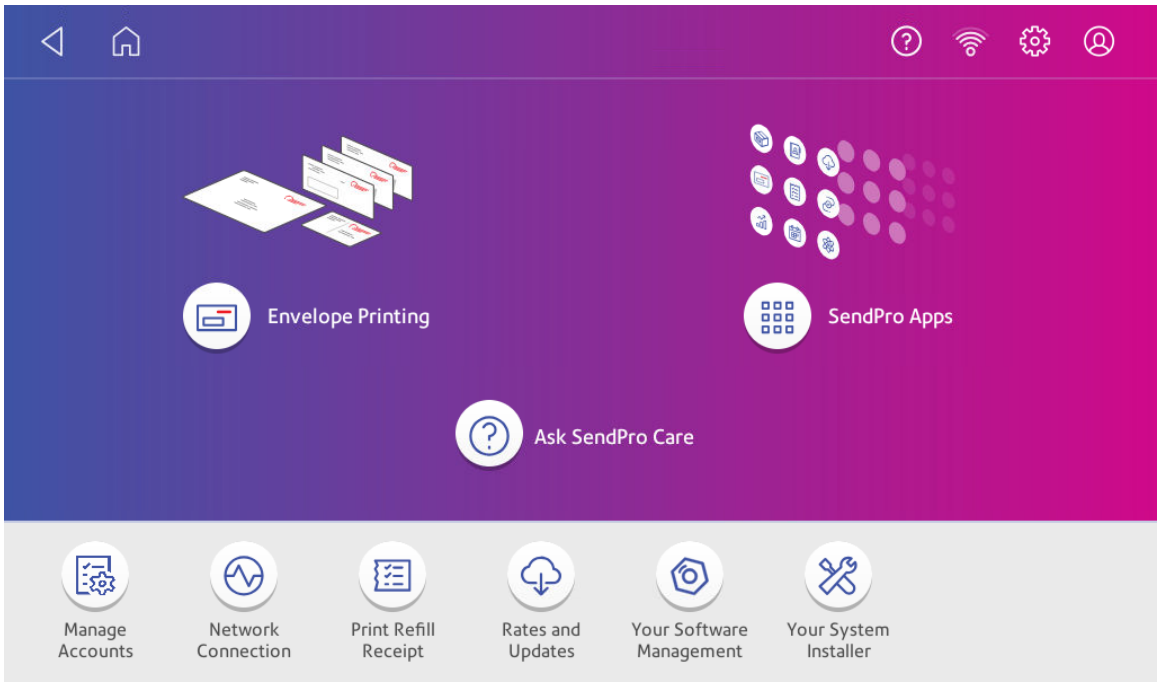
Navigating the Home screen

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

Tap **Envelope Printing** to print postage for envelopes and post cards.

The bottom of the Home screen provides additional apps to support your device. For example, you can:

