pitney bowes

Shipping & Mailing
Postage Meters

SendPro® C Auto

PCN 9H10

Operator Guide

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1 - Quick start guide

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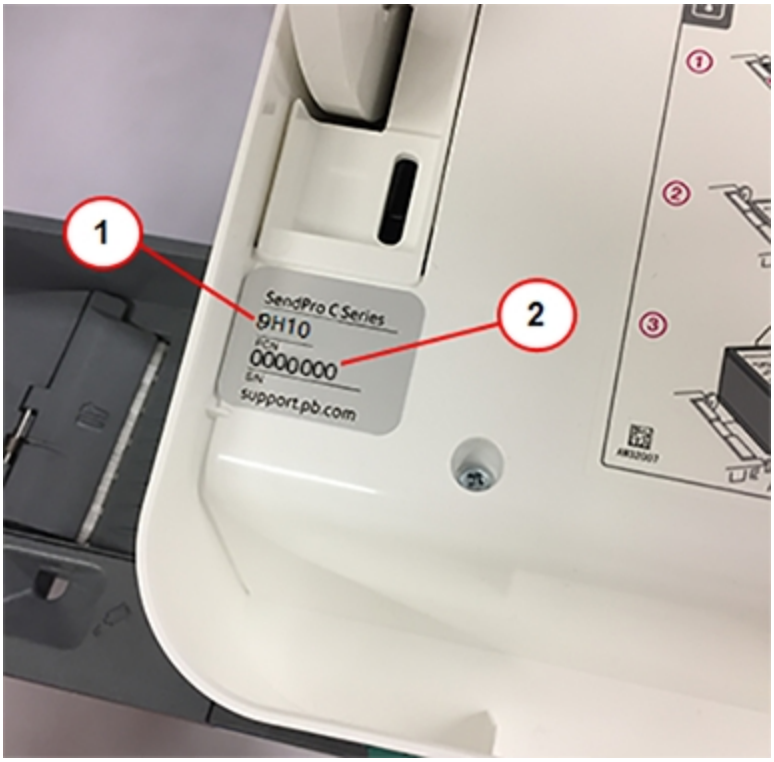
Finding the Product Code Number (PCN) and serial number

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

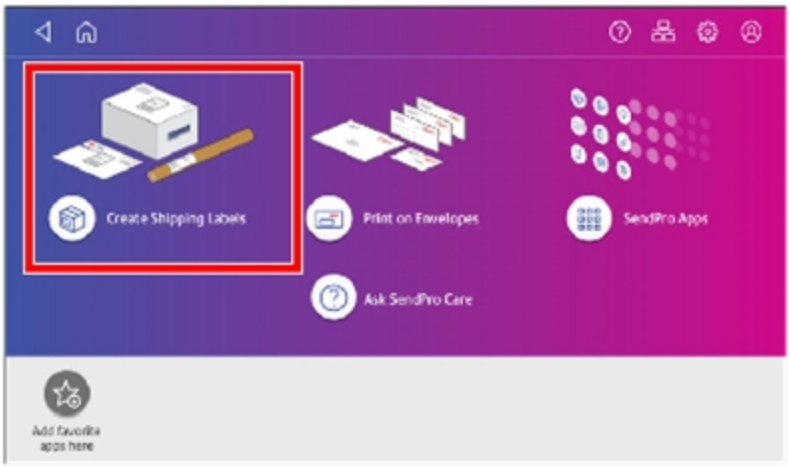
To locate the **(1) Product Code Number (PCN)** and the **(2) 7-digit serial number**, check the label on the rear of the device or under the display cover. The serial number appears as zeros here for security reasons.



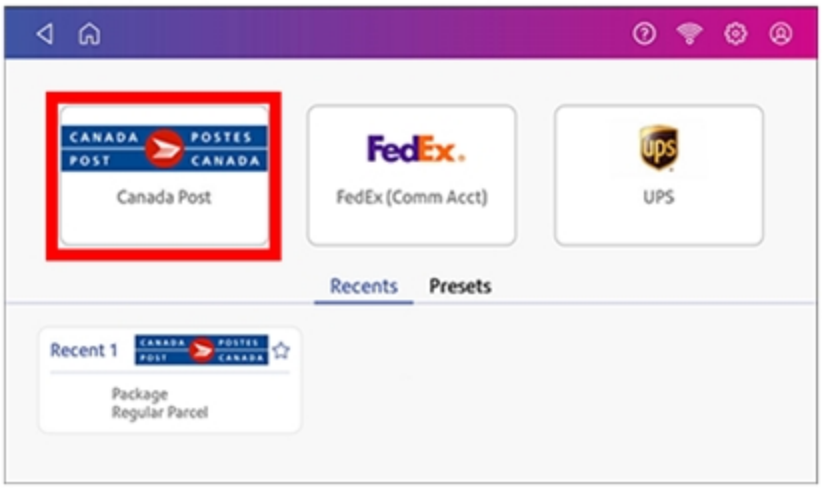
Printing a shipping label

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

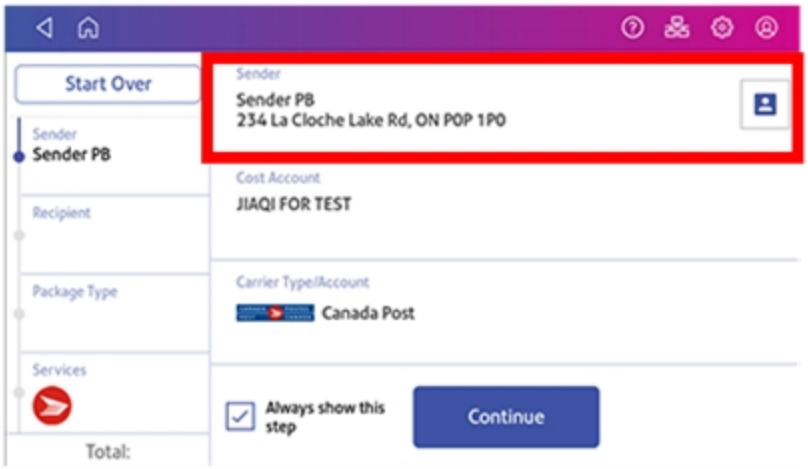
1. Tap **Create Shipping Labels** on the Home screen.



2. Tap the carrier you wish to use.

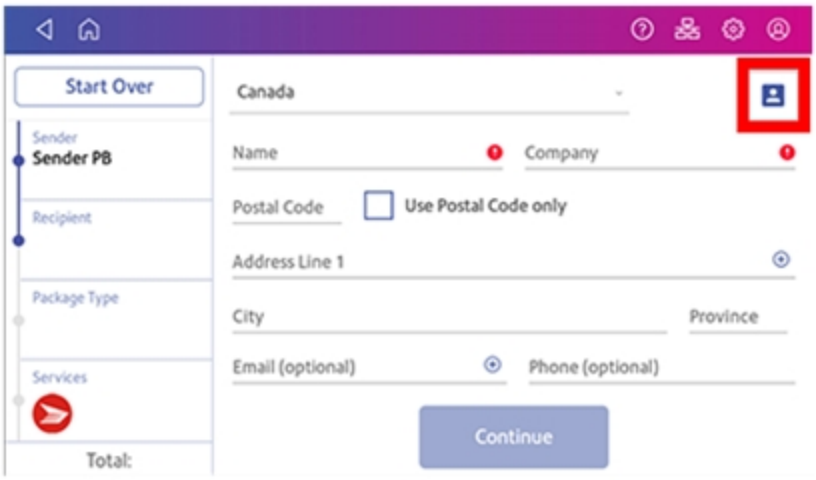


3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.

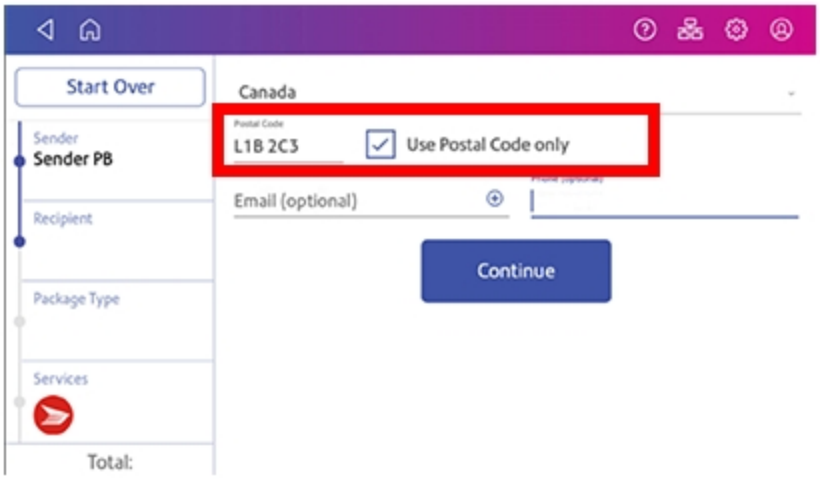


4. If you have enabled cost accounts on your SendPro C Auto, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.
5. Tap **Continue**.

6. Enter the recipient address.
   a. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the address book icon in the upper right corner of the screen.

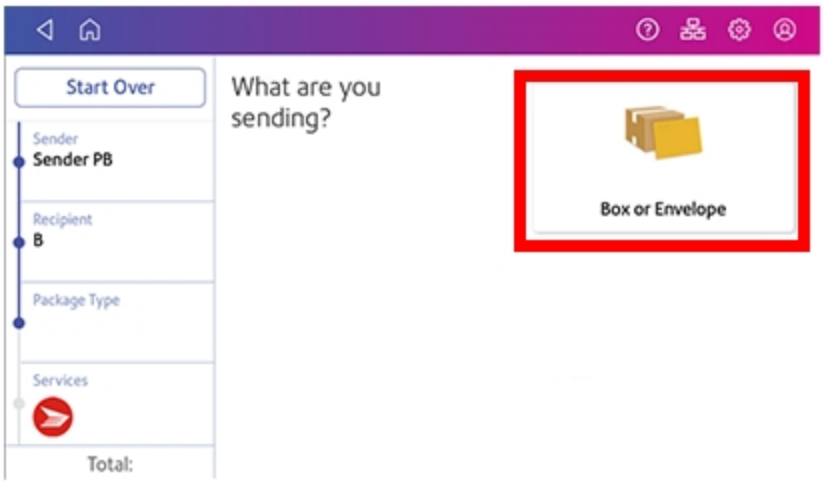


   b. For Canada Post domestic shipments, if your package already has an address, you can select the **Use Postal Code only** box and enter the postal code to create the label without entering the address.

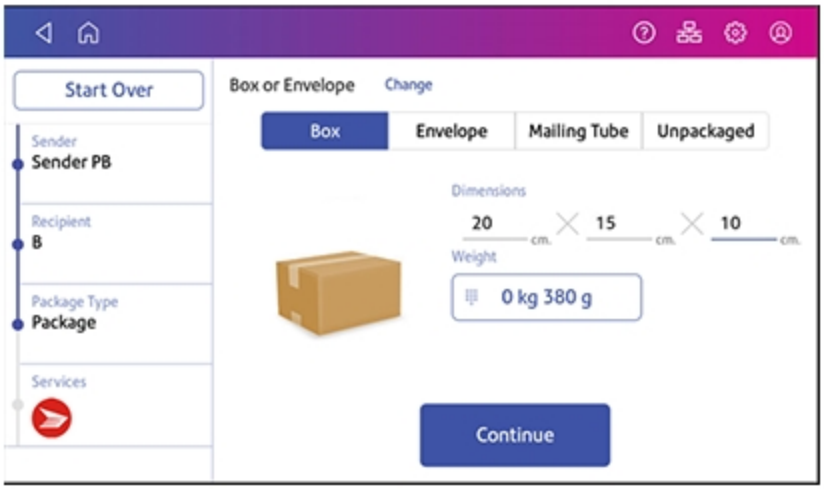


7. Tap **Continue**.

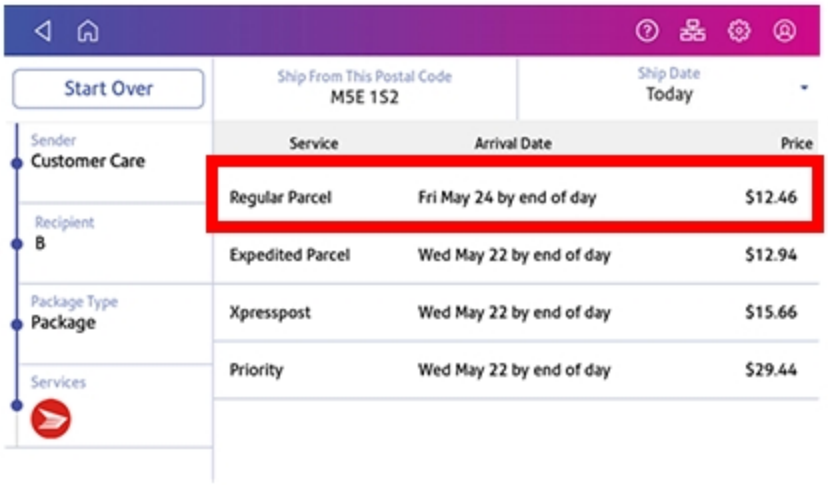
8. Tap a package type.



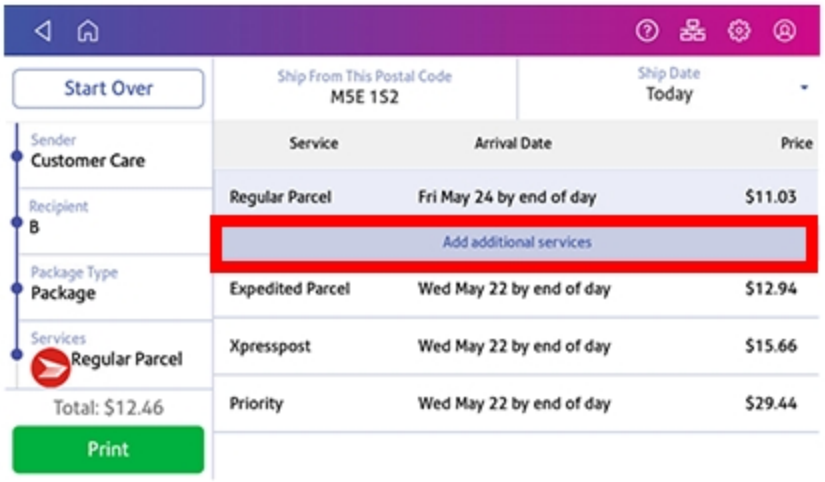
9. Enter the dimensions and the weight of the box or envelope:
   - Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.
10. Enter the weight:
    - If you have an attached scale, tap **Weight**, then select **Scale**. Place the box or envelope on the scale.
    - If you do not have a scale, tap on the **Weight** field, enter the value using the keypad, then tap **Apply**.
11. Tap **Continue**.



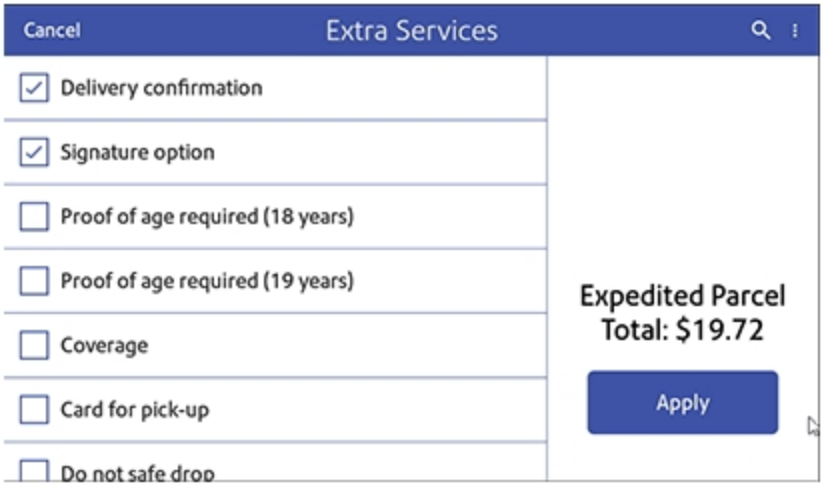
12. Tap the service you wish to use.



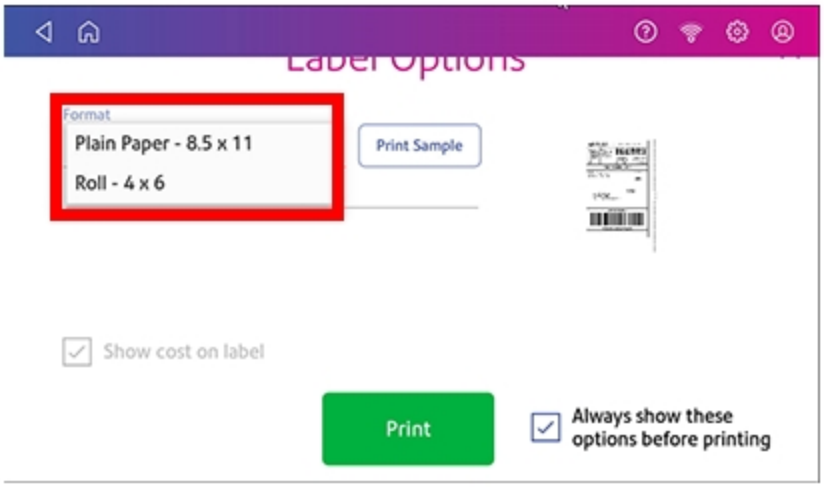
13. To add extra services, tap **Add additional services**. If you are not adding any extra services, go to step 14.



14. Select the desired extra services and tap **Apply** when done.



15. Tap **Print**.
16. At the Label Options screen, tap **Format** and select the printer format.

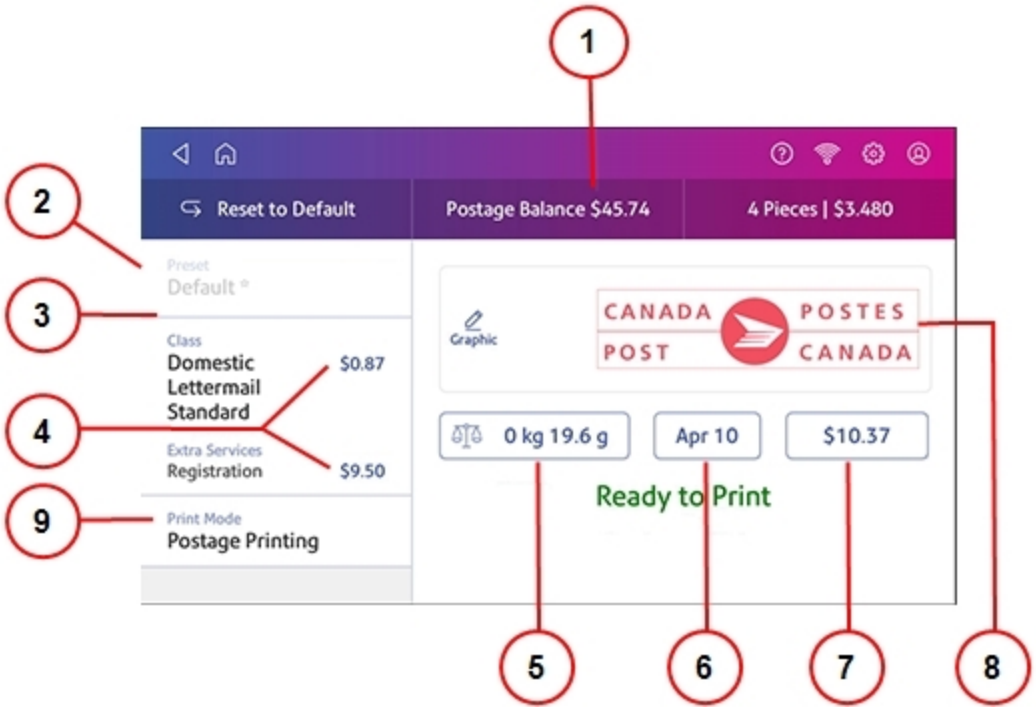


17. (Optional) To print a sample label, tap **Print Sample**.
18. Tap **Print** again. The label prints.
    - You may need to enter the Sender and Recipient's phone number (required for some services).
19. The carrier screen reappears. You can now print another label.

Printing postage on envelopes

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

To open the Print on Envelopes screen, tap **Print on Envelopes** on the Home screen.



On this screen, you can:

1. View the balance of funds you have remaining in your device.
2. Select a Preset for your letter.
3. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
4. Tap **Class** to view the class and any extra services.
5. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
6. Tap the date to view the date options.
7. View the total postage amount.
8. Preview or add graphics.

9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

Feeding envelopes

Your SendPro C Auto can automatically feed a stack of envelopes.

Before you begin

- All envelopes in a single stack must be the same width and thickness.
- All envelopes in a single stack must be sealed or unsealed. Mixing sealed and unsealed envelopes in a stack will cause a jam in the moistener.

Insert the envelopes into the feeder

1. Slant the stack of envelopes as shown so the bottom envelope feeds first.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.

3. Leave about 3 mm space between the stack and the side guide so the envelopes do not drag against the guide.

4. Push the stack into the feeder until you feel resistance. The image shows how far into the feeder you need to position the stack. The side guide is pulled away to show the edge of the envelopes.

5. Set the desired moistener setting for your envelopes. In this photo "no seal" is selected.

6. Tap **Start** on the Print on Envelopes app. The device automatically feeds the envelopes and prints the postage.
   - If you are using a stacker, extend the stacker tray so that the envelopes exit the feeder completely.
   - If you are moistening the envelope flaps, press down on the envelopes after printing to ensure the flaps are securely glued closed.

Sending a Lettermail™ envelope

Lettermail is an economical way to send mailpieces through Canada Post.

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Domestic Lettermail** for a Lettermail envelope.
6. Tap **Standard**.
7. Tap **Apply**.
   - With a scale:
     a. Place the envelope on the scale.
     b. The weight appears.
   - Without a scale:
     a. Tap **Weight**.
     b. Enter the weight of the envelope.
     c. Tap **Apply**.

8. Tap **Extra Services**.
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.

Note: Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Printing postage on tapes

If it is not possible to print postage directly onto your envelope, you can print it onto a tape. You can then apply the tape to the envelope.

1. Push the tape lever to the right and hold it there (a). Drop a stack of strip tapes down into the slot (b). Make sure that the printable side faces to the right (toward the touchscreen).

2. Tap **Print on Envelopes** on the Home screen.
3. Select the postage mode and settings (account, class and special service, weight).
4. For a single tape, tap **Tape**. The default value is set to 1 tape.
   - For multiple tapes, tap the number on the tape field and use the keypad to enter the number of tapes.

Using Canada Post special services

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.

3. Tap **Class**.
4. Tap the class you wish to use. Sub-classes appear when available for the selected class.
5. Tap **Apply**.
   - With a scale:
     a. Place the envelope on the scale.
     b. The weight appears.
   - Without a scale:
     a. Tap Weight.
     b. Enter the weight of the envelope.
     c. Tap **Apply**.
6. Tap **Extra Services**.
7. Select any special services you wish to use.
8. Tap **Apply**.
9. 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.

Adding a graphic to your envelope in Print on Envelopes

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

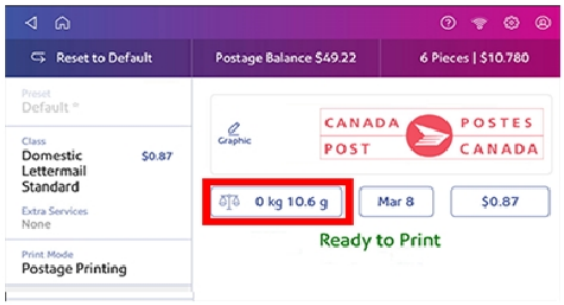
Note: At this time, you cannot add your own custom graphics to your SendPro C Auto device.

