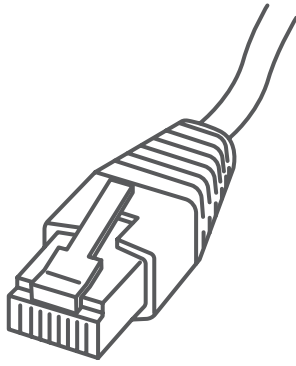


# Stand-Alone Label Printer

MAC Installation Instruction

Network Printer Connection



Read BEFORE you unpack your equipment

**Continue reading below**



## Let's get your Label Printer up and running.

You will need the following:

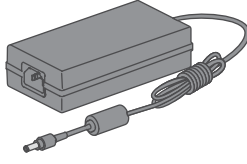
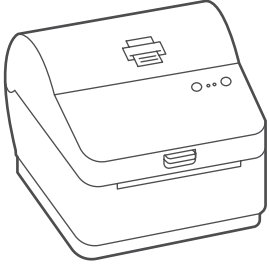
- Your Network Printer box.
- A Mac with full admin rights to download and install software.

# 1. Unpack your printer.

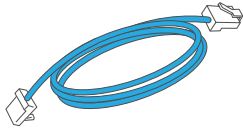
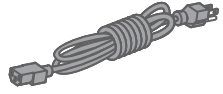
Below is the contents you will find in the box.

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

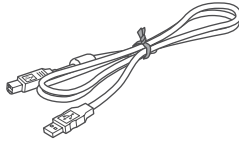
Printer



Power Cord



Network Cable

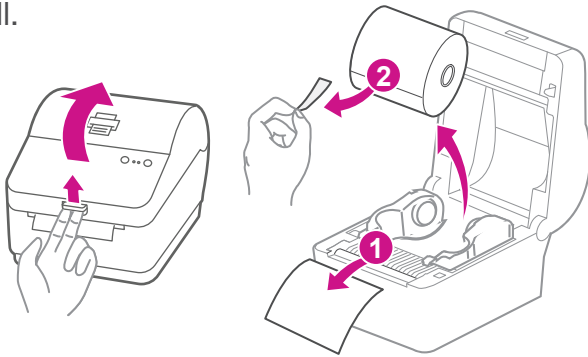


USB  
(not used for network installation)

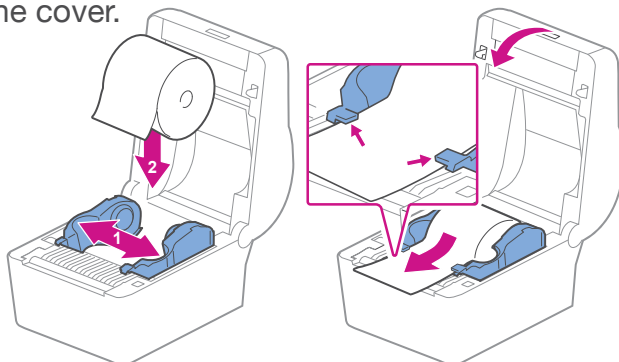
# 2. Set the label roll.

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.

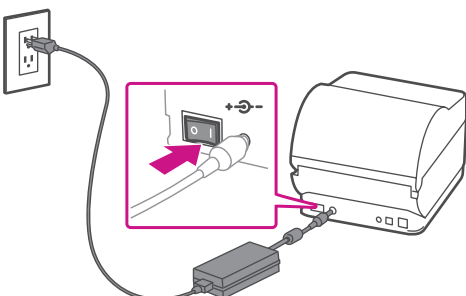


# 3. Connect the printer.

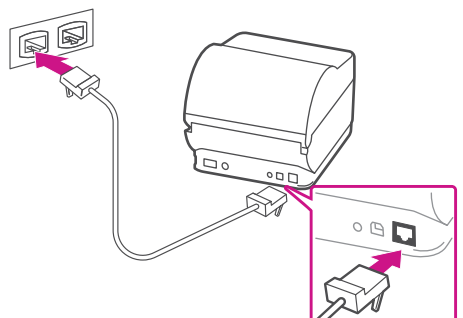
Connect the power cord and adapter to your printer (as shown) and switch on.

Connect your Network cable to your printer and Network socket.

