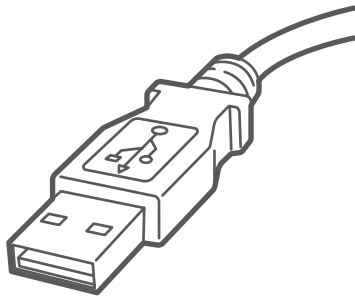# SendPro® Network SendKit

Microsoft Windows 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 PC on which you have full admin rights to download and install software.
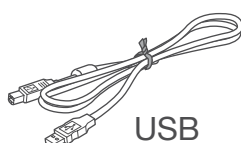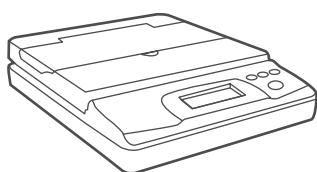- 2 available USB ports on your PC.

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.
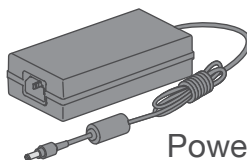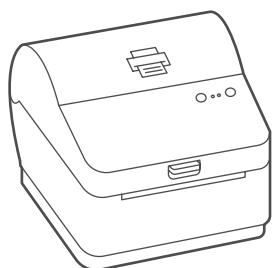
Below is the contents you will find in the box.
If you have any problems during this installation, refer to the 'Troubleshooting' section at the end of this guide.
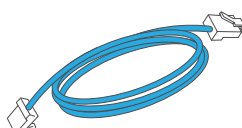
Scale

USB

Printer

Power Cord

Network Cable
(not used for USB installation)

USB

2. Sign-in to SendPro®.

Visit sendpro.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 Windows.**

Select **Run** or **Open** (this depends on your internet browser).
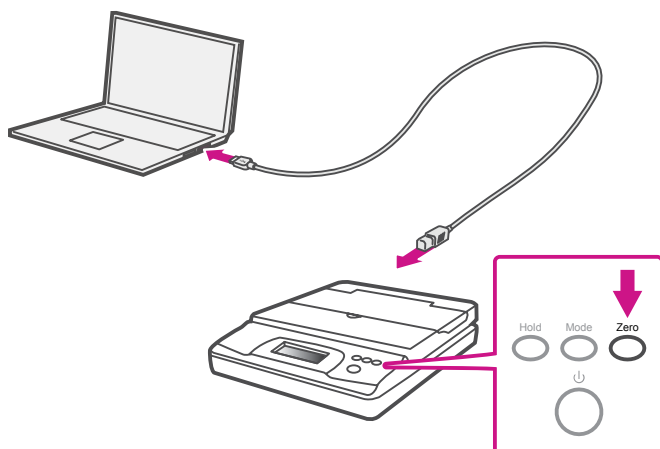
Follow the prompts on screen to install.

Click **Finish.**

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.
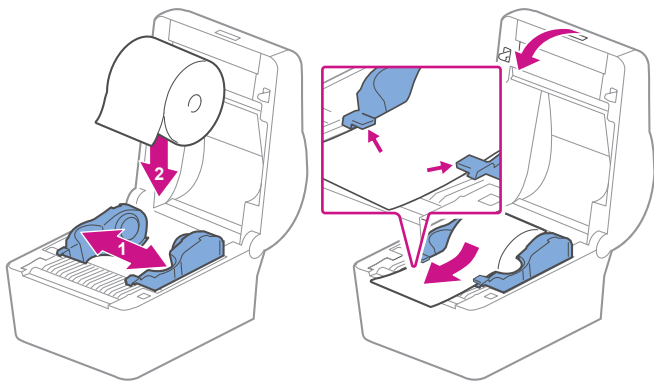
Hold   Mode   Zero

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.
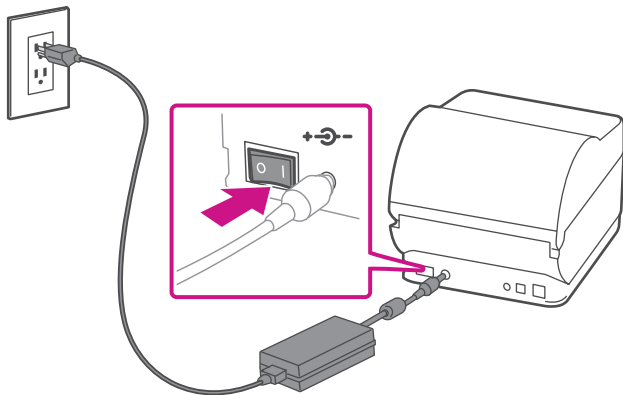Remove and discard the protective sheet and tape from the label roll.
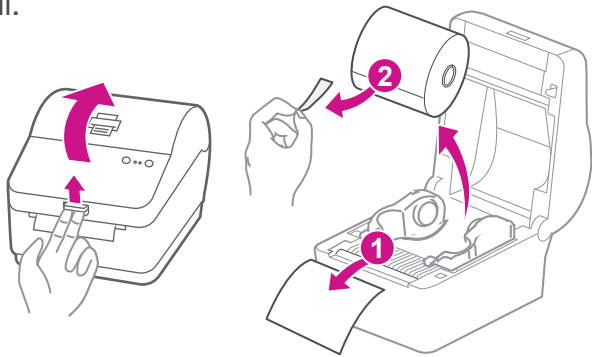
Install the label roll and feed the label through the media guide. Close the cover.

