pitney bowes

Shipping & Mailing
Postage Meters

# SendPro® C/ SendPro®+

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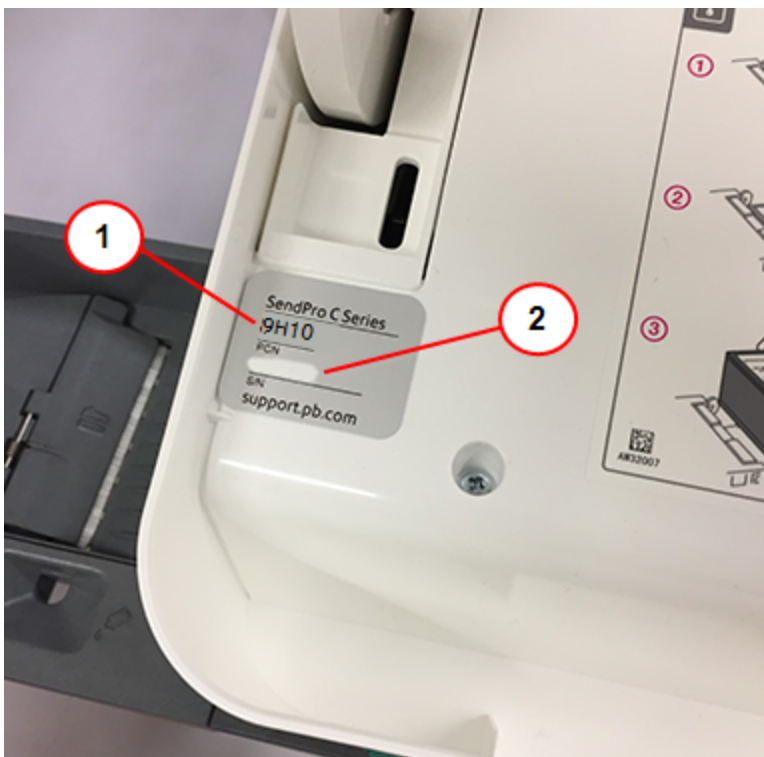


# Navigating the Home screen on the SendPro C

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

Tap **(1)Envelope Printing** print postage for general purpose envelopes and post cards. Tap **(2) Trackable Labels.** to create a shipping label for important large envelopes or packages using Canada Post, UPS®, or FedEx®.

The application drawer **(3)** at the bottom of the screen provides access to a variety of applications to support and enhance your device. For example, you can access address information (Address Book) and check your network connection (Check Network).
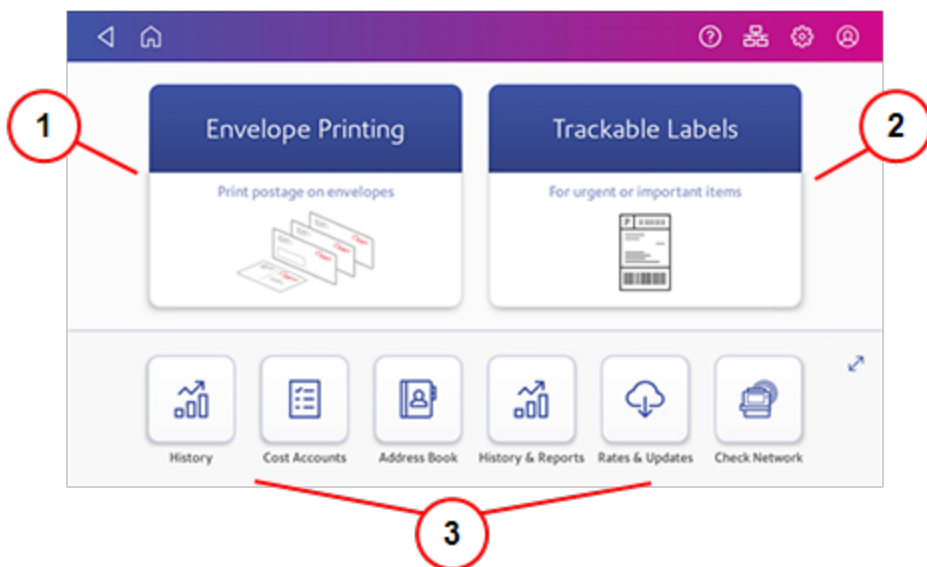


To view all the options in the application drawer, tap the double-headed arrow **(4)** on the right side of the
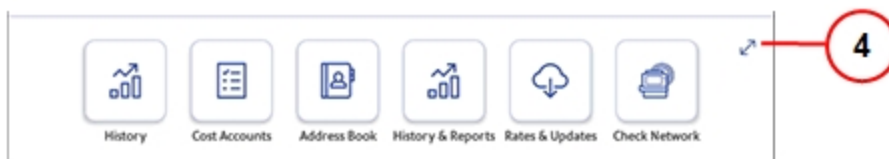


application drawer.

**Note:** The **History** icon in the applications drawer provides information about labels you have created using the Trackable Labels application (Date, Recipient, Carrier, Tracking Number (Canada Post), Status, and Label Amount). The **History & Report** application provides a history of the postage refill operations you have performed for the Envelope Printing application.

## Toolbar

The 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 device.
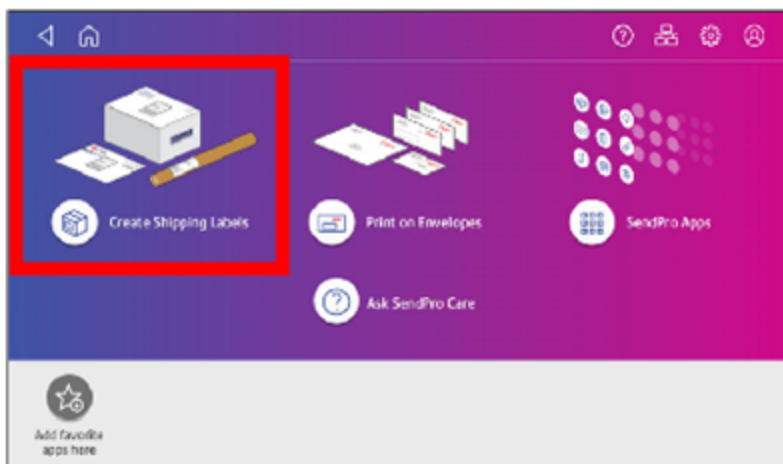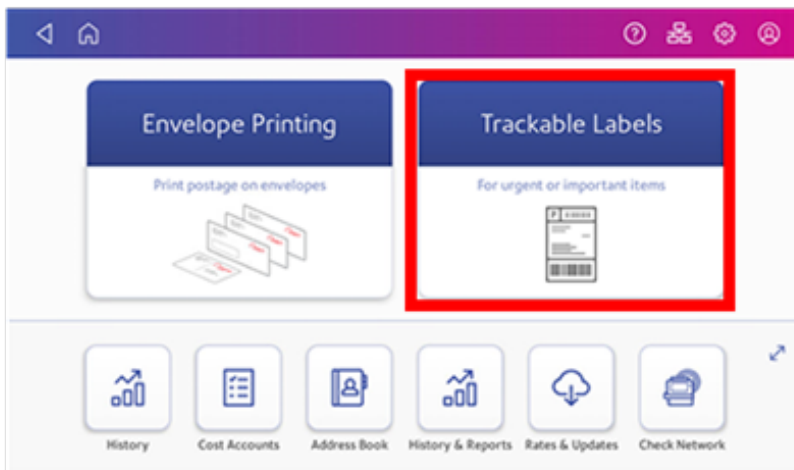


**(1)** ◁ Back - Return to the previous screen.

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

**(3)** ⓘ Support - Get information on how to perform tasks using Trackable Labels and Envelope Printing. Search online content or watch a video.

**(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 device and application settings. This includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For the Envelope Printing this includes setting up automatic postage refills, external scales and barcode scanners and performing maintenance on the mail postage printer. For the Trackable Labels this includes managing your carrier accounts and setting up your shipping label printer default values.

**(6)** ⓐ Profile - View your profile (name and email for Trackable Label account), log out, or lock your device.

# Printing a shipping label

Use Trackable 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, SendPro®+, 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.

# Tracking a shipment

You can locate the tracking number for a trackable label by using the **History** button on the Home screen. You can then use that tracking number to locate the shipment.

1. Tap **Universal Tracking** in the application drawer at the bottom of the Home screen.
2. Enter the carrier's tracking number in the field provided.
3. Tap **Track**.
4. The package status appears at the top of the screen.

# Using cost accounts to charge back shipping label postage costs

You can assign the costs for a shipping label to an account when you create the label. In order to use cost accounts for label postage costs you need to turn on the cost accounts feature.

1. Open the Cost Accounts screen:
    - Tap **Cost Accounts** in the application drawer at the bottom of the Home screen, or,
    - Tap **SendPro Apps** on the Home screen, then tap **Cost Accounts**.

2. Tap the Cost Account settings icon in the upper right corner of the Cost Accounts screen. If cost accounts are not enabled, you will see this screen.
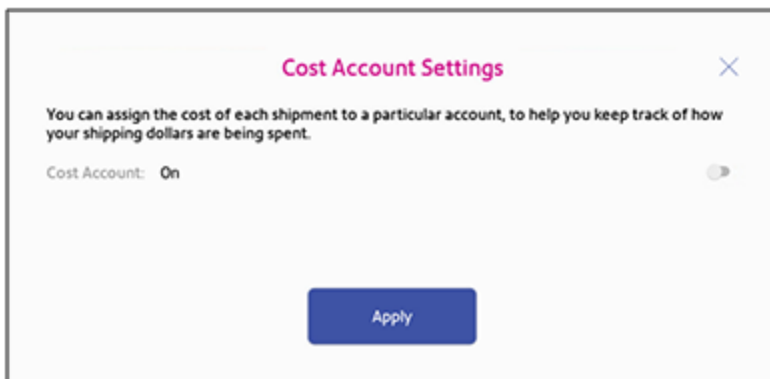
3. To enable, tap the slider next to **Cost Account** and slide it to the right so that it turns blue.
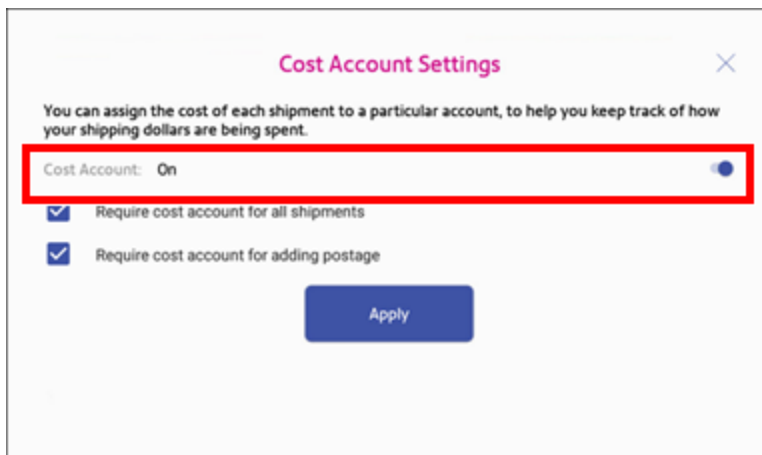


- To assign a cost account to every label, tap the check box for **Require cost account for all shipments**.

4. Tap **Apply**.

Once you turn cost accounts on, you will need to have at least 1 cost account to print a shipping label.

# Printing postage on envelopes

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

To open the Envelope Printing screen, tap **Envelope Printing** 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.



10. Tap the mode you wish to use:
    ○ **Date and Time Stamp**
    ○ **Graphic Only**
    ○ **Postage Printing** - Printing postage on an envelope is the default mode.
    ○ **Seal Only**- Bypass all printing.

# Sending a Lettermail™ envelope

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

1. Tap **Envelope Printing** 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 in the weight button on the screen.
   - Without a scale:
     a. Tap the weight button.
     b. Enter the weight of the envelope.
     c. Tap **Apply**.
8. Tap **Extra Services**.
9. Select any special services 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 **Envelope Printing** 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 in the weight button on the screen.
   - Without a scale:
     a. Tap the weight button.
     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 Envelope Printing

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, SendPro+ device.

1. Weigh your envelope, select a class, and select any special services required.
2. Tap the **Graphic** icon on the Envelope Printing 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 **Envelope Printing** on the Home screen.
2. Tap the **weight** button.



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 any special services 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.

# Sealing envelopes

Use the moistener on your device to seal your envelopes. You can seal envelopes whether you are printing postage or only sealing the envelopes (no postage).

