



Shipping & Mailing
Postage Meters

SendPro® C Auto

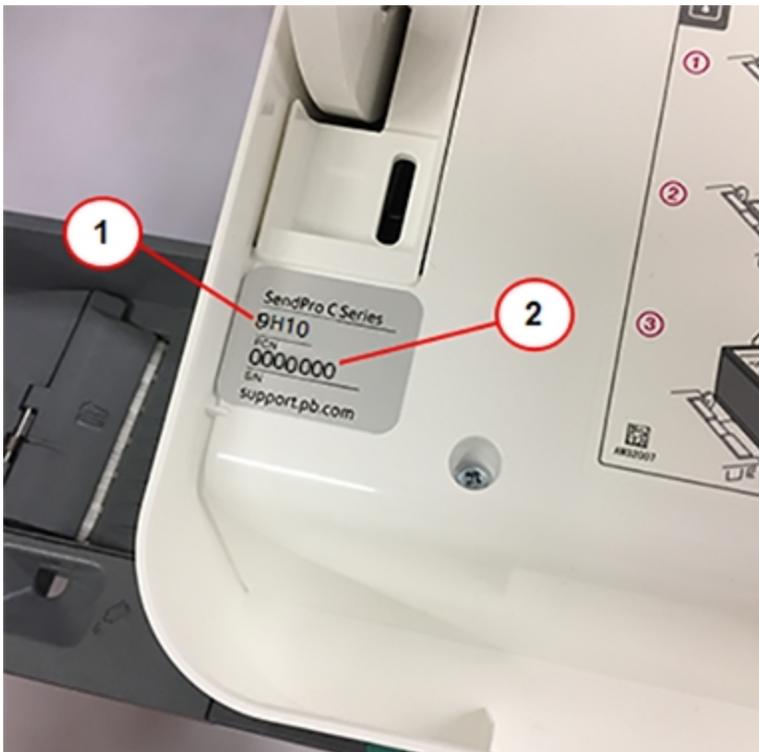
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Finding the Product Code Number (PCN) and serial number

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

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

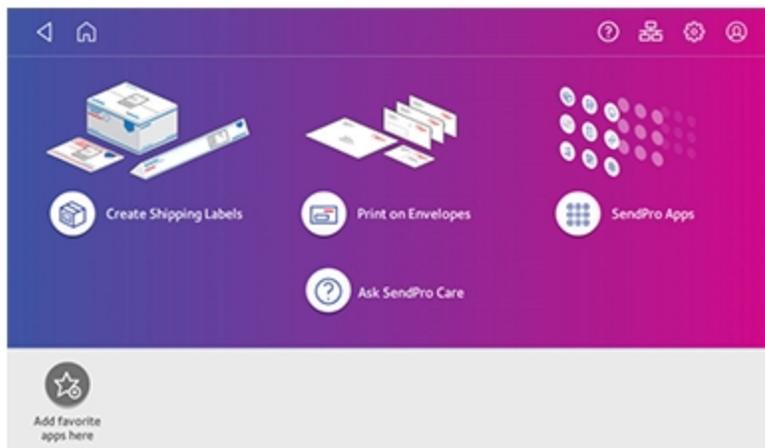


Navigating the Home screen

You can create a shipping label or print postage from the Home screen on the SendPro C Auto.

Creating shipping labels or printing on envelopes

Tap **Envelope Printing or Print on Envelopes** to print postage for envelopes and post cards. Tap **Trackable Labels or Shipping Labels** to create a shipping label for important large envelopes or packages using USPS, UPS®, or FedEx®.

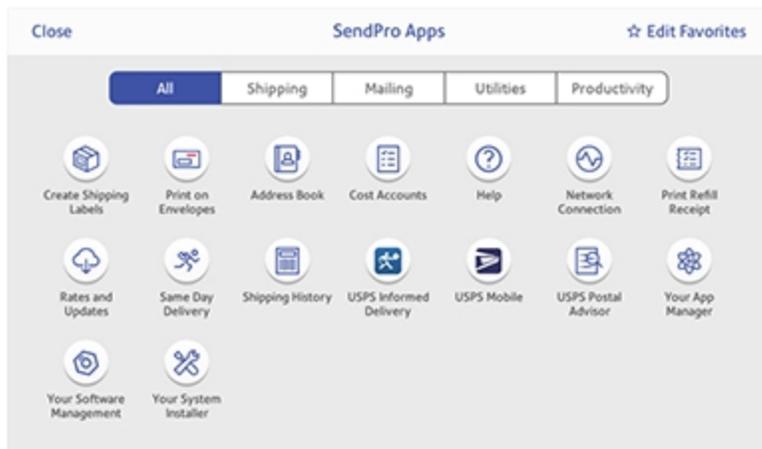


Using SendPro Apps

Tap on **SendPro Apps** to access a variety of apps to support and enhance your device.

For example, you can:

- Check for rates and updates (Rates and Updates)
- Get a history of shipping labels created (Shipping History)
- Check the status of your network connection (Network Connection).



You can also add your most frequently used apps to a list of favorites appearing along the bottom of the Home screen.

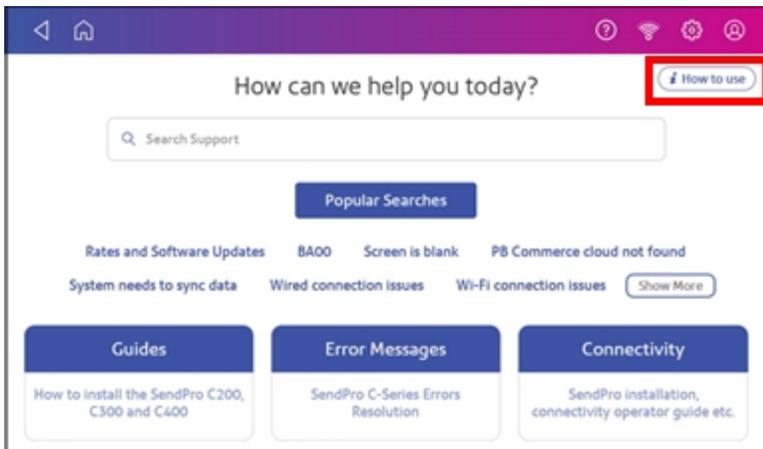
Getting help on your device

Tap **SendPro Care** on the Home screen to get information about your device

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

- Real-time predictive updates, diagnostic, error notifications, and offers.
- Solutions to resolve the issue.
- Essential tools and guides.
- Voice (mobile app) and text search to resolve issues quickly.
- Product health management and tracking.
- Account balances and case status.
- Spending and saving insights to track your budget more effectively.

