

SendPro[®] Bluetooth SendKit

Installation Instruction
for Microsoft Windows OS Device

Read Now BEFORE you unpack your equipment

Continue reading below



Let's get your SendKit up and running quickly...

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

- The box containing your SendPro[®] Bluetooth SendKit.
- A Welcome Email from Pitney Bowes containing your SendPro[®] Login details, if you use SendPro for the first time.
- A PC on which you have full admin rights to allow downloading and installing software, if necessary.
- 2 available USB ports on your PC.

For the first time user:

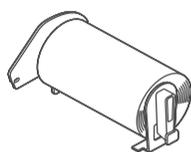
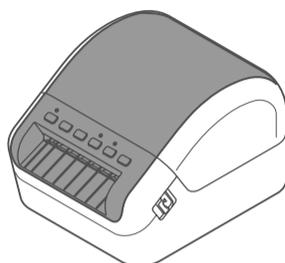
If you have not received the email from Pitney Bowes, do not go any further with this installation. Please visit pitneybowes.com for contact details for your market.

1. Opening the box and unpacking.

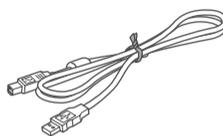
Here's a diagram and explanation of the items you should find in your box.

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

Printer



Label Roll
(DK roll)

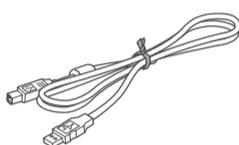
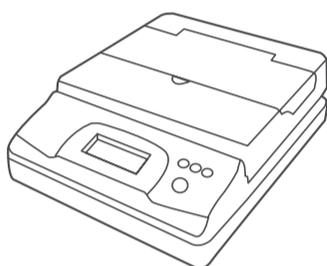


USB



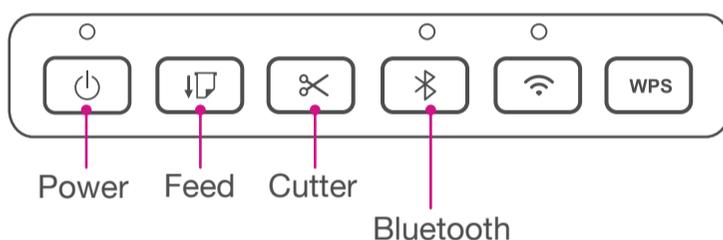
Power Cord

Scale



USB

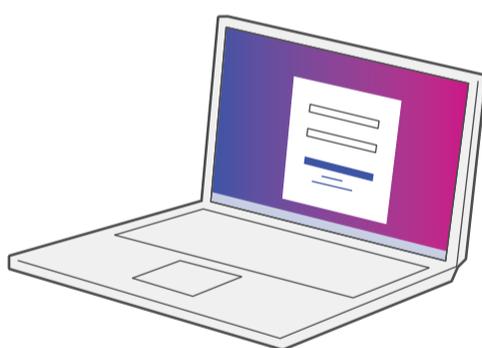
Printer control panel buttons you need to use.



2. Signing into SendPro®.

Sign into SendPro.

sendpro.pitneybowes.com



Note: Use the link in the welcome e-mail, if you are the first time user.

3. Downloading the scale utility.

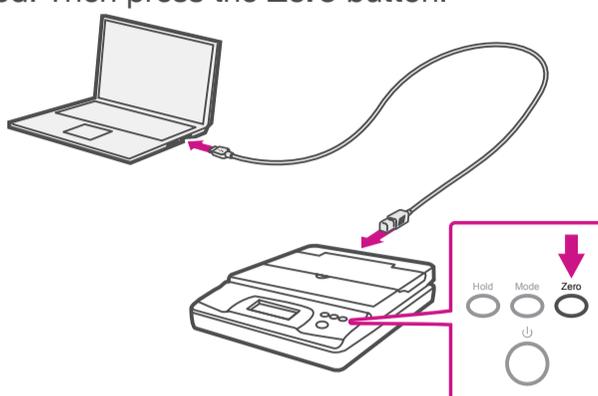
1. Now you are signed into SendPro® Click on the Help icon. 
2. Select **Download SendPro® Scale Utility for Windows.**
3. Select **Run** or **Open** (this depends on your internet browser).
4. Follow the prompts on screen to install.
5. Click **Finish.**



4. Connecting the scale.

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

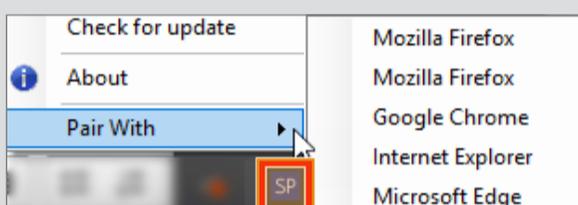
Connect your scale to your computer using the USB cable supplied. Then press the **Zero** button.