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





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

# Sealing the envelope only

Use Seal Only mode to seal envelopes without printing anything.

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

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



# 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 E-Z Seal® in your moistener tank.
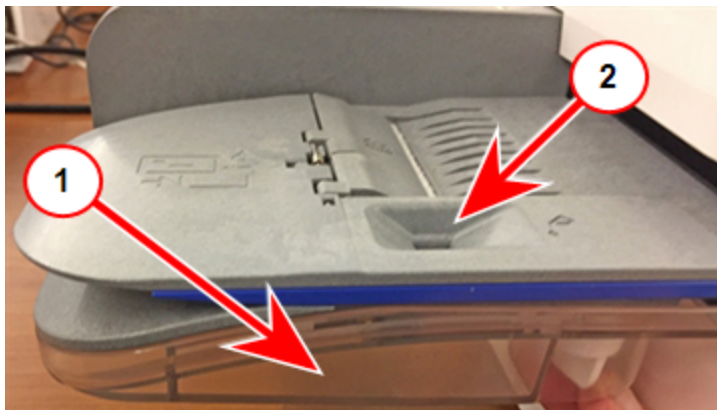


2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill the tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely wet.

# Replacing the ink cartridge

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

1.  Tap **Settings** on the toolbar.



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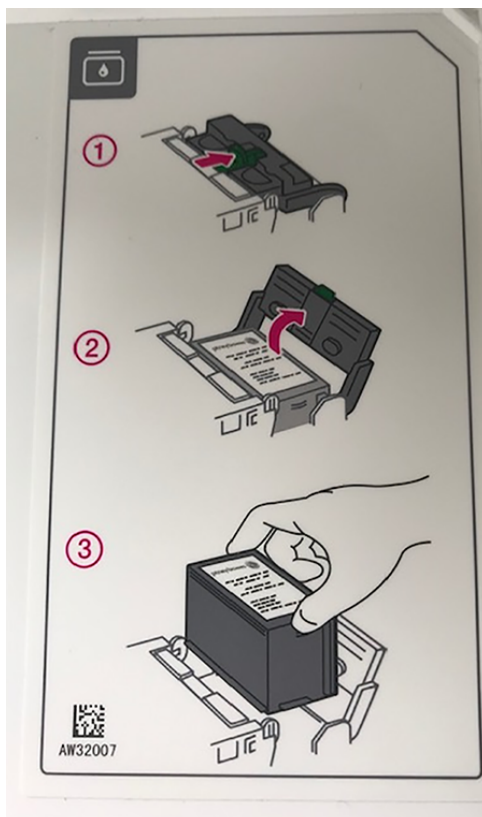
6. Insert the new ink cartridge, and then close the ink cartridge guard.
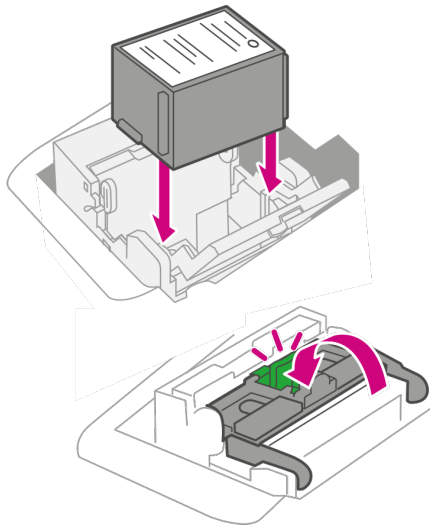


7. Close the top cover.
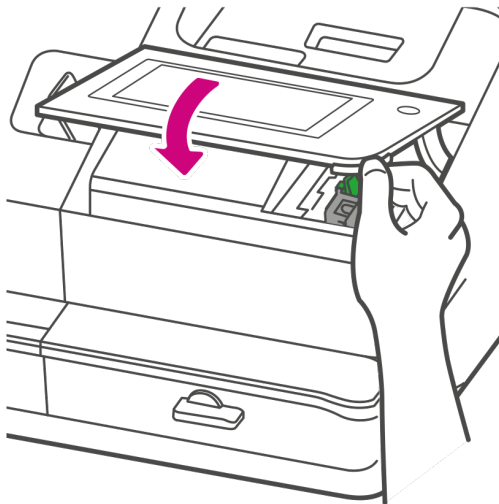


8. The cartridge repositions itself and the Envelope Printer Maintenance screen appears.
9. Print a test pattern to ensure that your ink cartridge installs properly.

# 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** on the toolbar.



2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. Feed the envelope through 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.

# Supplies, ink cartridges, and options

For pricing information, please go to the *Postage Meter Ink & Supplies* page on the Pitney Bowes website.

## Supplies for SendPro C, SendPro+

| Description | Item Number |
|---|---|
| Ink Pad Replacement Kit | 51A-P |
| E-Z Seal® Sealing Solution – (4) 472ml bottles | 601-0C |
| E-Z Seal® Sealing Solution – (4) 1.8 litre bottles | 608-0C |
| E-Z Seal® Sealing Solution - 20 litre Cubetainer | 605-0C |
| Moistener Brush, Wick and Grate | 621-8 |
| Postage Tape Sheets – 25 double sheets | 612-2C |
| Postage Tape Sheets – 50 double sheets | 625-0C |
| Everyday Cleaning Kit with Duster (canned air) | SL-CKE01 |
| Everyday Cleaning Kit (without canned air) | SL-CKE03 |

## Supplies for Workstation w1110 Label Printer

| Description | Item Number |
|---|---|
| 4 x 6 Shipping Labels – 1 roll/300 labels | 6WB-F |
| 4 x 6 Shipping Labels – 6 rolls/1,800 labels | 745-1 |

## Ink Cartridges

| Description | Capacity | Item Number |
|---|---|---|
| Red fluorescent ink cartridge | 17 ml | SL-798-0 |
| Red fluorescent ink cartridge | 35 ml | 793-5 |
| Red fluorescent ink cartridge | 45 ml | 765-9 |

## Optional Accessories

| Description | Item Number |
|---|---|
| Integrated scale | MP81 |
| External USB scale with display | MP82 |
| Backlit scale mounted graphical display for MP82 scale | MP00098 |
| Backlit self-standing graphical tower display for MP82 scale | MP00099 |
| External USB platform scale (12 kg) | MT30 |
| External USB platform scale (35 kg) | MT70 |
| 2.0 4-port USB Hub | 552-3 |
| 1D barcode scanner | 1E02 |
| Report Printer | 1E50 |
| Envelope drop stacker | HZ80001 |

# 2 - Connectivity information

## In this section

# Setting up a wired network connection

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

## First, determine the connection type:

1. Tap **Settings** on the toolbar.

2. Tap **Wired**.
3. Check the selected connection type.
4. If your connection type is **DHCP**, follow the steps for **DHCP**. If your connection type is **Static IP**, follow the steps for **Static IP**.

## DHCP

1. Select **DHCP**.
2. Tap **Connect**.
3. If it does not connect, unplug the power cord.
4. Wait 2 minutes. The screen should turn off after 10 seconds.
5. Plug the power cord back in directly into a wall outlet.
6. Quickly tap and release the power button to turn the device back on.
7. Tap **Settings** on the toolbar.

8. Tap **Wired (Ethernet)**.
9. Tap the **DHCP** radio button.
10. Tap **Connect**.

## Static

1. Select **Static**.
2. Contact your internal IT department to record the values you will need to enter for your device. The values needed are the **IP Address**, **Netmask**, **Gateway** and **DNS Address**.

3. Enter the values you recorded in step 2 for the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** in the corresponding fields.
4. Tap **Connect**.
5. If it fails to connect, remove the network cable from the back of the device.
6. Tap the **Connect** button. Wait for the attempted connection to fail.
7. Plug the network cable back in.
8. Delete the values in the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** fields.
9. Enter the **IP Address**, **Netmask**, **Gateway**, and **DNS Address** that you recorded in step 2.
10. 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 SendPro C, SendPro+ device via a wireless network connection. You can also connect your device to your mobile phone's hotspot, should the need arise.

1. Tap **Settings** on the toolbar.



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 and identity.
   **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 proxy server or static IP address:
   - To set up a proxy server:
     a. Select **Manual** in the Proxy drop down.
     b. Tap on the line and enter the information provided by your IT department.
   - 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** on the toolbar.



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.
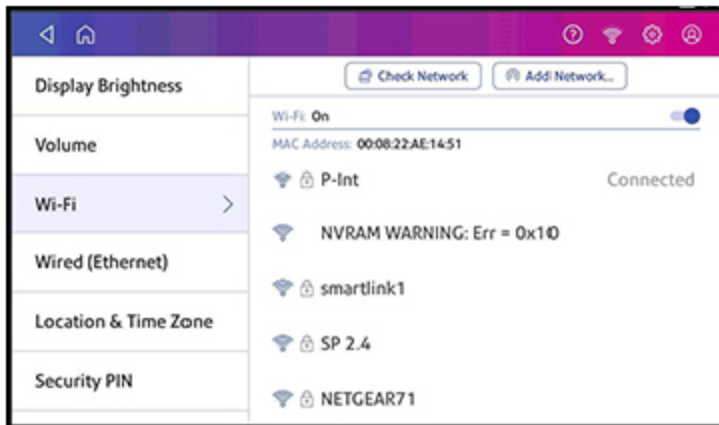
4. For each of the following steps, please consult with your IT department if you are not a technical person:

 a. Tap the down arrow in the Security field and select the security method.
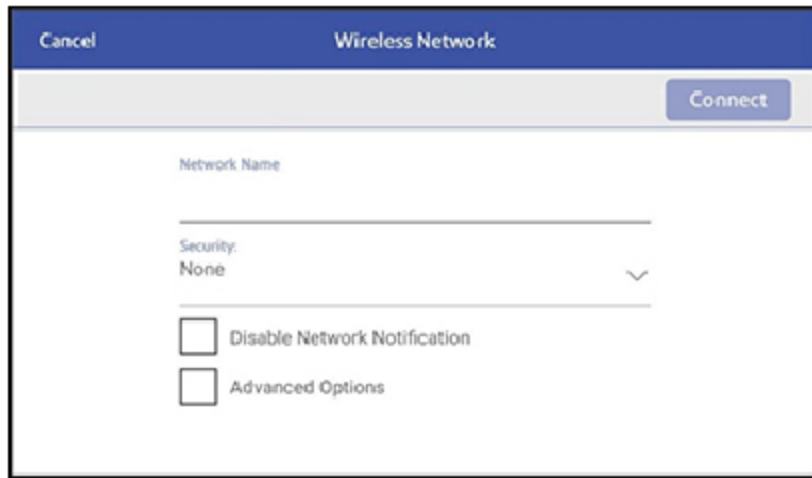


 b. Tap **Advanced Options** to enter a static IP or set up a proxy.

5. Tap **Connect** when done.

# Deleting a Wi-Fi network

Delete a Wi-Fi network if:

- You don't want your device to automatically connect to that network or
- You need to resolve a wireless network issue.

1. Tap **Settings** on the toolbar.



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

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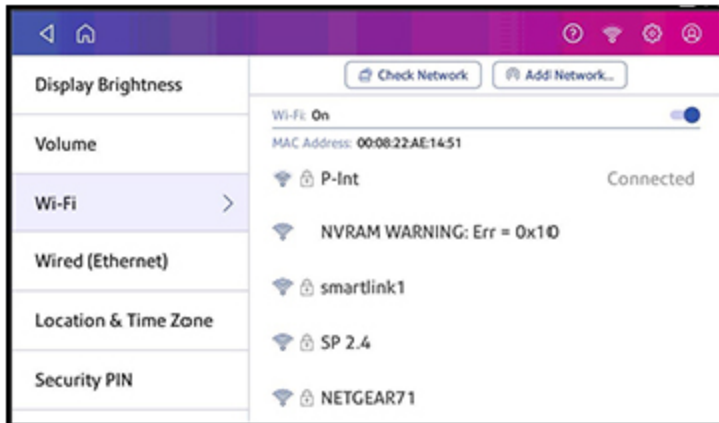


The network details appear.
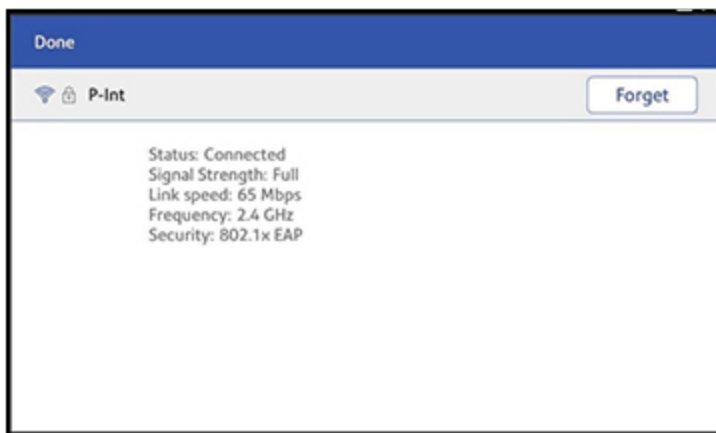


4. Tap **Forget** to delete the network connection.

# Checking your network connection

Check your device has access to all the required internet services by using the network checking application. The app helps diagnose issues if you cannot connect to the internet.