1. Weigh your envelope, select a class, and select any special services required.
2. Tap the **Graphic** icon on the Print on Envelopes screen.
3. Select the desired graphic.
4. Tap **Apply**.
5. To verify that the envelope prints correctly, feed the envelope through the device.

Using the scale when printing postage

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

1. Tap **Print on Envelopes** 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.
12. The scale retains the weight of the mail for approximately 70 seconds. Add another mailpiece to the scale if you want to override the weight.

Sealing envelopes and printing postage

Use the moistener on your device to seal your envelopes before you print postage.

1. Check the level of sealing solution by checking the sight window on the front of the feeder deck.

2. Place the envelopes with the flap side facing down and the top edge against the rear wall.
3. Make sure that the seal/no seal lever is set to the seal position (all the way to the left).

4. Place the envelopes on the feed deck. Tap **Start** on the Print on Envelopes app.

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

Sealing envelopes without printing postage

Use Seal Only mode to seal envelopes without printing anything.

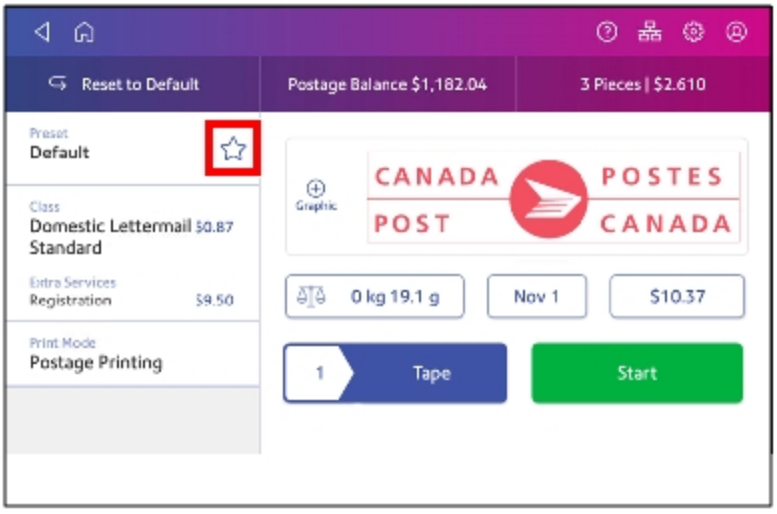
1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Print Mode**. You may need to swipe up on the screen to see this option.
3. Swipe up on the Print Mode screen and tap **Seal Only**.
4. Tap **Apply**.
5. Load the envelopes onto the feeder with the flap side facing down and the top edge against the rear wall.
6. Tap **Seal Only** to continue.

Creating presets for printing postage

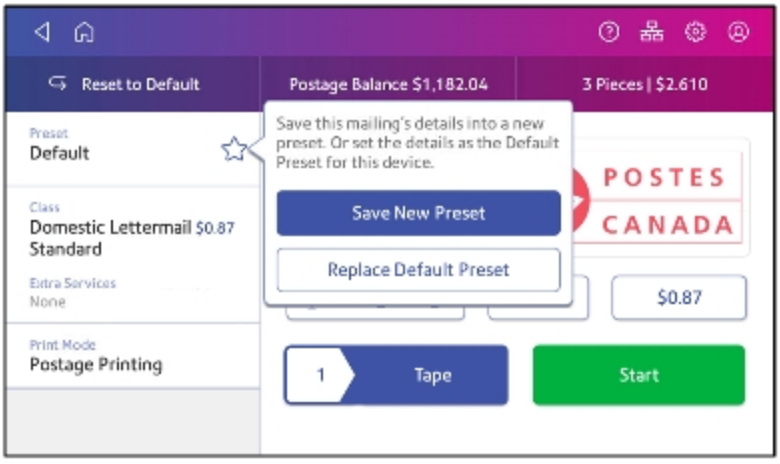
Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphic. The maximum number of presets you can have is 21. This includes the default preset.

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

4. Tap the **star** in the Preset box.
   Important: You must modify something in the Print on Envelopes 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**.



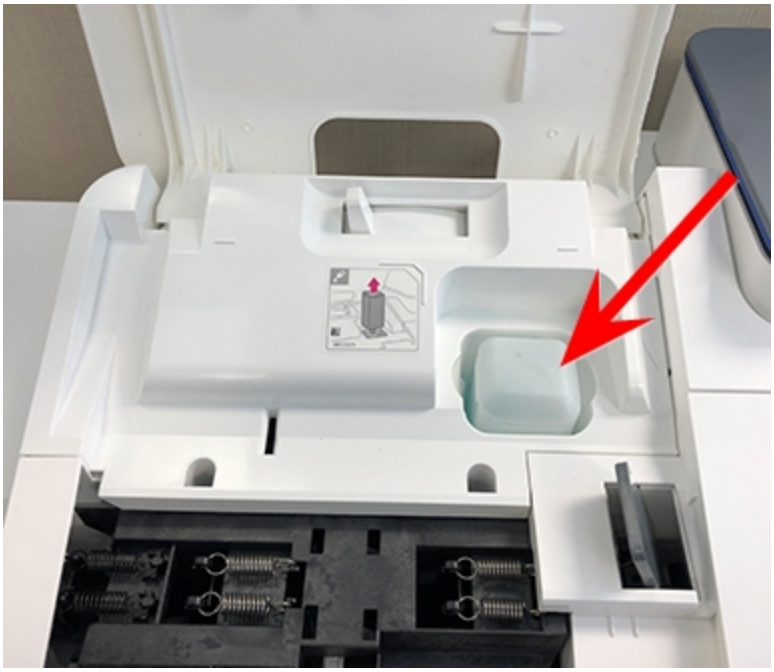
6. For a new preset, enter a name, then tap **Save**.

Filling the moistener tank

Your device will need refills of E-Z Seal® in order to seal envelopes. Follow these steps to fill the moistener tank.

1. Check the level of sealing solution in the moistener tank by checking the sight window on the front of the feeder deck.

2. Open the feeder access cover to access the moistener bottle.



3. Remove the moistener bottle and place it with the cap up on a flat surface.

4. Unscrew the moistener bottle cap and fill it with Pitney Bowes E-Z Seal®. Do not overfill the moistener bottle.

5. Screw the cap back on and place the bottle back in its original site (upside down in the device).
6. Close the feeder access cover.
7. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely wet.

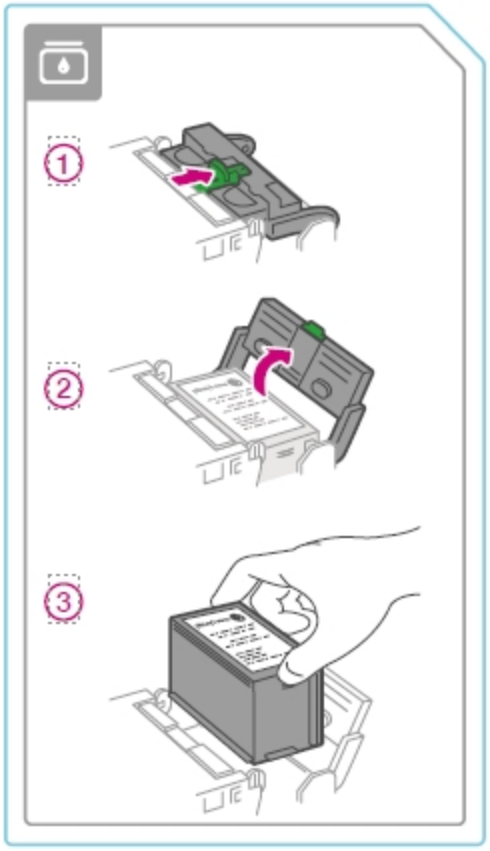
Replacing the ink cartridge

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

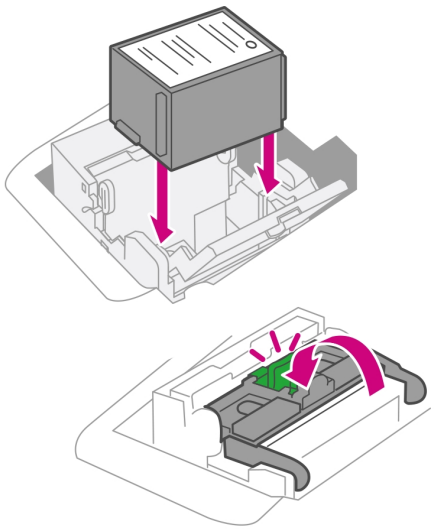
1. Tap **Settings**.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Ink**.

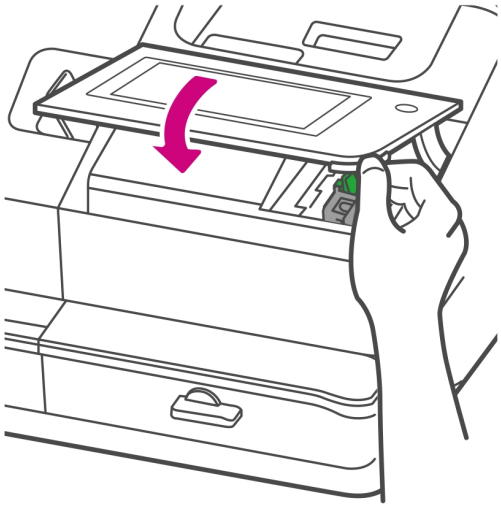
4. Lift the top cover. The ink cartridge moves to the front position.
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.



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.

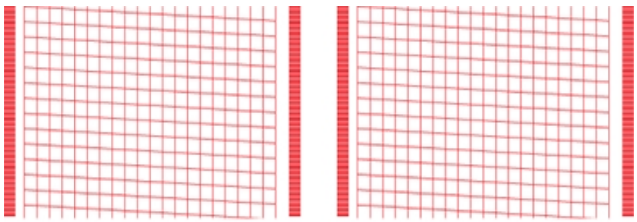
Printing a test pattern

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

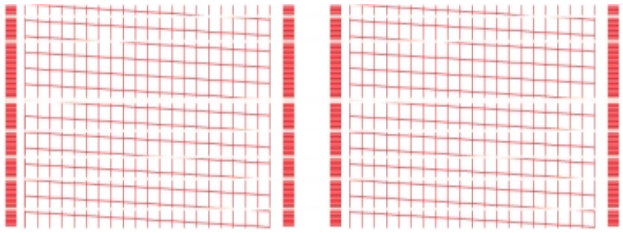
1. Tap **Settings**.

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 Print Nozzle** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
     - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



Good Test Pattern



Bad Test Pattern

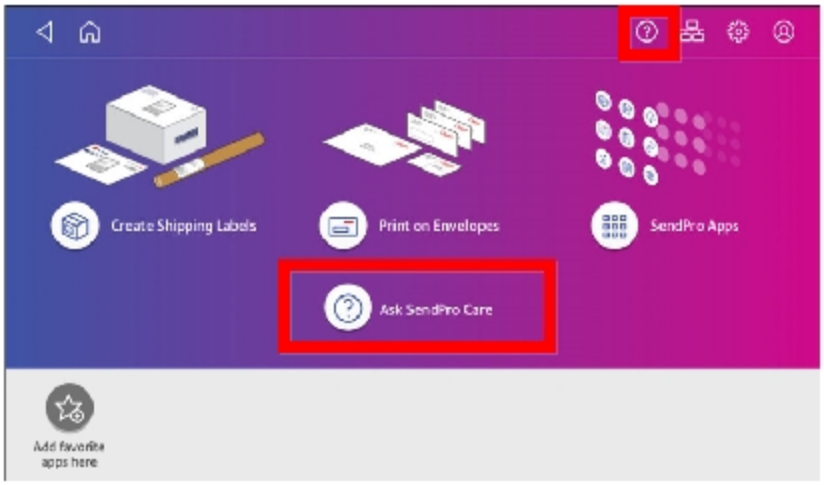
Supplies, ink cartridges, and options

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

Accessing the SendPro Care application

The Ask SendPro Care is a self-help application that allows you to quickly get information about your SendPro C Auto.

You can access the Ask SendPro Care by tapping on the help icon (**?**) in the toolbar, or by tapping **Ask SendPro Care** in the Home screen.



s

The Ask SendPro Care automatically recognizes your device issues and provides recommendations for resolving those issues. The app also provides:

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Proactively prompts you with a solution that you can follow to resolve the error or issue.
- Essential tools and guides.
- Text search to resolve issues quickly.
- Product health management and tracking.

2 - Connectivity

In this section

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Setting up a wired network connection

Use a network cable to connect your device 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*

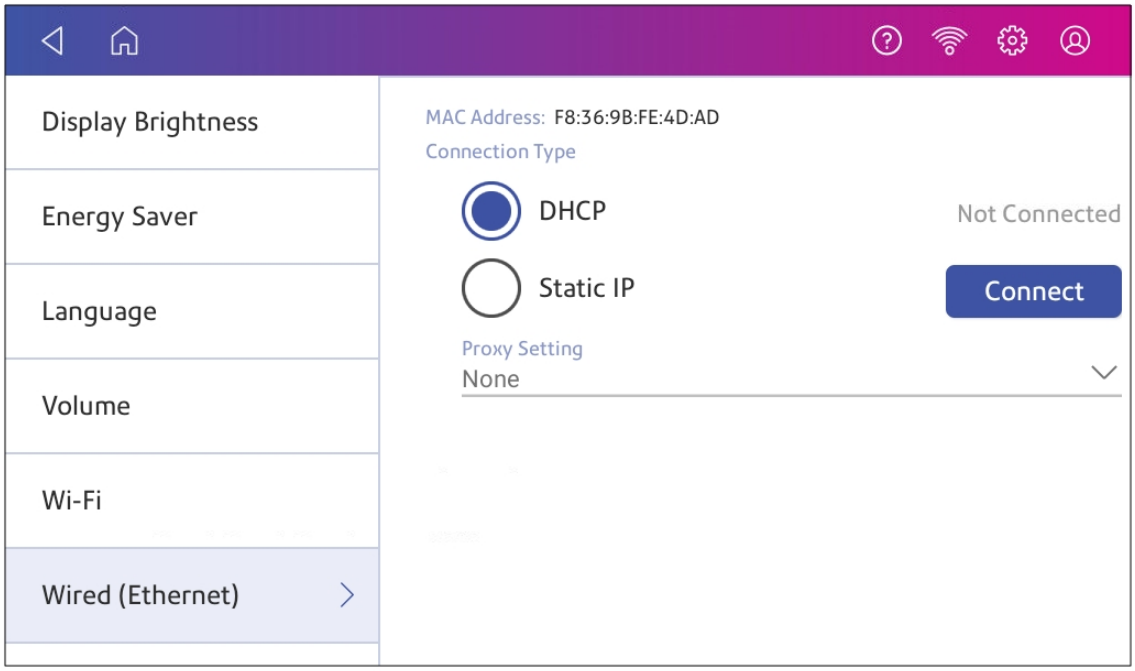
DHCP is the most common connection type. Choose DHCP if you are unsure which connection protocol to use or contact your IT department for advice.

DHCP

1. Tap **Settings**.

2. Tap **Wired**.

3. Select **DHCP**.



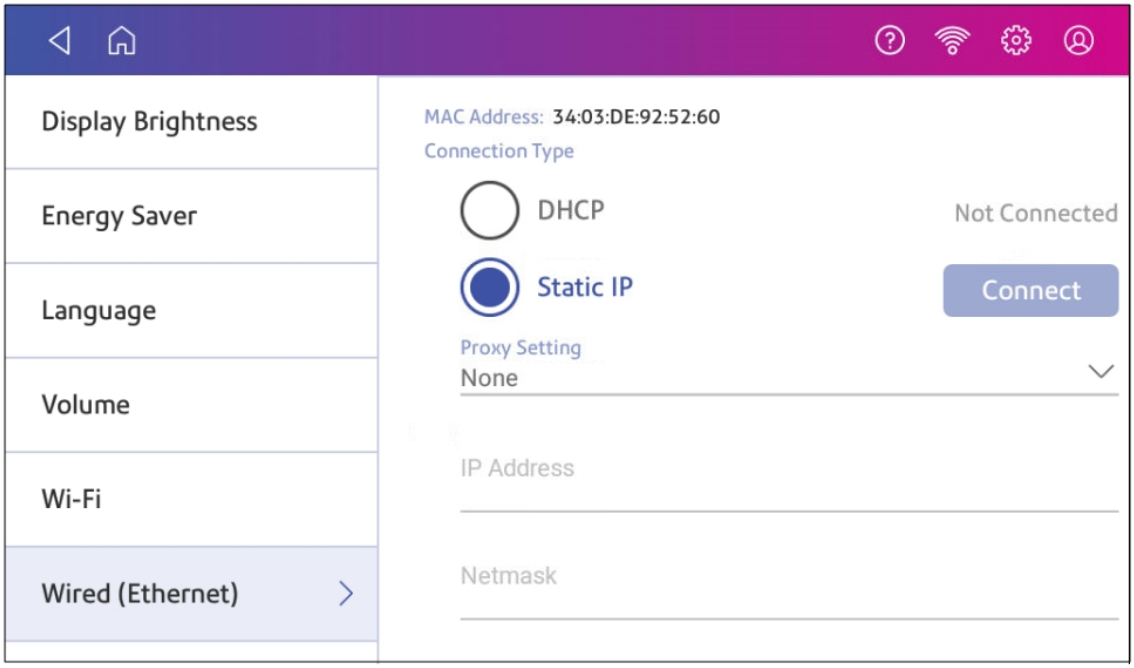
4. Tap **Connect**.
5. If it does not connect, unplug the power cord.
6. Wait 30 seconds. The screen should turn off after 10 seconds.
7. Plug the power cord back in directly into a wall outlet.
8. Quickly tap and release the power button to turn the device back on.
9. Tap **Settings**.

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 the device 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**.

NOTE: Your device will remember the Static IP information even if you switch back to DHCP and then back again. This information includes IP Address, Netmask, Gateway and DNS Address as well as the proxy information.

Setting up a wireless (Wi-Fi) network connection

You can connect your device 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.

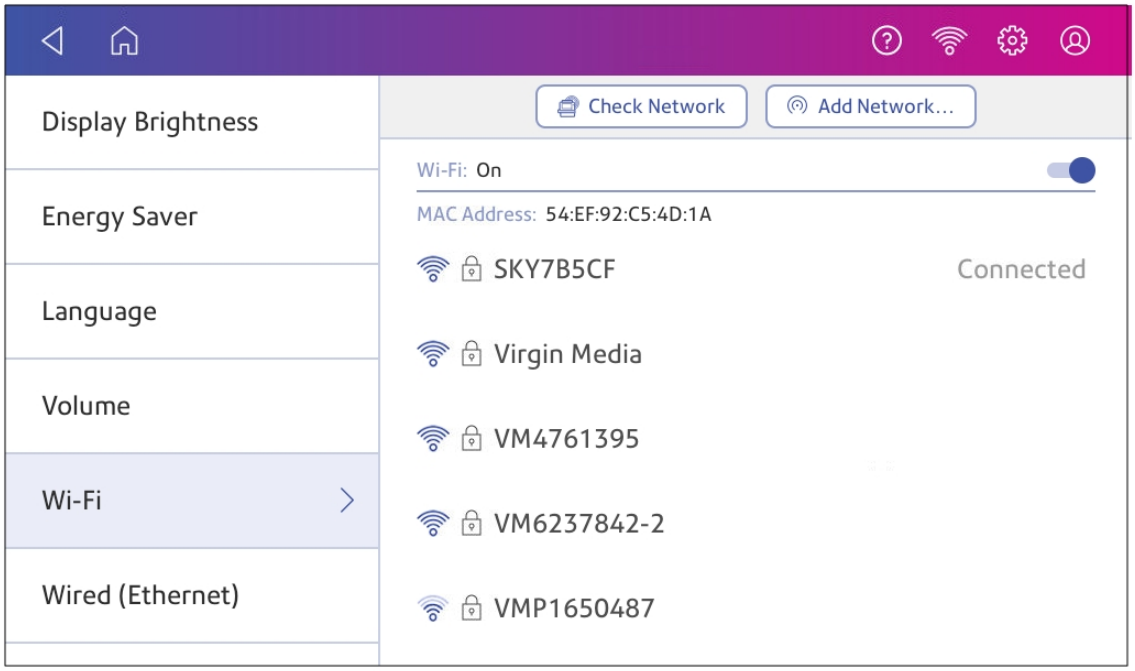
Connecting to a hidden Wi-Fi network

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

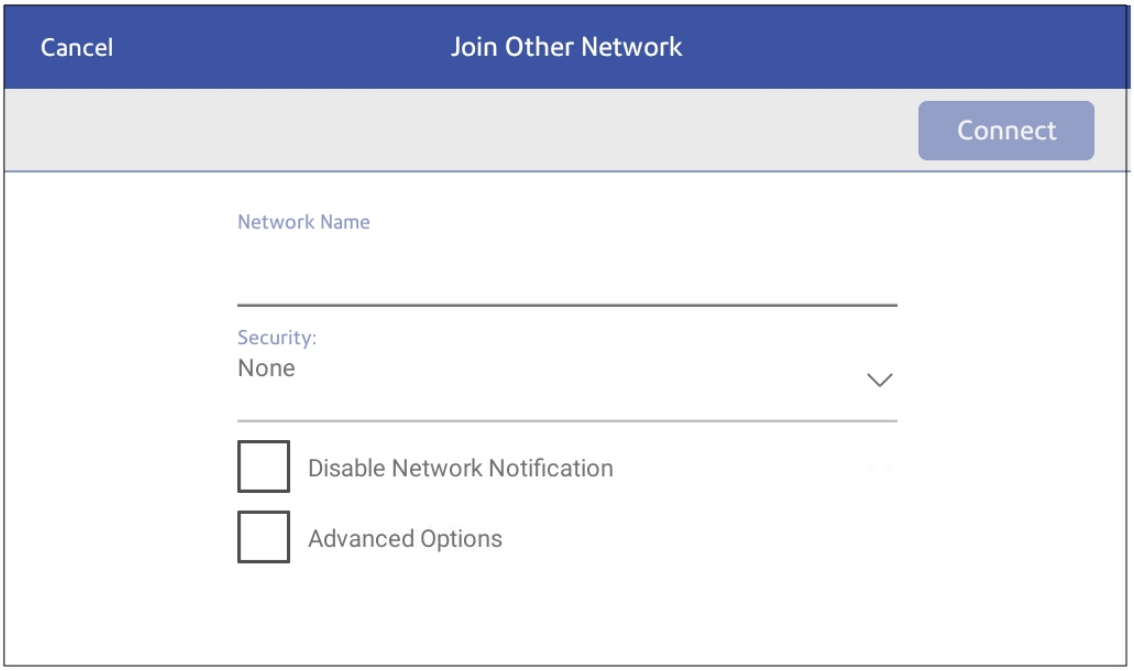
1. Tap **Settings**.

