pitney bowes

Shipping & Mailing
Postage Management

Mac SendKit Installation Instructions

Sendkit- PB-SP100 (1E52), SL-397-D

SDC2193A UK English Edition

Introduction

Your equipment may be available as part of several different kits (combinations of products) as well as a standalone items, dependent on your market. Please select the relevant equipment and setup from the options below and follow the step by step instructions.

If you are installing your PB-SP100 SendKit or Printer on a **Windows** computer please visit the *Pitney Bowes Support site* and select the **Windows Installation Instructions.**

PB-SP100 SendKit (USB)

PB-SP100 SendKit (Network)

PB-SP100 Printer (USB)

PB-SP100 Printer (Network)

Using your Equipment

Learn how to use your SendKit setup or standalone printer or scale

Troubleshooting and Safety

Installing the PB-SP100 Printer using a Mac via Wired connection

This instruction will guide you through installing your PB-SP100 Printer on a Mac using a Wired USB connection.

1. *Opening the box and unpacking*
2. *Signing into SendPro®*
3. *Connecting the Printer Power Cord*
4. *Printer Ready*
5. *Aligning the Label Roll*
6. *Connecting the Printer USB Cable*
7. *Manually Download the Printer Driver*
8. *Adding the Printer*
9. *Test Print*

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

Let's first get together the things you will need:

- The box containing your PB-SP100 Printer.
- A Welcome Email from Pitney Bowes containing your SendPro® Log in details.
- A Mac on which you have full admin rights to allow downloading and installing software.
- 2 available USB ports on your Mac.

If you have not received the email from Pitney Bowes, do not go any further with this installation. Please visit *pitneybowes.com* for contact details.

Opening the box and unpacking

Here are diagrams and explanations of the items you should find in your box. Please select the correct power cable for your location.

SL-397-D Scale and PB-SP100Printer

> **Note-** If you have ordered a PB-SP100 Printer on it's own, you will not receive the SendKit SL-397-D Scale in the box.
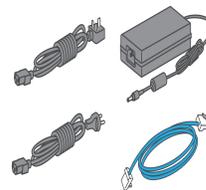
Power Cord and Network Cable (the Network cable is not used for USB Installation)

Signing into SendPro®

Sign into SendPro® using the link in the welcome email.

spo.pitneybowes.com

Connecting the Printer Power Cord

1. Connect your Network cable to your printer and Network socket.
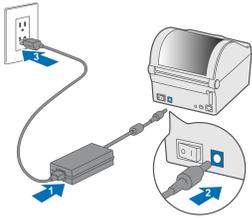
2. Ensure you have the correct power cord for your region.
3. Connect the power cord and adapter (as shown) to your printer and switch on.
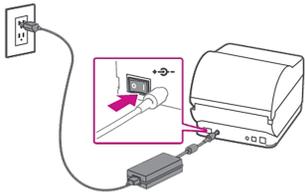
Printer Ready

Wait for about 10 seconds until the 2 green lights remain constant and the printer is ready.
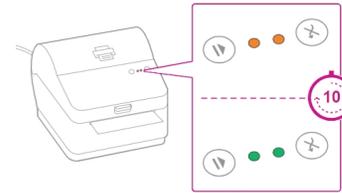
Aligning the Label Roll

Press the feed button and check that the label feeds out correctly.

> **Note-** If the label does not feed correctly please refer to label alignment instructions inside the printer top cover.

Tear off the correctly dispensed label.
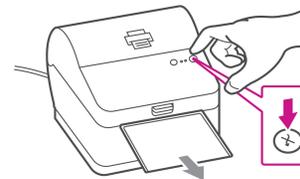
Connecting the Printer USB Cable

Connect your printer to your computer with the USB cable.

