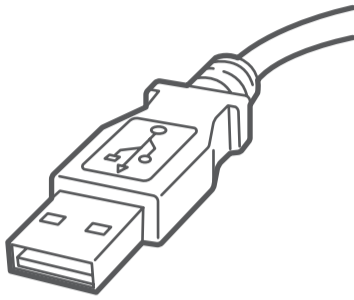# Stand-Alone Label Printer

MAC Installation Instruction
USB 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 label printer box.
- A MAC with full admin rights to download and install software.
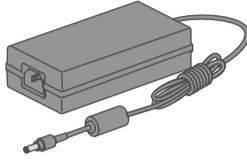- An available USB port on your MAC.

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
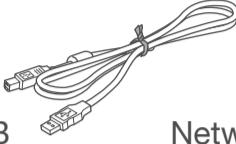'Troubleshoot' section at the end of this guide.
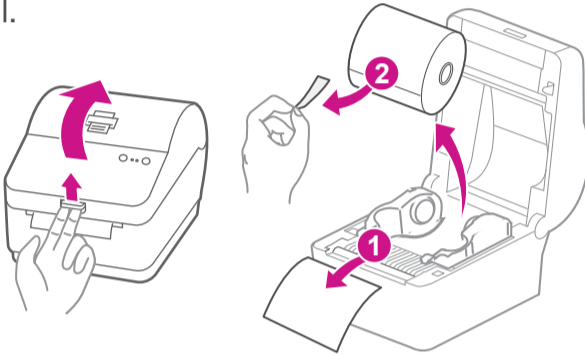
Printer

Power Cord

USB
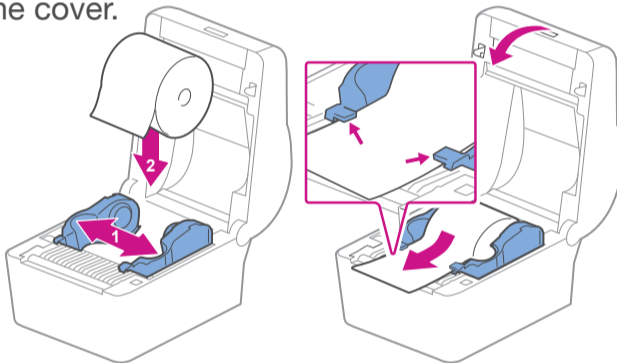
Network Cable
(not used for USB installation)

2. Set the label roll.

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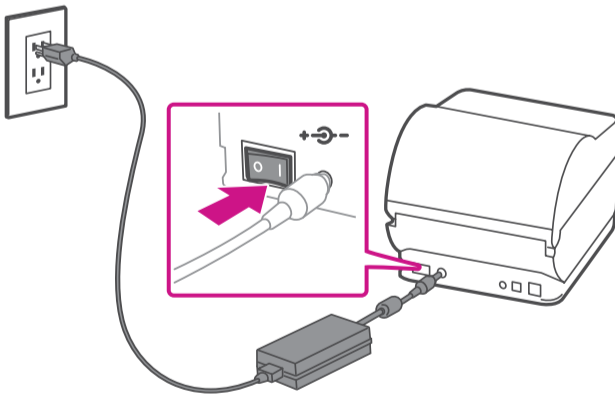label roll.

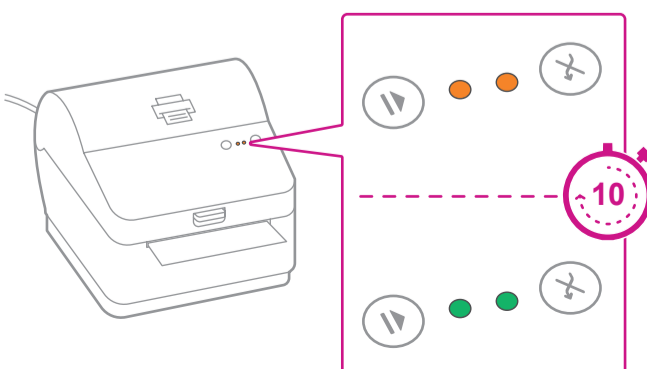Install the label roll and feed the label through the media guide.
Close the cover.

