

# Mailsend Kit

Installation Instructions

Network Printer Connection - Windows  
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 PC on which you have full admin rights to allow downloading and installing software.

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**.

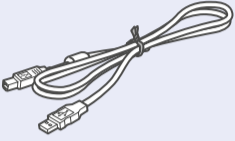
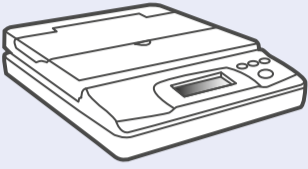
# 1

## Opening the box and unpacking

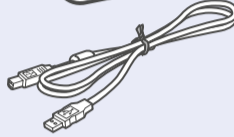
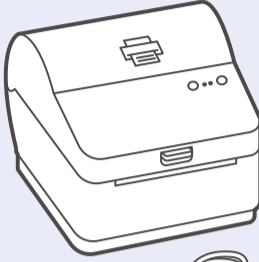
Here's a diagram and explanation of the items you should find in your box. Please select the correct power cable for your location.

If you have any problems during this installation, refer to the online help available.

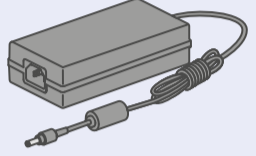
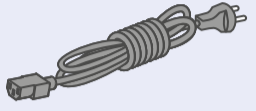
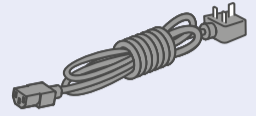
### Scale



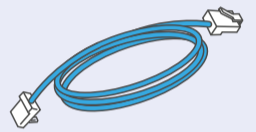
### Printer



### USB



### Power Cord



### Network Cable (for network installation only)

# 2

## Signing into SendPro®

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

[sendpro.pitneybowes.com](https://sendpro.pitneybowes.com)



# 3

## Downloading the Scale Utility

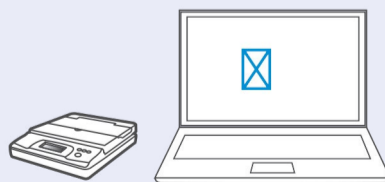
Now you are signed into SendPro® Click on the Help icon.



Select **Download SendPro® Scale Utility for Windows**. Select

**Run** or **Open** (this depends on your internet browser). Follow the prompts on screen to install.

Click **Finish**.



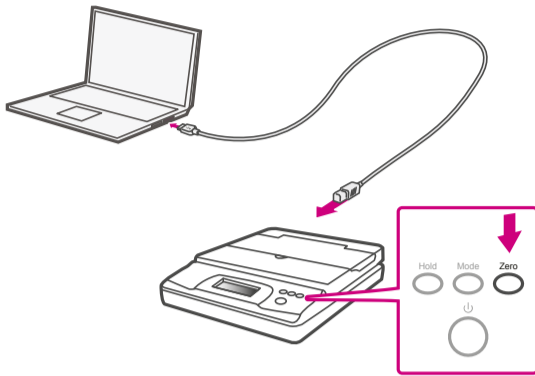
# 4

## 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.

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



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

# 5

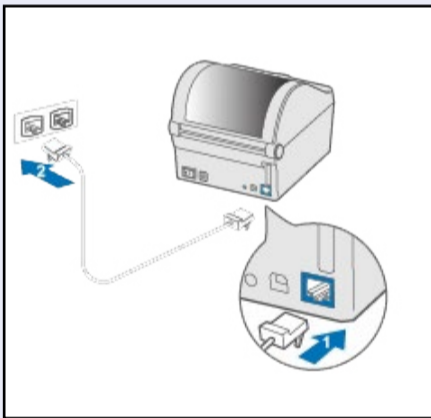
## Connecting the Printer

Connect your Network cable to your printer and Network socket..

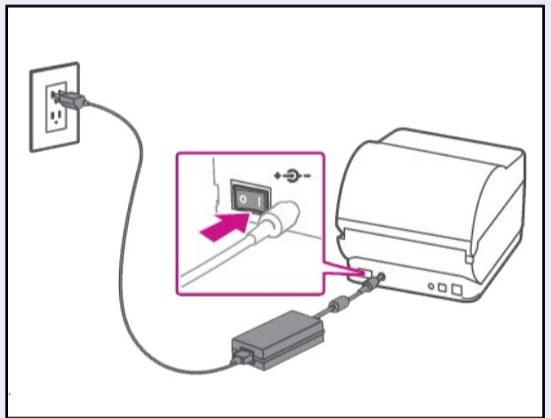
Ensure you have the correct power cord for your region.