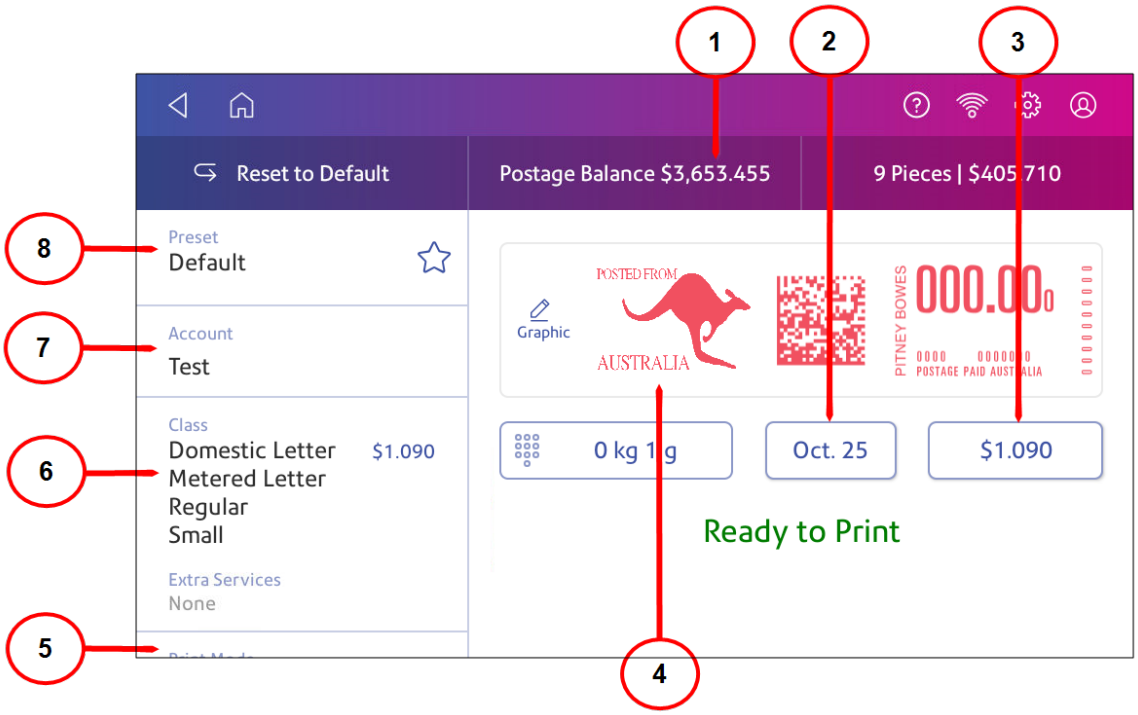
- Check your postage refill history (Print Refill Receipt).
- Download software updates (Rates & Updates).
- Check your network connection (Network Connection).



Navigating the Envelope Printing app

The Envelope Printing app is the starting point for printing postage on an envelope or tape. It also allows you to change what you print.

Tap **Envelope Printing** to open the Envelope Printing app.

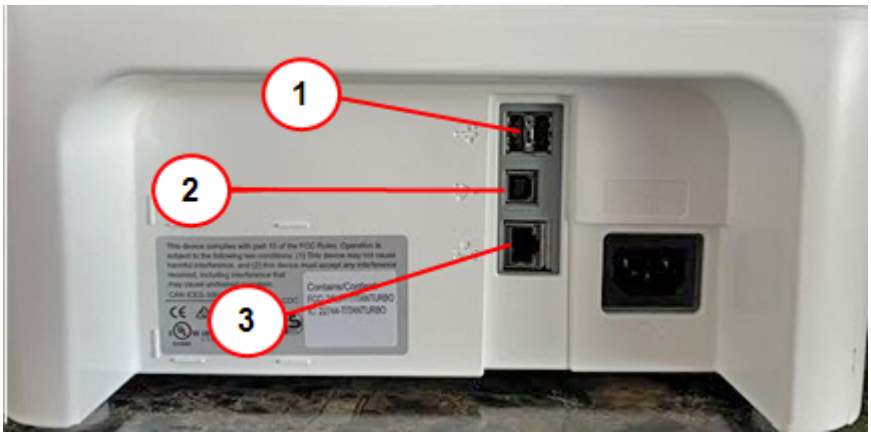


On this screen, you can:

1. View **Postage Balance** - View the balance of funds you have left in your device.
2. View **Date** -Tap the date to view the date options.
3. View **Total postage amount** - View the total postage amount.
4. Preview or add **Graphic** - Tap **Graphic** to preview or add graphics. You can also add a custom text message.
5. View **Print Mode** - View the available printing modes such as printing a graphic only, printing the date and time, or seal envelopes without printing postage.
6. View **Class** - Tap **Class** to view available postal classes and any extra services.
7. View **Account** - Tap **Account** to charge back postage to departments or clients. Run reports showing how you spent your postage over specific time periods.
8. View **Preset** - Tap **Preset** to store a group of commonly-used settings. Presets can store settings such as a postage class, an account, and a graphic.

Connections on the back

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



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

Australia Post requirements

Your device (Postal Security Device) has a license with the Australia Post. Therefore you must follow a few basic requirements.

