



Shipping & Mailing
Postage Meters

SendPro® MailCenter

HVF1, HVF2, HVF3

User Guide

Canada English Edition
SV63406-enca Rev.A
10 April 2024

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The SendPro MailCenter User Guide is designed to assist in the daily operations of the device. Use this book as a reference, as it includes system operating procedures.

Version History

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Table of Contents

1 - Getting Started

The Home screen	9
Parts of the SendPro MailCenter	10
System specifications	13
Envelope specifications	16
Manual adjustments	19
Weigh-On-The-Way (W-O-W)	19
Viewing the onscreen keyboard	20
Shutting down your system	20

2 - Accounting

Creating an account	22
Editing an account	23

3 - Connectivity

Networking and connectivity options	25
Networking and connectivity details	25
Networking and connectivity Frequently Asked Questions	30

4 - Mailing and Shipping

Printing a shipping label	34
Running mail	35
Run Mail screen icons and buttons	36
Run Mail options	37
Running mail - step-by-step	38

Running mail with different shapes and weights	39
Changing the class, carrier, or special services	40

5 - Address Management

Adding an address to the Address Book	42
Creating a label from an address	42
Changing the sender's address	42
Editing or deleting an address	43

6 - Maintenance

Changing the label roll in the shipping label printer	45
Cleaning the printheads	45
Replacing a printhead	46
Out of ink warning	49
Printing a test label	50
Printing a test pattern	50
Installing a new tape roll	51

7 - Postage Funding

Adding or refilling postage	55
Checking your balance at Pitney Bowes	56
Finding your PB Postage account number	56
Viewing the refill history	56

8 - Jobs

Jobs overview	58
Creating a new job from the Jobs screen	58
Creating a new job from the Run Mail screen	58
Opening a job	59
Previewing a job	59

Setting the default job	60
Reloading the default job	61
Closing all jobs	61
Counting mail without printing postage	61
Weighing, rating and counting mail without printing postage	62
Printing the received date and time	62

9 - Printing

Reactivating spot black (#2) printing	65
Adding a graphic	66
Adding or changing a text message or return address	67
Printing a date correction	67
Printing a postage correction	68
Printing a sample mailpiece	69

10 - Feeding and Jamming

Preparing and feeding the mailpieces	71
--	----

11 - Product Information

Postal Security Device	73
Canada Post requirements	73
Ordering label rolls and printer ink	73

12 - Rates and Updates

Checking for rates and software updates	75
Setting the time to check for updates	75
Performing the rate updates	75
Viewing the update history	76

13 - History and Reports

Printing a funds report	78
Reprinting a refill receipt report	78
Printing a refill summary report	79

14 - Scales and Weighing

Changing or selecting the weighing method	81
Zeroing the scale while running mail	81

15 - Sealing

Changing the sealing method	83
Setting or changing Seal Only mode	83
Sealing envelopes without printing postage	84
Refilling the envelope and tape sealant bottle	84

16 - Settings

Advancing the date	87
Changing the machine speed	87
Changing the envelope size	87
Changing the envelope or tape quantity	88
Setting the Energy Star timeout	88

17 - Safety

Safety information	91
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1 - Getting Started

In this section

The Home screen.....	9
Parts of the SendPro MailCenter.....	10
System specifications.....	13
Envelope specifications.....	16
Manual adjustments.....	19
Weigh-On-The-Way (W-O-W).....	19
Viewing the onscreen keyboard.....	20
Shutting down your system.....	20

The Home screen

The Home screen is the first screen to appear when you log onto the system. It contains all of the application tiles you need to start any of the system applications including Run Mail, Print Shipping Label and Tools.

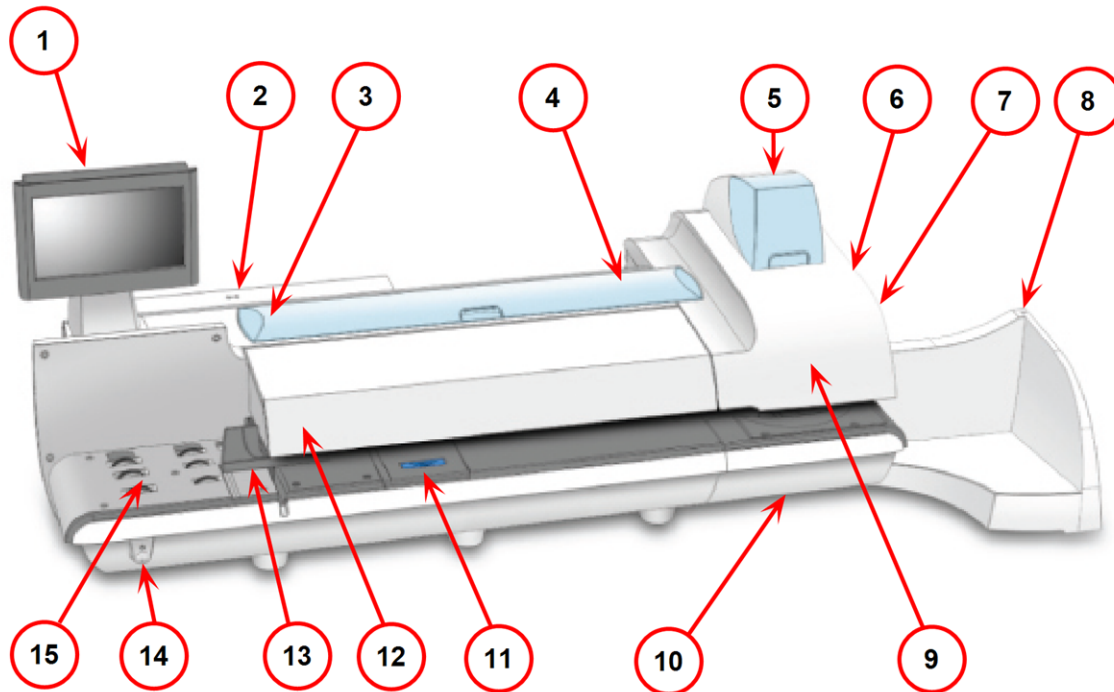
You can select the various functions within an application tile by pressing the appropriate button. For example, to start running mail, press the **Run Mail** button within the Mailing tile.

Tools

The Tools tile also provides buttons for direct links to web sites providing additional resources and support for your mailing operation:

- **Verify Address** - Enter any delivery address to verify accurate Postal data, including spelling or an accurate Postal Code. Provide reason codes for non-matches. Print shipping labels in standard Canada Post 4" x 6" format on bottom half of 8.5" x 11" sheet.
- **Your Account**- Provides unlimited access to your account at pitneybowes.com/ca/en. You can place a service call, check order status (product or service call), access service chat, and access supplies chat within the Pitney Bowes Store.
- **Buy Supplies**- Provides direct access to the Pitney Bowes Supply Line where you can purchase envelopes and paper, ink and toner, office products, and supplies for your SendPro MailCenter system.
- **Track a Package** - Track your Canada Post, Purolator, Canada Post, UPS, FedEx or DHL/Airborne packages. Print status directly. View map and detailed information for each carrier as information is available.
- **Postal Tools** - Track your Canada Post packages, look up delivery standards and learn more about postal classes and services such as Xpresspost, Priority Next A.M. or Addressed Admail.
- **pbSmart** - Connects you to the Pitney Bowes Canadian website. Learn how Pitney Bowes can help you improve and strengthen your business.

Parts of the SendPro MailCenter



1. The touchscreen allows you to communicate with the device and the built-in postage meter (Postal Security Device).
2. The Postal Security Device (PSD) contains the funds and performs all of the calculations necessary to print postage that comply with the latest Canada Post standards. It is located beneath the PSD cover on the back of the device.
3. The envelope sealant bottle contains the E-Z Seal® used for moistening envelopes. It is located under the main cover, on the left.
4. The device uses tape to print reports and postage pieces of mail that are outside the limits specified for mailing materials. SendPro MailCenter 1000 and SendPro MailCenter 2000 systems use adhesive tape only. SendPro MailCenter 3000 systems can use either adhesive or gummed tape. The tape is located under the supplies cover, on the right.
5. The ink cartridges contain the ink used to print postage, as well as any additional items (graphic ad, text message, return address, etc.) you want to appear on your mailpiece.
6. The tape sealant bottle is an optional feature for SendPro MailCenter devices. It contains the E-Z Seal used for moistening gummed tape. The tape sealant bottle is located to the right of the printer module, behind the stacker.

7. The wet / dry tape lever is an optional feature for SendPro MailCenter 3000 devices. Use this lever to set the type of tape you are using on your system. The wet / dry tape lever is located to the right of the printer module, behind the stacker.



Push the lever to the right for dry tapes or pressure-sensitive tapes.



Push the lever to the left for wetting gummed tapes.

8. The stacker is where mail is deposited after the postage is applied to the piece of mail. It is located on the right side of the system. The drop stacker shown here is available with every device. An optional power stacker is also available.
9. The printheads produce the printed postage.
10. Ink is deposited in the waste ink tray during the printhead cleaning process. The device will alert you when the waste tray is nearing full capacity.
11. The moistener pad assembly moistens the flaps on the envelope. The moistener pad assembly is located beneath the moistener deck on SendPro MailCenter devices. To access it, lift the top release lever and then use the blue notch to pull on and open the moistener deck.

12. The thickness adjustment knob is located beneath the feeder cover. Turn this knob to adjust for the thickness of the envelopes. To set, turn the knob until the arrow on the knob lines up with the arrow to the right as shown below. The arrow on the knob snaps into position.

- SendPro MailCenter 1000 and SendPro MailCenter 2000 devices:
 - **Setting 1:** Use this setting for postcards mailpieces that are 0.18 mm to 9.52 mm thick
 - **Setting 2:** Use this setting for mailpieces that are greater than 9.52 mm to the maximum of 15.9 mm thick



- SendPro MailCenter 3000 devices:
 - **Setting 1:** Use this setting for postcards and mailpieces that are less than 6.35 mm thick.
 - **Setting 2:** Use this setting for mailpieces that are greater than or equal 6.35 mm thick, but less than 12.7 mm thick.
 - **Setting 3:** Use this setting for mailpieces that are greater than or equal to 12.7 mm thick, but less than 15.9 mm thick.
 - **Setting 4:** Use this setting for mailpieces that are greater than or equal to 15.9 mm thick, but less than 19 mm thick.



13. The moveable side guide at the front of the feed deck is used to stabilize the envelope position when feeding it. Note that the side guide is optional feature on SendPro MailCenter devices.
14. The power button turns the device on. This is located on the lower left side of the feed deck.
15. The feed deck is the area where you load the envelopes. If you have a SendPro MailCenter 2000 or SendPro MailCenter 3000 system, this feeds the envelopes to the WEIGH-ON-THE-WAY® (W-O-W®) transport deck.

