SendPro C/SendPro+

Quick Reference Guide Australian English Edition

Navigating the Home Screen

Creating and Printing a Trackable Label

Printing Envelopes / Creating an Account

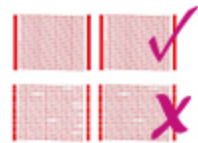**Refilling Postage and adding a Graphic**

Installing an Ink Cartridge

Preset Feature and Printing a Future Date

Creating a Sendle or Shippit Account

Printer Maintenance-Printing a Test Pattern

**Printer Maintenance-Cleaning Print Nozzles**

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Navigating the Home screen

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

For mailing envelopes, post cards, large letters and parcels, print postage by tapping **(1) Envelope Printing**. For important large envelopes or packages using Sendle or Shippit, start creating a shipping label by tapping **(2) Trackable Labels.**

The application drawer **(3)** at the bottom of the screen provides access to a variety of applications to support and enhance your SendPro C, SendPro+ device. For example, you can check your postage refill history, download software update and even check your network connection (Check Network).
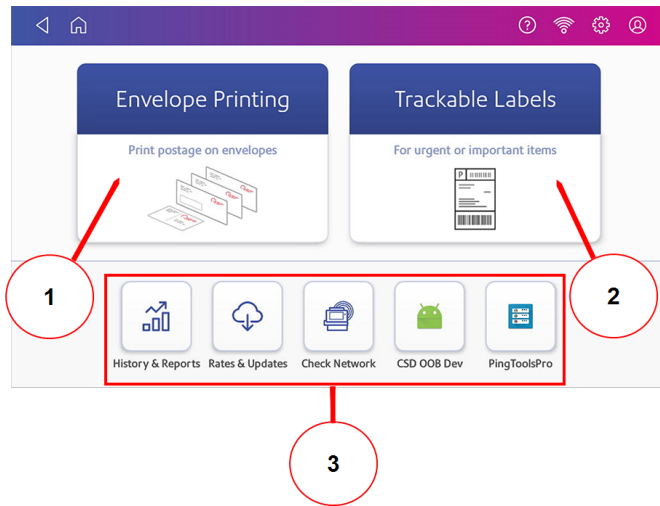
Note: The **History & Reports** application provides a history of the postage refill operations you have performed for the Envelope Printing application.

Global Toolbar

The global toolbar located at the top of the Home screen appears at the top of every screen within the Trackable Labels and Envelope Printing applications.

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

(1) ◁ Back - Return to the previous screen.

(2) ⌂ Home - Return to the Home screen from anywhere in Envelope Printing or Trackable Labels.

(3) ⊚ Support - Search online content and get information on how to perform tasks using Trackable Labels or Envelope Printing.

(4) 📶 Network - View the current network type (wireless or Ethernet) and status and strength (for wireless connection). Allows you to turn wireless connection on or off. The icon here represents a wireless connection.

(5) ⚙ Settings - View or change your machine and application settings. For your machine, this includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information.

(6) ⊚ Profile - Lock your SendPro C, SendPro+ device.

