



1831 Fort Union Blvd, Salt Lake City, Utah 84121

800-347-6439 • 801-943-7277

www.companioncorp.com

Badge Printer

Packing List

Thank you for purchasing the Badge Printer. This package should contain the following items. If anything is missing or damaged, please call COMPanion at 1-800-347-6439 or 1-801-943-7277. For Customer Service, call 1-800-347-4942.

This packing list is used for the indicated products:

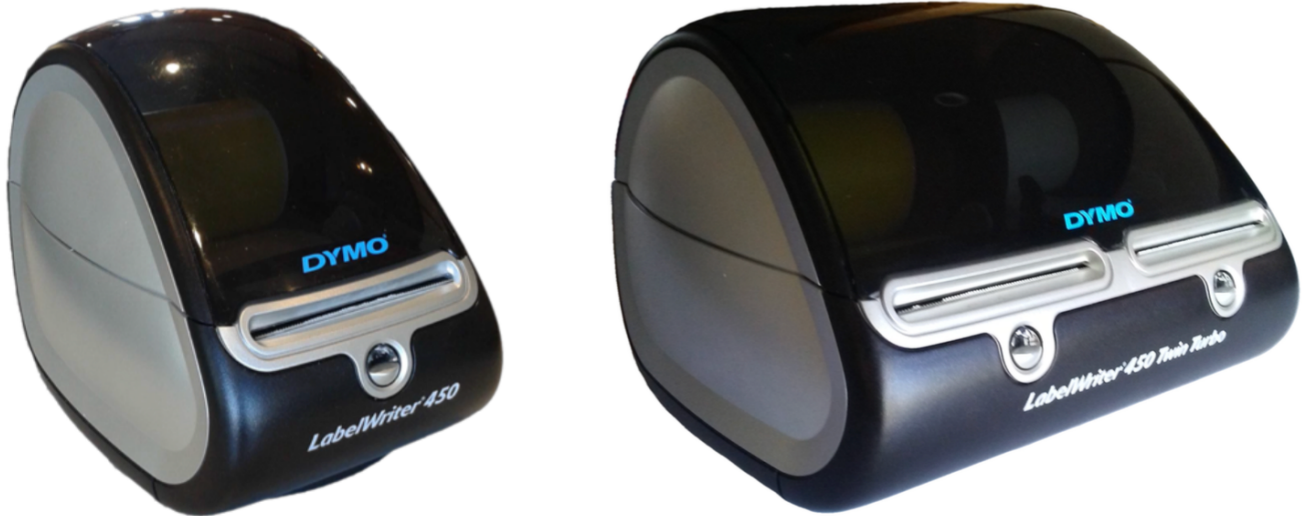
- Standard - V6010
- Twin Turbo - V6012

Your package should contain the following:

- Badge Printer
- Power Cable and Power Adapter
- USB Cable
- Software Installation CD
- Printer Installation Guide
- Badge Label and Paper Order Form
- COMPanion Exchange and Warranty Repair Policy



KeepnTrack Badge Printer Installation Guide



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System Requirements	Windows	Macintosh
Minimum	Windows 7 (32 bit) 1GB Free Hard Drive Space 1GB RAM USB 2.0 Connection	OS 10.9 1GB Free Hard Drive Space 1GB RAM USB 2.0 Connection
Recommended	Windows 7 or Windows 8 (32 or 64 bit) 20GB or more of Free Hard Drive Space 2GB or more of RAM USB 2.0 Connection	OS 10.9, 10.10, or 10.11 20GB or more of Free Hard Drive Space 2GB or more of RAM USB 2.0 Connection

COMPanion supports the two most recent versions of Edge, Internet Explorer, FireFox, Chrome, and Safari. If you are uncertain that your system meets the current requirements, please contact COMPanion Customer Support at 1-800-320-5830 or support@keepntrack.com

Setting Up the Printer

When unpacking, verify that you have received the printer, manual, installation CD, power supply, power cord, and a USB cable.

Connect the “D”-shaped end of the USB interface cable to the connector on the rear panel of the printer. When prompted by the installation software connect the rectangular end of the cable to an available USB port on your computer.

NOTE: DO NOT CONNECT THE PRINTER TO A USB KEYBOARD OR OTHER HUB AS THE POWER SUPPLIED BY THESE DEVICES IS INSUFFICIENT.

Connect the power cable to the AC adapter; next, connect the AC adapter to the connector on the printer. Plug the power cable into a properly protected AC outlet.

NOTE: ONLY USE THE ADAPTER AND CORD THAT CAME WITH YOUR PRINTER.

The printer will automatically turn on when the power adapter is plugged into both the printer and an AC outlet.

Loading the Labels or Paper

- Use only COMPanion part number V6101 (Yellow Badge labels) or V6301 (Continuous Wide Student Pass Paper).
- Press the form-feed button to eject the protection labels.
- Open the printer by lifting the cover and remove any packing materials.
- Following the directions listed on the inside of the printer, load the labels onto the spool with the labels feeding from below, making sure that the roll is positioned tightly on the spool with no gap between the roll and the spool.
- Feed the labels into the printer, aligning the labels with the left wall of the printer and against the label guide, and press the form-feed button on the front of the printer.
- Gently close the lid.
- An error light will blink if paper nears its end or is incorrectly installed:
 - Solid Blue - Power is ON and printer is ready
 - Dimmed Blue - Printer is in power-saving mode
 - Flashing Blue - Labels are not loaded properly or the label roll is empty

NOTE: LABELS ARE HEAT SENSITIVE! DO NOT EXPOSE TO HEAT, DIRECT SUNLIGHT, OR MOISTURE WHILE STORING.

Summary of Installation Steps

In order to use your badge printer with KeepnTrack, you must first properly install the hardware and device drivers before configuring the printer software:

1. On your computer, install the required printer software and then plug in the printer.

NOTE: DO NOT PLUG THE PRINTER INTO THE COMPUTER UNLESS PROMPTED BY THE SOFTWARE OR THE INSTALLATION PROCESS IS COMPLETE.

2. Configure the KeepnTrack Administration Settings to use a badge printer.

3. Finally, configure the KeepnTrack Kiosk to use your printer.

4. Browser Specifics

These steps will be covered comprehensively on the following pages.