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

### Network Cable



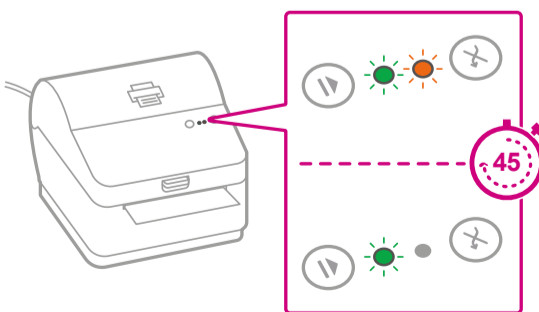
### Power Cable



# 6

## Printer Ready

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



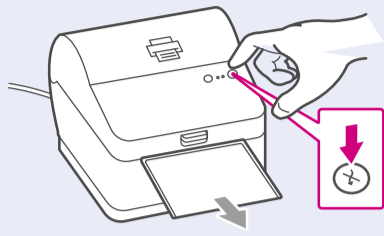
# 7

## 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.

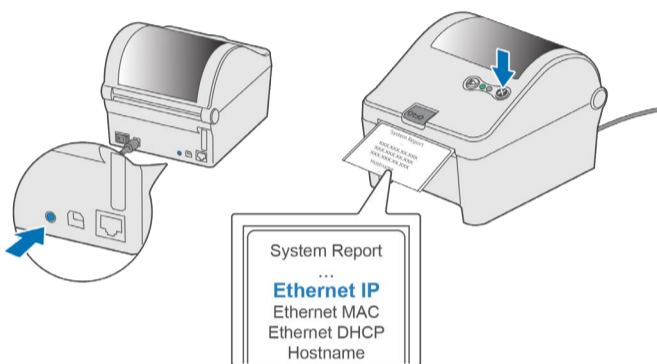


# 8

## Printing a System Report

Print the System Report to obtain the IP address assigned to the label printer.

1. To print the System Report Simultaneously press the button on the front of the label printer and the recessed button on the back of the printer with a suitable object such as a pencil or similar.
2. Keep the printed report that will be needed later in the installation process.



# 9

## Downloading the Printer Driver

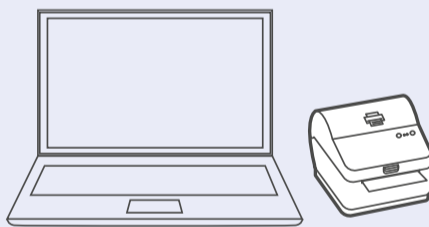
Ensure you are signed into SendPro® and click on the Help icon. 

Select the **Datamax Printer Driver**

Select the correct printer driver for your operating system.

Select **Run** or **Open** dependant on your browser.

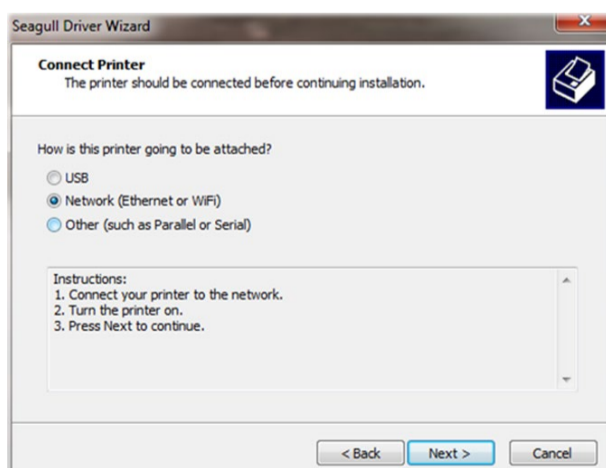
Accept the licence agreement and follow the on screen prompts to install.



# 10

## Connecting to the Printer

Select **Network** and press **Next**.

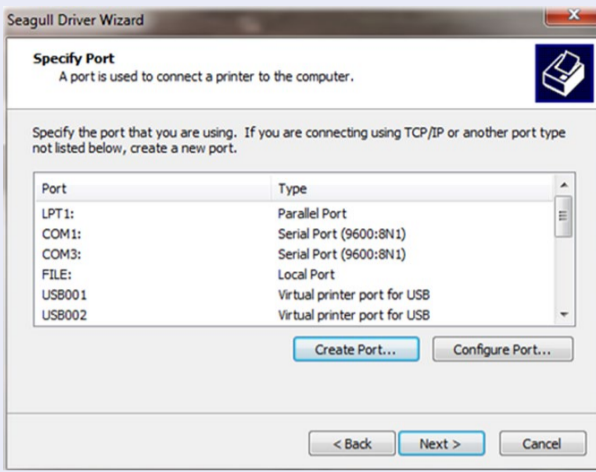


Then select Datamax-O'Neill 110 Printer model when prompted and select **Next**.

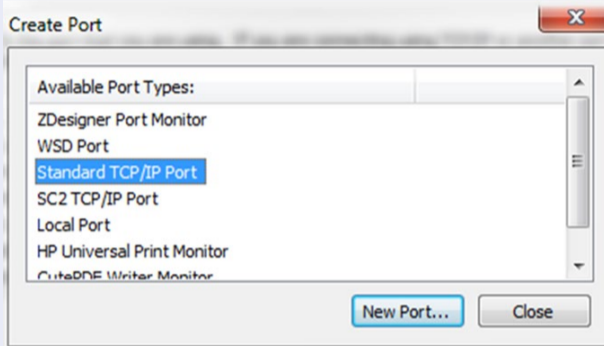
# 11

## Specifying a Port

Select **Create Port**



Then Select **TCP/IP Port** and click **New Port**.