> **Note-** Ignore errors that occur at this time.
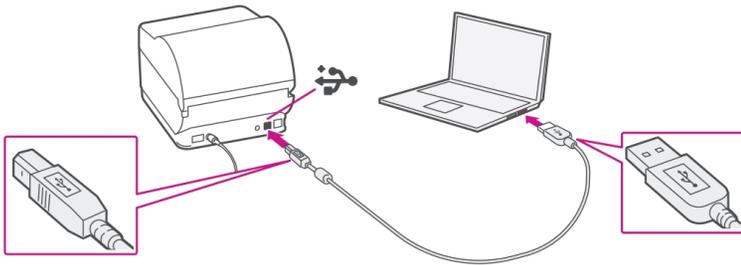
Manually Download the Printer Driver

To connect your printer to your Mac computer you need to install a printer driver.

To install the Mac CUPS driver follow the steps below.

1. Open Finder.
2. Open the Downloads folder.
3. Double click on the driver .dmg file.
4. Double click on the .pkg file.

> **Note-** If the 'Software can not be opened because Apple can not check it' error pops up

1. Select **OK**.
2. Right Click the file and select **Open**.
3. Select **Open**.

Continue with the download.

5. Select **Continue.**
6. Select Install.
7. Enter the User Name and Password.

After driver installation, The installation was successful message will be shown.

Adding Printer

1. Open **System Preferences** and click **Printers & Scanners**.
2. Click + button and select **Auto-detected USB Printer**.
3. Click **Select Software** in Use section, and choose the PitneyBowes driver.

Note- You may be required to select stock settings and type of label roll. Your PB-SP100 Printer uses a 4x6 Continuous label roll.

Test Print

1. Open the printer queue by double clicking on the printer icon.
2. Select **Print Test Page** in the Printer menu to print a test print and ensure that your printer is connected.

Check that your label has printed correctly. If you have any issues with the print refer to *Troubleshooting* later in this document.

If you are installing a*SendKit* **go to the SL-397-D Scale Installation section of this guide.**

Installing the PB-SP100 Printer using a Mac via Network connection

This instruction will guide you through installing your PB-SP100 Printer on a Mac computer using a Network connection.

1. *Opening the box and unpacking*
2. *Signing into SendPro®*
3. *Connecting the Printer*
4. *Printer Ready*
5. *Aligning the Label Roll*
6. *Manually Downloading the Printer Driver*
7. *Adding Printer*
8. *Test Print*

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

Let's first get together the things you will need:

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- 2 available USB ports on your Mac.

If you have not received the email from Pitney Bowes, do not go any further with this installation. Please visit *pitneybowes.com* for contact details.

Opening the box and unpacking

Here are diagrams and explanations of the items you should find in your box. Please select the correct power cable for your location.

If you have any problems during this installation, refer to *'Troubleshooting'*.
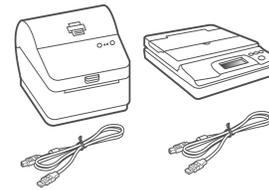
SL-397-D Scale and PB-SP100Printer

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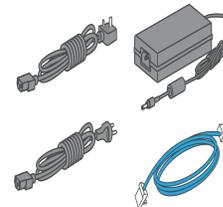
Power Cord and Network Cable

Signing into SendPro®

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sendpro.pitneybowes.com

Connecting the Printer

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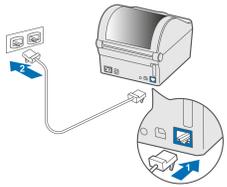

2. Ensure you have the correct power cord for your region.
3. Connect the power cord and adapter (as shown) to your printer and switch on.
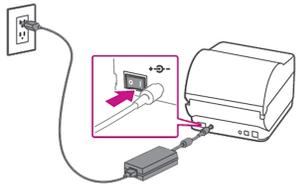
Printer Ready

Wait for about 10 seconds until the 2 green lights remain constant and the printer is ready.
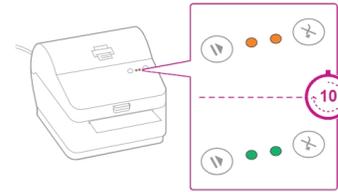
Aligning the Label Roll

1. Press the feed button and check that the label feeds out correctly.

Note- If the label does not feed correctly please refer to label alignment instructions inside the printer top cover.