Creating and printing a trackable label

1. Tap **Trackable Labels** on the Home screen.
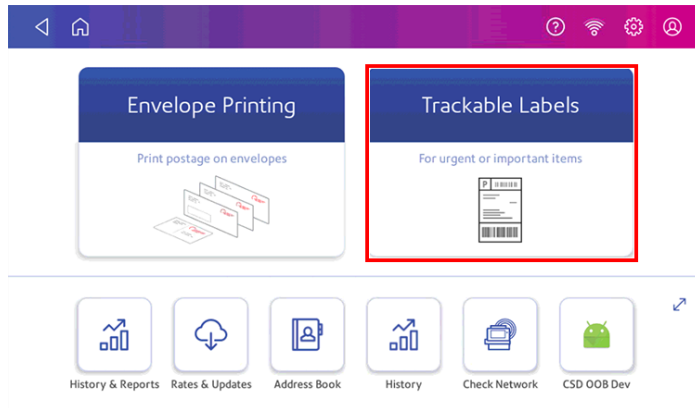
2. Tap the **SendPro + Sendle and Shippit** button.
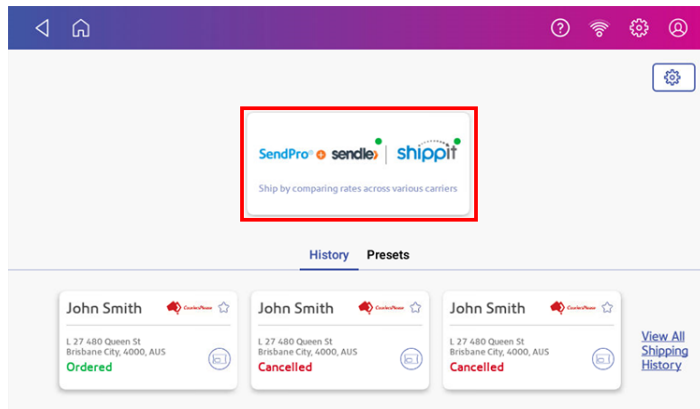
3. Enter the recipient address. You can manually enter the recipient information or select one from the address book. If the address is a new address, tap the **Save to address book** radio button. To select one from the address book, tap the **Address** icon in the top right corner of the screen as shown here.
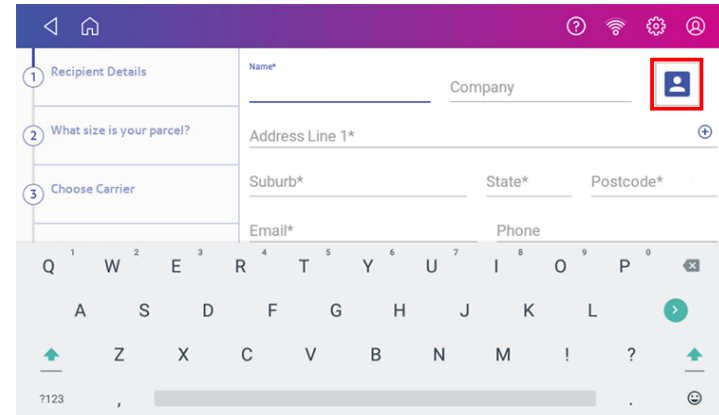
4. Tap **Continue**.
5. Tap a package type if you know the size and weight of your parcel. For example, **Satchel, Carry-on or Shoebox** then tap **Continue**.

6. If you are not sure what package type to select, enter the weight of the box or envelope
   - Place the box or envelope on the scale and the weight appears in the weight field. If you do not have a scale, tap on the **Parcel Weight** field, enter the value using the keypad and then tap **Continue**.

7. At the **Choose Carrier** screen you will see all the services that are available at that time. Tap the desired courier service radio button then tap **Continue**.
8. Depending on the service you selected, you may be prompted to add additional details such as a parcel description, customer reference, delivery instructions, the Authority to leave (ATL) tick box and the pick-up date for your parcel. Once complete, tap **Continue**.
9. At the **Review & Print** screen, you're shown the details of the label. You can edit the recipient address at this point if necessary by tapping the **edit** icon.

10. Tap **Print Label** once you're happy to proceed. Once you tap Print Label you will be charged and the label will be printed.
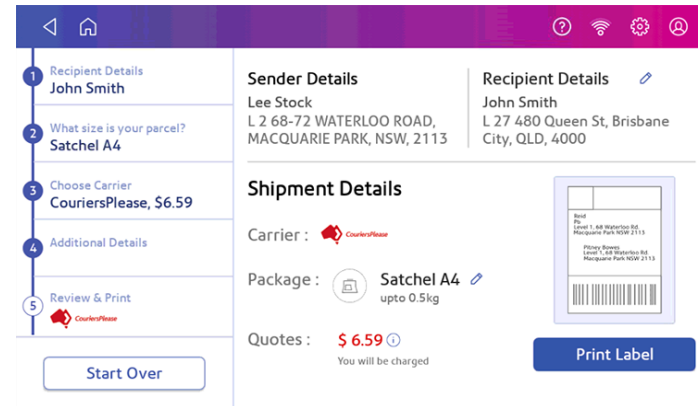
11. The carrier screen reappears. You can now print another label.