If your device is behind a firewall, you may need an IT professional or someone who has access to your network configuration to provide access to these services.

Open and run network checking application:

- Tap the **Check Network** application icon in the application drawer at the bottom of the Home screen or,
- Tap **SendPro Apps** on the Home screen, then tap **Network Connection**.

# Finding the MAC address for wired and wireless networks

Provide the MAC address to your IT department if they need it to allow your device to connect to the internet.

Your device contains two MAC addresses. However, depending on your chosen connection method it will only be using one MAC address.

## Connecting via a Wireless connection

1. Tap **Settings** on the toolbar.



2. Tap **Wi-Fi**.
3. The MAC address appears above the list of wireless networks.
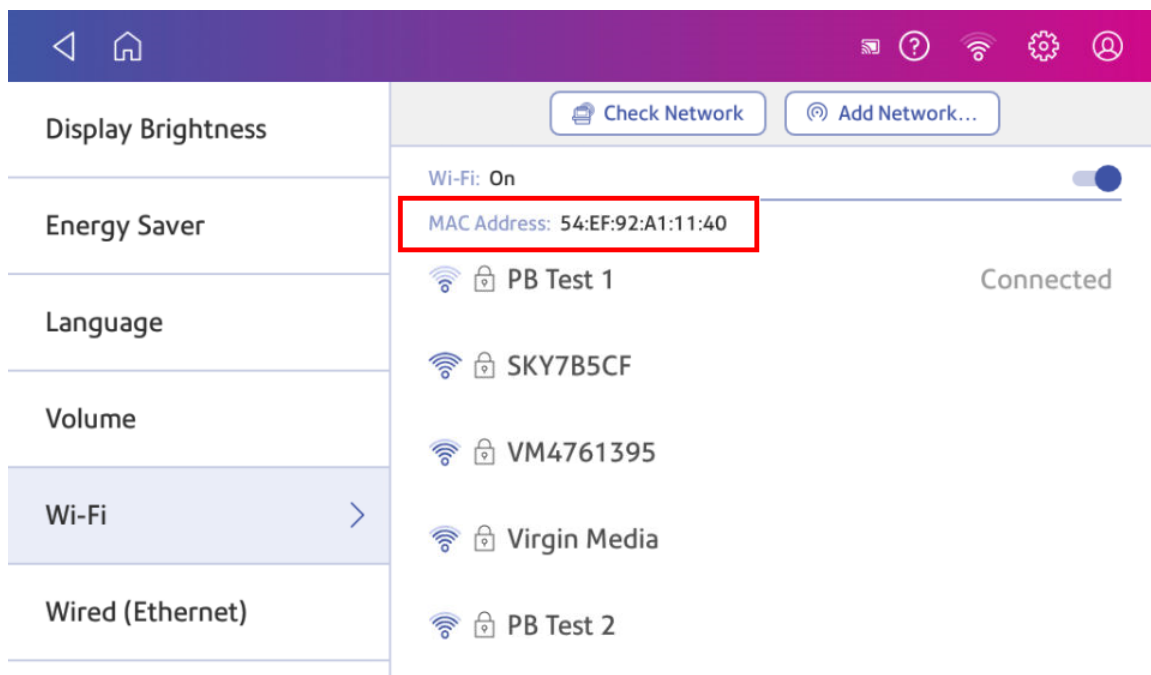
# Connecting via a wired connection

1. Tap **Settings** on the toolbar.



2. Tap **Wired (Ethernet)**.

3. Tap **Check Network**. The "Checking Network Connections" screen appears. Tap **View Details** in the "Connected to wired network" box when the test completes.
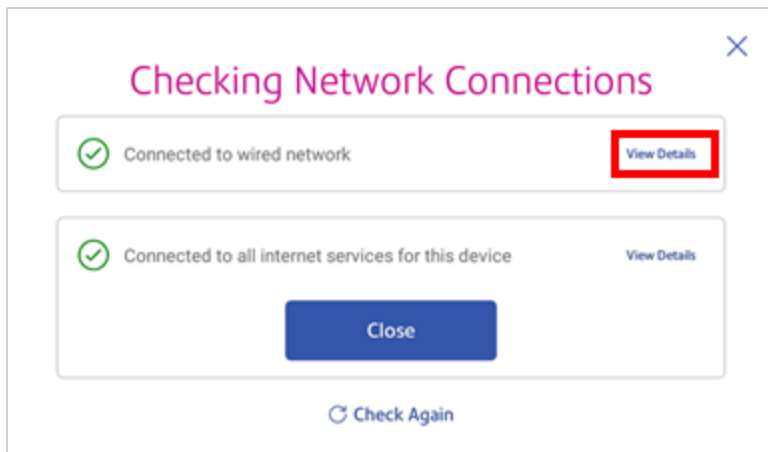


The MAC address appears:
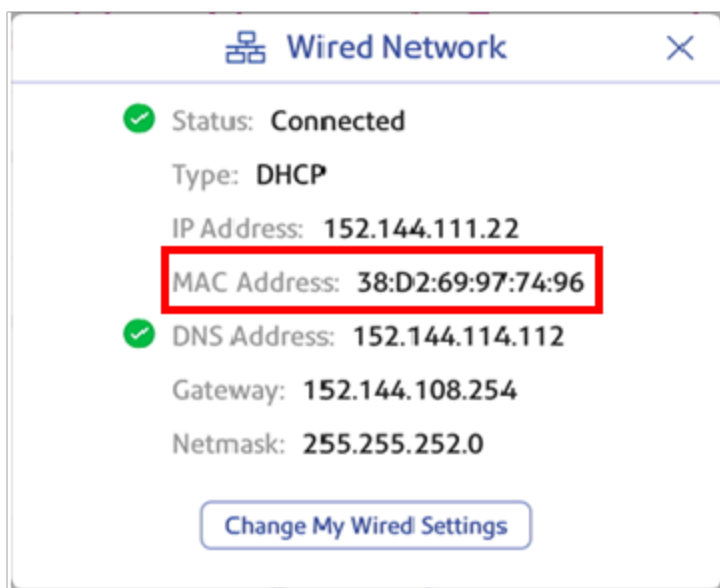


4. Tap **X** to close this window.
5. Tap **Close**, then the back-arrow to return to the Home screen.

**If the MAC address does not display, try these steps:**

1. Tap **Settings** on the toolbar.

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.
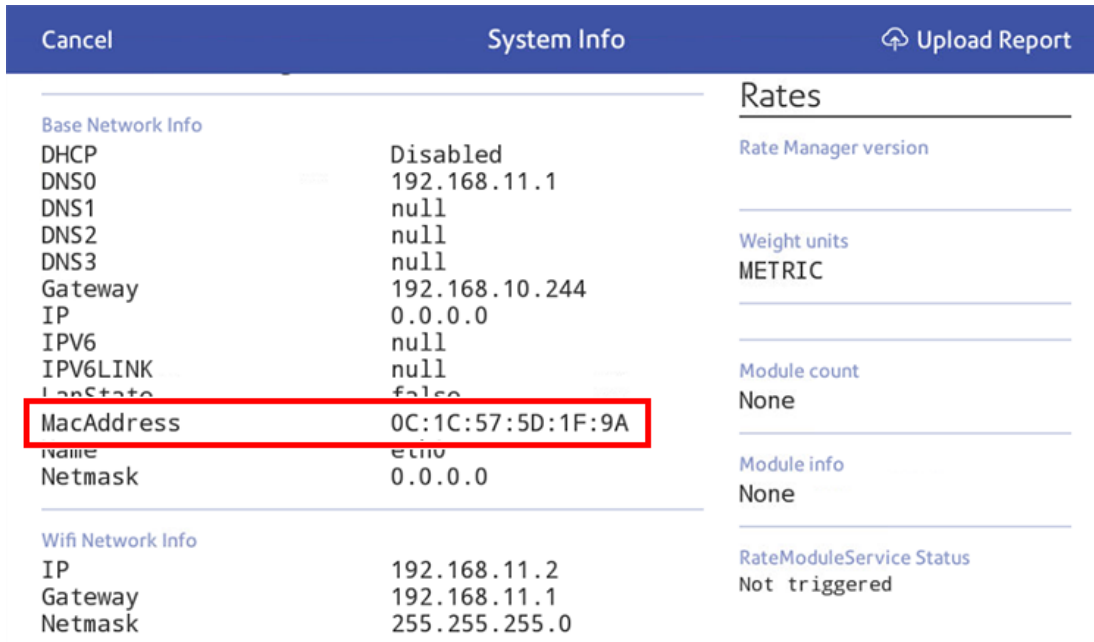


4. Tap **Cancel** in the upper left corner to return to the Home screen.

# Setting up a proxy server

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

1. Tap **Settings** on the toolbar.



2. Tap the **Wi-Fi** or **Wired (Ethernet)** option in the in the Device & Network section.
3. For **Wi-Fi**:
   a. Select the network from the list.
   b. Tap on the **Advanced Options** checkbox to select it.
   c. Scroll down and tap the arrow next to Proxy, then select **Manual**.
   For **Wired (Ethernet)**:
   a. Select either DHCP or Static IP.
   b. If you select DHCP, tap on the drop-down arrow next to Proxy Setting and select **Manual**.

4. For **Proxy Hostname**
    - enter the IP address or,
    - HTTP or HTTPS proxy address of your proxy server.
5. For **Proxy Port**, enter the port the device should use to send network traffic to the Proxy Server.
6. (Optional) Use **Bypass** to enter any specific URLs or URL patterns (such as internal addresses) that you wish to bypass the proxy.
7. If your Proxy Server requires authentication, select the **Need Authentication** check box and additional fields will appear.
    a. Enter the **Proxy Username**. This may be case sensitive for some proxy servers.
    b. Enter the **Proxy Password**. This is case sensitive for proxy servers.

# 3 - Managing your device

## In this section

# 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** on the toolbar.



2. Tap **Security PIN** in the Device & Network section of the screen.
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** on the toolbar.



2. Tap **Security PIN** in the Device & Network section of the screen.
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 icon in the upper right corner of the toolbar.

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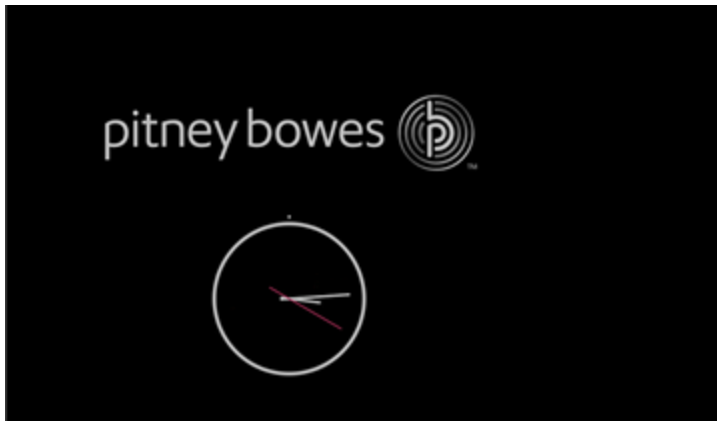


If you forget your Security PIN, tap on the **Forgot PIN?** link to get help.

# Adjusting time zone and location code

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

1.  Tap **Settings** on the toolbar.



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

# Adjusting display brightness

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

1.  Tap **Settings** on the toolbar.

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 icon to exit the Settings screen.

# Managing your Pitney Bowes Canada Post Postage Funds

Your device uses two separate postage accounts. One is for shipping labels and one is for Envelope Printing. You cannot use the shipping label funds for Envelope Printing and vice versa.

Pitney Bowes offers two ways to fund postage for mailing (Envelope Printing) on your SendPro® C, SendPro®+: A prepaid account with Pitney Bowes or a credit account. You cannot use credit cards.