6. Connect the power cord.

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

7. Printer ready.

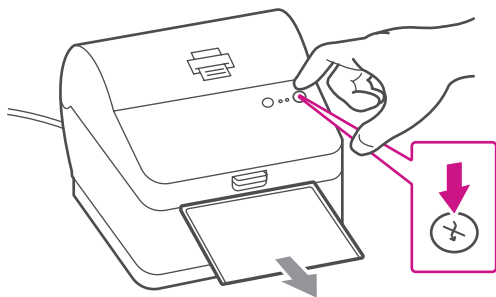Wait for about 10 seconds until the 2 green lights remain constant. Your printer is now ready.
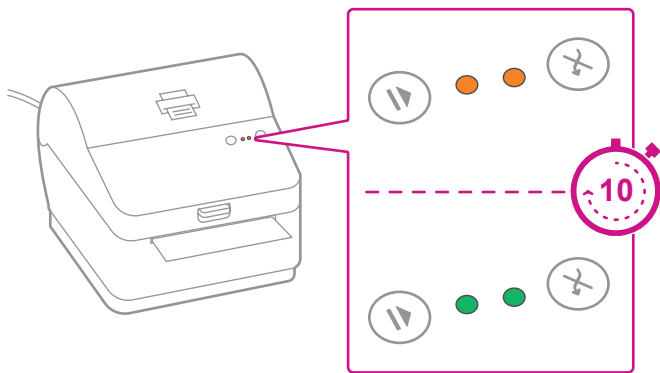
8. Align the label roll.

**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.

9. Connect the printer and download the driver.

Connect your printer to your computer with the USB cable. Your Printer Driver should automatically download and install. If this does not happen, please follow step 9 below. Otherwise continue to step 10.
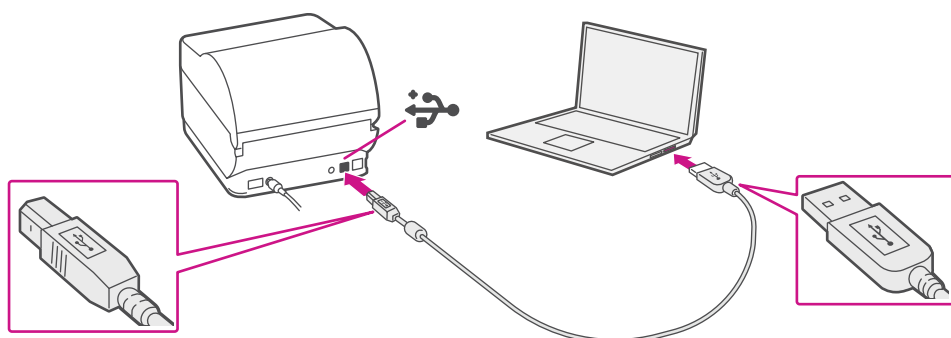
10. Manually download the printer driver.

1. Ensure you are signed into SendPro® and click on the Help icon. ❓
2. Select the **PB-SP100 Label Printer Driver.**
3. Select to download the correct printer driver for your operating system.
4. Select **Run** or **Open** depending on your browser.
5. Accept the licence agreement and follow the on screen prompts to install.
6. Select Pitney Bowes PB-SP100.
7. Continue to follow the on-screen prompts and click **Finish/ Close**.

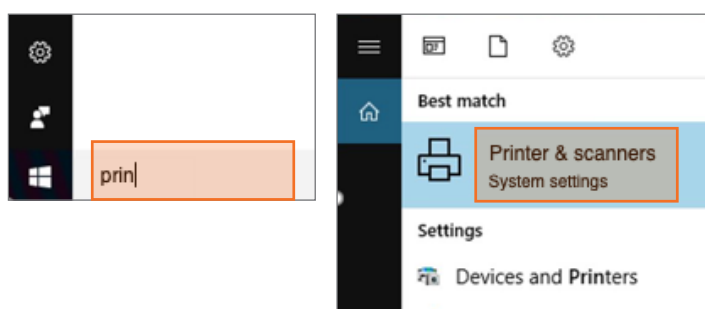Note: You may need to check your downloads folder to install Printer Drivers.
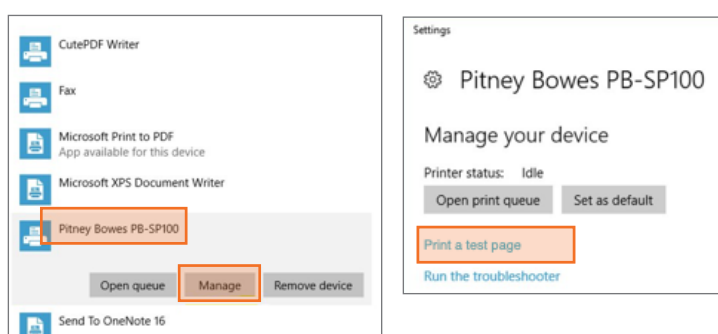

11. Print the test label.

1. Use the Windows Search Box to open the **Printers & scanners** settings.

2. Select **Pitney Bowes PB-SP100** and select **Manage**, then Select **Print a test page**.

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

Now let's 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:
USPS
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 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.

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/us/spnetworksendkit
for Support.