To learn how to use the SendPro Care app, tap **i How to use** on the main page of the app.



The toolbar

The toolbar appears at the top of every screen. It allows you to view and change settings for your device.



1. Back - Return to the previous screen.
2. Home - Return to the Home screen from anywhere in Trackable Labels or Shipping Labels or Envelope Printing or Print on Envelopes.
3. Tap the question mark in the toolbar to open the SendPro Care app.
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 app settings. This includes adjusting the screen brightness, setting sound notification levels, and viewing wireless or Ethernet connection information. For Envelope Printing or Print on Envelopes, this includes setting the default postage refill amount, installing external scales and performing maintenance. For shipping 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 shipping label account), log out, or lock your SendPro C Auto.

Printing a shipping label or printing postage on an envelope

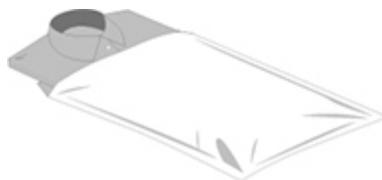
You can either create a shipping label or print postage on an envelope. For a shipping label, tap **Trackable Labels or Shipping Labels** on the Home screen. For postage, tap **Envelope Printing or Print on Envelopes** on the Home screen.

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

Use Trackable Labels or Shipping Labels for the following



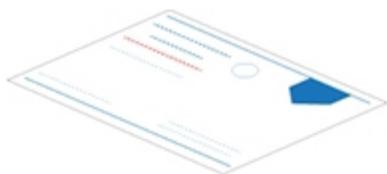
Thick envelopes



Poly mailers



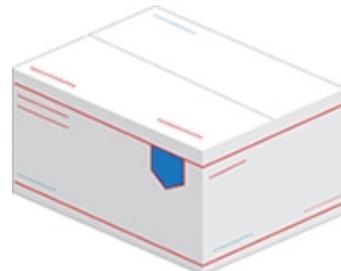
USPS flat rate envelopes



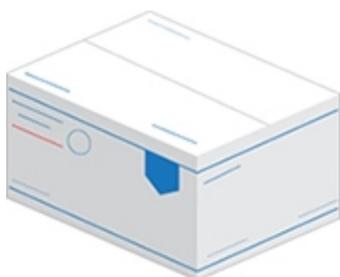
USPS non flat rate envelopes



Boxes



USPS flat rate boxes



USPS non flat rate boxes



Tube

Use Envelope Printing or Print on Envelopes for the following



Standard envelopes and postcards

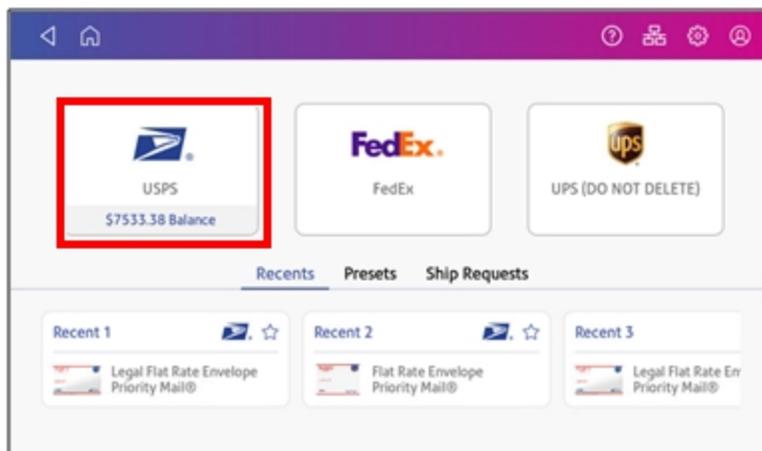


Large envelopes

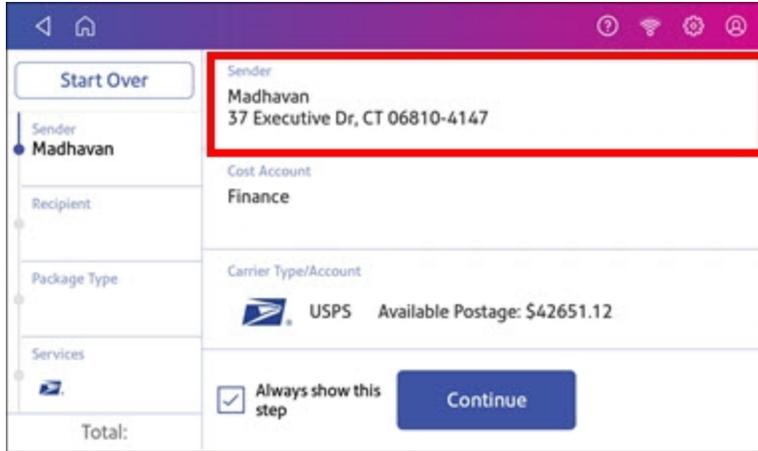