System specifications

Power requirements

100-240 VAC, 50/60 Hz., 6.4-3.0 A

Operating temperature

Maximum room ambient 40°C

System dimensions

SendPro MailCenter 1000

Length: 953 mm

- With drop stacker fully extended, add 394 mm
- With optional power stacker fully extended, add 1207 mm

Depth with printer cover open: 597 mm

Height: 610 mm

SendPro MailCenter 2000

Length: 1334 mm

- With drop stacker fully extended, add 394 mm
- With optional power stacker fully extended, add 1207 mm

Depth with printer cover open: 597 mm

Height: 610 mm

SendPro MailCenter 3000

Length: 1549 mm

- With drop stacker fully extended, add 394 mm
- With optional power stacker fully extended, add 1207 mm

Depth with printer cover open: 597 mm

Height: 610 mm

Weights

SendPro MailCenter 1000: 50 kg

SendPro MailCenter 2000: 68 kg

SendPro MailCenter 3000: 75 kg

Capacities, Features, and Throughput

Touch screen display

- 15 inch

Feeder Type

- SendPro MailCenter 1000: Non W-O-W (HVF1) feeder
- SendPro MailCenter 2000: W-O-W (HVF2) feeder
- SendPro MailCenter 3000: Optional W-O-W (HVF3) feeder

Feeder Deck

- SendPro MailCenter 1000 and SendPro MailCenter 2000: Standard - letter mail and flats
- SendPro MailCenter 3000: Extra wide feed deck, letter mail and flats

Sealer Capacity

Approximately 3900 #10 single-insert mailpieces

Sealer Type

Pump-fed pad with sealing rollers

Printer

- High speed dual-printing technology, at 1200 DPI (vertical)
- Mono printer module – prints both postal red and black.

Print head life

800,000 cycles for full IBI Indicia

Ink capacity

- Small cartridge: 8,000 mailpieces
- Medium cartridge: 18,000 mailpieces
- Large cartridge: 45,000 mailpieces

Ink Cartridge Life

- Shelf life: maximum of 24 months from date of manufacture
- In use life: maximum of 30 months from date of manufacture - includes any time on shelf before first use

Tape Method

- SendPro MailCenter 1000 and SendPro MailCenter 2000: Adhesive tape
- SendPro MailCenter 3000: Adhesive or gummed tape

Tape

5 inch roll, approximately 600 indicias per roll, without graphic ads

Throughput

Range of speed options available.

- SendPro MailCenter 1000: Non W-O-W: 3-speeds, 145 (standard), 160, and 180 letters/min
- SendPro MailCenter 2000: Non W-O-W: 3-speeds, 145 (standard), 160, and 180 letters/min
- SendPro MailCenter 2000: W-O-W: 3-speeds, 70 (standard), 90, 110 letters/min
- SendPro MailCenter 3000: Non W-O-W: 4-Speed options, 165 (standard), 220, 270, and 310 letters/min
- SendPro MailCenter 3000: W-O-W: 4-Speed options, 105 (standard), 135, 170 and 205 letters/min

W-O-W Weight Capacity

SendPro MailCenter 1000: NA

SendPro MailCenter 2000: 500 g

SendPro MailCenter 3000: 500 g

Stacking

- Drop stacker (standard)
- Power stacker (optional)

High Speed Connectivity

- 63.5 cm LAN cable standard
- Wireless LAN options

Peripheral options

- Compact platform weighing options, 7 kg. capacity Large platform weighing options: 12 kg, 35 kg capacity
- 1E31 Brother HL-L5100DN Report Laser Printer
- 1E32 Brother HL-L5210DN Report Laser Printer
- Barcode scanning for accounting
- Wireless keyboard option

Envelope specifications

Envelope dimensions

Minimum

- 89 mm x 127 mm postcard size

Maximum

- SendPro MailCenter 1000 and SendPro MailCenter 2000: 330 mm x 356 mm
- SendPro® MailCenter 3000: 381 mm x 381 mm

Envelope thickness

Minimum

- SendPro MailCenter 1000 and SendPro MailCenter 2000: 0.18 mm
- SendPro MailCenter 3000: 0.09 mm

Maximum

- SendPro MailCenter 1000 and SendPro MailCenter 2000: 16 mm
- SendPro MailCenter 3000: 19 mm

Envelope flap depth for sealing

Minimum

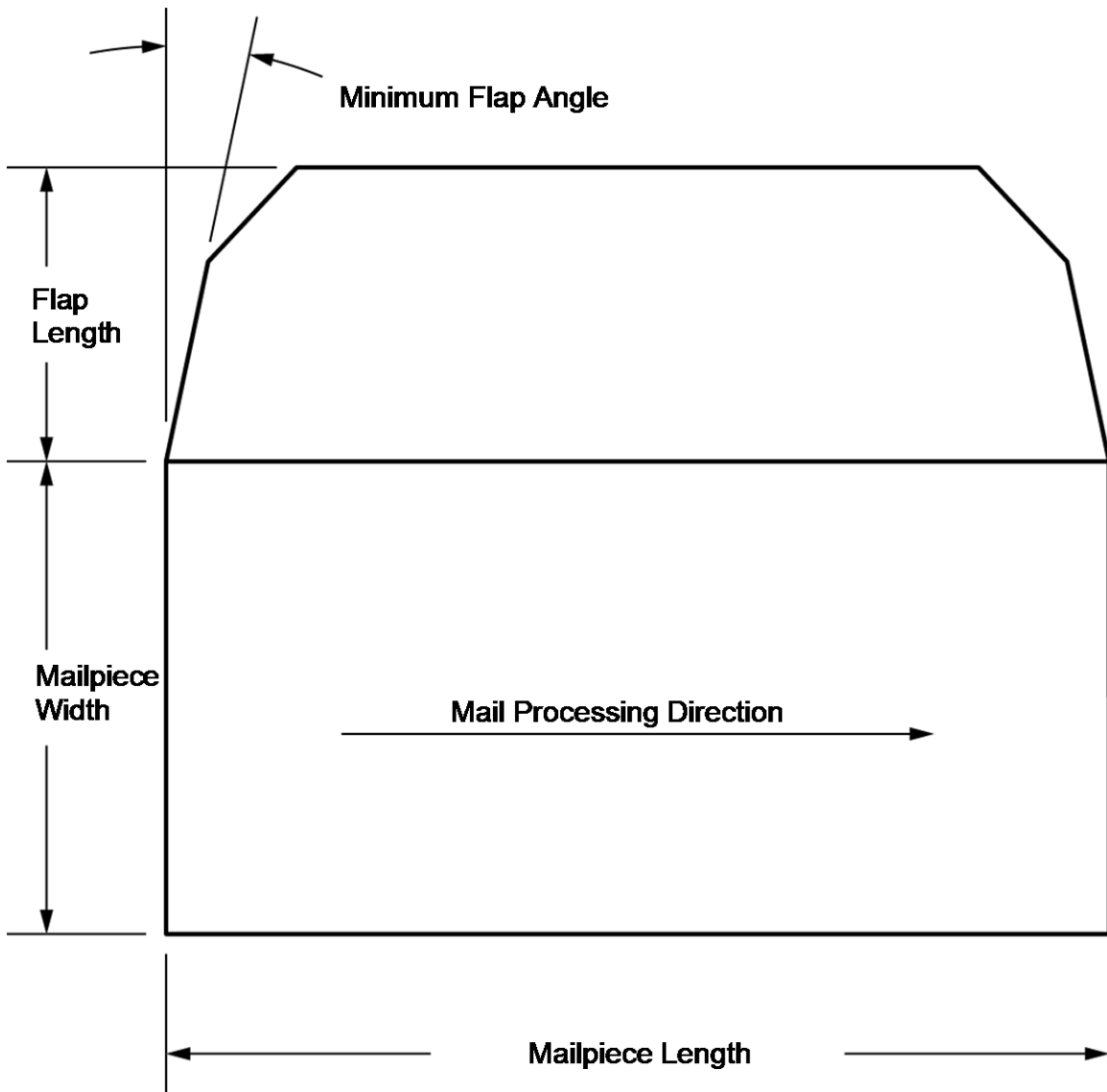
- 25 mm

Maximum

- SendPro MailCenter 1000 and SendPro MailCenter 2000: 76 mm
- SendPro MailCenter 3000: 98 mm

Envelope flap angles for sealing

- For envelopes with a flap length from 25 mm to 60 mm, the minimum flap angle is 18 degrees.
- For envelopes with a flap length greater than 60 mm to the maximum flap length for the particular model, the minimum flap angle is 21 degrees.



Acceptable envelope materials

Material type and finish must be matte and may include (if available in your market):

- White Wove
- Kraft/Brown Kraft
- Manila
- Envelopes made of recycled paper

- Self-seal envelopes
- Cranes Crest



Caution:

Do not use envelopes or fliers made with glossy materials or also Tyvek® envelopes. Also, do not use envelopes too fragile (such as air mail and onion skin envelopes) to pass through the feeder.

Manual adjustments

You may need to make the following manual adjustments before you run a job.

For all systems:

- Set the Thickness Adjustment Knob

For optional features:

- Adjust the Side Guide
- Set the Wet/Dry Sealer Lever
- Adjust the Drop Stacker

You can pivot the touchscreen display to a convenient position by moving it up, down, left or right. If the touchscreen does not respond when you touch it, you can also calibrate the touchscreen.

Weigh-On-The-Way (W-O-W)

The W-O-W module processes mixed mail (mail of varying sizes and weights) and determines the postage amount based on the weight and dimensions of each envelope.

Viewing the onscreen keyboard

By default, the onscreen keyboard is used to enter text on your system. However, if you have a keyboard attached to your system, it becomes the default mechanism for text entry.

Once the keyboard has been unplugged, your system may remain in attached keyboard mode. If you select a field for text entry, you will need to select the keyboard button to view the onscreen keyboard. Shutdown and restart your system to turn attached keyboard mode off.

Shutting down your system

Follow this process to shut your machine down correctly.

1. Select **Settings** in the lower right corner of the Home screen.
2. Select **Shut Down** twice.
3. Wait until all messages clear from the screen.

2 - Accounting

In this section

Creating an account.....	22
Editing an account.....	23

Creating an account

If users are enabled on your system, this feature is only available to users with supervisor access rights. If you are using Business Manager accounting, this feature is available to all users.

After an account has been created in Manage Accounts, the only time the name or code can be edited or the account deleted is before any transactions are posted against the account. Once transactions are posted against any account, the name or code can no longer be edited or the account deleted, only made inactive.

Account names and codes can not be reused, even if the account is inactive.

1. You can create an account in two ways:
 - by selecting the **Manage Accounts** button in the Mailing tile on the Home screen, or
 - by selecting **Account** on the Run Mail screen, selecting **Options** and then **Create New Account**
2. Select **Create new account**.
3. If there are existing accounts on your meter, you will be prompted to create a new account or add a sub account. Select **Create new account**.
4. Enter the account name and then select **OK**.
5. Select the **Code** field. Type in the code for the account and select **OK**.
6. Enter the description for the account (optional).
7. Once the above steps are completed, select **OK**.
8. Ensure the status is set to **Active**.
9. If you want to password protect this account, select the Password field. Account passwords must be enabled to password protect an account.
 - a. Type in the password and select **OK**.
 - b. Re-type the password to confirm and select **OK**.
10. Select **OK**.
11. A dialog box appears indicating the account as been created.
 - Select **Create another new account** if you want to create another account.
 - Select **Add a sub account to this account** if you want to create a sub account for this account. Sub accounts are an optional feature.
 - Select **Continue**.
 - Select the **Home** button to return to the Home screen.

Editing an account

You can view or edit the account name, code, description, status or password for all of the accounts and account levels on your system.

If users are enabled on your system, this feature is only available to users with supervisor access rights. If you are using Business Manager accounting, this feature is available to all users.

1. You can edit an account in two ways:
 - by selecting the **Manage Accounts** button in the Mailing tile on the Home screen, or
 - by selecting **Account** on the Run Mail screen, selecting **Options** and then **Edit selected account**.
2. Select **Edit account**.
3. Select the account you want to edit and then select **OK**.
4. Select the account attribute you want to edit.
 - **Account, Sub account or Sub sub account name:** Select this option to make changes to the name of the account you have selected.
 - **Code:** Select this option to change the code you have assigned to the account.
 - **Description:** Select this option to edit the account description.
 - **Status:** Select the appropriate option to change the status (active or inactive) of the account.
When you change the status of an account, the status change applies to all sub accounts and/or sub sub accounts. If prompted to apply the change of status of multiple accounts, select **Yes, apply to all**
 - **Password:** Select this option to password protect an account, or to edit the existing password. Account passwords must be turned on to password protect an account.
5. Type in the appropriate information and select **OK**.
6. Once you have finished editing the account information, select **OK**.
7. Select **Continue** to return to the Home or Select Account screen.

