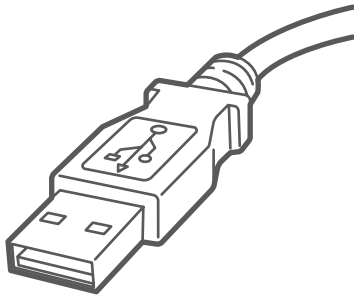# Stand-Alone Label Printer

Microsoft Windows Installation Instruction
USB Printer Connection

Read BEFORE you unpack your equipment

Continue reading below

Let's get your Label Printer up and running.

Let's first get together the things you need:

- Your Network Printer box.
- A PC with full admin rights to download and install software.
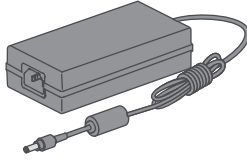- An available USB port on your PC.

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.
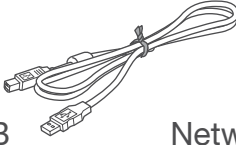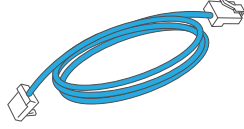
Printer   Power Cord
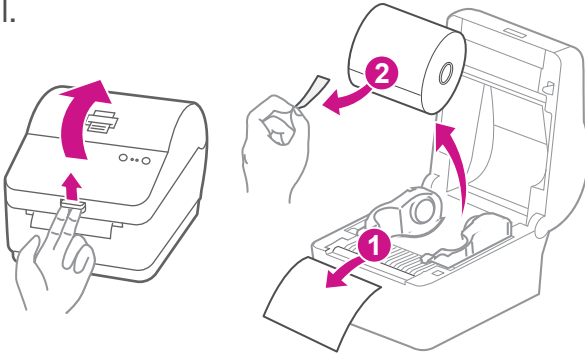

USB   Network Cable
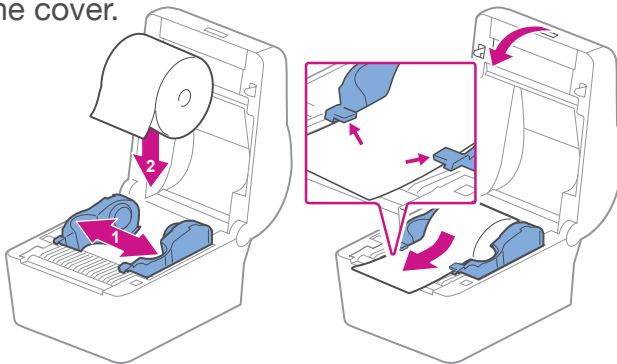(not used for USB installation)

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.
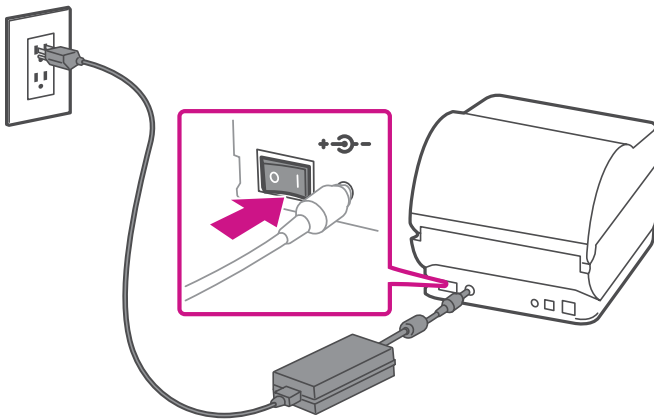

Install the label roll and feed the label through the media guide.
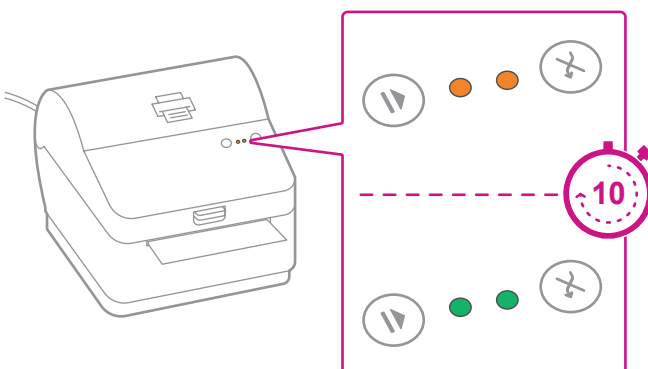Close the cover.

