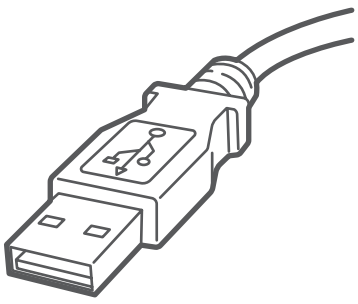
pitney bowes

SendPro® Network SendKit

MAC Installation Instruction
USB Printer Connection



Read BEFORE you unpack your equipment

Continue reading below

Let's get your SendKit up and running.

You will need the following:

- Your SendPro® Network SendKit box.
- The Welcome email from Pitney Bowes.
- A MAC with full admin rights to download and install software.
- 2 available USB ports on your MAC.

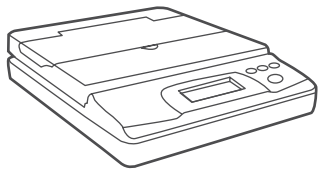
If you have not received the email from Pitney Bowes, do not proceed. Visit pitneybowes.com for contact details for your area.

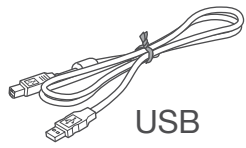
1. Unpack Your SendKit.

Below is the contents you will find in the box.

If you have any problems during this installation, refer to the 'Troubleshoot' section at the end of this guide.

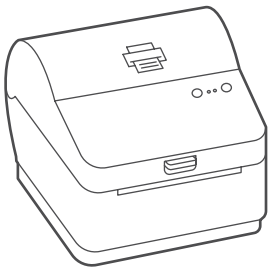
Scale

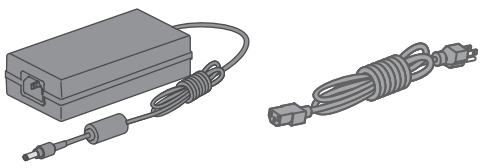




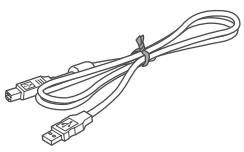
USB

Printer

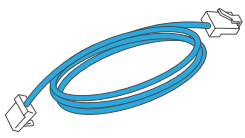




Power Cord



USB



Network Cable
(not used for USB installation)

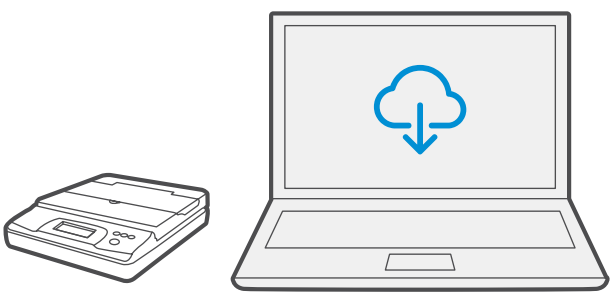
2. Sign-in to SendPro®.

Visit sending.ca.pitneybowes.com and then sign-in to SendPro® using the link in the welcome email.

3. Download the scale utility.

Under the Help icon ?, Select **Download SendPro® Scale Utility for MacOS.** This can also be downloaded from the App store by searching for SendPro.

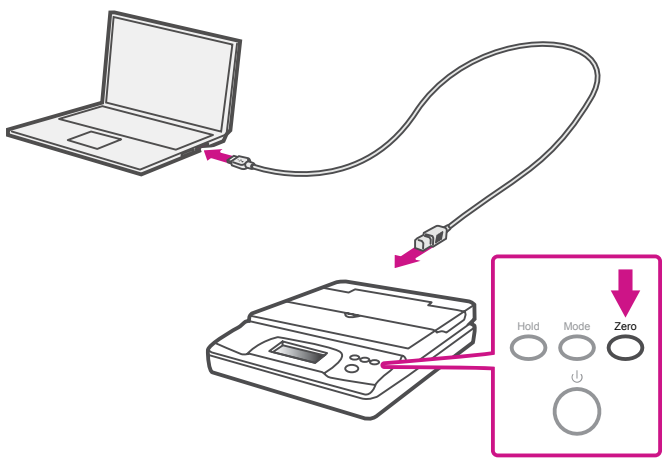
Follow the prompts on screen to install.