3 - Connectivity

In this section

Networking and connectivity options.....	25
Networking and connectivity details.....	25
Networking and connectivity Frequently Asked Questions.....	30

Networking and connectivity options

The SendPro MailCenter has multiple choices for how to configure your system for connectivity to Pitney Bowes.

- **Connect via direct connection (direct LAN Ethernet).** This is the preferred connection method because of reliability and the most common configuration in office, warehouse, and mail center environments. The new SendPro MailCenter system can directly connect to an open port – called a “network drop”. Network drops exist throughout buildings, and are very often available for a SendPro MailCenter connection.
- **Connect via a Wi-Fi Network where an access point is available.** Wireless LAN Ethernet (connect to a Wi-Fi Network) is the second most common connection method, and is often used when a network drop is not available for the mailing and shipping system. The system connects to your Wi-Fi network using a Pitney Bowes-provided wireless adapter. The wireless adapter connects via a USB port.
- **Connect via a Wi-Fi Network where no access point is available.** Wireless LAN Ethernet plus a wireless router is required if you do not have an “access point” located within a reasonable distance to the system. (An access point is like a transmitter, where wireless signals are captured by the network.) This wireless option from Pitney Bowes includes the USB wireless device and the wireless access point for your network.
- **Connect via a Broadband Cellular Network.** The 4G Cellular option provides the hardware necessary for a 4G Internet connection directly from the mailing and shipping system to the Internet, bypassing and not relying on any local networks. The 4G cellular option requires coverage by the Pitney Bowes-designated carrier (subscription fee applies).

Networking and connectivity details

If you have extensive network security restrictions, your IT or network administrator may need these specifications to prepare for the installation.

- [URL information](#)
- [Ports and communication requirements](#)
- [Advanced network requirements](#)

URL Information

The following URLs must be accessible from the SendPro MailCenter system, without any obstructions. It is strongly recommended that the firewall reference the URL rather than IP address, which can change over time.

Required URLs

- SendPro MailCenter Network Linux Proxy Test - Built in tool that pings select PB servers for connectivity testing. Used by PB Service (Resides on Linux Desktop).
 - Network Test:
 - Domain www.google.com
 - 72.14.253.104
 - 74.125.230.80
 - 74.125.230.81
 - 74.125.230.82
 - 74.125.230.83
 - 74.125.230.84
- SUSE Linux Proxy Test
 - Domain ftp.novell.com
 - IP = 130.57.1.88
- Distributor & Comet
 - Distributor - Main PB Server that authenticates machine for access to other PB web services.
 - Domain distservp1.pb.com
 - Domain proddistributercloud.pb.com (Port 443)
 - Domain comet2.ct.pb.com
 - Cometservd1.pb.com
 - 199.231.44.31
 - 199.231.45.46

- Rates and Updates (Download Services) - Downloads, new software, graphics, rate price data etc.
 - Domain pbgdspp1.pb.com
 - 199.231.44.222
 - 199.231.44.148
 - 199.231.45.41
 - 199.231.45.35
 - ClamAV:
 - Domain clamserver.pb.com
 - 199.231.45.165
 - 199.231.44.54
 - 199.231.33.54
 - 199.231.35.165
 - Error log uploads:
 - Domain pbdlsp1.pb.com
 - 199.231.44.30
 - 199.231.45.38
 - Configuration web page:
 - Domain MyMS1Configuration.pb.com
 - 199.231.44.166
 - OS Updates:
 - Domain SMT.pb.com
 - 199.231.44.54
 - 199.231.35.165
- Manage Accounts (Accounting Web App) - Separate PB Server that manages Accounting including Account Creation, Reports etc.
 - Domain ms1app.pb.com
 - 199.231.32.67
- On Line Help - This is the online support website.
- Health and Ink Upload - Machine Health Information upload
- Verify Address (address cleansing) - Utility website to validate addresses against Canada Post database
- Your Account (PB.com) - Utility website to access Your Account on PB.com.
- Postal Tools - A link to Canada Post web pages offering postal information rules and support.
- Track a Package - Carrier independent web tracking site for packages.
- DM Works - Access to Pitney Bowes solutions and support
- Buy Supplies - Utility website to order supplies

- SendPro - Newest package shipping application.
- SendSuite Tracking - SendSuite Tracking application.
- Apps & Tools - Utility website for additional applications and tools.
 - Domain: www.pb.com
 - Domain: www.pitneybowes.com
 - 199.231.33.6
 - 199.231.44.12

Optional Firewall exceptions (enabled by default)

- Domain <http://www.google.com/analytics>
- 209.85.128.000
- 209.85.227.101
- 209.85.227.113
- Track a Package - Carrier independent web tracking site for packages.
 - <http://pb.boxoh.com/>
 - Domain pb.boxoh.com
 - 72.47.250.186

TeamViewer

TeamViewer is used by service and sales for remote diagnostics and training. A TeamViewer session can only be initiated by someone on the customer end and therefore the system cannot be accessed without the customers knowledge. All communication from the Connect+, SendPro P system to the back end system is in the form of XML messages.

There are two options to unblock Teamviewer:

1. General unlocking of Port 5938 TCP for outgoing connections (recommended). Port 5938 is only used by a few programs and therefore is no security risk. This traffic should then neither be filtered or cached.
2. Unlocking of URLs of the following formats (to any Server)
 - GET /din.aspx?s=...&client=DynGate...
 - GET /dout.aspx?s=...&client=DynGate...
 - POST /dout.aspx?s=...&client=DynGate...

Regardless of which method is chosen to unblock TeamViewer, also check that no content filter or similar is blocking one of the following URLs:

- *.teamviewer.com
- *.dyngate.com

Communication requirements

- All communication is initiated from the SendPro MailCenter system via ports 80 (HTTP) and 443 (HTTPS).
- All communication from the SendPro MailCenter system to the back end system is in the form of XML messages.

Port 80 (HTTP)

- OS Update, AV Updates, Web Services, TeamViewer

Port 443 (HTTPS)

- Requests to refill or audit its PSD (Postal Security Device) based on a low funds or inspection date. Audits occur if the PSD inspection date has expired.
- During initial install, the system will automatically request an Operational Block, from the infrastructure, for the PSD.
- On PSD replacement the system will automatically request the configuration data for the replacement PSD.
- Transaction Records from the SendPro MailCenter system are automatically uploaded when:
 - The system goes into sleep mode.
 - While powering down the system.
 - Activating web accounting services.
 - Uploading postal information.
- On power up the system refreshes the web service (checks for Software, Rates and Graphic Updates. It will also contact Supplies, My Account, Tracking etc.) configuration data.

Port 53

- DNS lookup

If your IT department uses a rules-based method for allowing specific ports to pass traffic on their network for port 53, you must allow both UDP and TCP traffic to this port. Port 53 listens for DNS requests and may respond on either protocol, based on the type of request it receives. Short responses should come in over UDP. Longer, more detailed responses on TCP.

Advanced Network Requirements

- The SendPro MailCenter system will require a high-speed network connection.
- The SendPro MailCenter system will initiate all communication.
- The SendPro MailCenter system will initiate all communication (via HTTP or HTTPS), so it can safely sit behind most corporate firewalls.
- The SendPro MailCenter system will communicate to external Web Services via HTTP over Port 80.
- The SendPro MailCenter system will communicate to PB secure server(s) via HTTPS over port 443.
- The SendPro MailCenter system will use Port 53 for DNS lookup.
- Pitney Bowes requires a minimum network bandwidth of 384 kbps (upstream and downstream) to operate, but we recommend 1 Mbit/sec for best performance.
- It is recommended that 3G modem devices are not shared across multiple SendPro MailCenter systems.
- Customer owned web filtering devices or software, as well as SSL packet inspection should be disabled for these ports as they can affect performance.
- The wired Ethernet port supports 1 Gb/sec connections.

Networking and connectivity Frequently Asked Questions

- *What OS does this device run?*
- *What controls are in place to protect this device against network-based malware (viruses/worms) threats?*
- *Does it have a firewall?*
- *Who controls the firewall rules?*
- *How are the firewall rules configured?*
- *What is the security patch process?*
- *What anti-virus controls does SendPro MailCenter use?*
- *What is the software update process, and how often does this occur?*
- *What is the network traffic flow to and from the SendPro MailCenter system? What firewall rules need to be in place to allow the necessary communication?*
- *Can you identify suspicious activity affecting SendPro MailCenter?*
- *What are the access controls in place to secure SendPro MailCenter?*
- *How do you authenticate an individual? A service?*

- *Are there audit trails in place?*
- *Is data stored on the device?*
- *What controls protect the data?*
- *Does the SendPro MailCenter allow remote administration?*

What OS does this device run?

SUSE Linux Sled 11.

What controls are in place to protect this device against network-based malware (viruses/worms) threats?

Controls include:

- White list of URL's.
- HTTPS.
- Anti Virus Software.
- Only executes services needed to perform activities.
- OS distribution has been optimized and locked down.

Does it have a firewall?

Yes.

Who controls the firewall rules?

Pre-configured and not modifiable.

How are the firewall rules configured?

Allow only the ports HTTP, HTTPS and DNS.

What is the security patch process?

SendPro MailCenter security patches are applied by emergency updates via Pitney Bowes only, and on a regular schedule through Pitney Bowes services.

What anti-virus controls does SendPro MailCenter use?

ClamAv is installed on every system. AV signature updates regularly updated.

What is the software update process, and how often does this occur?

As required, in some cases monthly.

What is the network traffic flow to and from the SendPro MailCenter system? What firewall rules need to be in place to allow the necessary communication?

- Outgoing contact initiated (no push) utilizing HTTPS, URLs provided by Pitney Bowes services.
- Outgoing - transactional data.
- Incoming is both transactional data and files and Web Services.

Can you identify suspicious activity affecting SendPro MailCenter?

Yes. An audit process exists to validate the financial integrity of the system. Error logs are available and can be uploaded to the Pitney Bowes Data Center.

- Regularly scheduled physical visits from Pitney Bowes Service.

What are the access controls in place to secure SendPro MailCenter?

The application access is managed by the customer using User IDs and passwords. Unique, cryptographically strong passwords for each machine restricts access to the operating system.

How do you authenticate an individual? A service?

The application access is managed by the customer using User IDs and passwords. The SendPro MailCenter does not provide services over a network so authentication is not required.

Are there audit trails in place?

Yes. PSD transactional audits, extensive logs all financial transactions are audited by the Pitney Bowes infrastructure. The SendPro MailCenter logs all error conditions, and maintains ink usage logs, print usage logs, etc.

Is data stored on the device?

Yes. The SendPro MailCenter stores transactional data, graphic images, customer profiles and settings, files (rates, etc.).

What controls protect the data?

All files and data interface utilizing HTTPS. Incoming data and files are signed and verified prior to use. If consumed by the printer, it is verified on each use. If used by the application, it is verified on load.

Does the SendPro MailCenter allow remote administration?

Pitney Bowes will use TeamViewer to troubleshoot system problems remotely. The end user will initiate the session using a special code.

4 - Mailing and Shipping

In this section

Printing a shipping label.....	34
Running mail.....	35
Run Mail screen icons and buttons.....	36
Run Mail options.....	37
Running mail - step-by-step.....	38
Running mail with different shapes and weights.....	39
Changing the class, carrier, or special services.....	40

Printing a shipping label

You can print a Canada Post, Purolator, UPS or FedEx shipping label from the **Print Shipping Label** button or from within the Address Book.

