pitney bowes (

# SendPro® Network SendKit

MAC Installation Instruction Network 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<sup>®</sup> Network SendKit box.
- The Welcome email from Pitney Bowes.
- A Mac with full admin rights to download and install software.
- An available USB port 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 'Troubleshooting' section at the end of this guide.

#### Scale



## 2. Sign-in to SendPro<sup>®</sup>.

Visit <u>login.pitneybowes.com/sendpro</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 your scale on a firm, flat surface near your computer. Connect your 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. Set the label roll.

Press up on the latch to open the cover. Remove and discard the protective sheet and tape from the label roll.



Install the label roll and feed the label through the media guide. Close the cover.

![](_page_2_Figure_4.jpeg)

### 6. Connect the printer.

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

Connect your Network cable to your printer and Network socket.

Power Cable

![](_page_2_Picture_9.jpeg)

Network Cable

# 7. Printer ready.

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

![](_page_2_Figure_13.jpeg)

#### 8. Align the label roll.

**Press** the  $\bigotimes$  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.

![](_page_2_Picture_18.jpeg)

## 9. Print a system report.

Print a System Report to obtain the IP address assigned to the label printer.

- To print a system report, press the recessed button on the 1. back of the printer with a pencil.
- 2. Set aside the printed report for later in the install process.

![](_page_3_Picture_4.jpeg)

### 10. 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.

| • •          | 🔟 Downloads                            |
|--------------|--|
| Back/Forward | View Group By Action Share Edit Tags   |
| Favorites    | Name                                   |
| Ownloads     | Software_PBSP100CupsDrv_MAC_v1.0.0.dmg |
| Applications |  |
| -71-         |  |

#### 11. Install the printer driver.

1. Double click on Software PBSP100CupsDrv\_MAC\_ v1.0.0.installer.pkg file.

| Software_PBSP100CupsDrv_MAC_v1.0.0 |            |  |                     |  |  |  |  |
|------------------------------------|------------|--|---------------------|--|--|--|--|
| images                             | readme.htm | Software_PBSP100CupsDrv_<br>MAC_v1.0.0_installer.pkg | SoftwareLicense.txt |  |  |  |  |
|                                    |            |  |                     |  |  |  |  |

If below message appears, select OK to close it.

![](_page_3_Picture_15.jpeg)

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

| BSP100CupsDrv_MAC_v     | 1.0.0                          |
|-------------------------|--------------------------------|
| <b>\</b>                |                                |
| Software_PBSP100CupsD   | Drv_ SoftwareLicense.txt       |
| MAC_v1.0.0_Installer.p' | Open                           |
|                         | Open With                      |
|                         | Get Info                       |
|                         | Compress "Software_PBSP100Cups |
|                         | Make Alias                     |

#### Select Open.

![](_page_3_Picture_20.jpeg)

| ) 🕘 💝  | Install Software_PBSP100CupsDrv_MAC_v1.0.0_Installer                        | MAC_v1.0.0_Installer   | - 6 |
|--|---|--|-----|
|  | 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<br>software. | o on your computer.<br>dard installation of this software on |     |
|  |   | Change Install Location                                      |     |

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

| $\bigcirc$ | Installer is trying to install new software. |
|------------|--|
| 53         | Enter your password to allow this.           |
|            | User Name:                                   |
|            | Password:                                    |
|            |  |
|            | Cancel Install Software                      |

3. When complete, click Close.

| ) 😑 🔘 💊  | Install Software_PBSP100CupsDrv_MAC_v1.0.0_Installer   |  |
|--|--|--|
| Introduction Cestination Select Installation Type Installation Summary | Install Software_PBSP100CupsDrv_MAC_y10.0_Installer<br>The installation was completed successfully.<br>The installation was successful.<br>The software was installed. |  |
|  | Go Back  |  |

## 11. Add the printer.

1. Select System Preferences in the Apple menu.

![](_page_4_Picture_7.jpeg)

2. Select Printers & Scanners.

| Desktop &<br>Screen Saver | Dock     | Mission<br>Control | Language<br>& Region | Security<br>& Privacy  | Spotlight |
|---------------------------|----------|--------------------|----------------------|------------------------|-----------|
| Energy<br>Saver           | Keyboard | Mouse              | Trackpad             | Printers &<br>Scanners | Sound     |

3. Select the plus sign +, then select IP tab.

![](_page_4_Picture_11.jpeg)

