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



Printer









Network Cable (not used for USB installation)

2. Sign-in to SendPro[®].

Visit <u>sending.ca.pitneybowes.com</u> 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.
- Double click on Software PBSP100CupsDrv_MAC_ v1.0.0.dmg.

• • •	🔽 Downloads
Back/Forward	View Group By Action Share Edit Tags
Favorites	Name
O Downloads	Software_PBSP100CupsDrv_MAC_v1.0.0.dmg
Applications	
Applications	

10. Install the printer driver.

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

•••	Software	e_PBSP100CupsDrv_MAC_v1.0.0	
images	readme.htm	Software_PBSP100CupsDrv_ MAC_v1.0.0_installer.pkg	SoftwareLicense.txt

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



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

BSP					



Click Open.



Select Continue and then Install .

	Install Software_PBSP100CupsDrv_MAC_v1.0.0_Installer	MAC_v1.0.0_Installer	8
	Welcome to the Software_PBSP100CupsDrv_MAC_v1.0.0_Installer Installer	HD*	
Introduction Destination Select Installation Type Installation Summary	You will be guided through the steps necessary to install this activate.	e on your computer. dard installation of this software on	
		Change Install Location	
	Co Back Continue	Go Back Inst	all

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

0	Installer is trying to install new software.
	Enter your password to allow this. User Name: Password:
	Cancel Install Software

3. When complete, select Close.

• • •	Install Software_PBSP100CupsDrv_MAC_v1.0.0_Installer	8
Introduction Destination Select Installation Type Installation Summary	Install Software, PBSP100CuppEdv, MAC, v10.0, Installer The Installation was completed successfully. The Installation was successful. The installation was installed.	
	Go Bac	Close

11. Add the printer.

1. Select System Preferences in the Apple menu.



2. Select Printers & Scanners.

Desktop & Screen Saver	Dock	Mission Control	Language & Region	Security & Privacy	Spotlight
Θ				—	
Energy Saver	Keyboard	Mouse	Trackpad	Printers & Scanners	Sound

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

••• < > ==	Printers & Scann	ers	• • •	Add	
			🔒 🛞 🖕	Q Search	
			Default IP Wind	dows	Search
			Name		A Kind
			PitneyBowes PB-	SP100	USB
+ -					
+ -					
	Default printer:		Name:		
	Default paper size:	US Letter	Location		

 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)

efault IP	Windows	Search) 🔿 🌒 🛛 P	Printer So	ftware	
Name PitneyBowes	PB-SP100	 Kind USB 	PitneyBowes PB-SP100	0), pitn	0
Location	PitneyBowes PB-SP100 US-DA512SA-MLT ✓ Choose a Driver					
	Auto Salact Select Software Other				Cancel	ОК

12. Print the test label.

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

	Printers & Scanners Q. Search	
Printers 192.168.1.119 • Idle PitneyBowes PB-SP100 • Idle	PitneyBowes PB-SP100 Open Print Queue Options & Supplies	
	Locat Pause Settings	
+ -	✓ Share this p	
	Default prin	

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

wes PB-SP100	Edit	Printer	Jobs	Window	Help	
		Pause				
		Make (Setting Supply				₩D ₩S
			est Pag			
Pause Settings		Printer	s & Sca	nners Prefe	erences	₩L

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 (2) 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

<u>UPS</u>

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 - 8.5×11 , select Roll - 4×6 .

Note: If Plain Paper - 8.5×11 is always selected by default, you can change this to 4×6 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.



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