Installing the Printer Software on Windows

Before using your badge printer, you must first install the printer software. The software can be found on the installation CD provided. Locate and Run the file labeled **DLS8Setup.8.6.x.exe** (Image 1).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:

http://www.keepntrack.com/supportcenter/index.php/Install_Guides

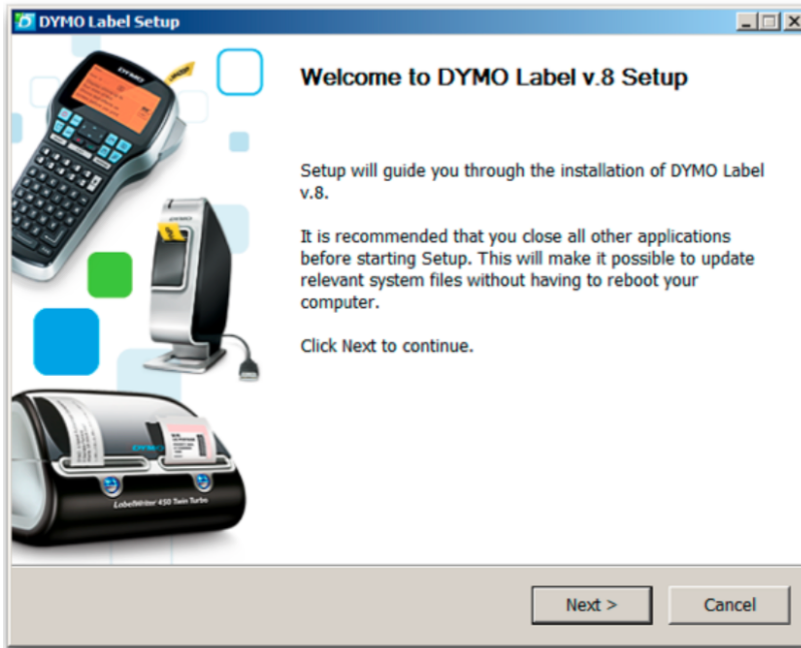


Image 1

After reviewing the License Agreement, click **I Agree** to continue (Image 2).

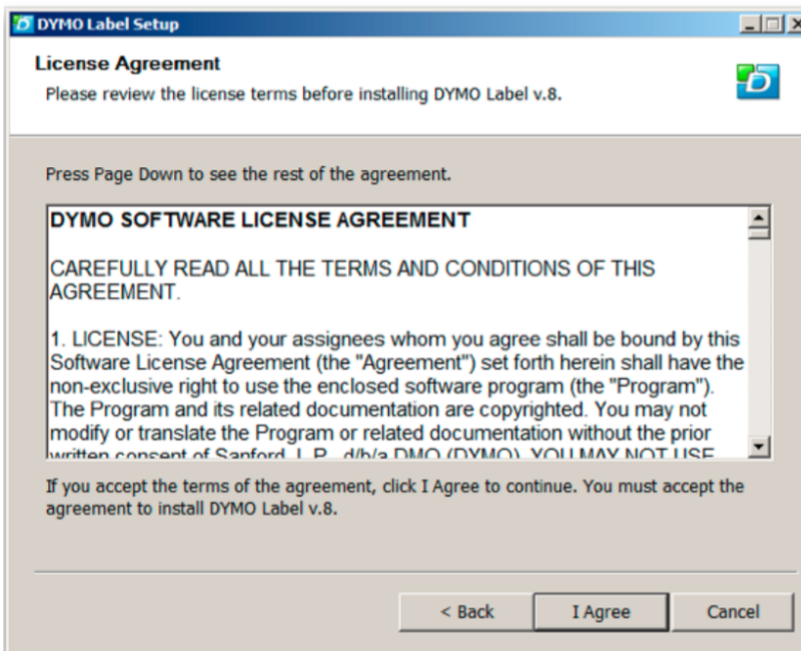


Image 2

Select to perform an Express Installation and click **Next** (Image 3).

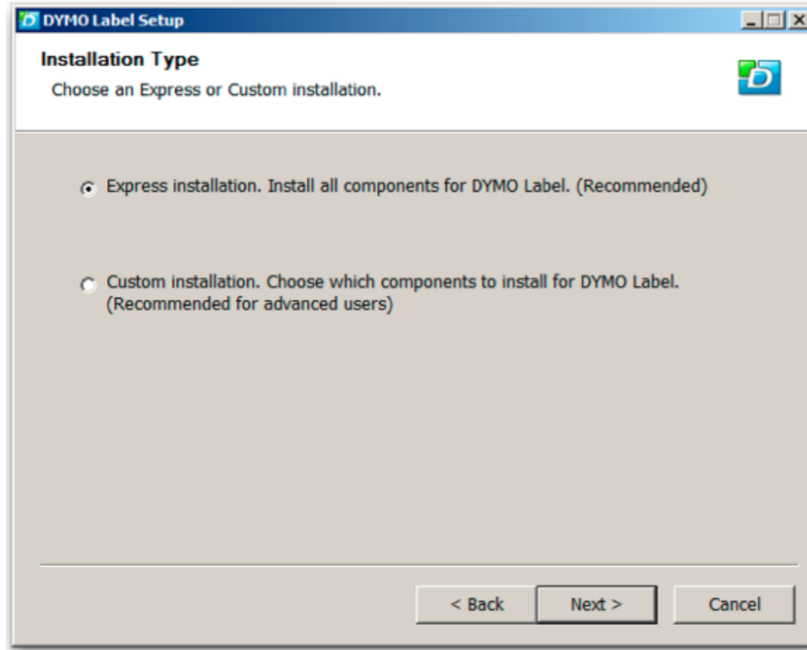


Image 3

When the installation is complete, select **Finish** (Image 4).

