Parcelsend Kit - Scale

Installation Instructions
SL-397-D

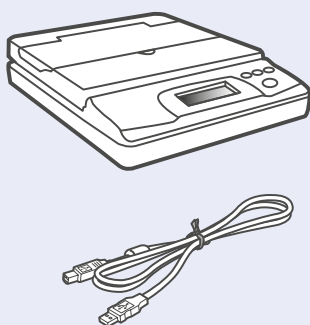**Read Now BEFORE you unpack your equipment**

Continue reading below

Right, let's get your Scale up and running quickly…

Let's start by opening and unpacking the box that contains your Parcelsend Kit SL-397-D Scale on the next page.

1 Opening the box and unpack

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

Scale

2 Signing into SendPro®

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

sendpro.pitneybowes.com

3 Downloading the Scale Utility

If you are on a Windows Computer-
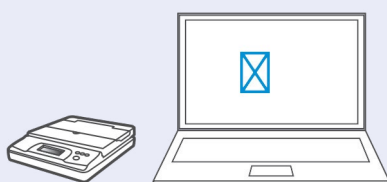Now you are signed into SendPro® Click on the Help icon.

- 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**.

If you are on a Mac-
Once 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.
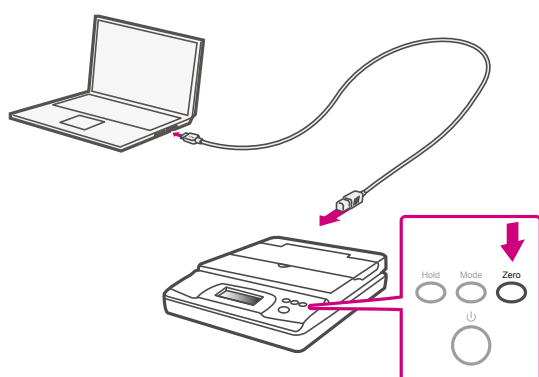- Follow the prompts on screen to install.

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.

Troubleshooting

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.

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 out let. 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 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.