4. Connect the scale.

Place the scale on a firm, flat surface near to your computer.

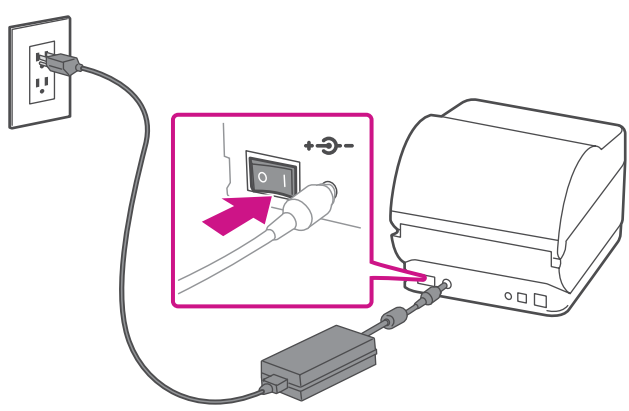
Connect the scale to your computer using the USB cable supplied. Then press the **Zero** button.



Note: To connect your scale without using a USB cable, refer to Online help for battery installation.

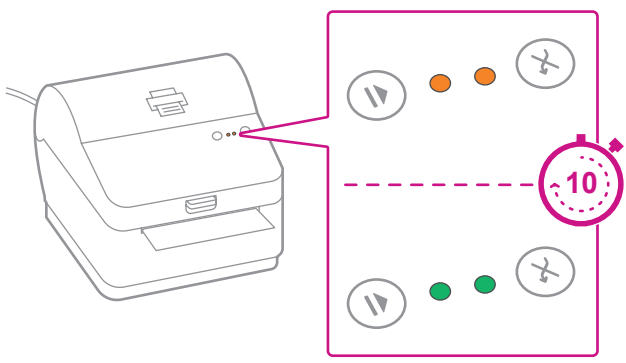
5. Connect the power cord.

Connect the power cord and adapter to your printer (as shown) and switch on.



6. Printer ready.

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

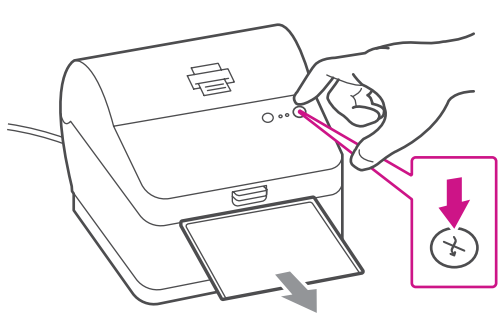


7. Align the label roll.

Press the ⊗ button and check that the label feeds correctly.

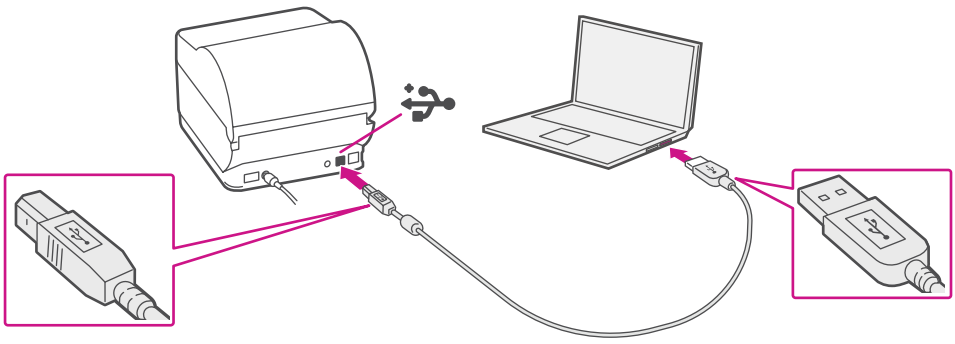
Note: If the label does not feed correctly please refer to label alignment instructions inside the printer top cover.

