Dymo LabelWriter Supplementary Installation & Configuration Guide

Requirements:
- Compatible Dymo LabelWriter (contact GenesisFour to purchase this printer)
- Dymo LabelWriter software (provided with the Dymo LabelWriter on CD-Rom)
- Compatible Windows PC running ServiceShop Base Module with one available USB port

Document Purpose

This document explains how to install the Dymo LabelWriter ("Dymo") and configure ServiceShop for use with it. It also explains what types of labels you can print to the Dymo from within ServiceShop.

ServiceShop Dymo Support

ServiceShop supports the Dymo LabelWriter Thermal Label Printers. As of 6/02, there are three supported models. To purchase, contact your GenesisFour representative or call GenesisFour directly at 800-937-4364 x10.

In all cases, printing to the Dymo from within ServiceShop can be accomplished by clicking on the yellow icon that looks like labels being printed. Clicking this icon without a Dymo connected to your PC will display this screen:
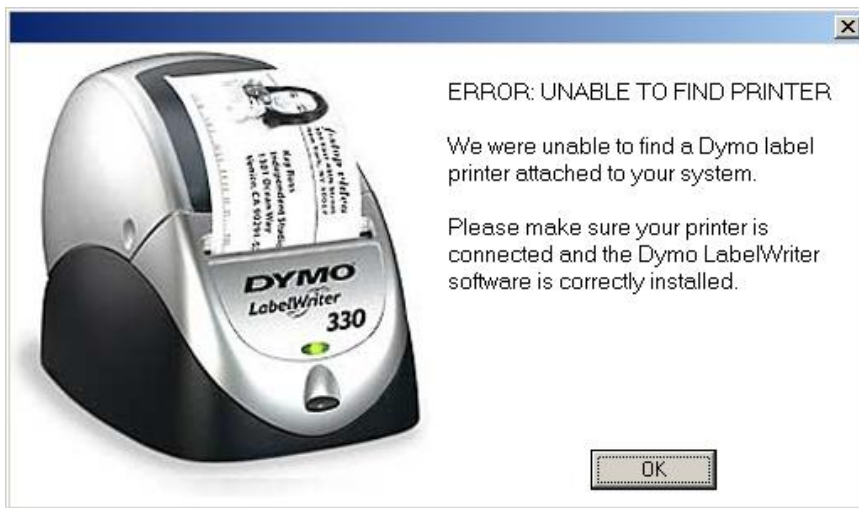
ServiceShop Label Printing Capabilities

When connected to the Dymo, ServiceShop can print three different types of labels as follows:
1. Individual customer labels, which are printed from the Customer Desktop or Customer Editor. Batch Labels are done from the Marketing & Mailing module and are send out to Microsoft Word as laser labels (such as Avery 5260, for example). Batch labels cannot currently be printed to the Dymo.
2. Parts labels, which are printed from the Maintain Inventory window and also from within Purchase Orders.
3. Vendor labels, which are printed from the Vendor Desktop.

Dymo LabelWriter Software

The Dymo is shipped with a software program called Dymo LabelWriter Software ("Dymo software") - a highly configurable standalone label-printing program you can use all by itself if you are so inclined. You DO NOT Need ServiceShop to use it. However, ServiceShop uses this software when printing to the Dymo, so it must be installed on the computer to be used with the Dymo before configuring ServiceShop. Once the Dymo software is installed, you have your choice of using it standalone, or of printing labels to it from within ServiceShop, which, once everything has been configured, happens automatically behind the scenes. To print labels from within ServiceShop, there is no actual need to ever run the Dymo software. Whether you do or not is entirely your preference. ServiceShop needs the Dymo software. To be completely clear: the Dymo software does not need ServiceShop.