Printing a shipping label

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

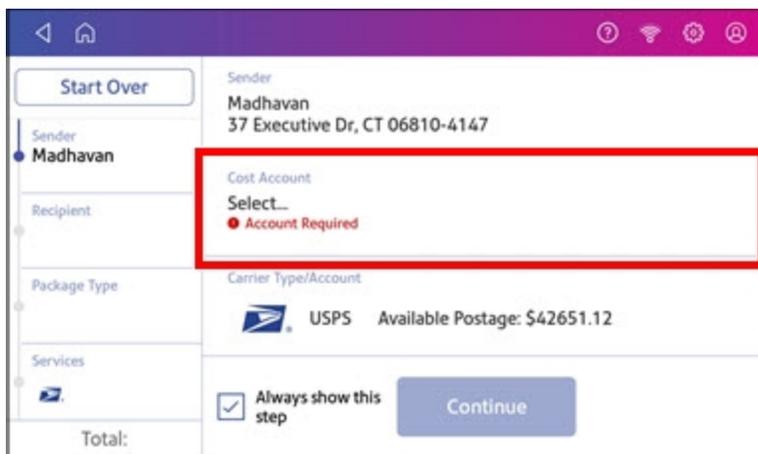
1. Tap **Create Shipping Labels** on the Home screen.
2. Tap the carrier you wish to use.



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



4. Select an account if cost accounts are enabled. Verify the selected cost account. Tap **Cost Account** and select an account to change or add the account..



5. Tap **Continue**.

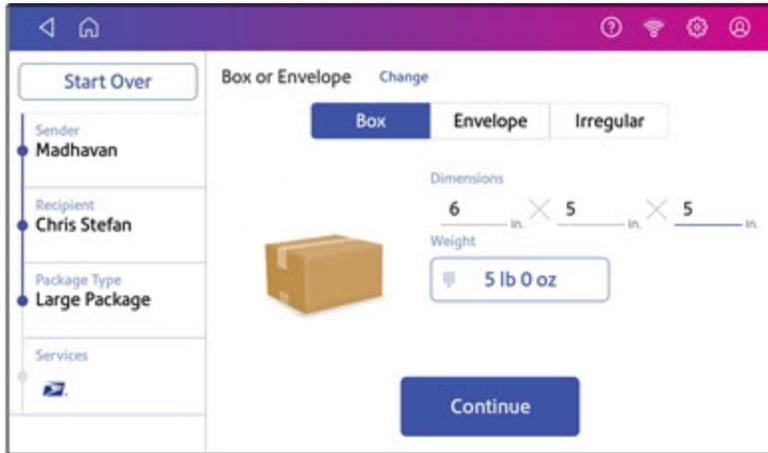
6. Enter the recipient address manually or tap **Address book** to select one from the address book.

The screenshot shows the address entry screen in the USPS app. On the left is a sidebar with 'Start Over', 'Sender Madhavan', 'Recipient', 'Package Type', 'Services', and 'Total:'. The main area has a 'United States' dropdown with a red box around the 'Address book' icon. Below are fields for Name, Company, ZIP, Address Line 1, City, State, Email (optional), and Phone (optional). A 'Continue' button is at the bottom.

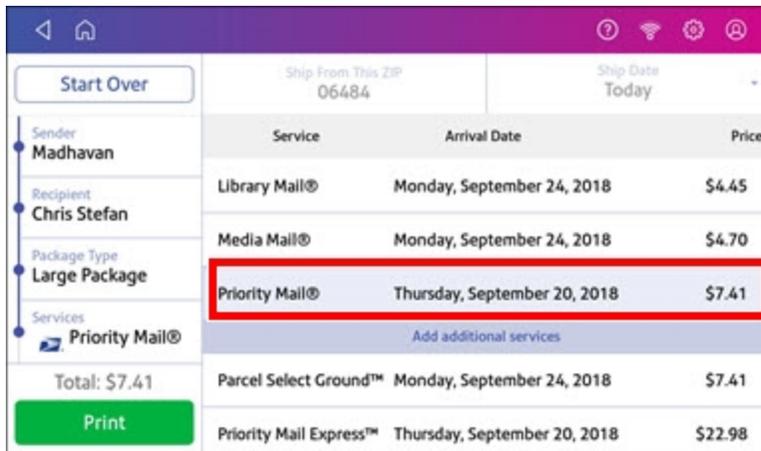
7. Tap **Continue**.
8. Tap a package type.

The screenshot shows the package type selection screen. The title is 'What are you sending?'. There are three options, each with a red box around it: 'Priority Mail Boxes' (with a box icon), 'Priority Mail Envelopes' (with an envelope icon), and 'Box or Envelope' (with a box icon). The sidebar on the left is updated with 'Recipient Chris Stefan' and 'Package Type'.

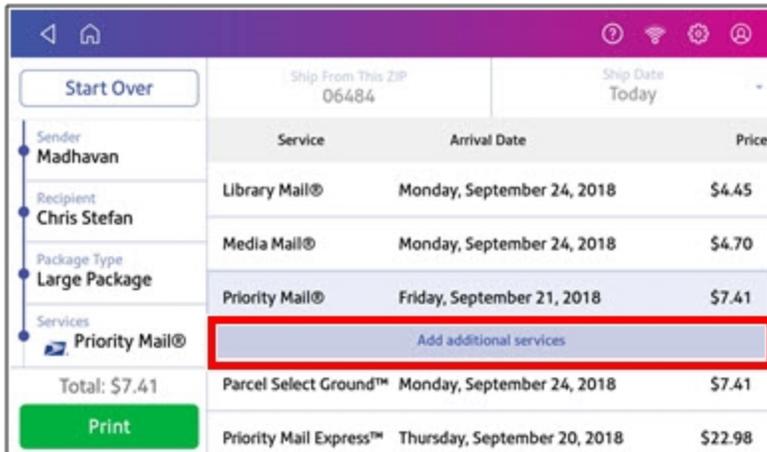
9. Enter the dimensions and weight of the package:
 - Tap each dimension and enter a value. Tap the green check mark when done.
 - If you have an attached scale, place the package on the scale and tap **Weight**. Tap **Scale** and the weight appears. Tap **Apply**.
 - If you do not have a scale, tap **Weight** and enter the weight, then tap **Apply**.