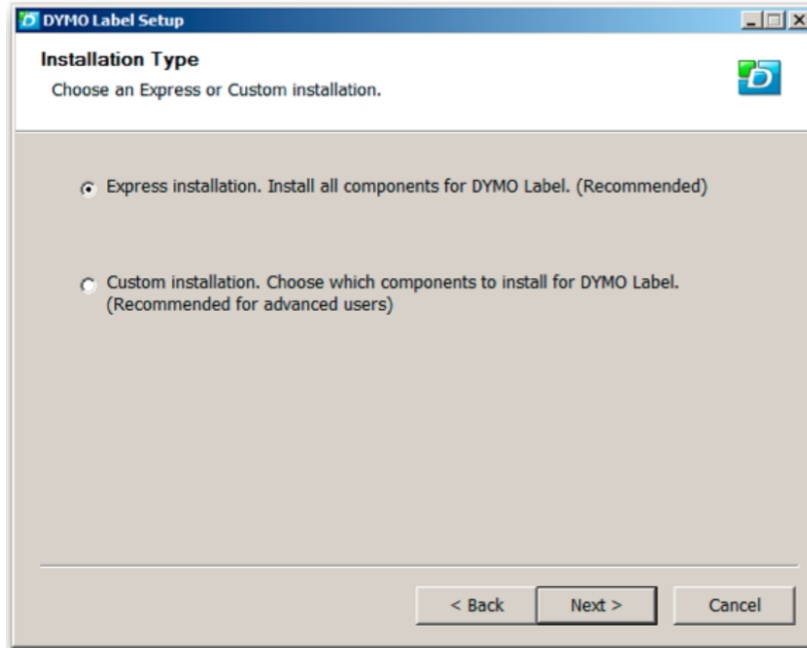


Image 4

Installation for Windows is now complete. Connect the USB cable from your printer to the computer and then power ON your printer. You can confirm the printer is available and installed correctly by selecting Devices and Printers in the Windows Control Panel (Image 5). **Proceed to the KeepnTrack Configuration section.**

NOTE: IT IS ESSENTIAL THAT THE NAME OF THE PRINTER REMAIN AS IT WAS WHEN INSTALLED. DO NOT CHANGE IT. SUPPORTED NAMES ARE: **DYMO LabelWriter 400, DYMO LabelWriter 450, DYMO LabelWriter Twin Turbo.**

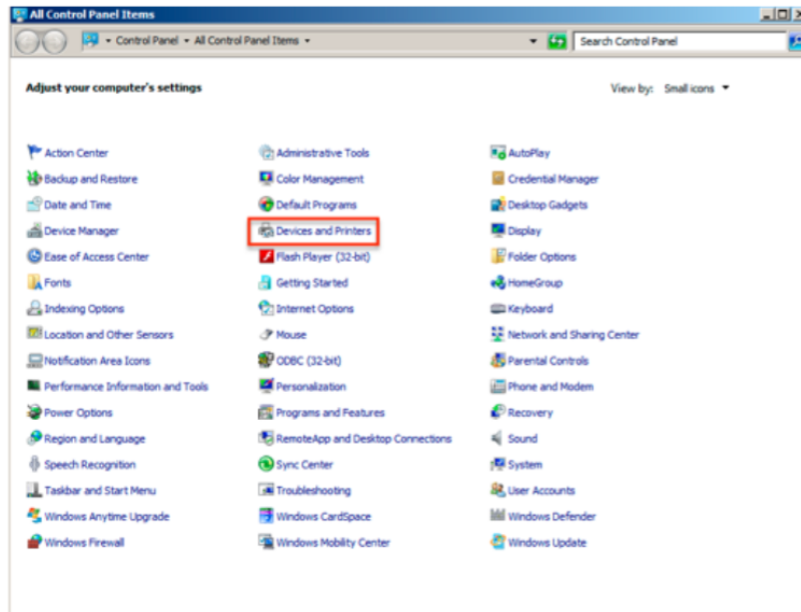


Image 5

Installing the Printer Software on Macintosh

Before using the label printer, you must first install the printer software. The software can be found on the installation CD provided. Locate and Open the file labeled **DLS8Setup.8.6.x.dmg**. Double-Click on the **DYMO Label v.8.pkg** file within to begin the installation (Image 6).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:
http://www.keepntrack.com/supportcenter/index.php/Install_Guides

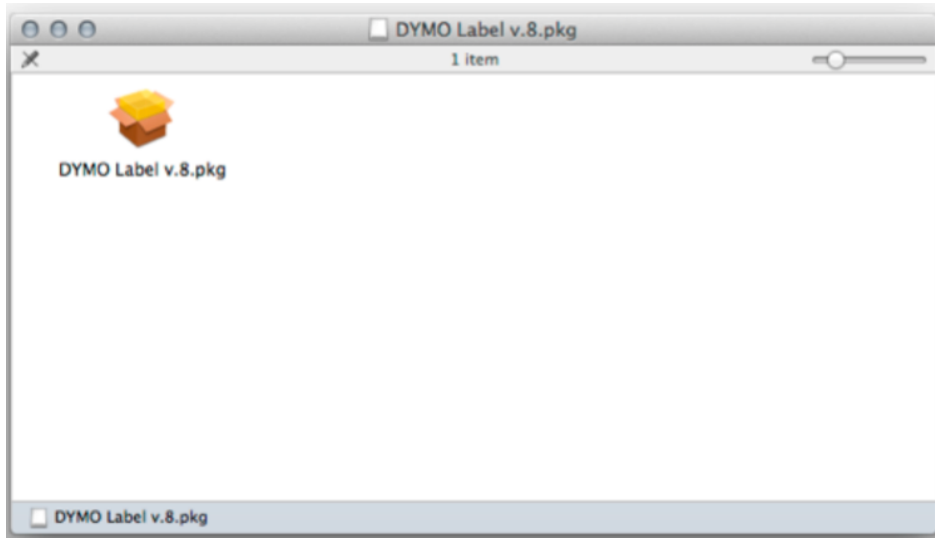


Image 6

After reviewing the Readme file and License Agreement, click **Continue** and **Agree** (Image 7).