Tear off the dispensed label.



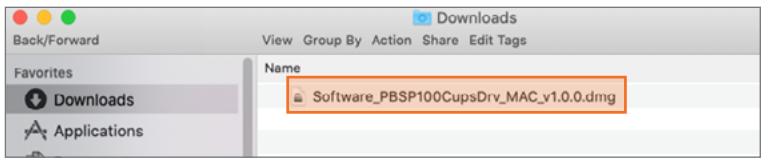
8. Connect the printer.

Connect your printer to your computer with the USB cable.



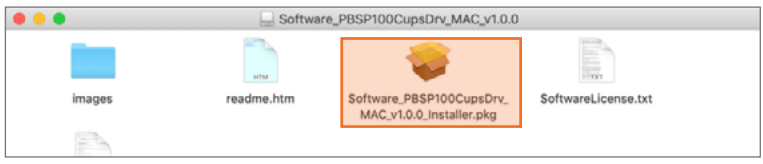
9. Download the printer driver.

1. Ensure you are signed into SendPro® and click on the Help icon.
2. Select the **PB-SP100 Printer Driver.**
3. Select to download the correct printer driver for your operating system.
4. Double click on **Software PBSP100CupsDrv_MAC_ v1.0.0.dmg**.



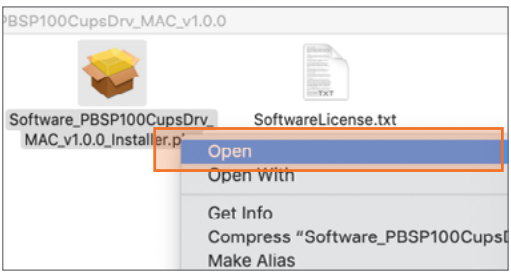
10. Install the printer driver.

1. Double click on **Software PBSP100CupsDrv_MAC_ v1.0.0.installer.pkg** file.

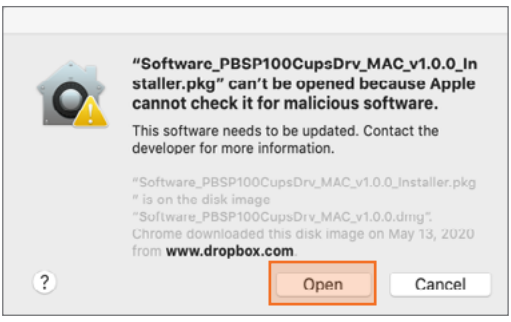


If below message appears, select **OK** to close it. Right click the file and click **Open**.

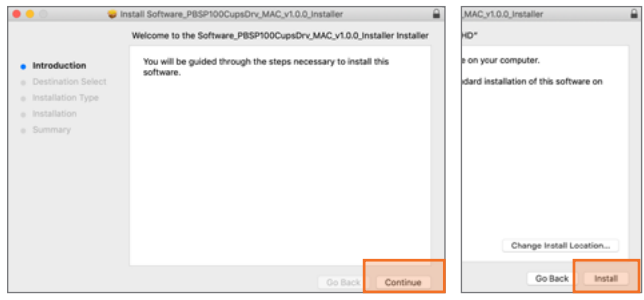
Right click the file and select **Open**.



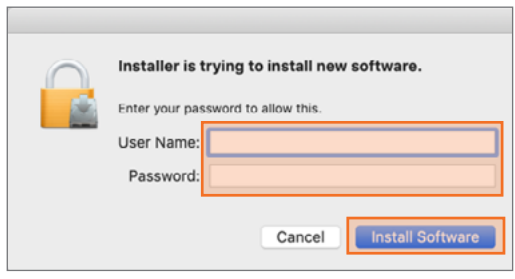
Click **Open**.