2. Tear off the correctly dispensed label.
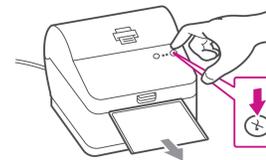
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1. Select **OK**
2. Right Click the file and select **Open**.
3. Select **Open**.

Continue the download.

5. Select **Continue.**
6. Select **Install.**
7. Enter the User Name and Password.

After driver installation, The installation was successful message will be shown.

Adding Printer

1. Open **System Preferences** and click **Printers & Scanners**.
2. Click + button and select **Auto-detected USB Printer**.
3. Click **Select Software** in Use section, and choose the PitneyBowes driver.

Note- You may be required to select stock settings and type of label roll. Your PB-SP100 Printer uses a 4x6 Continuous label roll.

Test Print

1. Open the printer queue by double clicking on the printer icon.
2. Select **Print Test Page** in the Printer menu to print a test print and ensure that your printer is connected.

Check that your label has printed correctly. If you have any issues with the print refer to *Troubleshooting* later in this document.

If you are installing a *SendKit* go to the SL-397-D Scale Installation section of this guide.

SL-397-D Scale Installation

Signing into SendPro®

If you are not already signed into SendPro®, sign into SendPro® using the link in the welcome email.

spo.pitneybowes.com

## Downloading the Scale Utility

1. In SendPro® Click on the Help icon.

2. Select **Download SendPro® Scale Utility for Windows.**

3. Select **Run** or **Open** (this depends on your internet browser).

4. Follow the prompts on screen to install.

5. Click **Finish.**

Connecting your Scale

1. Place your scale on a firm and flat surface near to your computer.

2. Connect your scale to your computer using the USB cable supplied. Then press the **Zero** button.

3. Press the **Mode** button to select Kg

> **Note-** If you do not wish to use a USB to connect your scale refer to *www.pitneybowes.com/uk/sendkit* for information on battery installation.
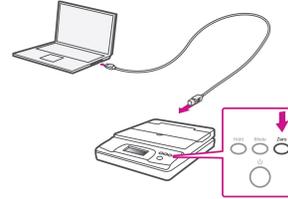
> If you have a SendKit and have not yet installed your Printer please go to the Front/ Introduction pages of this guide and select the relevant Printer Installation Instruction. If you have completed your setup, get yourself up and running quickly by visiting the *Using your Equipment* section of this guide.

Using your Equipment

See below for useful information on using your Equipment

Creating and Printing a Shipping Label

Managing Users

Changing your Username or password

Viewing your History

Exporting a History Report

Maximum Transaction Limit

Searching for a Shipment

Carrier Services and Packaging

For information about size and weight restrictions, visit the carrier's website:

Royal Mail

Troubleshooting

Printing Issues

Printing problems on PB-SP100 (1E52) Label Printer

If you experience problems with a PB-SP100 printer, such as poor print quality, misaligned labels, jams, or flashing LED indicator lights, ensure that the roll is properly installed in the printer.

If the labels are blank, the roll may be loaded upside down.

The two blue brackets in the PB-SP100 printer are spring loaded to keep the roll in place. Slide the blue brackets apart to place the roll between them with the adhesive labels on the top and the disposable material on the bottom.

Labels printing too small

If your labels are printing too small, the wrong paper size may be selected. To correct this:

Select **Settings** then **Label Options**.

If the Choose Format menu is set to Plain Paper - A4, select Roll - 4 x 6.

Note- If Plain Paper - A4 is always selected by default, you can change this to 4 x 6 by adjusting your default label printing settings.

Shipping label missing image components or text when printed

If the PDF of your label displays correctly but prints on your label printer incorrectly, it's most often an issue with Adobe Reader or the printer driver.

Ensure that your Adobe Reader is up to date by visiting Adobe's website and installing the latest version of Adobe Reader.

Update your printer driver through the printer manufacturer's website.

