



ezyPrint

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About ezyPrint

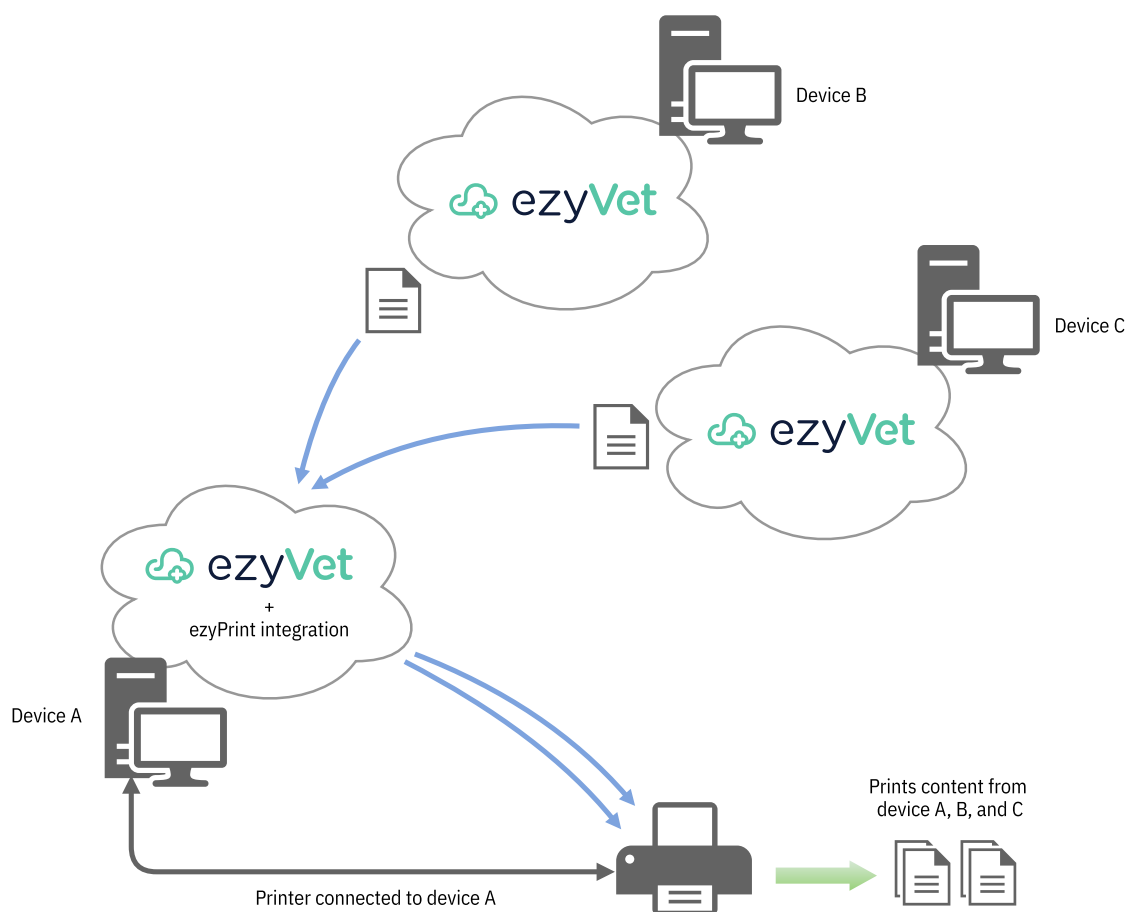
ezyPrint lets you easily configure and use printers with your ezyVet sites and staff.

You can use ezyPrint to replace other cloud print services, such as Google Cloud Print.


ezyVet does not use a third-party service or a related sign-in account (such as a Google account). This is because ezyVet engineers fully control the ezyPrint feature. And compared to Google Cloud Print, ezyPrint has better stability and is easier to use.

ezyPrint uses a related integration. You first install the ezyPrint integration on the device that is connected to the applicable printer. Other staff who are in the same department can then select the printer from their ezyVet sites and send documents to print.

Figure 1. The function of ezyPrint



Note: For correct operation, you must make sure that the device the printer is connected to is on. But it is not necessary to sign in to the device for correct operation.