Installation Summary There are three conceptual steps involved in this installation, as follows:
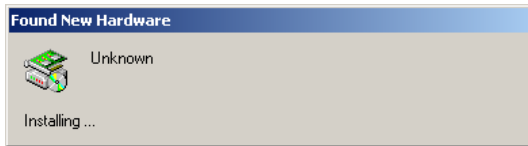1. Connect the printer to the computer (covered in greater detail by the Dymo instructions).
2. Install the Dymo software (covered in greater detail by the Dymo instructions)
3. Configure & test each of the 3 label types mentioned above from within ServiceShop.
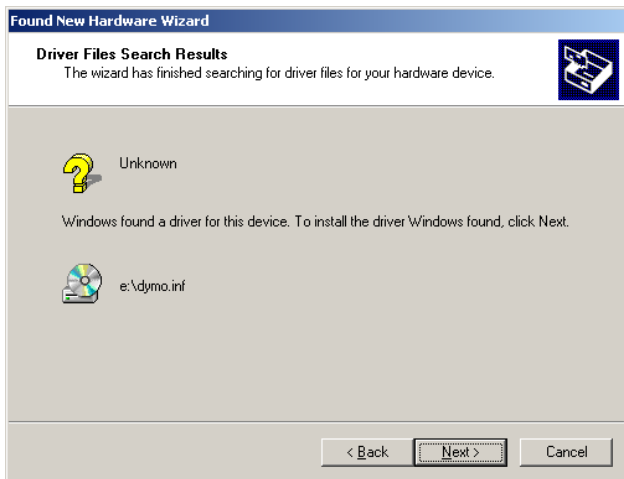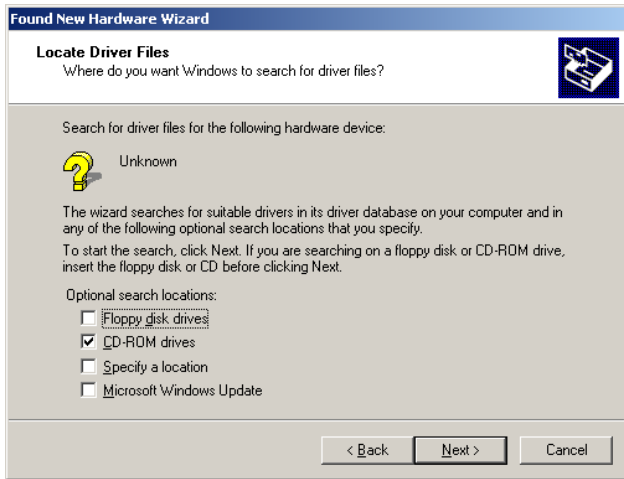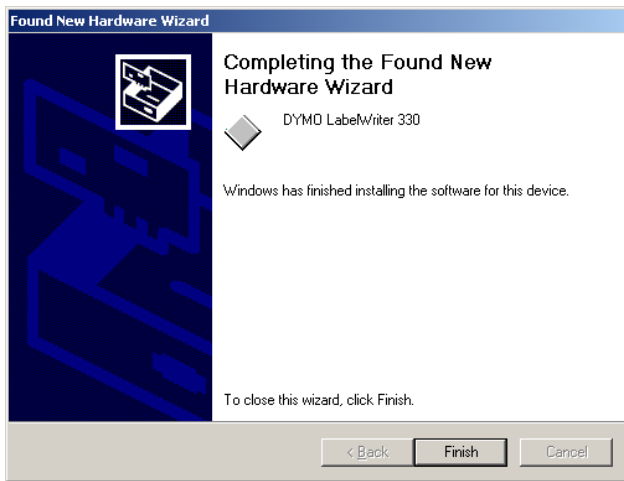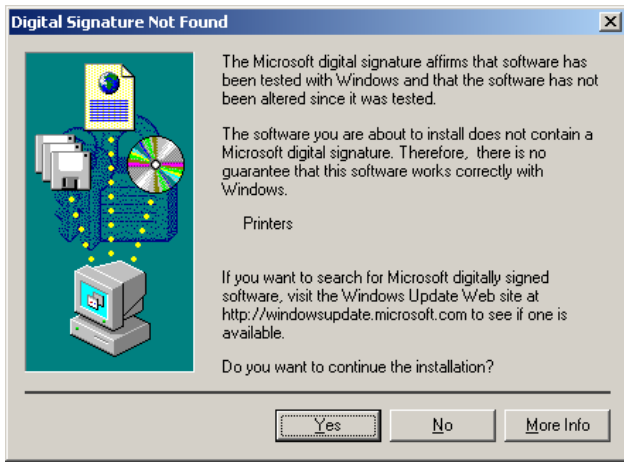
Installation Procedure