If updating Adobe Reader or the printer driver software does not fix the problem, try changing the following setting in Adobe Reader:

1. When printing a 4x6 label in Adobe Reader, click the **Advanced** button in the printer selection window.
2. Check the Print as image box and click **OK.**

Solid Red Light on the PB-SP100 Label Printer

The red light on the PB-SP100 label printer is on and it will not print. To resolve this issue try rebooting the printer:

1. Turn off the printer.
2. Wait one minute.
3. Turn the printer back on.

If the red light is still on, perform a sensor calibration:

1. Open the printer's top cover and wind the media back onto the roll so that it is clear of the feed rollers and sensors.
2. Close the cover.
3. Press and hold the Reset (back), Stop/Resume (front) and the Feed/Cancel (front) buttons simultaneously until the left LED on the front panel turns solid green. After the green light has shown, it will return to red.
4. Open the printer's top cover and feed the label so that it is ¼ inch out of the printer.
5. Press and hold the Stop/Resume and the Feed/Cancel buttons simultaneously until the rollers begin to move the media. Immediately release both buttons when the media begins to move. The media should advance one label and the left LED should be solid green.

Scale Issues

If the scale icon is grayed out and cannot be selected, or if the scale icon can be selected, but does not update to reflect the weight from the scale, this indicates that:

- The scale being used is not compatible with SendPro®.
- The scale app has not been installed.
- There is nothing on the scale.
- There is a USB hub between the scale and the computer.

Ensure that the compatible scale is installed:

70lb/30Kg USB scale (item number SL-397-D)

Ensure that the scale app is installed. For details, see Install the Scale.

If the scale icon in is grayed out, place an item on the scale. The scale icon should then display the weight of the item on the scale.

Ensure that the USB cable is connected directly from the scale to the computer.

Do not use a USB hub between the USB scale and the computer.

Note- When the scale is connected to a computer with the USB cable, the power button on the scale will be disabled. The power button is only used when the scale is powered with a 9-volt battery. There is no need to use a battery if the scale is connected to the computer with a USB cable.

Scale value is under zero. Recalibrating scale

When attempting to use the USB scale with SendPro® Online , if the scale displays a negative weight, follow these steps to re-zero the scale:

1. On the bottom of the scale are 4 or 6 feet. Ensure that the feet are not loose or missing.
2. Ensure that the scale is on a flat, level surface.
3. Remove any items on the scale or touching the scale.
4. Press and release the zero button to zero the scale.

If the scale will not zero, or if the weight is fluctuating, there may be vibrations or air currents in the area that are preventing the scale from maintaining a steady weight. Try moving the scale to a different location to determine if vibrations or air currents are causing the scale to display a negative weight.

visit the *Safety* section of this document to read about important Safety considerations.

Safety

Follow the normal safety precautions for all office equipment.

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

- DO NOT route the DC power cord that plugs into the printer over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the DC power cord.
- To reduce the risk of fire or electrical shock, DO NOT attempt to remove covers or disassemble the control panel or its base. The cabinet encloses hazardous parts. If you should drop or otherwise damage the unit, call Pitney Bowes.
- Use only Pitney Bowes approved direct thermal label media.
- Keep fingers, long hair, jewelry and loose clothing away from moving parts at all times.
- Avoid touching moving parts or materials while the printer is in use. Before clearing a stall (jam), be sure printer mechanisms come to a complete stop.
- To prevent overheating, do not cover the vent openings.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damage to the equipment.
- Use the equipment only for its intended purpose.
- Always follow the specific occupational safety and health standards prescribed 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.

If using USB interface, shielded I/O cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

Product: Direct Thermal Label Printer

Model: PB-SP100

Power Requirements: 100-240 VAC, 50/60 Hz, 1.5 A

Sound Level: < 70 dba Operating

Temperature: 32-104°F (0-40°C)

For more information, visit our website at

pitneybowes.com/uk/support

CE

It is certified that the system complies with all applicable Directives of the European Union.

For a formal Declaration of Conformity please contact Compliance Engineering. Contact information is given in this guide or on a separate document supplied with your system.

The system has been designed to work on all Pan-European Telecommunication Networks.