Printing an Envelope

Select **Envelope Printing** from the Home Screen.

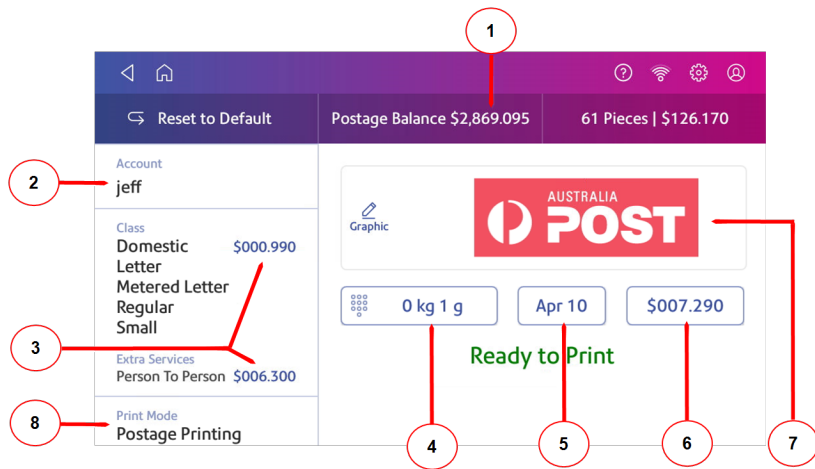Set up your chosen Print Mode, Class, Graphic/ Ad and Date. You are also able to refill, check your postage balance and view piece count and spend data from this screen.

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

7. Preview or add graphics.
8. Tap **Print Mode** to access the Print mode screen. This provides you with different printing modes such as adding graphics to your envelope or adding more postage. You can also choose to only seal envelopes without printing any postage.

Sending a domestic letter

The instructions below explain how to send a domestic letter, however you can select your desired class and any service using the same method.

1. Tap **Envelope Printing** on the Home screen.
2. If you have the accounting feature enabled on your machine:
    - Tap **Account** on the left side of the screen.
    - Select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **Domestic Letter** for a Domestic Letter mail envelope.
6. Tap **Metered Letter Regular**.
7. Select **Small**.
8. Tap **Apply**.
    - With a scale- Place the envelope on the scale and the weight appears in the weight button on the screen
    - Without a scale- Tap the weight button and enter the weight of the envelope. Tap **Apply**.

9. Place the envelope on the feed deck; the machine automatically feeds the envelope and prints the postage.

Creating an Envelope Printing Account

Accounting is an optional feature. Contact your Pitney Bowes Sales Representative for information about options and pricing.

1. Tap Envelope Printing
2. Tap **Account** on the left side of the screen. A list of all available accounts is displayed.
3. Tap the menu icon in the upper right corner of the screen:

4. Tap **Manage Accounts**.
5. Tap **Create new account**
6. For a new top level account, tap **Create a new account** and fill in the required account fields (Account name and Code) and any optional fields you want.
    - The Code is a unique code that you must assign to identify each account, sub account, and sub sub account. This helps you locate accounts more easily later.
    - (Optional) Enter a Description of the account up to 150 characters.
    - (Optional) To create a password for this account, tap in the Password field. Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You will need to enter this password to edit or process mail against the account.
7. Tap Active for the **Status**.
8. When finished, tap anywhere on the screen, but outside of the fields. The **Cancel** and the **OK** buttons appear at the bottom of the screen.

9. Tap **OK** to save. The name of the new account is displayed.
    - (Optional) To create another account, tap **Create New Account**.
    - (Optional) To add a sub account to the account you just created, tap **Add a Sub Account to this account**.
    - If you do not need to create any more accounts, tap **Done**.
10. Press the Back Arrow at the top of the screen to return to the account list.

Refilling postage for your Envelope Printing balance

Before you begin:

Make sure your device is connected to the internet.

- For LAN connection, you will see the following connection icon in the global toolbar:

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter your postage refill amount. Tap the back button if required to change the amount shown.
5. Tap **Refill Mail Postage**.
6. Tap **View Receipt** if you want to view or print a receipt.
7. Tap **Done**.
8. Your updated postage balance displays on the Envelope Printing screen.

