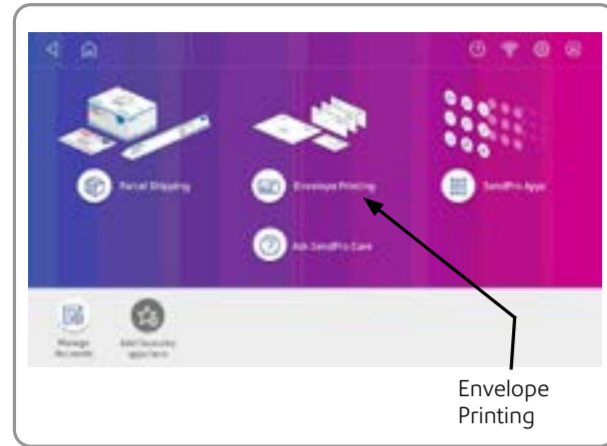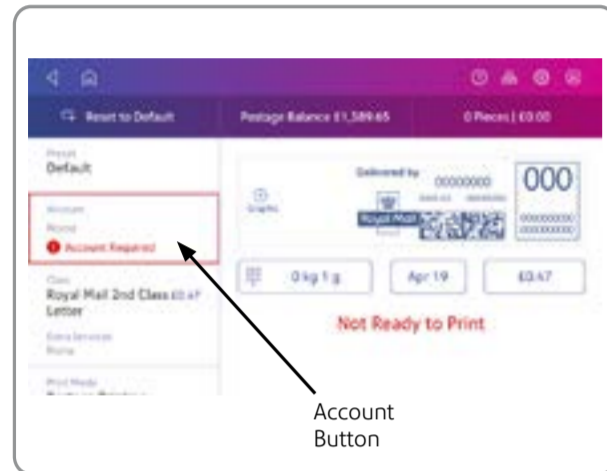# Creating and Managing Accounts

Before you can process mail you are required to set up at least one local account on your device. This is in addition to and separate from a Your Account billing account.

Envelope Printing

To do this, select **Envelope Printing** from the Home screen.

Account Button

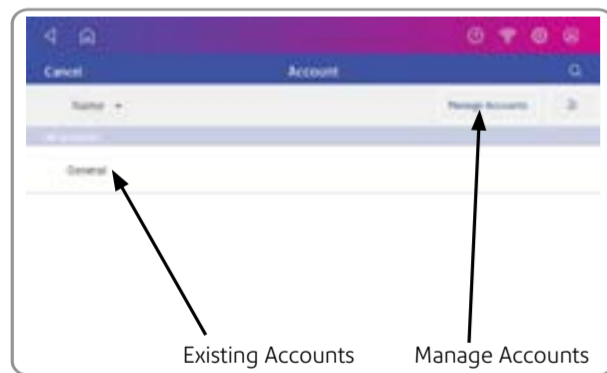Tap the **Account** button to access the Accounts Screen.

If you are setting up your first account you will see Screen A. Creating subsequent accounts will show Screen B.
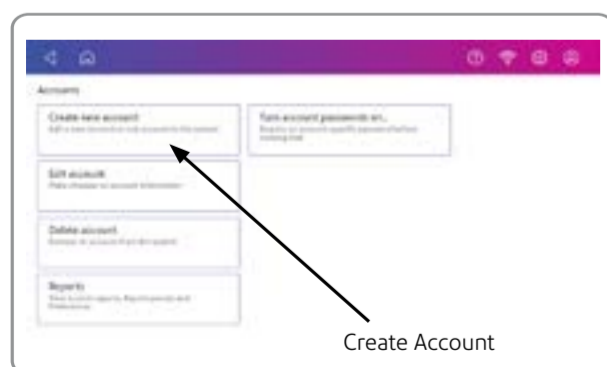
A

A. Tap **Manage Accounts.**

B

Existing Accounts   Manage Accounts

B. Tap **Manage Accounts** to create an account. Where accounts have previously been created, you can see a list and select an existing account here.