Step 1. Connect the printer to the computer.

Connect your new Dymo printer to your computer. Connect the printer to power, and connect the USB cable to an available USB port on your computer. The computer should detect the new printer as soon as it has been connected, and will go through a Plug and Play installation sequence to install the drivers for it.

On Windows XP, a notice about detecting a new printer may appear in the lower right corner of your screen, and you may need to click on this in order to start the installation.

Found New Hardware

Unknown

Installing ...

Found New Hardware Wizard

Welcome to the Found New Hardware Wizard

This wizard helps you install a device driver for a hardware device.

To continue, click Next.

[< Back] [Next >] [Cancel]

Found New Hardware Wizard

Install Hardware Device Drivers
A device driver is a software program that enables a hardware device to work with an operating system.

This wizard will complete the installation for this device:

Unknown

A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.

What do you want the wizard to do?

⦿ Search for a suitable driver for my device (recommended)

○ Display a list of the known drivers for this device so that I can choose a specific driver

[< Back] [Next >] [Cancel]

Found New Hardware Wizard

Locate Driver Files
Where do you want Windows to search for driver files?

Search for driver files for the following hardware device:

Unknown

The wizard searches for suitable drivers in its driver database on your computer and in any of the following optional search locations that you specify.

To start the search, click Next. If you are searching on a floppy disk or CD-ROM drive, insert the floppy disk or CD before clicking Next.

Optional search locations:
- ☐ Floppy disk drives
- ☑ CD-ROM drives
- ☐ Specify a location
- ☐ Microsoft Windows Update

< Back   Next >   Cancel

Found New Hardware Wizard

Driver Files Search Results
The wizard has finished searching for driver files for your hardware device.

Unknown

Windows found a driver for this device. To install the driver Windows found, click Next.

e:\dymo.inf

< Back   Next >   Cancel

Digital Signature Not Found

The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.

The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.

     Printers

If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.

Do you want to continue the installation?

Yes   No   More Info

3

Digital Signature Not Found

The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.

The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows.

> Printers

If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available.

Do you want to continue the installation?

[Yes]   [No]   [More Info]

Found New Hardware Wizard

Completing the Found New Hardware Wizard

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Windows has finished installing the software for this device.

To close this wizard, click Finish.

[< Back]   [Finish]   [Cancel]

Do not attempt to print labels or do anything label-related from within ServiceShop at this time. We're not finished yet!

Step 2: Install the Dymo software

Insert Dymo CD. This CD does not autorun, so you will need to open My Computer, double-click on your CD-Rom drive, and then double-click on "install.exe" in order to start the installation (see screen capture below).
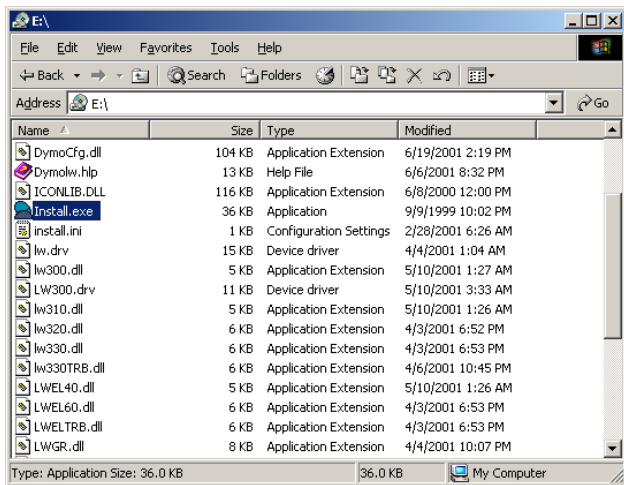
Click on Install & follow instructions on screen.
For further installation assistance or technical support for this installation, please refer to the "Dymo LabelWriter Windows User Guide", or contact Dymo Corporation directly at www.dymo.com or at 203-355-9000. A few notes:
- The User Guide is Windows on one side and Macintosh on the other.
  If you think you can only find the Mac manual, flip it over!
- Be sure to install the bar code templates if you are planning to print bar code labels from ServiceShop.
- The installation offers you an option to install an add-in to Microsoft Word, and also to Microsoft Outlook. However, you cannot do this unless you have these programs installed on your computer. If these capabilities are of interest to you, you should install these Microsoft programs BEFORE installing this Dymo software.