Once you provide the information in one section, select the down arrow on the right side of the screen to proceed to the next section. To go back to a previous screen, select the up arrow on the right side of the screen. As you create the label, your progress appears along the bottom of the screen.

1. On the Home screen, tap **Print Shipping Label**.
2. Tap the carrier you want to use.
3. If you are using Cost Accounts you must assign a cost account for this label. Select the down arrow in the Cost Account section at the top of the screen and choose the account.
4. Enter the recipient's address using one of two methods:
 - Type in the recipient's address in the fields provided. SendPro MailCenter supports typeahead so that if the name or part of the name is already in the address book, it will display the matching address(es).
 - Tap the **Address Book** icon.
 - a. Scroll through the list of addresses or use the search field. Select a search option (search by name, company, email.) Tap the down arrow in front of the search field.
 - b. Select the recipient, then tap **OK**.
5. (Optional) To email the tracking number to recipients, senders or both when you print the shipping label, check the check box in front of **Email the tracking number**.
 - Enter the email address in the field provided. To add more than one email, press the **Enter** key after each address. The email address is labeled as either sender or recipient.
6. Select the down arrow on the right side of the screen to continue.
7. At the Enter Packaging Details screen, select the package type:
 - Box
 - Envelope
 - Mailing Tube
 - Unpackaged
8. Enter the package size and weight information.
9. Select the down arrow on the right side of the screen to continue.
10. Tap **Continue** and enter the shipping package information in the Choose Your Packaging screen.

11. Select the carrier and rate you want to use. Tap the **Carrier Account** menu to select which carriers you want to use for rate shopping.

The screenshot shows the 'Print Shipping Label' interface. At the top, there are three dropdown menus: 'Carrier Account' (highlighted with a red box and showing '4 carriers selected'), 'Ship date' (showing 'Today - March 19'), and 'Ship from this postal code' (showing 'K1A0B2'). Below these is a message: 'PUROLATOR rates could not be retrieved. Please wait a moment and try again.' with a 'Get Rates' button. The main area is a table of shipping services:

Service	Scheduled Delivery	Price
<input type="radio"/> Expedited Parcel	Mar 21, 2024 12:00 AM	\$6.47
<input type="radio"/> Regular Parcel	Mar 25, 2024 12:00 AM	\$6.47
<input type="radio"/> Xpresspost	Mar 20, 2024 12:00 AM	\$6.63
<input type="radio"/> Priority	Mar 20, 2024 12:00 AM	\$10.23

Below the table is an 'Add Extra Services' button and a 'Trademark Notice'. At the bottom, there is a summary bar with 'Recipient' (11a), 'Package Type' (5 cm x 2 cm x 5 cm, 0.1kg), 'Services' (with a carrier icon), and a 'Total:' section with a 'Print' button and a share icon.

12. If necessary, you can select the down arrow on the right side of the screen to add extra services. When you finish selecting the shipping services, the total cost for the shipping label appears at the bottom of the screen.
13. Tap **Print**. This opens his opens the Label Options screen which allows you to define how you want to print the label.


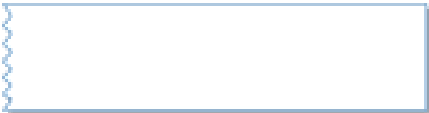

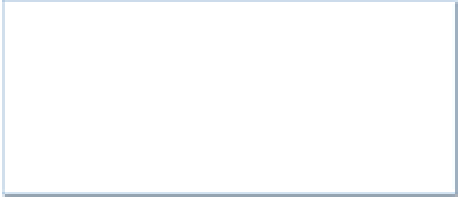

Running mail






Use the Run Mail screen to select your job or review current job settings.

If you have accounts enabled on your system, you must select an account before you can run a mail job.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Ensure that the appropriate job is open and selected on the Run Mail screen.
3. Load the envelopes.
4. Check the postage amount on the screen.
5. Check the sealer setting.
6. Select **Start** or **Tape** to run the job.

Run Mail screen icons and buttons

Button, Icon, or Link	Touching or Selecting:
<p data-bbox="172 464 367 491">Tape Preview icon</p> 	<p data-bbox="686 464 1143 491">Displays a preview of the tape to be printed.</p>
<p data-bbox="172 705 388 732">Tape Preview image</p> 	<p data-bbox="686 705 1442 732">Opens the Edit Envelope screen so you can make changes to your tape.</p>
<p data-bbox="172 947 412 974">Envelope Preview icon</p> 	<p data-bbox="686 947 1192 974">Displays a preview of the envelope to be printed.</p>
<p data-bbox="172 1188 433 1215">Envelope Preview image</p> 	<p data-bbox="686 1188 1382 1251">Opens the Edit Envelope screen so you can make changes to your envelope.</p>
<p data-bbox="172 1514 418 1541">Postage Amount image</p> 	<p data-bbox="686 1514 1037 1541">Shows the current postage value.</p>

Button, Icon, or Link	Touching or Selecting:
<p>Date image</p> 	<p>Opens the Print Date dialog box within the Edit Envelope screen so you can modify the date printed on tape or envelope.</p>
<p>Start button</p> 	<p>If the job is selected and envelopes loaded, this starts the job running.</p>
<p>Tape button</p> 	<p>If the job is selected and ready, this results in running the job.</p>
<p>Weighing icon</p> 	<p>The weighing icon opens the weighing method dialog screen. The shape of this icon varies depending on the weighing method for the current job.</p>
<p>Sealer icon</p> 	<p>The sealer icon opens the sealing method dialog screen. The icons shown here indicates sealing is on.</p>

Run Mail options

Select **Options** button at the bottom of the Run Mail screen and select the appropriate option.

- **Print a sample piece** - prints an envelope or tape so you can see exactly how the Ad/Graphic elements will print on the mailpiece for the current job.
- **Zero attached scale** - this ensures that the attached scale is reading zero when there are no mailpieces on it.
- **Create a new job** - select this to create a new job.
- **High value warning** - set a value at which the meter warns you that you have entered a postage value that is more than the amount you are setting here. This feature prevents you from accidentally printing a postage amount that is more than you need.
- **Show Envelope Quantity** - set a value if you need the meter to run a set amount of envelopes. This feature is useful for running set batches of mail.

Running mail - step-by-step

Use the Run Mail screen to select your job or review current job settings. This screen also keeps a running count of the processed mail. Refer to [Run Mail Screen Icons and Buttons](#) for a summary of the screen icons.

If you have accounts enabled on your system, you must select an account before you can run a mail job.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select an available job tab (or jobs) or open another job using the **Open a Job** tab along the top of the screen.
3. Verify the current job settings displayed in the Mail Information list box on the left side of the Run Mail screen. To change any of the settings, select the item, for example, select **Class** to change the class.

More information:

- To change the weighing or sealing method, select its icon on the Run Mail screen.
 - To change the number of envelopes or tapes to print for this job, select the Envelope or Tape link tab on the Run Mail screen.
4. To make changes to the envelope, or to the items that print on the envelope, select the **Edit envelope** link on the Run Mail tab. This opens the Edit envelope screen.
 5. To change the speed at which you process mail, select **Machine Speed** from the Mail Information list box.
 6. To preview the envelope, select the **View full preview** button at the bottom of the Edit envelope screen.

7. To view other possible options (for example, to print a sample mailpiece) select **Options** at the bottom of the screen.
8. Load envelopes and press **Start** , or if printing a tape, press **Tape**.

More information:

- If you have not loaded the envelopes onto the feeder, or if you need to add more mail to the feeder, the Run Mail screen shows the message **Waiting for Envelope**.
 - If after a certain time you have not loaded envelopes, the feeder will stop and the message **Stopping...** appears.
9. As the meter processes the mailpieces, it keeps track of the number of pieces and the total postage amount. To check or clear the piece count, select the **Resettable counter** button at the bottom of the Run Mail screen.
 10. If an envelope or tape jams during printing, the meter stops and displays the location of the jam. Once you clear the jam you have the option of printing another envelope or tape.
 11. To save any changes you have made to this job, select **Save** or **Save as** on the top of the Run Mail screen.

Running mail with different shapes and weights

For some classes of service, Canada Post bases the price of the mailpiece on both the weight and the shape of the item. Systems equipped with Weigh-On-The-Way (WOW) / Shape Based Rating can weigh and measure the mailpiece as it moves through the system when a Shape Based Rating class is selected.

1. Open the appropriate job.
2. Set or verify that the weighing method is set to Weigh-On-The-Way.
3. Select **Class** in the Mail Information list box and select the option for Shape Based Rating. Select any other services required from the Extra services list box on the right of the screen.
4. Select **OK**.
5. Place the mail in the feeder.
6. Select **Start** to begin running mail.

The mailpiece feeds into the meter and gets weighed. As it moves through, the thickness, length, and width of the envelope are measured. Depending on the weight and measurements, the appropriate postage rate gets selected and the postage is calculated.

If an item's postage cannot be calculated because of its weight or dimension, use the attached scale method and manually select the appropriate class.

For a detailed description of postal services, see the Canada Post website.

Changing the class, carrier, or special services

Follow these steps to display and select the classes and services available on your SendPro MailCenter.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. To display and select the classes and services available on your system, open a postal job and select **Class** in the Mail Information list box on the Run Mail screen.
3. Select the **All classes and services** tab on the classes and services screen. When you select this tab, the last class selected is displayed. To clear the selected class and any associated services, select **Start over** within this tab.
4. Select the class from the class list box.

More information about selecting a class:

- If the class has other subclasses associated with it, it will have a plus sign (+) in front of it. Selecting the class will display the additional subclasses within the Class list box.
 - If an option button appears in front of the class, the postage amount is typically displayed after the class name.
 - Selecting the back arrow button at the top of the Class list box returns you to the previous class level. For example, if you select Domestic Lettermail > Standard, selecting **Back** returns you to the Class list box.
 - If the class requires additional information, it will display ellipses "... " after the name. When you select this class, you are prompted to type in the additional information.
 - When you select a class, the rating factors for that class appear in the list box on the left of the Run Mail screen. To change any of these factors, select the item in the list box.
 - If special services are available for a class, they are displayed in the Extra services list box. To select a service, touch the check box for the service. For example, in Canada for Domestic Lettermail, you can add Registration, Do not forward or Return Postage Prepaid.
 - If you select a class or service that is incompatible with the weighing method, the weight of a mailpiece currently on the scale, a weight or amount of postage entered manually or a destination, a dialog box appears and prompts you to modify the item. For example, if the weighing method is incompatible you are prompted to select a new method.
5. Select any extra service or services available for the class from the Extra services list box.
 6. Select **OK**.

5 - Address Management

In this section

Adding an address to the Address Book	42
Creating a label from an address	42
Changing the sender's address	42
Editing or deleting an address	43

Adding an address to the Address Book

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select either the **Recipient** or **Sender** tab (whichever is appropriate).
3. Click the **+** (**plus**) button. You can select an international country by selecting the drop down option.
4. Enter the details for the new address in the fields provided on the screen.
5. Click **Save** when done. You may be prompted to verify the address.
6. The new address is added to your list of addresses.

Creating a label from an address

You can start creating a shipping label within the Address Book.

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select an address from either the **Recipients** list or the **Senders** list.
3. Select the **Print Shipping Label** button and start creating the shipping label.

Changing the sender's address

You can make changes to the current sender's address, add a new sender address, or select a different sender address from the Address Book as you create a shipping label. You can also make these changes when adding an address to the Address Book.