Create Account

Tap **Create New Account** twice.

Enter your chosen name for your account and also a reference code. The code required is of your choosing and can use numbers, letters or a combination of both. The code can be used for quick access to the Account in the future.

Click **OK** and then tap **Continue**.

Tap the back arrow to return to the Accounts list. You can now select an account to use.

Creating Presets

You should now set up a default preset so that you can save your most frequently used settings to use time and time again. This will mean that your device is always ready to use. You can set up presets for all of your frequently used setting combinations.

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

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

Tap **Class**, select the class and any special services. To add messages or **Graphics** tap the graphic button.

Verify the settings on the Envelope Printing App and tap the Star in the Preset box.

Important: You must modify something in the Envelope Printing App for the preset star to appear.
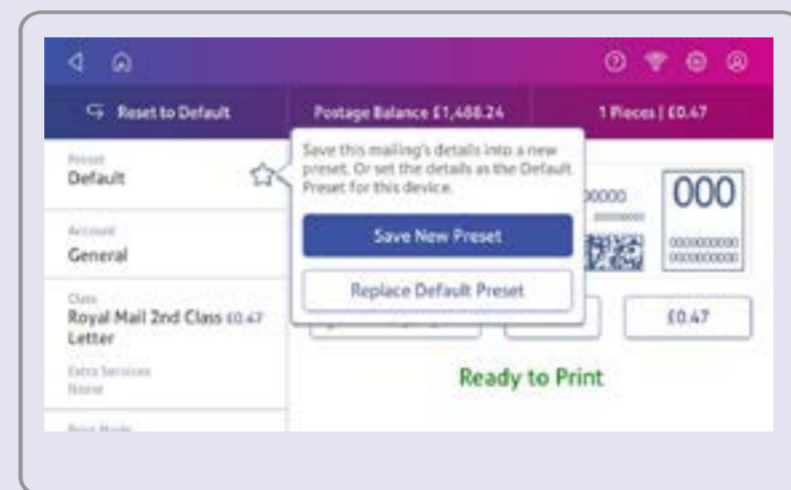
Tap **Save New Preset** to save the settings. If you wish replace the default preset, tap **Replace Default Preset**.

Enter

For a new preset, enter a name, then tap the **Enter** button.

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

Your device is now ready to use.

Parcel Shipping

Your device has the capability to print parcel shipping labels via the optional thermal label printer.

If you would like to print parcel shipping labels but do not have a printer, contact your Pitney Bowes account manager for more information.

If you have a printer, you can find information on how to create your first parcel shipping label either on our SendPro C, SendPro+ support site or in the SendPro C, SendPro+ Quick Reference Guide that is also available online.

Visit
**pitneybowes.com/uk/support/products/
sendpro-c-sendpro-plus-7h20c-support**

and search
Printing a Parcel Shipping label on the SendPro C, SendPro+

scan the QR code here

Troubleshooting

How do I get Support on my device?

Access support from the '?' icon on the top right of the tool bar at any time or by tapping the **Ask SendPro Care** icon when on the Home Screen.

How do I troubleshoot my Wi-Fi or LAN network connection?

Tap the **Check Network** app on the Home screen to make sure your device has access to required internet services. These provide updates on rate information, sync your data, and refill your device.

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.

You can manage your Wi-Fi or wired network settings from the gear icon on the top right of the toolbar.

For further information on Networks and Connectivity, visit **www.pitneybowes.com/uk/support** and search - **Networking and connectivity details for the SendPro C, SendPro+.**

scan the QR code here

How do I get the latest Rates or Software Updates?

As long as you don't disconnect your device from the internet, it will automatically update whenever your device is idle.

You can confirm that your rates are up to date by tapping the **Rates & Updates** app from within SendPro App or the App Drawer (if saved as a favourite).