 **Note:** The ezyPrint integration is compatible with these operating systems only:

- Windows 7 (64 bit)
- Windows 8.1 (64 bit)
- Windows 10 (64 bit)

Configure the ezyPrint integration

Before you start:

- Make sure that you have the necessary permissions to configure ezyVet integrations
- Make sure that you have the necessary permissions to install apps on your device
- Install the drivers of the applicable printer on the same device that you will use with ezyPrint
- Connect the printer to the same device that you will use with ezyPrint
- Make sure that the printer operates correctly
- Use the Microsoft Windows printer settings to set the default paper size of the applicable printer

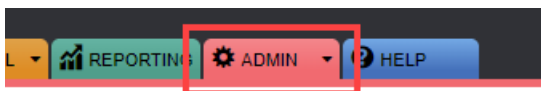
 **Note:** If necessary, speak to your IT staff.

About this task: The ezyPrint integration lets you print from ezyVet to a connected printer. Do this procedure to configure the integration.

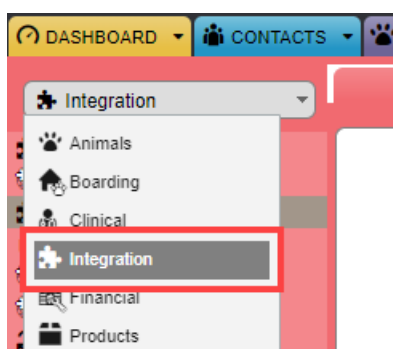
 **Note:** The ezyPrint integration is compatible with these operating systems only:

- Windows 7 (64 bit)
- Windows 8.1 (64 bit)
- Windows 10 (64 bit)

1. Select **ADMIN**.

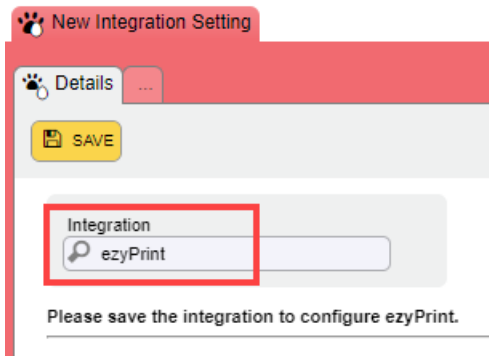


2. In the settings list, select **Integration**.



ezyVet shows the **New Integration Setting** interface.

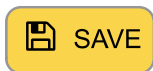
3. In the **Integration** box, select **ezyPrint**.



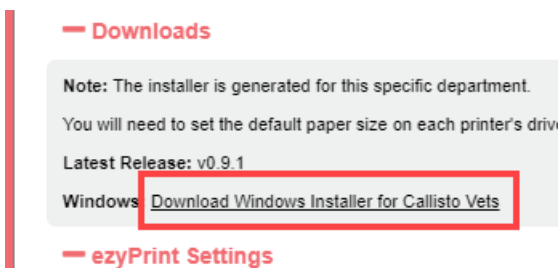
4. If your site uses a department configuration, select the applicable department in the **For Division** box.

 **Note:** If your site does not use a department configuration, ezyVet does not show the **For Division** box.


5. Select **SAVE**.




6. Select **Download Windows Installer**.




 **Note:** The installer contains the ezyPrint app. The app is necessary for the ezyPrint integration to operate.

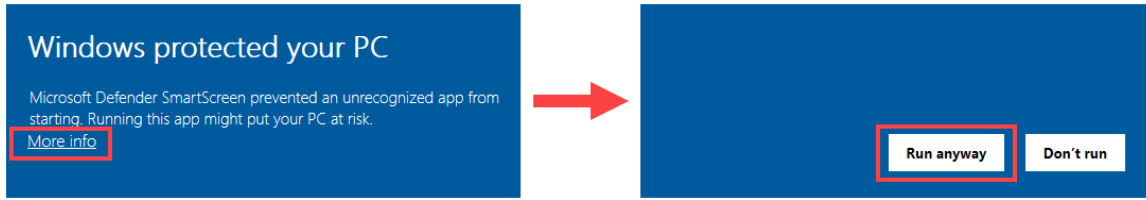
 **Note:** The installer link name shows the name of your site. In the example image, the site name is Callisto Vets.

 **Important:** Do not send the installer to staff of a different site or department. You can only use the installer with the device that has the applicable connected printer.