3. Connect the power cord.

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

4. Printer ready.

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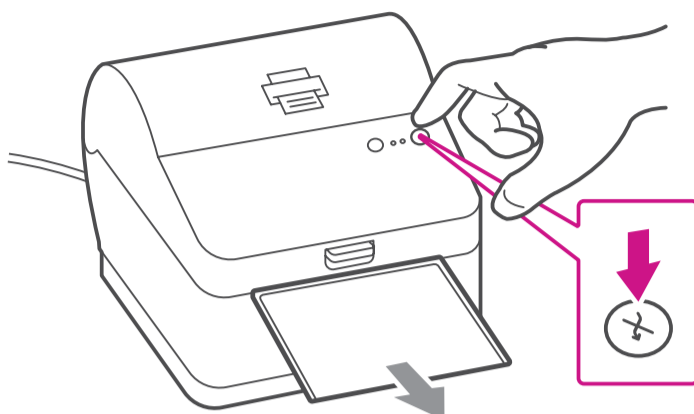remain constant and the printer is ready.

10

5. Align the label roll.

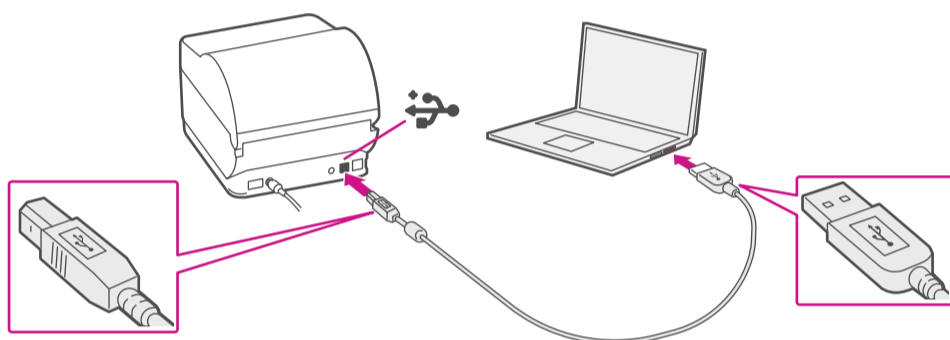**Press** the ⊗ button and check that the label feeds correctly.

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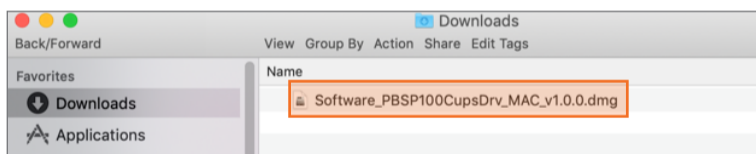
Tear off the dispensed label.

6. Connect the printer.

Connect your printer to your computer with the USB cable.

7. Download the printer driver.

1. Go to 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.
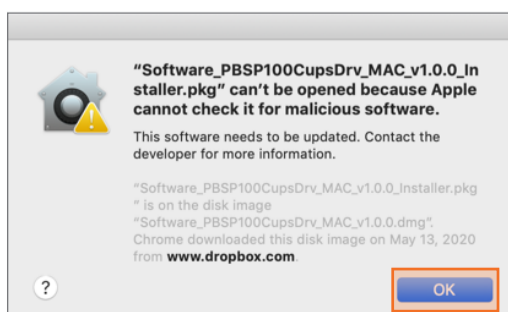4. Double click on and extract **Software PBSP100CupsDrv_ MAC_v1.0.0.dmg**.
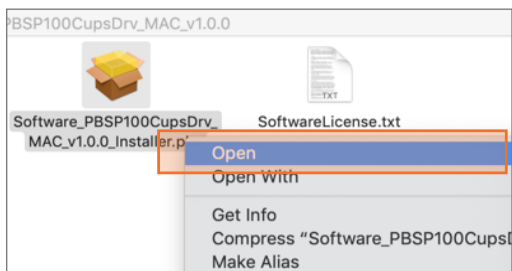

8. Install the printer driver.

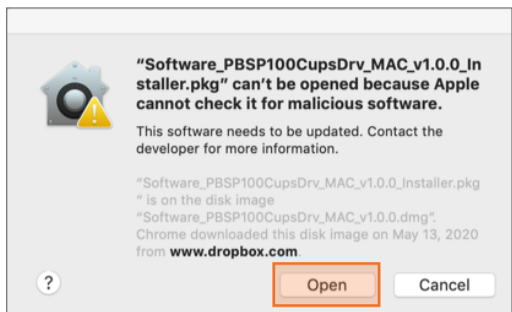1. Double click on **Software PBSP100CupsDrv_MAC_ v1.0.0.installer.pkg** file.

