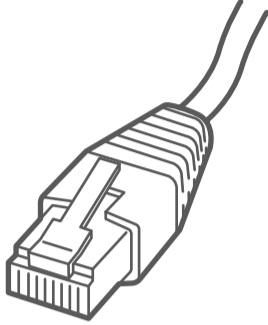pitney bowes

Stand-Alone Label Printer

Microsoft Windows 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 PC with full admin rights to download and install software.
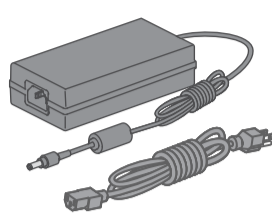
1. Unpack your printer.

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.
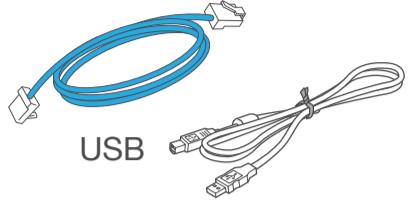
Printer

Power Cord

Network Cable
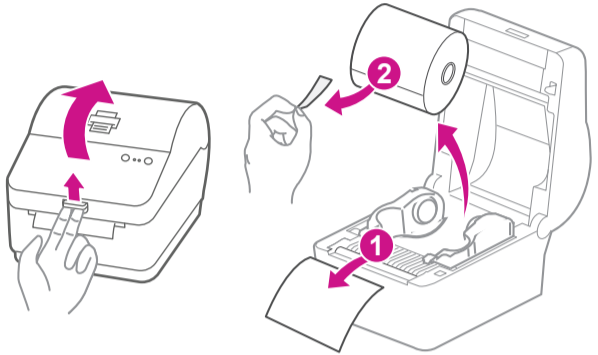(not used for USB installation)
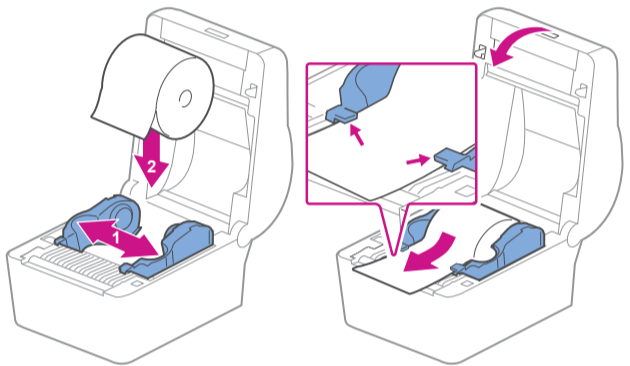
USB

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.
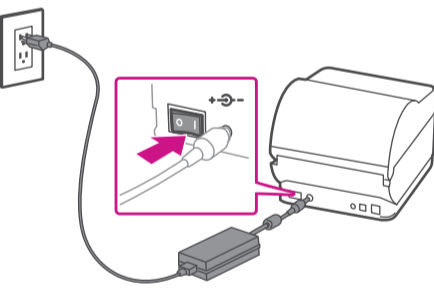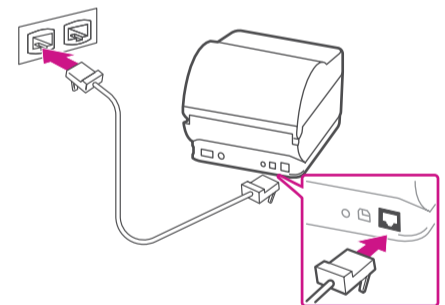
Close the cover.

3. Connect the printer.

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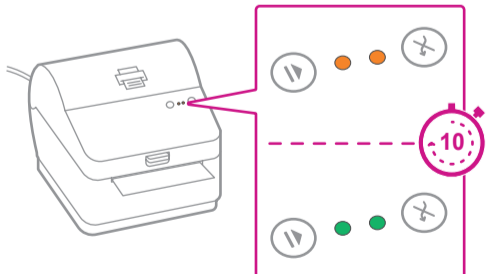Connect your Network cable to your printer and Network socket.

Power Cable

Network Cable

4. Printer ready.

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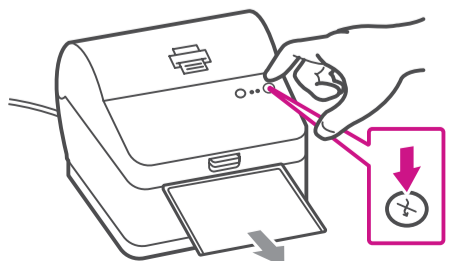
5. Align the label roll.

Press the ⊗ 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.
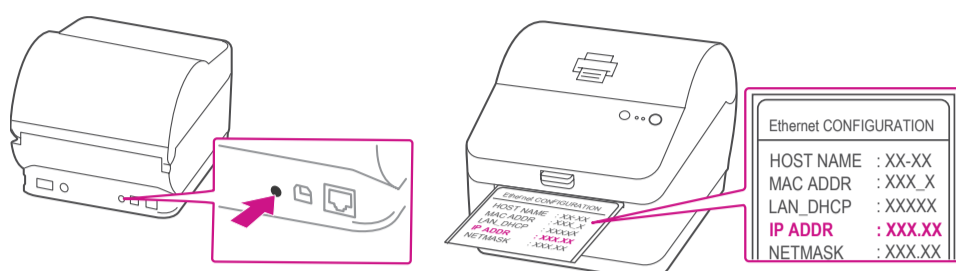Tear off the dispensed label.