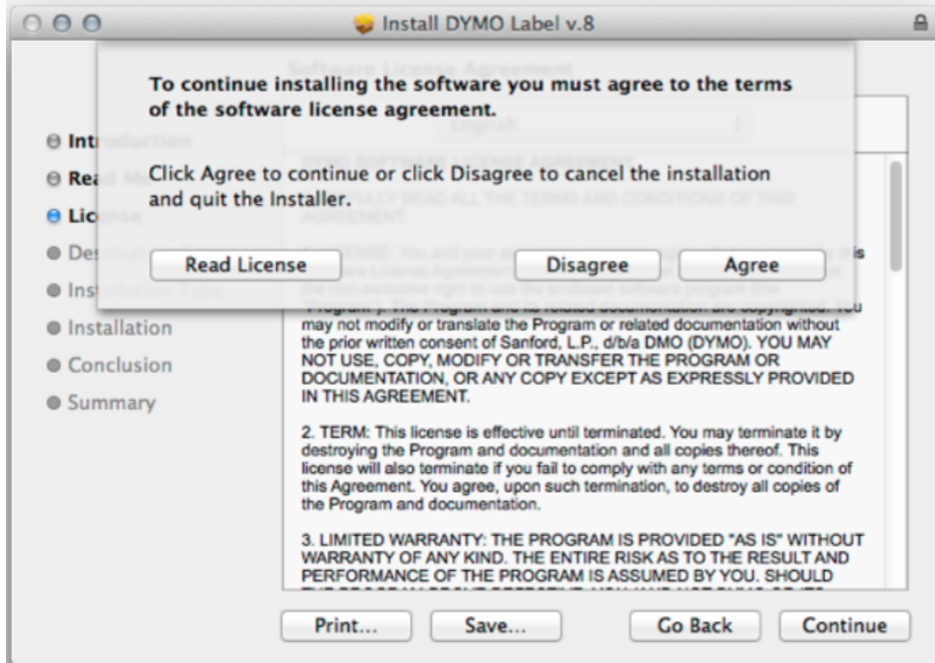


Image 7

If prompted, you will need to enter the **Name** and **Password** for an Administrator to complete installation (Image 8).

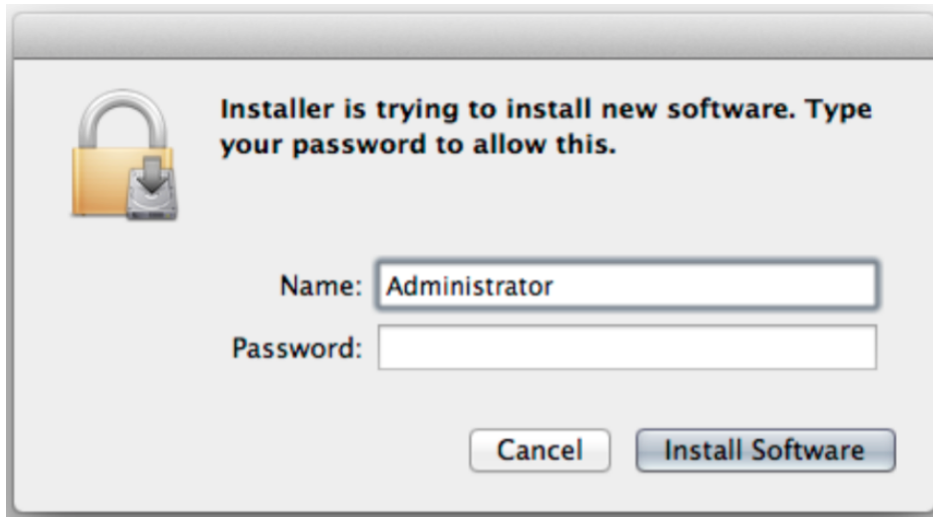


Image 8

When prompted, **connect** the USB cable from your printer to the computer and power **ON** the printer (Image 9).

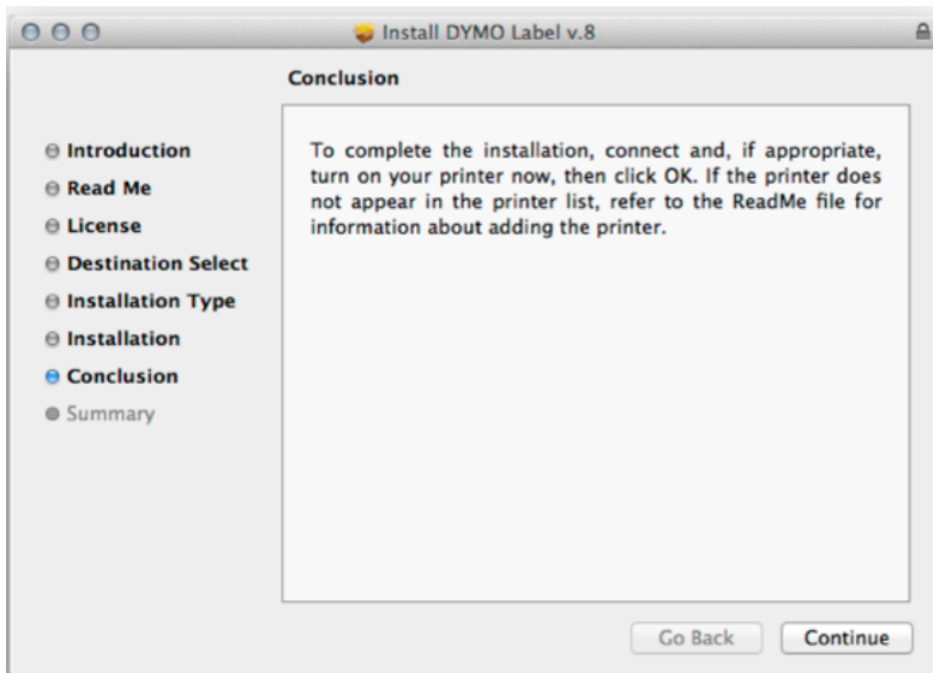


Image 9

Installation for Macintosh is now complete. You can confirm the printer is available and installed correctly by checking the Print & Fax settings found by selecting System Preferences from either the dock icon or from Apple drop down menu (Image 10). Proceed to the KeepnTrack Configuration section.

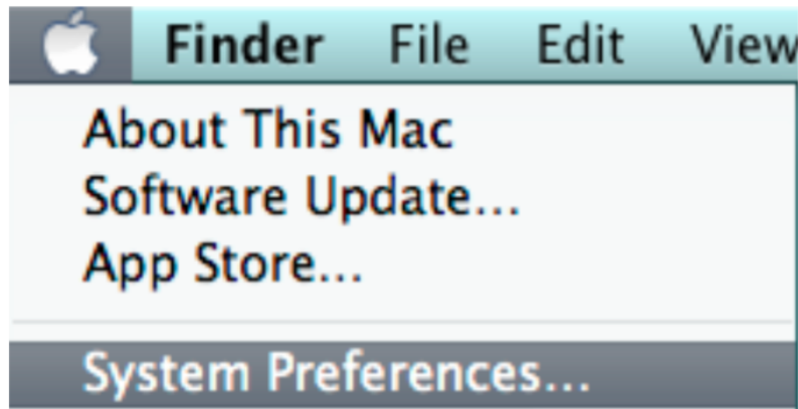


Image 10

NOTE: IN SOME VERSIONS OF OSX IT MAY BE NECESSARY TO SELECT TO 'ADD A PRINTER' FOLLOWING INSTALLATION OF THE SOFTWARE. IF THE PRINTER IS NOT LISTED IN PRINT AND FAX SETTINGS CLICK THE '+', CHOOSE THE APPROPRIATE MODEL OF DYMO LABELWRITER FROM THE LIST AND CLICK 'ADD'.

