

Mailsend Kit

Installation Instructions

USB Printer Connection - Mac setup

Read Now **BEFORE** you unpack your equipment

Continue reading below

Right, let's get your Mailsend Kit up and running quickly...

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

- The box containing your Mailsend Kit.
- A Welcome Email from Mailcoms containing your 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.

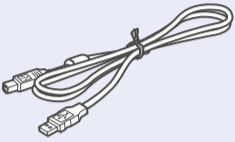
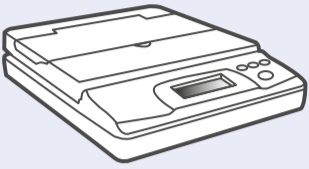
If you have not received the email from Mailcoms, do not go any further with this installation. Please contact us on **01543 572 776** or email **info@mailcoms.co.uk**.

1 Opening the box and unpack

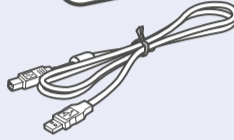
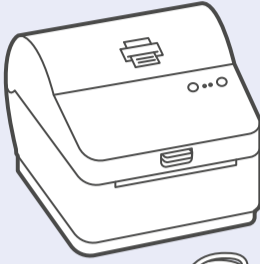
Here's a diagram and explanation of the items you should find in your box. Please select the correct power cable for your location.

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

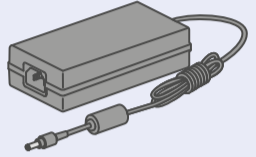
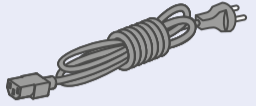
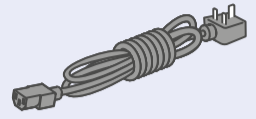
Scale



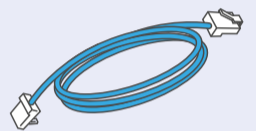
Printer



USB



Power Cord



Network Cable (not used for USB installation)

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.



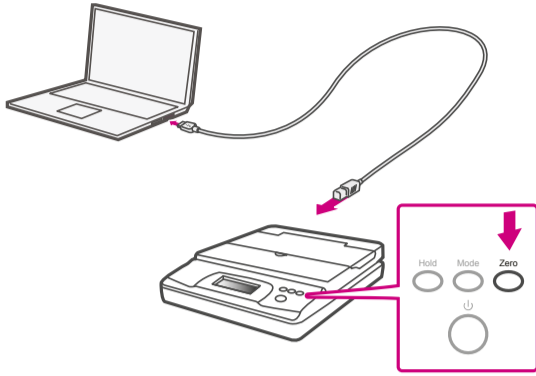
4

Connecting your Scale

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

Connect your scale to your computer. Then press the **Zero** button.

Press the **Mode** button to select Kg.



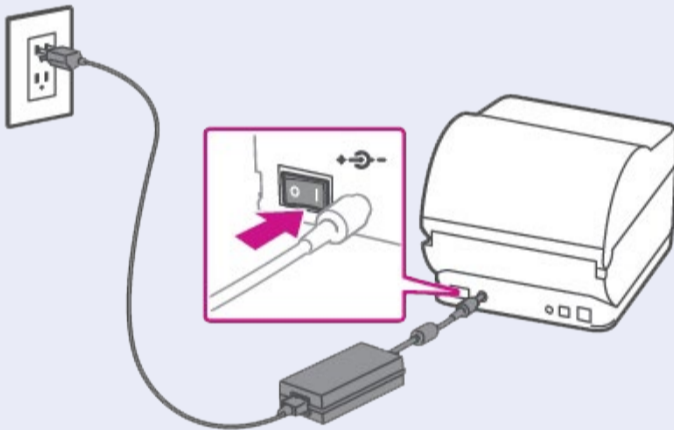
Note- If you do not wish to use a USB to connect your scale refer to the online help for information on battery installation.

