



Shipping & Mailing
Postage Management

SL-397-D Scale Installation Instruction UK

SL-397-D

SDC2109B UK English Edition

Introduction

Your equipment may be installed on either a Windows or Mac operating system. Please select the scale setup from the options below and follow the step by step instructions.

If you are installing your Scale as part of a SendKit please visit the [Pitney Bowes Support site](#) and select the relevant SendKit instruction.

Installation Instruction

SDC2109B

22 February 2021

SL-397-D Scale Installation

Signing into SendPro®

If you are not already signed into SendPro®, sign into SendPro® using the link in the welcome email.

spo.pitneybowes.com

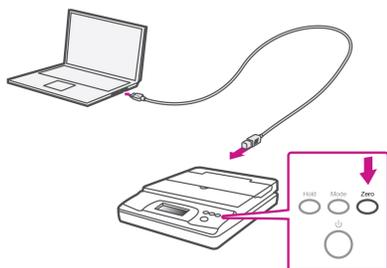
Downloading the Scale Utility

1. In SendPro® 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

Note- If you do not wish to use a USB to connect your scale refer to www.pitneybowes.com/uk/sendkit for information on battery installation.



Troubleshooting

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 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 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 SendPro® Online , 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.

[Click here](#) or visit the **Safety** section of this document to read about important Safety considerations.

Safety

General Safety

Follow normal safety precautions for all office equipment:

- Use only Pitney Bowes 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 Pitney Bowes approved direct thermal label media.



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.