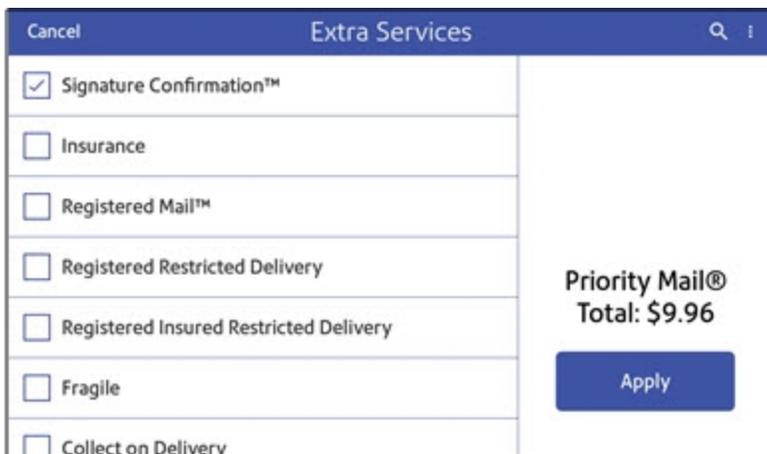
10. Tap **Continue**.
11. Tap the service you wish to use.



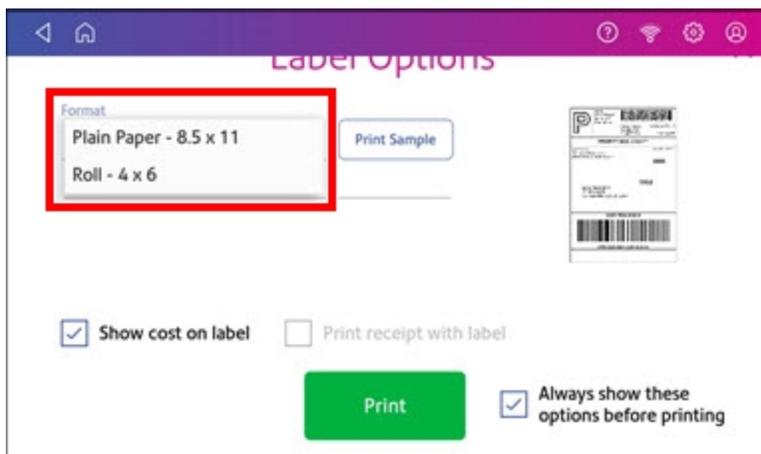
- To add additional services, tap **Add additional services**. If you are not adding any extra services, go to step 14.



- Select the desired services and tap **Apply**.



- To print the label, tap **Print**.
- On the Label Options screen, tap **Format** and select the printer format.



- (Optional) Tap **Print Sample** to print a sample label.

17. Tap **Print** again and the label prints.
 - You may need to enter the Sender and Recipient's phone number, as it is required for some services.
18. The carrier screen reappears.

Enabling Cost Accounts for shipping labels

Cost Accounts help you keep track of where you're spending your money on postage by allowing you to assign shipping label costs. You can also assign a Cost Account for postage refills.

The Cost Accounts feature is enabled via the SendPro Online® or PitneyShip™ shipping solution. Please access the SendPro Online or PitneyShip web application on your computer where you can also view Cost Accounts information.

Adding a Envelope Printing or Print on Envelopes account

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

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

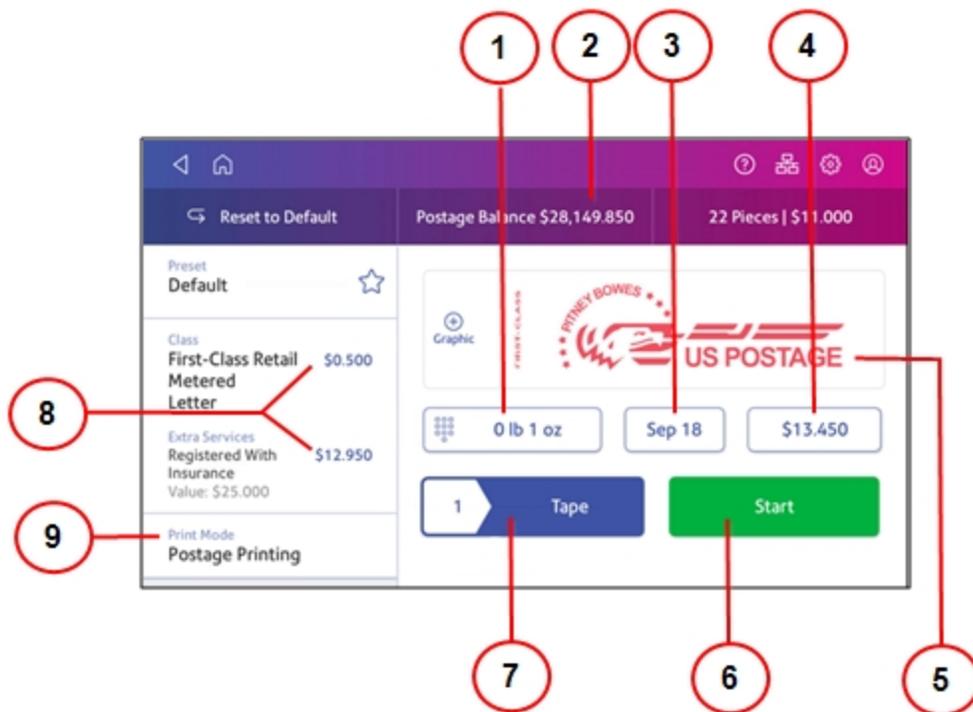
1. Tap **SendPro Apps** on the Home screen.
2. Tap **Manage Accounts**.
3. Tap **Create new account**.
4. Tap **Create a new account** for a new account.
5. Enter the account name in the Enter account name field. Account names can be up to 75 characters long.
If the keyboard does not pop up, tap the line in the gray box.
6. Enter a unique code in the Code field to identify each account. Codes can be alphanumeric. Codes help you locate accounts more easily.
7. You can use the optional fields, such as:
 - **Description** - Enter a description of the account up to 150 characters.
 - **Password** - Tap **Password** to add a password for an account.
 - Passwords are case sensitive, can be alphanumeric, and must be four characters in length. If you do set a password, you need to enter it to print mail.
8. Ensure you set the status to active.
9. Tap anywhere on the screen outside of the fields when complete.