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

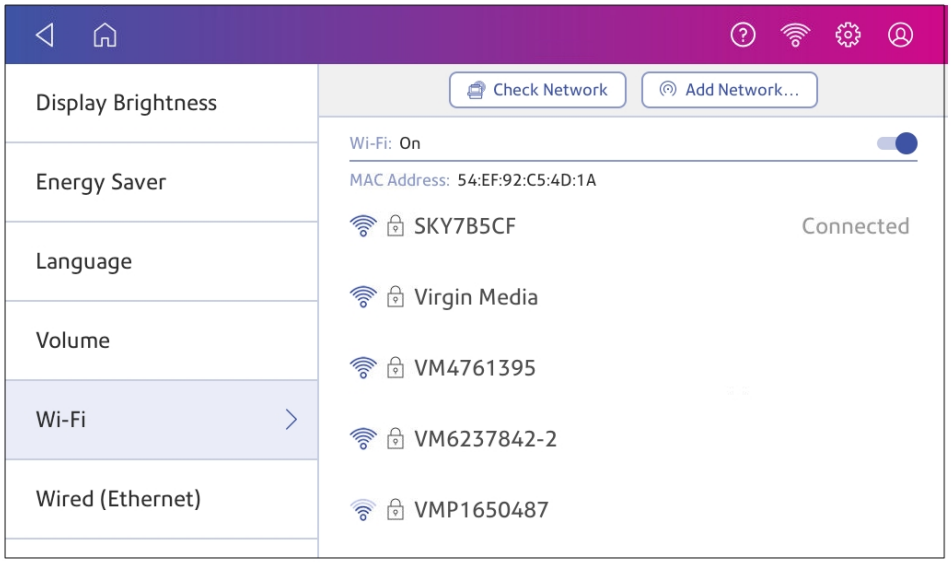
Forget a Wi-Fi network if:

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

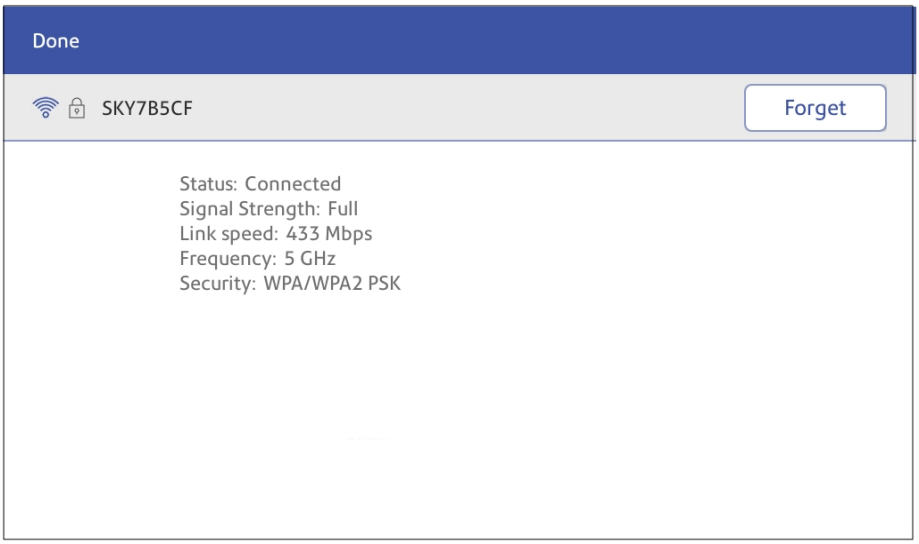
1. Tap **Settings**.

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

3. Tap the network you want to forget. You can only forget a network if you've connected to it before.



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.

If you are unable to connect to the internet, ask your IT department or internet provider to check the internet settings before you contact Pitney Bowes.

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.

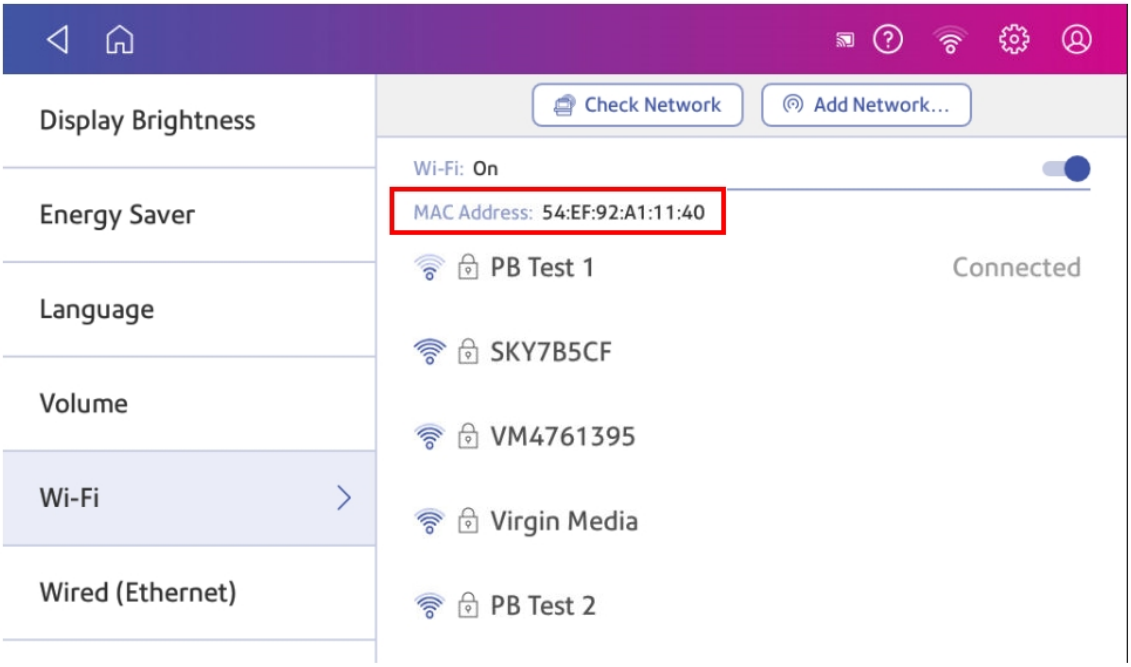
Your device contains two MAC addresses: One for wireless connections and one for wired connections.

Locating the MAC address for wireless connections

1. Tap **Settings**.

2. Tap **Wi-Fi**.

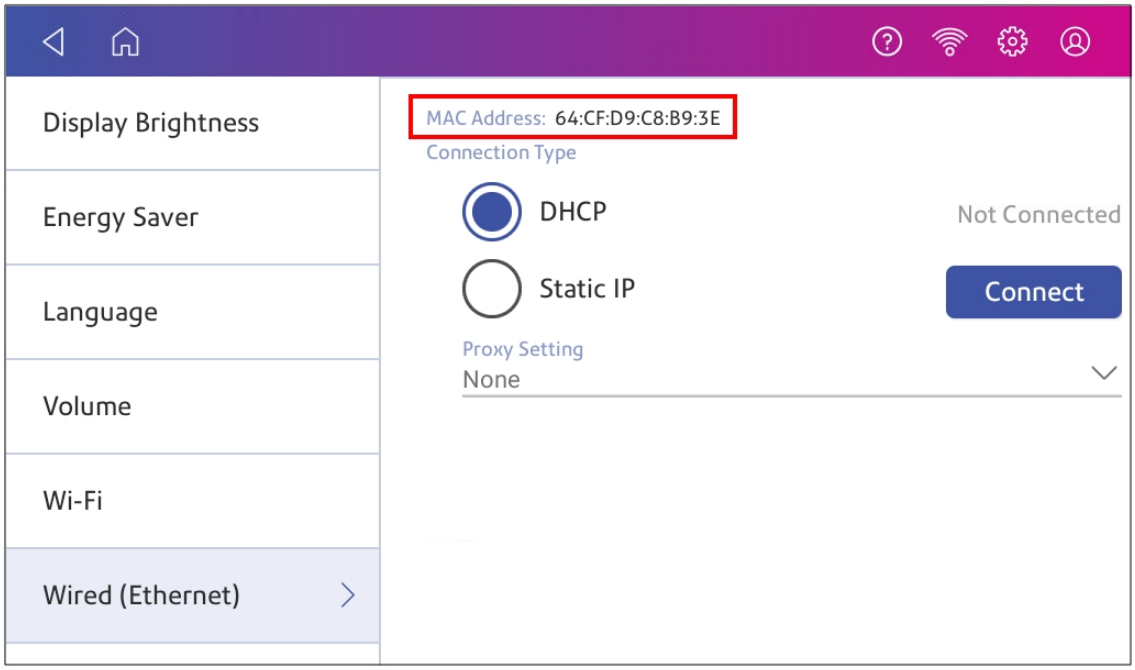
3. The MAC address appears above the list of wireless networks.



Locating the MAC address for wired connections

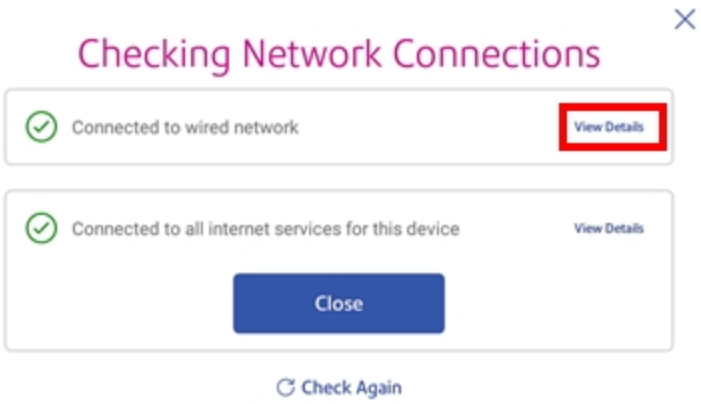
1. Tap **Settings**.

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

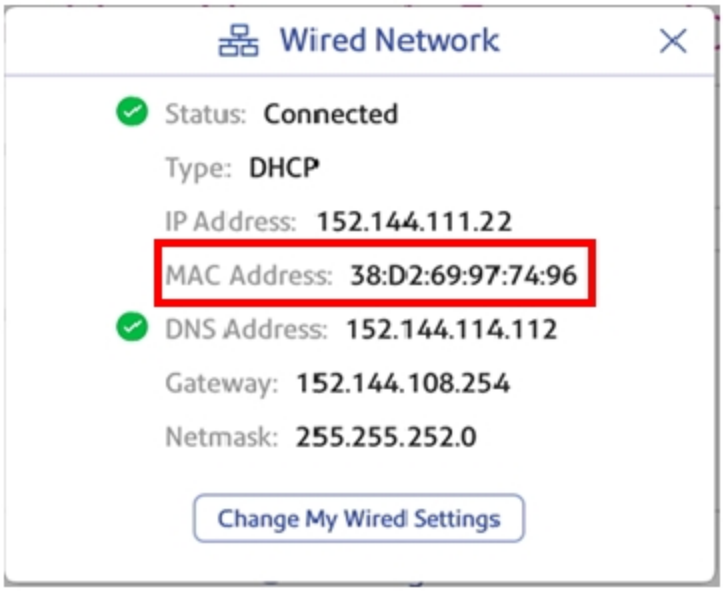


3. Tap **Check Network**. The Checking Network Connection screen appears.

4. Tap **View Details** in the Connected to wired network box when the test finishes.



The MAC address appears:

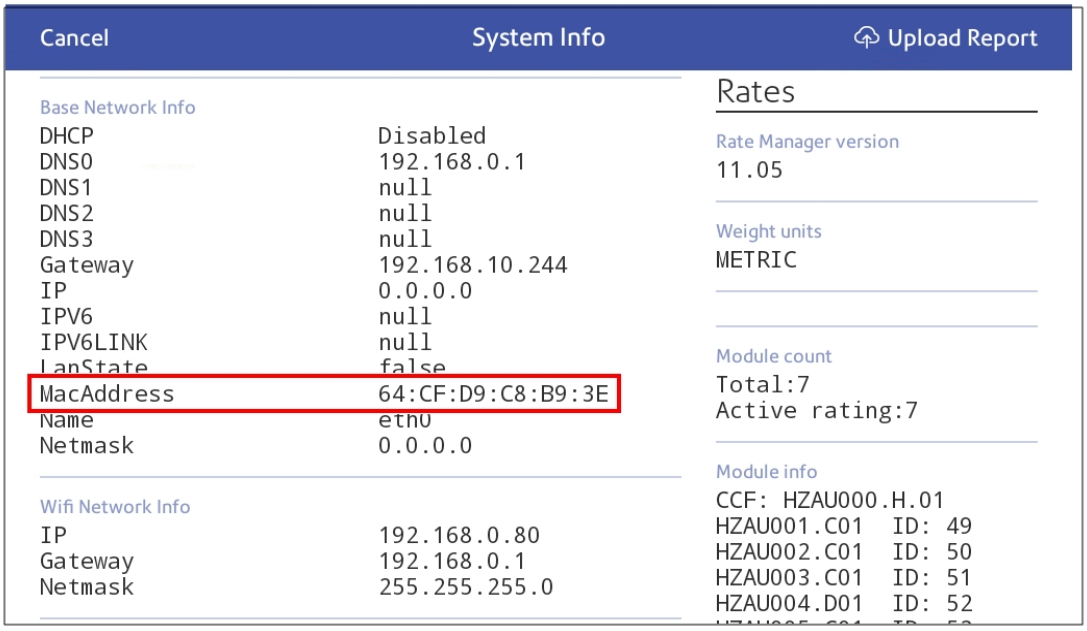


5. Tap **X** to close this window.
6. Tap **Close**, then the **back arrow** to return to the Home screen.

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

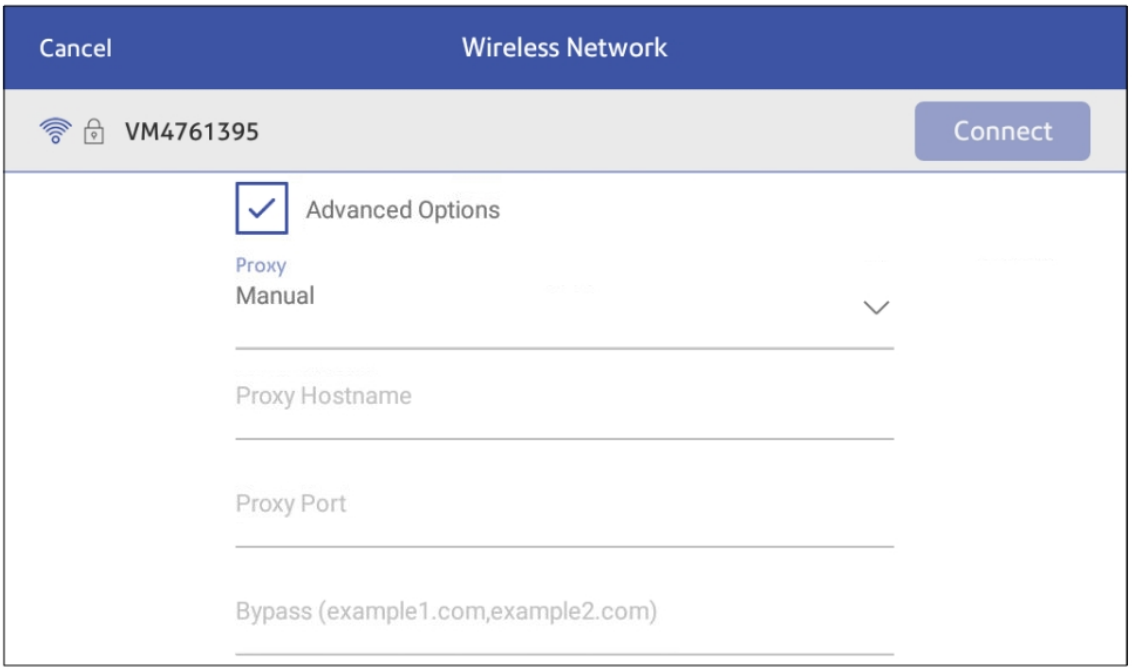
Choose how you connect your device to set up a Proxy server:

- *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**.



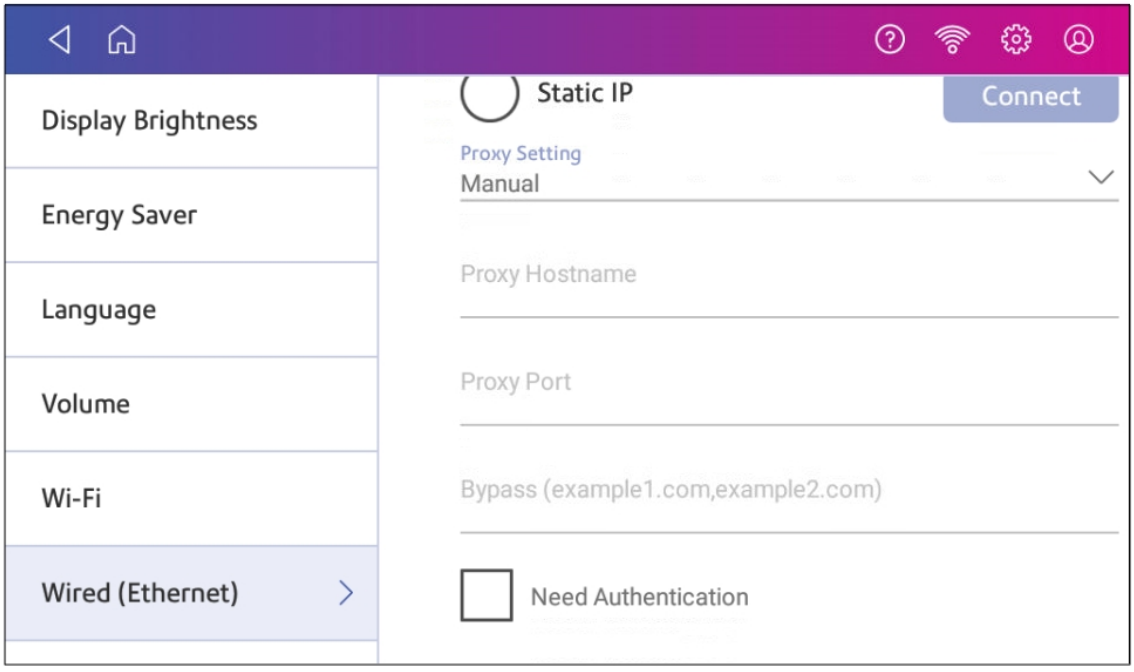
6. Enter the IP address, HTTP or HTTPS proxy address of your proxy server in the **Proxy Hostname** field.
7. Enter the port number for the proxy server in the **Proxy Port** field.
8. (Optional) Enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy in 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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Using the scale when printing postage 49
Entering the weight manually when printing postage 50
Zeroing the scale 51

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.

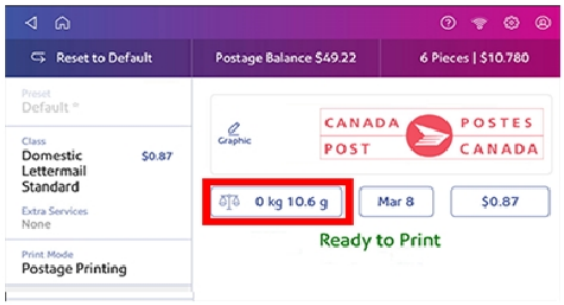
1. Tap **Settings**.

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.

Using the scale when printing postage

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

1. Tap **Print on Envelopes** 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.
12. The scale retains the weight of the mail for approximately 70 seconds. Add another mailpiece to the scale if you want to override the weight.

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 **Print on Envelopes** 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 **Print on Envelopes** 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 Print on Envelopes app.

4 - Accounting

In this section

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Turning Print on Envelopes account passwords on or off for printing postage 55
Editing an account 55
Deleting a Print on Envelopes account 56
Emailing an account report 57

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 Print on Envelopes 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 Print on Envelopes 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 a Print on Envelopes account

You can add a Print on Envelopes account to track your costs for printing postage on envelopes. This is different from your PB account which is used to fund your postage or shipping label costs.

Accounting is a feature that is optional and needs enabling if you want to use it. Contact your Pitney Bowes Sales Representative for information about options and pricing.

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Account** and select an account if accounting is enabled on your device.
3. Tap **Preferences** in the upper right corner of the screen.

4. Tap **Manage Accounts**.
5. Tap **Create new account**.
6. Tap **Create a new account** for a new account.
7. 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 gray box.
8. Enter a unique code in the Code field to identify each account. Codes can be alphanumeric. Codes help you locate accounts more easily.
9. 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.
10. Ensure you set the status to active.
11. Tap anywhere on the screen outside of the fields when complete.

12. Tap **OK** to save. The name of the new account appears.
    - Tap **Create New Account** to create another account.
    - Tap **Add a Sub Account to this account** to add a sub account to the account you just created.
    - Tap **Done** if you do not need to create any more accounts.
13. Press the **back arrow** to return to the account list.

Turning Print on Envelopes account passwords on or off for printing postage

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

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts**.
5. The Manage Accounts screen opens.
    - Tap **Turn account passwords on** if account passwords are off and you wish to turn them on. Tap **OK**.
    - Tap **Turn account passwords off** if account passwords are on and you wish to turn them off. Tap **OK**.
6. Tap the back arrow on the top left side of the screen to return to the list of accounts.
7. Tap **Cancel** to return to the Mail screen.

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 **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts**.
5. Tap **Edit account**.
6. Tap the account you want to edit.
7. Select **OK**.
8. Make your changes, such as edit the account name, code, description, status or password.
9. When finished, tap anywhere on the screen outside of the fields.
10. Tap **OK** to return to the Accounts screen.
11. Tap the back arrow to return to the list of accounts.
12. Tap **Cancel** to return to the Print on Envelopes screen.

Deleting a Print on Envelopes account

You can delete an account, sub account, or sub sub account through the Print on Envelopes app.

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

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

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

9. Tap **OK**.
10. Tap the back arrow to return to the list of accounts.
11. Tap **Cancel** to return to the Print on Envelopes app.

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 **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts**.
5. Tap **Reports**.
6. Tap **View & print reports**.
7. Tap the report to select it.
8. Tap **Next**.
9. Tap **Actions** or **View Reports** at the bottom of the screen.
10. Tap **Email Report**.
11. 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.
12. Tap the file type you wish to send: **xlsx** (Excel), **csv** (comma-separated values), **pdf** (Portable Data Format).
13. Tap **Send**. The report appears from no-reply@pb.com.

5 - Postage Funding

In this section

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Viewing receipts for refilling postage for Print on Envelopes 60
Changing the default refill amount for printing postage 60
Viewing the postage refill history 61
Checking your PitneyWorks® balance 62
Getting a Canada Post refund for damaged or incorrectly printed mail in Print on Envelopes 62
Viewing the total spent on printing postage 62
Setting the low funds warning for printing postage 63

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 **Print on Envelopes** 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 **Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **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 **Print on Envelopes** 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 Print on Envelopes app.

Viewing receipts for refilling postage for Print on Envelopes

You can view receipts for all the times when you have refilled postage for your Print on Envelopes account.

1. Tap **SendPro Apps** on the Home screen, then tap **Print Refill Receipt**.
2. Tap **Refill History**.
3. From the Refill History screen, tap the date of the refill you want to view.

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 Print on Envelopes:

1. Tap **Print on Envelopes** from the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill 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 Print on Envelopes app.

Viewing the postage refill history

You can view a report showing all your past postage refills.

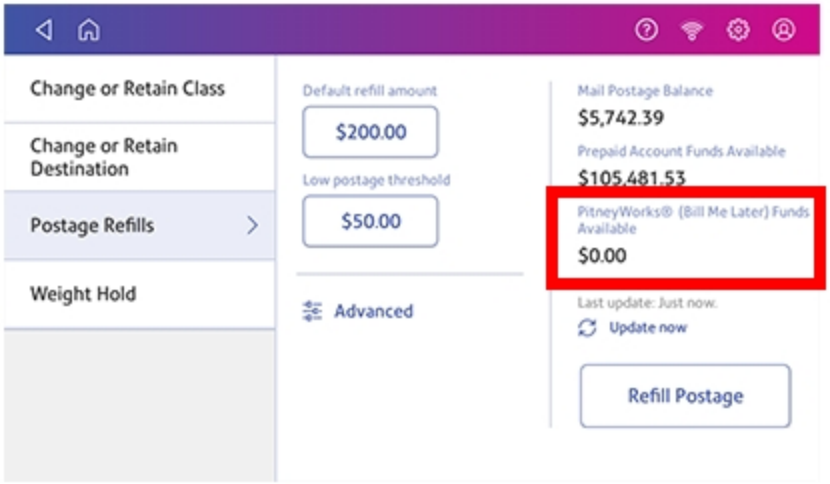
1. Tap **SendPro Apps** on the Home screen.
2. Tap **Print Refill Receipt**.
3. Tap the **Refill History** report in the Print on Envelopes Reports section.
4. Tap on a postage refill to open a refill receipt.

Important: At this time, you can only view the report.

Checking your PitneyWorks® balance

Your PitneyWorks balance for printing Canada Post shipping labels appears on the Feedback bar of the Mail screen.

