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# *Configuring Label Printers in AI Reports*

Revision 1: 6/16/04

## Introduction

This white paper is to assist in configuring the label printer used to print labels using the Animal Intelligence Report Generator.

## Printer Driver Installation & Naming

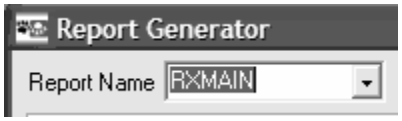
Animal Intelligence (AI) saves the name of the designated printer with each report or label individually. As all workstations will be accessing the same reports and AI uses the actual name of the printer on each workstation, it is paramount that the printer name is identical on each workstation.

Example: Workstation 1 has a printer named Zebra 2844TLP, and workstation 2 has a printer named Zebra2844TLP, these are NOT named the same. Workstation 1 has a space after the Zebra, whereas workstation 2 does not. They must be identical character for character.

## Setting the Designated Printer (Paper tab)

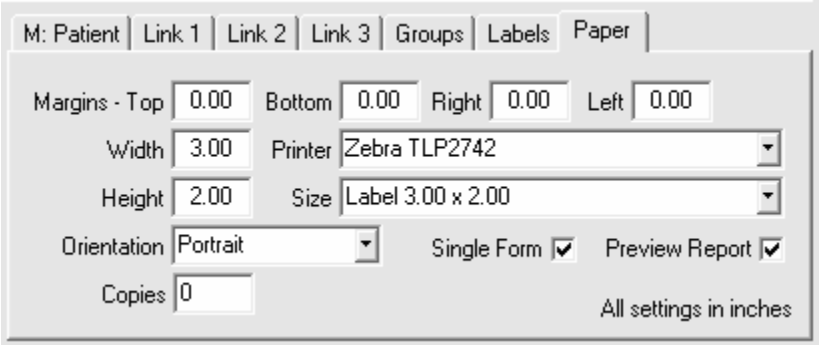
We will be using the Pharmacy label throughout this example but the process holds true for all labels.

In AI, from the main menu, click on 'Reports' then 'Custom Reports'. When the 'Report Generator' appears, using the 'Report Name' field, type RXMAIN (or the report name that you want to setup), you may also click on the little arrow and browse to the correct report.

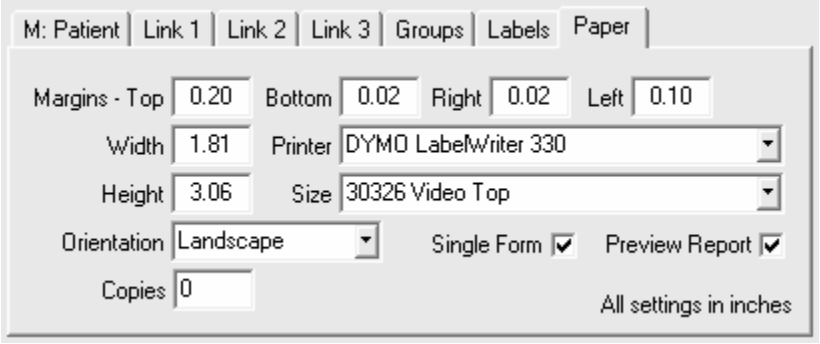



Click on the 'Paper' tab at the right you will notice the following is displayed.

Zebra/Eltron TLP2742 or 2844 settings



Dymo Label Printer settings




Click on the arrow to the right of the 'Printer' field and select the designated printer where you want this label to print.

*NOTE: If you have some workstations that are Windows 98, and some that are Windows 2000 or XP Professional, you may have a printer name that appears like this in the 'Printer' field:*

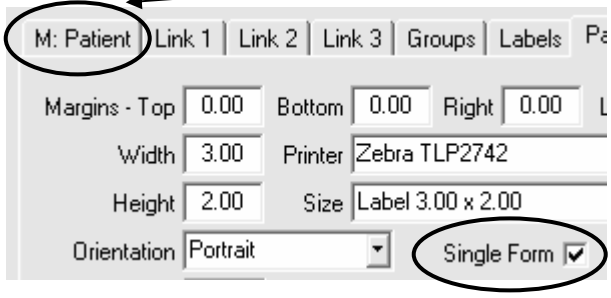
*\\SERVERNAME\Zebra TLP2742*

*If this is the case, you will need to edit the printer name in the 'Printer' field once it has been selected from the list and remove the preceding \\SERVERNAME\ from the 'Printer' field as Windows 98 workstations will not recognize this path information. The Windows 2000/XP will still recognize the correct printer without this information saved with the report.*

