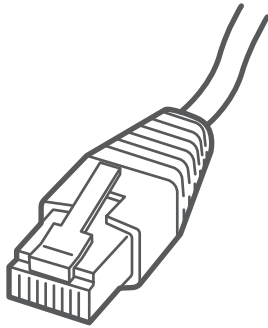


# SendPro® Network SendKit

Microsoft Windows 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® Network SendKit box.
- The Welcome email from Pitney Bowes.
- A PC with full admin rights to download and install software.
- An available USB port on your PC.

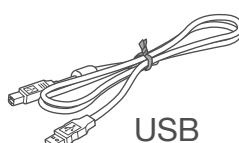
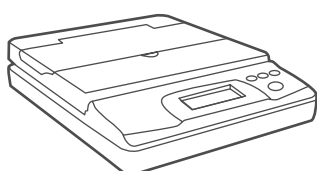
If you have not received the email from Pitney Bowes, do not proceed. Visit [pitneybowes.com](https://pitneybowes.com) for contact details for your area.

# 1. Unpack your SendKit.

Below is the contents you will find in the box.

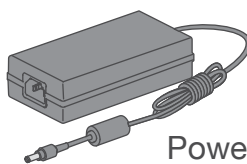
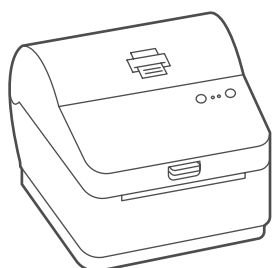
If you have any problems during this installation, refer to the 'Troubleshooting' section at the end of this guide.

## Scale

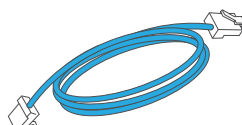


USB

## Printer

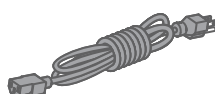


Power Cord



Network Cable

(not used for USB installation)



USB

# 2. Sign-in to SendPro®.

Visit [login.pitneybowes.com/sendpro](https://login.pitneybowes.com/sendpro) 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).

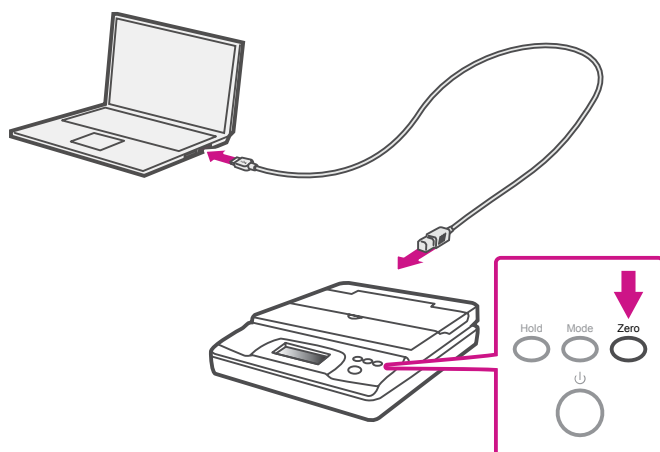
Follow the prompts on screen to install.

Click **Finish**.



# 4. Connect the scale.

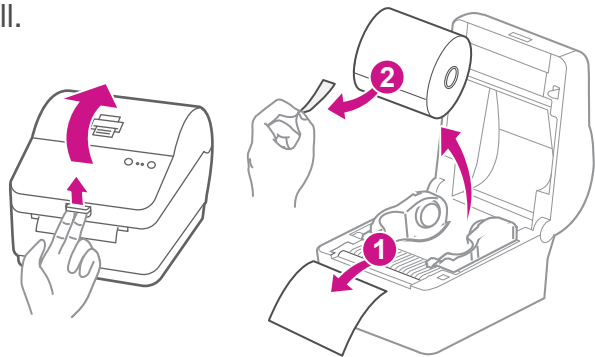
Place your scale on a firm, flat surface near your computer. Connect your scale to your computer using the USB cable supplied. Then press the **Zero** button.



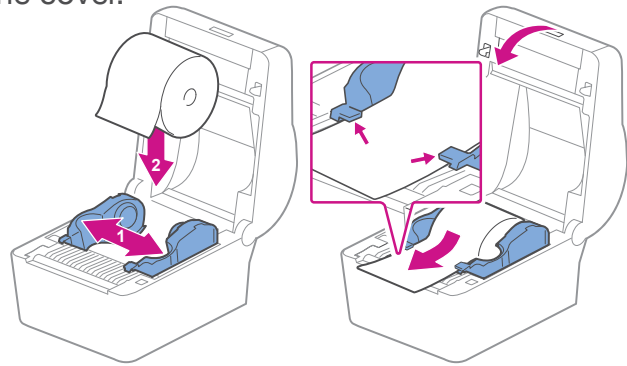
Note: To connect your scale without using a USB cable, refer to Online help for battery installation.