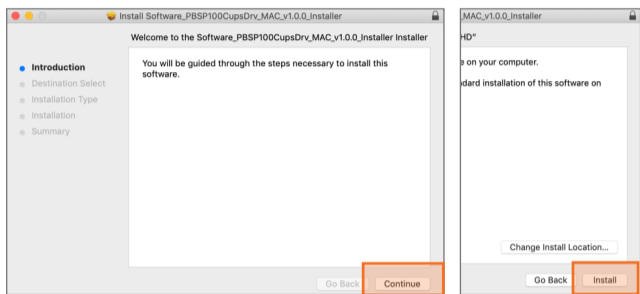**If below message appears,** select **OK** to close it.

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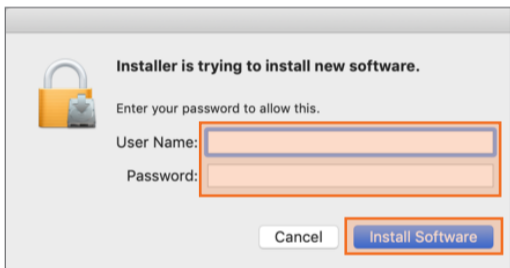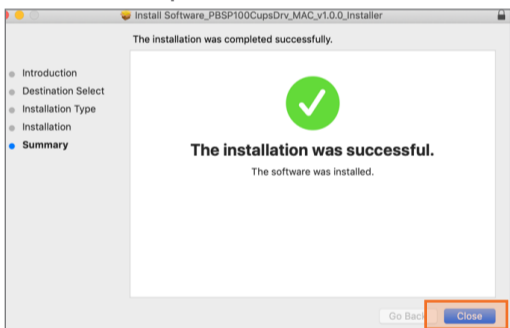

Select **Open**.

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

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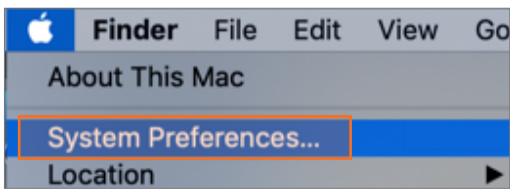

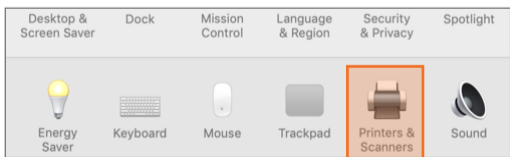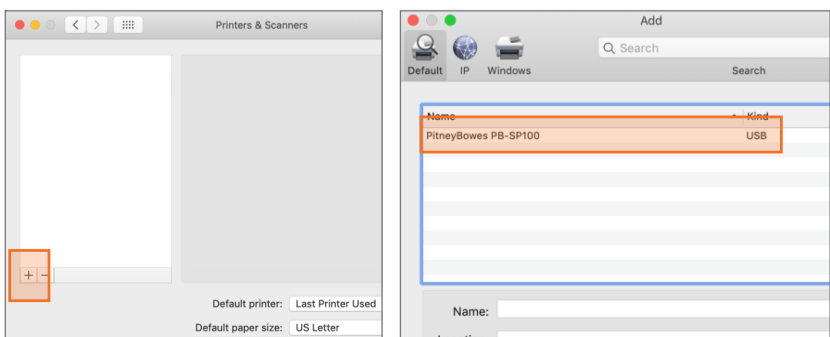3. When complete, select **Close**.