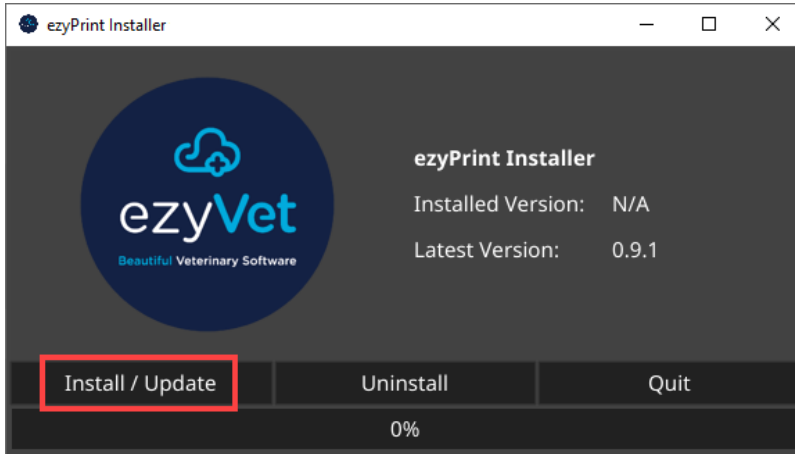
7. Open the installer.

Windows shows the ezyPrint installer interface.

 **Troubleshooting:** If Windows shows a Windows protected your PC message, select **More info** then select **Run anyway**:

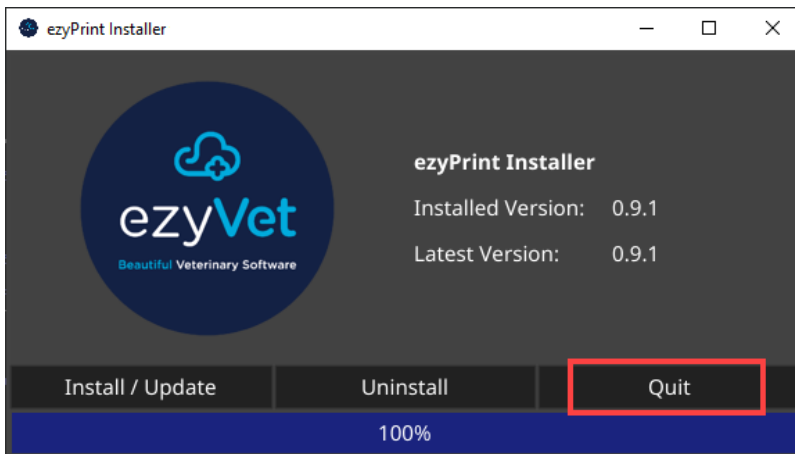


8. Select **Install / Update**.



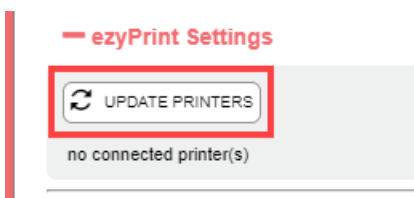
Windows starts the installation.

9. At the end of the installation, select **Quit**.




 **Tip:** The bar in the installer shows 100% at the end of the installation.

10. Select **UPDATE PRINTERS**.




ezyVet shows the printers that are connected to your device.



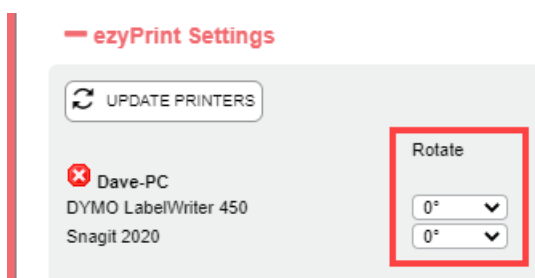
 **Note:** ezyVet also shows the name of the device that the printers are connected to. In the example image, the device name is **Dave-PC**.


 **Troubleshooting:** If ezyVet does not show the applicable printer:

- Do a check of your printer
- Make sure that the printer is connected to your device
- Open the Windows printer settings and make sure that the printer configuration is correct

 **Note:** If necessary, speak to your IT staff.

11. If applicable, select the page rotation value of the applicable printer.



 **Tip:** The rotation value turns the printed content to the degree value that you select. This is useful if the print media that you use has preprinted content. For example, label media could have a preprinted medication warning.

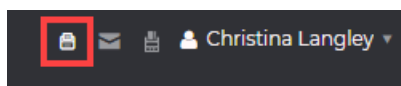
Result: Your device uses ezyPrint to print to the applicable connected printer.