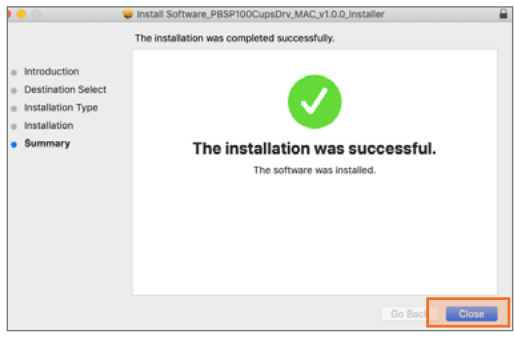
Select **Continue** and then **Install**.



2. The installer will prompt you for your Mac administrative login. Enter your administrator username and password and select **Install Software**.

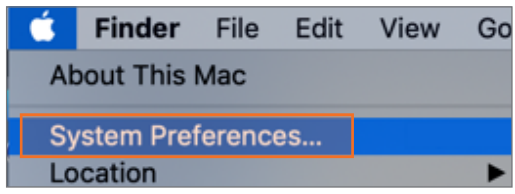


3. When complete, select **Close**.



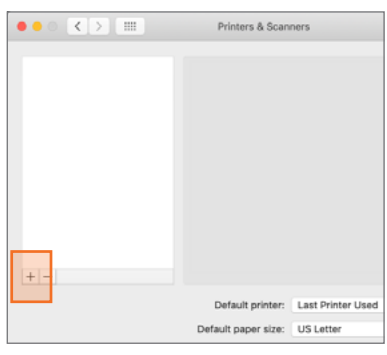
11. Add the printer.

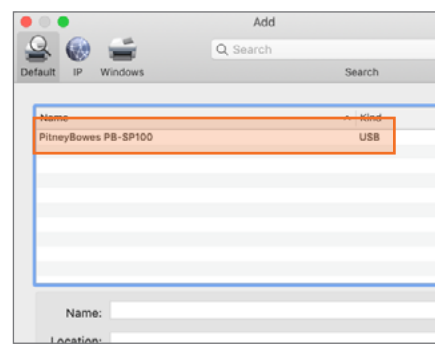
1. Select **System Preferences** in the **Apple** menu.



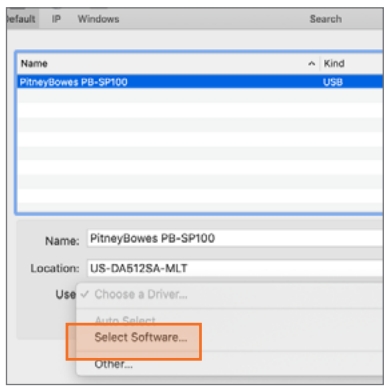
2. Select **Printers & Scanners**.

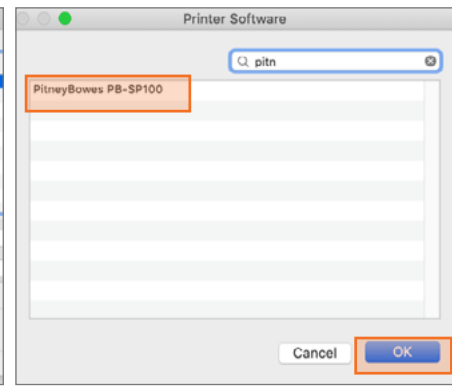
3. Select the **plus sign +**, then select **PB-SP100 USB Printer**.





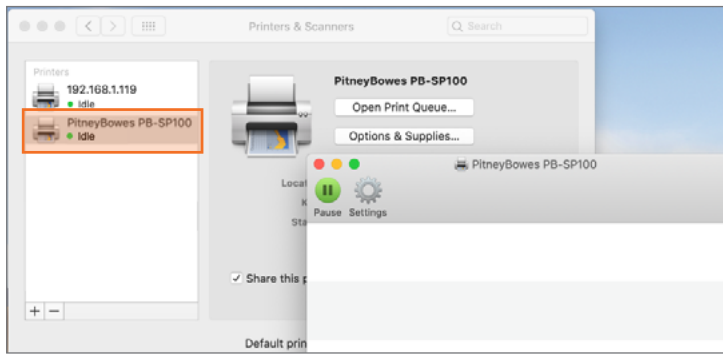
4. In the Use dropdown, Select **Select Software.** Then select the **PitneyBowes PB-SP100 driver** and then **OK**.
(Use the search bar to look up the PB-SP100 driver)