1. Tap **Print on Envelopes**.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**. The balance appears on the right-hand side of the screen.



Getting a Canada Post refund for damaged or incorrectly printed mail in Print on Envelopes

You may be eligible for a refund from Canada Post based on current Canada Post *postal regulations*. Refer to *How do I get a refund for spoiled meter impressions*.

Important: Refunds are issued solely at the discretion of Canada Post. Pitney Bowes has no authorization to give refunds for misprinted, damaged, or printed and unused postage.

For more information, contact your local *corporate Canada Post office*.

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.

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 **Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill 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 Print on Envelopes app.

6 - Mailing and Shipping

In this section

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Sending a Lettermail™ envelope 75
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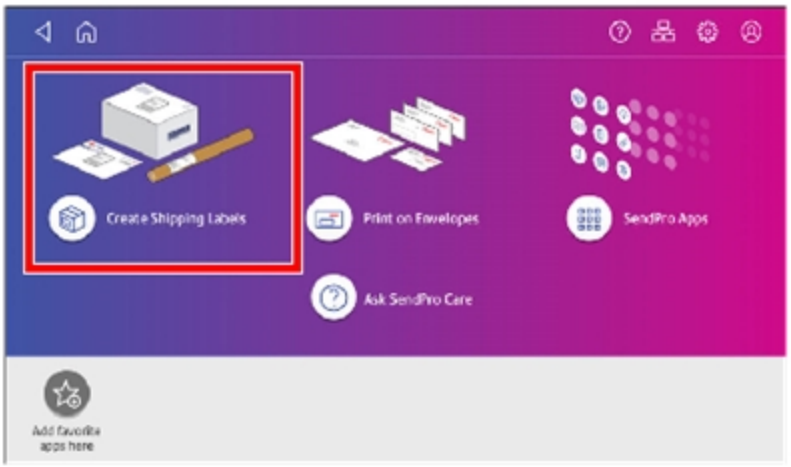
Key in Postage 76

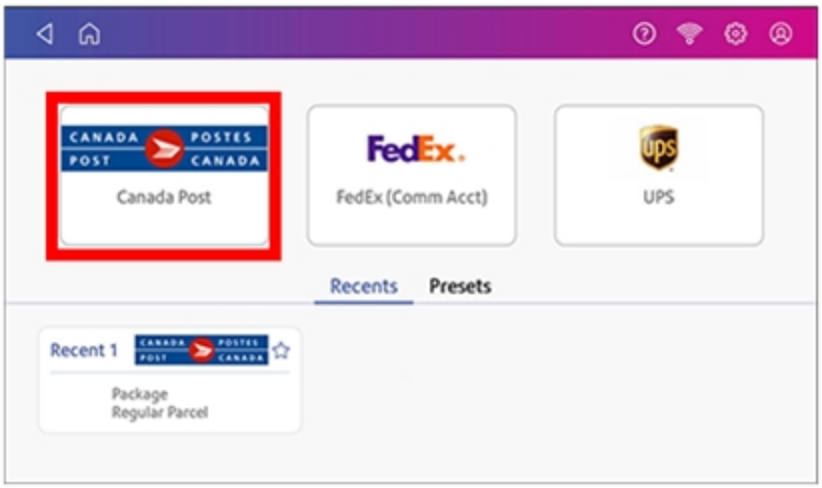
Printing a shipping label

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

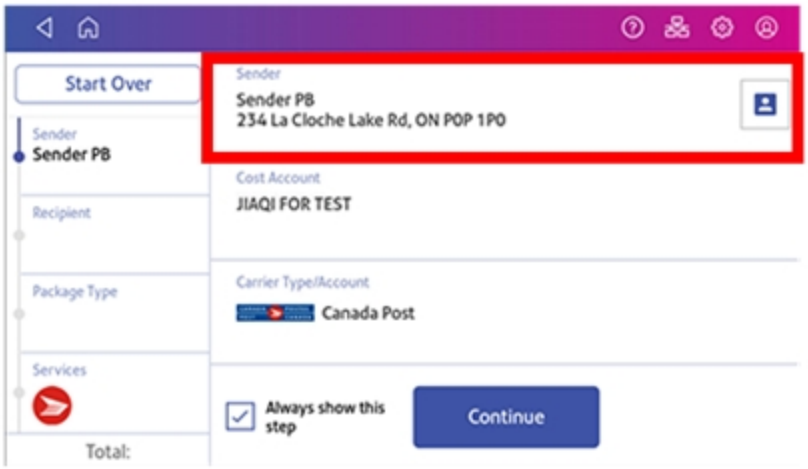
1. Tap **Create Shipping Labels** on the Home screen.



2. Tap the carrier you wish to use.

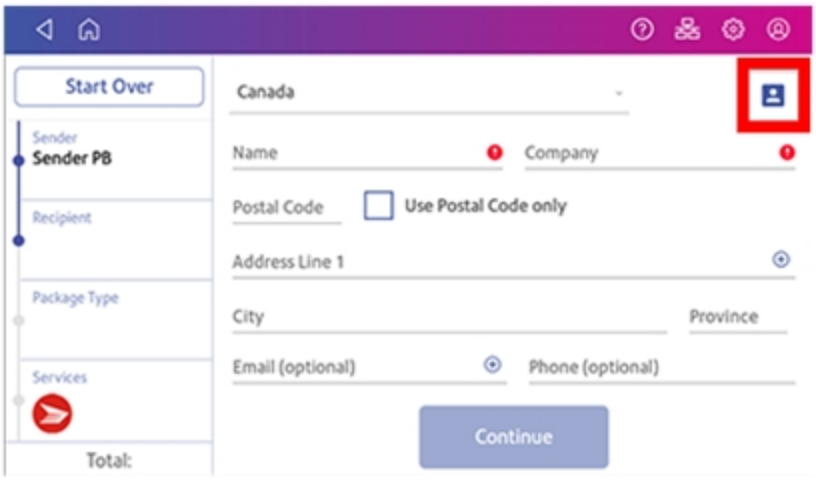


3. Verify that the sender address is correct. If not, tap on the **Sender** field and select a new address.

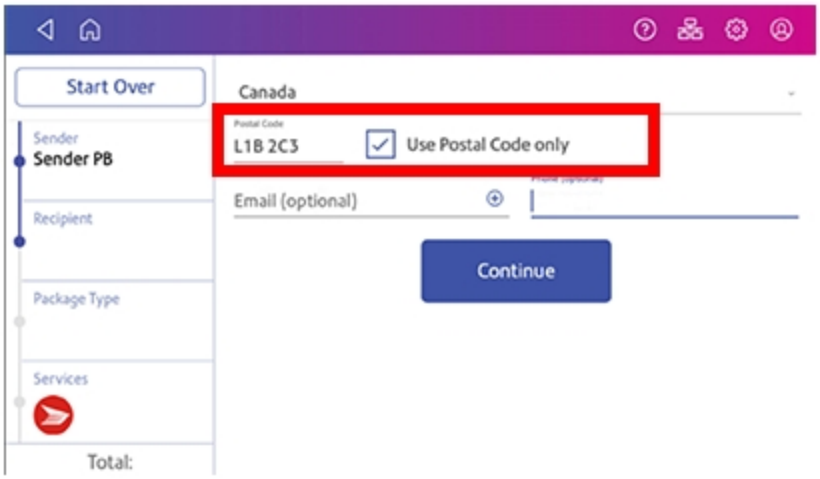


4. If you have enabled cost accounts on your SendPro C Auto, you must provide an account. If this field contains an account, verify the account is correct. To change or add an account, tap on the **Cost Account** field and select an account from the list.
5. Tap **Continue**.

6. Enter the recipient address.
   a. You can manually enter the recipient information or select one from the address book. To select one from the address book, tap the address book icon in the upper right corner of the screen.

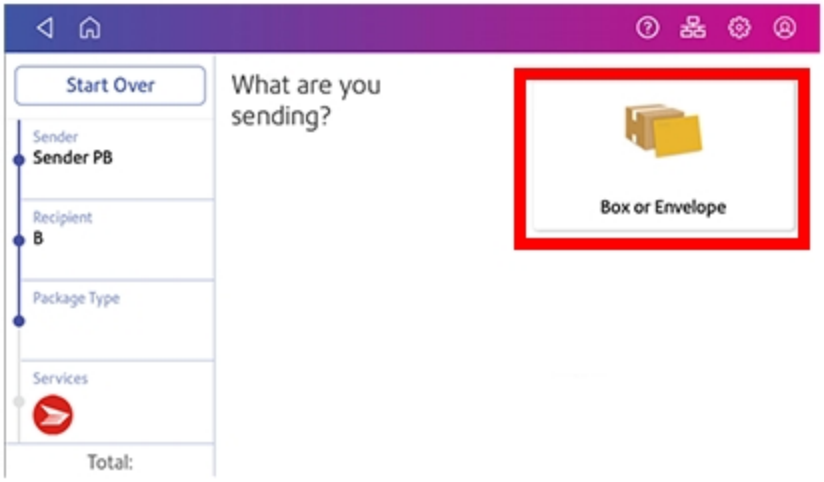


   b. For Canada Post domestic shipments, if your package already has an address, you can select the **Use Postal Code only** box and enter the postal code to create the label without entering the address.

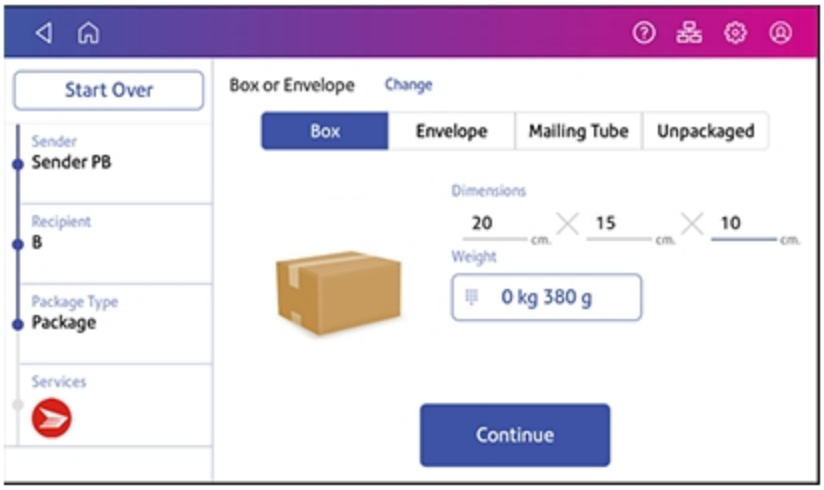


7. Tap **Continue**.

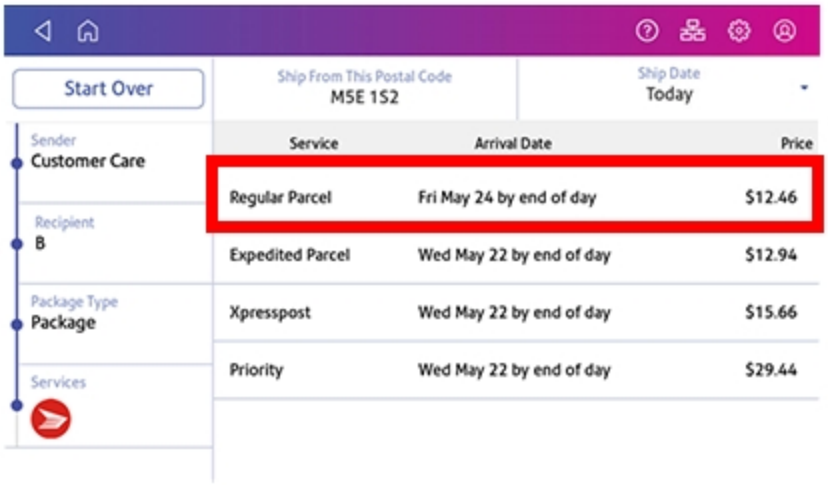
8. Tap a package type.



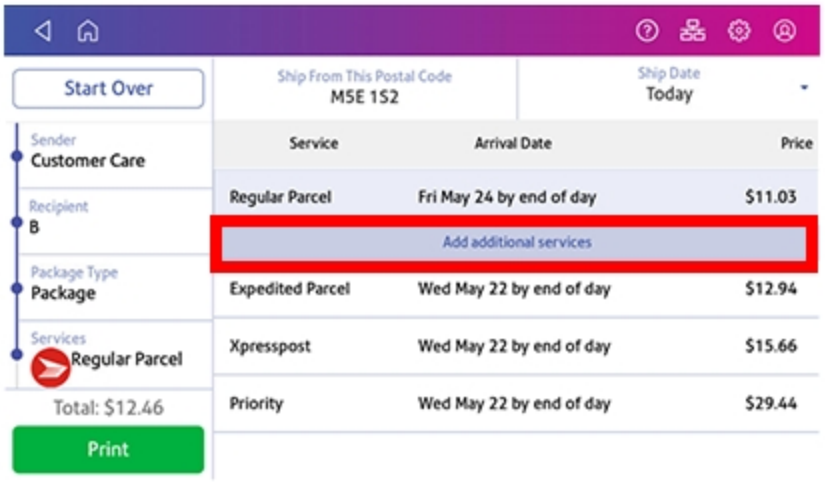
9. Enter the dimensions and the weight of the box or envelope:
   - Tap each dimension and enter a value using the display keypad. Tap the green check mark when done.
10. Enter the weight:
    - If you have an attached scale, tap **Weight**, then select **Scale**. Place the box or envelope on the scale.
    - If you do not have a scale, tap on the **Weight** field, enter the value using the keypad, then tap **Apply**.
11. Tap **Continue**.



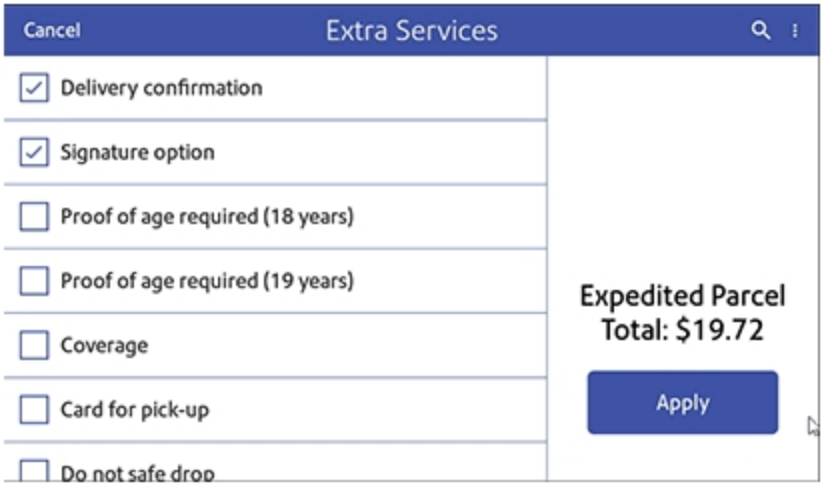
12. Tap the service you wish to use.



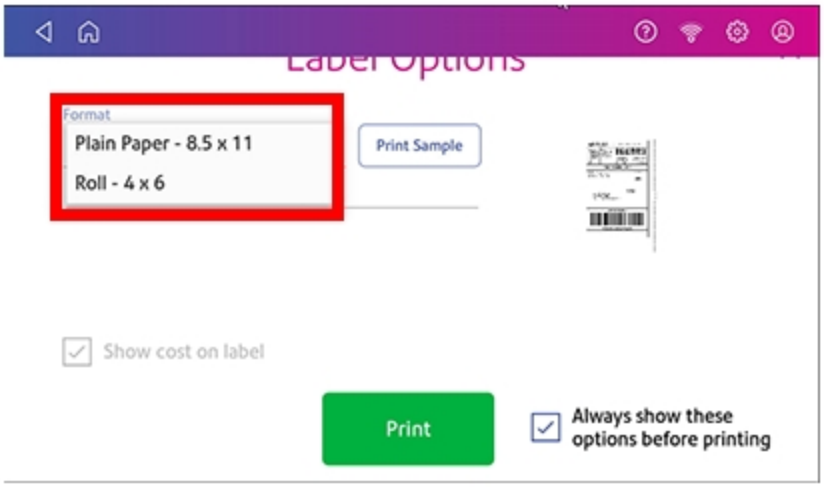
13. To add extra services, tap **Add additional services**. If you are not adding any extra services, go to step 14.



14. Select the desired extra services and tap **Apply** when done.



15. Tap **Print**.
16. At the Label Options screen, tap **Format** and select the printer format.



17. (Optional) To print a sample label, tap **Print Sample**.
18. Tap **Print** again. The label prints.
    - You may need to enter the Sender and Recipient's phone number (required for some services).
19. The carrier screen reappears. You can now print another label.

Printing an international shipping label

Creating an international trackable label is the almost the same as creating a domestic trackable label. The main difference is adding the information required for customs purposes. You must declare package contents for Canadian customs when shipping internationally and to military mail.

Important: In order to print an international label, you need to connect your SendPro C Auto to an 8.5 x 11 1E50 laser printer. You can also print an international label from your PitneyShip Pro account using any 8.5 x 11 printer.

After you have recorded the weight of the package, enter the customs information.

This includes:

- Types of items in your shipment (documents, gifts or merchandise). Select either **Abandon** or **Return to Sender** if the item cannot be delivered.
- Description for each item, where the item was made, the quantity of the items. To enter the description, tap **Add an item**.
- Enter optional HS Tariff information if appropriate. You can look up HS Tariff numbers at the *Canada Post website*.
- Enter where the item was made.

To add additional items, tap **Save and Add**. Tap **Save** when complete.

Once you have completed these steps, follow the same steps used to create and print a domestic shipping label.

Reprinting a Canada Post, UPS or FedEx shipping label

If a label does not print correctly, you can print it again.

1. Tap **SendPro Apps** on the Home screen, then tap **Shipping History**. All of the shipping labels appear by date. The most recent date appears first in the list.
2. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
3. Tap on the shipment.
4. Tap **Reprint Label**.

Canceling a UPS or FedEx shipping label

You can cancel a UPS or FedEx trackable label to stop the postage appearing on your UPS or FedEx invoice.

1. Tap **SendPro Apps** on the Home screen, then tap **Shipping History**. All of the shipping labels appear by date. The most recent date appears first in the list.
2. Locate your label in the list. To sort by a different column, tap that column heading. To reverse the sort order, tap the same column heading again.
3. Tap the shipment to open the details screen
4. Tap **Void**. Select the checkbox when prompted to confirm you will not be using the label, then tap **Continue**.

Printing a Canada Post return shipping label

If you need to provide a Canada Post return label for someone to ship something back to you, you can print a return label.

1. Tap **SendPro Apps** on the Home screen, then tap **Shipping History**. All of the shipping labels appear by date. The most recent date appears first in the list.
2. Find your label in the list or by using the search box.
3. Tap on the shipment.
4. Tap **Create Return Label**.
5. Tap **Continue** through the screens to confirm the Sender and Recipient name and address.
6. If necessary, confirm the size and weight of the item.
7. Continue with Printing a shipping label.

Getting a Canada Post refund for a shipping label

You can request a refund up to 30 days from the date on which you first printed a shipping label. When you request a refund for Canada Post shipping labels, your postage balance receives a credit for the postage amount.

You can only void a label for domestic shipments. For international or U.S. shipments, you must request the refund through *Canada Post*.

The refund process can take up to 20 days because Canada Post wishes to see if it can detect your shipment in its mailstream before crediting your account.

Note: When you cancel a UPS or FedEx shipping label you will not receive a credit. Instead, the postage will not appear on your UPS or FedEx invoice.

To request a refund for a shipping label you've just printed:

1. On the Carrier screen you will see a confirmation of the label print.
2. Tap **Request Refund**.

To request a refund from the History screen:

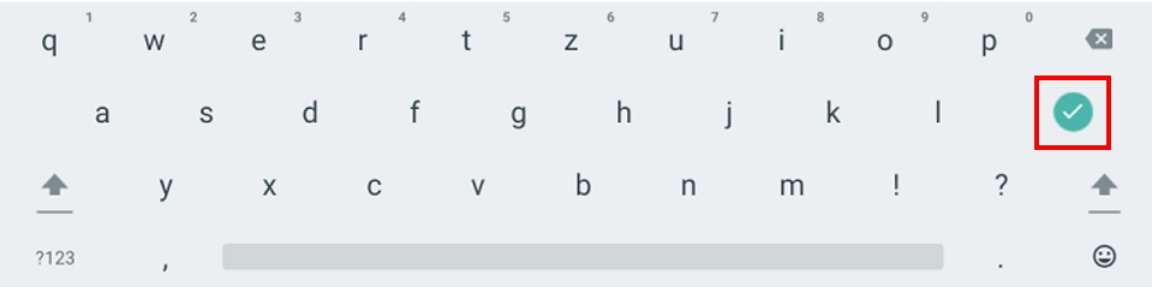
1. Open the History screen:
   - Tap **History** at the bottom of the Home screen, or,
   - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. Tap **History** on the Home screen.
3. All the shipping labels appear in date order. The latest date appears first in the list.
4. Locate your label in the list. To sort by a different column, tap that column heading.
5. Tap on the shipment.
6. Tap **Request Refund**.
7. Select the agree box to agree to the conditions and then tap **Continue**.

Adding a shipping label cost account

Add shipping Cost Accounts to record shipping label usage by department.

1. Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts** to open the Shipping Cost Accounts app.
2. Tap **+** in the upper left corner of the shipping Cost Accounts screen.

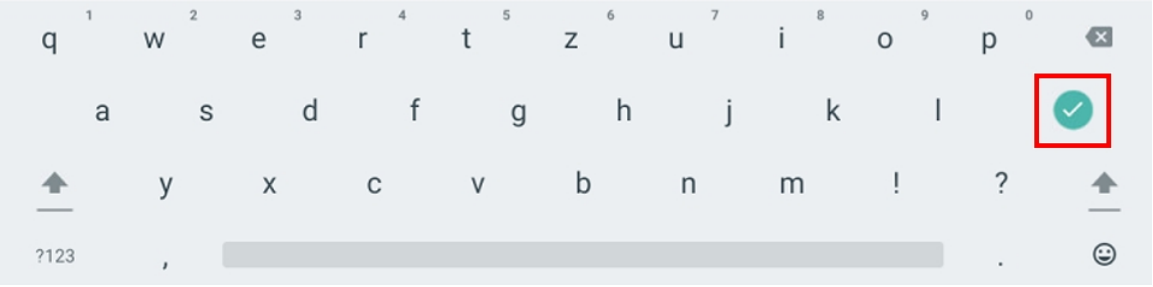
3. Enter the account name, up to 20 characters. Tap **Enter** when done.



You can use lower case letters, upper case letters, numerals and special characters for the account name. Acceptable special characters include:

- - hyphen
- _ dash
- ' single quote
- @ at sign
- . Period
- and optional description.

4. (Optional) Enter a description of the account up to 200 characters.
5. Tap **Enter** when done. You can use the same types of characters as for the account name.



6. Tap **Active** or **Inactive**. Your selection should be whichever is appropriate for this account.
7. Tap **Make this my default Cost Account** to make this cost account automatically used for all shipping labels.
8. Tap **Apply**.

Managing email notifications for shipping labels

You can use email notifications to track shipments and to advise of delivery. You can also receive a notification when a shipping label refund has been issued.

There are three types of notifications:

- **Tracking Number Email**: Emails a tracking number for each new shipping label automatically.

1. Tap **Settings**.

2. Scroll down to **Shipping Settings**.
3. Tap **Automated Emails**.
4. Tap the required check boxes in the Tracking Number Email and Shipment Delivery Email sections to enable tracking number and delivery confirmation emails to senders or recipients.

Sending a Lettermail™ envelope

Lettermail is an economical way to send mailpieces through Canada Post.