If you're still having trouble, then visit
**pitneybowes.com/uk/support/products/
sendpro-c-sendpro-plus-7h20c-support**

for general support visit our website
www.pitneybowes.com/uk/support

scan the QR code here

pitney bowes

---

pitney bowes

SendPro® C, SendPro®+ Quick Install Poster

Read below BEFORE you unpack your equipment
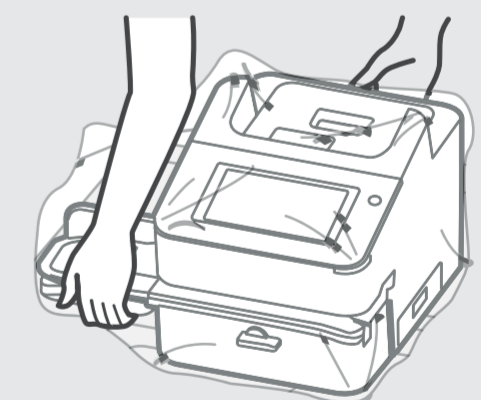

UK

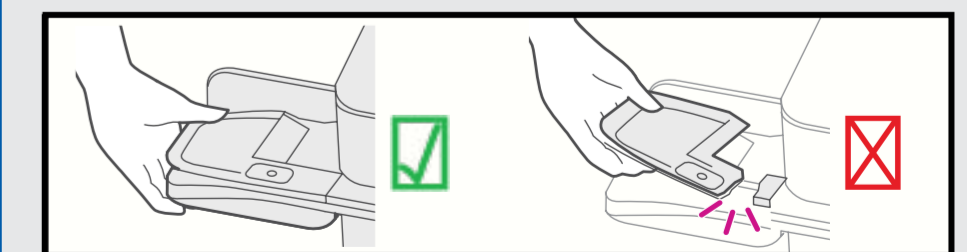**Continue reading below**

Right, let's get your device up and running quickly…

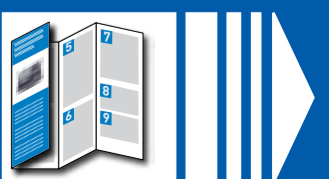Remove your device and all items from the box.

⚠ **Caution**

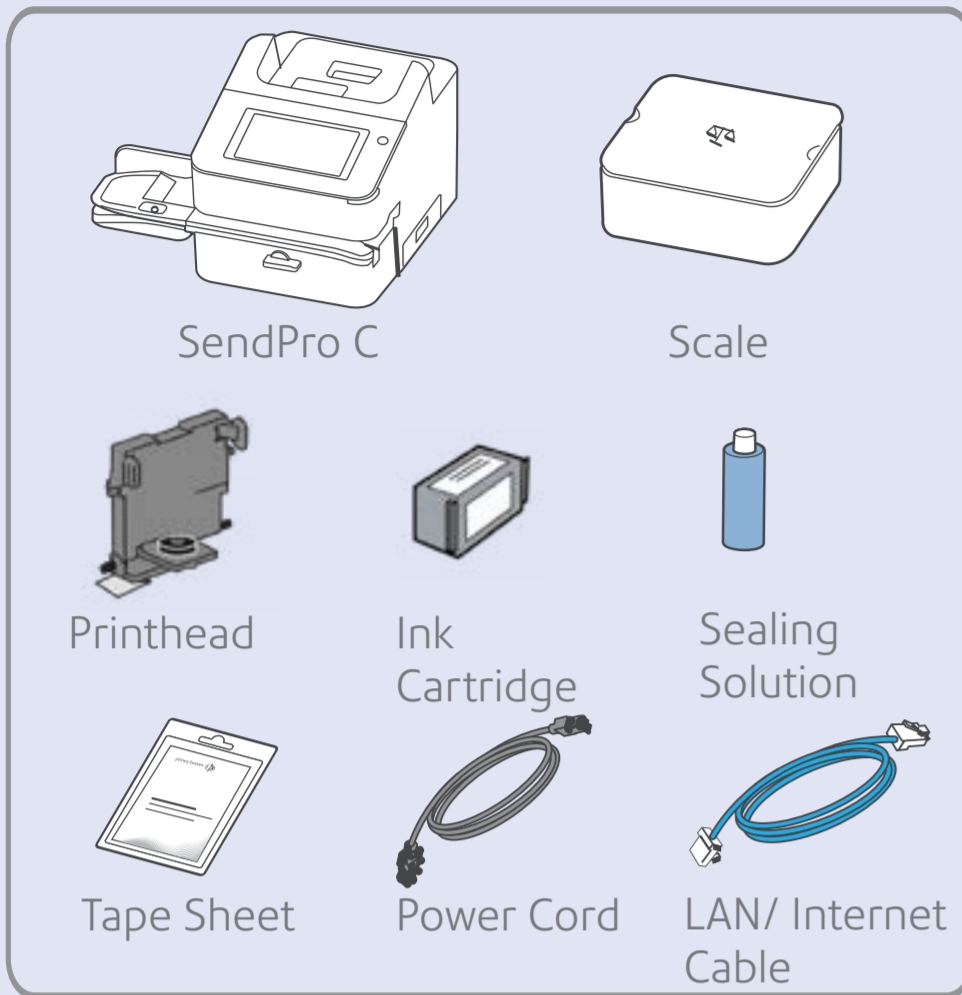Be sure to lift the entire feeder, not just the flap.