10. 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.
11. Press the **back arrow** to return to the account list.

Navigating the Envelope Printing or Print on Envelopes app

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

To open the Envelope Printing or Print on Envelopes app, tap **Envelope Printing or Print on Envelopes**.



On this screen, you can:

1. Tap the weight to view the weighing options. You can enter the weight manually or use a scale.
2. View the balance of funds you have remaining in your device.
3. Tap the date to view the date options.
4. View the total postage amount.

5. Preview or add graphics.
6. Tap **Start** to begin feeding and printing postage on the envelopes loaded on the feed deck. The **Start** button is only present on SendPro C models equipped with an automatic feeder.
7. Tap **Tape** to begin printing postage on tape. To print more than one tape, tap the number next to **Tape** and enter the number of tapes. **Tape** is only present on SendPro C models equipped with an automatic feeder.
8. Tap **Class** to view the class and any extra services.
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 seal envelopes without printing postage.

Printing postage on tapes

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

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



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

Feeding envelopes

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

Before you begin

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

Insert the envelopes into the feeder

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



3. Slide the side guide up to the mail stack. Leave about 1/8" space (about the thickness of 2 quarters) between the stack and the side guide so the envelopes do not drag against the guide.



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



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



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

Sending a First-Class Mail envelope

First-Class Mail is an economical way to send mailpieces through the USPS. You can send standard postcards, letters, and large envelopes and small packages up to 15.99 ounces.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to show a list of all the available classes.
5. Tap **First-Class Retail Metered** for a First-Class Mail envelope.
6. Tap **Letter**.
7. Select any special services you wish to use.
8. Tap **Apply**.
9. Place the envelope on the scale. The weight appears.
10. Place the envelope or envelopes on the feed deck. Depending on the SendPro C model you have, feed the envelopes manually or tap **Start** to feed the envelopes.

Important: 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.

Sending a large First-Class® envelope

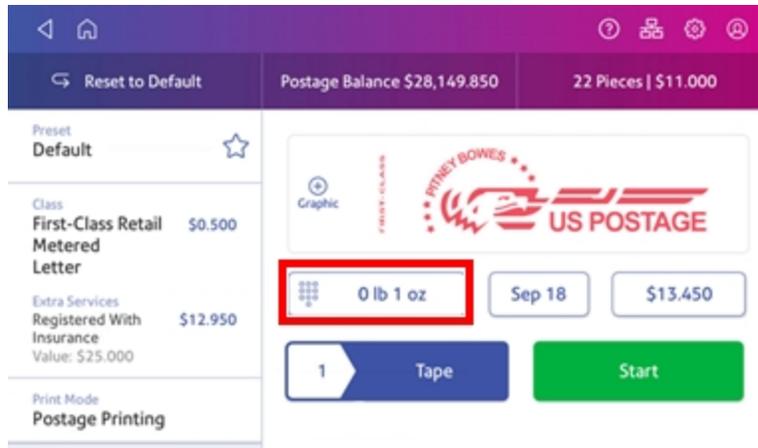
Before you select a rate for a large envelope, you need to determine whether the mailpiece you are sending is a letter or large envelope according to the USPS.

If your mailpiece weighs more than 3.5 oz, the device automatically sets the class to Large Envelope regardless of the dimensions. If the mailpiece weighs less than 3.5 oz but has the dimensions of a large envelope, you need to manually select Large Envelope when you choose the class.

Weigh the mailpiece and measure the dimensions

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

3. Place the mailpiece on the scale. The weight appears. You can also weigh the mailpiece using any other postal scale.



4. Measure and record the dimensions of the mailpiece.
5. Tap **Home** to return to the Home screen.

If the mailpiece is less than 3.5 oz, but has the dimensions of a large envelope:

1. Tap **Home**.
2. Tap **Envelope Printing or Print on Envelopes**.
3. If you have the accounting feature enabled, tap **Account** and select an account.
4. Tap **Class**.
5. Tap **Start Over** to show a list of all the available classes.
6. Tap **First-Class Retail Metered** for a First-Class mail envelope.
7. Tap **Large Envelope**.
8. Select special services, if 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.
If the envelope is too thick to go through the feeder, print the postage on a tape and apply the tape to the large envelope or flat.

Sending Certified Mail

Certified Mail is a USPS service that provides you with proof of mailing by sending you a receipt once your mailpiece arrives at its destination.

Not all extra services like Certified Mail are available for all classes and you can only combine certain services.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to show a list of the available classes.
5. Tap a class that you can combine with Certified Mail (for example, First Class or Priority Mail).
6. Tap the mailpiece type (for example, letter or large envelope).
7. Select **Certified** and tap **Apply**.
8. Depending on the type class and type of mailpiece, enter the destination ZIP Code and 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.
10. Place the green Certified Mail label (USPS Label 3800) on the mailpiece.

Sending an international letter

Use this process if you need to send mail from the United States to a different country.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. If you have the accounting feature enabled, tap **Account** and select an account.
3. Tap **Class**.
4. Tap **Start Over** to display a list of all the available classes.
5. Tap **First-Class Mail Intl Retail** for a First-Class Mail envelope.
6. Tap **Letter**.
7. Tap in the **Country** field and use the keypad to enter the destination country.
8. Select special services, if required.
9. Tap **Apply**.
10. Place the envelope on the scale. The weight appears.
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.