- Mail must show the correct amount of postage.
- If you move to another location, you must update Pitney Bowes. If you have an Australia Post Business Credit account you must also contact the Australia Post Credit Management team.
- Do not use envelopes that have "Postage Paid Australia" or "Affix Stamp Here". Do not print mail with already imprinted envelopes. Mail processing equipment may reject your mail. This could result in delays to processing and delivery. However, you can print a label which must cover all the existing imprint.
- You must print a return address on all metered mail. You can use a street address or a post office box address. Prefix a return address with "If undeliverable, return to:"
- Only use Australia Post approved fluorescent inks, which are available from Pitney Bowes.
- The Australia Post requires a postal inspection of your machine every 90 days. Each time you refill your postage device through the network, the Postage by Phone device Payment System computer automatically performs a postal inspection.
- The postage tape you use must meet Australia Post specifications.

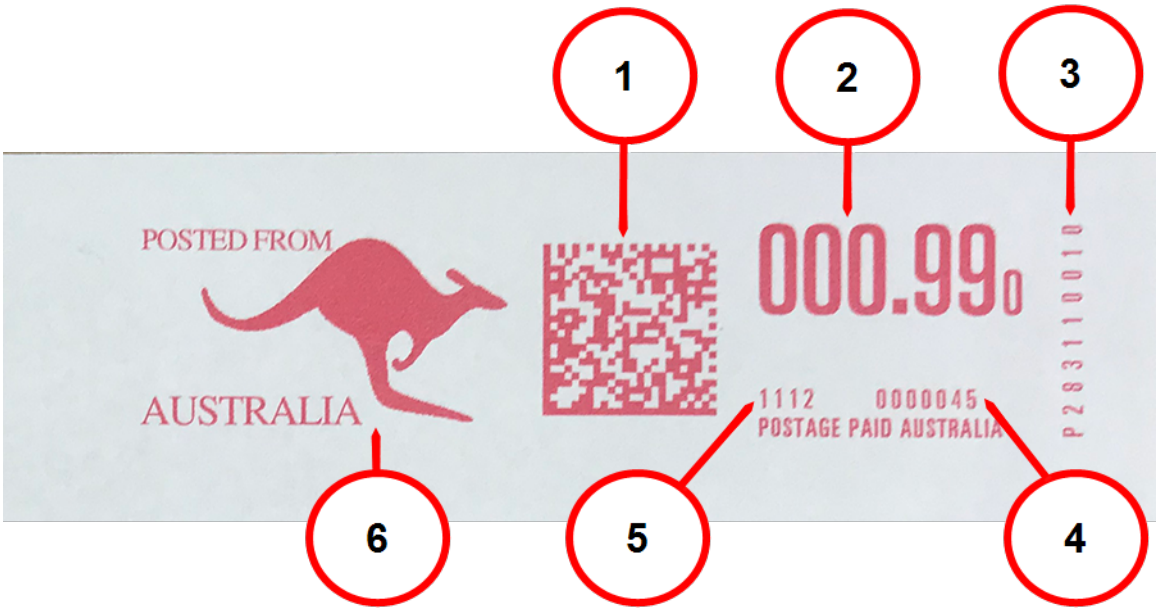
Parts of the SendPro C

Familiarise yourself with the parts of your SendPro C.

1. **Integrated scale** - Weigh envelopes and parcels.
2. **Colour touchscreen display** - Process envelopes and packages.
3. **Ink access cover** - Allows access to the ink cartridges. Find the model and serial numbers inside.
4. **Paper jam lever** - If a stall occurs on the transport deck, turn this to clear the envelope, post card or tape strip.
5. **Envelope moistener** - Moistens the flap on the envelope.
6. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.

Sections of the meter stamp

The meter impression contains elements that identify the mailer and the type of mail.



Required parts

1. Datamatrix barcode - contains postage information.
2. Postage amount.
3. Meter licence number.
4. Total piece count.
5. Date.

Optional parts

6. Optional advertisement.

Postal Security Device

The postage meter on your mailing system is a Postal Security Device (PSD) that secures your postage funds. It includes the latest technology approved by Australia Post. This technology eliminates the need for Australia Post to perform physical inspections, thereby making your device easier and more convenient for you to use.