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Domestic Lettermail** for a Lettermail envelope.
6. Tap **Standard**.
7. Tap **Apply**.
   - With a scale:
     a. Place the envelope on the scale.
     b. The weight appears.
   - Without a scale:
     a. Tap **Weight**.
     b. Enter the weight of the envelope.
     c. Tap **Apply**.
8. Tap **Extra Services**.
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.

Note: Your device will upload transactions if you have previously printed any mail. Once the upload completes, you see the message "Transaction upload status, Upload success" with a check mark. Tap the check mark.

Using Canada Post special services

1. Tap **Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap the class you wish to use. Sub-classes appear when available for the selected class.
5. Tap **Apply**.
   - With a scale:
     a. Place the envelope on the scale.
     b. The weight appears.
   - Without a scale:
     a. Tap Weight.
     b. Enter the weight of the envelope.
     c. Tap **Apply**.
6. Tap **Extra Services**.
7. Select any special services you wish to use.
8. Tap **Apply**.
9. 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.

Key in Postage

The Canada Post requires your postage to be calculated using a scale. This ensures that your mail always has the correct postage, and that you are not overpaying, or having mail returned for insufficient postage. Key in Postage is not available on any of the SendPro C devices.

7 - Address Management

In this section

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Creating a shipping label from the Address Book 78
Creating a new sender address for shipping labels 78
Editing the sender address for shipping labels 79
Turning on address autofill for shipping labels 79

Using the Address Book

The Address Book app allows you to add, edit, and delete addresses for everyone you ship to. Once you add an address to the Address Book app, you can select it when you print shipping labels.

To open the Address Book:

- Tap **SendPro Apps** on the Home screen, then tap **Address Book**.

Creating a shipping label from the Address Book

You can create a shipping label directly from an address you have selected in the Address Book.

1. Open the Address Book screen:
   - Tap **Address Book** at the bottom of the Home screen, or
   - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Locate the address you wish to use for your shipping label.
3. Tap on the address to open it.
4. Tap **Print Trackable Label**.
5. Follow the steps for creating and printing a trackable label.

Creating a new sender address for shipping labels

If you need to ship from more than one address, you can add additional sender addresses to the Address Book.

1. Open the Address Book screen:
   - Tap **Address Book** at the bottom of the Home screen, or
   - Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Tap **Recipients** and select **Senders**.
3. Tap **+**.
4. Enter the sender information.
5. When complete, tap **Save**.

Editing the sender address for shipping labels

If you need to change a sender address, you can edit it in the address book.

1. Tap **SendPro Apps** on the Home screen, then tap **Address Book**.
2. Tap **Recipients** and select **Senders**.
3. Select the sender you wish to edit.
4. Tap **Edit** .
5. Make your changes and tap **Save**. The address book appears.

Turning on address autofill for shipping labels

Autofill automatically fills in the address fields as you start to enter an address. This makes it easier to enter addresses when creating shipping labels.

1. Tap **Settings**.

2. Scroll down to **Shipping Settings**.
3. Tap **SendPro Experimental Features**.
4. Tap the check box for **Use Geosearch**.

8 - Sealing

In this section

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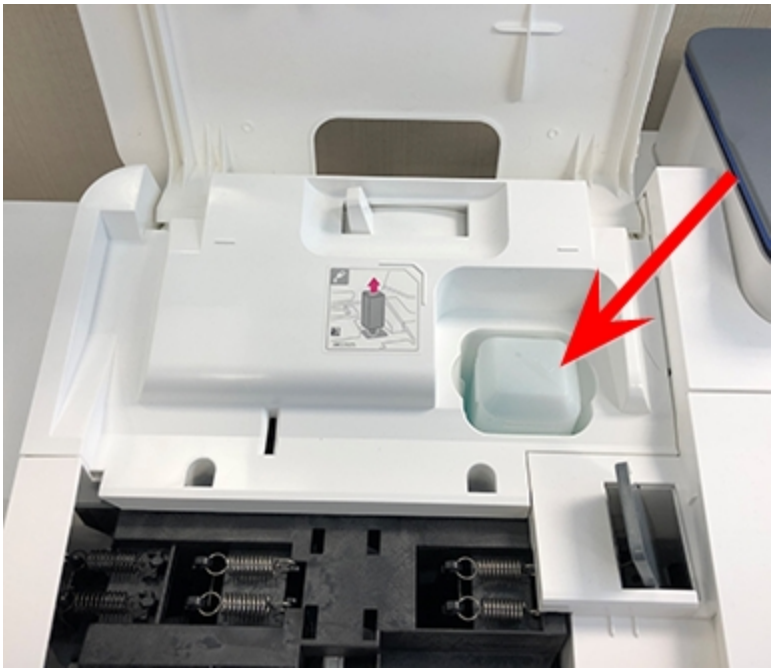
Sealing envelopes and printing postage 82
Sealing envelopes without printing postage 84
Avoiding envelope sealing issues 84
Cleaning the moistener brush and wick assembly 86

Filling the moistener tank

Your device will need refills of E-Z Seal® in order to seal envelopes. Follow these steps to fill the moistener tank.

1. Check the level of sealing solution in the moistener tank by checking the sight window on the front of the feeder deck.

2. Open the feeder access cover to access the moistener bottle.



3. Remove the moistener bottle and place it with the cap up on a flat surface.

4. Unscrew the moistener bottle cap and fill it with Pitney Bowes E-Z Seal®. Do not overfill the moistener bottle.

5. Screw the cap back on and place the bottle back in its original site (upside down in the device).
6. Close the feeder access cover.
7. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely wet.

Sealing envelopes and printing postage

Use the moistener on your device to seal your envelopes before you print postage.

1. Check the level of sealing solution by checking the sight window on the front of the feeder deck.

2. Place the envelopes with the flap side facing down and the top edge against the rear wall.
3. Make sure that the seal/no seal lever is set to the seal position (all the way to the left).

4. Place the envelopes on the feed deck. Tap **Start** on the Print on Envelopes app.

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

Sealing envelopes without printing postage

Use Seal Only mode to seal envelopes without printing anything.

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Print Mode**. You may need to swipe up on the screen to see this option.
3. Swipe up on the Print Mode screen and tap **Seal Only**.
4. Tap **Apply**.
5. Load the envelopes onto the feeder with the flap side facing down and the top edge against the rear wall.
6. Tap **Seal Only** to continue.

Avoiding envelope sealing issues

Prevent sealing issues by:

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

2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.

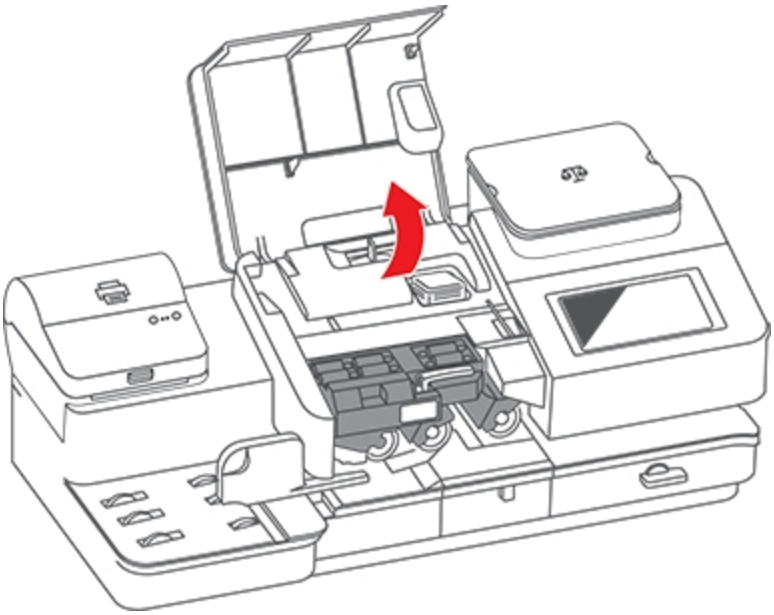
3. If the moistener tank is full, and your envelopes are still not sealing correctly, clean or replace your moistener brush and wick.

4. Make sure that the seal/no seal lever is set to the seal position (all the way to the left).

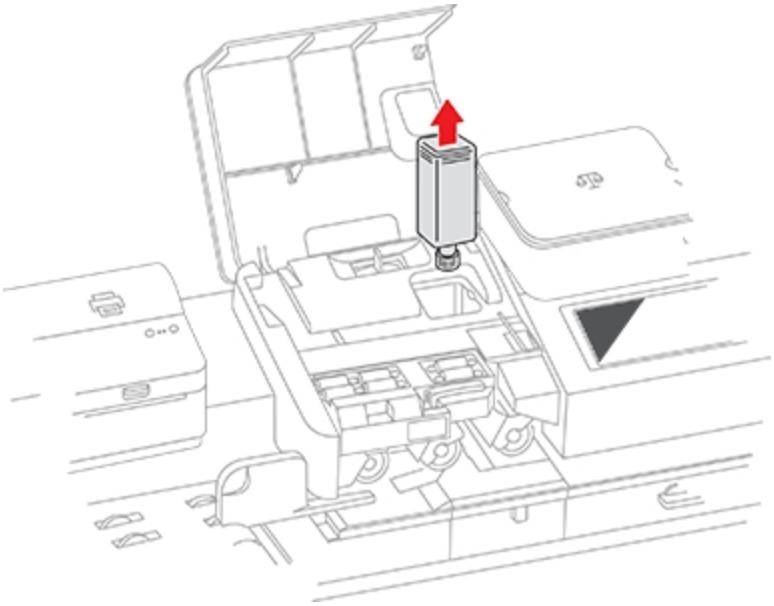
Cleaning the moistener brush and wick assembly

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

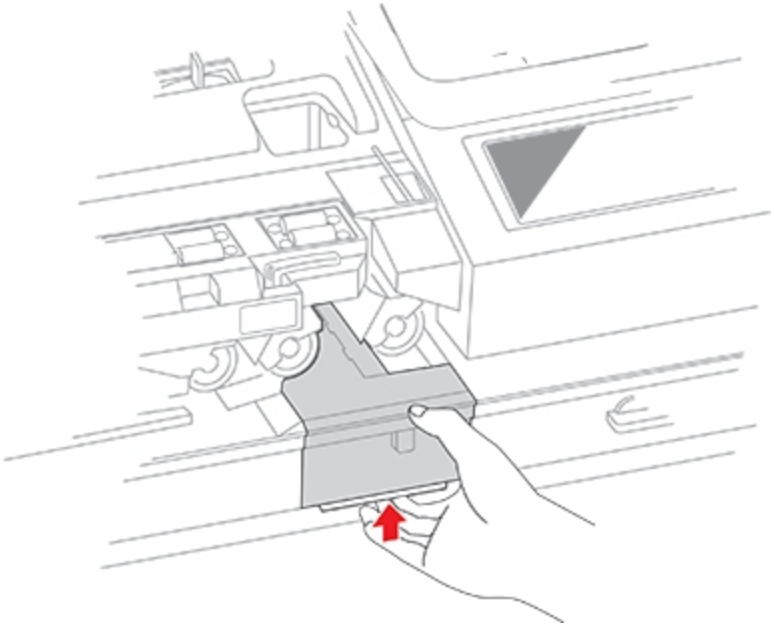
1. Open the feeder cover.



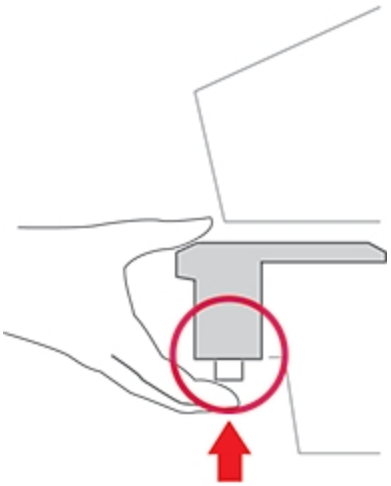
2. Remove the moistener bottle from the device.



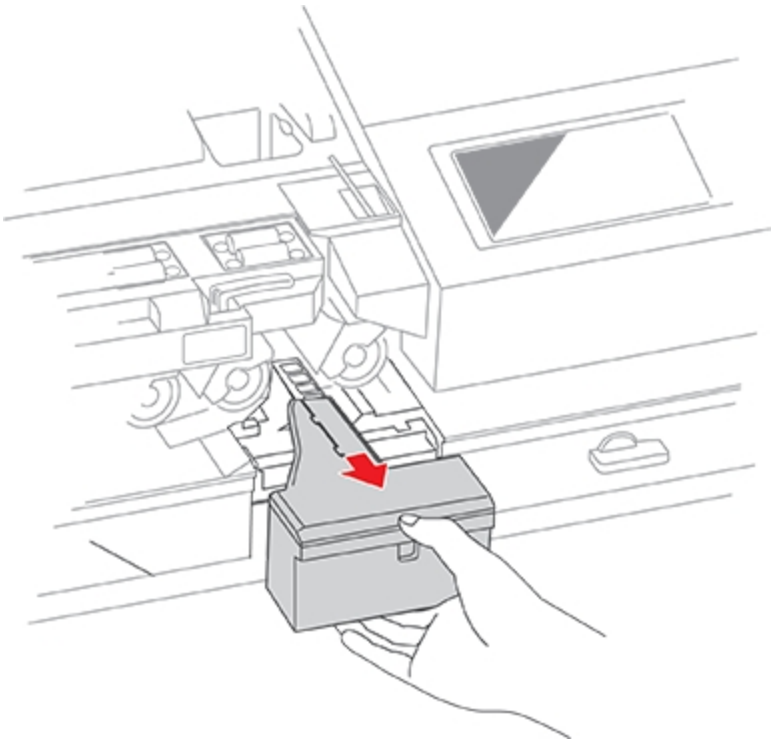
3. Grasp the moistener brush assembly and depress the moistener release button.



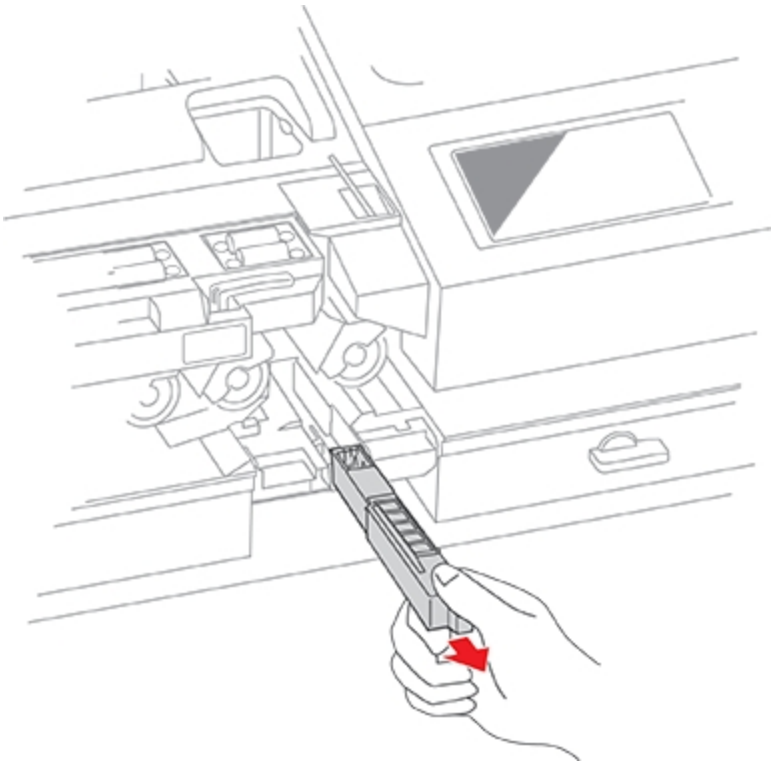
The release button is located on the underside of the moistener assembly.



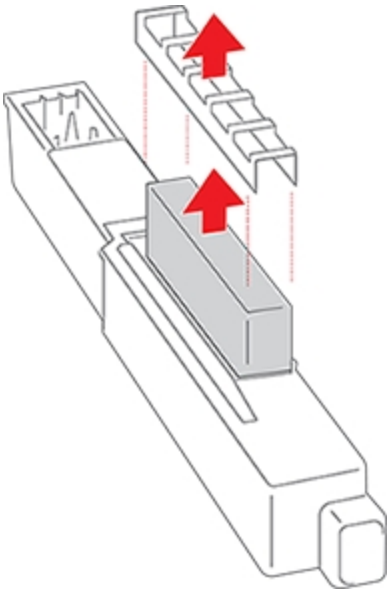
4. While continuing to press the release button, slide the moistener brush assembly straight out toward you.



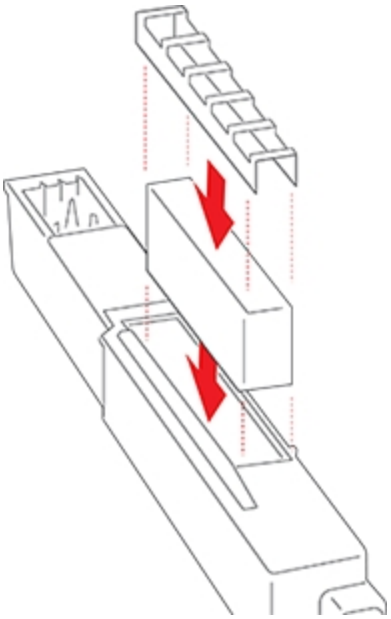
5. Slowly and carefully pull the moistener tank (located under the moistener bottle) out toward you. This may contain EZ-Seal solution.



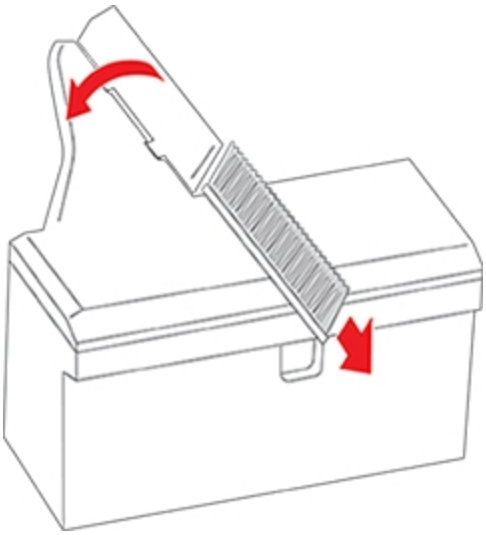
6. Separate the shield from the wick. Clean the wick in plain water and rinse thoroughly. Blot excess water from the wick.



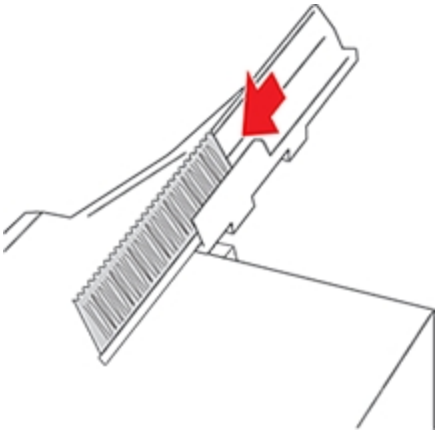
7. Replace the wick and shield.



8. Remove the moistener brush by sliding it out of the moistener brush assembly.

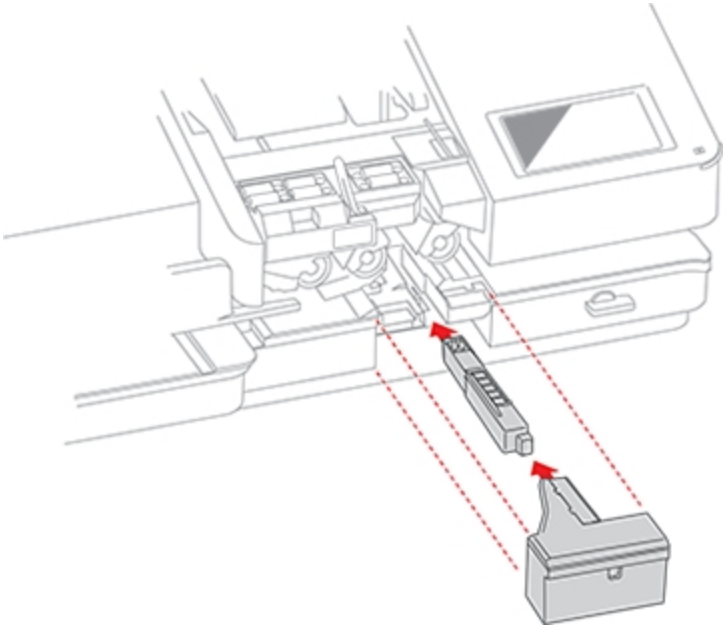


You may need to exert some pressure to remove the brush.

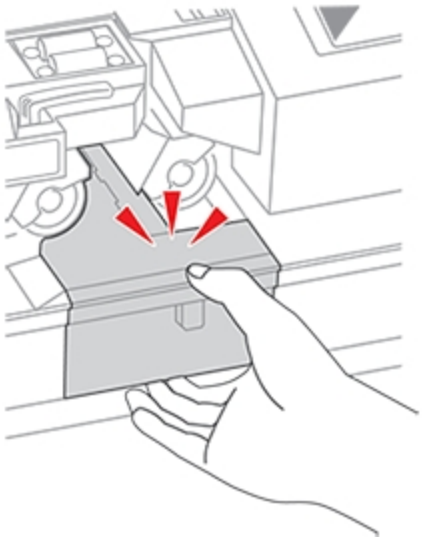


9. Clean the brush by running it under plain water. Blot the excess water from the brush after rinsing it. Replace the brush if you cannot clean it thoroughly.

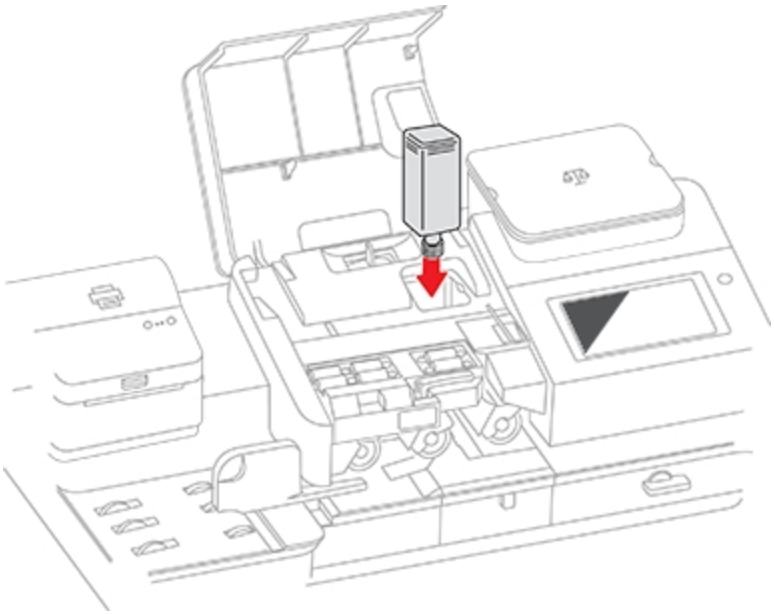
10. Slide the moistener tank back into the device, followed by the moistener brush assembly.



You should hear the moistener brush assembly click into place.



11. Replace the moistener bottle.



12. Close the feeder cover.

9 - History and Reports

In this section

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Setting the account report preferences 98

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 **Print on Envelopes** 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 Print on Envelopes app.

Running 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 **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts** on the home screen.
5. Tap **Reports**.

6. 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.
7. Set the report period.
8. Tap **View & print reports**.
9. Tap to select a report.
10. Tap **Next**.
11. 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, print, or email the report. In order to print a report, you need an optional report printer.

Setting the report period for an account

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

1. Tap **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts**.
5. Tap **Reports**.
6. Tap **Report period**.
7. 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.
8. Select the **Default reporting period** field.
   a. Select a report period type.
   b. Select **OK**.
9. (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.
10. 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 **Print on Envelopes** on the Home screen.
2. Tap **Account**.
3. Tap **Preferences**.