To change the sender's address while creating a shipping label:

1. Click **Print Shipping Label** from the Home screen.
2. Click **Sender** at the top left of the screen.
3. Select the appropriate option.
 - **Edit sender address** - Select this to show all the address fields. Type your changes in the appropriate field(s). If you make changes to street, city, Province, or Postal Code, click **Confirm Address** when done.
 - **Add new sender address** - Select this to add a new sender address. Type in the sender's address in the fields provided. Click **Confirm Address** when done.
 - **View all senders** - Select to show all the available sender addresses in the Address Book. Select the one you want to use and confirm with **OK**. The address appears in the Sender section.

Editing or deleting an address

1. Select the **Address Book** button in the Shipping tile on the Home screen.
2. Select **Recipients** to display the list of all recipient addresses. Select **Senders** to display the list of all sender addresses.
3. Select the address from the list.
4. You can edit or delete the selected address. The **Edit** and **Delete** button are on the right side of the screen.
 - If you select **Edit**:
 - a. The address fields are displayed in the Edit Contact screen. Make any changes necessary.
 - b. Select the **Save** button at the bottom of the screen.
 - c. The updated displays in the list of addresses.
 - If you select **Delete**:
 - a. You are asked to confirm that you want to delete the address.
 - b. Select **Delete** to delete the address.

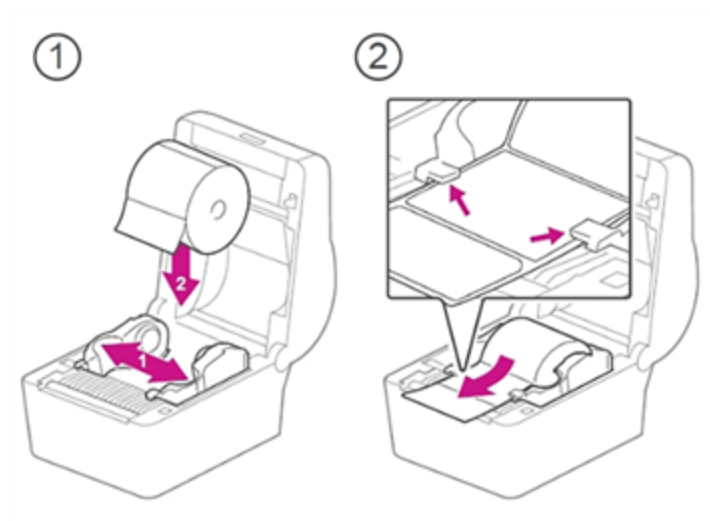
6 - Maintenance

In this section

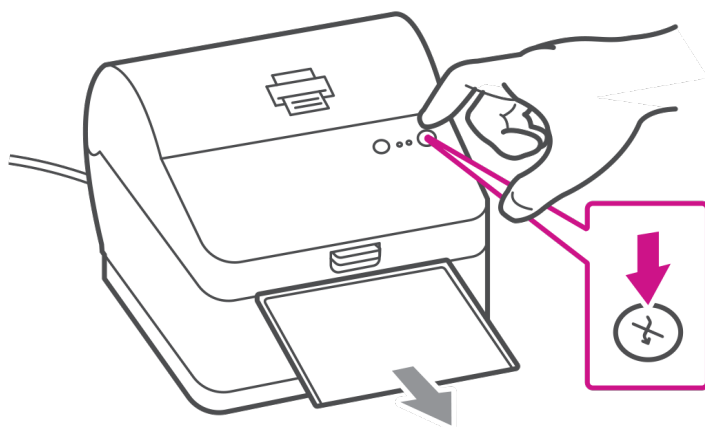
Changing the label roll in the shipping label printer.....	45
Cleaning the printheads.....	45
Replacing a printhead.....	46
Out of ink warning.....	49
Printing a test label.....	50
Printing a test pattern.....	50
Installing a new tape roll.....	51

Changing the label roll in the shipping label printer

Position the label roll as shown below.



Once the label roll has been positioned, close the cover and press the button to feed the label.



Cleaning the printheads

You can clean the printheads at any time to ensure optimal print quality.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Printer**.
4. Select the **Print head** tab.
5. Select the **Clean** button. Printhead cleaning takes approximately one minute. A progress bar indicates the cleaning status.
6. Once the cleaning process is complete, you will be prompted to print a test pattern.

Replacing a printhead

Try replacing the printhead to improve print quality.

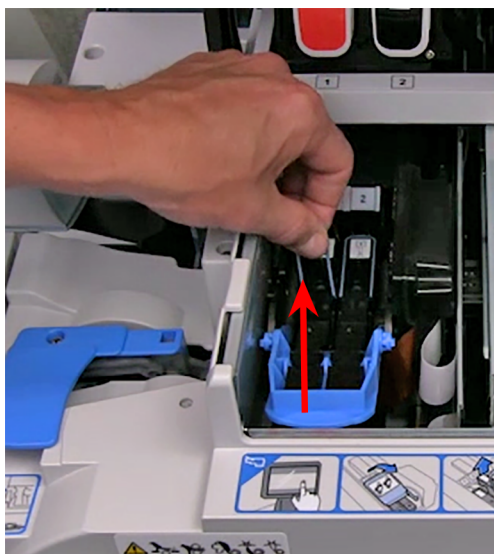
1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Printer**.
4. Select the **print head** tab.
5. Select the **Install new...** button.
6. Wait for the print carriage to be prepared and moved forward. This process may take a minute.
7. Once the print carriage has moved forward, open the printer cover.



8. Open the blue printhead cover.



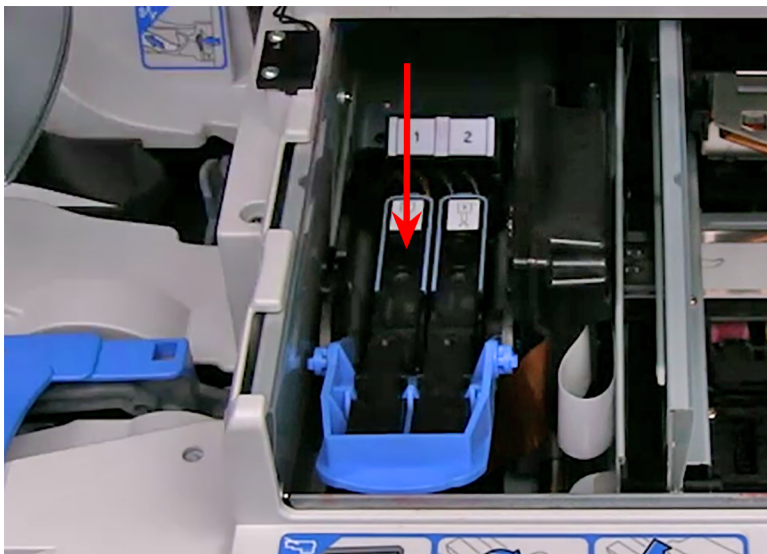
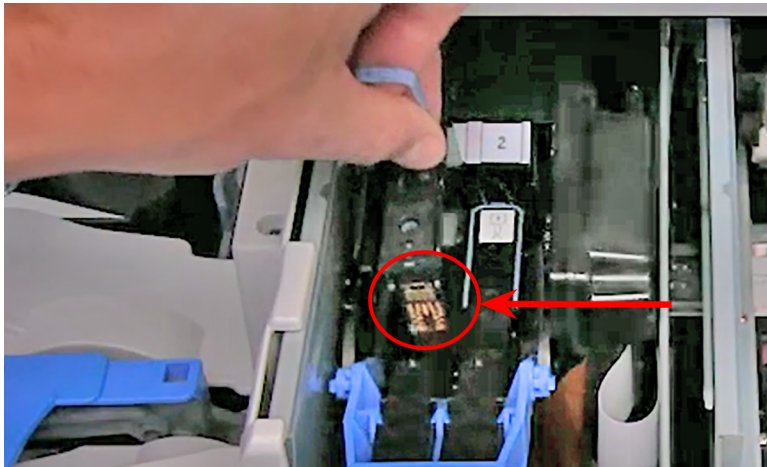
9. Lift the blue printhead handle up to a vertical position and then lift the printhead straight up and out.



10. Remove the new printhead from its packaging.
11. Shake the printhead three times.

12. Insert the new printhead.

- The printhead contact must be facing toward the front of the meter.
- During installation, only apply pressure to the center of the printhead.



13. Make sure the blue handle is down.



14. Close the printer cover. The meter will begin to prepare the printhead. This process may take several minutes.
15. Once the printhead preparation is complete, you will be prompted to print a test sample on an envelope or tape.
16. Select **Start** or **Tape** to print the test pattern.
17. Check the test sample. If the lines are solid and unbroken, the sample is acceptable.
18. Select **Image is OK - Done**.
19. Press **Home** to return to the Home screen

Out of ink warning

The Out of Ink warning displays when there is not enough ink left in the cartridge for your mailing system to print, and the system stops printing. In order to resume printing you must replace the ink cartridge.



Warning!

Your system uses ink from the ink cartridge during normal maintenance cycles. You must maintain adequate ink supply in the cartridge to keep the system in optimal working condition. Replace your ink cartridge promptly when warned. Running the system with an empty ink cartridge may result in damage to printer components that are not covered under your service agreement.

If you run out of ink, links will appear at the top of the Run Mail screen that allow you to either order ink immediately or obtain more information.

If spot black (#2) printing is turned off, you can continue to print mail for 14 days. When the period expires you will need to reactivate spot black (#2) printing by installing a new ink cartridge. If you do not install a new ink cartridge spot black (#2) printing will be disabled permanently.

Printing a test label

You can print a test label for any printer connected to your device.

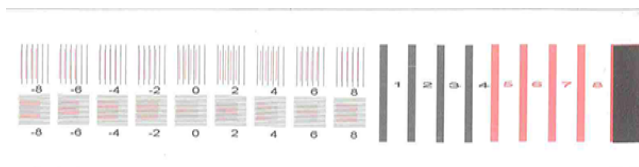
1. Click **Settings**.
2. Click **Hardware**.
3. Click **External Printers**.
4. Click **Test Print** for the printer you want to test.

Printing a test pattern

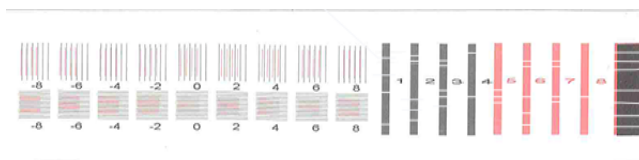
You can print a test pattern to check the print quality without spending any of your postage funds. If the sample has broken or missing lines, you may need to replace the ink cartridge or printheads.

1. Select **Settings** under Mailing on the Home screen.
2. The Settings screen displays. Select **Hardware**.
3. Select **Printer**.
4. Select either the **Ink Cartridges** or **Print Head** tab.

5. Select **Print test pattern**.
 - To print the test pattern on an envelope, place an envelope of the feed deck and select **Start**.
 - To print the test sample on tape, select **Tape**.
6. Check the test pattern.
 - If the solid lines of the test pattern are unbroken, select **Image is OK - Done**. Skip to step 7.



- If the test pattern has missing or incomplete lines, select **Not OK - Clean print head**. Once the cleaning operation completes, you will be prompted to print another test pattern. If the pattern still has broken or missing lines, you may need to replace the ink cartridge or print head.