Specifications

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

Power requirements

100-240 VAC, 50/60 Hz, 1.0 A

Operating Temperature

13°C to 35°C

Sound Level

Less than or equal to 70 dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Dimensions

419 mm L x 394 mm W x 286 mm H

Weight

8 kg

Throughput (Letters Per Minute)

- Up to 65 letters per minute

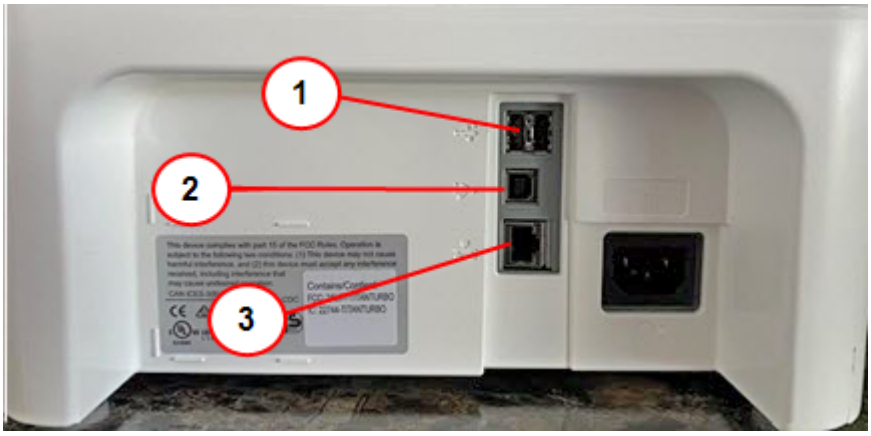
Actual throughput varies, depending on the material used, device condition, use of moistener, etc.

Ink Cartridge Life

- 35 ml cartridge - yields up to 3,000 impressions. (Actual ink yields vary with usage and environmental conditions).

Please also see Ordering ink cartridges on page 88.

Ports



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

Display

7-inch tablet (169 pixels/inch)

Print Resolution

300 H x 600 V dpi

Print Image Area

25.4 mm x 180 mm

Tapes and Strips

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

Graphics

Up to 20 graphic ads on the device.

Connectivity Options

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

Material specifications

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

Envelope Size

- Minimum: 76 x 120 mm
- Maximum: 330 x 381 mm

Envelope Flap Depth

- 72.2 mm

Envelope Thickness

- Minimum: 0.20 mm
- Maximum:
    - SendPro C 9.5 mm
    - SendPro C Auto 8 mm

Stack Height for Mail

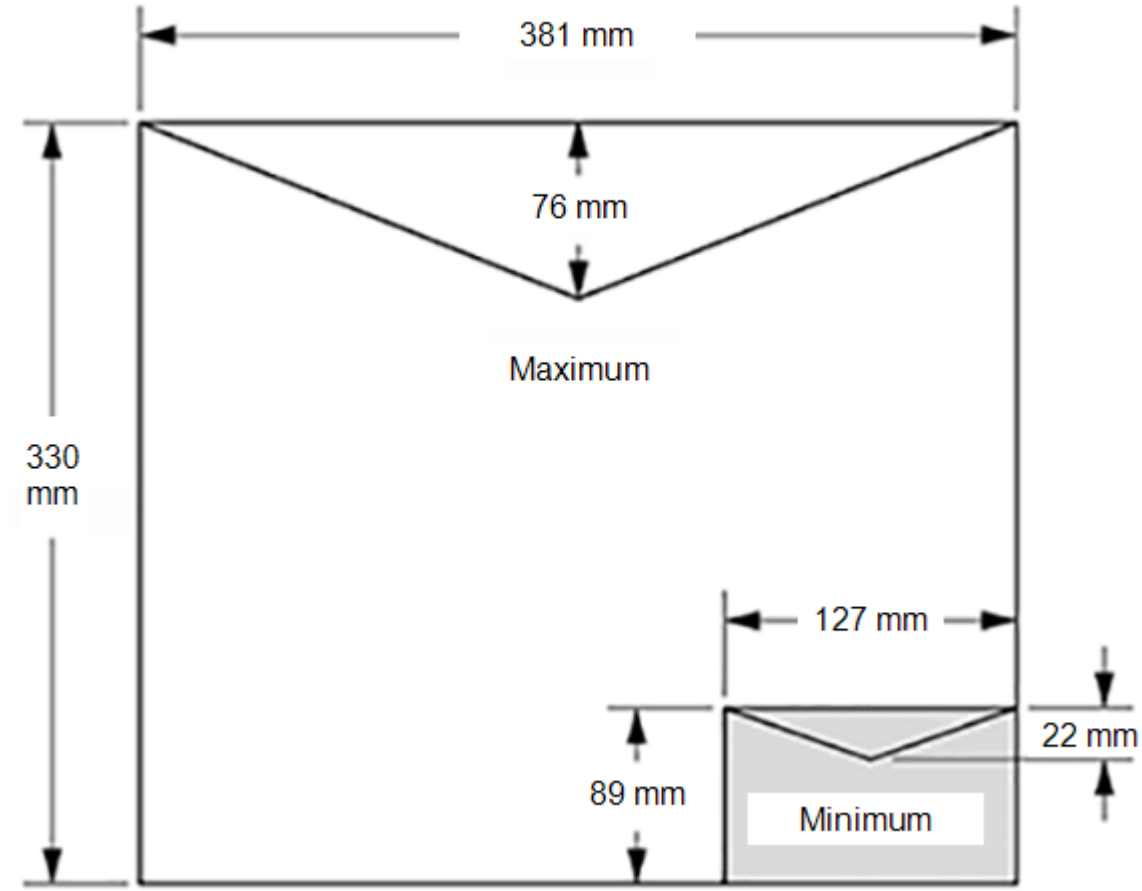
- 76.2 mm – This is the height of the inner edge of the side guide