# 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.



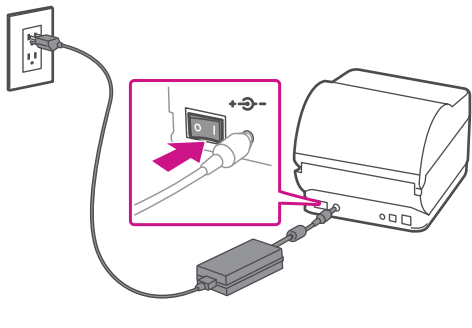
Install the label roll and feed the label through the media guide.  
Close the cover.



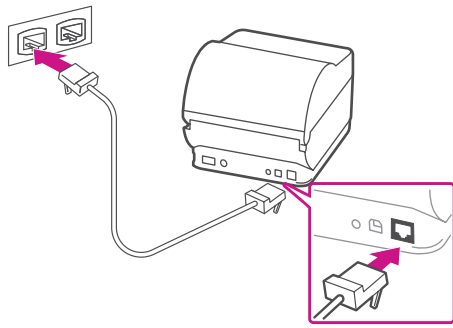
# 6. Connect the printer.

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

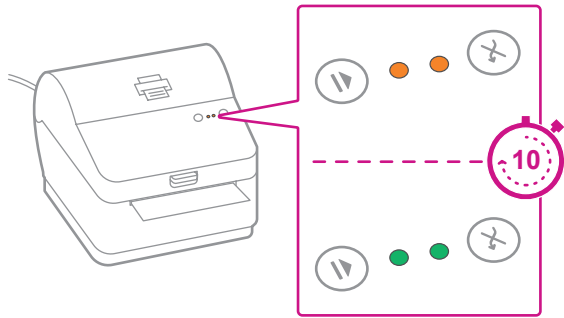


Network Cable



# 7. Printer ready.

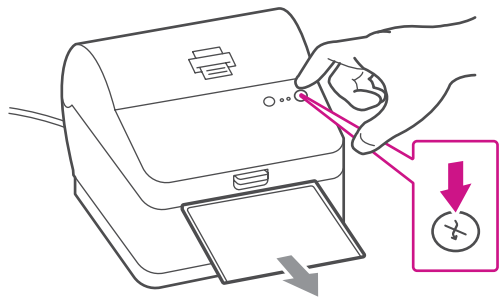
Wait for about 10 seconds until the 2 green lights  
remain constant. Your printer is now ready.



# 8. Align the label roll.

**Press** the (X) button and check that the label feeds correctly.

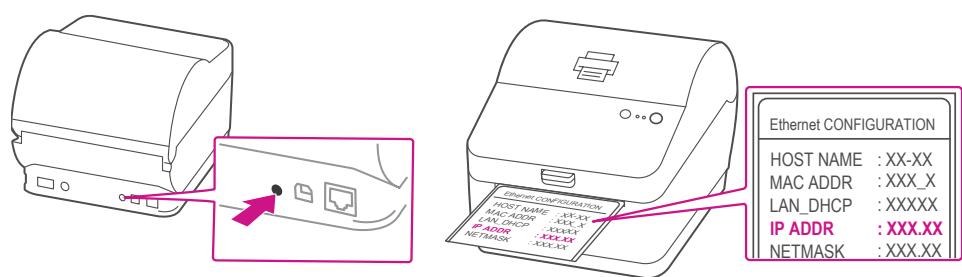
Note: If the label does not feed correctly please refer to label  
alignment instructions inside the printer top cover.  
Tear off the dispensed label.



# 9. Print a system report.

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

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



# 10. Download the printer driver.

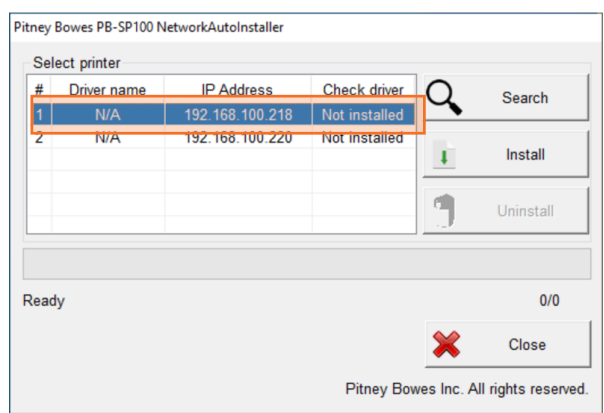
- 1. Ensure you are signed into SendPro® and click on the Help icon. **?**
- 2. Select the **PB-SP100 Label Printer Driver**.
- 3. Select to download the correct printer driver for your operating system.
- 4. Select **Run** or **Open** depending on your browser.
- 5. Accept the licence agreement and 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.