- 4. In the Address field, enter the **IP address** of the PB-SP100 printer from the report that you set aside earlier.
- 5. Select **HP Jetdirect Socket** from the Protocol menu.
- 6. Leave the **Queue** field blank.
- 7. (Optional) If you would like to rename the printer. Enter a new name in the Name field.

| •       | •       |   | Add                                     |                                  |           |
|---------|---------|---|---|----------------------------------|-----------|
| Q       |         | -   | Q Search                                |                                  |           |
| Default | IP      | Windows                                       |   | Search                           |           |
|         |         |   |   |                                  |           |
| A       | \ddress | 192   |   |                                  |           |
|         |         | Valid and complete h                          | est name or add                         | 1965.                            |           |
| P       | rotocol | HP Jetdirect - Se                             | ocket                                   |                                  | ٥         |
|         | Queue   | :   |   |                                  |           |
|         |         | Leave blank for defa                          | ilt queue.                              |                                  |           |
|         |         |   |   |                                  |           |
|         |         |   |   |                                  |           |
|         | blome   | 192   |   |                                  |           |
|         | Name    | 102   |   |                                  |           |
| L       | ocation | 1:  |   |                                  |           |
|         | Use     | e: Generic PostScr                            | ipt Printer                             |                                  | 0         |
|         |         | The selected printer<br>you use all the featu | software isn't fro<br>es of your printe | om the manufacturer and ma<br>r. | y not let |
|         |         |   |   |                                  |           |
|         |         |   |   |                                  | Add       |
|         |         |   |   |                                  |           |

 In Use section, 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 V           | Vindows                                 | Search                                | ) 🔘 🔴 🛛 F            | Printer | Software |    |   |
|-----------------------|---|---------------------------------------|----------------------|---------|----------|----|---|
| Name<br>PitneyBowes P | P8-SP100<br>PitneyBowes PB-SP100        | <ul> <li>Kind</li> <li>USB</li> </ul> | PitneyBowes PB-SP100 | ]       | Q pitn   | 0  | ) |
| Location:             | US-DA512SA-MLT                          |                                       |                      |         |          |    |   |
| Use                   | Choose a Driver                         |                                       |                      |         |          |    |   |
| Ę                     | Auto Select<br>Select Software<br>Otner |                                       |                      |         | Cancel   | ОК |   |

## 12. Printing the test label.

1. Double click on the printer you added to open the printer queue.

|                                      | Printers & Scanners Q. Search  |
|--------------------------------------|--|
| Printers<br>192.168.1.1xxx<br>• Idle | 192.168.1.1xxx<br>Open Print Queue<br>Options & Supplies<br>Deuse Settings |
|                                      | Default prin   |

2. Select Print Test Page in the Printer menu.

| wes PB-SP100   | Edit | Printer                     | Jobs                      | Window      | Help    |          |
|----------------|------|-----------------------------|---------------------------|-------------|---------|----------|
|                |      | Pause                       |                           |             |         |          |
|                |      | Make I<br>Setting<br>Supply | Default<br>gs<br>/ Levels |             |         | 業D<br>業S |
|                |      | Print T<br>Error L          | est Pag<br>.og            | e           |         |          |
| Pause Settings |      | Printer                     | rs & 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.

| The second like work the | Printer: PitneyBowes PB-SP100 |  |
|--------------------------|-------------------------------|--|
|                          | Presets: Default Settings     |  |
| LISPE FIRST-CLASS PKD    | Copies: 1                     |  |
| Long there are 0020      | Pages: O All                  |  |
| C023                     | From: 1 to: 1                 |  |
|                          | Paper Size. 4.0 x 0.0         |  |
|                          | Orientation:                  |  |
|                          | ✓ Preview                     |  |
|                          | Layout                        |  |
|                          | Cover Page                    |  |
| << 1 of 1 >>>            | Scale to     Printer Features |  |
|                          | Fill Entire Paper             |  |
|                          | Copies per page: 1            |  |
|                          |                               |  |
| ? PDF V Hide Details     | Cancel Print                  |  |

# Share the printer between multiple computers

If you want to share the printer with multiple computers, you need to complete steps 8 to 12 and set up each computer to connect to the printer.

![](_page_5_Picture_15.jpeg)

# 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 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.

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

![](_page_6_Picture_27.jpeg)

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![](_page_6_Picture_29.jpeg)

![](_page_6_Picture_30.jpeg)

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