Select an ezyPrint printer

Before you start: Make sure that your site has a correctly configured ezyPrint integration.

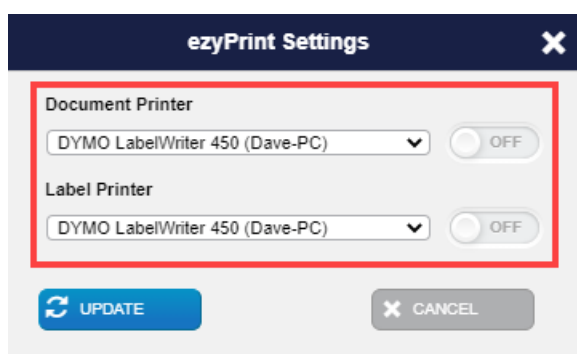
About this task: Do this procedure to select a printer to send ezyVet documents to.

1. At the upper-right of the ezyVet window, select the printer button.



ezyVet shows the **ezyPrint Settings** dialog box. The box shows the available ezyPrint printers that you can use for documents and labels.

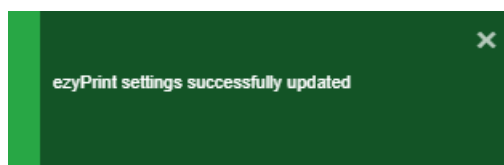
2. Set the applicable printers to **ON**.



3. Select **UPDATE**.



ezyVet shows a confirmation message:



Result: ezyVet uses the printer to print your documents.

An ezyPrint printer prints blank labels

Condition


Do these troubleshooting steps if a printer prints blank labels.

Cause

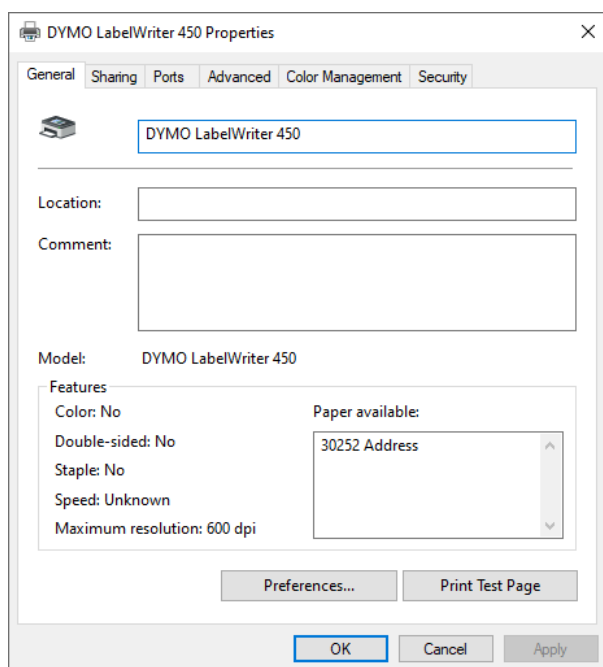
The **Enabled advanced printing features** setting of the Microsoft Windows printer configuration is selected.

Remedy

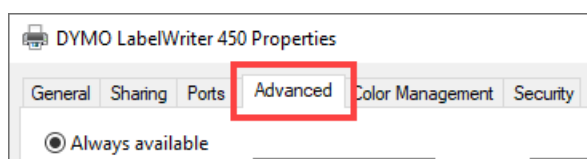
Do these steps to correct the setting.

 **Note:** The images that follow use Windows 10 and a DYMO LabelWriter 450 as an example. If you use a different version of Windows or a different printer, refer to your product documentation if necessary.

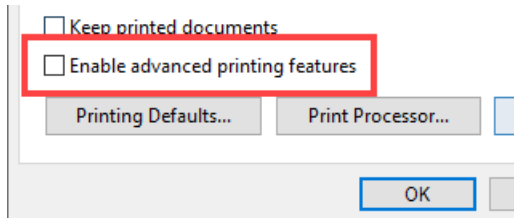
1. Access the Windows printer properties of the applicable printer.