## 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** on the toolbar.



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 displayed on your screen. To advance to the next step, swipe the screen to the left.

## Uploading system logs

Your device creates a series of system logs that monitor a variety of operations on your device. Pitney Bowes Technical Support may ask you to upload one or more of these logs.

1. Tap **Settings** on the toolbar.



2. Scroll down to the Advanced device Options section.
3. Tap **System Log Upload** to see a list of the available logs.
4. Tap the check box in front of any log that you wish to deselect.
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.
8. Select another log to upload, or swipe down from the top of the screen and then tap on the **Home** icon to exit.

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# 4 - Creating Shipping Labels

## In this section

# Signing in to and out of Trackable Labels

In order to create and print Trackable Labels labels you need to sign in to your Trackable Labels labels account. You can also prevent unauthorised printing of labels by signing out of your account when you are away from your device.

## Signing in

Tap **Trackable Labels** on the Home screen to sign in to the Trackable Labels application. You need to enter a name and password.

## Signing out

1.  Tap the user profile icon in the upper right corner of the toolbar to sign out of Trackable Labels.

    

2.  Select **Sign out**.

# Printing a shipping label

Use Trackable 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, SendPro®+, 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.

# Creating a trackable 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** in the application drawer 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 trackable 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 Trackable 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** in the application drawer 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. Open the Address Book screen:
   - Tap **Address Book** in the application drawer 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. Select the sender you wish to edit.
4. Tap the **edit** icon.
5. Make your changes and tap **Save**. The address book appears.

# Creating an international trackable 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 to an A4 1E50 laser printer. You can also print an international label from your SendPro Online account using any A4 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 the **Add an item** button.
- 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.

# Printing a Canada Post return shipping label

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

1. Open the Shipping History screen:
   - Tap **History** in the application drawer at the bottom of the Home screen, or,
   - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
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.

# Reprinting a Canada Post, UPS or FedEx shipping label

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

1. Open the Shipping History screen:
    - Tap **History** in the application drawer at the bottom of the Home screen, or,
    - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. All of the shipping labels appear by date. The latest date appears first. The Date column shows the date you purchased the postage.
3. 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.
4. Tap on the shipment.
5. Tap **Reprint Label**.

# Getting a Canada Post refund for a trackable label

You can request a refund up to 30 days from the date on which you first printed a trackable label. When you request a refund for Canada Post trackable 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 *canadapost.ca*.

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 trackable 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 trackable label you've just printed:

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

To request a refund from the History screen:

1. Open the History screen:
   - Tap **History** in the application drawer at the bottom of the Home screen, or,
   - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.
2. Tap the **History** icon in the application drawer on the Home screen.
3. All the trackable 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**.

# 5 - Managing Shipping Labels

## In this section

# Checking your PitneyWorks® balance

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

1. Tap **Envelope Printing**.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**. The balance appears on the right-hand side of the screen.
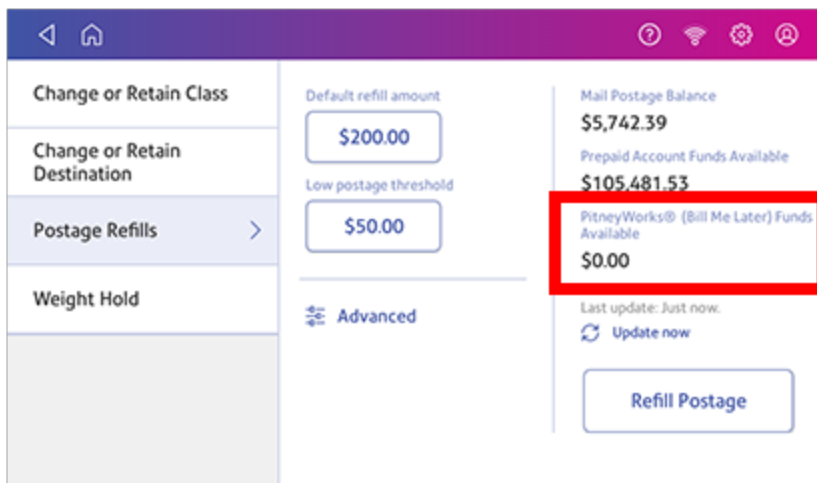
# 6 - Printing on envelopes

## In this section

# Printing postage on envelopes

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

To open the Envelope Printing screen, tap **Envelope Printing** 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.



10. Tap the mode you wish to use:
    - **Date and Time Stamp**
    - **Graphic Only**
    - **Postage Printing** - Printing postage on an envelope is the default mode.
    - **Seal Only**- Bypass all printing.

# Comparing rates for classes and services for Envelope Printing

You can compare postage rates for various classes and services when printing postage using the Envelope Printing application.

Tap **Class** on the Envelope Printing screen. You can then select and compare the costs of different classes and services. The total cost for each class and services combination appears.
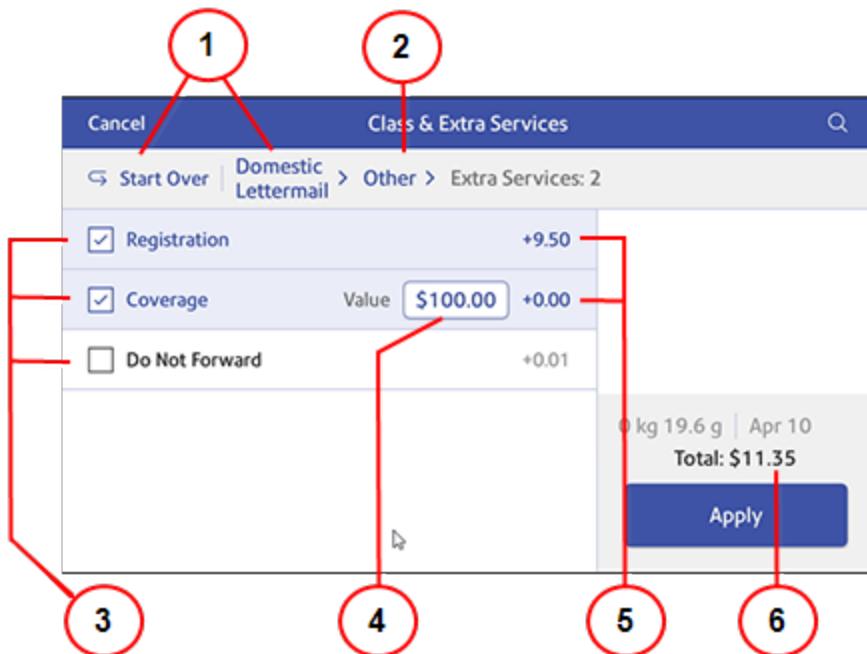
1. Tap to change class.
2. Tap to change package type.
3. Extra services available for class you selected
4. Value
5. Rates for extra services
6. Total postage amount

# Checking the available funds for printing postage

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

View your available funds on the Postage Balance button in the Envelope Printing screen.

To view the amount available in your postage account at Pitney Bowes:

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

# Refilling postage for your Envelope Printing balance

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

## Before you begin

Check that your device is connecting to the internet.

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

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

To refill postage:

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

## Sending a Lettermail™ envelope

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

1. Tap **Envelope Printing** 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 in the weight button on the screen.

   - Without a scale:
     a. Tap the weight button.

     b. Enter the weight of the envelope.

     c. Tap **Apply**.

8. Tap **Extra Services**.

9. Select any special services 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.

# Advancing the date

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

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

2. Tap the date. The calendar appears.

3. Tap **Tomorrow** or **Another Date**, depending on the date you wish to print.

4. 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.

# 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 **Envelope Printing** 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.
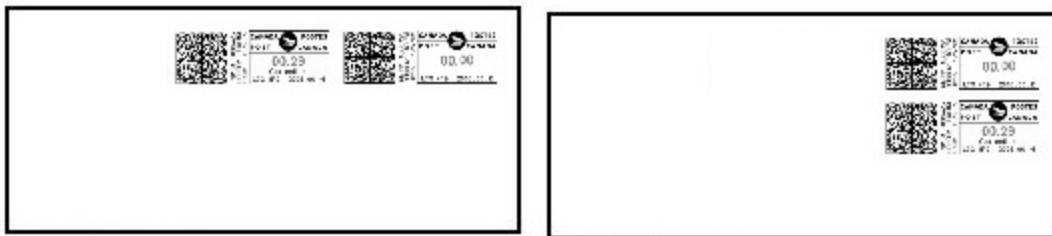
# Re-dating your mail

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 **Envelope Printing** 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.

# Using Canada Post special services

1. Tap **Envelope Printing** 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 in the weight button on the screen.
    - Without a scale:
        a. Tap the weight button.
        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.

# Entering the weight manually when printing postage

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
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.

# Using the scale when printing postage

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.



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 any special services 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.

# Sealing envelopes

Use the moistener on your device to seal your envelopes. You can seal envelopes whether you are printing postage or only sealing the envelopes (no postage).

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





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

# Sealing the envelope only

Use Seal Only mode to seal envelopes without printing anything.

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

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



# Zeroing the scale

Zero the scale to set the weight to zero.

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap the **weight** button.
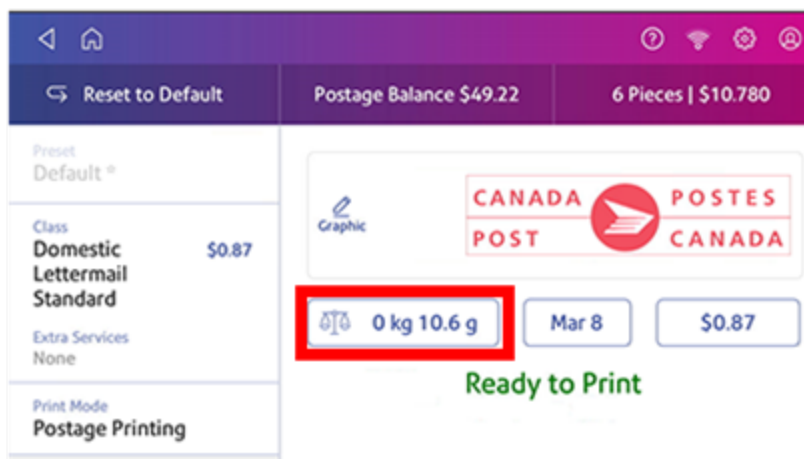


3. Tap **Scale** on the weighing method screen.

4. Tap **Zero Scale**.
5. Tap **Cancel** to return to the Envelope Printing screen.

# Getting a Canada Post refund for damaged or incorrectly printed mail in Envelope Printing

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*.

# Adding a graphic to your envelope in Envelope Printing

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, SendPro+ device.

1. Weigh your envelope, select a class, and select any special services required.
2. Tap the **Graphic** icon on the Envelope Printing 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 **Envelope Printing** on the Home screen.
2. Tap **Print Mode**.
3. Select **Graphic Only**.
4. Tap **Apply**.
5. Tap **Graphic**.
6. Tap **Graphics** then select your graphic.
7. Confirm with **Apply**.
8. Print the graphic on the envelope or tape.

# Printing only the date and time

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Print Mode** (you may have to scroll down to see this).
3. Select **Date and Time Stamp**.
4. Tap **Apply**.
5. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

# 7 - Managing Printing on Envelopes

## In this section
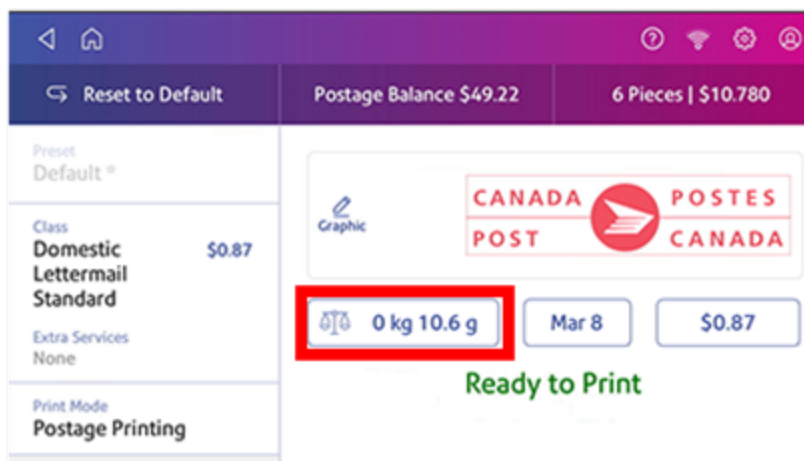
# Changing the default refill amounts for printing postage

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

There are two ways to change the default refill amount:

From the Home Screen:

1. Tap **Settings** on the toolbar.



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**.