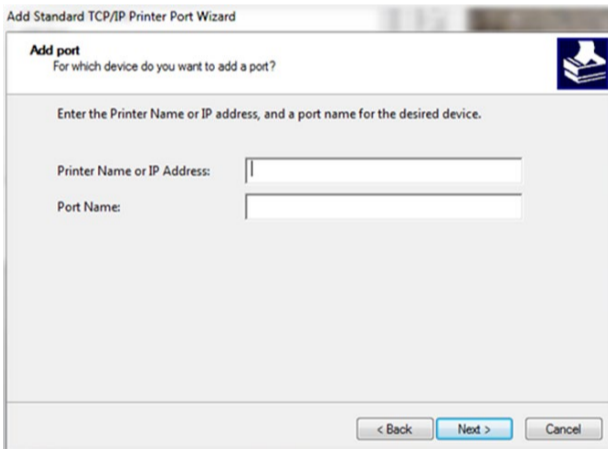
# 12

## Printer Port Wizard

Select **Next** to run the Printer Port Wizard.

Enter the Ethernet IP from the system report printed in step 8 and Select **Next**.

**Note-** The Port Name will automatically be populated with a default value.



Windows Wizard will automatically find the device.

If not found, Select **Generic Network Card** from the drop down menu and Select **Next**.

Select **Finish** to complete the Printer Port Wizard and to return to driver installation.

**Note-** The driver and port name will now show what was entered in the screen above.

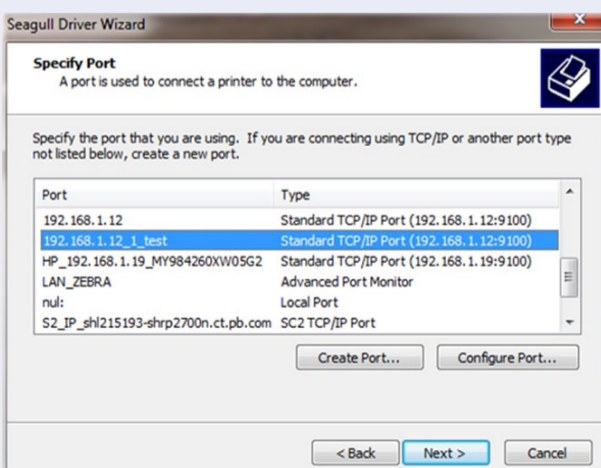
Select **Close**.

# 13

## Confirming the Port

The wizard will return to the Specify Port screen.

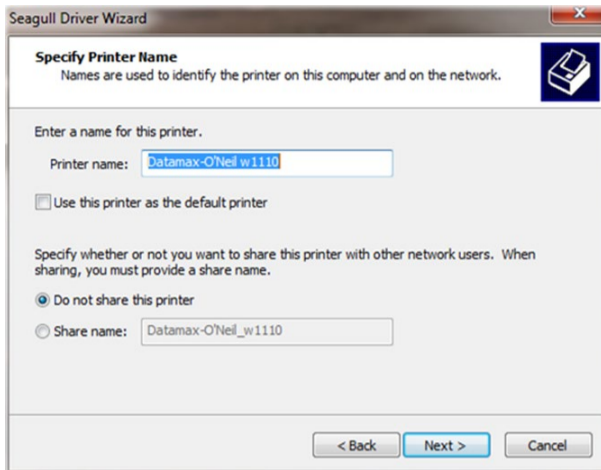
Use the vertical scroll bar to view and confirm the new port is now in the list and select **Next**.



# 14

## Accepting the Printer Name

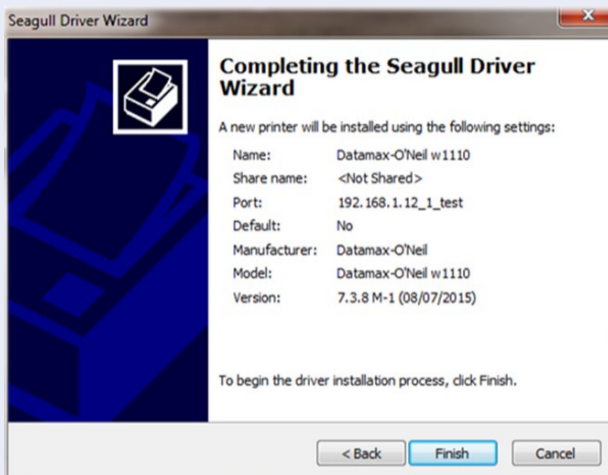
Select **Next** to accept the default printer name.



# 15

## Completing Printer Setup

Select **Finish** to complete the wizard and begin using your printer.



# 16

## Test Print

**Your Mailsend Kit is now connected.**

To test your printer is working correctly follow the steps below-

### On a PC

- Go to your Control Panel
- Select Device & Printers
- Double click on the Printer  
(DataMax-O'Neil w1110)
- Select Printer from the menu bar
- Select Printer Properties
- Select General
- Select Print Test Page.

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.

# 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.



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](http://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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