



## **Mailsend Kit Installation Instructions**

### **Printer & Scale Install Guide | Windows**

# Introduction

Your equipment may be available as part of several different kits (combinations of products) as well as a standalone items, dependent on your market. Please select the relevant equipment and setup from the options below and follow the step by step instructions.

If you are installing your 1E42/W1110 Mailsend Kit or Printer on a **Mac** computer please visit the [Mailcoms website](#) and select the **Mac Installation Instructions**.



Troubleshooting  
and Safety

# 1E42/W1110 Printer Installation via USB Connection

## Right, let's get your Printer up and running quickly...

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

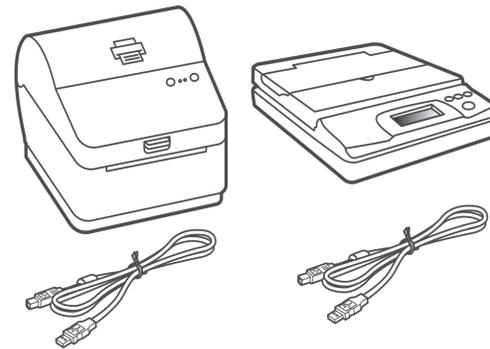
- The box containing your 1E42/W1110 Printer.
- A Welcome Email from Mailcoms containing your Online Account Log in details.
- A PC on which you have full admin rights to allow downloading and installing software.
- 2 available USB ports on your PC.

If you have not received the email from Mailcoms, do not go any further with this installation. Please contact us.

## 1. Opening the box and unpacking

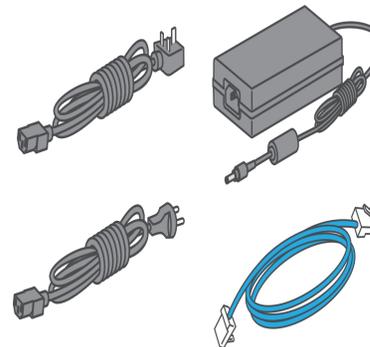
Here are diagrams and explanations of the items you should find in your box. Please select the correct power cable for your location.

If you have any problems during this installation, **refer to the troubleshooting section of this brochure.**



**1E42/W1110 Printer and SL-397-D Scale**

**Note-** If you have ordered a 1E42/W1110 Printer on it's own, you will not receive the Mailsend Kit SL-397-D Scale in the box.



**Power Cord and Network Cable (the Network cable is not used for USB Installation).**

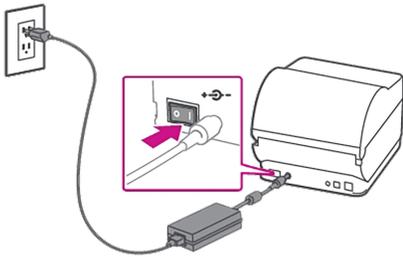
## 2. Signing into your Online Account

Sign into your Online Account using the link in the welcome email from Mailcoms.

## 3. Connecting the Printer

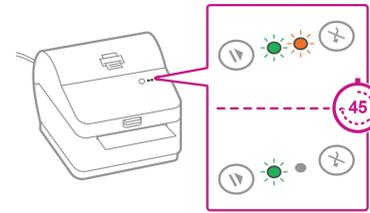
Ensure you have the correct power cord for your region.

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



## 4. Printer Ready

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

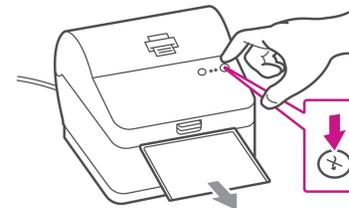


## 5. Aligning the Label Roll

Press the feed 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.

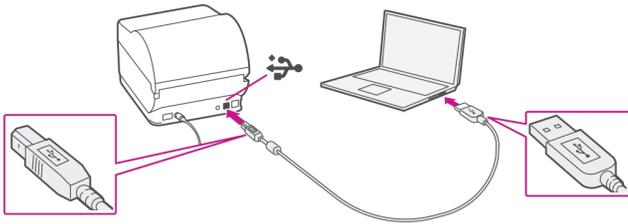
Tear off the correctly dispensed label.



## 6. Connecting the Printer

Connect your printer to your computer with the USB cable.

**Note-** Ignore any Windows errors that may occur at this time and continue to step 7.



## 7. Manually Download the Printer Driver

Ensure you are signed into your Online Account and click on the Help icon.



Select the **Download Printer Driver (W1110)**

Select to download the correct printer driver for your operating system.