NOTE: IT IS ESSENTIAL THAT THE NAME OF THE PRINTER REMAIN AS IT WAS WHEN INSTALLED. DO NOT CHANGE IT. SUPPORTED NAMES ARE: **DYMO LabelWriter 400**, **DYMO LabelWriter 450**, **DYMO LabelWriter Twin Turbo**

KeepnTrack Configuration

You will need to make a couple of changes in the KeepnTrack software to start printing badges or student slips. Begin by logging in to KeepnTrack Administration.

To configure settings for the facilities in your account:

Click on the kiosk you wish to configure, either: **Attended Kiosk**, **Self-Service** or **Express**. Remember, you'll have to configure each kiosk separately.

Attended Kiosk: Begin by selecting the facility for which you'd like to configure the printer then click on "Select". In the next screen near the bottom, click on "Workstation Management".

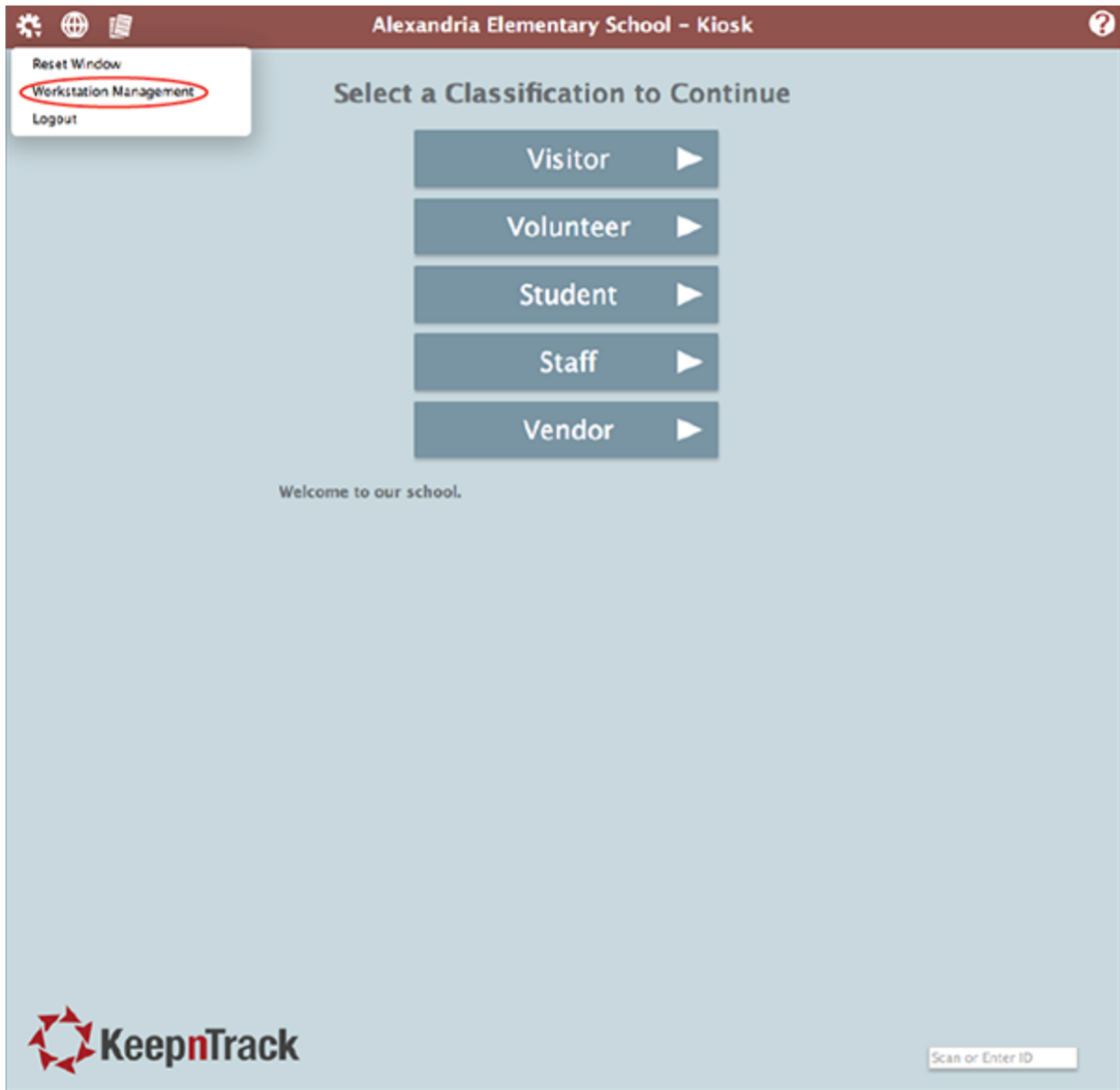


Image 11

Self-Service and Express: For these Kiosks, click on the ‘Gear’ icon in the upper left corner and select ‘Workstation Management’ (Image 12).



Image 12

Workstation Management: Once in the ‘Workstation Management’ utility, click on ‘Printers’ (Image 13).



Image 13

From the drop down menu for “**Printer**”, select either "Badge" or "Slip" depending on your preference. If this is to be a "Network Printer" then supply an "IP Address" in the IP Address field. Next, select the print format you'd like to use from the "**Format**" dropdown.

Under **USB Printer Options**, set the options for **Badge** and **Slip** printers. For the DYMO 400 or 450 select **LabelWriter 400/450**. For the Twin Turbo Printer, select whether **Badges** or **Slips** will print on the left or right (Image 14).



Image 14

You are now ready to test your badge printer with KeepnTrack. Test it and you're done!

NOTE: For users of Google Chrome

To use dymo on Google Chrome, you will need the Dymo Web Service. This web service is included with the Dymo 8.6.x link located in Workstation Management (Image 15).