7. Select the **Home** button to return to the Home screen.

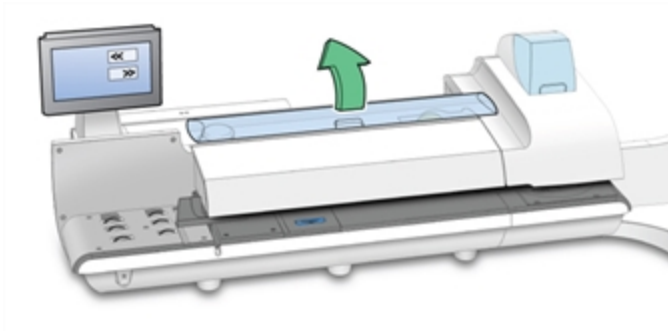
Installing a new tape roll

The meter uses gummed or adhesive tape. A red stripe appears along its edge approximately 914 mm from the end to indicate a low tape condition. Replace the tape when the stripe appears. You can install a new roll before the meter actually runs out of tape.

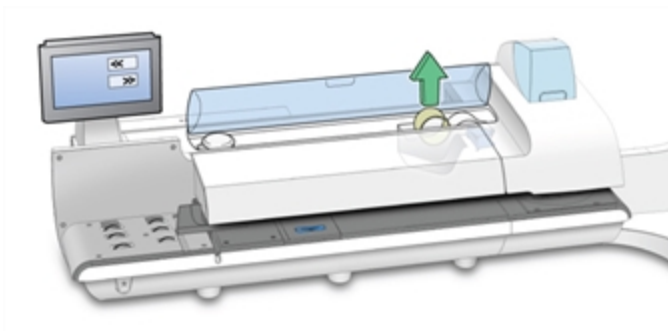
Important : If you do not use Pitney Bowes supplied tape, you will not be able to determine when the tape is running out and this may cause a jam. The red stripe on the tape notifies you that you are running low on tape. There is also a black stripe that tells the meter when it is out of tape. When the meter detects the black stripe on the tape it stops the meter. At this point there is still a small amount of tape on the roll.

1. Select **Settings** under Mailing on the Home screen.
2. Select **Hardware**.
3. Select **Tape**.
4. Select **<< Rewind** to bring the tape back for removal.

5. Open the supplies cover.

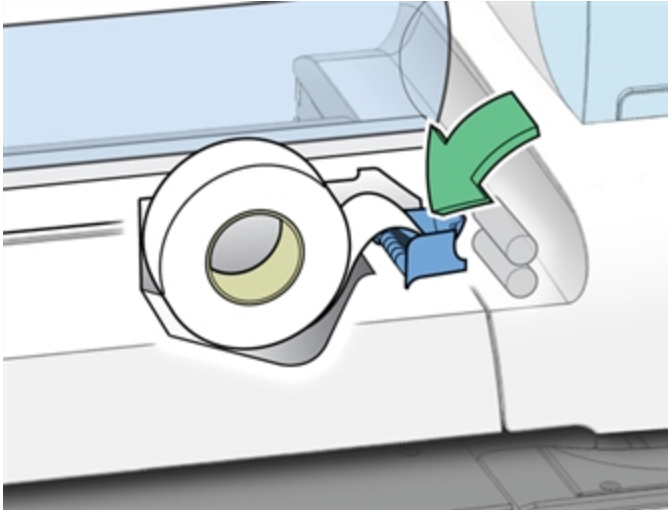


6. Remove the old tape core from the feeding area.



7. Tear or cut (preferred method) off the end of the new roll tape to leave a straight edge.
8. Drop the new roll tape into the well. Make sure the leading tape edge comes up from under the roll and to the right.
9. Select **Feed forward >>**. The meter will advance the tape feed drive.

10. Insert the lead edge of the tape into the entrance guide. The meter will advance the tape to the proper position.



11. Close the cover.
12. Select **Done** to return to the Home screen.

7 - Postage Funding

In this section

Adding or refilling postage.....	55
Checking your balance at Pitney Bowes.....	56
Finding your PB Postage account number.....	56
Viewing the refill history.....	56

Adding or refilling postage

In order to print postage onto your mailpiece, you must transfer postage funds from your Pitney Bowes account to your meter. The meter deducts the amount of your postage from the available funds on your meter. When your meter funds are low, you must add or refill more postage from your Pitney Bowes account.

Before you begin

- Make sure your meter is connected to the internet.

Refilling postage

1. Select a method to access your **Funds** screen:
 - Select **Funds** on the **Home** screen.
 - Select **Postage in meter** at the bottom of the **Run Mail** screen.
 - Select **Add Postage to Meter** or **Refill My Meter** when you receive a low funds warning or an insufficient funds error. If you see a lock symbol next to **Add Postage to Meter**, then you do not have rights to refill the meter.
2. Select the **Meter Funds** tab.
3. Select **Add Postage to Meter** or **Refill my Meter**.
4. Select a refill option.
 - a. Select **Last refill amount** to add the same postage amount selected for your last refill.
 - b. Select **Default refill amount** to add the default postage amount.
 - c. Select **Other amount** to specify the amount of money you wish to transfer from your Pitney Bowes account to your meter. Enter the refill amount and select **OK**.
5. Select **Confirm** when prompted. Your meter connects to the Pitney Bowes Data Center, adds your postage to your meter and notifies you when it is finished.
6. Select **Print receipt** if you want to print a receipt.
 - a. To print the receipt on an envelope, place an envelope of the feed deck, and select **Start**.
 - b. To print the receipt on a piece of tape, select **Tape**.
 - c. If you have an optional attached printer, select **Print on document**.
7. Select **Done** to return to the **Home** screen.

Checking your balance at Pitney Bowes

Before refilling your meter, you should check the funds available through your postage account.

1. Select the **Funds** button in the Mailing tile on the Home screen.
2. If necessary, select the **Meter Funds** tab.
3. Select **Get Balance** to obtain your current postage account balance. The system notifies you when the account balance updates.
4. Select **OK**.
5. Select **Done** to return to the Home screen.

Finding your PB Postage account number

Often called your PB Postage account number, your postage account number can be viewed on the Settings screen.

1. Select **Settings** under Mailing on the Home screen.
2. Select the **Internet & Network** tab on the left side of the screen.
3. Select the **Intellilink®** button.
4. Your PB Postage account number appears in the Postage by Phone account number box.
5. Select the **Home** button to return to the Home screen.

Viewing the refill history

The Last 5 refills list provides a history of the last five refills that were performed on your system. This information includes the refill date, time, amount and the name of the user that performed the refill. The user name displays if users are enabled on your system.

The refills are displayed in reverse chronological order (last refill first).

1. Select the **Funds** button in the Mailing tile on the Home screen.
2. Select the **Last 5 refills** tab. The list of the last 5 refills displays.
3. Select **Done** to return to the Home screen.

8 - Jobs

In this section

Jobs overview.....	58
Creating a new job from the Jobs screen.....	58
Creating a new job from the Run Mail screen.....	58
Opening a job.....	59
Previewing a job.....	59
Setting the default job.....	60
Reloading the default job.....	61
Closing all jobs.....	61
Counting mail without printing postage.....	61
Weighing, rating and counting mail without printing postage.....	62
Printing the received date and time.....	62

Jobs overview

A job is a collection of settings you select and a name that are stored within the system's memory for easy recall. A job can contain set values for such items as the account name, postage amount, class, carrier, a special service, a mode such as Attached Scale or Differential weighing, etc. If you run different kinds of mail, such as Sealed and Unsealed, you may find it more convenient to create a job for each kind. These settings make the system easy to learn – especially for the casual operator who does not consistently use a mailing system.

The default job is the job you use to store your most commonly used system settings. These are the settings your system will use whenever you restart your machine. After a certain period of inactivity, or when you power up, the system restores the default job settings.

- You can manage your jobs (create, edit, delete, rename, etc.) or select a job to process mail against by selecting the **Run Mail** button in the Mailing tile on the Home screen.
- You can view a master list of the jobs on your system, and the settings associated with each job, by selecting the **Jobs** button in the Mailing tile on the Home screen.

Saved jobs are stored, and can be easily opened, edited, or deleted as necessary.

Creating a new job from the Jobs screen

A job is a collection of settings you select and a name that are stored within the system's memory for easy recall. Follow the steps below to create a new job from the Jobs screen.

1. Select **Jobs** in the Mailing tile on the Home screen.
2. Select the **Create new job** button.
3. Select the appropriate job type from the list.
4. Select **OK**. The Run Mail screen appears with the job you selected in a new job tab.
5. Select the appropriate job settings.
6. Select **Save As**.
7. Enter the new job name and select **OK**.

Creating a new job from the Run Mail screen

You can create a job:

- By editing an existing job and then selecting the **Save As** option on the Run Mail screen.
- By selecting the **Create new job** button on the Jobs screen, or
- By selecting **Create new job...** on the **Options** menu of the Run Mail screen.

Follow the steps below to create a new job on the Run Mail screen.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button and then select **Create new job...**
3. Select the appropriate job type from the list.
4. Select **OK**. The job you selected appears in a new job tab.
5. Select the appropriate job settings.
6. Select **Save As**.
7. Type in the new job name and select **OK**.

Opening a job

Open a job to access the saved settings within that job.

1. Select the **Open a job** tab on the Run Mail screen, or select the **Jobs** button on the Home screen. The Jobs screen opens with a list of available jobs.
2. Select the job you wish to open. Up to five jobs can be open at the same time.
3. Select **OK**. A tab for the job opens on the Run Mail screen.

Previewing a job

Preview a job to see the settings and an envelope preview.

1. Select the **Open a job** tab from within the Run Mail screen, or select the **Jobs** button in the Mailing tile on the Home screen.
2. The Jobs screen appears with a list of jobs available on your system.
 - If necessary, you can sort the jobs by name, type or creator. Select the appropriate column heading to change the sort order.
 - Use the up and down arrow buttons to scroll through the list.

3. Select the you want to preview. You can change the view of the job using the icons in the upper right corner of the screen.

- a. **Job settings view** - Select this icon to view all of the settings for the selected job (for example, class, weighing type...), as well as an envelope preview.



- b. **List view** - Select this icon to view the complete list of jobs on your system. List view is the default view setting on your system.



4. Select the **back arrow** button to return to the Run Mail or Home screen, or select **OK** to open the currently selected job in the Run Mail screen.

Setting the default job

The default job is the most commonly used job on your mailing system. It is automatically selected whenever you restart your mailing system. You can change the default job by editing it and then saving the changes, or you can open a different job and save that job as the default job.

Postage Correction jobs cannot be set as the default job.

Setting the default Job on the Run Mail screen

1. Ensure the job you want to make the default is open and active on the Run Mail screen.
2. Select the **Options** button.
3. Select **Save this job as default job**. The selected job appears on the default jobs tab. The previous default job appears on a new tab.

Setting the default job on the Jobs screen

1. Select **Jobs** in the Mailing tile on the Home screen.
2. Select the job you want to make the default.
3. Select **Options** then select **Make this job the default job**. The system gives the selected job the default icon. The job also appears on the default jobs tab in the Run Mail application.
4. Select **OK** when done.

Reloading the default job

There is always at least one job open in Run Mail - the default job.

The default job is special:

- it is always open, and
- it is protected so you don't overwrite it easily.

To clear all changes made while running mail and to return to the default job to its original state, select the **Reload job** link on the default job tab.

Closing all jobs

Select **Start over** on the Run Mail screen to close all open jobs, discard all unsaved edits made to saved jobs, discard all unsaved jobs and reload the default job.

Important: The **Start over** option does not allow you to save changes made to the default job.

Counting mail without printing postage

If your meter uses accounting, you can create a job to count mail without printing postage. The piece count will be included in accounting reports.

If you have already created a count only job, open the job and begin running mail.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button.
3. Select **Create new job....**
4. Select **Count Only**.
5. Select **OK**. The job appears in a new job tab.
6. Select the appropriate counter and then select **OK**.
 - **Total - Count only:** total number of pieces for the current job.
 - **Resettable - Count only:** the total number of pieces run since you reset the counter.
7. Select an account.
8. If necessary, select a surcharge.
9. Select **Start** to begin feeding and counting envelopes.