Power Cable



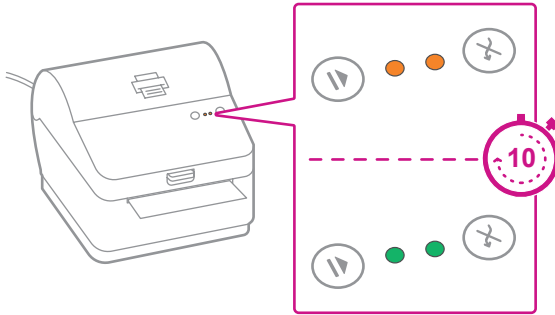
Network Cable



---

## 4. Printer ready.

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



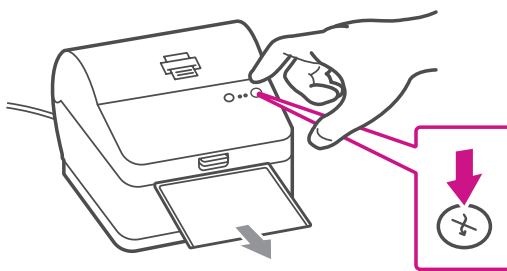
---

## 5. 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.

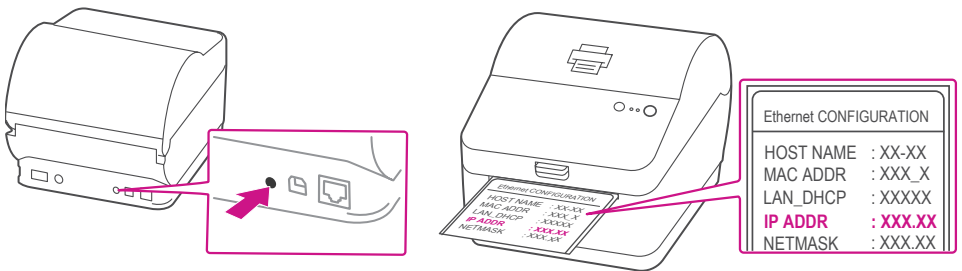


---

## 6. 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.

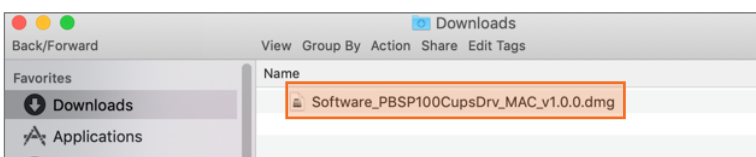


```
Ethernet CONFIGURATION
HOST NAME   : XX-XX
MAC ADDR    : XXX_X
LAN_DHCP    : XXXXX
IP ADDR     : XXX.XX
NETMASK     : XXX.XX
```

---

## 7. Download the printer driver.

1. Go to [support.pb.com/pb-sp100](http://support.pb.com/pb-sp100)
2. Select **Download Drivers for PB-SP100 Printer** in the Downloads section.
3. Select **Download Now** in the Download your Mac printer driver [↓](#) section and save **Software\_PBSP100CupsDrv\_MAC\_v1.0.0.dmg** file to Downloads.
4. Double click on **Software\_PBSP100CupsDrv\_MAC\_v1.0.0.dmg**.



---

## 8. Install the printer driver.

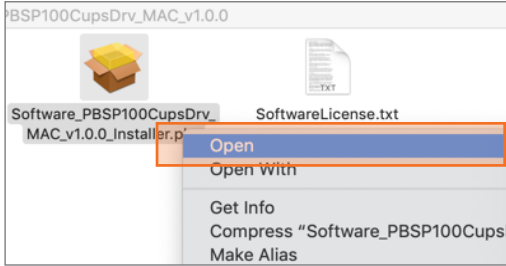
1. Double click on **Software\_PBSP100CupsDrv\_MAC\_1.0.0.installer.pkg** file.



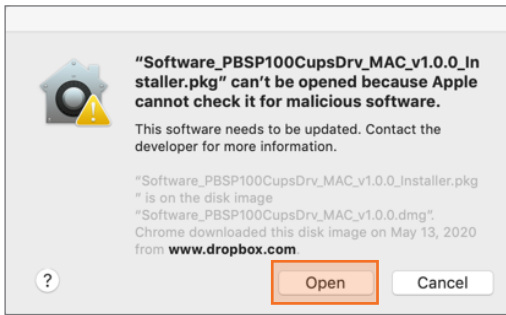
If below message appears, select **OK** to close it.