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

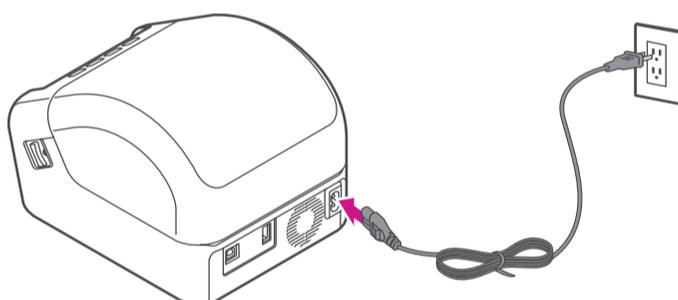
If SendPro is unable to detect the scale, you may need to pair the Scale App with your web browser:

1. Right-click on the **SendPro Scale App** icon in the Windows system tray (small icons by the clock).
2. Select **Pair With**.
3. Select the web browser you are using.



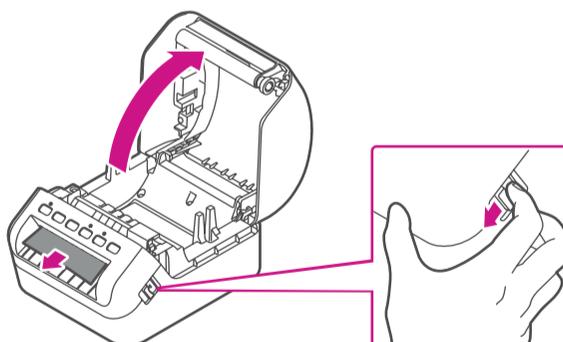
5. Connecting the power cord.

Connect the power cord to your printer as shown.

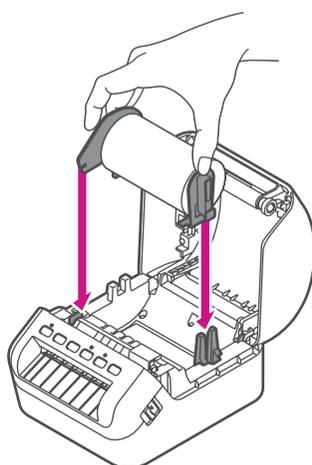


6. Loading the label roll.

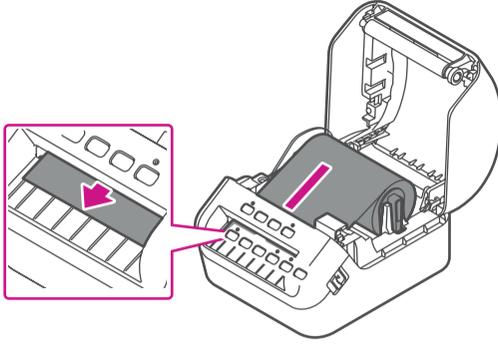
1. Pull the release levers on the both sides of the printer to unlock the cover, and lift the cover to open it. Remove the protective sheet from the output slot.



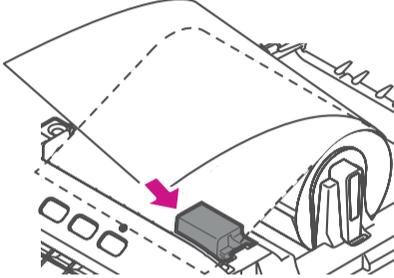
2. Place the label roll into the guide. Make sure the roll is inserted firmly in the guide and the stabilizer slides into the notch in the printer



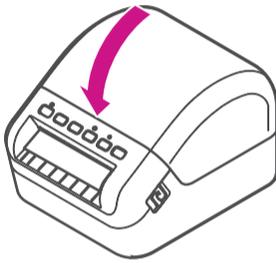
3. Thread the label roll straight through the printer, and align the edge of the roll with the upright edge of the output slot. Push the first label through the output slot until the end comes out of the slot as shown.