Now please unfold this poster fully and carefully follow the installation instructions (Steps 1-4) on the reverse.

Here's a diagram and explanation of the items you should find in your box, if anything is missing please contact Pitney Bowes.

- SendPro C
- Scale
- Printhead
- Ink Cartridge
- Sealing Solution
- Tape Sheet
- Power Cord
- LAN/ Internet Cable

Note- Do not connect your device to a power source yet.

Pitney Bowes has applied for your Royal Mail Franking License which is required for you to use your new meter. The approval process takes 48 hours from when the meter was dispatched from our warehouse and we expect electronic confirmation by the time you start the installation.
You will receive your formal licence in a letter from Royal Mail within 7 days.
When this arrives please verify the unique die number on the letter matches the print on your indicia.
If it does not, call Pitney Bowes on 08444 992 992.

Important- Installation requires a remote connection with our Data Centre. Please only attempt installation during the opening hours of **7:00am to 8:00pm Monday to Saturday.**
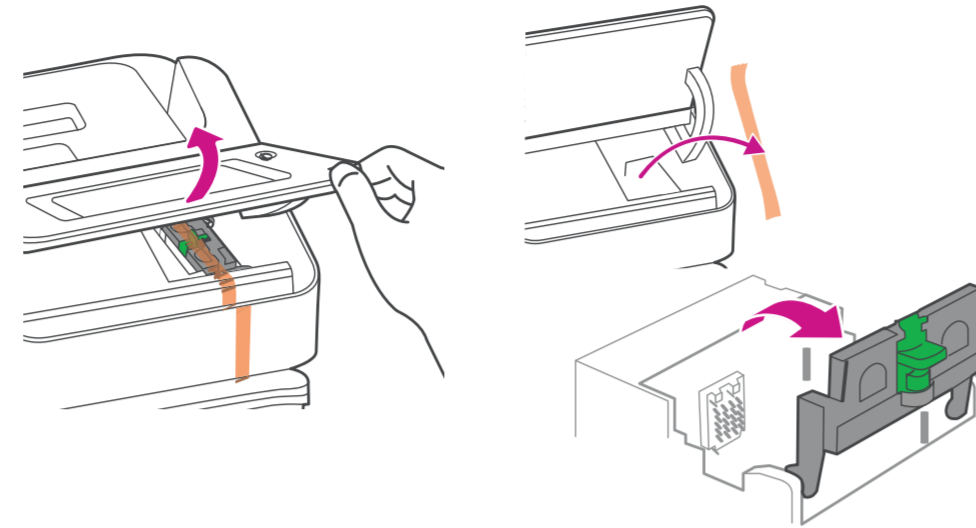
Remove all packing materials from the device before assembling them.
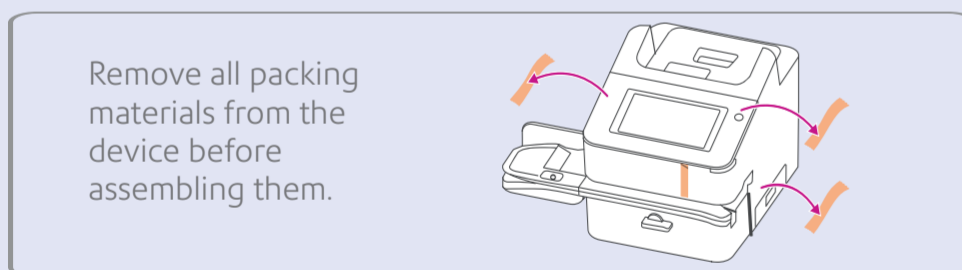
This is how your device should look when fully assembled.

