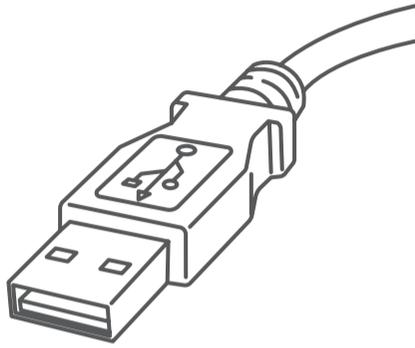pitney bowes

SendPro® Network SendKit

MAC Installation Instruction
USB Printer Connection

Read Now BEFORE you unpack your equipment

Continue reading below

Right, let's get your SendKit up and running quickly…

Let's first get together the things you will need:

- The box containing your SendPro® Network SendKit.
- A Welcome Email from Pitney Bowes containing your SendPro® Log in details.
- A MAC on which you have full admin rights to allow downloading and installing software.
- 2 available USB ports on your MAC.

If you have not received the email from Pitney Bowes, do not go any further with this installation. Please visit pitneybowes.com for contact details for your market.
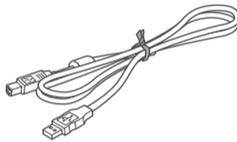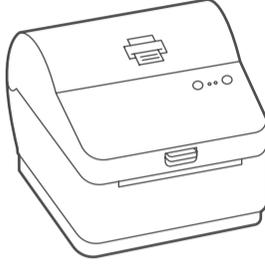
1. Opening the box and unpacking.

Here's a diagram and explanation of the items you should find in your box.

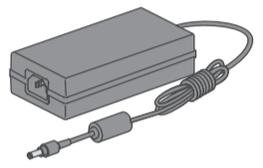If you have any problems during this installation, refer to 'Troubleshooting'.

Scale
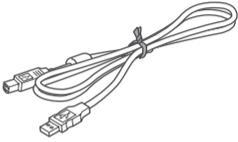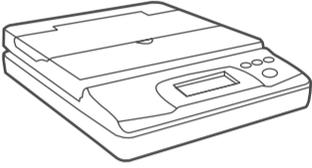
Printer

USB

Network Cable
(not used for
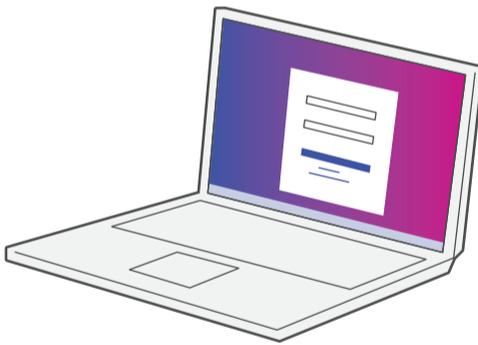USB installation)

Power Cord

2. Signing into SendPro®.

Sign into SendPro® using the link in the welcome email.

sendpro.pitneybowes.com

3. Downloading the scale utility.

Now you are signed into SendPro® Click on the Help icon. ❓

Select **Download SendPro® Scale Utility.** This can also be downloaded from the app store by searching for SendPro.
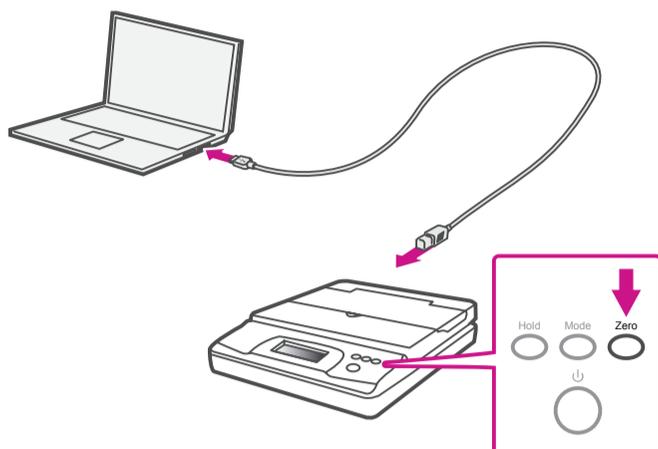
Follow the prompts on screen to install.

4. Connecting your scale.

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

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

Note: If you do not wish to use a USB to connect your scale refer to the online help for information on battery installation.

5. Connecting the printer.

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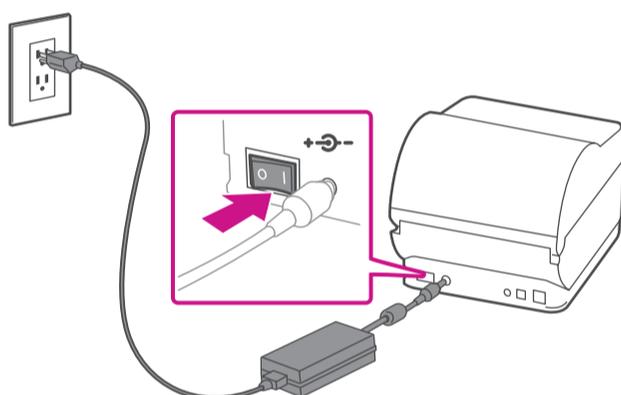
6. Printer ready.