Envelope Weight

- Minimum: 1 g
- Maximum: 450 g

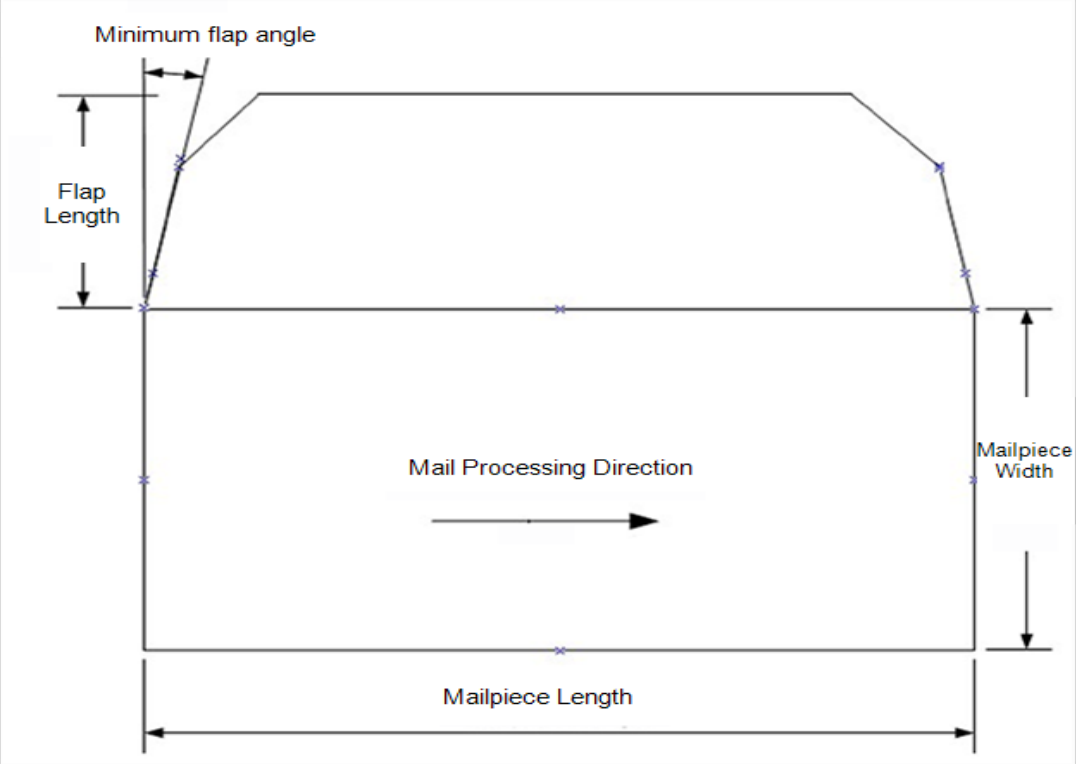
Tape Size

- Minimum: 44.2 x 100 mm
- Maximum: 44.7 x 200 mm



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

- For envelopes with a flap length from 25-60 mm, the minimum flap angle is 18 degrees.
- For envelopes with a flap length greater than 60 mm to the maximum flap length for the particular model, the minimum flap angle is 21 degrees.



