

Badge Printer

Packing List

Thank you for purchasing the Badge Printer. This package contains the items listed below. If anything is missing or damaged, please call us toll-free at 1-800-347-6439.

This packing list is used for the following product(s):

- Single Badge Printer (V6010XL)
- Twin Badge Printer (V6012)

Your package contains the following:

- Badge Printer
- Power Cable and Adapter
- USB Cable
- Installation Guide
- Badge Label and Paper Order Form
- Warranty Information

KeepnTrack Badge Printer

Installation Guide

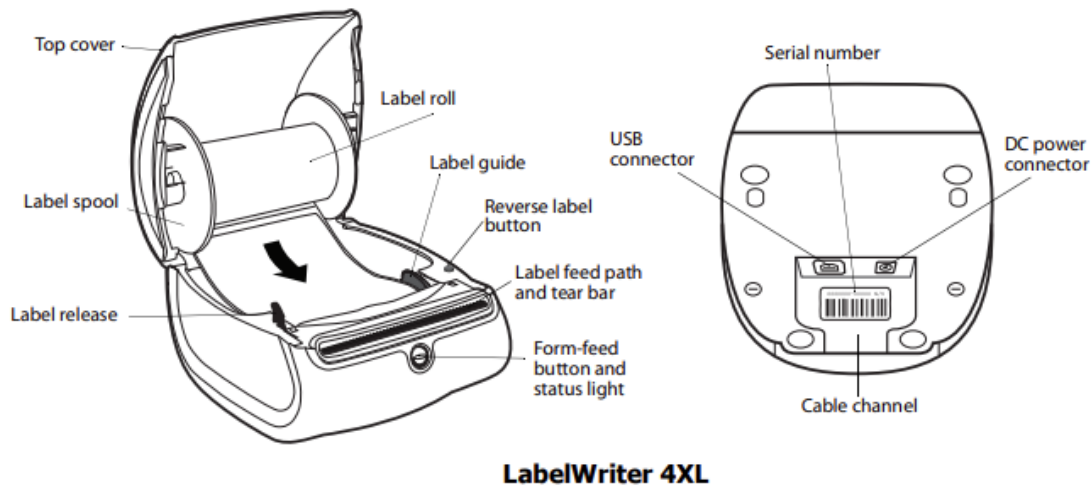


Thank you for purchasing the KeepnTrack Badge Printer. This guide provides information for the following printer models:

- DYMO LabelWriter 4XL
- DYMO LabelWriter 450 Twin Turbo

Printer Setup

1. Unpack the printer, and verify that you've received the printer, DC power cable, and a USB cable. If anything is missing, please let us know.
2. Next, familiarize yourself with the printer. Here are the major components:



3. Connect the D-shaped end of the USB cable to the connector on the bottom of the printer.
4. Connect the power cable to the AC adapter, then connect the AC adapter to the printer. Plug the power cable into a properly protected AC outlet. The printer will automatically turn on.



Wait to plug the printer into the computer until prompted by the installation is complete.



Do NOT connect the printer to a USB keyboard or hub; the power supplied by these devices is insufficient.

Software Installation


The DYMO Label software and device drivers need to be installed before you can use the printer. The software can be downloaded from Workstation Management in KeepnTrack.

Here's what you'll do:

1. Install the required printer software on your computer.
2. Plug the printer into your computer to install the printer drivers.
3. Configure the KeepnTrack Administration settings to use a badge printer.
4. Finally, configure the KeepnTrack Kiosk to use your printer.

These steps will be covered comprehensively in the following sections.