Important- If you have ordered an optional thermal label printer (if available in your market) or the optional envelope stacker, these may arrive separately. Do not assemble or install your device until all items have arrived.
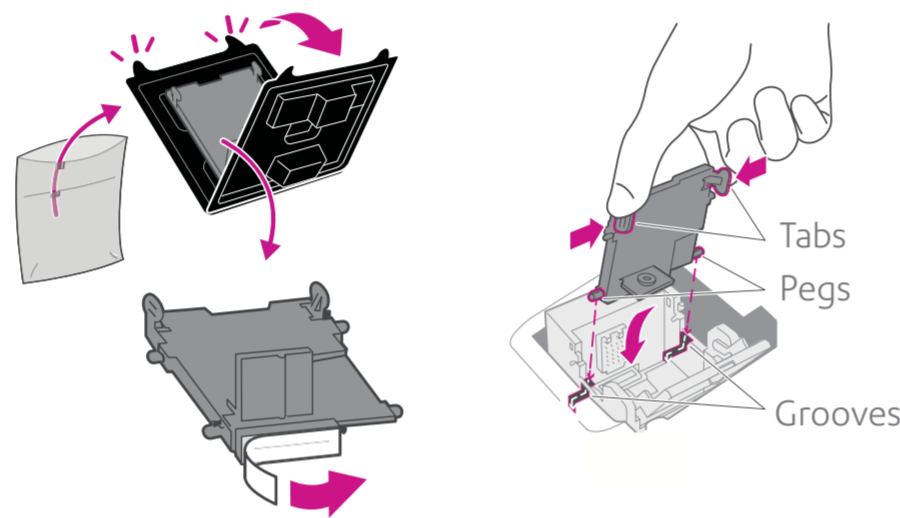
- Thermal label printer for printing shipping labels (supplied with SendPro+ only)
- Integrated scale
- Ink access cover (find the model and serial numbers inside)
- Envelope Moistener
- Envelope Printer
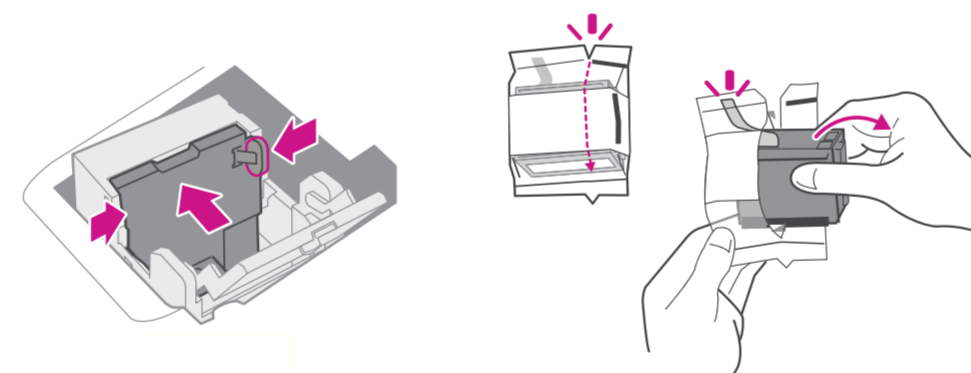- Clear Jam Lever
- **Optional** Envelope Stacker

a. Open the cover to access the ink carriage.

b. Remove the packing tape from the ink carriage and open the guard.

c. Unwrap the printhead and remove the protective strip.