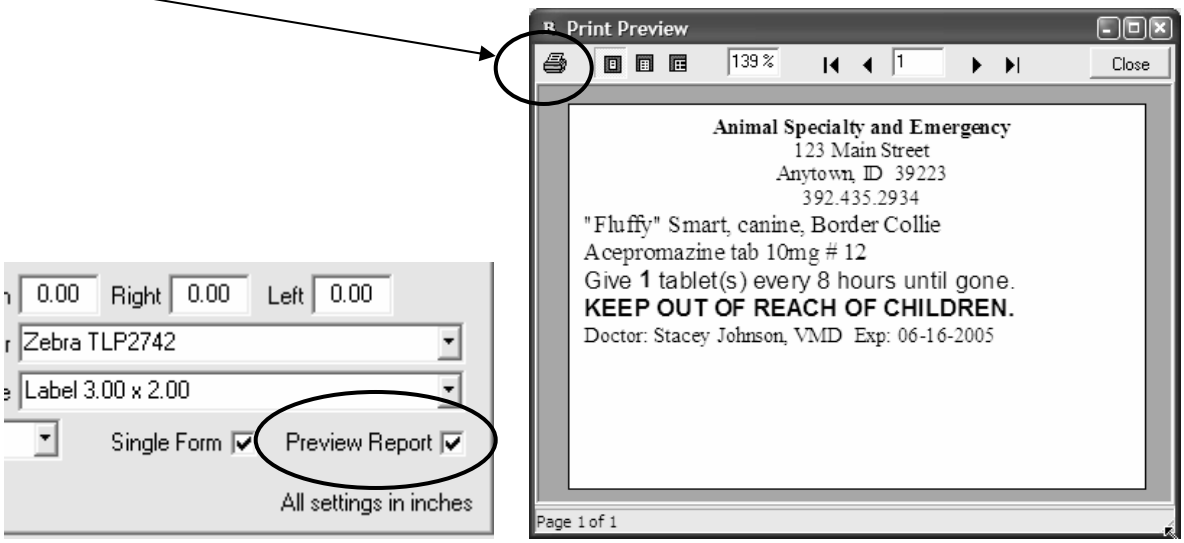
Click on the 'Size' field and select the correct label size. The most common Zebra/Eltron TLP 2742 or 2844 the label size is 3.00 x 2.00. For the Dymo 300/330 etc. it is the 30326 label. You will notice that the 'Width' and 'Height' fields are automatically entered as a result of the label size selection.

Orientation: For the Zebra/Eltron printers this is normally set to 'Portrait', for the Dymo printers it is normally set to 'Landscape'

Single Form: This box is normally checked. By checking this box it will print a label based on the current Client/Patient/Vet/Hospital that is active in the Operation Center at that instant. If the box is NOT checked it will print a label for every entry the master table for that report. In this example, if the box is not checked you would print a label for every patient in the database as the Patient table is the <u>master</u> for this report.



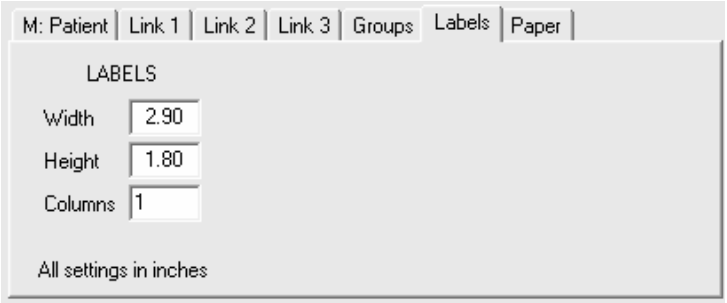
Preview Report: If this box is checked, a print preview will be displayed from which you may click the print icon and use the Windows print dialog, send the label to the printer.