From Envelope Printing:

1. Tap **Envelope Printing** 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. Tap the back-arrow to return to the Home screen.

# Uploading postage transactions

## Automatic upload of your postage transactions

- Your device automatically uploads your postage transactions. 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** on the toolbar.



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 **Envelope Printing** on the Home screen.
2. Tap **Pieces**.

3.  Tap **Reset Counter to 0**.

# Performing Canada Post postal inspections for Envelope Printing

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

When a postal inspection is required, you are notified automatically by the message on the Envelope Printing home screen: "Inspection Due. Perform a balance inquiry or a refill".

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.

# Updating postal rates or software for Envelope Printing

**Automatic updates**

SendPro® C, SendPro®+ 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 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.

> **NOTE**: 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.
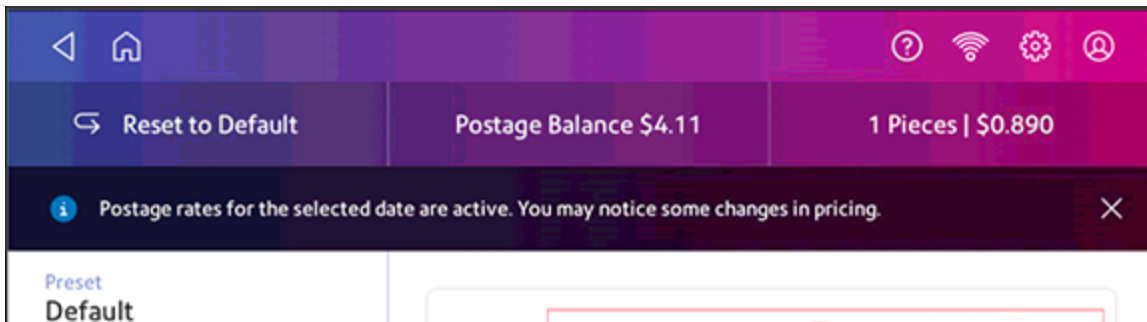
**Manual software updates**

1. Tap **Rates and Updates** on the bottom of the Home screen. Swipe the screen up to access the second row of buttons.
2. Once the download and install process completes, you see the message "Finalizing Update".

# 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** on the toolbar.



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.

# Viewing the Envelope Printing postage refill history

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

1. If necessary, tap the double-headed arrow on the right side of the app drawer at the bottom of the Home screen to see all the apps.
2. Tap **History & Reports**.
3. Tap the **Refill History** report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

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

# Setting the low funds warning for printing postage

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Settings**.
4. Tap the **Low postage threshold** button.
5. Tap the back key on the keypad to remove the existing amount.
6. Enter the new amount.
7. Tap **Apply**.
8. Tap the back-arrow to return to the Envelope Printing screen.

# Adding an Envelope Printing account

Add accounts to record Envelope Printing usage by department.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Preferences** icon in the upper right corner of the screen.



4. Tap **Manage Accounts**.
5. Tap **Create new account**.
   If the keyboard does not pop up, tap on the line in the gray box.



6. Tap **Create a new account** for a new account.
7. Complete the required account name field. Account names can be up to 75 characters long.
8. Complete the required code field. Assign a unique code to identify each account. Codes help you locate accounts more easily.

9.  Complete any optional fields, such as:
    - **Description** - Enter a description of the account up to 150 characters.
    - **Password** - Tap **Password** to create a password for an account.
      - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. You must enter this password to edit or feed mail against the account once enabled.
10. Ensure you set the status to active.
11. Tap anywhere on the screen, but 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.

# 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 **Envelope Printing** on the Home screen.
2.  Tap **Account**.
3.  Tap the **Preferences** icon at the top right of the screen.



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.
    - Set the account status to 'inactive' to prevent anyone from charging postage against an account.
9.  When finished, tap anywhere on the screen, but 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 Envelope Printing screen.

# Deleting an Envelope Printing account

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

Make sure you do not need an account's data before you delete an account. When you delete an account, sub account or sub sub account, you delete its data. You cannot recover that data.

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Preferences** icon in the upper right corner of the screen.



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 Envelope Printing screen.

# 8 - View and Print Reports

## In this section

# Printing a receipt when refilling postage for Envelope Printing

When you add funds to your Envelope Printing account, you have the option of printing a receipt.

1. Tap **History & Reports** in the application drawer on the Home screen.
2. Tap the **Refill History** report to view receipts for previous postage refills.

# 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** on the toolbar.



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.

# Viewing the Envelope Printing postage refill history

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

1. If necessary, tap the double-headed arrow on the right side of the app drawer at the bottom of the Home screen to see all the apps.
2. Tap **History & Reports**.
3. Tap the **Refill History** report in the Envelope Printing Reports section.
4. Tap on a postage refill to open a Refill Receipt.

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

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

To print a funds report:

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Pieces**.
3. Tap **Print Report**.
4. Tap **SendPro C Envelope Printer**.
5. Feed the envelope through the device.
6. Tap the back-arrow to return to the Envelope Printing screen.

# Running postage printing account reports

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.



4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
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.

# Emailing a postage printing 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 **Envelope Printing** on the Home screen.

2. Tap **Account**.

3. Tap the **Menu** icon.



4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. Tap **View & print reports**.
7. Tap the option button in front of 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.

> **Note:** 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.

# Setting the postage printing account report period

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

1. Tap **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.



4. Tap **Manage Accounts**.
5. Tap the **Reports** link in the Accounts section.
6. Tap **Report period**.
7. Select the calendar icon 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) Use the **Previous year** and **Next year** buttons to view the reporting periods for the previous and next year. Use the up and down arrow buttons to scroll through the list of reporting periods for the current year.
10. Tap **OK** to return to the Reports screen.

# Setting the postage printing 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 **Envelope Printing** on the Home screen.
2. Tap **Account**.
3. Tap the **Menu** icon.



4. Tap **Manage Accounts**.

5. Tap the **Reports** link in the Accounts section.

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.

# Viewing and creating a shipping report

You can view and print all the shipping labels you've created on your device. The History screen provides a summary of your past shipping labels, with the Date, Recipient, Carrier, Tracking Number (Canada Post), Status, and Label Amount.

The maximum number of shipping labels you can view for any date range is 200.

1. Open the Shipping History screen:
   - Tap **History** in the app drawer at the bottom of the Home screen, or,
   - Tap **SendPro Apps** on the Home screen, then tap **Shipping History**.

2. By default, all the shipping labels you've created appear. Tap the menu icon next to **All Shipments** to change the list order. Now select your preferred option.

3. To view the details of a specific shipping label, tap on the shipment.
   - The details screen shows the sender and recipient address, the cost account, purchase date, and package type.
   - You can also use this screen to reprint the label, request a refund (Canada Post), void the label (UPS and FedEx), or create a return label (Canada Post).

4. (Optional) To create an email report of all the shipments:
   a. Tap **Create Report**.
   b. Enter the email address. Tap the green check mark to confirm.
   c. Tap **Email Report**.
   d. You will receive an email with an attached .csv transactions history file.

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# 9 - Maintenance

## In this section

# 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** on the toolbar.

2. Scroll down and tap **Envelope Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. Feed the envelope through 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.

# Installing the printhead

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

1. Tap **Settings** on the toolbar.

2. Scroll down and tap **Envelope Printing**.
3. Tap **Install Printhead**.
4. Lift the cover; the ink cartridge moves to the front position.
5. Flip the ink cartridge guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.

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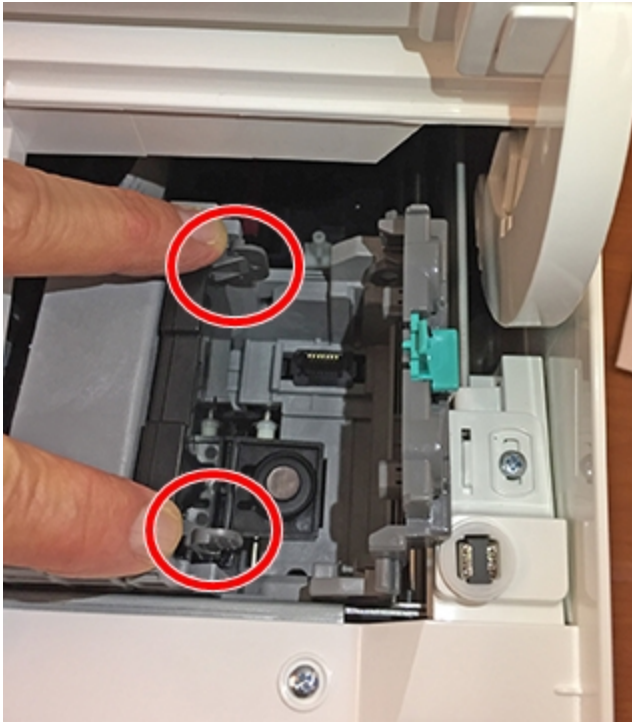


8. Lift and tilt the printhead gently to the right.
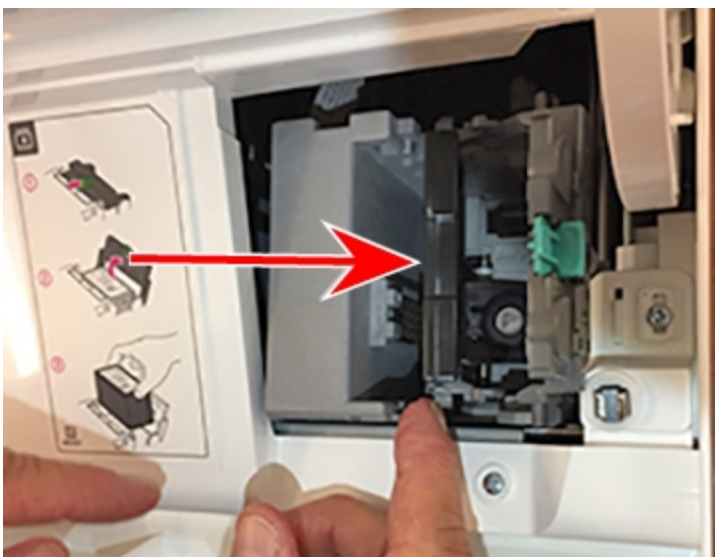
9.  Pull the old printhead up and out of the holder.
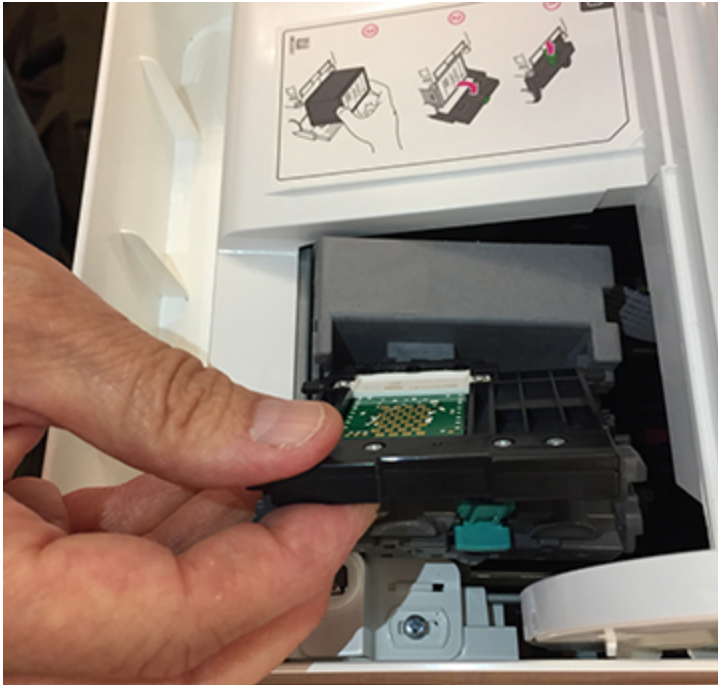
10. Note the location of the plastic alignment tabs and the orientation of the printhead so that you can install the new printhead correctly.
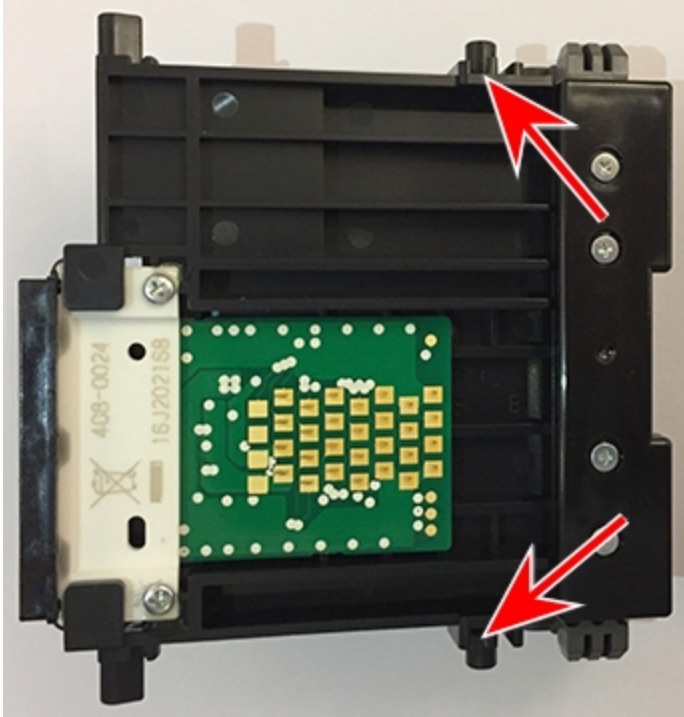
11. Examine the printhead holder and find the location of the lower printhead alignment slots.
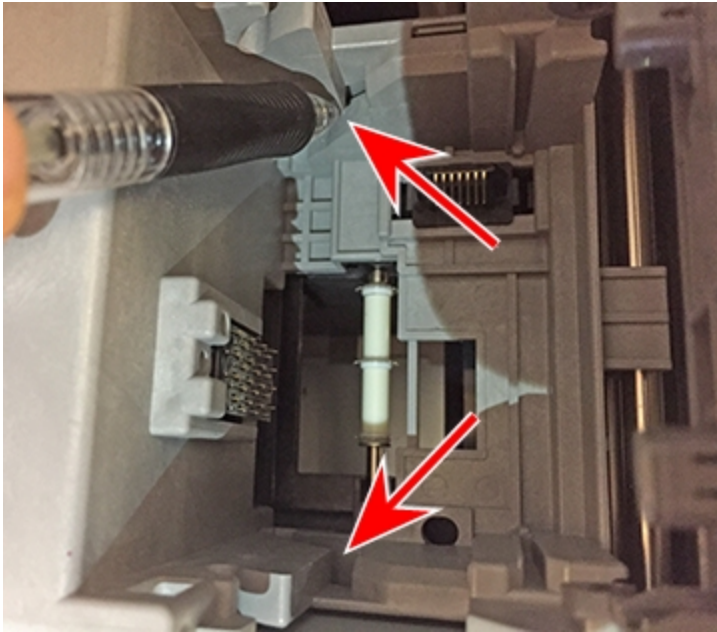