10. If you want to save this job, select **Save as**.
11. Enter the job name and select **OK**.

Weighing, rating and counting mail without printing postage

If your meter uses accounting, you can create a job to weigh, rate and count mail without printing postage. The weighing and rating information, as well as the piece count, will be included in accounting reports.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Options** button.
3. Select **Create new job....**
4. Select **Weigh-Rate-Count**.
5. Select **OK**. The job appears in a new job tab.
6. Select the appropriate counter and then select **OK**.
 - **Total - Weigh-Rate-Count**: total number of pieces for the current job.
 - **Resettable - Weigh-Rate-Count**: the total number of pieces run since you reset the counter.
7. Select an account.
8. If necessary, select a surcharge.
9. Select the appropriate class, carrier, or special services.
10. Select **Start** to begin feeding and counting envelopes.
11. If you want to save this job, select **Save as**.
12. Enter the new job name and select **OK**.

Printing the received date and time

The **Received date and time** option allows you to print the current time and date, along with the word Received on incoming mail. If you have already created a received date and time job, open the job and begin running mail. If your system uses accounting, a piece count will be retained for accounting reports.

The sealer is set to off when you run this job.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Received date and time**.
3. Select **OK**.
4. Select **Start** or **Tape**.
5. To save the job, select the **Save As** link at the top of the screen.
6. Enter the new job name and select **OK**.

9 - Printing

In this section

Reactivating spot black (#2) printing.....	65
Adding a graphic.....	66
Adding or changing a text message or return address...	67
Printing a date correction.....	67
Printing a postage correction.....	68
Printing a sample mailpiece.....	69

Reactivating spot black (#2) printing

While the spot black (#2) grace period is active, the status bar on the Run Mail screen will display an alert with the option to reactivate spot black (#2) printing.

Spot black (#2) printing can only be reactivated from the Run Mail screen.

1. Select **Reactivate Spot K**.
2. Select **Yes, proceed**.
3. Follow the prompts to install the ink cartridge and reconfigure the system.



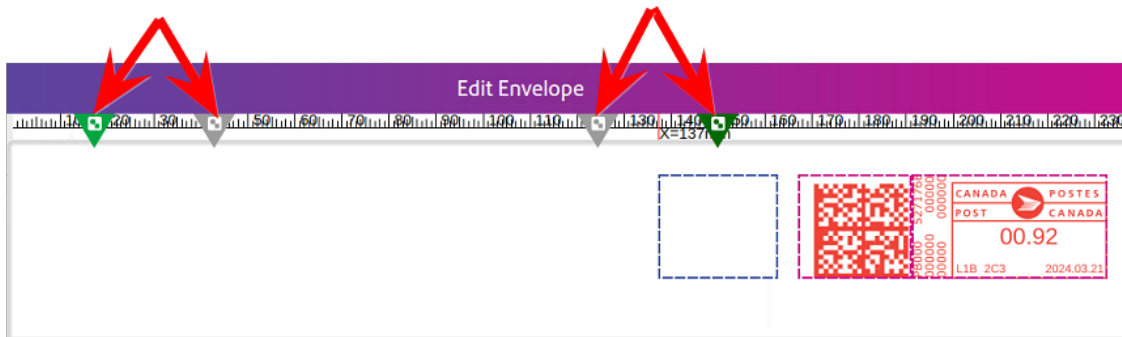
Warning!

Do not open any covers unless prompted to do so. Opening covers out of turn or otherwise interfering with the system will result in a series of error messages that may require the system to be restarted.

4. Once the system has been reconfigured, you will be prompted to print test patterns on tape. Select **Ready**.
5. Select **Tape**.
6. Check the test pattern.
 - If the solid lines of the test sample are unbroken, select **Image is OK - Done**.
 - If the test pattern has missing or incomplete lines, select **Not OK - Clean print head**. Once the cleaning operation completes, you will be prompted to print another test pattern. If the pattern still has broken or missing lines, you may need to replace the ink cartridge or printhead.

Adding a graphic

1. As soon as you open the Graphic Ad screen, a series of markers appear along the top of the envelope. The arrows indicate the location of the markers.



- The number of markers that appear depend on the size of the envelope or tape.
 - The markers are grouped as left justified (left edge of the envelope) or right justified (next to the indicia). The markers define the locations for the graphic images.
2. To select a graphic, choose the marker, then select the graphic from the list (a check mark appears in the check box).
 - If the zone is empty, by default the right justified marker next to the indicia is automatically selected and the first graphic will appear in this location.
 - To remove the graphic, simply de-select it so that the check mark is removed from the check box.
 3. Select **OK** to place the graphic on the envelope. The Run Mail screen appears with the graphic displayed on the envelope.
 4. For a #10 envelope template you can add up to four graphics: two will be right justified (2) and two will be left justified (1).



5. If you try to add an image and there is not enough room, the system will display a message telling you to either remove an existing image or change the size of the envelope.

6. If during a mail run an envelope has the maximum number of images it can accommodate and the size of the envelope decreases (for example during a WOW job), the graphics and / or messages will be dropped in a specific sequence.

Adding or changing a text message or return address

Add a customized text message to print a return address or your own personalized message. You can store up to 20 text messages.

Your message must comply with the postal rules for your country.

1. Select **Edit Envelope** from the **Run Mail** screen.
2. Select **Text messages and Return addresses**.
3. Select **New** to create a new text message.
4. Enter your text message.
5. Select **Save**.
6. Name the text message.
7. Select **OK**.
8. Select one of the available messages. A check mark box appears next to the selected message.
9. To change the position of the message, use the **Green Position Arrows** on the right side of the screen.
10. To remove the message or return address, deselect it.
11. Select **OK**.

Printing a date correction

You can print a date correction if you need to modify the date printed on your envelope. If you have already created a date correction job, open the job and begin running mail.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Date correction**.
3. Select **OK**. A new job tab appears. The Mail Information list is populated with the required date correction job settings. **Note:** The weighing method does not appear in the postage correction job. Sealing mode is set to off.
4. Click **Account** and select an account.
5. If necessary, change the format of the date.

6. If you are printing a tape, select the **Tape** button.
7. If you are printing on an envelope and if the envelope is sealed, change the sealing method to sealer off.
 - a. Turn the piece of mail around 180 degrees so that the postal indicia is in the lower left corner. Place the envelope on the feed deck with the flap facing down.
 - b. Select the **Start** button.
8. To save the job, select the **Save As** link at the top of the screen.
9. Enter the new job name and select **OK**.

Printing a postage correction

If you do not have the correct postage on a piece of mail, you can add more postage by printing a postage correction directly on the envelope or on a tape. If you have already created a postage correction job for the amount required, open the job and begin running mail.

1. Select the **Options** button at the bottom of the Run Mail screen.
2. Select **Create new job...** and then select **Postage correction**.
3. Select **OK**.
4. The Postage correction amount screen opens. This screen displays the acceptable range of values you can enter, and the field where you enter the specific amount.
5. Type in the additional postage required and select **OK**.
6. A new job tab appears. The Mail Information list is populated with the required postage correction job settings. **Note:** The weighing method does not appear in the postage correction job. Sealing mode is set to off.
7. Click **Account** then select an account.
8. If you are printing a tape, press the **Tape** button.
9. If you are printing on an envelope, turn the piece of mail around 180 degrees so that the postal indicia is in the lower left corner.
 - a. Place the envelope on the feed deck with the flap facing down.
 - b. Press the **Start** button.
10. To save the job, select the **Save As** link at the top of the screen.
11. Enter the new job name and select **OK**.

Printing a sample mailpiece

Run a sample mailpiece to make sure your job will run and that all the elements (address, Ad/Graphic etc.) are positioned correctly.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the **Options** button.
3. Select **Print a sample piece....**
4. Select **Start** or **Tape**.

10 - Feeding and Jamming

In this section

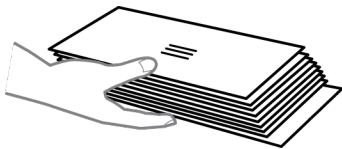
Preparing and feeding the mailpieces..... 71

Preparing and feeding the mailpieces

If your meter has Weigh-On-The-Way (SendPro MailCenter 2000 or SendPro MailCenter 3000), you do not need to sort your mail. Place the larger pieces on the bottom of the stack on the feeder. If your mailpieces are sealed, fan them to make sure they are not stuck together as a result of previous processing.

If your meter does not have Weigh-On-The-Way:

1. Sort the mail by envelope size.
2. Shingle envelopes (slant the stack as shown) so the bottom envelope feeds first. All envelopes in a single stack should be the same size.



3. Place the stack of mail on the feed deck. Place the envelopes with the flaps down and against the rear wall.
4. Make sure the envelopes are pushed far enough so that they cover the feed sensor located on the feed deck near the rear wall.
5. Adjust the side guide so it is close to, but not touching, the bottom edge of the envelope stack. Be sure and leave a slight clearance between the side guide and envelopes (about 1.6 mm clearance).
6. Use the thickness adjustment knob to adjust for envelope thickness.
 - For large stacks of thin mail, such as single inserts or post cards, the thin mail setting may be needed for better performance.
 - To pick a setting, turn the knob so the setting aligns with the pointer nearby.

11 - Product Information

In this section

Postal Security Device.....	73
Canada Post requirements.....	73
Ordering label rolls and printer ink.....	73

Postal Security Device

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

Canada Post requirements

Since your postage meter (Postal Security Device) is licensed by Canada Post, you must follow a few basic requirements.

- Mail must have the correct date and postage amount in the postage indicium.
- Metered mail must bear the Postal Code location of the post office where the postage meter (Postal Security Device) is registered.
- If you move to another Postal Code location, you must update the Postal Code. To update the postal code please visit our [website](#) and chat with us.
- Each time you refill your postage meter (Postal Security Device) through the LAN, the PB Postage Meter Payment System computer automatically performs a postal inspection. If the postage meter in your mailing machine has not detected a refill transaction at certain intervals, the message Inspection Required appears on the Run Mail screen and then prompts you to connect to Pitney Bowes and perform an inspection.
- The postage tape you use must meet Canada Post specifications.

Ordering label rolls and printer ink

To order label rolls or printer ink for SendPro® MailCenter shipping:

- Visit the [Pitney Bowes Online Shop](#)

12 - Rates and Updates

In this section

Checking for rates and software updates.....	75
Setting the time to check for updates.....	75
Performing the rate updates.....	75
Viewing the update history.....	76

Checking for rates and software updates

When you select the **Rates and Updates** button in the Mailing tile on the Home screen, the meter checks for available updates and downloads them. The rates and updates button shows an exclamation mark as a reminder that there are files waiting to be installed.

1. Select the **Rates and Updates** button in the Mailing tile on the Home screen. The meter checks for updates and additional features. If updates are available, the meter begins the download and displays the amount of time required to complete it.
2. Once the download is complete the Install updates dialog screen displays. You are prompted to install updates.
3. A countdown message appears on the Install updates dialog screen beginning at 5:00 minutes. The meter will automatically install the update when the countdown reaches 0:00 minutes unless you select **Install now** or **Install later**.
 - Select **Install now** if you want to install the updates at this time. Follow the prompts to complete the update installation.
 - Select **Install later** if you want to install the updates at another time. The system opens the Rates and Updates Scheduler. You can use the scheduler to postpone the installation up to 4 times.

Setting the time to check for updates

Schedule the meter to check for software updates at a specific time every day.