2. Select **Advanced**.



3. Clear the **Enable advanced printing features** check box.




Cause

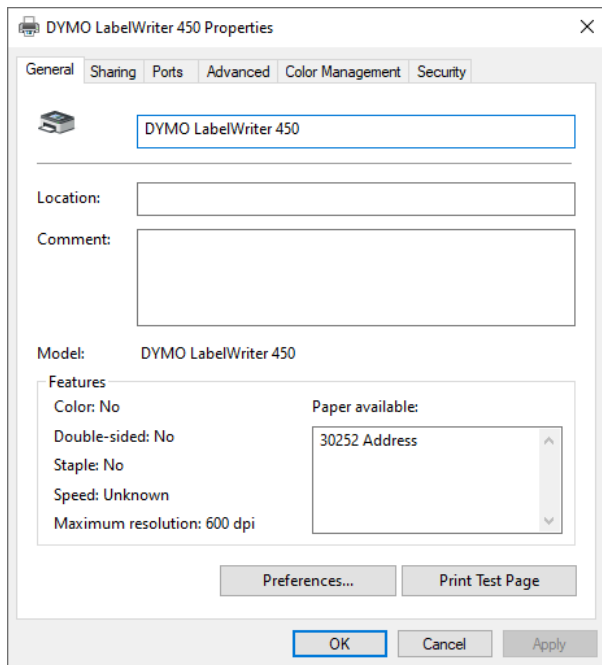
The paper orientation setting of the printer is set to portrait.

Remedy

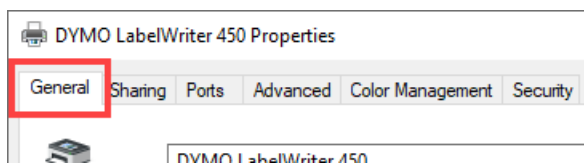
Do these steps to change the paper orientation setting to landscape.

 **Note:** The images that follow use Windows 10 and a DYMO LabelWriter 450 as an example. If you use a different version of Windows or a different printer, refer to your product documentation if necessary.

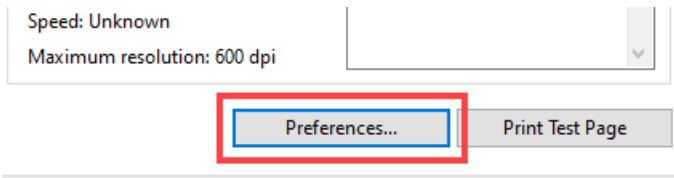
1. Access the Windows printer properties of the applicable printer.



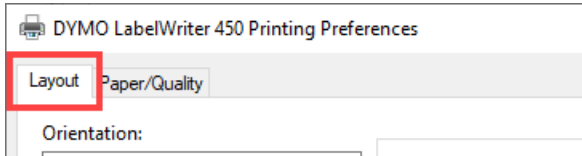
2. Select **General**.



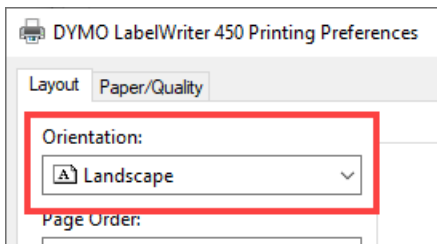
3. Select **Preferences**.



4. Select **Layout**.




5. Set the **Orientation** to **Landscape**.



Cause

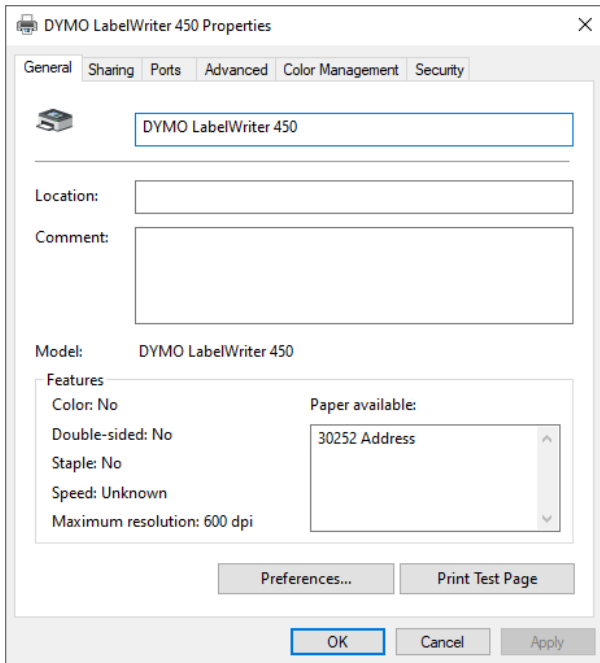
The printer uses a paper size setting that is different to the paper size settings of the applicable label template in ezyVet.