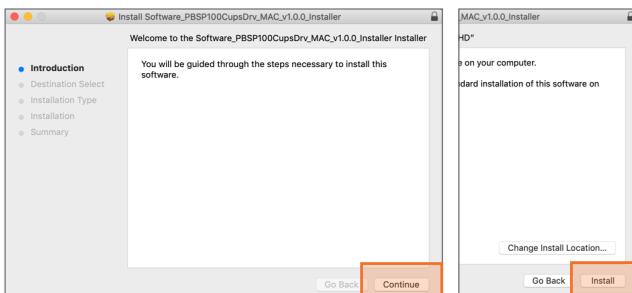
Right click the file and select **Open**.



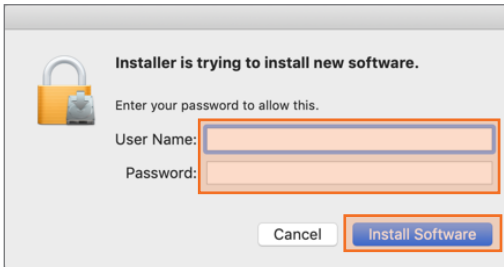
Select **Open**.



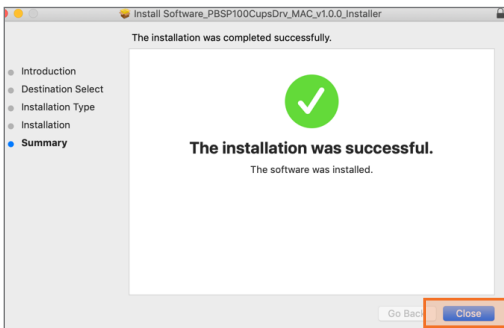
Select **Continue** then **Install**.



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



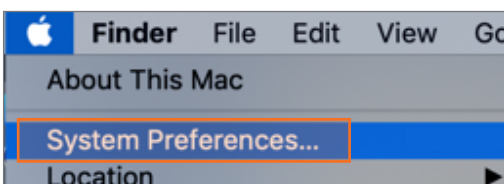
- When complete, select **Close**.



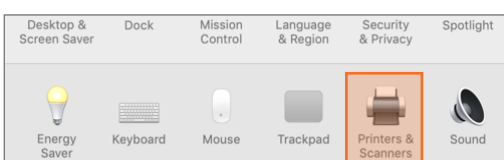
---

## 9. Add the printer.

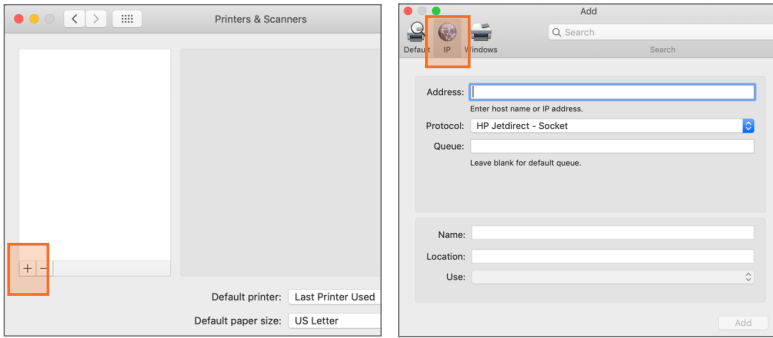
- Select **System Preferences** in the **Apple** menu.



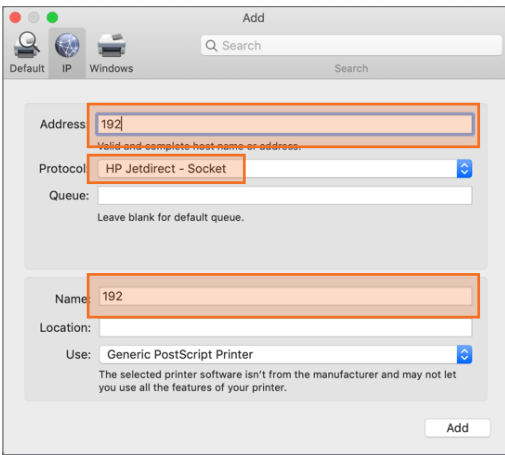
- Select **Printers & Scanners**.