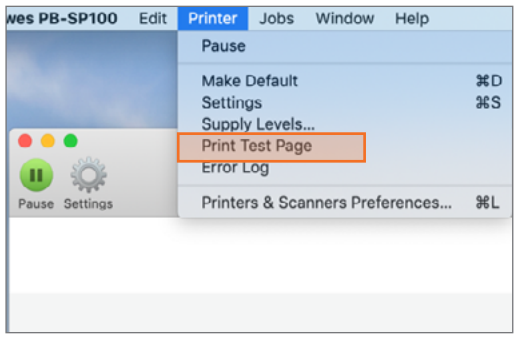


12. Print the test label.

1. Double click on **PB-SP100 printer** to open the printer queue.



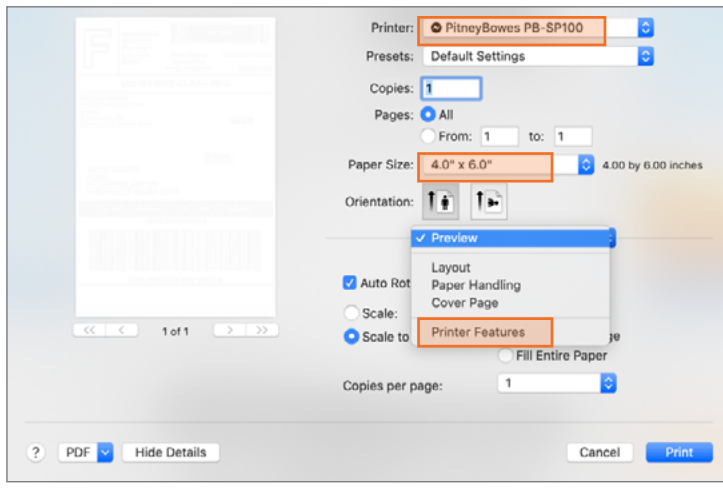
2. Select **Print Test Page** in the **Printer** menu.

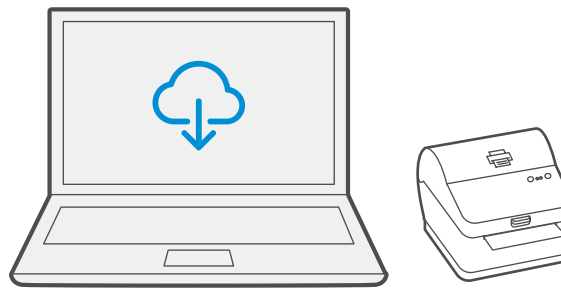


Set Print Option

When printing shipping labels on the PB-SP100 printer:

- In the Safari printer dropdown, select the **PitneyBowes PB-SP100 printer** before printing.
- Select **4.0”x6.0”** in the Paper Size menu.
- Select **Printer Features** in the dropdown menu for the specific setting as needed.





Let’s get ship!

You can access in-depth Online Help that covers all operator and feature aspects of your SendPro® software and SendKit in detail. To access this information, press the Help icon ? from your App and select **See More Help Topics**.

Carrier Services and Packaging

For information about size and weight restrictions, visit the carrier’s website:
Canada Post
Purolator
UPS
FedEx
Note: Available carriers dependent on Sendpro subscription.

Troubleshoot

Printing Issues

Labels printing too small
If your labels are printing too small, the wrong paper size may be selected. To correct this:
Select Settings icon then Label Options.
If the Choose Format menu is set to Plain Paper - 8.5 x 11, select Roll - 4 x 6.

Note: If Plain Paper - 8.5 x 11 is always selected by default, you can change this to 4 x 6 by adjusting your default label printing settings.

Printing problems on PB-SP100
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 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.

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 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.

If you're still having trouble, visit
pitneybowes.com/ca/en/spnetworksendkit
for Support.

AW33124REVA

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