Select **Run** or **Open** dependent on your browser. Check your Downloads folder if you are not prompted to run or open.

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

Select **Datamax-O'Neill w1110**

Continue to follow the on-screen prompts and click **Finish/ Close**.

## 8. Test Print

On a PC

- Go to your Control Panel
- Select **Devices & Printers**
- Right click on the Printer (DataMax-O'Neil w1110)
- Select **Properties**.
- Select **General**
- Select **Print Test Page**.

Check that your label has printed correctly. If you have any issues with the print **refer to the troubleshooting section of this brochure**.

**Note-** If DataMax O'Neill w1110 is not available your printer driver is not correctly downloaded. Refer to step 7 for download instructions.

If you are installing a MailSend Kit, now install your SL-397-D Scale by going to the SL-397-D Scale Installation section of this document.

# 1E42/W1110 Printer Installation via Network Connection

## Right, let's get your Printer up and running quickly...

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

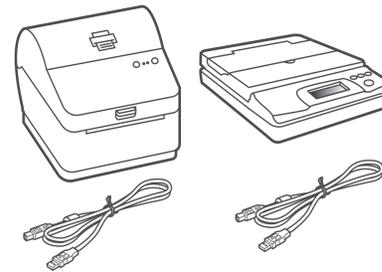
- The box containing your 1E42/W1110 Printer.
- A Welcome Email from Mailcoms containing your Online Account Log in details.
- A PC on which you have full admin rights to allow downloading and installing software.
- 2 available USB ports on your PC.

If you have not received the email from Mailcoms, do not go any further with this installation. Please contact us.

## 1. Opening the box and unpacking

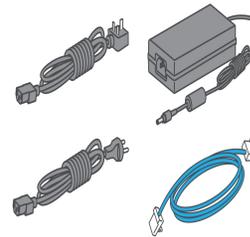
Here are diagrams and explanations of the items you should find in your box. Please select the correct power cable for your location.

If you have any problems during this installation, **refer to the troubleshooting section of this brochure.**



**1E42/W1110 Printer and SL-397-D Scale**

**Note-** If you have ordered a 1E42/W1110 Printer on it's own, you will not receive the Mailsend Kit SL-397-D Scale in the box.



**Power Cord and Network Cable**

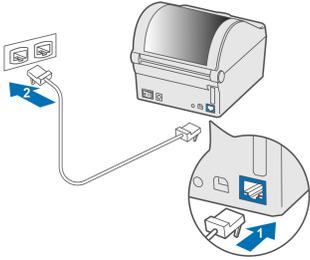
## 2. Signing into your Online Account

Sign into your Online Account using the link in the welcome email from Mailcoms.

### 3. Connecting the Printer

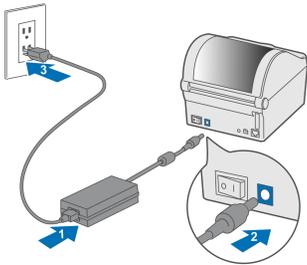
#### Network Cable

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



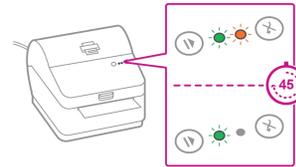
#### Power Cable

2. Ensure you have the correct power cord for your region.
3. Connect the power cord and adapter (as shown) to your printer and switch on.



### 4. Printer Ready

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



### 5. Aligning the Label Roll

Press the X 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.

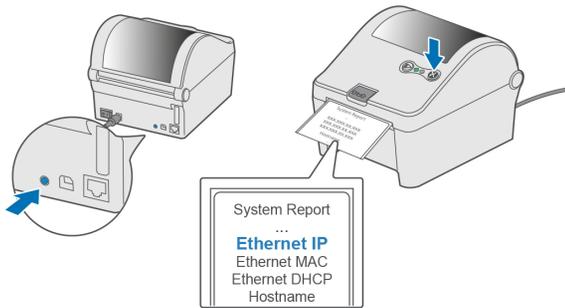
Tear off the correctly dispensed label.



## 6. 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.



## 7. Download the Printer Driver

1. Ensure you are signed into your Online Account and click on the Help icon.



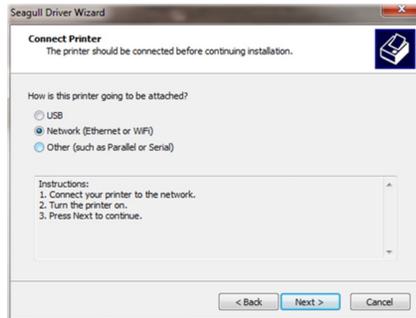
2. Select **Download Printer Driver (W1110)**.