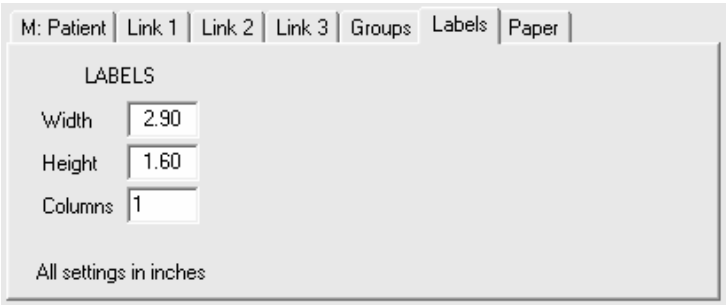

## Printable Area Settings (Label tab)

Now click on the 'Label' tab. Note you will need to manually enter/change the Width and Height settings. These may need change from those in the example depending on what your margins are set to in the Paper tab. With all the margins set to zero (0.00), the Zebra/Eltron labels settings should be as indicated below.

Eltron/Zebra TLP2742 or 2844




Dymo Label Printer settings



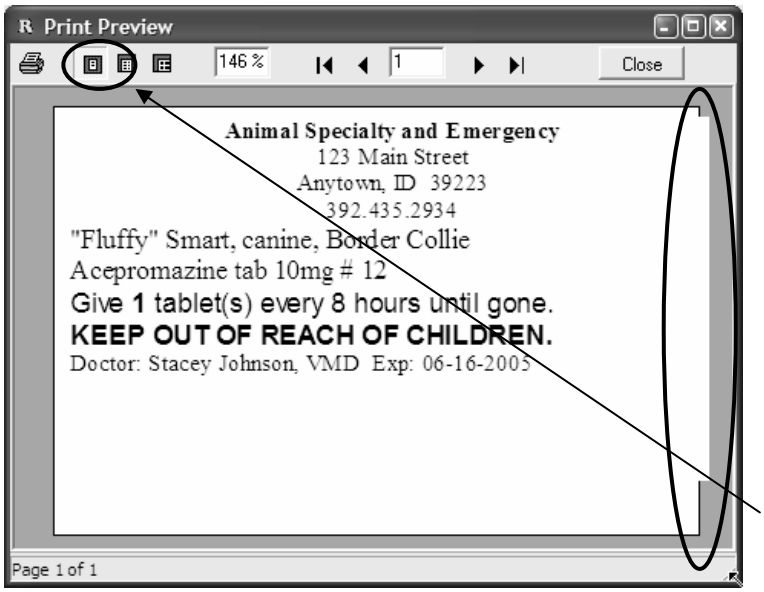
## Common Problems Encountered

Labels continuously printing with different names.

Check that the 'Single Form' box is checked.

Blank labels continuously printing.

Check your print preview and ensure that the width setting on the label tab less than the width setting on the paper tab MINUS the left and right margins. You can verify that this is the problem if your print preview resembles the following:




*NOTE: The printable area of the label exceeds the right side of the paper size. This means that the width setting on the label tab needs to be reduced. The reason that multiple blank labels are printing is that the printer is indicating the image will not fit on one page so it is sending an label feed command, which send another page, but it won't fit there either, so it keeps sending pages.*

*It is a good idea to have the print preview checked until you have verified that the settings are correct.*

*You may need to click the whole page view button to see the right edge of the label.*

Blank print preview.

If the Height setting on the label tab exceeds the height setting on the paper tab MINUS the top and bottom margins, the print preview could be blank. Reduce the height setting on the label tab until the text is displayed in the print preview.

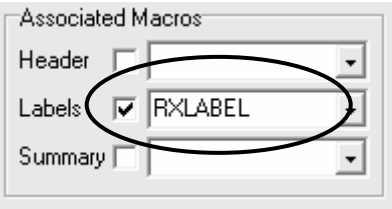
Text is cutting off from either the top or bottom of the printed label.

Adjust the left or top margin as appropriate to move the text further on the label. Each printer has a certain fixed unprintable area or margin around its perimeter where it cannot physically print. This might even vary between two identical model printers.

The last few lines of text is missing toward the bottom of the printed label.

The text of your macro is larger than the area available to print on the label. Adjust the macro font size or layout located in the 'Report Formats' macro folder. For this example, the macro name used with the RXMAIN label is RXLABEL.

*NOTE: The macro name being used for the label report can be found in the 'Associated Macros' 'Labels' field.*




<u>Macro font size can not be selected smaller enough.</u>

The smallest font that can be used in the macro editor is 8. However you can copy the text from the macro and paste it in Microsoft WordPad, then using WordPad, highlight the text and change the font to 6 or 7 then press 'Enter'. Now copy and paste the text from WordPad back into the macro and save the macro.