4. Tap **Manage Accounts**.
5. Tap **Reports**.
6. Tap **Preferences**.
7. Tap to select how you want to identify accounts: by **Name** or by **Code**.
8. Select the account level you wish to report on: **Account**, **Sub account** or **Sub sub account**.
9. Tap **OK** to return to the Reports screen.

10 - Printing

In this section

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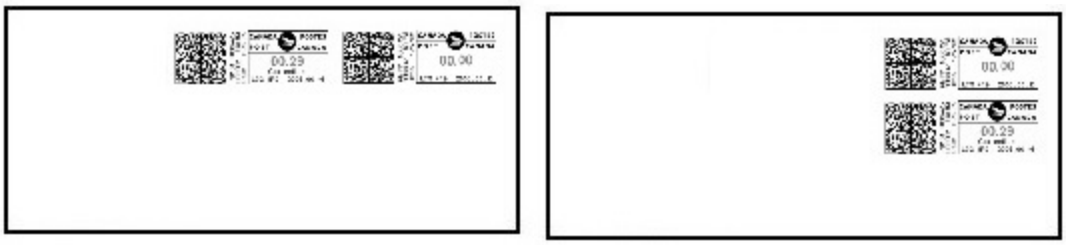
Printing postage on tapes 100
Adding a graphic to your envelope in Print on Envelopes 101
Printing a graphic without printing postage 101
Printing only the date and time 102
Printing a test pattern 102

Printing additional postage

If you do not have enough postage on an envelope, you can add more postage directly on a blank area on your envelope or you can print the additional postage on a tape.

1. Tap **Print on Envelopes** on the Home screen.
2. Scroll down and tap **Class**.
3. Tap **Domestic Lettermail**.
4. Tap **Other Payments**.
5. Tap **Postage Correction**.
6. Tap the postage correction range you're applying: $0.01-0.86 or $5.96-650. Canada Post regulations stipulate that you cannot use postage correction values within the range of the Lettermail rating structure ($0.87-5.95). If the amount required is within this range, use more than one stamp. For example, 2 stamps at $0.49 to add $0.98.
7. Use the keypad to enter the additional postage amount.
8. Tap **Apply**.
9. Verify the amount and tap **Apply**.
10. Feed a tape through the device.
11. Apply the tape beside or below the original impression as shown.
    - The tape must not overlap the original impression or cover any address information.
    - The word "Correction" appears on the tape.



Printing postage on tapes

If it is not possible to print postage directly onto your envelope, you can print it onto a tape. You can then apply the tape to the envelope.

1. Push the tape lever to the right and hold it there (a). Drop a stack of strip tapes down into the slot (b). Make sure that the printable side faces to the right (toward the touchscreen).

2. Tap **Print on Envelopes** on the Home screen.
3. Select the postage mode and settings (account, class and special service, weight).
4. For a single tape, tap **Tape**. The default value is set to 1 tape.
   - For multiple tapes, tap the number on the tape field and use the keypad to enter the number of tapes.

Adding a graphic to your envelope in Print on Envelopes

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

Note: At this time, you cannot add your own custom graphics to your SendPro C Auto device.

1. Weigh your envelope, select a class, and select any special services required.
2. Tap the **Graphic** icon on the Print on Envelopes screen.
3. Select the desired graphic.
4. Tap **Apply**.
5. To verify that the envelope prints correctly, feed the envelope through the device.

Printing a graphic without printing postage

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

1. Tap **Print on Envelopes** 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 only the date and time

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

1. Tap **Print on Envelopes** 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.

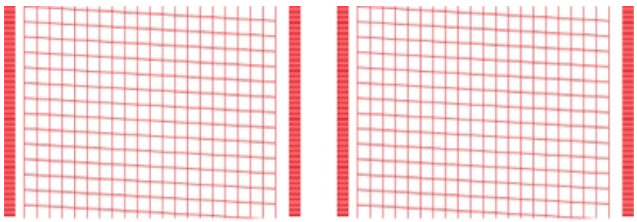
Printing a test pattern

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

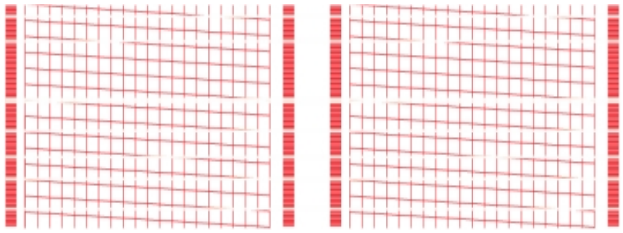
1. Tap **Settings**.

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 Print Nozzle** if the test pattern has missing or incomplete lines
     - Once the cleaning operation completes, you must print another test pattern.
     - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
     - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



Good Test Pattern



Bad Test Pattern

11 - Feeding and Jamming

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Feeding envelopes 105

Feeding envelopes

Your SendPro C Auto can automatically feed a stack of envelopes.

Before you begin

- All envelopes in a single stack must be the same width and thickness.
- All envelopes in a single stack must be sealed or unsealed. Mixing sealed and unsealed envelopes in a stack will cause a jam in the moistener.

Insert the envelopes into the feeder

1. Slant the stack of envelopes as shown so the bottom envelope feeds first.
2. Place the stack of mail on the feed deck. Place the envelopes with the flap side facing down and the top edge against the rear wall.

3. Leave about 3 mm space between the stack and the side guide so the envelopes do not drag against the guide.

4. Push the stack into the feeder until you feel resistance. The image shows how far into the feeder you need to position the stack. The side guide is pulled away to show the edge of the envelopes.

5. Set the desired moistener setting for your envelopes. In this photo "no seal" is selected.

6. Tap **Start** on the Print on Envelopes app. The device automatically feeds the envelopes and prints the postage.
   - If you are using a stacker, extend the stacker tray so that the envelopes exit the feeder completely.
   - If you are moistening the envelope flaps, press down on the envelopes after printing to ensure the flaps are securely glued closed.

12 - Ink

In this section

Ordering ink cartridges 109

Ordering ink cartridges

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

When your device shows the low ink warning, you will receive an ink cartridge automatically if you use the AutoInk program. You can enable AutoInk through My Account on the Pitney Bowes website.

13 - Settings

In this section

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Setting up the Energy Saver 112
Adjusting time zone and location code 112
Advancing the date 113
Re-dating your mail 113
Creating presets for printing postage 114
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Performing Canada Post postal inspections for postage printing 118
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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

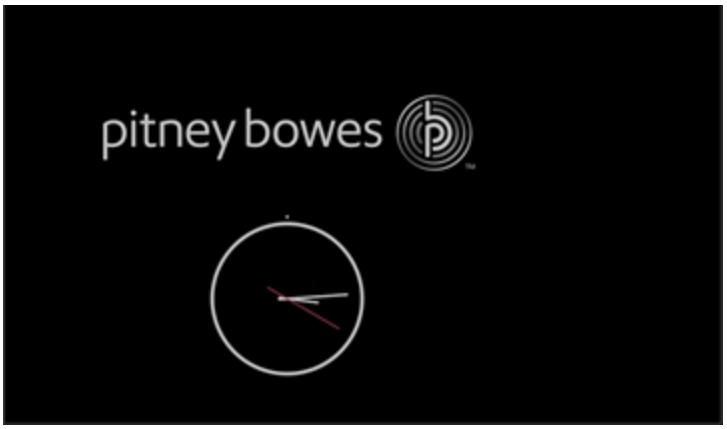
1. Tap **Settings**.

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.

Setting up the Energy Saver

Use the energy saver to reduce energy usage. The energy saver turns your device off after a period of inactivity.

1. Tap **Settings**.

2. Tap **Energy Saver** in the Device & Network section.
3. Tap in the **Time after inactivity to turn off** field.
4. Select the amount of time you want your device to remain inactive before it shuts down. The shorter the time you select, the more energy you save.

Adjusting time zone and location code

When you install your device, you must enter the time zone and a location code. When you move your scale to a new geographical location or add a new or different scale, you may need to modify the Location and Time Zone values you entered when you installed your device.

1. Tap **Settings**.

2. Tap **Location & Time Zone**.
3. Enter your new Location Code. See the *list of location codes*.
4. Enter the Time Zone.
5. Tap **Apply**.

Advancing the date

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

1. Tap **Print on Envelopes** 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. When you see the future date highlighted on the calendar, tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

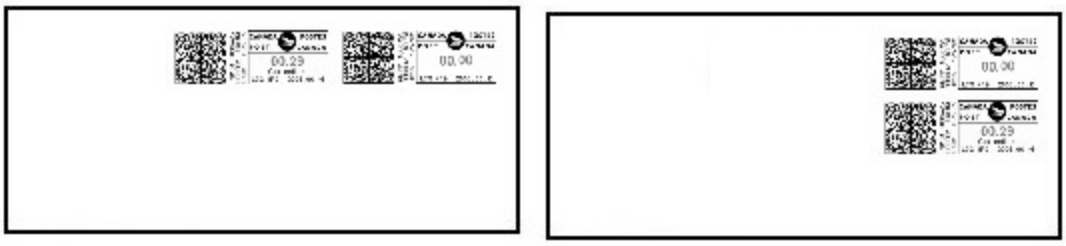
Important: The date on the postage should match the date when your mail goes to the post office. Your device automatically advances the printed date on the device stamp (as well as its internally held date) when the device time reaches 5:00 PM. You cannot change this time.

Re-dating your mail

If you already printed today's date and postage on an envelope, but you missed your mail pickup, you can re-date the mail. You must print a future date on the back of the envelope before you can mail it.

1. Tap **Print on Envelopes** on the Home screen.
2. Scroll down and tap **Class**.
3. Tap **Domestic Lettermail**.
4. Tap **Other Payments**.
5. Tap **Date Correction**.
6. Tap **Apply**.
7. Tap on the date.

8. Tap **Tomorrow** or **Another Date**, depending on the date you need.
9. Tap **Apply** after you select the new date.
10. Print a tape and attach it to the front of the envelope next to or below the original postage.
    - The tape must not overlap the original print or cover any address information.
    - The tape will show the corrected date and $0.00 postage.

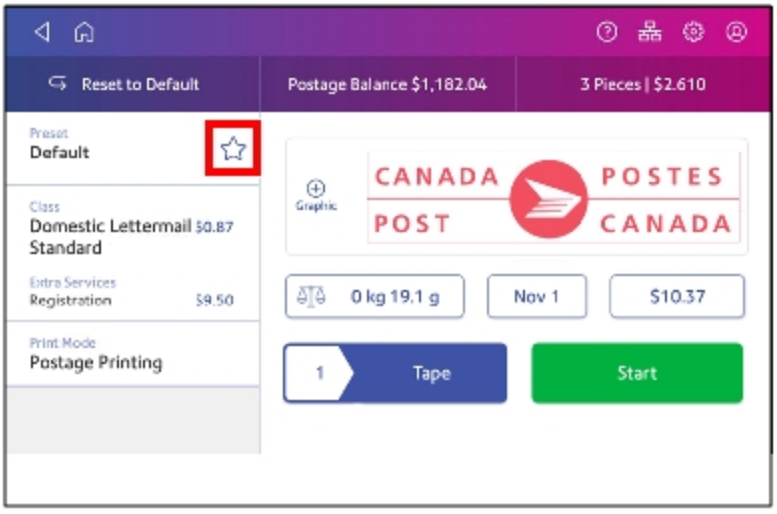


Creating presets for printing postage

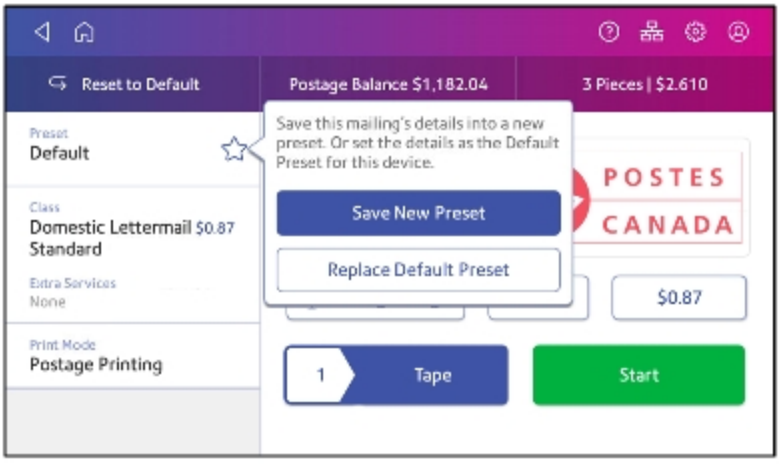
Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphic. The maximum number of presets you can have is 21. This includes the default preset.

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

4. Tap the **star** in the Preset box.
   Important: You must modify something in the Print on Envelopes 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**.

Adjusting display brightness

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

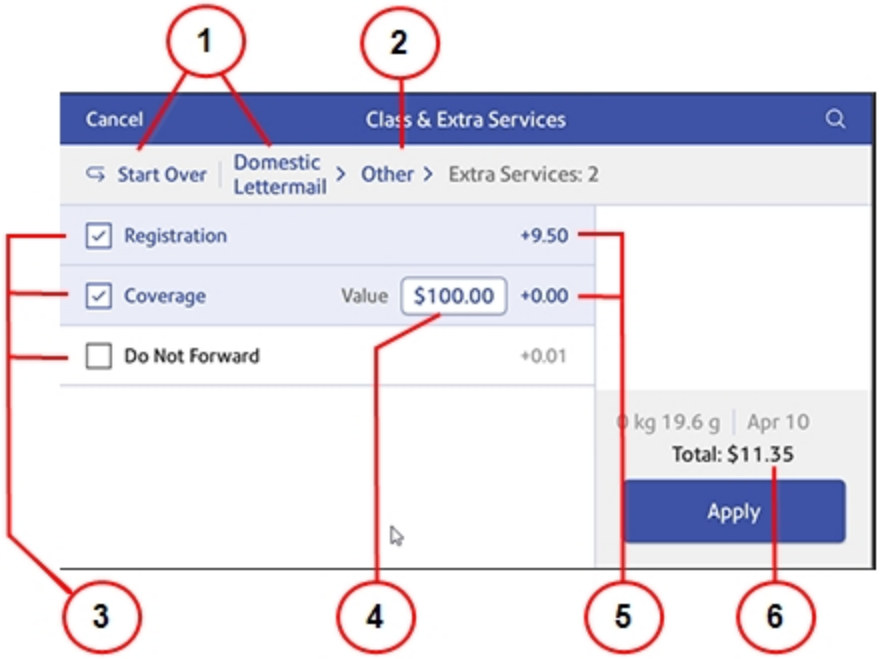
1. Tap **Settings**.

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.

Comparing rates for classes and services for Print on Envelopes

You can compare postage rates for various classes and services when printing postage using the Print on Envelopes app.

Tap **Class** on the Print on Envelopes app. You can then select and compare the costs of different classes and services. The total cost for each class and services combination appears.



1. Tap to change class.
2. Tap to change package type.

3. Extra services available for class you selected
4. Value
5. Rates for extra services
6. Total postage amount

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 , 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.

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 **Print on Envelopes** on the Home screen.
2. Tap **Pieces**.
3. Tap **Reset Counter to 0**.

Performing Canada Post postal inspections for postage printing

Perform a balance inquiry or postage refill when the Inspection Due message appears.

When a postal inspection is required, you are notified automatically by the "Inspection Due. Perform a balance inquiry or a refill" message on the Print on Envelopes app.

1. If accounting is enabled, you must first tap **Account** and select an account.
2. Tap **Balance Inquiry** or **Refill Postage** to complete the inspection.

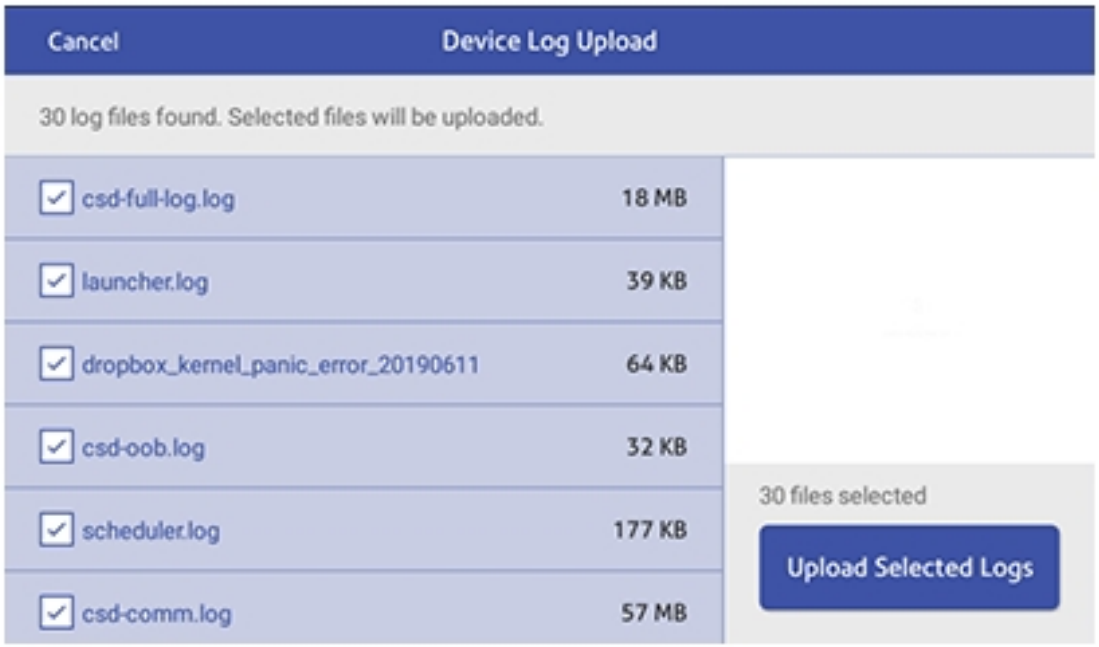
Uploading system logs

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. Once the upload completes, an upload message bar appears at the bottom of the screen.
7. Tap **OK** or **Got It** in the message bar. The device returns to the Home screen.

14 - Rate Change

In this section

Updating postal rates or software for Print on Envelopes 121

Updating postal rates or software for Print on Envelopes

Automatic updates

SendPro C Auto devices update postal rates and software automatically.

Keep your device turned on and connected to your network to get any updates, as the device downloads updates during the evening hours.

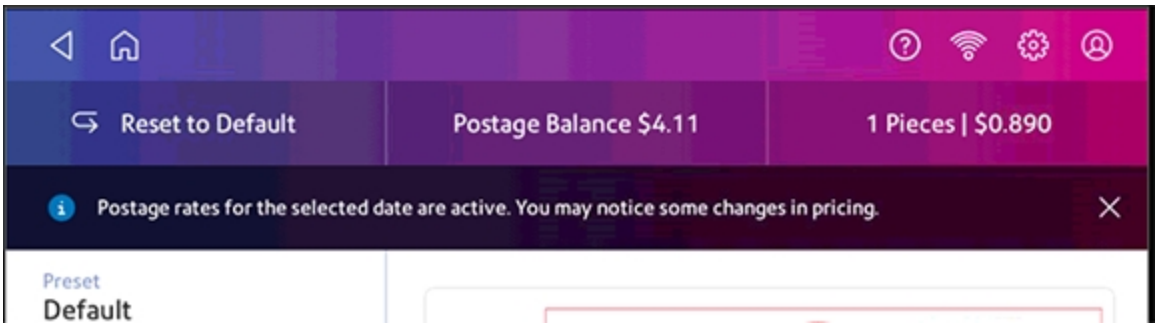
Manual updates

Perform manual updates only if your automatic update fails to complete.

Manual postal rate updates

1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.

Important: Rates downloaded prior to the effective date receives the below message for 3 days after the download and the message will show for 3 days after the effective date. You cannot remove the message.



Manual software updates

1. Tap **Rates and Updates** on the bottom of the Home screen.
2. Once the download and install process completes, you see the message "Finalizing Update".

Visit our *Rates and Software Updates* page for more information.

15 - Maintenance

In this section

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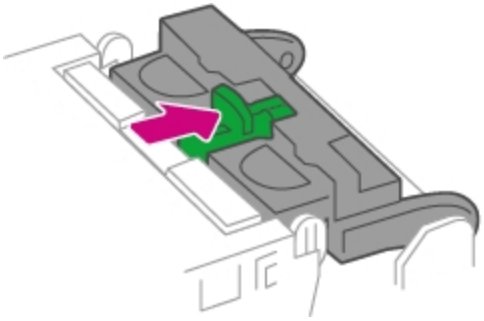
Cleaning the moistener brush and wick assembly....133
Supplies, ink cartridges, and options....142

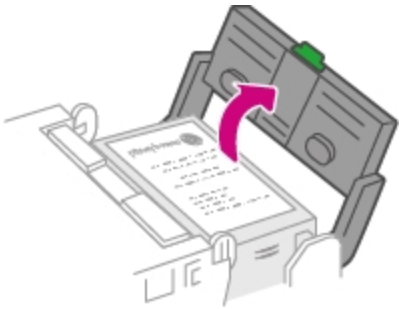
Installing the printhead

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

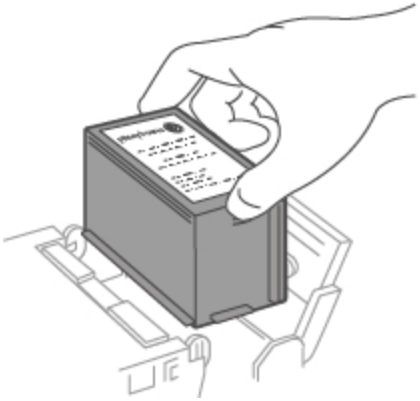
1. Tap **Settings**.

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.

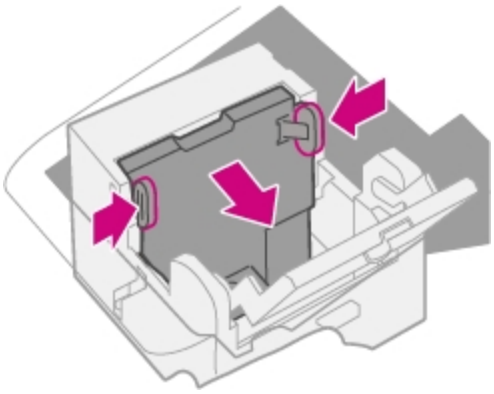




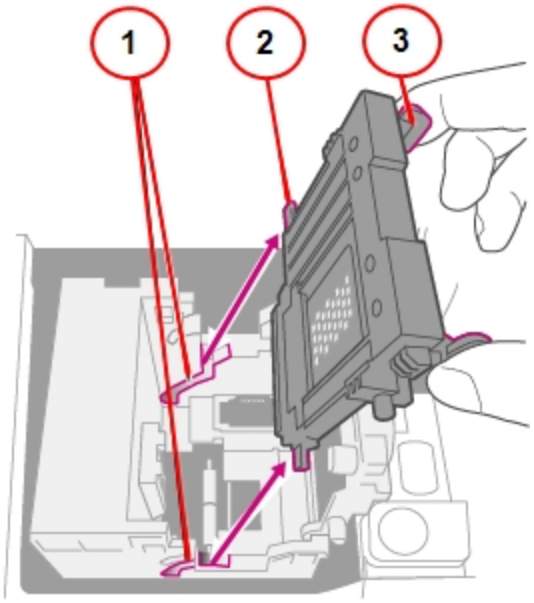
6. Remove the ink cartridge.