9. Add the printer.

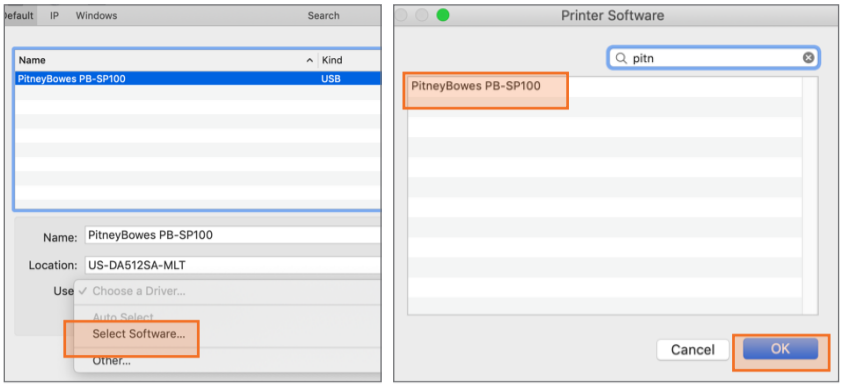1. Select **System Preferences** in the **Apple** menu.

2. Select **Printers & Scanners**.

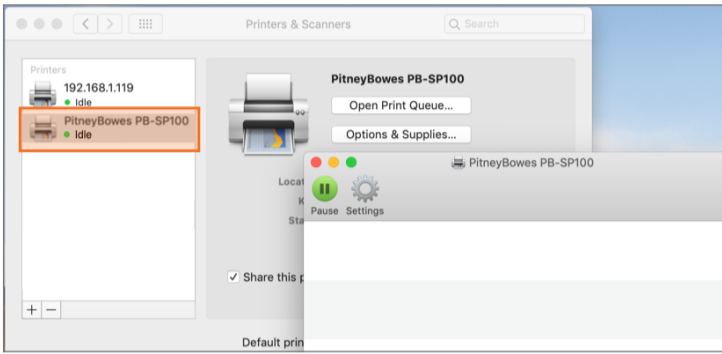3. Select the **plus sign +**, then select **PB-SP100 USB Printer**.

4. In **Use** section, select **Select Software…** Then select the **PitneyBowes PB-SP100 driver** and select **OK**.
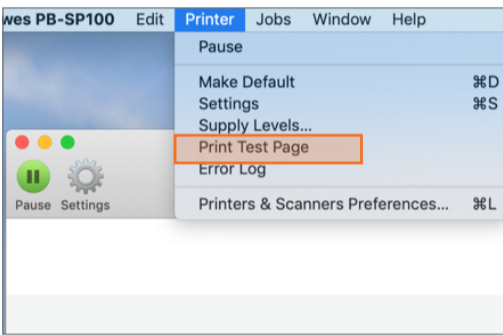(Use the search bar to look up the SP-100 driver)

10. Print the test label.

1. Double click on **PB-SP100 printer** to open printer queue.
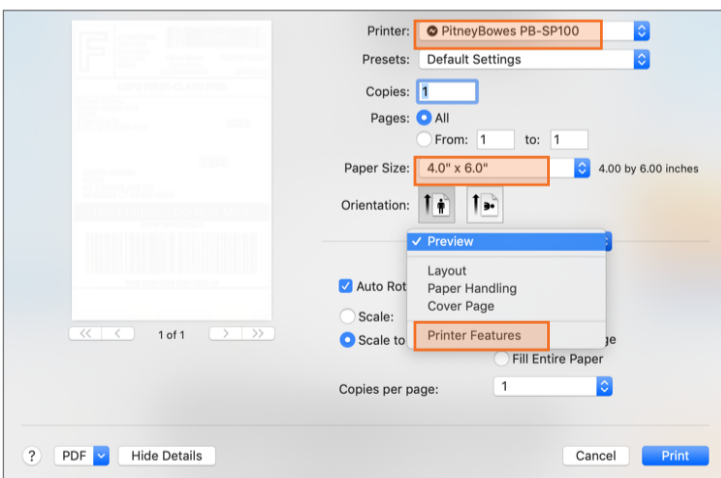

2. Select **Print Test Page** in the **Printer** menu.

Set Print Option

When printing shipping labels on the PB-SP-100 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.

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
for Support.

pitney bowes