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.
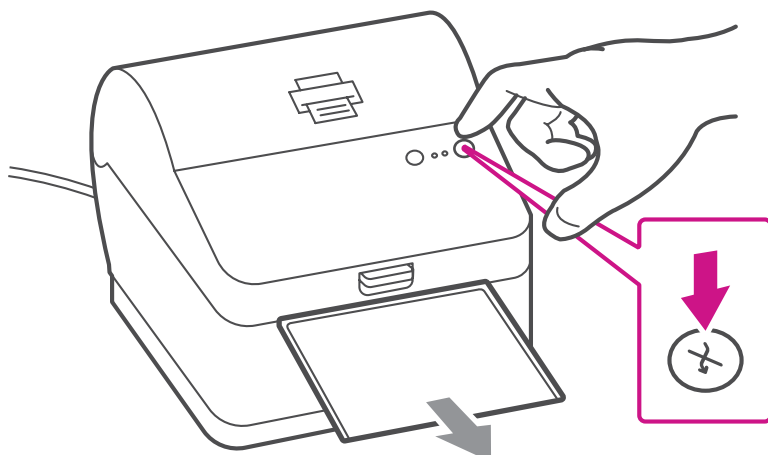
5. Align the label roll.

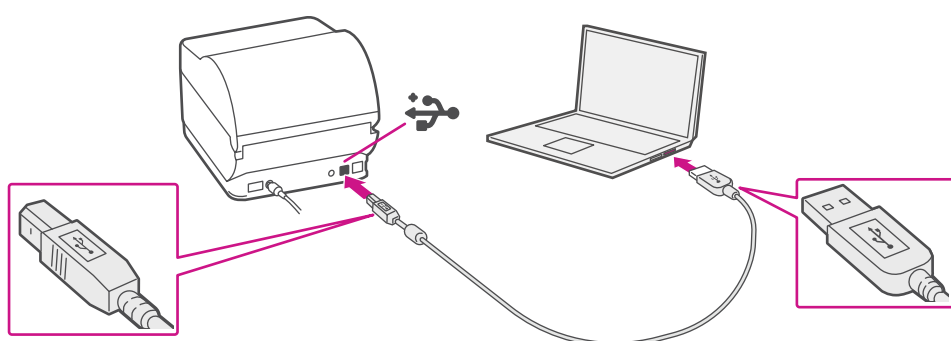**Press** the ⊗ button and check that the label feeds correctly.

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 and download the driver.

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 6 below. Otherwise continue to step 7.

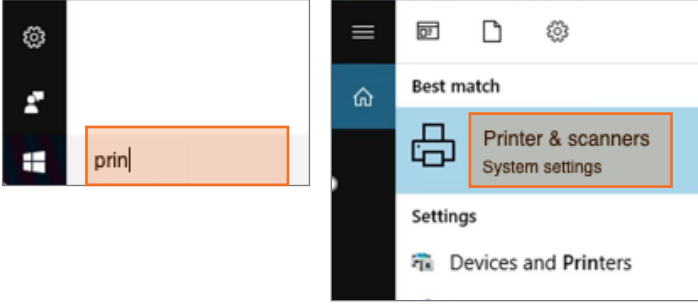# 7. Manually download the printer driver.

1. Go to pitneybowes.com/ca/en/spnetworksendkit
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. Select **Run** or **Open** depending on your browser.
5. Accept the licence agreement and follow the on screen prompts to install.
6. Select PB-SP100.
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.
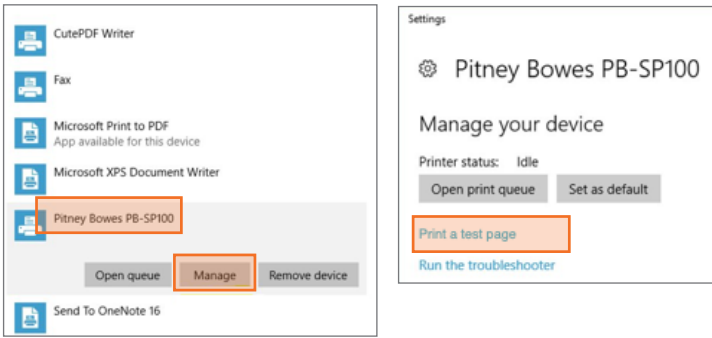
8. Print the test label.

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.

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
pitneybowes.ca/Product-Support/pb-sp100
for Support.