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

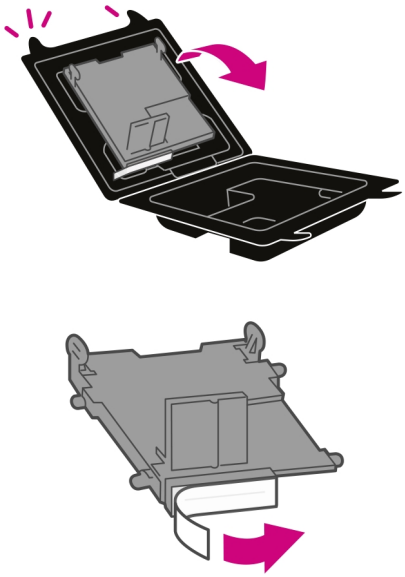


8. While squeezing, lift and tilt the printhead to the right. The printhead should come up out of the device.



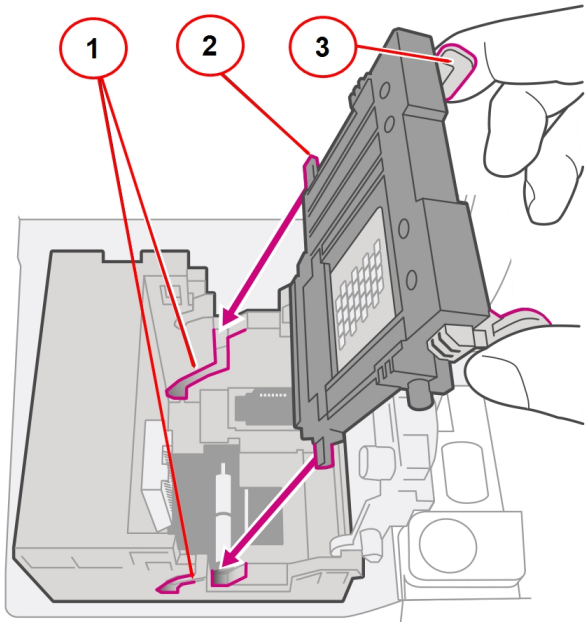
1. Grooves.
2. Peg.
3. Tab.

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



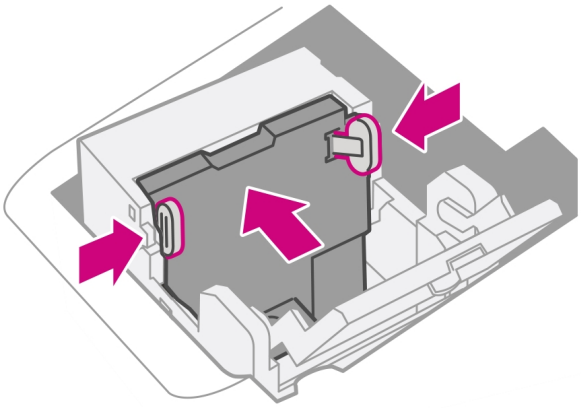
10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

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

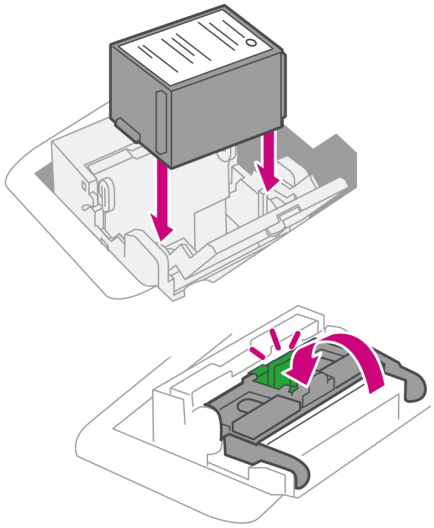


1. Grooves.
2. Peg.
3. Tab.

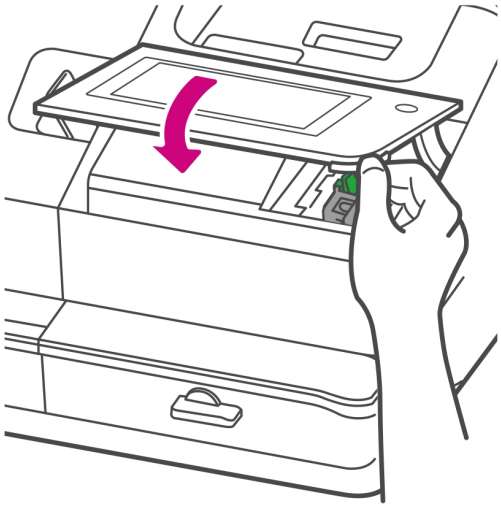
11. Keep squeezing the tabs and push the printhead flush against the wall. Tabs will snap outward when placed correctly.



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.

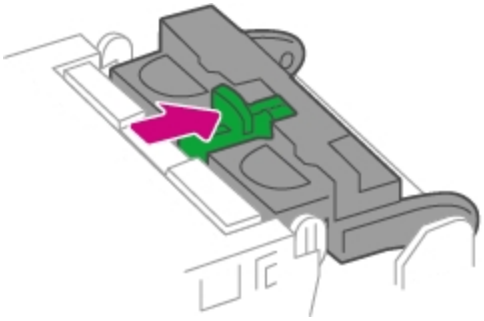
Cleaning the printhead

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

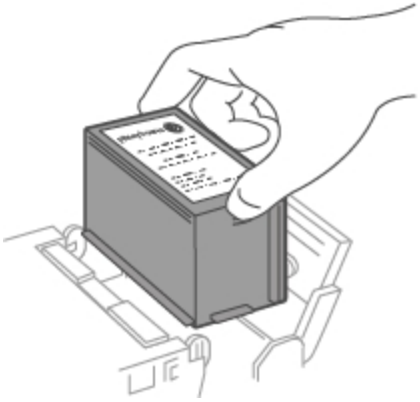
1. Tap **Settings**.

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

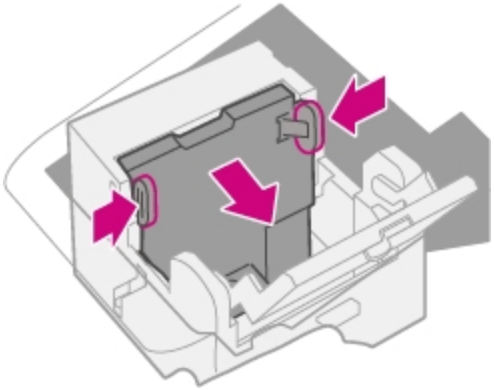
5. Flip the ink cartridge cover open.



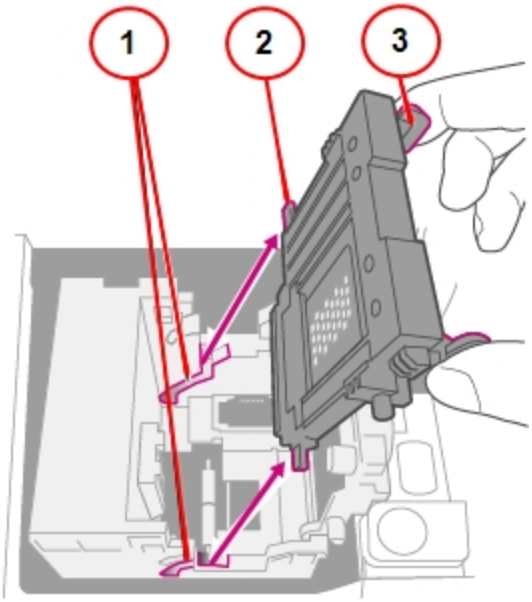
6. Remove the ink cartridge.



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

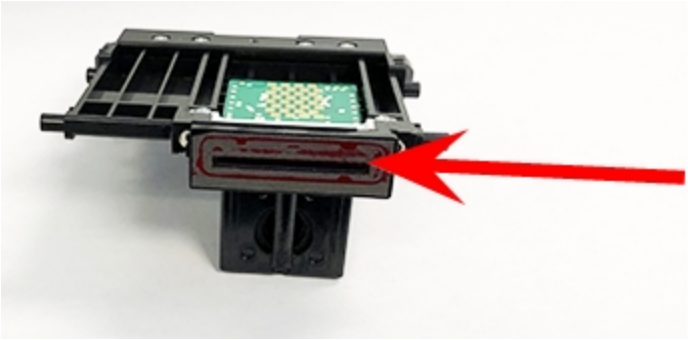


8. While squeezing, lift and tilt to the printhead to the right. The printhead should come up out of the device.



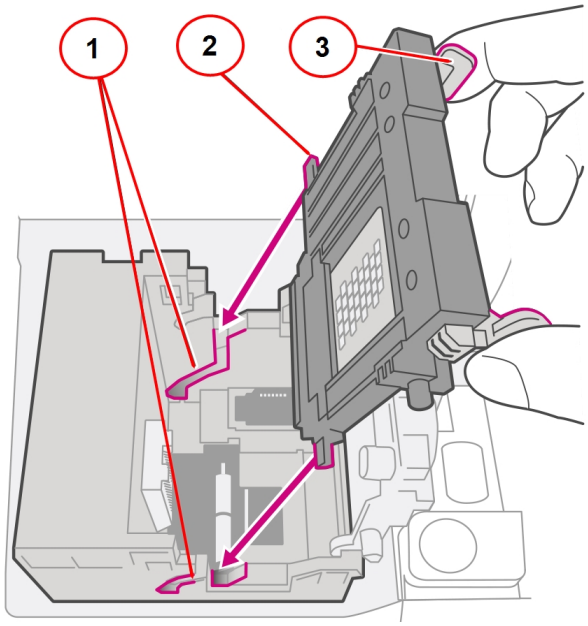
1. Grooves.
2. Peg.
3. Tab.

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



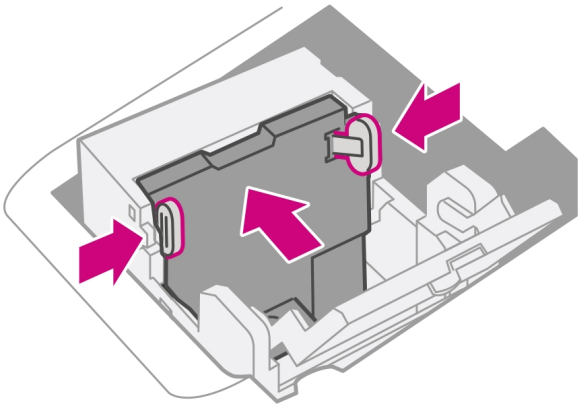
10. Squeeze the tabs and slide the printhead pegs into the lower set of grooves.

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

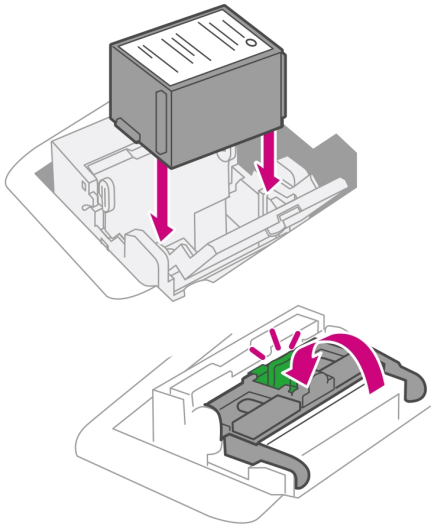


1. Grooves.
2. Peg.
3. Tab.

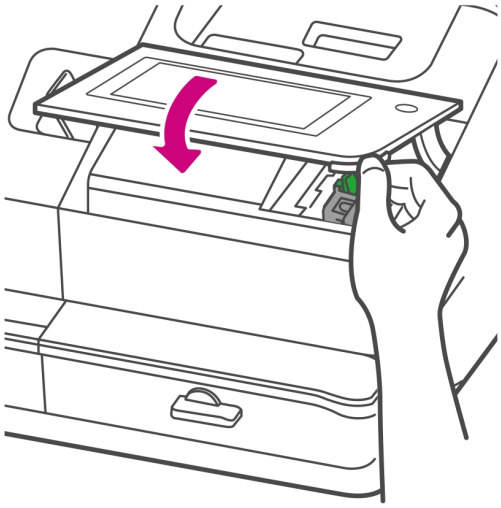
11. Keep squeezing the tabs and push the printhead flush against the wall. The tabs snap outward when placed correctly.



12. Install the ink cartridge and close the guard.



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

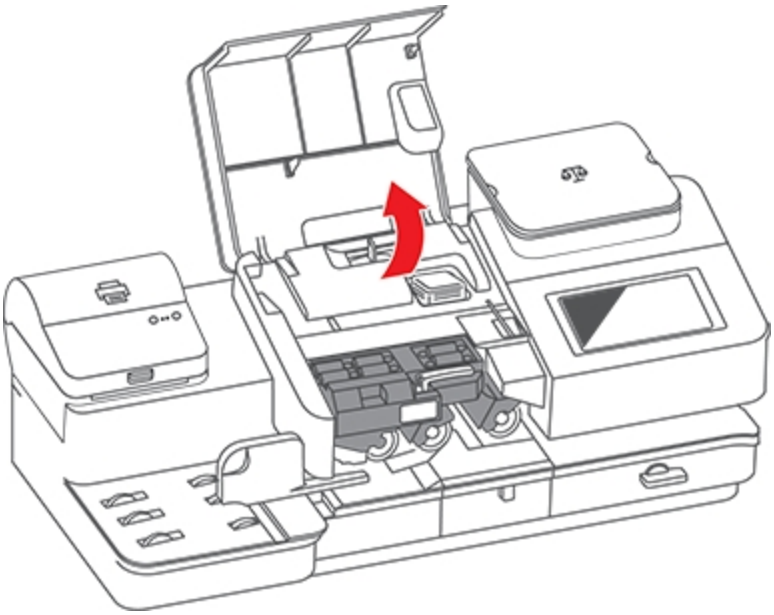


14. Tap **Done**.
15. Print a print test pattern to be sure that your printhead is functioning properly.
16. If the test pattern looks good, tap **Done**.

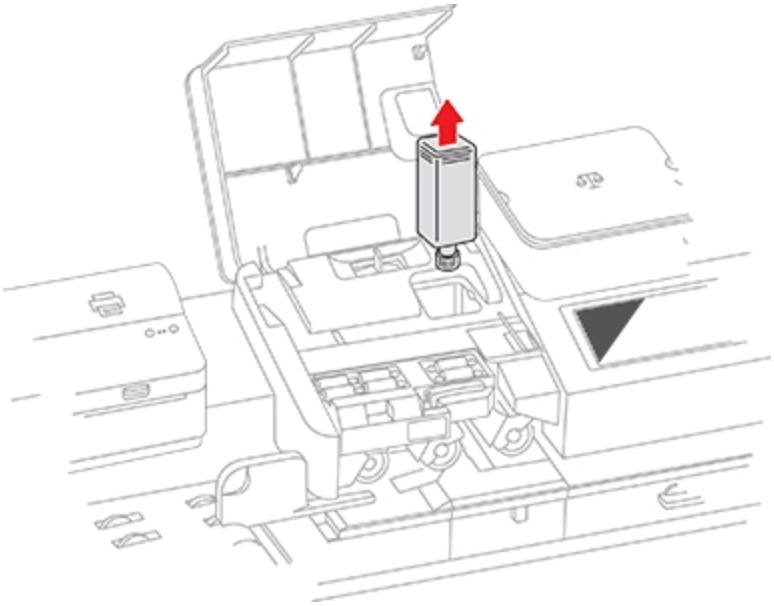
Cleaning the moistener brush and wick assembly

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

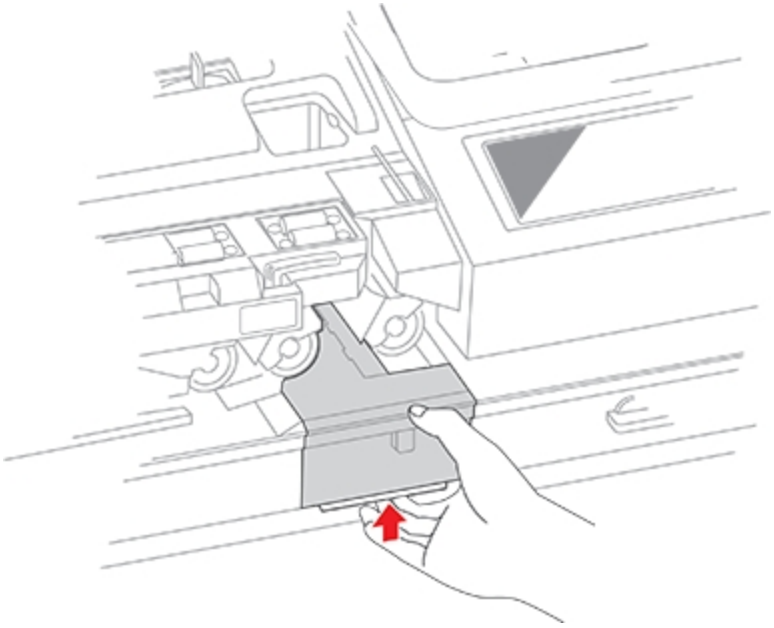
1. Open the feeder cover.



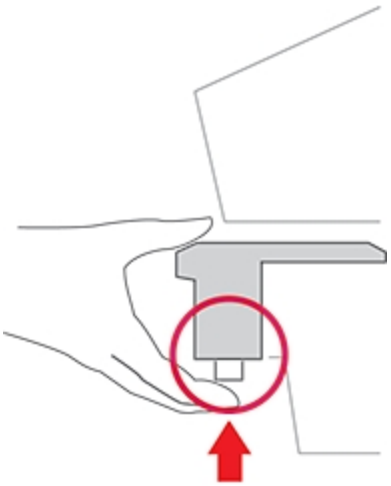
2. Remove the moistener bottle from the device.



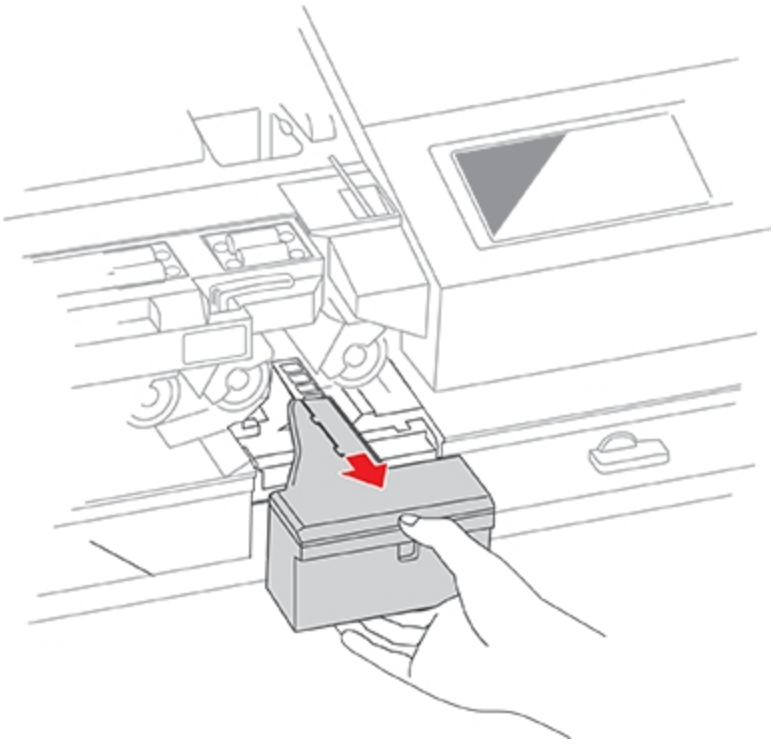
3. Grasp the moistener brush assembly and depress the moistener release button.



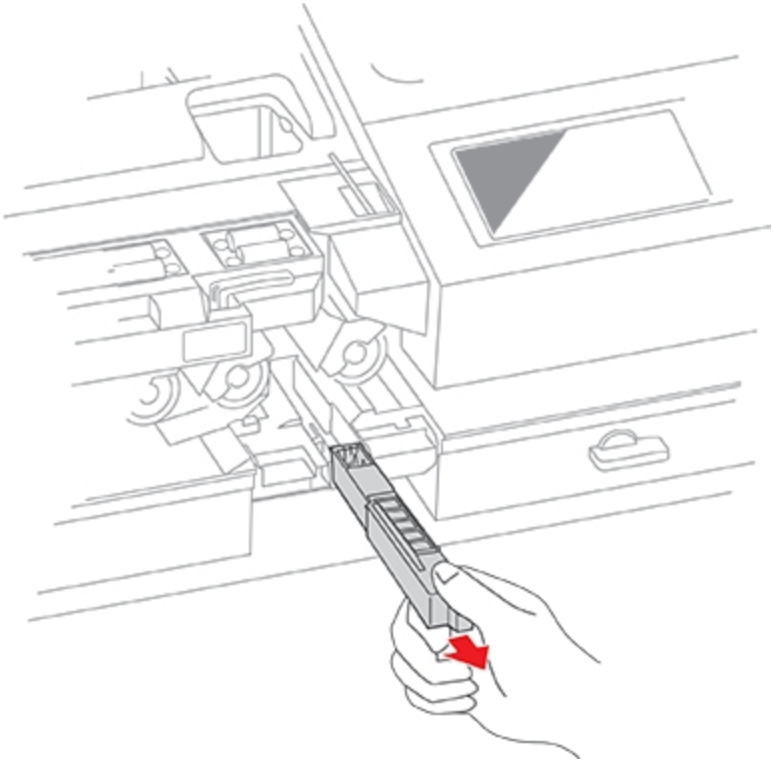
The release button is located on the underside of the moistener assembly.



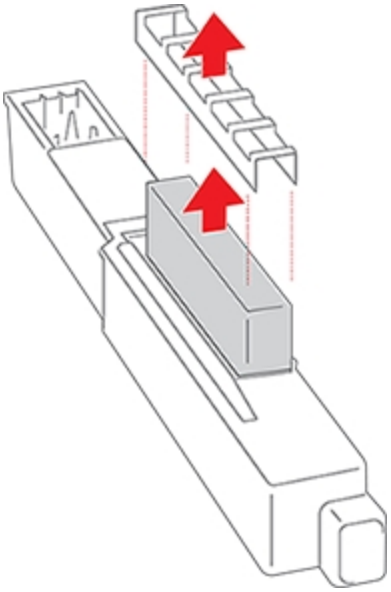
4. While continuing to press the release button, slide the moistener brush assembly straight out toward you.



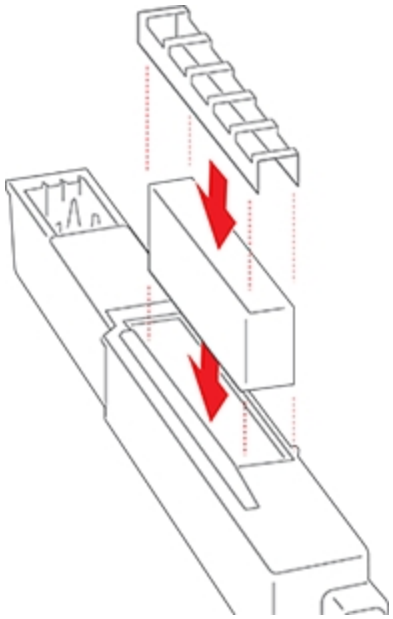
5. Slowly and carefully pull the moistener tank (located under the moistener bottle) out toward you. This may contain EZ-Seal solution.



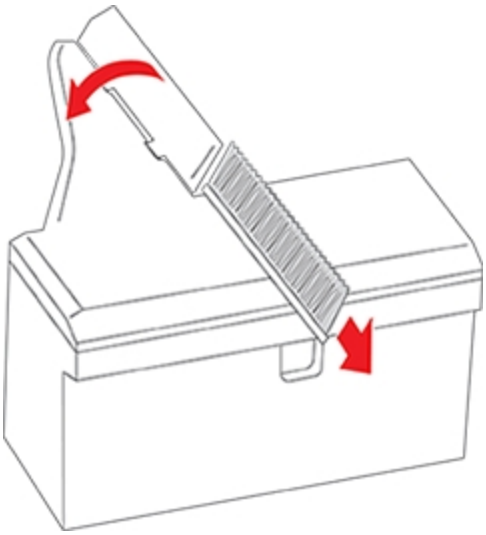
6. Separate the shield from the wick. Clean the wick in plain water and rinse thoroughly. Blot excess water from the wick.