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

- Tabs
- Pegs
- Grooves

e. Keep squeezing the tabs and push the printhead flat against the wall. The tabs will click open when placed correctly.
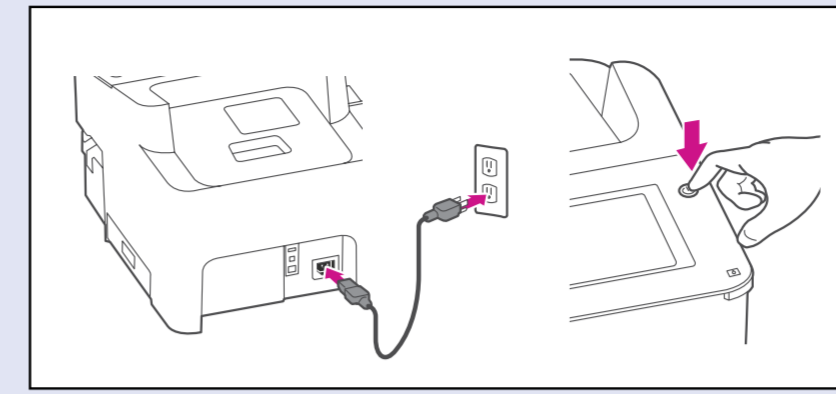
f. Unwrap the ink cartridge and make sure you remove the silver foil strip.
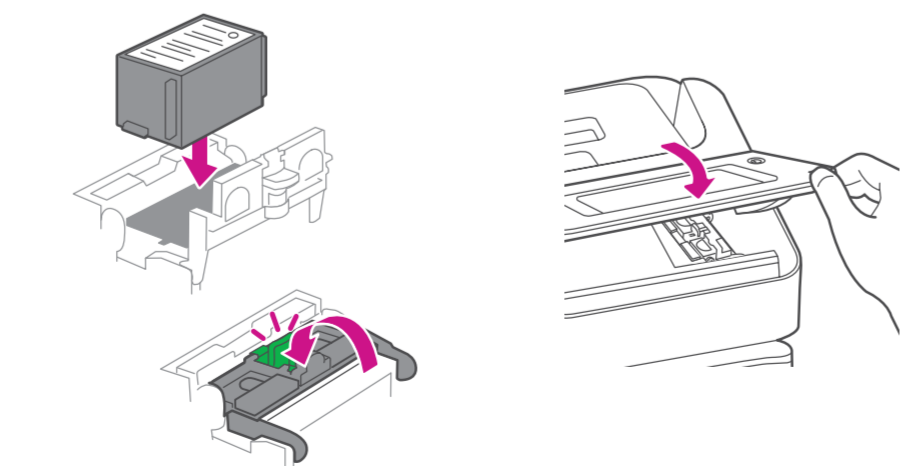
g. Install the ink cartridge and close the guard.

h. Close the cover.
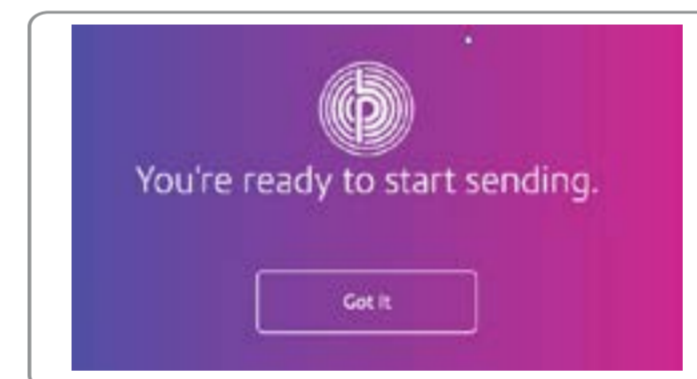
Connect your device to a power source and turn on the power switch.