Important: 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 USPS special services

You can select additional services for your mail. These include Certified Mail, Insured Mail, Delivery Confirmation, Registered Mail and more. The number and types of services available depend on the class of mail.

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Class**.
3. Tap **Start Over** to see a list of the available classes.
4. Tap the class you wish to use. Sub-classes appear when available for the selected class.
 - For some classes, you must select the type of mailpiece. For example, if you select First-Class Retail Metered, you must select either Letter, Large Envelope, or Package.
5. Select any special services you wish to use.
6. Enter a ZIP code if required.
7. For some classes, you need to either scan or manually enter the Electronic Certified barcode from your label. Then, attach your label to your envelope or package.
8. Tap **Apply**.

Updating postal rates or software for printing on envelopes

Automatic updates

Your device updates postal rates and software automatically.

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

Manual postal rate updates

1. Select Rates and Updates:
 - Tap **SendPro Apps**, then **Rates and Updates**.
2. If new rates are available, your device downloads and installs updates.
 - a. If the rates are available today, this message appears:
"New postage rates took effect today. Your device has been updated and new rates are already in effect. To learn more, visit pitneybowes.com/ratesandupdates."
 - b. If the rates took effect already, this message appears:
"New postage rates took effect on [effective date]. Your device has been updated and new rates are already in effect. To learn more, visit pitneybowes.com/ratesandupdates."
 - c. If the new rates are pending, this message appears:
"New postage rates take effect on [future effective date]. Your device has been updated and you'll see the new rates then. To learn more, visit pitneybowes.com/ratesandupdates."
3. To continue tap **Got it**.

Manual software updates

1. Select Rates and Updates:
 - Tap **SendPro Apps**, then **Rates and Updates**.

2. If new rates are available, your device downloads and installs updates.
 - a. If the rates are available today, this message appears:
"New postage rates took effect today. Your device has been updated and new rates are already in effect. To learn more, visit pitneybowes.com/ratesandupdates."
 - b. If the rates took effect already, this message appears:
"New postage rates took effect on [effective date]. Your device has been updated and new rates are already in effect. To learn more, visit pitneybowes.com/ratesandupdates."
 - c. If the new rates are pending, this message appears:
"New postage rates take effect on [future effective date]. Your device has been updated and you'll see the new rates then. To learn more, visit pitneybowes.com/ratesandupdates."
3. To continue tap **Got it**.

Adding or refilling postage for printing on envelopes

Add or refill postage for your Envelope Printing or Print on Envelopes balance 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, the following connection image appears in the toolbar:



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



Add postage for Printing on Envelopes

1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Postage Balance**.
3. Tap **Refill Postage**.
4. Enter the amount of postage you wish to add.
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 or Print on Envelopes app.

Sealing envelopes and printing postage

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

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



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



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

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

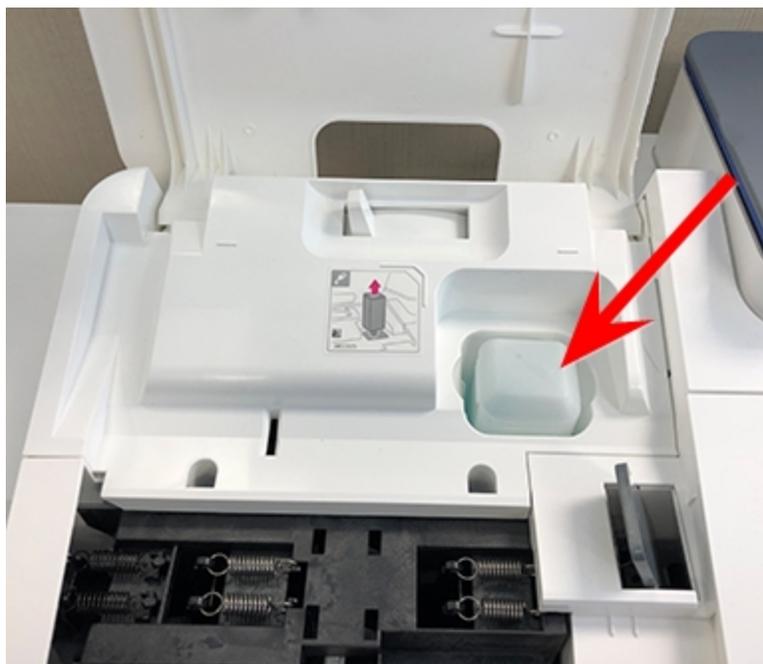
Filling the moistener tank

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

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



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



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

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



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

Replacing the ink cartridge

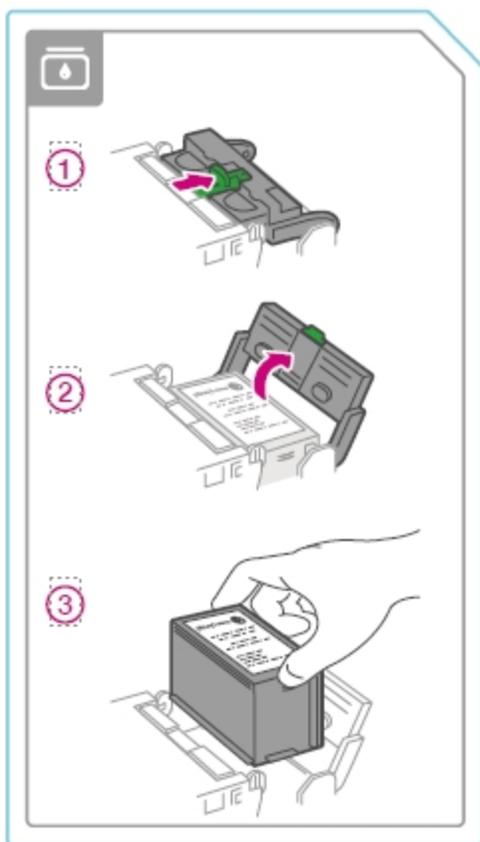
Replace the ink cartridge when the low ink warning appears. This ensures your device is in optimal working condition.