12. Insert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.
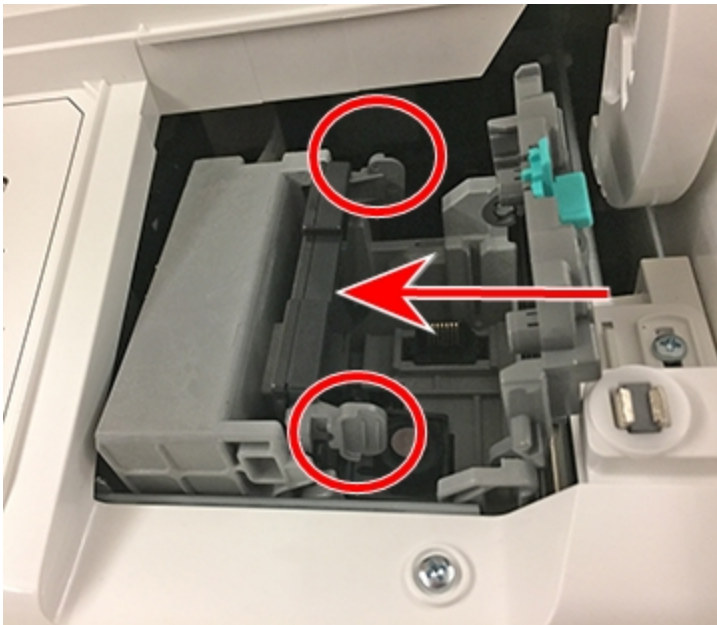


13. Gently push the printhead into place until it snaps into position.

14. Install the ink cartridge (see the label to the right of the cartridge holder).
15. Rotate the guard back to the closed position.
16. Close the cover; the ink cartridge moves back to the original position.
17. Tap **Done**.
18. 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** on the toolbar.



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 guard open.
6. Remove the ink cartridge as shown on the label to the right of the cartridge holder.

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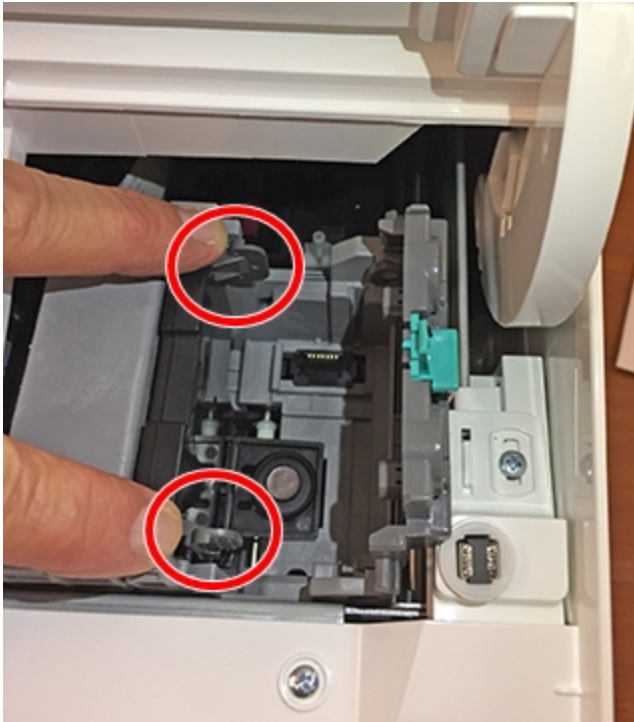


8. Lift and tilt the printhead gently to the right.
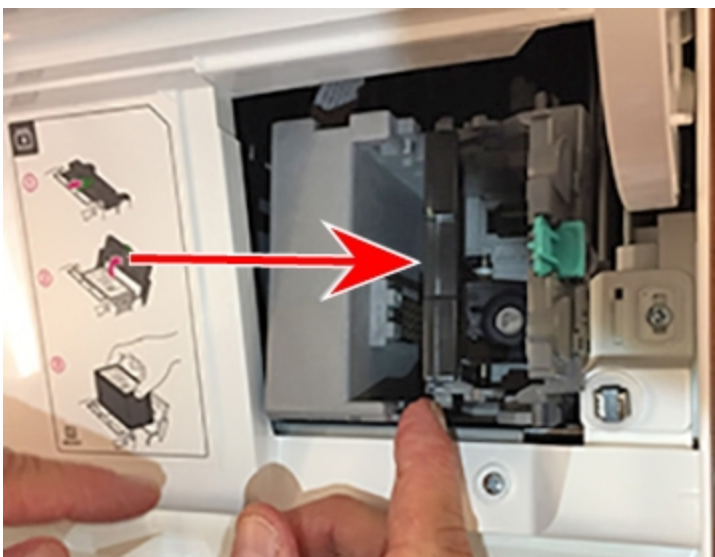
9.  Pull the printhead up and out of the holder.

10. Note the location of the plastic alignment tabs and the orientation of the printhead so that you can reinstall it properly after cleaning.
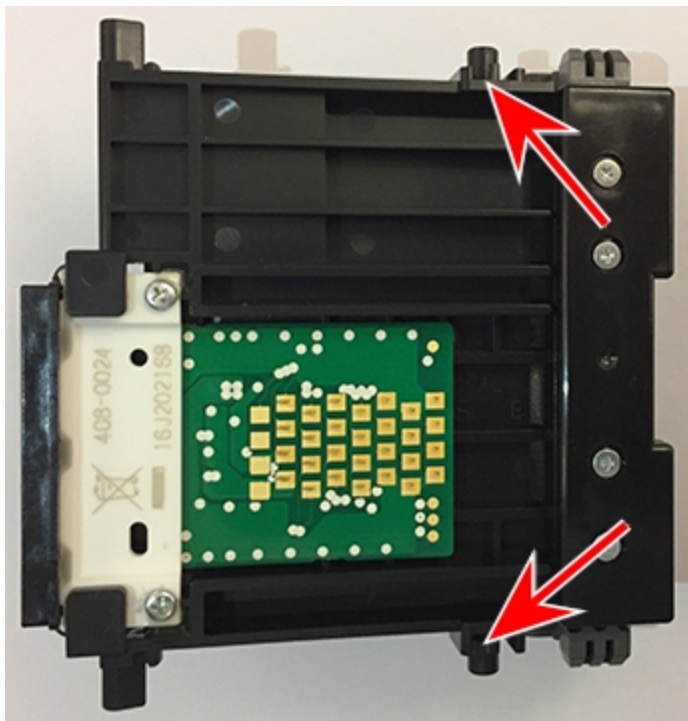


11. Clean off the printhead by wiping surface of the printhead shown here with a dry, lint-free cloth or foam swab.
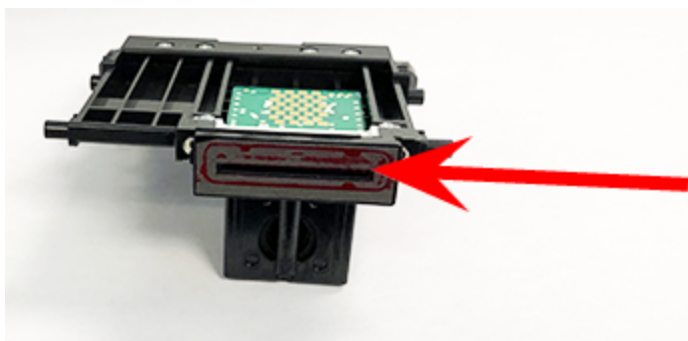
12. Examine the printhead holder and find the location of the lower printhead alignment slots.
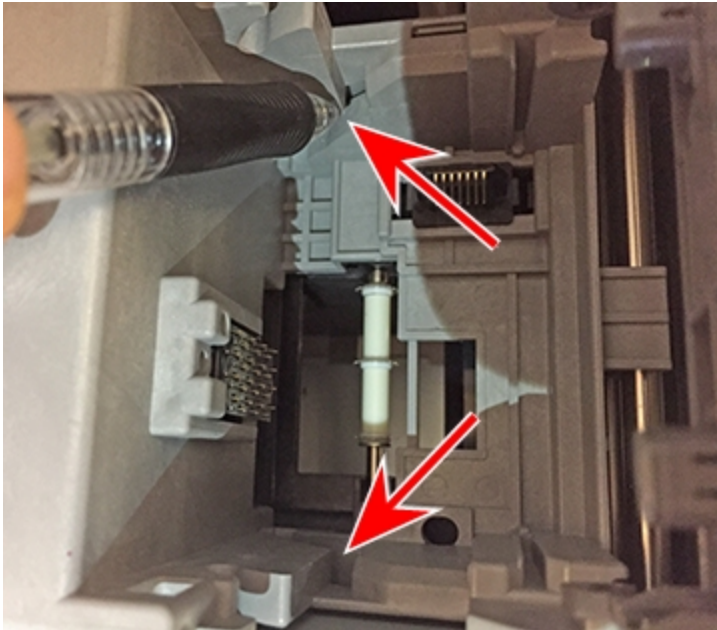


13. Reinsert the printhead by squeezing the tabs on either side of the printhead and sliding the plastic alignment pins into the lower slot of the printhead holder.
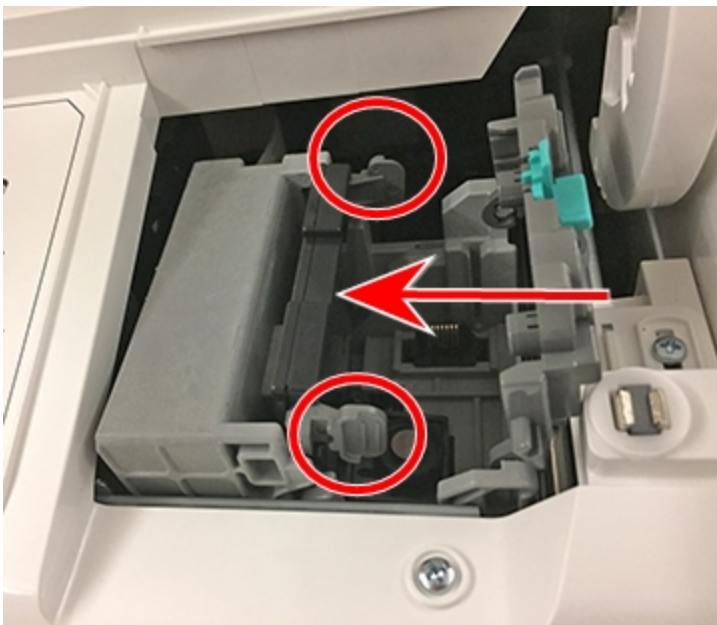


14. Gently push the printhead into place until it snaps into position.

15. Install the ink cartridge (see the label to the right of the cartridge holder).
16. Rotate the guard back to the closed position.
17. Close the cover; the ink cartridge moves back to the original position.
18. Tap **Done**.
19. Print a print test pattern to be sure that your printhead is functioning properly.
20. If the test pattern looks good, tap **Done**.