5

Connecting the Printer

Ensure you have the correct power cord for your region.

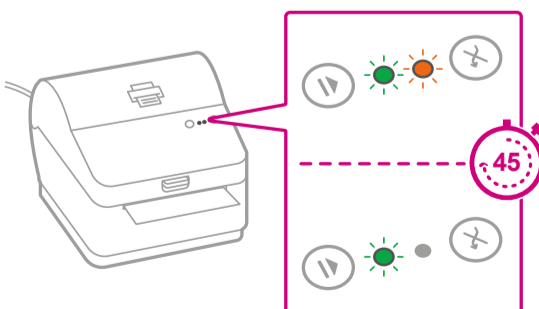
Connect the power cord and adapter to your printer (as shown) and switch on.



6

Printer Ready

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

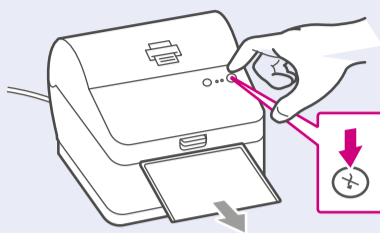


7 Aligning the Label Roll

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

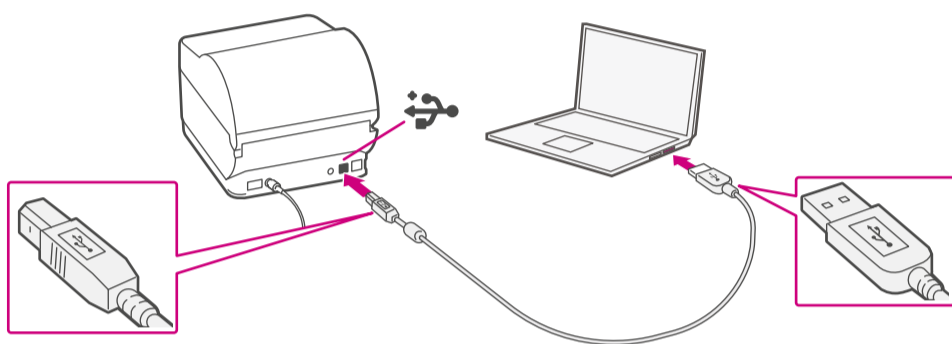
Note- If the label does not feed correctly please refer to label alignment instructions inside the printer top cover.

Tear off the correctly dispensed label.



8 Connecting the USB Cable

Connect your printer to your computer with the USB cable.



9 Installing the Printer Driver

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

Select the Datamax Printer Driver.

Select to download the correct printer driver for your operating system. **Note-** This driver does not work on Mac OS 10.11. For assistance, contact client support

Double click on the Gutenprint 5.2.12-pre4.dmg

file. Press **Continue**.

Press **Agree** and then **Continue**.

Press **Install** and then enter your system password, when prompted to complete installation of the printer driver.

You will be notified of installation success.



10 Adding Printer

Go to **Printers & Scanners** under **System Preferences**.

Click on the **+** symbol at the bottom left of the window and select **Add Printer or Scanner**.

The MAC system will auto detect the new printer.

Click on **Select Software** and choose the **Datamax-O'Neil** driver.

Select the correct printer and click **OK**.

11 Printing a Test Print

Select the **Printer** tab at the top of the screen.

Click on **Print Test Page** to print a test print.

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

Creating a Label

1. Select the carrier icon required from the Home screen.
2. Type in the Recipient's Postal Code in the To field or click on the Address Book icon to select a recipient address previously saved to Address Book.

Note- The Postal Code entered must be in the correct format before SendPro™ will allow you to proceed with label set up.

3. Enter the package dimensions into the dimension fields.
4. If you are using the USB connected Scale, place your package on the scale platform and press the Scale icon. Alternatively enter the package weight manually. Use the mode key to select Kgs if required.
5. Select Continue.
6. Choose a service from the available carrier options list. The cost of the selected service is displayed on the right hand side of the screen.
7. Select Continue.