1. Tap **Settings**.

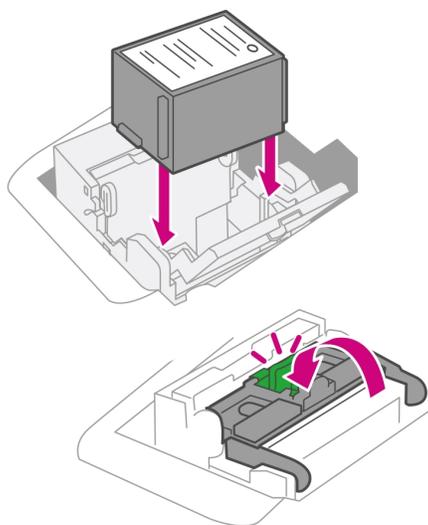


2. Scroll down and tap **Mail Printer Maintenance**.
3. Tap **Install Ink**.
4. Lift the top cover. The ink cartridge moves to the front position.

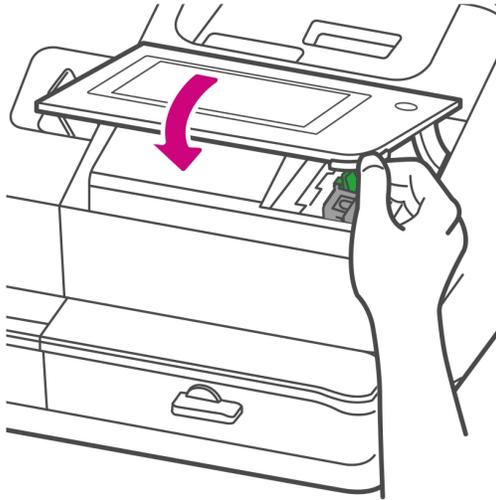
5. Remove the ink cartridge, as shown on the label next to the cartridge holder.



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



7. Close the top cover.



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

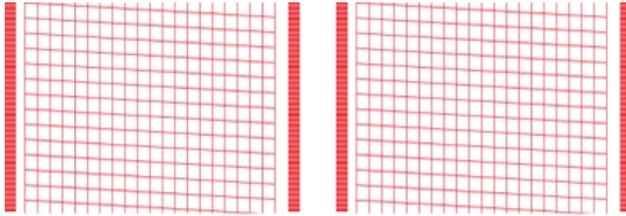
Printing a test pattern

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

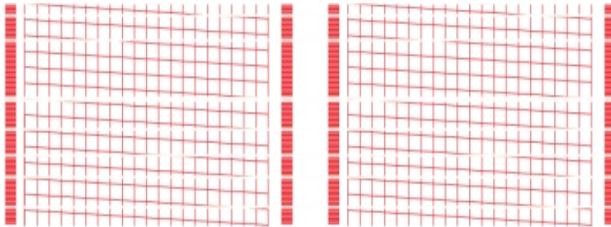
1. Tap **Settings**.



2. Scroll down and tap **Mail Printer Maintenance**.
3. Tap **Print Test Pattern**.
4. Insert the envelope into the device when the message "Print a Test Pattern?" appears.
5. Examine the pattern printed on the envelope:
 - Tap **Done** if the lines are unbroken and match the "Good" test pattern shown on the display.
 - Tap **Clean Print Nozzle** if the test pattern has missing or incomplete lines
 - Once the cleaning operation completes, you must print another test pattern.
 - If this new pattern still has broken or missing lines, you may need to replace the ink cartridge or clean or replace the printhead.
 - If you see no improvement in print quality, do not repeat the cleaning, as cleaning the print nozzles consumes ink.



Good Test Pattern

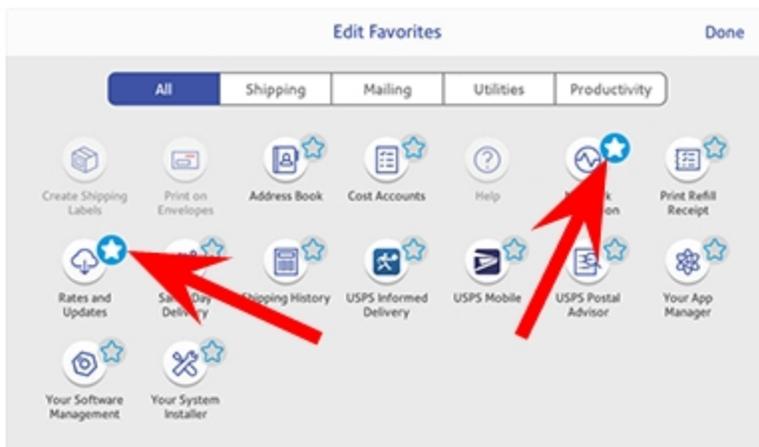


Bad Test Pattern

Adding favorite apps

Add your favorite apps to make them easy to find on the Home screen.

1. Tap **SendPro Apps** on the Home screen. All the available apps display.
2. Tap **Edit favorites** and a star appears next to each app.
3. Tap the star next to an app to make it a favorite.