Step 3: Configure & test each of the 3 label types in ServiceShop

Conceptual Overview.
Each area of ServiceShop that supports label printing must be individually configured. The following is excerpted directly from ServiceShop On Line Help.

Label Printing Overview
If you have a Dymo LabelWriter label printer you can produce a number of different labels using ServiceShop. For more information on Dymo label printers, please see http://www.dymo.com.

There are four types of labels in ServiceShop: Customer, Vendor, Part, and PO. Each is explained below.

Customer Labels
To print a label for a customer, you must first have a customer selected on the Customer tab of the Customer Desktop. Once you have the customer selected, choose **Print Shipping Label** from the **File** menu. This will bring up the Print Shipping Label dialog.

Setting Up The Label

Select the Label File you wish to use by selecting the open folder icon. This will bring up the file selection dialog. Select the label template you wish to use from the folder of available templates installed at the time of your Dymo software installation.

Hint: for starters, specify this path and template file:
`C:\Program Files\Dymo Label\Label Files\Address (30252, 30320).LWT`

Once you have selected your template file the Objects combo-box will populate with the available objects on the template. (An object is any element of the template from a bar code to a text field.) You will need to map the fields from ServiceShop to the appropriate Template Object.

Select an object from the Objects combo-box (for example, "Address"). Then select the appropriate database field from the Fields combo-box (for example, "Customer Address"). The screen capture below shows these selections.
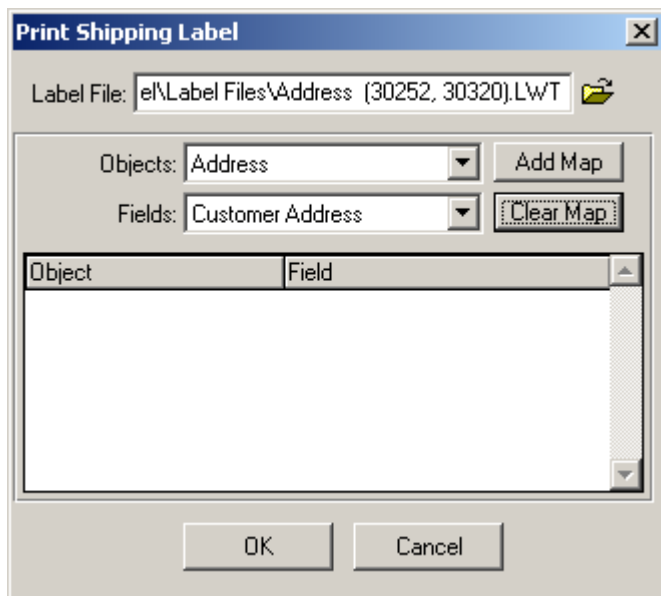
Once you have selected the Object and the Field, click the Add Map button to save your selection. Typically this is all you need to do (see screen capture below).

Once you have completed your object mappings, click OK to print your label.

The mapping information will be saved with your Label Template so you will not need to repeat this process the next time you go to print a label. Simply open the label dialog and click OK the next time you wish to print a label.