Adding a graphic to your envelope when Envelope Printing

The SendPro C, SendPro+ 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 Season's Greetings.

You can also add your own custom graphics to your SendPro C, SendPro+ device.

Before you begin:

Weigh your envelope, select a class, and select any special services required.

1. Tap the **Graphics** icon on the Envelope Printing screen.
2. Select the graphic you want from the list of available graphics.
3. Tap **Apply**.
4. To verify that the envelope prints correctly, feed the envelope through the machine.

Installing the ink cartridge

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the cover. The ink cartridge moves to the front position.
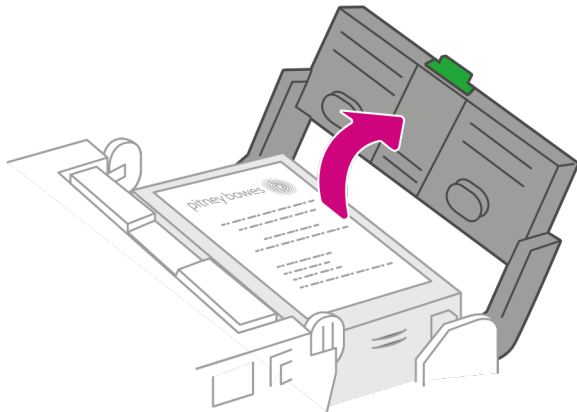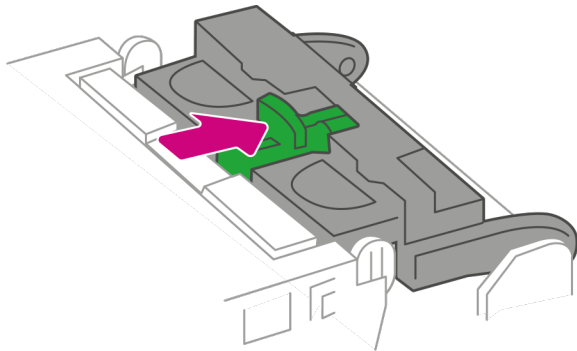
5. Remove the ink cartridge, as shown below.
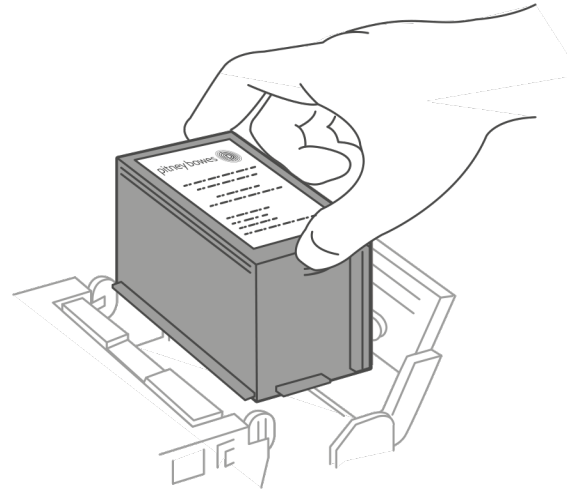
6. Insert the new ink cartridge and close the cover. The cartridge repositions itself and the Envelope Printer Maintenance screen re-displays.
7. Perform a print test to ensure you get a good test print pattern.

Important: Only use genuine Pitney Bowes ink cartridges. Non-Pitney Bowes cartridges can damage your meter. Visit our supplies website at *www.pitneybowesdirect.com.au*.

The Preset Feature

A Preset is a snapshot of commonly-used meter settings that allows you to easily recall the properties you use most often. Assigning a preset saves time and ensures accuracy in your mail. The maximum number of presets you can create is ten.