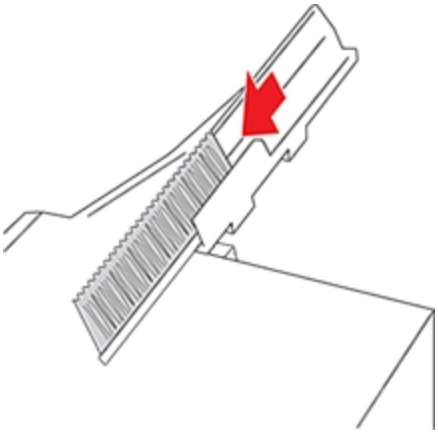
7. Replace the wick and shield.



8. Remove the moistener brush by sliding it out of the moistener brush assembly.

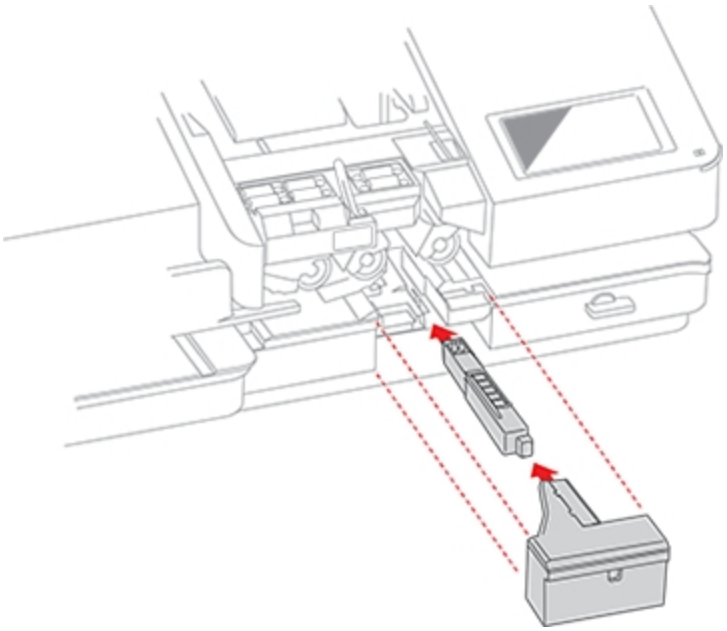


You may need to exert some pressure to remove the brush.

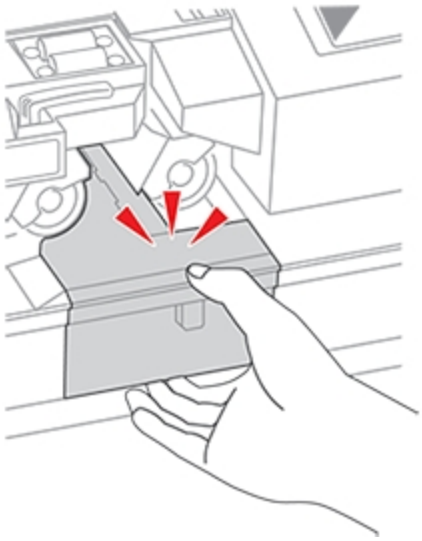


9. Clean the brush by running it under plain water. Blot the excess water from the brush after rinsing it. Replace the brush if you cannot clean it thoroughly.

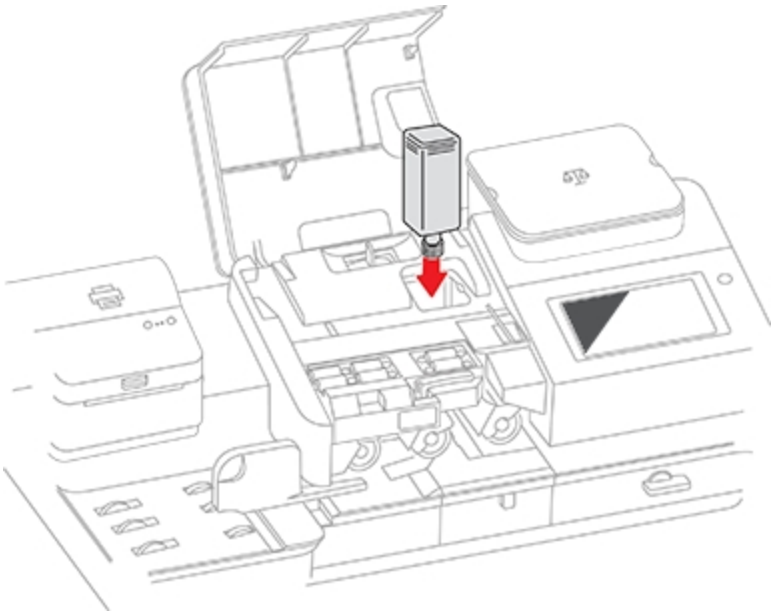
10. Slide the moistener tank back into the device, followed by the moistener brush assembly.



You should hear the moistener brush assembly click into place.



11. Replace the moistener bottle.



12. Close the feeder cover.

Supplies, ink cartridges, and options

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

16 - Product Information

In this section

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Moving the SendPro C Auto 145
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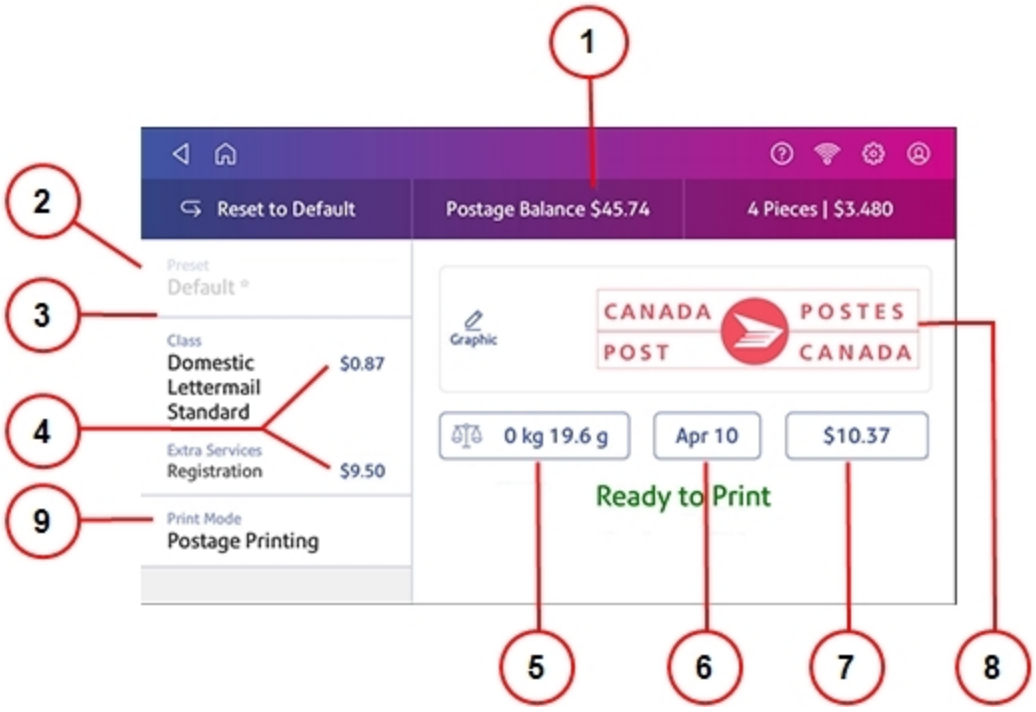
Printing postage on envelopes

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

To open the Print on Envelopes screen, tap **Print on Envelopes** on the Home screen.



On this screen, you can:

1. View the balance of funds you have remaining in your device.
2. Select a Preset for your letter.
3. Select an account by tapping **Account** (this option appears if your device has the account feature enabled).
4. Tap **Class** to view the class and any extra services.
5. Tap the weight icon to view the weighing options (enter weight manually or using a scale).
6. Tap the date to view the date options.
7. View the total postage amount.
8. Preview or add graphics.

9. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope, adding more postage, or making corrections to the date. You can also choose to only seal envelopes without printing any postage.

Moving the SendPro C Auto

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 printers or 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.

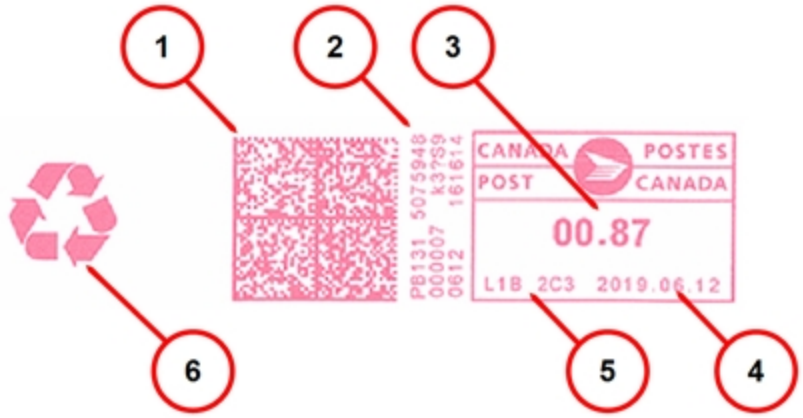
Canada Post requirements

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

- Mail must have the correct date and postage amount shown.
- Metered mail must show the Postal code location of the post office where the postage device is registered.
- If you move to another Postal code location, you must update the Postal code.
- The Canada Post requires a postal inspection of your machine every 90 days. Each time you refill your postage device through the network, thePB Postage device Payment System computer automatically performs a postal inspection. The postage tape you use must meet specifications.

Sections of the meter impression

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



1. Datamatrix barcode - contains tracking information
2. Meter serial number
3. Postage amount
4. Date
5. Postal Code of the machine
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 Canada Post. This technology eliminates the need for Canada Post to perform physical inspections, thereby making your device easier and more convenient for you to use.

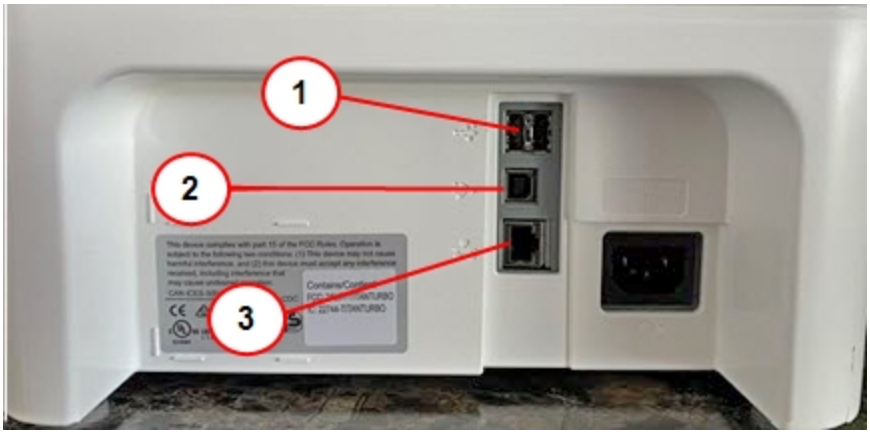
Parts of the SendPro C Auto

Familiarize yourself with the parts of your SendPro C Auto.

1. **Integrated scale** - Weigh envelopes and packages.
2. **Touch Screen Display** - Allows you to enter and set up information on your device.
3. **Postage Printer Cover** - Open to get access to the ink cartridges.
4. **Stacker Tray** - Provides for neat stacking of printed envelopes.
5. **Transport Release Lever** - If a stall occurs on the transport deck, turn this to clear the envelope, post card or tape strip.
6. **Printer Deck** - Envelopes or post cards pass along the printer deck where your device prints the postage.
7. **Moistener** - Applies sealing fluid to the envelope flap. You can seal envelopes or leave them unsealed, depending on the position of the Seal/No Seal lever.
8. **Feed Deck** - Supports your envelope, post card or tape sheet as it passes into the feeder.
9. **Side guide** - The moveable guide at the front of the feed deck. It stabilizes envelope position when feeding.
10. **Label Printer** - Prints shipping labels.
11. **Feeder Cover** - Provides access to the moistener bottle and the feeder release lever. You can use this release lever to disengage the feeder rollers from the feeder deck if you need to clear a stoppage.
12. **Seal or No Seal Lever** - Allows you to turn envelope sealing on and off.
13. **Tape Feeder** - Stores and feeds tape strips for postage printing.

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

Specifications

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

Power requirements

100-240 VAC, 50/60 Hz, 2.0 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

As shown (cover closed, drop stacker retracted, side guide retracted):

1. Length: 1061 mm
2. Width: 489 mm
3. Height: 318 mm

With side guide fully extended:

- 1061 mm L x 610 mm W x 318 mm H

With feeder cover in up position:

- 1061 mm L x 489 mm W x 559 mm H

With drop stacker fully extended:

- 1232 mm L x 489 mm W x 318 mm H

Weights

- Weight without scale: 17 kg
- MP 81 Scale: 1.32 kg
- MP 82 Scale: 1.9 kg
- Drop Stacker: 0.6 kg

Throughput (Letters Per Minute)

70, 95 or 120 letters per minute, depending on option

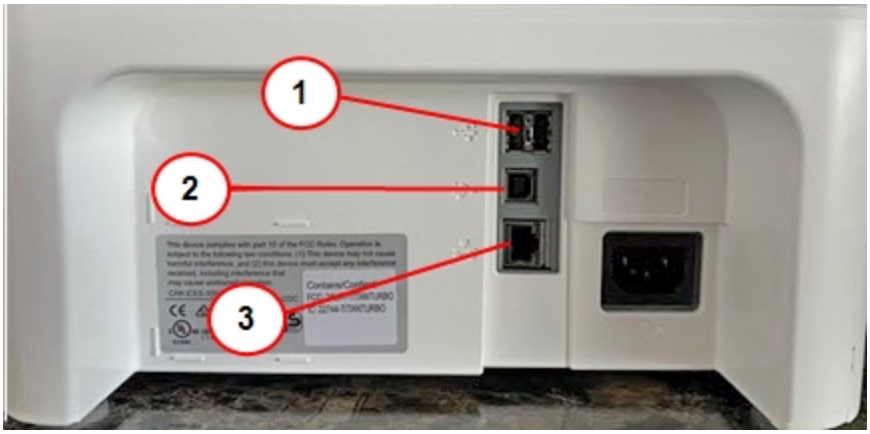
Actual throughput varies, depending on the material used, machine condition, use of moistener, etc.

Ink Cartridge Life

8,800 imprints or 6 months, whichever comes first with existing 45 ml cartridge (at 88 pieces/day, 21 working days/month, and at 75 °F)

These values are for device imprints only and do not include envelope ads. Actual ink yields vary with usage, graphics printed, and environmental conditions.

Ports



1. **USB port type A host** - Connect a Barcode scanner, external printer 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

Tape 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.

Postal Inscriptions

Up to 60 inscriptions preloaded on the device.

Graphics

Up to 60 graphic ads on the device.

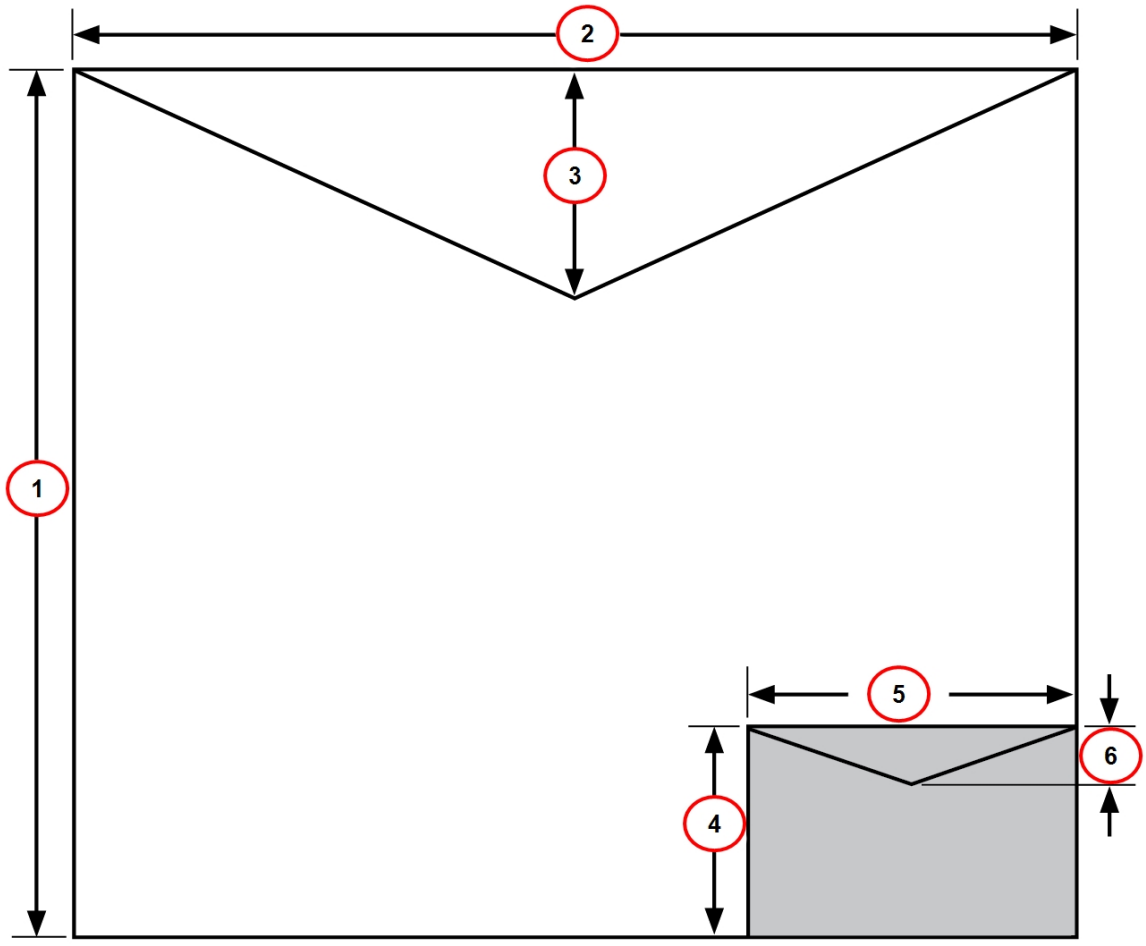
Connectivity Options

- 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 dimensions



1. Maximum height: 330 mm.
2. Maximum width: 381 mm.
3. Envelope flap depth, maximum: 76 mm
4. Minimum height: 89 mm
5. Minimum width: 127 mm
6. Envelope flap depth, minimum: 22 mm

Envelope Thickness

- Minimum: 0.20 mm
- Maximum: 8 mm

Stack Height for Mail

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

Envelope Weight

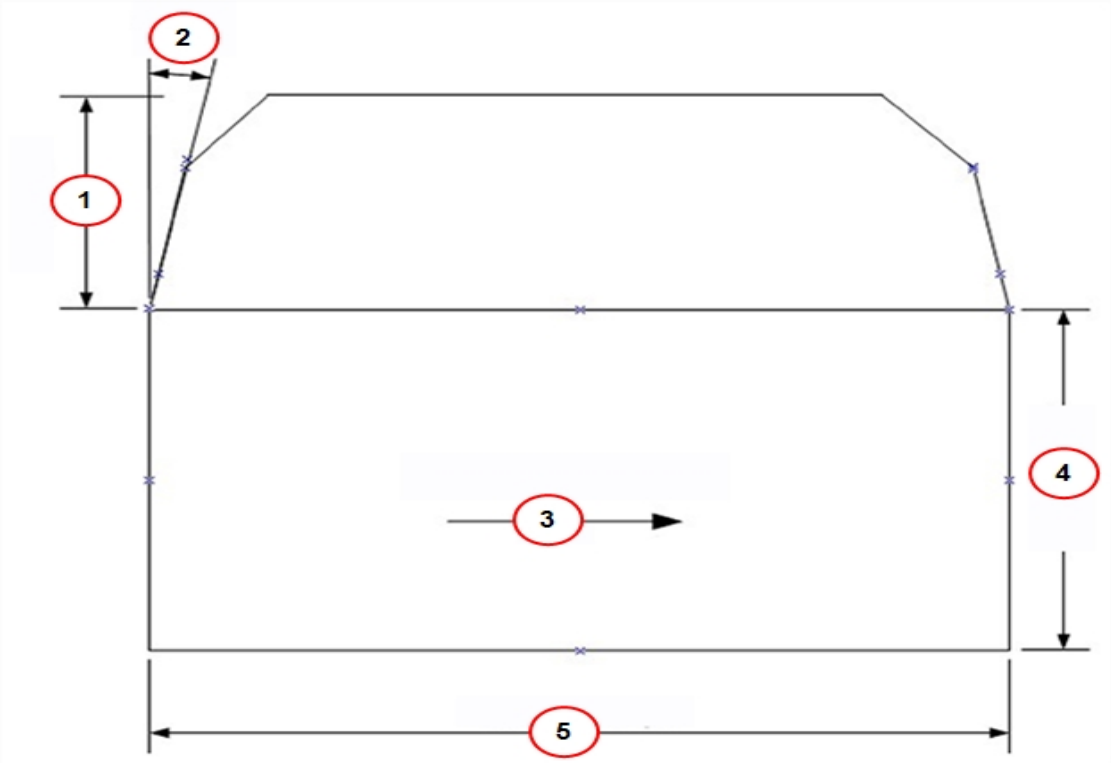
- Minimum: 1 g
- Maximum: 450 g

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.



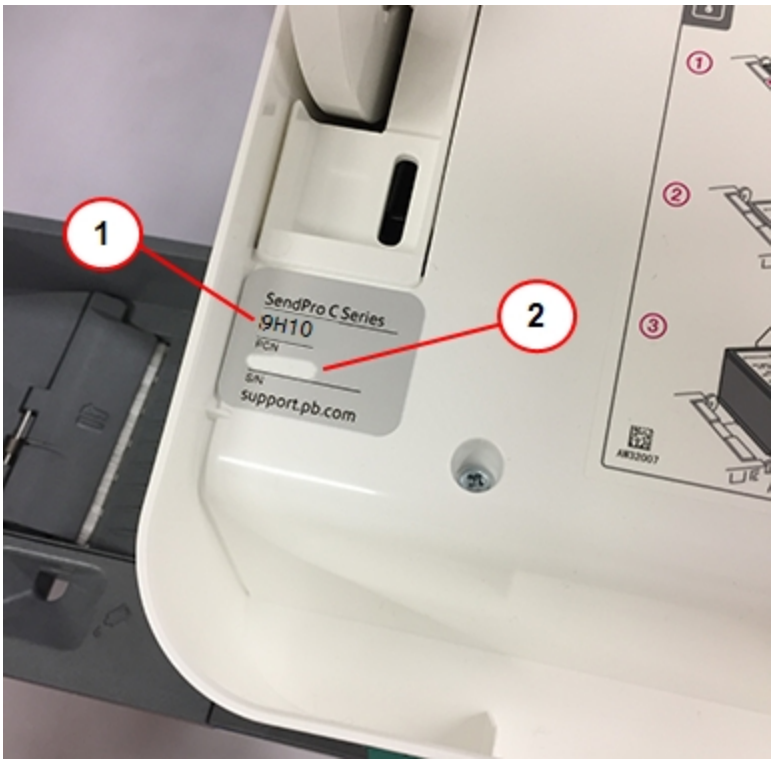
1. Flap length.
2. Minimum flap angle.
3. Mail processing direction.
4. Mailpiece length.
5. Mailpiece width.

Contacting Pitney Bowes

Before contacting Pitney Bowes Technical Support:

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 as shown here. Note that the serial number appears blurred here for security reasons.



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

- **Product Name:** SendPro C Auto device
- **PCN and serial number:** check the label under the front cover of the machine.

Provide a description of the problem

- What is happening and when?
- Are there any error messages?

Describe your attempts to fix the problem

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

Contact Technical and Account Support:

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

http://pitneybowes.com/ca/en/sendproc-support

For the Pitney Bowes Supplies

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

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