Note- Services can be filtered by speed and the dispatch date can be altered if you wish to dispatch at a later date.

8. You may enter a Sender Name and Address in the From field. This will be used as a return address for your package. You can enter this manually or by clicking on the Address Book icon.
9. Enter the Recipient Name and Address. You can enter this manually or by clicking on the Address Book icon.
10. (Optional) If you are using Cost Accounts, select the Cost Account drop down menu at the bottom of the screen and choose the desired Account from the list, or start typing the Cost Account name or number to search for the desired account

Note- Only your first 10 Cost Accounts are displayed on the Cost Account menu. If you have more than 10 Cost Accounts and the desired account is not one of the first 10, you must type part of the name or number to search for it.

11. (Optional) Tick Email the Tracking Number if you would like an automated email notification of the package tracking number. Enter the email address for the notification email. Press Return in between email addresses if you require more than one email sent.

Printing a Label

1. Select Print at the bottom of the screen. The Label Options screen will open.
2. In the Select a print size field, ensure either Roll - 4 x 6 or A4 is selected as required.
3. (Optional) To add a note about the shipment, enter up to 50 characters in the Memo field. It will be available in your history file for all carriers.
4. (Optional) Select the magnifying glass icon to zoom in to preview the address. Select it again to zoom back out.
5. (Optional) Select Print Sample to verify that the label aligns correctly when it is printed. When the sample label appears in a new tab, print it and check the alignment.
6. To return to the Label Options screen, select the tab at the top of the screen.
7. Select Print. The shipping label opens in PDF format in a browser window or tab.
8. Follow your browser prompts to proceed through printer properties and to print your label.
9. To return to the Home screen, select the tab at the top of the screen. A confirmation of the label you just printed is displayed.

Carrier Services and Packaging

For information about size and weight restrictions, visit the carrier's website: [Royal Mail](#)

Managing Users

The first time you sign into SendPro® (after signing up), you will have the role of Admin.

As Admin, you can add (invite) new users and edit or delete existing users, but only if you have a subscription that allows for multiple users.

1. To invite new users:
2. Select Settings Cog.
3. Select Users. A list of all current users appears, including their name, email address, role (Admin or User) and status (Active, Inactive, or Invited).
4. In the Users tab, select Invite.

Note

If your subscription does not allow for multiple users, the Invite option will be disabled. To upgrade your subscription to one that allows for more users, please contact your system provider.

To edit existing users:

1. Select Settings Cog.
2. Select Users. A list of all users is displayed, including their name, email address, role (Admin or User), and status (Active, Inactive, or Invited).
3. On the Users tab, select the user you wish to edit.
 - To filter the list by status, select the down arrow next to All Users.
 - To search, enter part of the user's name or email address in the Search field.
4. Select the User Details icon to the right of the status field for the user you wish to edit.
 - If the user status is Active, you can reset the user's password, edit the user's details, or delete the user.
 - If the user status is Inactive, you can edit the user's details or delete the user.
 - If the user status is Invited, you can resend the invitation or delete the user.

Note

The User Details icon is disabled for the user who originally signed up for .

Changing your Username or Password

1. Select your username in the upper right of the Home screen.
2. Select Profile.
3. Select the Change link.

Managing History/ Transactions

To view your history in SendPro®

1. Select History
2. Select Shipping History. By default, the History tab is displayed, showing the history of your past shipments.
3. To view the details of a particular item, select it in the list.

To search for a shipment

1. Select History.
2. Shipping History. The History screen provides a line-item summary of your past shipments, with the Date, Recipient, Carrier, Shipping Info (mail class), Tracking Number, Status, Label Amount and User.
3. Use one or more of the following options to locate the desired shipment:
 - **Search:** Enter a tracking number, recipient name, company or address in the search field.
 - **Filter by date:** By default, shipments for the current month to date are shown. To change the dates displayed, select the date field, select a different time period from the menu or type the desired dates into the field, and select Apply.
 - **Filter by shipment type:** Select the All Shipments menu, then select one of the available categories.
 - **Sort the list:** By default, shipments are listed by date, with the most recent at the top. To sort by something other than date, select the one of the other column headings.