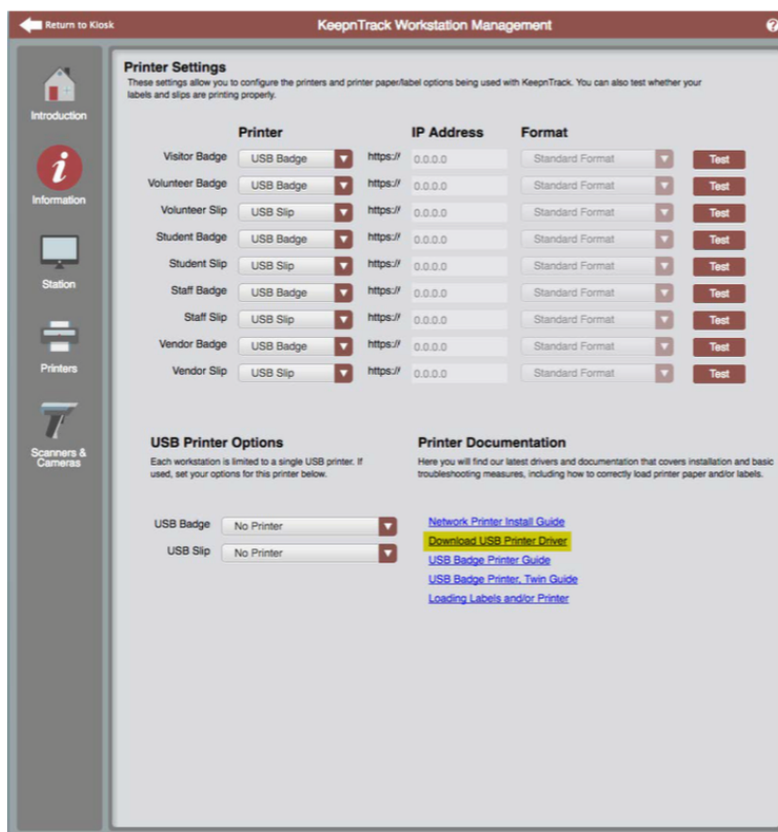


Image 15

Installing the Printer Software on Macintosh

Once the driver is installed you will need to configure some settings within Google Chrome. Settings can be accessed by clicking on the icon in the upper right corner of Google Chrome. Once in Settings, click on Show Advanced Settings near the bottom of the page (Image 16).

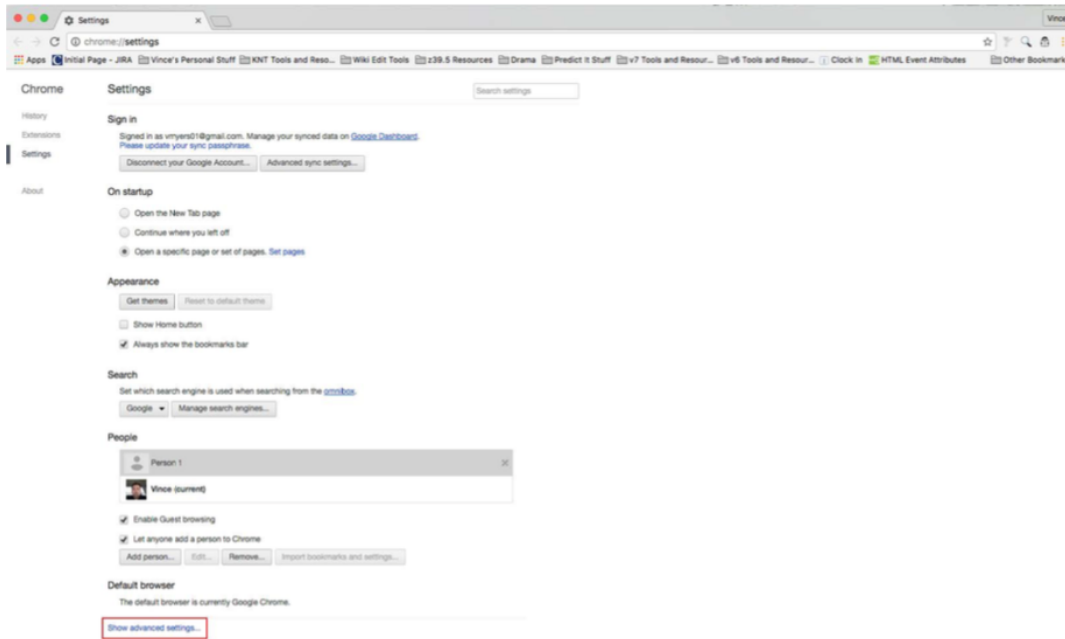


Image 16

Once inside Advanced Settings, click on Content Settings under the Privacy section (Image 17).

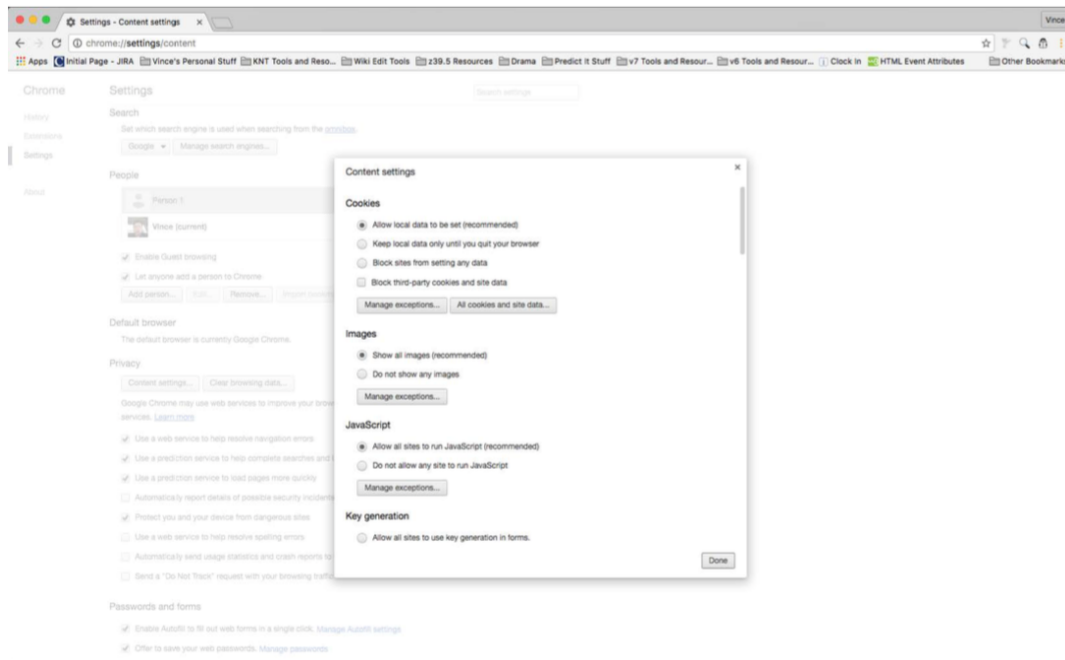


Image 17

Within the section JavaScript, make sure it is set to allow all sites to run JavaScript. Then click on Manage Exceptions (Image 18).