3. Select to download the correct printer driver for your operating system.
4. Select **Run** or **Open** dependent on your browser.
5. Accept the licence agreement and follow the on screen prompts to install.
6. Select **Datamax-O'Neill w1110**
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. Connecting to the Printer

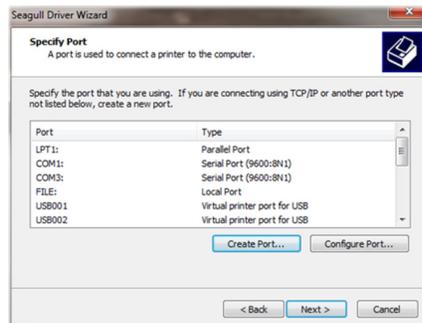
1. Select Network and press Next.



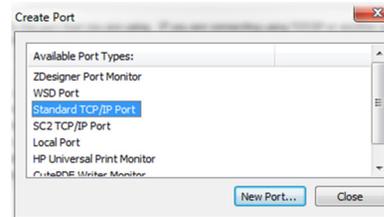
2. Then select Datamax-O'Neill1110 Printer model when prompted and select **Next**.

## 9. Specifying a Port

1. Select **Create Port**



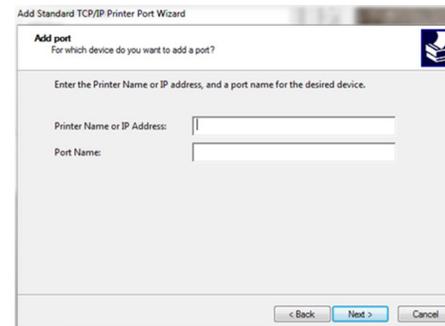
2. Then Select **TCP/IP Port** and click **New Port**.



## 10. Printer Port Wizard

1. Select Next to run the Printer Port Wizard.
2. Enter the Ethernet IP from the system report printed in step 6 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.

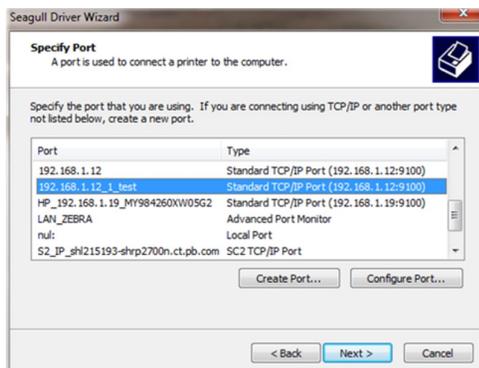
**Note-** The driver and port name will now show what was entered in the screen above.

- Select **Close**.

## 11. Confirming the Port

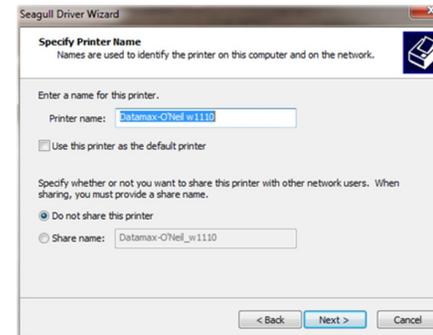
The wizard will return to the Specify Port screen.

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



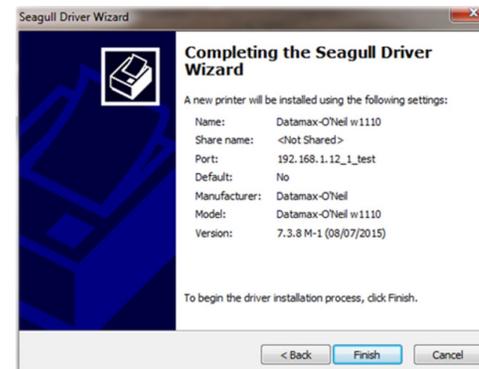
## 12. Accepting the Printer Name

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



## 13. Completing Printer Setup

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



## 14. Test Print

On a PC

- Go to your Control Panel
- Select **Devices & Printers**
- Double click on the Printer (DataMax-O'Neil w1110).

**Note-** If DataMax O'Neill w1110 is not available your printer driver is not correctly downloaded. Refer to step 7 for download instructions.

- 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 the troubleshooting section of this brochure**.

If you are installing a MailSend Kit, now install your SL-397-D Scale by going to the SL-397-D Scale Installation section of this document.