Moving the SendPro C

Move your device safely, whether you are moving it across the room or to a new facility.

1. If you have a scale, remove it from the device.
2. Remove the moistener assembly. Once you have removed and cleaned the assembly, place it in a zip-top bag to prevent any remaining fluid from leaking.
3. Remove the ink cartridge. Once you get the ink cartridge out, place it in a zip-top bag.
4. Close the top cover.
5. Remove all USB cables and optional peripherals such as scanners. Pack them with the device.
6. Unplug the power cord and pack it with the device.
7. Once in the new location, re-install all USB cables and peripherals.
8. Plug the power cord into the device and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.

Safety

Lithium ion battery

This product contains a lithium ion battery. The battery must be recycled or disposed of properly. If you are leasing this product, you must return it to Pitney Bowes. Alternatively, contact your local waste disposal or recycle facility for instructions on how to dispose of it properly.

Agency compliance information

Agency Compliance Information can be found in the product's user guide. The user guide is available for download at: *pitneybowes.com/au/support.*

Important safety notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and / or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- Use only the AC Power cord and AC Power adapter with the optional Thermal label printer supplied with your device and plug it into a properly grounded wall outlet that's located near the printer and easily accessible. Failure to properly ground the power adapter can result in severe personal injury and / or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- To obtain supplies, please visit *pitneybowesdirect.com.au* to place orders.
- Material Safety Data Sheets can be obtained from *pitneybowes.com/au/support*.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- Do not use an adapter plug on the line cord or wall outlet.

- Do not remove the ground pin from the line cord.
- Place the printer so the AC power adapter is close to an easily accessible wall out let. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- 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.
- DO NOT route the DC power cord that plugs into the printer over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the DC power cord.
- Make sure the area in front of the wall outlet into which the AC adapter is plugged is free from obstruction.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.
- Use only Pitney Bowes approved direct thermal label media.

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. Customer Service Representatives are available Monday through Friday, 9:00 am - 5:00 pm AEST.

Radio frequency transmitter compliance information

This equipment contains a radio frequency transmitter that has been certified for construction design based on regulations in Radio Law Article 38, Section 24 and the technical specifications in Certification Ordinance Article 2, Section 1, No. 19, 19-3, and 19-3-2. The certification mark and number is shown on the equipment's label.

SendPro® C Safety Agency Model 2H00 Power requirements

100-240 VAC, 50/60 Hz, 1.0 A

SendPro® C Auto Safety Agency Model 3H00 Power requirements

100-240 VAC, 50/60 Hz, 2.0 A

SendPro® C, SendPro® C Auto (All models)

- Operating Temperature: 13°C (55°F) to 35°C (95°F)
- Sound Level: Less than or equal to 70 dBA re 20 micro Pascal in accordance with ISO 7779, ISO 3744, or ISO 3741.

Scale Safety

Precautions

Caution: This equipment is intended to be used with limited power circuits with SELV and Non-hazardous energy outputs.

- The scale is not legal for trade
- Do not exceed the scale's maximum weight limit
- Do not place lighted candles, cigarettes, cigars, etc., on the scale.
- Use the equipment only for its intended purpose.

Contacting Pitney Bowes

Your device information

Be sure to have the following information available before contacting Pitney Bowes Technical Support:

- **Product Name:** SendPro C
- **PCN and serial number:** check the label under the front cover of the machine.
- **Problem Description:**
  - What is happening and when
  - Are there any error messages?

- **Attempts to fix:**
  - What steps have you already tried to fix the problem?
  - If you tried, what happened?

Technical and Account Support:

Visit our website at *https://www.pitneybowes.com/au/support*

Pitney Bowes Supply Line

Visit our website at *https://www.pitneybowesdirect.com.au/*

Third party software

Third party software may have been incorporated into this product by Pitney Bowes Inc. (“PBI”) under permission from PBI’s licensors. Any special terms and conditions that apply to such software are provided below:

This product contains the following software:

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