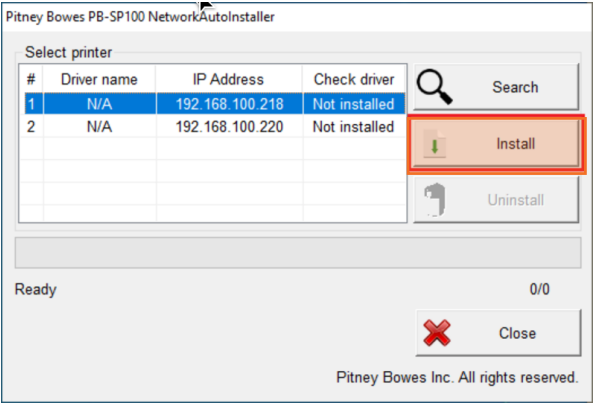


# 11. Install the driver.

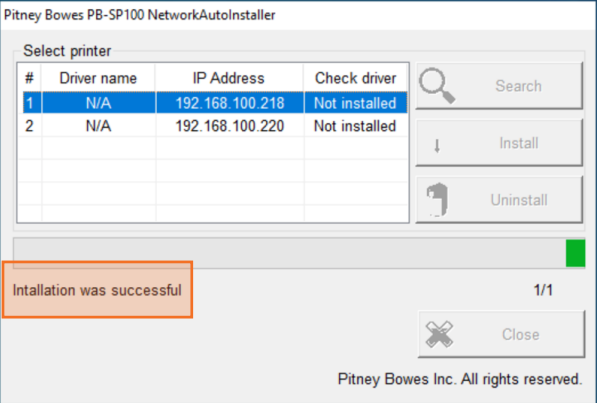
- 1. Select printers which you want to install the driver. If one or more printers are searched, first printer on the list is automatically selected. Otherwise check with the IP address, which is on the report that you set aside earlier.



2. Select **Install**.

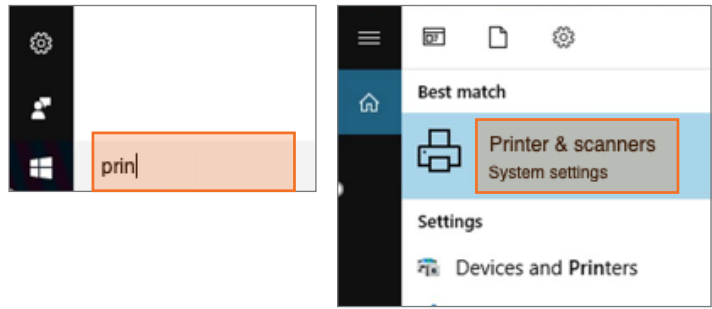


3. If the driver is installed successfully, “Installation was successful” message is displayed and “Driver name” is updated from N/A to [driver name].

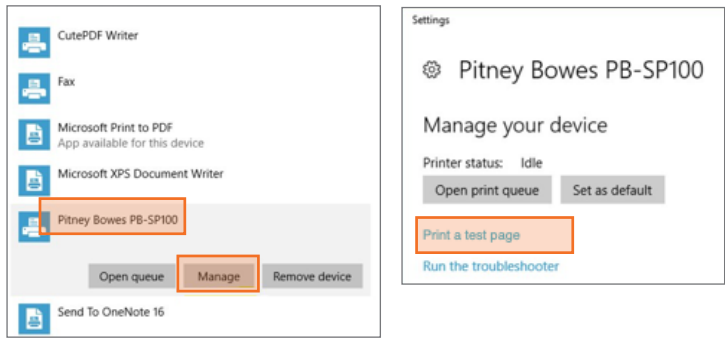


# 12. Print the test label.

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



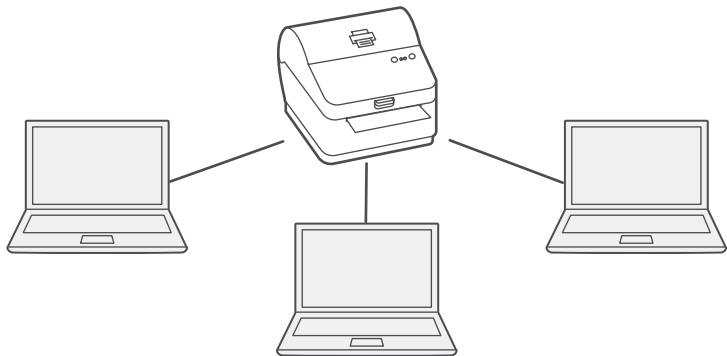
2. Select **Pitney Bowes PB-SP100** and select **Manage**, then Select **Print a test page**.



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

# Share the printer between multiple computers

If you want to share the printer with multiple computers, you need to complete steps 9 to 11 and set up each computer to connect the printer.



# 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:

[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 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/ca/en/spnetworksendkit](https://www.pitneybowes.com/ca/en/spnetworksendkit)  
for Support.



\* A W 3 3 1 2 2 R E V B \*

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