Using your Mailsend Kit

Now that you've installed your Mailsend Kit, you'll probably want to learn more about its features.

You can access in-depth Online Help that covers all operator and feature aspects of your software and Mailsend Kit in detail. To access the guide, visit the Mailcoms website today.

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 - A4, select Roll - 4 x 6.

Note

If Plain Paper - A4 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 greyed 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 is greyed 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.



It is certified that the system complies with all applicable Directives of the European Union.

For a formal Declaration of Conformity please contact Compliance Engineering. Contact information is given in this guide or on a separate document supplied with your system.

The system has been designed to work on all Pan-European Telecommunication Networks.

If you're still having trouble, then visit
www.mailcoms.co.uk
and select Support.

Safety information

Follow normal safety precautions for all office equipment:

- Improper storage and use of aerosol dusters or flammable aerosol dusters can cause an explosive-like condition that could result in personal injury and/or property damage. Never use aerosol dusters labelled flammable and always read instructions and safety precautions on the duster label.
- This printer is powered by an external AC power adapter. Use only the AC power adapter and AC power cord supplied with the printer and plug it into a properly grounded wall outlet that's located near the printer and easily accessible. Failure to properly ground the power adapter can result in severe personal injury and/or fire.
- The power cord wall plug is the primary means of disconnecting the power adapter from the AC supply. The power adapter is on whenever it is plugged into a live receptacle.
- To obtain supplies, please contact our Supply Line™ to place orders
- Material Safety Data Sheets can be obtained through the web or from our Supply Line™. Refer to the Contact Information List for more information.
- Avoid touching moving parts or materials while the machine is in use. Keep hands, loose clothing, jewellery and long hair away from all moving parts.
- Do not remove covers or defeat safety interlock switches. Covers enclose hazardous parts that should only be accessed by properly trained service personnel. Immediately report to service any damaged or non-functioning components that renders the unit unsafe.
- Place the unit in an accessible location to allow for proper venting of the equipment and to facilitate servicing.
- The power cord wall plug is the primary means of disconnecting the machine from the AC supply.
- Do not use an adapter plug on the line cord or wall outlet.
- Do not remove the ground pin from the line cord.
- Place the printer so the AC power adapter is close to an easily accessible wall outlet. DO NOT use a wall outlet controlled by a wall switch or one that is shared with other equipment.
- DO NOT route the power cord over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the power cord.
- DO NOT route the DC power cable that plugs into the printer over sharp edges or trap it between pieces of furniture. Make sure there is no strain on the DC power cable.
- Make sure the area in front of the wall outlet into which the AC adapter is plugged is free from obstruction.
- Before clearing a stoppage, be sure machine mechanisms come to a stop.
- When removing stalled material, avoid using too much force to protect against minor personal injury and damaging equipment.
- To prevent overheating, do not cover any vent openings.
- Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction. Contact your machine supplier for required service schedule.
- Read all instructions before attempting to operate the equipment.
- Use this equipment only for its intended purpose.

Scale Safety

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded I/O cables must be used with this equipment to ensure compliance with the limits. Use of unshielded cables is prohibited.

Precautions

CAUTION: This equipment is intended to be used with limited power circuits with SELV and Non-hazardous energy outputs.

- The scale is not legal for trade
- Do not exceed the scale's maximum weight limit
- Do not place lighted candles, cigarettes, cigars, etc., on the scale.
- Use the equipment only for its intended purpose.
- Use only 9-volt Alkaline battery if needed
- Remove battery if scale is not going to be used for long periods of time or if the scale is powered through the USB cable.
- Dispose of old batteries properly.
- Always follow the specific occupational safety and health standards for your workplace.



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