If experiencing trouble loading the label roll, try inserting from the side making sure the label is under the sensor.

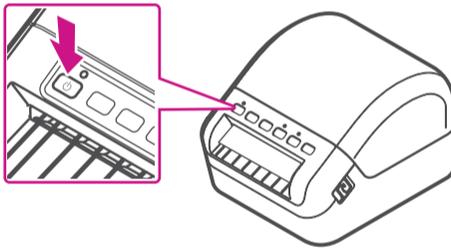


4. Close the cover.

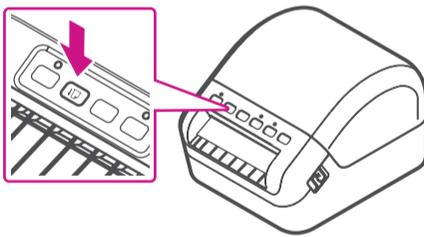


7. Turning power on.

Press the **Power** button  to turn the printer on, and check the status LED turns green.



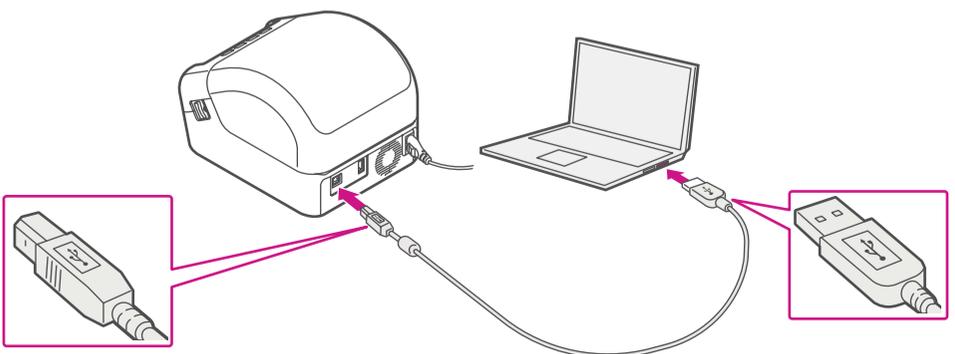
Make sure to press the **Feed** button  to align the end of the Roll.



8. Connecting the printer.

Connect your printer to your computer with the USB cable. Your Printer Driver should automatically download and install. If this does not happen, please follow step 9 below.

Note: If you choose to connect the printer by **Bluetooth**, press the **Bluetooth** button  on the printer and check the LED lights up blue. Make sure to turn on Bluetooth on your computer. Skip this step and go to step 9.



9. Manually downloading the printer driver.

1. Ensure you are signed into SendPro® and click on the Help icon .
2. Select the **Brother Printer Driver (QL-1100)**, that is compatible with QL-1110NWB.
3. Click on **download** button for the Windows operating system.
4. Accept the licence agreement to download the installer.
5. Open the installer and follow the on-screen prompts to install.
6. Select QL-1110MWB.
7. Continue to follow the on-screen prompts and click **Finish/ Close**.

Note:

- You may need to check your downloads folder to install Printer Drivers.
- If you choose Bluetooth connection, you need to enter the printer serial number which can be found at the bottom of your printer.

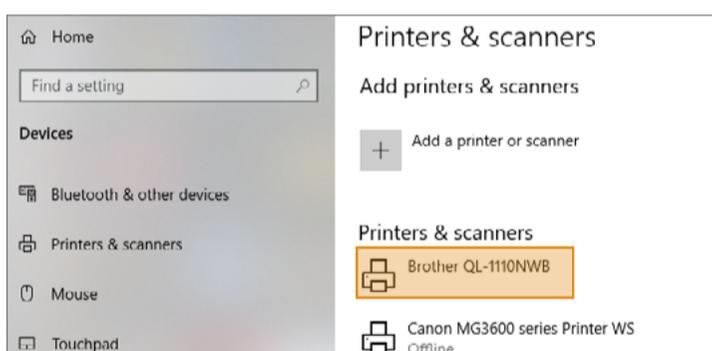


10. Printing the test label.

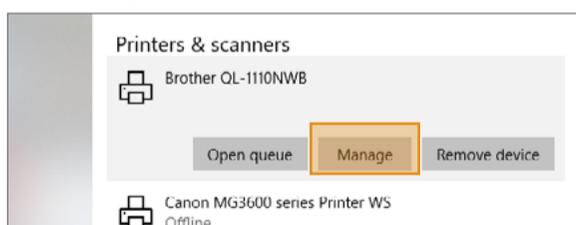
Note:

The below steps might differ based on your Windows OS versions.