 **Note:** The images that follow use Windows 10 and a DYMO LabelWriter 450 as an example. If you use a different version of Windows or a different printer, refer to your product documentation if necessary.

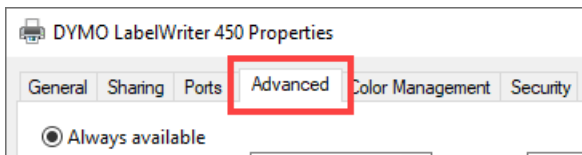
Remedy

Do these steps to do a check of the paper size setting of the printer.

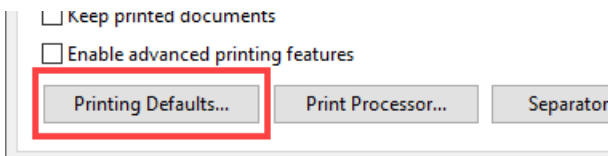
1. Access the Windows printer properties of the applicable printer.



2. Select **Advanced**.



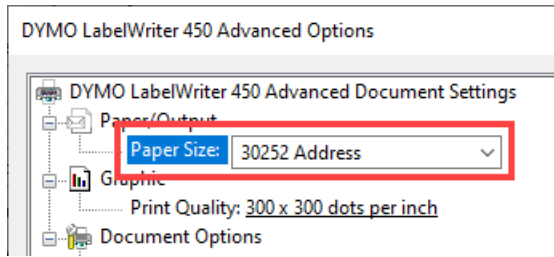
3. Select **Printing Defaults**.



4. Select **Advanced**.




5. Do a check of the **Paper Size** setting and make sure that it uses the same paper size as the applicable label template in ezyVet.



Cause

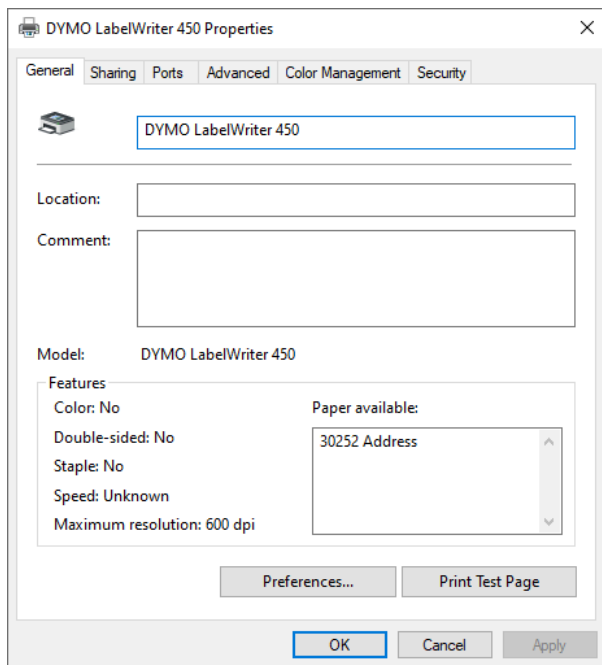
The printer settings use an incorrect data type setting.

 **Note:** The images that follow use Windows 10 and a DYMO LabelWriter 450 as an example. If you use a different version of Windows or a different printer, refer to your product documentation if necessary.

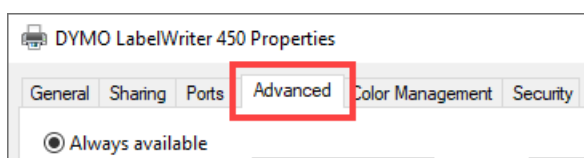
Remedy

Do these steps to do a check of the data type setting.

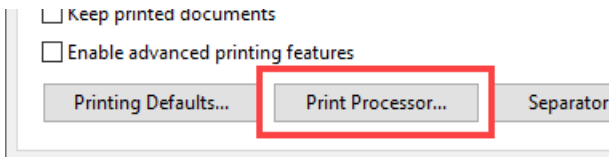
1. Access the Windows printer properties of the applicable printer.



2. Select **Advanced**.



3. Select **Print Processor** .



4. Make sure that the **Default data type** is set to **RAW** .