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.
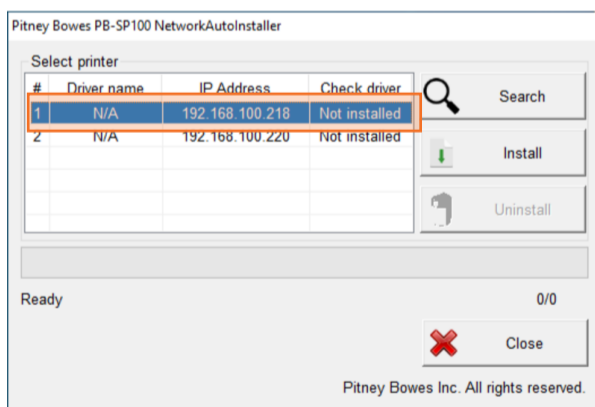2. Set aside the printed report for later in the install process.

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
2. Select **Download Drivers for PB-SP100 Label Printer** in the ⤓ Downloads section.
3. Select Download Now in the Download your Windows printer driver section.
4. Double click on **NetworkAutoInstaller.exe** icon.
5. Select **Run** or **Open** depending on your browser.
6. Accept the licence agreement and follow the on screen prompts to install.
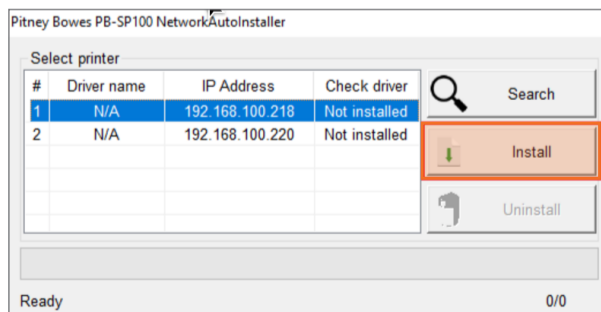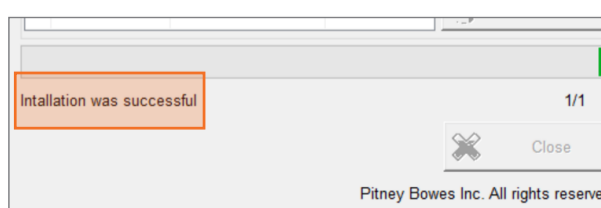

8. Install the driver.

1. Select printers which you want to install 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.
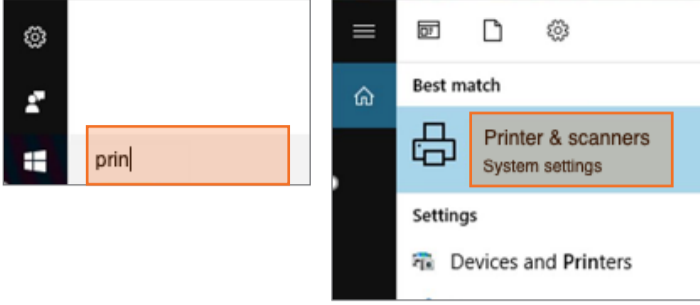

2. Select **Install.**

3. If driver is installed successfully, "Installation was successful" message is displayed and "Driver name" is updated from N/A to [driver name].
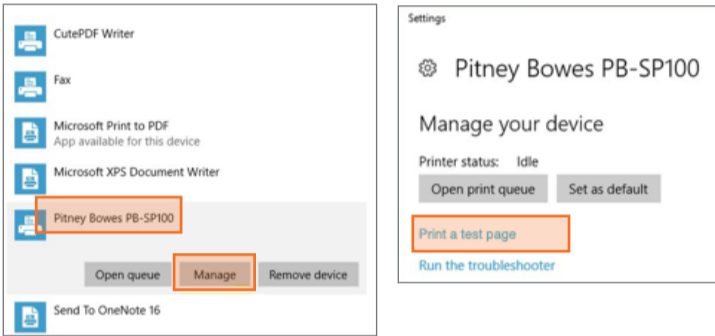
9. Print the test label.

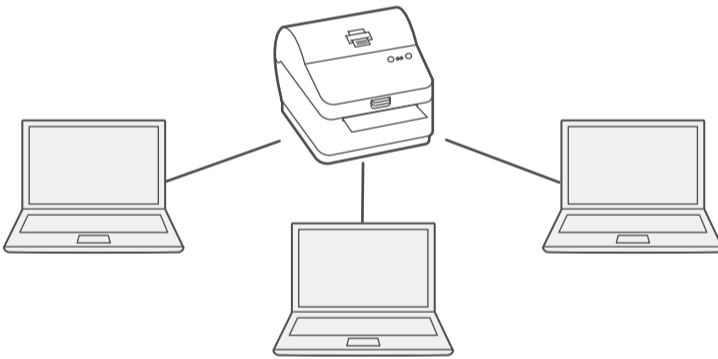1. Use the Windows Search Box to open the **Printers & scanners** settings.

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 6 to 8 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 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.

If you're still having trouble, visit
support.pb.com/pb-sp100
for Support.