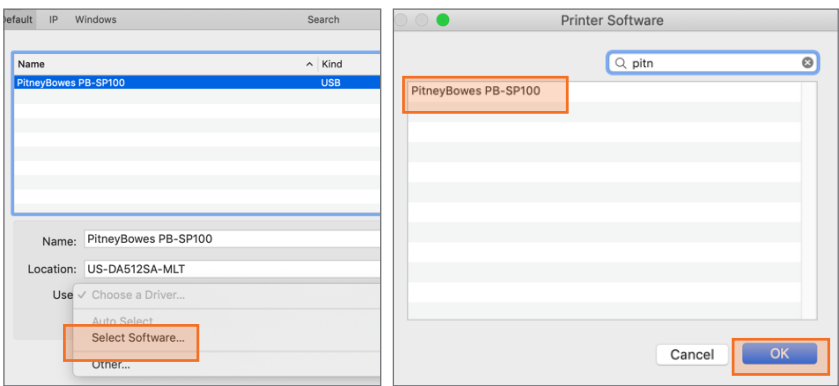
3. Select the **plus sign +**, then select **IP** tab.



- 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.

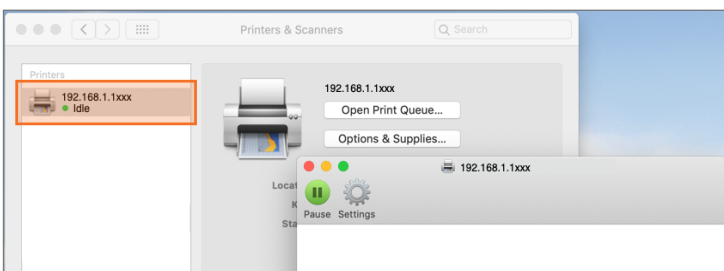


8. In **Use** section, select **Select Software**. Then select the **PitneyBowes PB-SP100 driver** and then **OK**.  
(Use the search bar to look up the PB-SP100 driver)

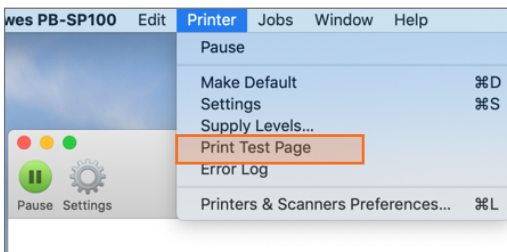


## 10. Print the test label.

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



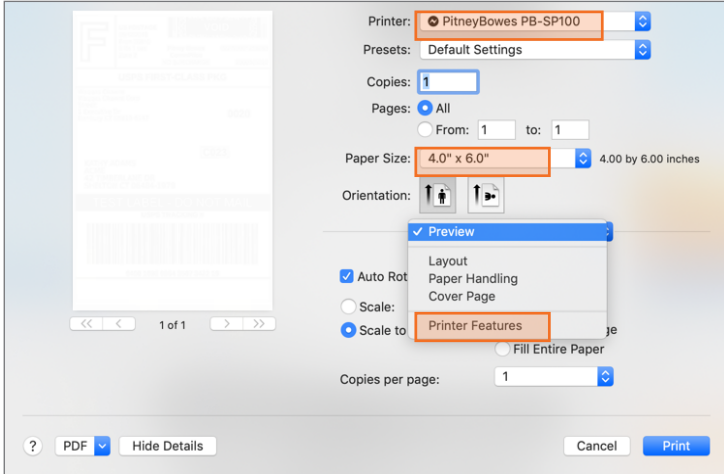
2. Select **Print Test Page** in the **Printer** menu.



# Set Print Option

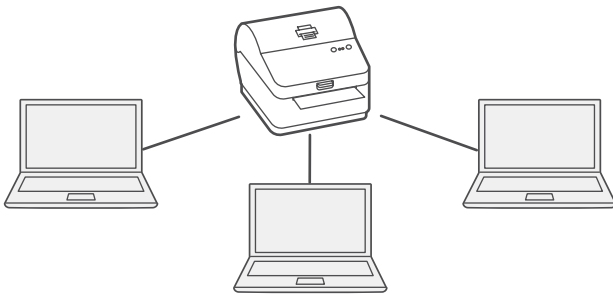
When printing shipping labels on the PB-SP100 printer:

- In the Safari printer dropdown, you must 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.



# Share the printer between multiple computers

If you want to share the printer with multiple computers, you need to complete steps 6 to 9 and set up each computer to connect to the printer.



# Troubleshoot

## 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.

If you're still having trouble, visit [support.pb.com/pb-sp100](http://support.pb.com/pb-sp100) for Support.



\* A W 3 3 1 3 8 R E V B \*