# SL-397-D Scale Installation

## Signing into your Online Account

If you are not already signed into your Online Account, sign into the Online Account using the link in the welcome email from Mailcoms

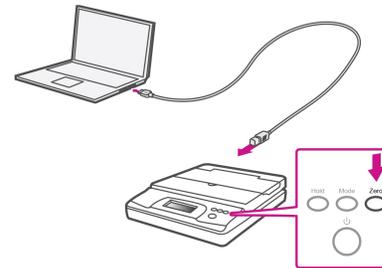


## Downloading the Scale Utility

1. In your Online Account, Click on the Help icon. 
2. Select **Download SendPro® Scale Utility**
3. The screen shows We can't find your scale. Click **Download SendPro Scale App**.
4. Select **Run** or **Open** (this depends on your internet browser and operating system).
5. Follow the prompts on screen to install.
6. Close your internet window. Your Scale utility is now installed.

## Connecting your Scale

1. Place your scale on a firm and flat surface near to your computer.
2. Connect your scale to your computer using the USB cable supplied. Then press the Zero button.
3. Press the Mode button to select Kg



If you have a MailSend Kit and have not yet installed your Printer please go to the Front/Introduction pages of this guide and find the relevant Printer Installation Instruction.

# Troubleshooting

## Printing Issues

### Printing problems on 1E42 (Datamax W1110) Printer

If you experience problems with a 1E42 (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 1E42 (Datamax W1110) 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.

### 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.

Shipping label missing image components or text when printed

If the PDF of your label displays correctly but prints on your label printer incorrectly, it's most often an issue with Adobe Reader or the printer driver.

Ensure that your Adobe Reader is up to date by visiting Adobe's website and installing the latest version of Adobe Reader.

Update your printer driver through the printer manufacturer's website.

If updating Adobe Reader or the printer driver software does not fix the problem, try changing the following setting in Adobe Reader:

1. When printing a 4x6 label in Adobe Reader, click the **Advanced** button in the printer selection window.
2. Check the Print as image box and click **OK**.

### Solid Red Light on the 1E42/W1110 Label Printer

The red light on the 1E42/W1110 label printer is on and it will not print. To resolve this issue try rebooting the printer:

1. Turn off the printer.
2. Wait one minute.
3. Turn the printer back on.

If the red light is still on, perform a sensor calibration:

1. Open the printer's top cover and wind the media back onto the roll so that it is clear of the feed rollers and sensors.
2. Close the cover.

3. Press and hold the Reset (back), Stop/Resume (front) and the Feed/Cancel (front) buttons simultaneously until the left LED on the front panel turns solid green. After the green light has shown, it will return to red.
4. Open the printer's top cover and feed the label so that it is ¼ inch out of the printer.
5. Press and hold the Stop/Resume and the Feed/Cancel buttons simultaneously until the rollers begin to move the media. Immediately release both buttons when the media begins to move. The media should advance one label and the left LED should be solid green.

1E42/W1110 Label Printer feeds more than one label worth of paper

When printing a shipping label, the 1E42/W1110 Label printer feeds more than one label worth of paper.

To resolve this issue, reboot the printer:

1. Turn the printer off.
2. Wait 1 minute.
3. Turn the printer back on.

If the issue is not resolved, perform a media calibration:

1. Open the printer's top cover and feed the label so that it is ¼ inch out of the printer.
2. Press and hold the **Stop/Resume** and the **Feed/Cancel** buttons simultaneously just until the transport rollers begin to move the media. Immediately release both buttons when the media begins to move. The media should advance one label and the left LED should be solid green.

## 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 being used is not compatible with the Mailsend franking machine.
- 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 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.

Scale value is under zero. Recalibrating scale

When attempting to use the USB scale with your Online Account, if the scale displays a negative weight, follow these steps to re-zero the scale:

1. On the bottom of the scale are 4 or 6 feet. Ensure that the feet are not loose or missing.
2. Ensure that the scale is on a flat, level surface.
3. Remove any items on the scale or touching the scale.
4. Press and release the zero button to zero the scale.

If the scale will not zero, or if the weight is fluctuating, there may be vibrations or air currents in the area that are preventing the scale from maintaining a steady weight. Try moving the scale to a different location to determine if vibrations or air currents are causing the scale to display a negative weight.

# Safety

## General Safety

Follow normal safety precautions for all office equipment:

- Use only Mailcoms approved supplies, in particular aerosol dusters. 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.
- Use only Mailcoms approved direct thermal label media.