1. Tap **Envelope Printing** on the Home screen.
2. Define the settings you would like for your preset:
   a. If accounting is enabled on your device, tap the **Account** button then select the desired account.
   b. Tap the **Class** button.
   c. Tap **Start Over**.
   d. Select the desired class and any additional services you may require. Confirm these by tapping **Apply**.
   e. If desired, tap **Graphic** to save a logo (Envelope Message). Select the desired Envelope Message.
3. Tap the **Preset** button.
4. Tap the **Save New Preset** or **Make / Create another preset** button.
5. Enter a name for the preset. You can enter up to 32 characters.
6. Tap the green tick when done.

Selecting a Preset

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **Preset** button.
3. Tap the desired preset.
4. Tap the **<** button to return to the Home screen.

Printing a Future Date

You can print postage with a date in the future. If you miss today's mail pickup, you can print your postage with a future date.

1. Tap **Envelope Printing** on the Home screen.
2. Tap the date on the Envelope Printing screen. The calendar displays.
3. Tap **Tomorrow** or **Another Date** on the right-hand side of the calendar, depending on the date you wish to print.
4. Tap **Apply** when you see the future date highlighted on the calendar.
5. The Envelope Printing screen displays the future date.
6. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes automatically .

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

Creating a Sendle or Shippit Account

Prior to using the Shipping app with your Sendpro + device you will be required to create an Account(s) with the Shipping carriers, Sendle and/or Shippit. You will be unable to run your SendPro + device for Shipping without an account. These accounts may have been set up during installation of your device.

Creating a Sendle Account

Complete these steps using your PC

1. Visit **www.pitneybowes.com/au** then select the **Shipping** drop down.
2. Click **SendPro® +** within the **Outbound Shipping** section.
3. Click **Get my free account with Sendle**.
4. Sendle will send you a verification email. Click on the **Verify your email** button.
5. You are now taken to the Dashboard screen in Sendle. Click on the **Billing** tab on the left side of the screen. Complete the required fields.
6. You are then required to add your credit card details. Click on the **Add a new card** button.
7. Now click on the **Settings** tab on the left side of the screen. Within the **Account** tab, enter your time zone. Click the **Update Details** button.
8. Still in the **Settings** menu, click **Sender details**, complete the form and tick the declaration for dangerous goods. Click **Save**.
9. Now go to the **Payment** tab. Complete the **Billing Contact** fields. Confirm these fields by clicking the **Save billing contact** button.

10. You have now completed the setup on your PC. The next part of the process needs to be completed via your meter.

Complete these steps using your SendPro + device

1. Tap **Trackable Labels** on the Home screen.
2. Complete the names and email field.
3. Tap **Continue**.
4. You will now receive an email from Pitney Bowes which provides you with a four-digit verification code. Enter the code and tap **Verify**.
5. The terms and conditions screen displays. Scroll to the bottom and tap the tick box. Now tap **Accept**.
6. To scroll through the different features of Sendle and Shippit, tap **Next** or tap **Skip**.
7. Tap the **Sendle and Shippit** button.
8. Tap the **Sendle** button then tap **Continue**.
9. Follow the on-screen prompts to complete the login process.
10. Tap **Go to Dashboard** to return to the home screen of Trackable Labels. You can now print Sendle labels.

Creating a Shippit Account

Complete these steps using your PC

1. Visit **www.pitneybowes.com/au** then select the **Shipping** drop down.
2. Click on **SendPro® +** within the **Outbound Shipping** section.
3. Click **Get my free account with Shippit**.
4. Complete the form then click **Create Account**.
5. Once you create your account you will receive an email from Pitney Bowes to complete your billing details. Please be aware this email can take up to twenty-four hours to arrive.
6. Click on the link in the email instructions to log in to the Shippit website. Use the temporary email address and password that is supplied within the email.
7. You now need to complete your billing details. Click the **drop down** arrow on the top right of the screen and click **Billing Details**.
8. Now add your card details and confirm by clicking **Update**.
9. You now need to wait twenty-four hours before you can send Shippit labels via your SendPro + device.

Complete these steps using your SendPro + device

1. Tap **Trackable Labels** on the Home screen
2. If you have already created a Sendle account, go to step 6. If not, complete the names and email field. Tap **Continue**.
3. You will now receive an email from Pitney Bowes which provides you with a four-digit verification code. Enter the code and tap **Verify**.
4. The terms and conditions screen displays. Scroll to the bottom and tap the tick box. Now tap **Accept**.