1. Select **Rates and Updates** from the Home screen.
2. Select **Updates Scheduler**.
3. Set the time for your meter to check for updates. Select an update time that occurs when your meter is inactive to prevent mail disruptions.
4. Select **Done** to return to the Home screen.

Performing the rate updates

The SendPro MailCenter meters update postal rates and software automatically.

Your meter checks for updates every day at a specific time.

Viewing the update history

1. Select the **Rates and Updates** button from the Home screen. The meter checks for updates.
2. Select **Updates History** to view a list of the updates that have installed on your meter.
 - You will see the title, size, effective date and installation date of each installed update.
 - Updates can be sorted by column in ascending or descending order.
3. Select **Done** to return to the Home screen.

13 - History and Reports

In this section

Printing a funds report	78
Reprinting a refill receipt report	78
Printing a refill summary report	79

Printing a funds report

The funds report provides a summary of the funds used and available in the meter, total pieces run, and piece count.

To print a copy of the funds report:

1. Select **Reports** from the Home screen.
2. Select **Funds Report**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.

The funds report shows the amount of funds available to print and includes the following:

- **Available:** The total amount of funds available to print.
- **Used:** The total amount of funds printed over the lifetime of the meter.
- **Total Pieces:** The total number of envelopes or tapes printed over the lifetime of the meter.
- **Control Sum:** The sum of the Available and Used totals, used to check for correct operation of the meter.
- **Resettable Piece Count:** The total number of envelopes or tapes printed since the counter was reset.
- **Piece Count Value:** The total amount of funds printed since the counter was reset.
- **PbP Account Number:** your PB Postage account number.
- **Indicia Number:** The die number that is printed on envelopes or tapes.
- **Meter number:** The serial number of the internal meter.
- **Meter name:** This field is blank.
- **Printed:** The date and time the report is printed.

Reprinting a refill receipt report

The refill receipt report provides detailed information on the last postage refill performed on your meter.

To print a copy of the refill receipt report:

1. Select **Reports** from the Home screen.
2. Select **Refill Receipt**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.

If you misplaced your receipt or did not print it, you can reprint the receipt for your last postage refill. This receipt duplicates the receipt printed at the time of the refill and includes the following:

- **Refill date:** The date and time of the refill.
- **Postage in meter before refill:** The postage funds available for processing before the refill was performed.
- **Refill amount:** The amount of the refill.
- **Postage in meter after refill:** The postage funds available for processing after the refill was performed.
- **Prepaid balance:** The amount of funds remaining in your PB Postage account.
- **Purchase Power available:** The amount of funds in your Purchase Power account.
- **PbP Account Number:** Your PB Postage account number.
- **Meter number:** The serial number of the internal meter.
- **Meter name:** This field is blank.
- **Printed:** The date and time the report gets printed.

Printing a refill summary report

The refill summary report provides a history of the last five refills performed on your system.

Follow these steps to print a copy of the refill summary report:

1. Select **Reports** from the Home screen.
2. Select **Refill Summary**.
3. Select **Start** to print the receipt on an envelope, or select **Tape** to print the receipt on a tape.
4. Select **Done** to return to the Home screen.

The refill summary report includes the following:

- The date, time and amount of the last 5 refills.
- The PB Postage account number.
- The date the report gets printed.

14 - Scales and Weighing

In this section

Changing or selecting the weighing method.....	81
Zeroing the scale while running mail.....	81

Changing or selecting the weighing method

Follow these steps to select the appropriate weighing method for your job.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the **Weighing** icon.
3. Select the appropriate weighing method. If your meter does not have the optional Weigh-On-The-Way or Manual weight entry method, select the Attached Scale method.
 - WOW.
 - WOW, first piece only.
 - Attached Scale.
 - Differential Weighing.
 - Manual weight entry.
4. Select your preferred **Display units** (kg or gram).
5. Select **OK**.

Zeroing the scale while running mail

Zero the scale if you have an attached scale and it displays a weight greater than zero when there is nothing on the scale.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select the **Weighing** icon.
3. Select the **Attached scale** option.
4. Select the **Zero scale** button under the current weight.

15 - Sealing

In this section

Changing the sealing method.....	83
Setting or changing Seal Only mode.....	83
Sealing envelopes without printing postage.....	84
Refilling the envelope and tape sealant bottle.....	84

Changing the sealing method

You can change the sealing method for a job while running mail. You can turn the sealer on and off or seal envelopes without printing postage.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the Sealer icon.
3. Select the appropriate sealing option.
 - Select **Sealing on** to print postal and / or non-postal elements and seal the envelope.
 - Select **Sealing off** to print postal and / or non-postal elements without sealing the envelope.
 - Select **Sealing only, No printing** to seal the envelope without printing.
4. If you select Sealer on or Sealing only, No printing you can adjust the wetness of the sealer for this job. Select and drag the control button to adjust the wetness. 1 is the driest setting; 9 is the wettest. Use the + and - buttons for a more precise selection. This adjustment only changes the wetness setting for the selected job. If you do not adjust the wetness, the job will use the default sealer wetness setting.
5. If you are using a SendPro MailCenter 3000, and you selected Sealing on or Sealing only, No printing, select the appropriate flap position:
 - **All envelopes are open flap and nested**, or
 - **Some envelopes are closed flap (No previously sealed envelopes)**.
6. Select **OK**.
7. Select **Start** to run the job, or **Reload job** to return to the previously saved version of the job.

Setting or changing Seal Only mode

Use Seal Only mode to seal envelopes without printing anything on the envelope.

Set Seal Only mode

Use Seal Only mode to seal envelopes without printing anything on the envelope.

1. Select **Run Mail** from the Home screen.
2. Select **Sealer**.
3. Select **Sealing only, No printing**.
4. Select **OK**.

Exit Seal Only mode

1. Select **Sealer**.
2. Select **Exit seal only** mode. You return to the Run Mail screen.

Sealing envelopes without printing postage

You can create a job to seal envelopes without printing anything on the envelope. If your meter uses accounting, a piece count will be included in accounting reports.

1. Select the **Run Mail** button in the Mailing tile on the Home screen.
2. Select **Options**.
3. Select **Create new job....**
4. Select **Seal only, No Printing**.
5. Select **OK**. The job appears in a new job tab.
6. Select **Account** and choose the desired account.
7. Select **Start** to begin feeding and sealing envelopes.
8. If you want to save this job, select **Save as**.
9. Enter the new job name and select **OK**.

To exit Seal Only mode:

1. Select **Sealer**.
2. Select **Exit seal only mode**. You return to the Run Mail screen.

Refilling the envelope and tape sealant bottle

Your mailing system displays a message telling you when your E-Z Seal® is running low. When you receive this message, your system can still seal approximately 50 envelopes.

Pitney Bowes recommends using E-Z Seal® because it helps keep your moistener tank clean and improves sealing performance. Refill the sealant bottle when your E-Z Seal® is running low.

1. Lift the sealant bottle out of the cradle. The bottle is located to the right of the printer module, behind the stacker.
2. Remove the cap from the bottle.

3. Add enough E-Z Seal® to bring the level up to the bottom of the throat of the bottle. Do not overfill the envelope sealant bottle.
4. Replace and tighten the cap and return the bottle to its original position.

16 - Settings

In this section

Advancing the date.....	87
Changing the machine speed.....	87
Changing the envelope size.....	87
Changing the envelope or tape quantity.....	88
Setting the Energy Star timeout.....	88

Advancing the date

You can advance the date to print a date up to thirty days ahead.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the desired date option:
 - **Print today's date**
 - **Today + 1**
 - **Select from calendar**
3. Select the desired format option.
4. Select **OK**.

Changing the machine speed

Change the speed to prevent jamming when feeding mail through the meter.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select **Machine speed** from the Mail Information list box on the left side of the Run Mail screen.
3. Select the appropriate setting (Normal, Reduced, Slow).
4. Select **OK** when done.

Changing the envelope size

Follow these steps to change the envelope size.

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Tap anywhere within the envelope on the Run Mail screen..
3. Select the **Envelope size** option from the list box on the left of the Edit envelope screen.
4. Select the appropriate size (#10, Flat, Post Card, Custom).
5. Select **OK**.

Changing the envelope or tape quantity

Specify the number of envelopes to print to count down and stop the machine after a certain number of pieces have been processed. For example, you might want to remove a certain number from the stacker and place in a separate tray or bag.

To change the number of envelopes or tapes to print, toggle between the **Envelope quantity** or **Tape quantity** tab on the Run Mail screen.

Changing the envelope quantity

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select **Options** then select the **Show envelope quantity feature** check box.
3. Select **Options** to hide the Options menu.
4. Select the envelope **Quantity** box.
5. Select one of the preset quantities or enter a different number of envelopes. Select **OK**. The maximum envelope quantity is 9999.
6. Select **Start**. The meter stops once it has processed the number of envelopes you specified.

Changing the tape quantity

1. Ensure that the appropriate job is open and selected on the Run Mail screen.
2. Select the **Tape quantity** tab on the Run Mail screen.
3. Select one of the preset quantities or enter a different number of tapes. Select **OK**. The maximum tape quantity is 99.
4. Select the **Tape** button. The meter will stop once it has processed the number of tapes you specified.

Setting the Energy Star timeout

Follow these steps to set the Energy Star timeout.

1. Select **Settings** under Mailing on the Home screen.
2. Select **System**.
3. Tap **Timeouts**.

4. Tap **Energy Star**.
5. Move the slider to set the length of time before the meter goes into energy saving mode.

Note: Energy Star is not available on all versions of the SendPro MailCenter.

17 - Safety

In this section

Safety information.....	91
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Safety information



Warning:

Follow normal safety precautions for all office equipment.

Read all instructions before you attempt to operate the machine. Use the equipment only for its intended purpose.

- 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 a personal injury and / or property damage. Never use aerosol dusters labeled flammable and always read instructions and safety precautions on the duster container label.
- To obtain Pitney Bowes supplies, please contact our Supply Line™ to place orders. Material Safety Data Sheets can be obtained on 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.
- The wall outlet supplying power to the machine must be a single dedicated wall outlet. Contact a licensed electrician to ensure there are no other wall outlets on the branch circuit.
- The electrical circuit (mains) supplying power to the outlet must be switched ON.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewelry 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 Pitney Bowes 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.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Avoid using wall outlets that are controlled by wall switches, or shared with other equipment.
- Do not route the power cord over sharp edges or trapped between furniture.

- Ensure there is no strain on the power cord where it becomes jammed between the equipment, walls or furniture.
- Do not plug headphones into the Line Out jack (Lime Green).
- 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 clearing a stoppage, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover the vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your Pitney Bowes Customer Service Representative for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.
- The system contains a module (PSD) that contains a coin cell battery, which is not replaceable. Do not dispose of module in a fire or hot oven. Do not crush or cut module. Do not store module in extreme hi or low temperatures, or extreme low pressure environments.



Caution:

Moving mechanism can result in personal injury. Keep hands, long hair, ties, jewelry and loose clothing away from moving parts.



**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.

In Canada, English speaking Customer Service Representatives are available Monday to Friday 8:00 AM - 8:00 PM EST. French speaking representatives are available 8:00 AM - 5:00 PM EST.

Contact information can also be found at pitneybowes.com/ca/en

Note:

Always follow the specific occupational safety and health standards for your workplace.

**Caution:**

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Except for Ethernet/LAN connection cables, shielded I/O and USB cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

Canada

This Class A digital apparatus complies with Canadian ICES-003.



Warning:

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Responsible Party within Canada:

Pitney Bowes
5500 Explorer Drive
Mississauga, ON L4W 5C7

Servicing

This product is serviceable. For Canada, please visit our [website](#).



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