NOTE: The Clear Map button will clear all of your object mappings, not just the selected mapping.

Vendor Labels

To print a label for a Vendor, you must first have a Vendor selected on the Vendor tab of the Vendor Desktop. Once you have the Vendor selected, choose **Print Label** from the **File** menu. This will bring up the Print Vendor Label dialog.

Setting Up The Label

Select the Label File you wish to use by selecting the Open Folder con. This will bring up the selection dialog. Select the label template you wish to use.

Hint: for starters, specify this path and template file:
`C:\Program Files\Dymo Label\Label Files\Address (30252, 30320).LWT`

Once you have selected your template file the Objects combo-box will populate with the available objects on the template. An object is any element of the template from a bar code to a text field. You will need to map the fields from ServiceShop to the appropriate Template Object.

Select an object from the Objects combo-box (for example, "Address"). Then select the appropriate database field from the Fields combo-box (for example, "Vendor Address"). The screen capture below shows these selections.
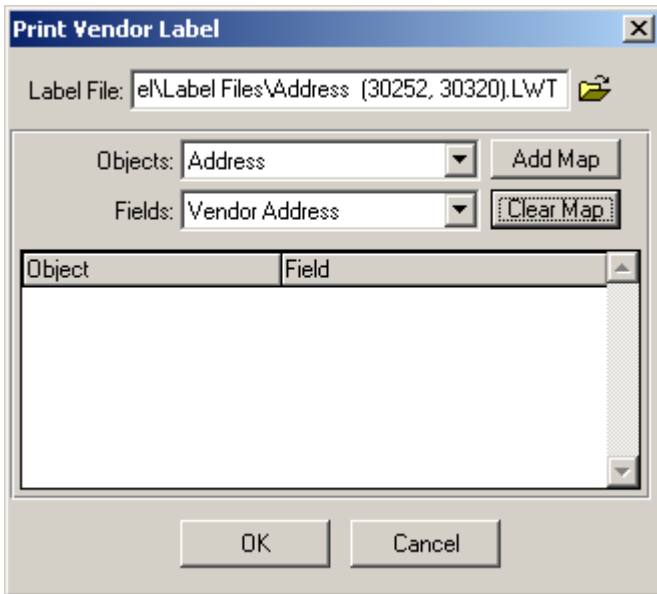
Once you have selected the Object and the Field, click the Add Map button to save your selection. Repeat for each Object you wish to populate from your database.
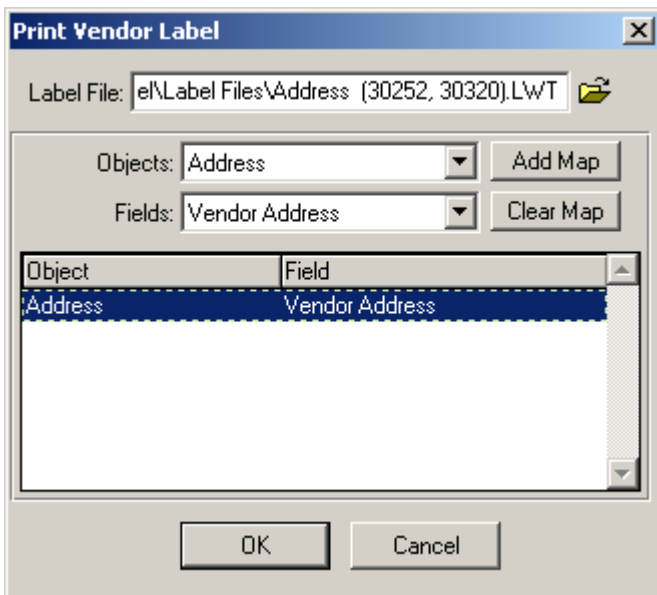
Once you have completed your object mappings, click OK to print your label. Typically this is all you need to do.