Wait for approximately 45 seconds until the green light remains constant and the printer is ready.
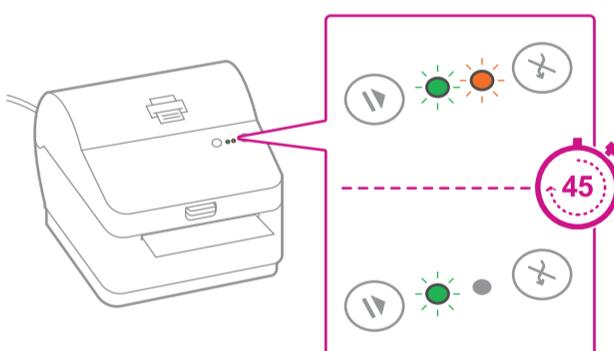
7. Aligning the label roll.

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

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

Tear off the correctly dispensed label.

8. Connecting the printer and driver download.

Connect your printer to your computer with the USB cable.

9. Manually download the printer driver.

1. Ensure you are signed into SendPro® and click on the Help icon. ❓
2. Select the **Datamax Printer Driver.**
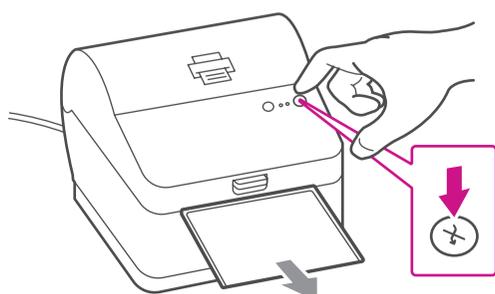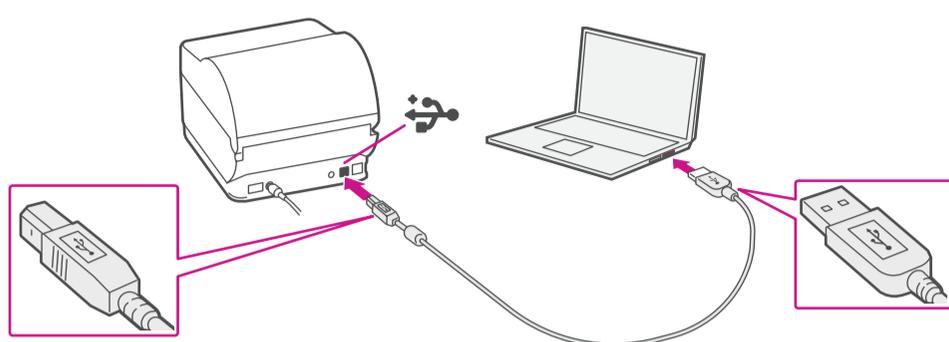3. Select to download the correct printer driver for your operating system.
   Double click on the **Gutenprint 5.2.12-pre4.dmg** file.
4. Press **Continue**.
5. Press **Agree** and then **Continue**.
6. Press **Install**.
7. The installer will prompt you for your Mac administrative login. Enter your administrator username and password and select **Install Software**.
8. When complete, it will say **The installation was successful**. Select **Close**.
9. Select **System Preferences** from the **Apple** menu.
10. Open **Printers & Scanners**.
11. Select the plus sign + and select "**Add Printer or Scanner...**".
12. The MAC system will auto-detect the USB connection to the Performance Series printer(s).
13. Click on "**Select Software...**" and choose the **Datamax-O'Neil driver**.
14. Scroll down the list or, alternatively, you can **type "Datamax"** and the driver should display. Select "**Datamax-ONeil w1110-CUPS+Gutenprint v5.2.12-pre4**" and click "**OK.**"
15. Once the driver software is installed, select the "**Printer**" tab at the top of the screen, and click on "**Print Test Page**" to print a test page.

When printing shipping labels on the w1110 printer:
- In the Safari printer dialog box, you must select the Chose paper source by PDF page size box before printing.
- In the Adobe PDF printer dialog box, you must select 4x6 in label from the Paper Size menu.

Now let's get shipping!

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**. But for your convenience, we've included links to most commonly needed support to get you started.

Creating a label

 Click Here

How to print a shipping label in SendPro

 Click Here

Managing Sendpro users

 Click Here

How to view your history in SendPro

 Click Here

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.

How to change your username, password, and account name for SendPro

 Click Here

Troubleshooting

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 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 Datamax w1110
If you experience problems with a Datamax w1110 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 green brackets in the Datamax printer are spring loaded to keep the roll in place. Slide the green 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, then visit
www.pitneybowes.com
and select Support.