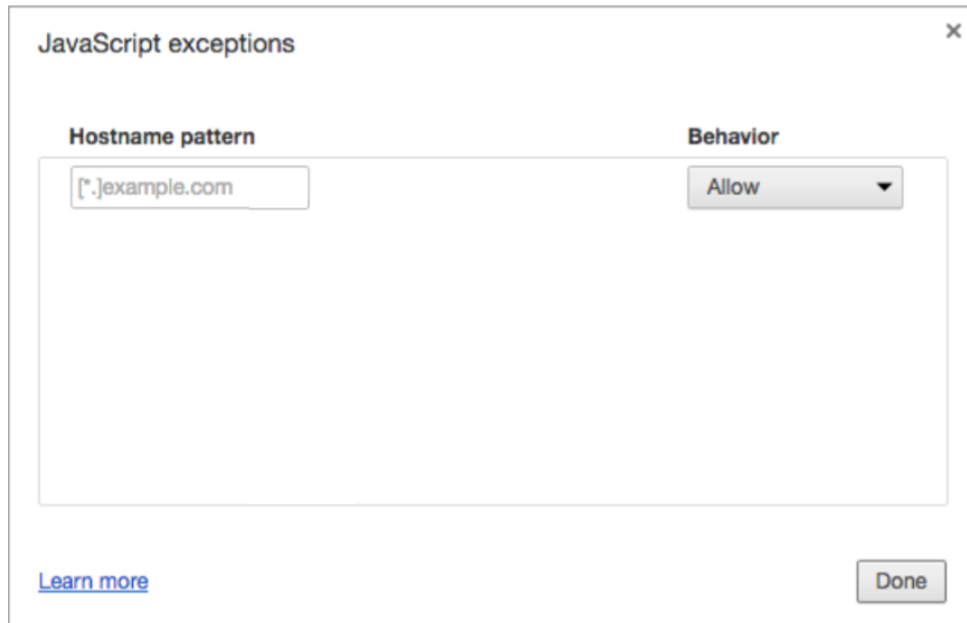


Image 18

In JavaScript Exceptions, enter your website (for example: <https://example.keepntrack.com>) in Hostname Pattern. Make sure the Behavior drop down is set to Allow then click Done.

Next, go to Plugins and select Run All Plugin Content then click on Manage Exceptions. Under Hostname Pattern, again enter your website (for example: <https://example.keepntrack.com>) and make sure Behavior drop down is set to Allow (Image 19).

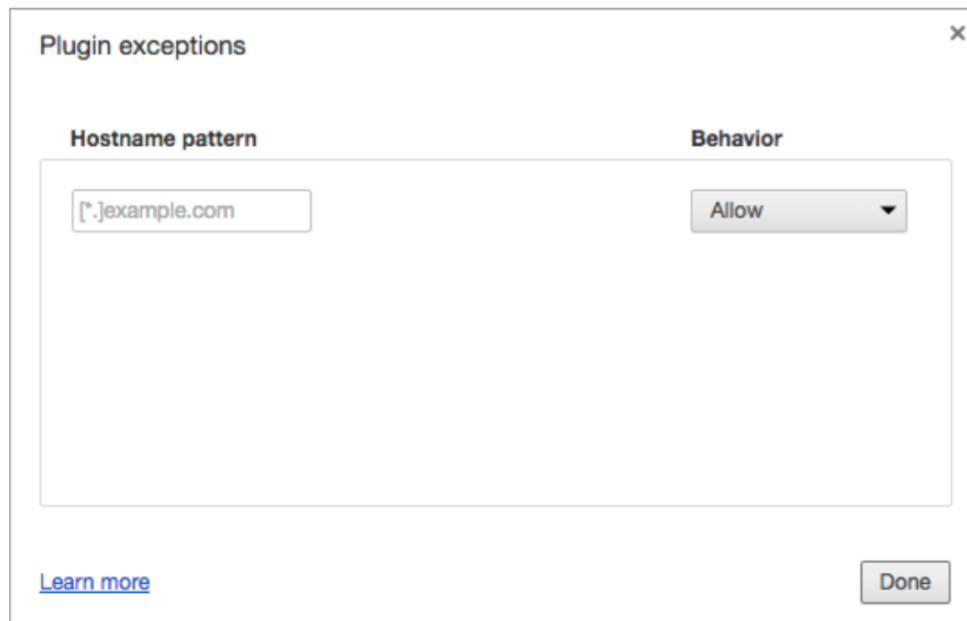


Image 19

Next go to Unsandboxed Plugin Access. Check 'Allow all sites to use a plugin to access your computer' and then click on Manage Exceptions. Under Hostname Pattern, again enter your website (for example: <https://example.keepntrack.com>) and make sure Behavior drop down is set to Allow (Image 20).

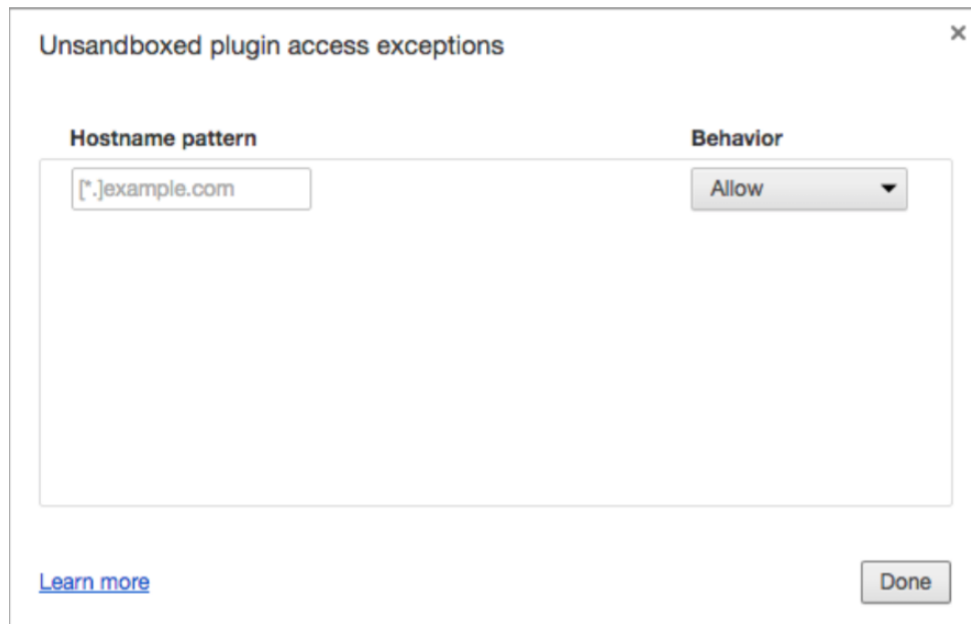


Image 20

Once you have the Workstation Management set to print from your Dymo, you will be ready to print from Google Chrome.