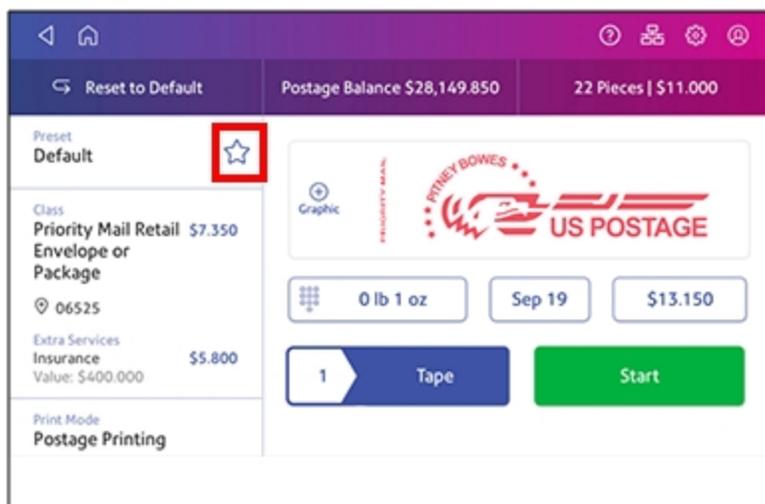
4. Tap **Done** when complete.

Creating presets for printing postage

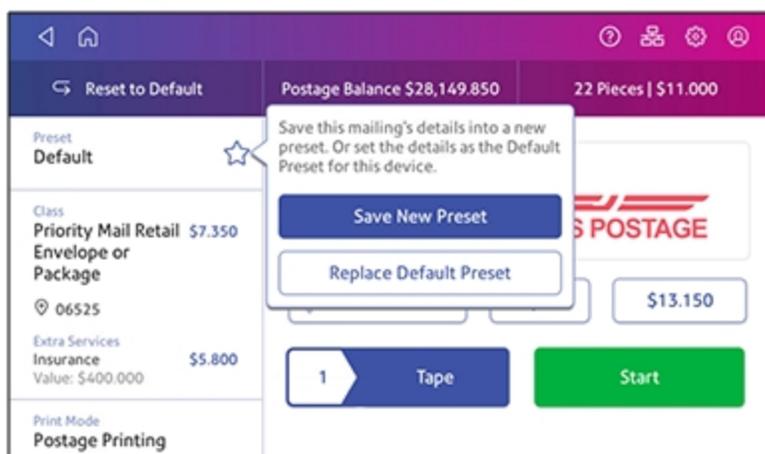
Create presets to store a group of commonly-used settings. Presets can store settings such as a postage class, an account and a graphic. The maximum number of presets you can have is 21. This includes the default preset.

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

Important: You must modify something in the Envelope Printing or Print on Envelopes app for the Preset star to appear.



5. Tap **Save New Preset** to save it. If you wish to save it and replace the default setting, tap **Replace Default Preset**.



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

Selecting a preset for printing postage

Select a preset to quickly apply a group of settings.

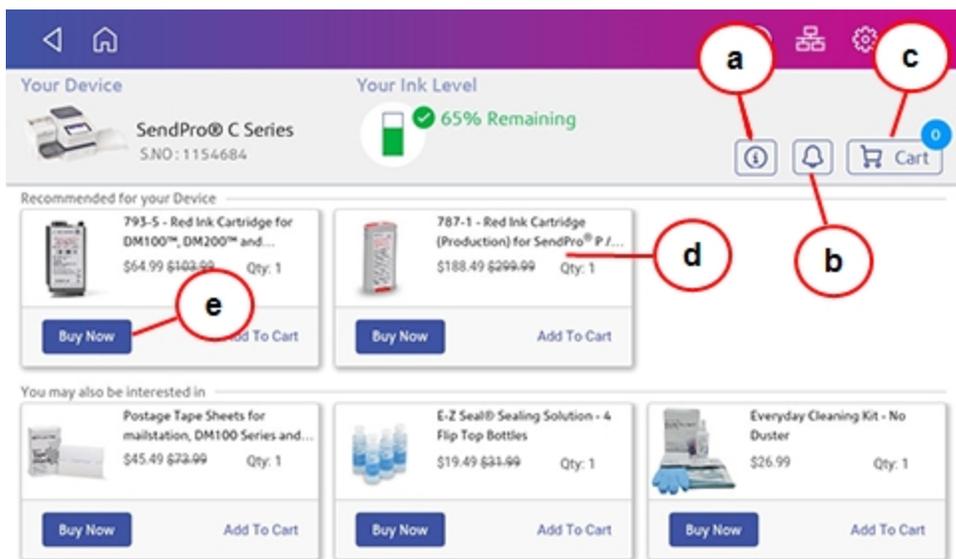
1. Tap **Envelope Printing or Print on Envelopes** on the Home screen.
2. Tap **Preset**.
3. Tap the preset you want to use, then tap **Apply Preset**.

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

Ordering supplies from your device

You can order supplies directly from your device using the Supplies app.

1. On the Home screen, tap **SendPro Apps**, then tap **Supplies**.
2. If this is the first time you are using the Supplies app, read the Terms & Conditions and tap the box to agree to the terms.
3. Enter the email address and password you use for your device. The Supplies app opens.



The Supplies app home screen displays your device's serial number, the current ink level, and how many items are in your cart. From this screen you can perform the following tasks.

- a. **Obtain detailed help**
Tap the "i" to open the online operator guide. This contains detailed information on using the Supplies app.
- b. **View alerts and notifications**
Tap the **Bell** icon to view your order status or any notifications.

c. **View the items in your cart**

Tap the **Cart** icon to view all the items in your shopping cart. You can increase or decrease the quantity of each item, remove it completely, or tap **Start Checkout** to go to checkout.

d. **View product details for any item**

Tap anywhere on the product card for an item to view detailed information. This information also appears when you tap **Buy Now**.

e. **Select and buy an item or add it to your cart**

Tap **Add to Cart** to add the item to your shipping cart. When you tap **Buy Now**, enter your account password. You then see the Checkout screen where you can complete your order.

Ordering ink

If you do not use the AutoInk program, as soon as ink level for your device drops below 20%, **Order Now** appears next to Your Ink Level in the Supplies app.



To order ink, tap **Order Now**.

If you enrolled in AutoInk, the service automatically orders ink for you.



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