Wait for system startup... Then tap **Get Started** on the touchscreen and continue the installation steps on screen.

Let's get started.
Get Started

Return to the Quick Start section below on completion of on screen setup.

Quick Start

You're almost there...

You're ready to start sending.
Got it

You can now begin Envelope printing. If you would like to set up additional local accounts on your device, refer to **Creating and Managing Accounts** on the reverse of this poster.

If you want to begin with sending a parcel using the shipping capabilities available on your SendPro+ then tap **Parcel Shipping** from the home screen and log into your shipping account to start.

Orientation

Your Home screen on start up will look similar to this image. Use the touch screen to make your selections.

- Back
- Home
- Support
- Network
- Settings
- Profile
- Parcel Shipping App
- App Drawer
- Envelope Printing App
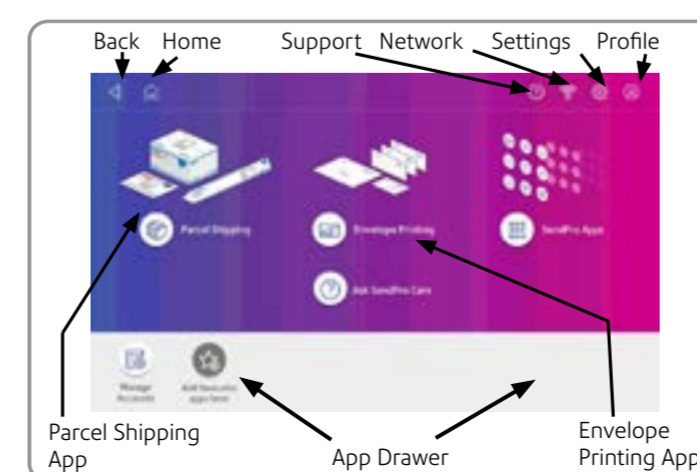
Creating a Your Account

A **Your Account** is linked to your Purchase Power account and allows you to manage your postage balance and invoicing.

You need to register for a **Your Account** if you have not already. Visit **www.pitneybowes.com/uk/signin** then click **Sign up now**.

In the register your account screen, enter your email address and confirm. You will then be required to enter your purchase power account number. Your account number can be found at the top of your invoice. You can then create a password and add answers to security questions.

A verification email will be sent to your email address to confirm your online account. If you do not receive this email, check your junk mail. If the process is not completed within 30 days, the account will be deleted and you will have to re-register.

You may register for Technical Support only. To do this from the register your account screen click the **register for technical support** link at the bottom. You will need your serial number and postcode. Your meter serial number can be found underneath the top cover.

See the reverse of this poster for quick reference information on how to complete your setup.

Safety information

Follow normal safety precautions for all office equipment:

- 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 labelled flammable and always read instructions and safety precautions on the duster label.
- To obtain supplies, please contact our Supply Line™ to place orders
- Material Safety Data Sheets can be obtained through the web or from our Supply Line™.
- Use the power cord supplied with the machine and plug it into a properly grounded wall outlet located near the machine and easily accessible. Failure to properly ground the machine can result in severe personal injury and/or fire.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- If the unit becomes damaged unplug the power cord from the wall.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Do not use wall outlets that are controlled by wall switches and avoid sharing an outlet with other equipment.
- Do not route the power cord over sharp edges or trap between furniture.
- Ensure there is no strain on the power cord and that it does not become jammed between the equipment, walls or furniture.
- Be certain the area in front of the wall receptacle into which the machine is plugged is free from obstruction.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.Use this equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards for your workplace.
- 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.
- This Equipment contains a Radio Frequency Transmitter operating at 2.4 or 5 GHZ ISM band.