# Cleaning the moistener brush and wick assembly

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

1. Unscrew the plastic thumbscrew under the moistener base.
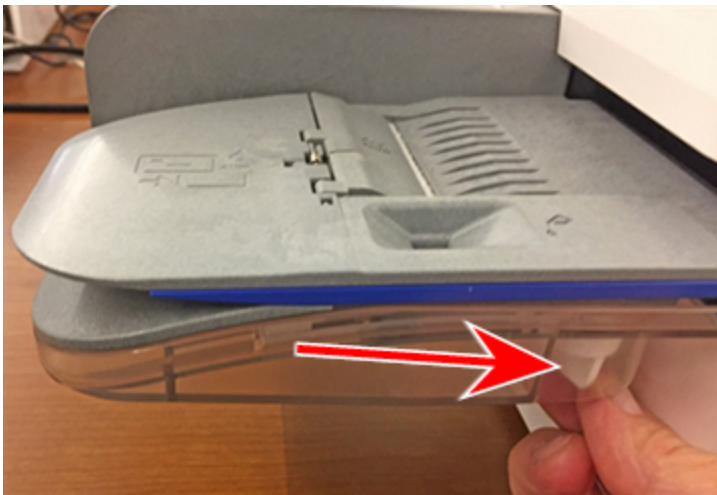
2. Lift the moistener brush assembly off the top of the moistener base.



3. Turn the assembly over and slide the moistener brush out of the holder.
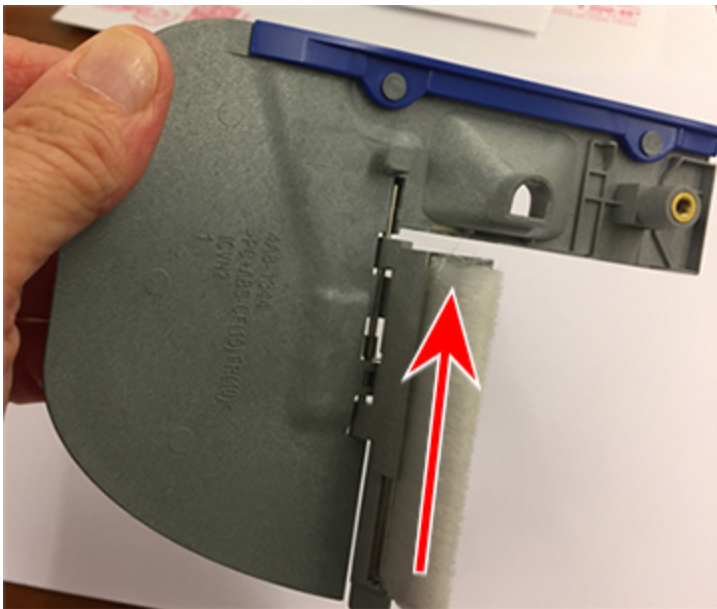
4. Locate the wick (with metal grate) on the moistener base.



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



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

7. Place the wick back in the metal grate and replace the grate in the moistener base.

8. Slide the moistener brush back into the holder.

9. Replace the moistener brush assembly on top of the moistener base and secure with the plastic thumbscrew.

10. If your envelopes still are not sealing properly, you can order a Moistener Replacement Kit (part number 621-8) on the SendPro C, SendPro+ support site pitneybowes.com/ca/en/sendproc-support. Go to **Live Chat** or **Create a case**.

# 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 E-Z Seal® in your moistener tank.
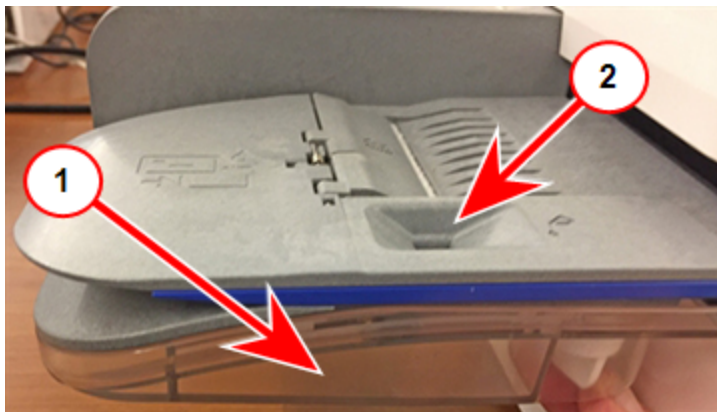


2. Add enough E-Z Seal® to bring the sealant level up to the bottom of the fill hole. Do not overfill the tank.
3. If the tank is empty, allow 30 minutes for the moistener brush and wick to get completely wet.

# Avoiding envelope sealing issues

Prevent sealing issues by:

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

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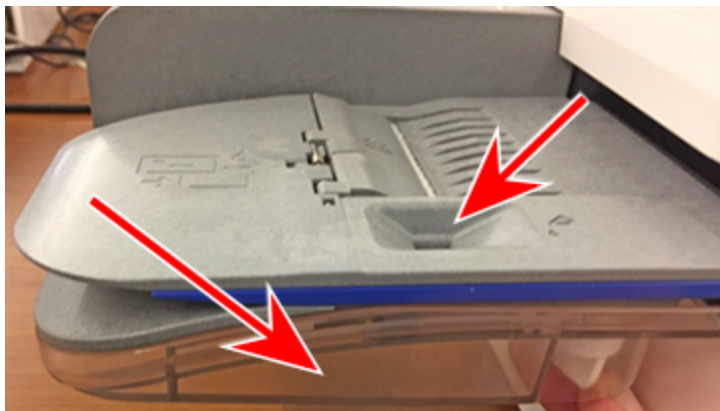


2. Slide the envelope flap under the edge of the feed deck when feeding an envelope. Otherwise, the moistener cannot wet the flap.
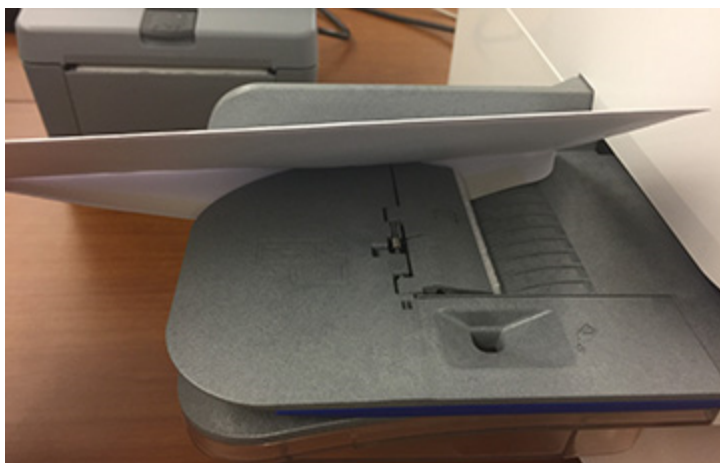




3. If the moistener tank is full, and your envelopes are still not sealing correctly, clean your moistener brush and wick.

# Preventing envelope feeding problems

Ensure you feed envelopes correctly to help prevent feeding problems.

## Feeding mail

1. For your first envelope, hold the far edge of the envelope against the back wall of the feeder.
2. Slide the envelope into the feeder until you feel it touch the rollers. You hear the motor begin. Do not release the envelope until the feeder grabs it to pull it through the device.
3. You hear the motor continue to run for about 5 seconds once it prints postage on the envelope.
4. Continue to feed envelopes one at a time. Make sure you press the edge of each envelope against the back wall of the feeder and into the feeder until it touches the rollers.
   - Make sure the envelopes fully exit the feeder and do not pile up on the edge of the feeder.
   - If you are using a stacker, you may need to extend the stacker tray so that the envelopes exit the feeder completely.

## Hold the envelope against the back wall to avoid skews

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

## Preventive action

To prevent envelope feeding problems:

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

# Managing product email notifications

Your device can send you email notifications when:

- Its ink level is low.
- Its funds are low.
- It develops an error.

To receive or stop receiving these emails:

1. Sign in to your account on pitneybowes.com. If you do not have a Pitney Bowes Your Account login, see *Signing up for a pitneybowes.com account*.
2. Find the device in the Your Products section. If it does not appear, select **(+) View more** or **(+) Add them now**.
3. Select **Expand** on the device for which you wish to manage notifications.
4. Select **Manage notifications**.
5. Check or uncheck the boxes to select the notifications you wish to receive:
   - Select **Low Ink Level** to advise when your device is low on ink.
   - Select **Meter Funds Low** to advise if the funds on the device drop below the set amount.
   - Select **Meter Error** to advise about device errors.
6. Select **Done**.

# Moving your device

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 any USB cables and optional devices such as a printer or scanner. Pack them with the device.
6. Unplug the power cord and pack it with the device.
7. Once in the new location, re-install any USB cables and devices.
8. Plug the power cord into the device and power outlet.
9. Re-install the ink cartridge.
10. Re-install the moistener assembly.

# 10 - Supplies

## In this section

# Supplies, ink cartridges, and options

For pricing information, please go to the *Postage Meter Ink & Supplies* page on the Pitney Bowes website.

## Supplies for SendPro C, SendPro+

| Description | Item Number |
|---|---|
| Ink Pad Replacement Kit | 51A-P |
| E-Z Seal® Sealing Solution – (4) 472ml bottles | 601-0C |
| E-Z Seal® Sealing Solution – (4) 1.8 litre bottles | 608-0C |
| E-Z Seal® Sealing Solution - 20 litre Cubetainer | 605-0C |
| Moistener Brush, Wick and Grate | 621-8 |
| Postage Tape Sheets – 25 double sheets | 612-2C |
| Postage Tape Sheets – 50 double sheets | 625-0C |
| Everyday Cleaning Kit with Duster (canned air) | SL-CKE01 |
| Everyday Cleaning Kit (without canned air) | SL-CKE03 |

## Supplies for Workstation w1110 Label Printer

| Description | Item Number |
|---|---|
| 4 x 6 Shipping Labels – 1 roll/300 labels | 6WB-F |
| 4 x 6 Shipping Labels – 6 rolls/1,800 labels | 745-1 |

# Ink Cartridges

| Description | Capacity | Item Number |
|---|---|---|
| Red fluorescent ink cartridge | 17 ml | SL-798-0 |
| Red fluorescent ink cartridge | 35 ml | 793-5 |
| Red fluorescent ink cartridge | 45 ml | 765-9 |

# Optional Accessories

| Description | Item Number |
|---|---|
| Integrated scale | MP81 |
| External USB scale with display | MP82 |
| Backlit scale mounted graphical display for MP82 scale | MP00098 |
| Backlit self-standing graphical tower display for MP82 scale | MP00099 |
| External USB platform scale (12 kg) | MT30 |
| External USB platform scale (35 kg) | MT70 |
| 2.0 4-port USB Hub | 552-3 |
| 1D barcode scanner | 1E02 |
| Report Printer | 1E50 |
| Envelope drop stacker | HZ80001 |

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# 11 - Device Information

## In this section

# 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. You can do this by calling PB Postage at 1-800-672-6937.
- 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.

# Key in Postage

Due to Canada Post regulations, there is no Key in Postage available on any of the SendPro C devices.