5. To scroll through the different features of Sendle and Shippit, tap **Next** or tap **Skip**.
6. Tap the **Settings** button on the top right of the Trackable Labels display.
7. Tap **Carrier Integrations**.
8. Tap **Connect** on the Shippit button.
9. Enter the original email address, (not the temporary email address), that you used to create your Shippit account then tap **Login.**
10. Tap **Go to Dashboard** to return to the home screen of Trackable Labels. You can now print Shippit labels.

Printer Maintenance

Printing a Test Pattern

You can print a test pattern to check the print quality of the postage indicia without spending any of your postage funds. If the sample has broken or missing lines, you may need to replace the ink cartridge or print head.

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down and tap **Mail Printer Maintenance** or **Envelope Printer Maintenance** .
3. Tap **Print Test Pattern**.
4. When the message "Print a Test Pattern?" displays, feed the envelope through the machine.
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.

Good Test Print
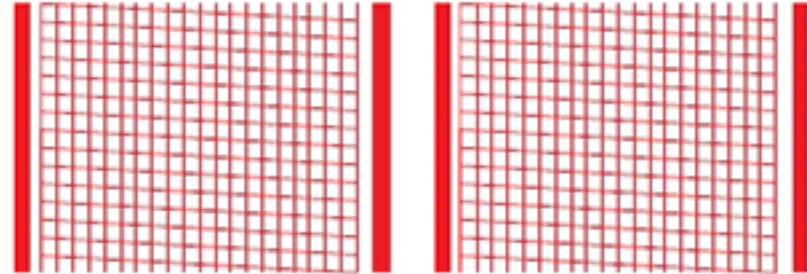
Bad Test Print
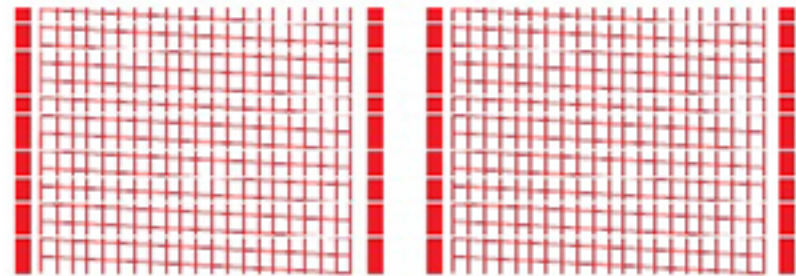
Cleaning Print Nozzles

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

1. Tap the **Settings** (gear) icon in the global toolbar.
2. Scroll down to the Envelope Printer Settings section.
3. Tap the **Envelope Printer Maintenance** button.
4. Tap **Clean Print Nozzle**.
5. Once the cleaning operation completes, you are prompted to print another test pattern. If the new pattern still has broken or missing lines, you may need to replace the ink cartridge or print head.

> **Note:** If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink. See *Pitney Bowes Support* to contact us.

- The accessories, such as ink cartridges, print heads and similar printing consumables, must be replaced regularly to ensure high print quality.
- Test prints or sample indicia imprints may not be sent.

Cleaning Print Head

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

For information on how to Clean your Print Head refer to your device Operating Guide that can be found on our support site. See *Pitney Bowes Support*.

Responsible Disposal

Pitney Bowes has long been recognised for our commitment to protecting the environment. Please responsibly dispose of your empty ink cartridges.

To find out more about what we do for the environment visit our *Corporate Responsibility* webpage.

www.pitneybowes.com/au/our-company/corporate-responsibility

Pitney Bowes Support

For lots more support information for your SendPro C/SendPro+, visit our Support website.

pitneybowes.com/au/support/sendpro-c-sendpro-plus

Contact us at-

pitneybowes.com/au/contact-us

If you have a query with your Sendle invoice you can visit Sendle's website by using a browser on your PC. Go to the Payments section at *https://support.sendle.com*

If you have a query with your Shippit invoice you can visit Shippit's website by using a browser on your PC. Go to the Account Maintenance section at *https://support.shippit.com/hc/en-us*

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