The mapping information will be saved with your Label Template so you will not need to repeat this process the next time you go to print a label. Simply open the label dialog and click OK the next time you wish to print a label.

NOTE: The Clear Map button will clear all of your object mappings, not just the selected mapping.

Part Labels

To print a label for a Part, you must first have a Part selected in the Inventory window. Once you have the Part selected, choose **Print Labels** from the **File** menu. This will bring up the Print Parts Label dialog.

Setting Up The Label

Select the Label File you wish to use by selecting the Open Folder icon. This will bring up the selection dialog. Select the label template you wish to use.
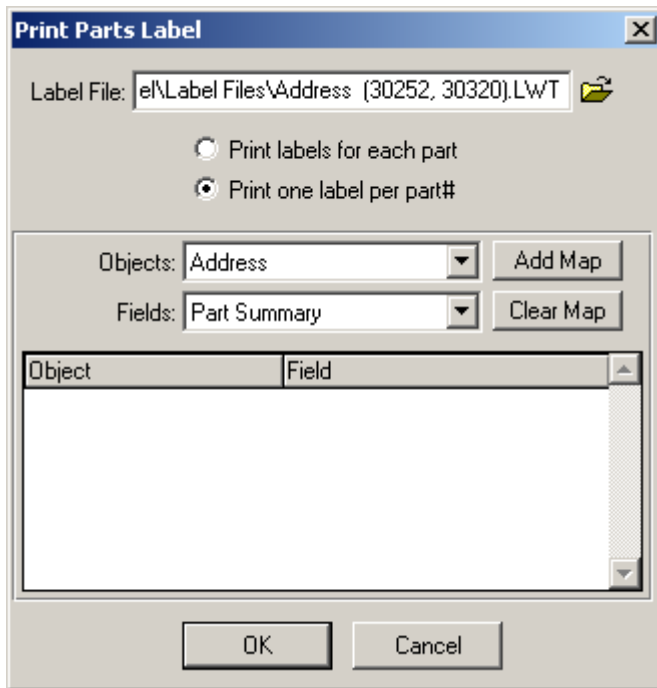
Hint: for starters, specify this path and template file:
C:\Program Files\Dymo Label\Label Files\Address (30252, 30320).LWT

After selecting your label template you will need to select how the labels will be printed. You may "Print Labels for Each Part" which will print out a separate label for each part you have on hand (if you have 10 on hand you will get 10 labels) or you may "Print one label per part#" which will print out only one label for the selected part#.

Once you have selected your template file and the printing method, the Objects combo-box will populate with the available objects on the template. An object is any element of the template from a bar code to a text field. You will need to map the fields from ServiceShop to the appropriate Template Object.

Select an object from the Objects combo-box (for example, "Address"). Then select the appropriate database field from the Fields combo-box (for example, " Part Summary "). Once you have selected the Object and the Field, click the Add Map button to save your selection. Repeat for each Object you with to populate from your database.

Once you have selected the Object and the Field, click the Add Map button to save your selection. Typically this is all you need to do (see screen capture below).

Once you have completed your object mappings, click OK to print your label.

The mapping information will be saved with your Label Template so you will not need to repeat this process the next time you go to print a label. Simply open the label dialog and click OK the next time you wish to print a label.

NOTE: The Clear Map button will clear all of your object mappings, not just the selected mapping.

P.O. Labels

To print labels for parts on a PO, you must first have a PO open. Once you have the PO selected, choose **Print Labels** from the **File** menu. This will bring up the Print Parts Label dialog.