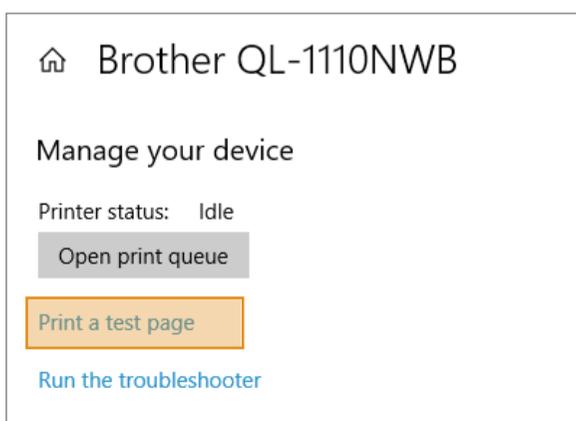
1. Go to **Settings**, then select **Printers & scanners**.
2. Select **QL-1110NWB**.



3. Click **Manage**.



4. Click **Print a Test Page**.



Note: Press the **Cutter** button  to cut off the printed label.

Now let's get shipping!

You can access in-depth Online Help that covers all operator and feature aspects of your SendPro® software and SendKit in detail. To access this information, press the Help (🔍) icon from your App. and select **See More Help Topics**. For your convenience, we've included links to most commonly needed support to get you started.

Creating a label

[Click Here](#)

How to print a shipping label in SendPro

[Click Here](#)

Managing SendPro users

[Click Here](#)

How to view your history in SendPro

[Click Here](#)

Carrier Services and Packaging

For information about size and weight restrictions, visit the carrier's website:

[USPS](#)

[UPS](#)

[FedEx](#)

Note: Available carriers dependent on SendPro subscription.

How to change your user name, password, and account name for SendPro

[Click Here](#)

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 icon  then Label Options.

If the Choose Format menu is set to Plain Paper - 8.5 x 11, select Roll - 4 x 6.

Note: If Plain Paper - 8.5 x 11 is always selected by default, you can change this to 4 x 6 by adjusting your default label printing settings.

Problem

Solution

The Status LED is not lit.

- Check that the AC Power Cord is inserted. If it is inserted correctly, try plugging it into another AC power outlet.

The Printer does not print, or a printing error is received.

- Check that the USB Cable is connected securely.
- Remove the DK Roll and reinsert it.
- Check that there is enough roll remaining.
- Make sure that the DK Roll Cover is closed.
- Turn off the Printer and then turn it on again. If there is still a problem, contact Pitney Bowes support.
- If the Printer is connected via a USB hub, try connecting it directly to the computer. If not, try connecting it to a different USB Port.

A data transmission error appears on the computer.

- Check that the correct port is selected from the "Print to the following port" list in the Printer Properties dialog box.
- Wait until the Status LED stops flashing and then try printing again.

The label is not ejected correctly after printing.

- Check that the Label Output Slot is not blocked.
- Check that the DK Roll is set correctly by removing the DK Roll and reinstalling it.
- Ensure that the DK Roll Cover is closed correctly.

Labels are jammed in the cutter.

- Contact Pitney Bowes Customer Service.

Cutter error

- If a cutter error occurs, keep the DK Roll Cover closed and press the Power Button. The cutter moves back to the normal position and the Printer turns off automatically. After the Printer is Off, check the Label Output Slot and remove any jammed labels.

Unable to reset an error.

- To reset an error:
1. Open the DK Roll Cover, and then close it.
 2. If the error is not reset, press the Cutter Button.
 3. If the error is not reset, turn off the Printer, and then turn it on again.
 4. If the error is not reset, contact Pitney Bowes Customer Service.
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Scale Issues

If the scale icon is grayed 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 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.

Ensure that the scale app is installed. For details, see [Install the Scale](#).

If the scale icon is grayed 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.

If you're still having trouble, then visit
www.pitneybowes.com/us/bluetoothsendkit
and select Support.



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