# Sections of the meter impression

The meter impression contains elements that identify the mailer and the type of mail.
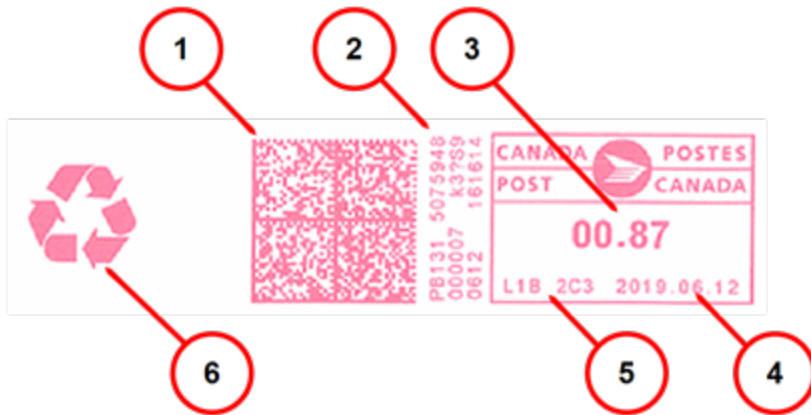
1. Datamatrix barcode - contains tracking information
2. Meter serial number
3. Postage amount
4. Date
5. Postal Code of the machine
6. Optional advertisement

# Postal Security Device

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

# Parts of the SendPro C, SendPro+

Familiarize yourself with the parts of your SendPro C, SendPro+.
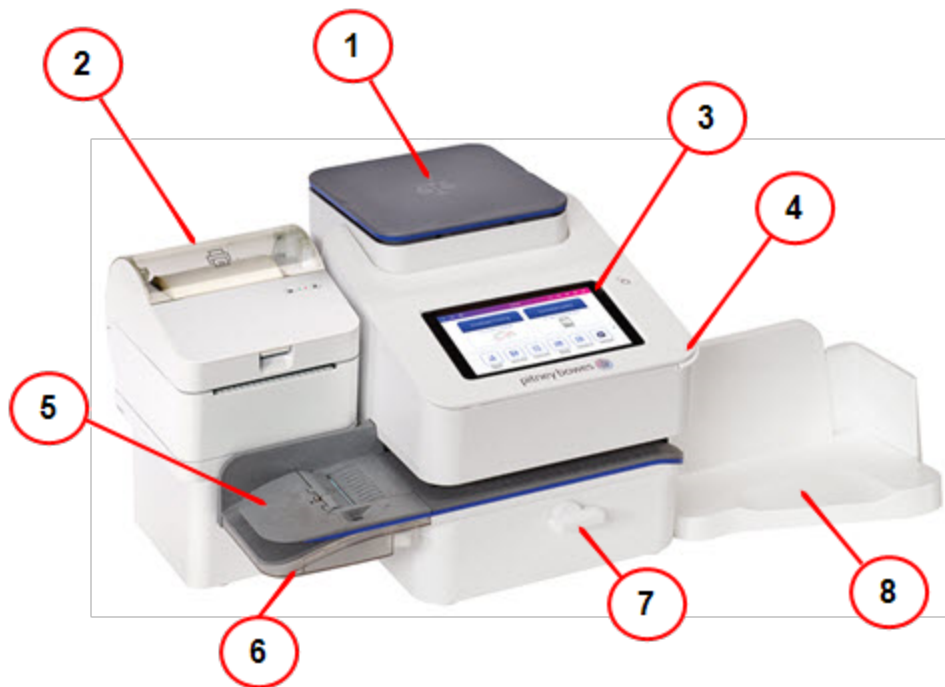
1. **Integrated scale** - Weigh envelopes and packages.
2. **Optional thermal label printer** - Prints shipping labels without using ink.
3. **Color touchscreen display** - Process envelopes and packages or ship (tablet style).
4. **Ink access cover** - Allows access to the ink cartridge. Find the model and serial numbers inside.
5. **Semi-automatic feeder** - Feeds and seals envelopes. Also feeds postcards and tape strips.
6. **Envelope moistener** - Moistens the flap of the envelope.
7. **Paper jam lever** - If a stall occurs on the transport deck, turn this to clear the envelope, post card or tape strip.
8. **Envelope stacker** - Mail collects here after the printing process.

# Parts of the device

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 Canada Post, UPS and FedEx 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 of the device

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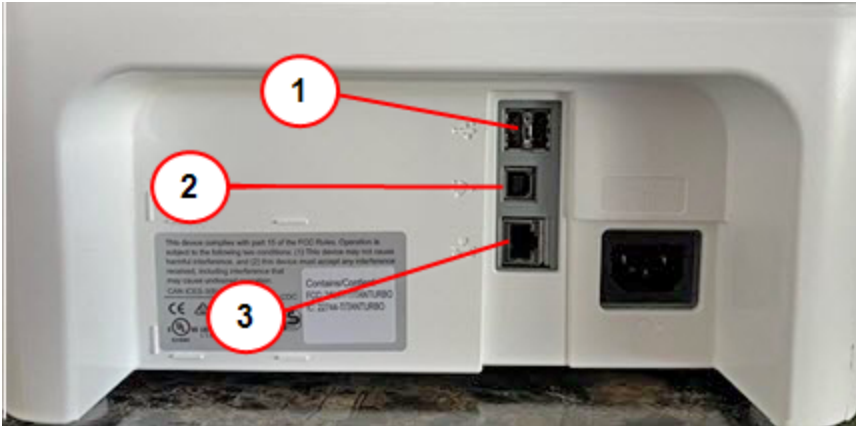


1. **USB port type A host** - Connect an external printer, Barcode scanner or external scale to these ports.
2. **USB port, type B host** - Service personnel use only.
3. **RJ45** - Use for a wired network connection.

# 12 - Technical Support

## In this section

# Contacting Pitney Bowes

Before contacting Pitney Bowes Technical Support:

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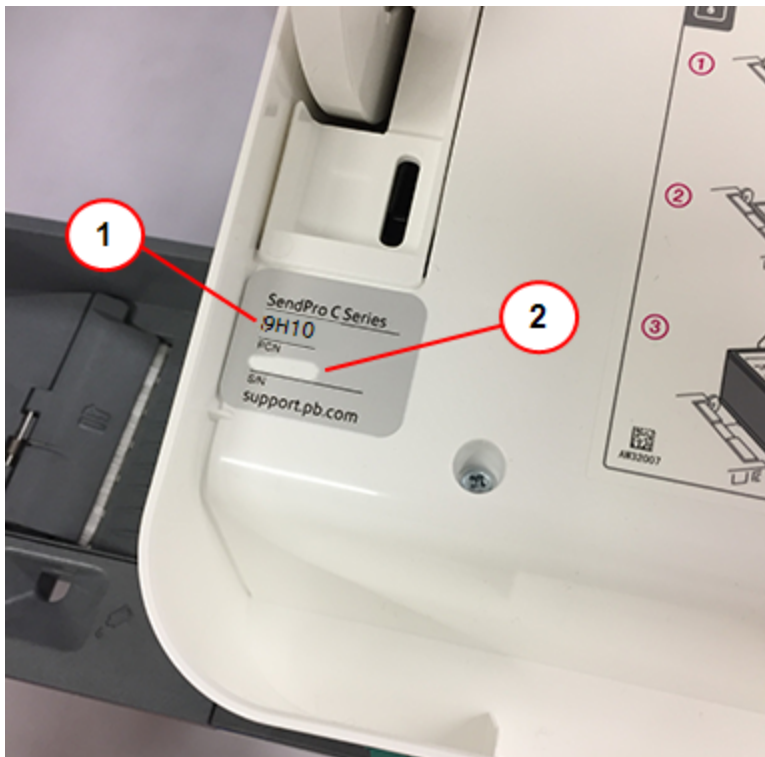


Be sure to have the following information available before contacting Pitney Bowes Technical Support:

- **Product Name:** SendPro® C, SendPro®+ 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 displaying?

## 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 Supply Line

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

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

Click on **Shop** at the top of the page.

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# 13 - Safety

## In this section

# Lithium ion battery

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

# Agency compliance information

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

# Important safety notes

Follow the normal safety precautions for all office equipment.

- Please read all instructions before you attempt to operate the system. Save these instructions for future use.
- Use only Pitney Bowes-approved supplies, in particular aerosol dusters. Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster label.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet that's located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply. The unit is on whenever it is plugged into a live receptacle, even though the operator display may be blank.
- Place the mailing machine base close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Make sure the area in front of the wall outlet into which the machine is plugged is free from obstruction.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.

- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Use only Pitney Bowes approved ink, tape strips, and cleaners. To obtain Material Safety Data Sheets (MSDS) for Occupational Health and Safety (OSHA) requirements, please go to www.pb.com/msds. When prompted, enter the product name, manufacturer, the Pitney Bowes MSDS Number, or reorder number of the item you are interested in.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Avoid touching moving parts or materials while the machine is in use. Before clearing a stall (jam), be sure machine mechanisms come to a complete stop.
- To prevent overheating, do not cover the vent openings.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational health and safety standards prescribed for your workplace.

> **Caution:**
>
> In case of an ink spill, leaking ink or excessive ink accumulation, immediately disconnect the power cord from the wall plug and contact Pitney Bowes. All inquiries can be done by calling 1-800-672-6937 and following the telephone prompts. Customer Service Representatives are available Monday through Friday, 8:00 AM - 8:00 PM ET.

## Servicing

Please refer to the warranty information if problems occur. Failed units will be returned to the Pitney Bowes U.S. Service Center. For reference purposes, the Pitney Bowes U.S. Service Center contact address is: Pitney Bowes Inc., 3001 Summer Street, Stamford, CT, 06926.

For more information, visit our website at: *pitneybowes.com/ca/en/sendproc-support*

# Industry Canada

This equipment contains an Industry Canada approved radio frequency transmitter. An IC certification number can be found on the transmitting deviceon a label located on the bottom side of the equipment. This transmitting device complies with the Industry Canada license-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that ay cause undesired operation of the device.

Although this equipment is not body-worn, the transmitting device has been tested and found to comply with the Specific Absorption Rate (SAR) for general population/uncontrolled exposure limits.

# 14 - Third party software

## In this section

# Third party software

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

This product contains the following software:

- Okhttp3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://square.github.io/okhttp/.
- Retrofit which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://square.github.io/retrofit/.
- Okio which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/square/okio/blob/master/LICENSE.txt. The source code for this software is available from https://github.com/square/okio .
- Commons-codec which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-codec/download_codec.cgi.
- Commons-io which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://commons.apache.org/proper/commons-io/download_io.cgi.
- Org.greenrobot:eventbus which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org.
- Org.greenrobot:greendao which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from http://greenrobot.org/greendao.
- FasterXml.jackson.core:jackson-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://wiki.fasterxml.com/JacksonLicensing. The source code for this software is available from http://wiki.fasterxml.com.
- Aws-android-sdk-core which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.
- Aws-android-sdk-iot which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- Aws-android-sdk-s3 which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: https://github.com/aws/aws-sdk-android/blob/master/LICENSE.APACHE.txt. The source code for this software is available from https://github.com/aws/aws-sdk-android.

- Nv-websocket-client which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/TakahikoKawasaki/nv- websocket-client.

- bumptech.glide which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/bumptech/glide.

- Jakewharton:butterknife which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/JakeWharton/butterknife.

- Caverock:androidsvg which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://mvnrepository.com/artifact/com.caverock/androidsvg/1.2.1.

- Glassfish:javax.annotation which is dual licensed under the CDDL, Version 1.0, and the GNU General Public License, Version 2, June 1991, with the Classpath Exception. The licenses can be downloaded from: https://javaee.github.io/glassfish/LICENSE. The source code for this software is available from https://javaee.github.io/glassfish.

- CalligraphyXamarin which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/mikescandy/Calligraphy- xamarin.

- Newtonsoft JSON.NET which is licensed under the MIT License. The license can be downloaded from: https://github.com/JamesNK/Newtonsoft.Json. The source code for this software is available from https://github.com/JamesNK/Newtonsoft.Json.

- MaterialChips which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. The source code for this software is available from https://github.com/DoodleScheduling/android-material-chips.

- Android Open Source Project ("AOSP"), which is licensed under the Apache License, Version number 2.0. The license can be downloaded from: http://www.apache.org/licenses/LICENSE-2.0.html. AOSP also contains the Linux kernel which is licensed under GNU General Public License, Version 2, June 1991 ("GPL"). The license can be downloaded from: http://www.gnu.org/licenses/gpl-2.0.html Copyright © 1989, 1991 Free Software Foundation. For up to three years from PBI's distribution of this product,you may obtain a complete machine-readable copy of the source code for the Linux kernel under the terms of the GPL, without charge except for the cost of the media, shipping, and handling, upon written request to PBI. Such requests should be sent by e-mail to iptl@pb.com.

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