Setting Up The Label

Select the Label File you wish to use by selecting the Open Folder icon. This will bring up the selection dialog. Select the label template you wish to use.
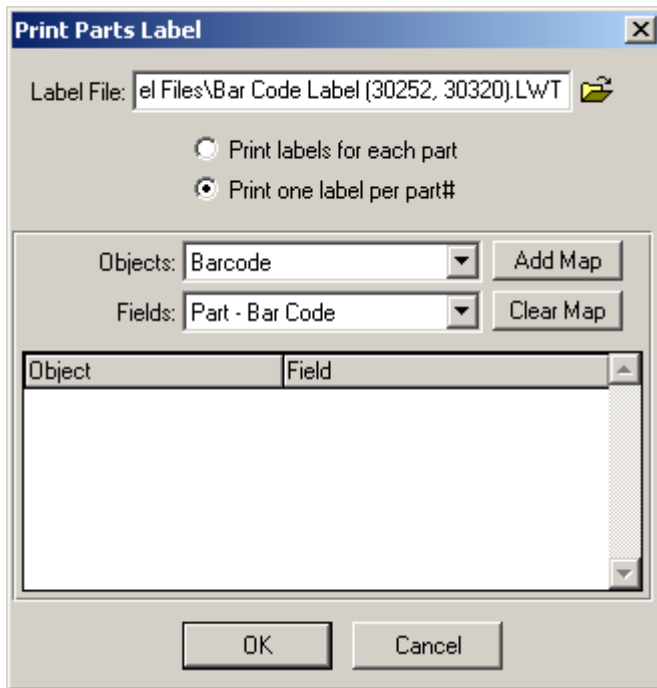
Hint: for starters, specify this path and template file:
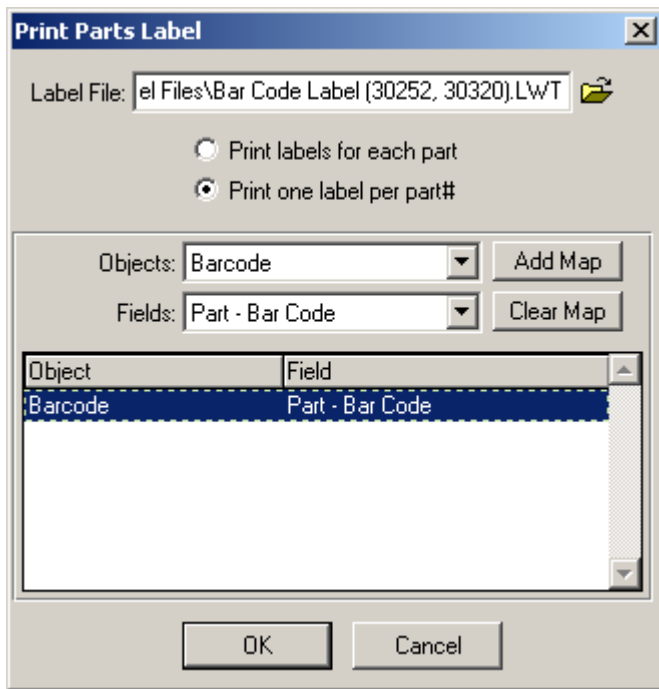`C:\Program Files\Dymo Label\Label Files\Bar Code Label (30252, 30320).LWT`

After selecting your label template you will need to select how the labels will be printed. You may "Print Labels for Each Part" which will print out a separate label for each part you have ordered (if you have ordered 10 you will get 10 labels) or you may "Print one label per part#" which will print out only one label for each of the part numbers on the purchase order.

Once you have selected your template file and the printing method, the Objects combo-box will populate with the available objects on the template. An object is any element of the template from a bar code to a text field. You will need to map the fields from ServiceShop to the appropriate Template Object.

Select an object from the Objects combo-box (for example, "Return Address"). Then select the appropriate database field from the Fields combo-box (for example, "Company Address"). Once you have selected the Object and the Field, click the Add Map button to save your selection. Repeat for each Object you with to populate from your database.

Once you have selected the Object and the Field, click the Add Map button to save your selection. Typically this is all you need to do (see screen capture below).

Once you have completed your object mappings, click OK to print your label.

The mapping information will be saved with your Label Template so you will not need to repeat this process the next time you go to print a label. Simply open the label dialog and click OK the next time you wish to print a label.

NOTE: The Clear Map button will clear all of your object mappings, not just the selected mapping.