Troubleshooting Tips

Clearing Label Jams

1. Tear off any labels that have already fed through the printer.
2. Press the label release lever forward and pull the jammed label out of the label feed slot.
3. Make sure your labels are loaded properly and that the left edge of the label is aligned with the left edge of the label feed slot.

Correcting Poor Print Quality

Poor print quality is most frequently caused by one of the following:

- An old roll of labels.
- Labels not obtained from COMPanion.
- Labels where the thermal coating has been compromised.
- A dirty print head.

First, make sure you are using COMPanion labels. Do not use third-party labels because the thermal coating on other labels may have a different sensitivity. Also, the perforated holes between the labels made by other manufacturers are frequently not detectable by these printers.

If the print quality becomes faint, small dots of white appear scattered through the printed characters, or light and dark patches of printing appear, you are probably using a faulty roll of labels. Try using a different roll from a fresh box. If the second roll prints correctly, the problem is with the first roll of labels.

Another possibility is that the LabelWriter print head needs cleaning. Every LabelWriter printer comes with a cleaning card.

You can easily clean your Badge Printer using the following items:

- Lint-free cloth.
- Isopropyl alcohol, diluted dishwashing detergent, or ammonia free glass cleaner.
- Small, soft brush, such as a tooth brush or child's paint brush.
- LabelWriter cleaning card.

To keep your Badge Printer working properly, you should clean it from time to time. Dusting the outside of the printer occasionally will help keep foreign matter from getting inside the printer. However, it is still a good idea to periodically perform some basic interior maintenance, such as cleaning the label path with the cleaning card.

To clean the exterior of your printer and the label roll compartment:

1. Disconnect the power cord.
2. Use the lint-free cloth to wipe the exterior of the printer.
3. Remove dirt and smudges with one of the cleaning solutions mentioned above.
4. Open the top cover.
- 5 . Use a small, soft brush or cotton swab to whisk away paper dust and other stray particles from the inside of the printer.
- 6 . Remove the roll of labels and clean under the roll.
7. If you have a LabelWriter cleaning card, follow the instructions printed on cleaning card packaging.
8. Reconnect the power cord and reload the roll of labels.



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Ordering from COMPanion

Thank you for ordering from COMPanion Corporation. You may refer to the following page to order more paper for your printer. Please assist us in processing your order by listing the quantity you want and the grand total for the order. If you need assistance placing an order, you may contact our Sales department at 1-800-347-6439. For complete product information you may visit our website at: www.keepntrack.com. Please note that prices are subject to change without notice. Once you have completed the form please mail or fax it to the following:

Mailing Address

COMPanion Corporation

1831 Fort Union Blvd.

Salt Lake City, UT 84121-3041

Fax Numbers

Local Fax: 801-943-7752

Toll Free Fax: 1-888-515-3883



Badge Printer Label and Paper Order Form

Product Number	Description	Quantity	Unit Price	Total
V6110B	Blue Badge Labels, per case (10 rolls)		\$159.00	
V6110R	Red Badge Labels, per case (10 rolls)		\$159.00	
V6110P	Purple Badge Labels, per case (10 rolls)		\$159.00	
V6110Y	Yellow Badge Labels, per case (10 rolls)		\$159.00	
V6110	Badge Labels, Yellow (entire label), per case (10 rolls)		\$159.00	
V6110G	Green Badge Labels, per case (10 rolls)		\$159.00	
V6110M	Badge Labels, 2 of each color, per case (10 rolls)		\$159.00	
V6310	Student Pass Paper, per case (10 rolls)		\$159.00	
Shipping Charges are Included				
Total				

Bill To: Institution Name: _____ Phone: _____ Address: _____ City: _____ State: _____ Zip: _____ Fax: _____ Contact: _____ Contact Email: _____ Alternative Contact: _____ Alternative Phone Number: _____	
Ship To: Institution Name: _____ Phone: _____ Address: _____ City: _____ State: _____ Zip: _____ Fax: _____ Contact: _____ Contact Email: _____ Alternative Contact: _____ Alternative Phone Number: _____	
Method of Payment: <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> CHECK <input type="checkbox"/> MONEY ORDER <input type="checkbox"/> WIRE Cardholder Name: _____ Card Number: _____ Exp. Date: _____ Purchase Order Number: _____	



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Hardware Warranty

COMPanion Corporation's Scanners, Printers, Cash Drawers, and other hardware devices are warranted by COMPanion against defects in materials and workmanship for the specified period from the date of shipment by COMPanion to the end-user. During this warranty period, we, or our designated repair facility, will repair or replace (at our option) at no charge any device that proves to be defective, provided you return the device, shipping prepaid, to COMPanion, following the return guidelines below.

Your Standard Warranty Period: 1 Year

This Warranty is VOID if the product has been damaged by accident or misuse, or as the result of service or modification by other than COMPanion or our designated repair facility, or if you use paper or labels that were not purchased from COMPanion. Our printer supplies have been engineered to provide superior results and reliable operation.

No other express warranty is given. The replacement of the device is your exclusive remedy. Any other implied warranty of merchantability or fitness is limited to the duration of this written warranty. Some states, provinces and countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall COMPanion or its designated repair facility be liable for consequential damages. Some states, provinces, and countries do not allow for the exclusion or limitation of incidental or consequential damages, and so the above limitations or exclusions may not apply to you.

Return Guidelines:

Should your device fail to work during the period of this warranty, contact COMPanion Customer Support at 1-800-347-4942. Our staff will help resolve the issue or provide return instructions.

Should your device still fail to operate after a reasonable period of trouble-shooting, your COMPanion support technician will issue a Return Merchandise Authorization (RMA) number and provide information about how to properly return the device to COMPanion.