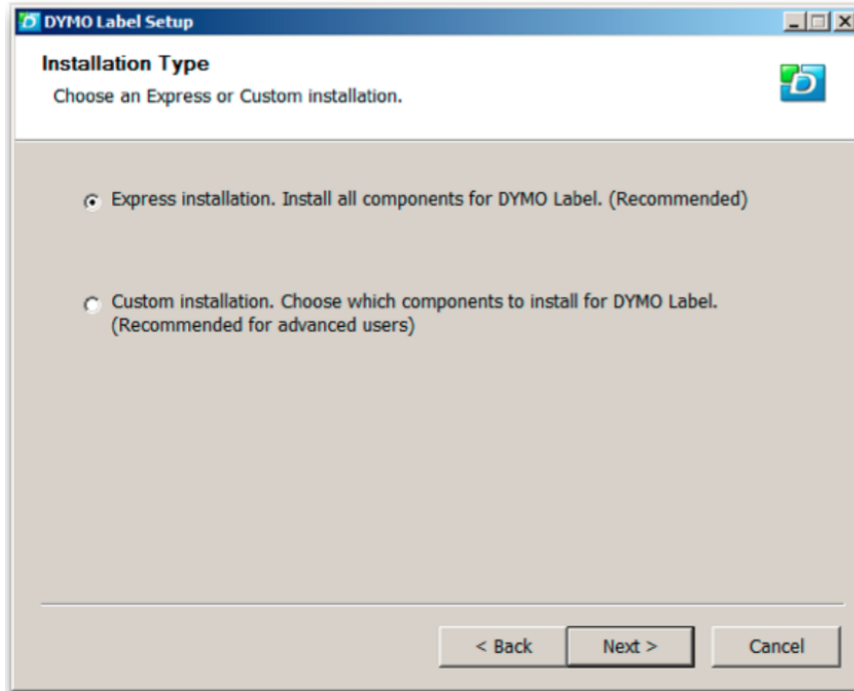
Windows

1. From any KeepnTrack kiosk module, click on the Actions menu  in the upper left corner. Then click on **Workstation Management > Printers > Download USB Printer Driver**.
2. Locate and open the software installation file, which is labeled **DLS8Setup8.x.exe**.



3. The software will guide you through the installation process. Read the instructions carefully as you continue through each step.

4. Review and agree to the License Agreement.
5. For Installation Type, choose **Express installation**.



6. When the setup is complete, click **Finish**.
7. To complete the installation, connect the USB cable from your printer to the computer and then turn the printer on.

The printer drivers should be installed automatically. To confirm, open the Windows Control Panel and go to Printers & Scanners. If the printer is not listed, it will need to be added:


- Click + to add a printer.
- Choose the appropriate DYMO LabelWriter model from the list.
- Click Add.

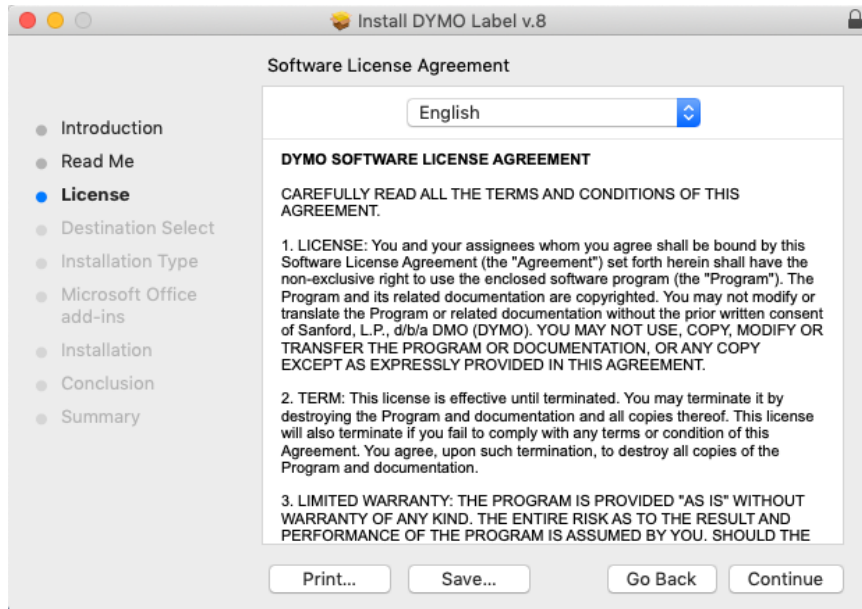
8. Proceed to KeepnTrack Configuration.



Do NOT change the name of the printer! To work with KeepnTrack, the printer must be named by default: DYMO LabelWriter 450 or DYMO LabelWriter Twin Turbo

macOS

1. From any KeepTrack kiosk module, click on the Actions menu  in the upper left corner. Then click on **Workstation Management > Printers > Download USB Printer Driver**.
2. Locate and open the software installation file, which is labeled **DYMO Label v.8.pkg**.
3. The next few steps will guide you through the installation process. Read the instructions carefully as you continue through each step.



You may be prompted to enter the administrator's username and password to install the software. If you don't have access to this, please speak with your library administrator.

4. To complete the installation, connect the printer to your computer and turn it on. The printer drivers will be installed automatically.

To confirm, go to System Preferences > Printers & Scanners. If the printer is not listed, it will need to be added.

- Click + to add a printer.
- Choose the appropriate DYMO LabelWriter model from the list.
- Click Add.

5. Installation is complete! Proceed to KeepTrack Configuration.



Do NOT change the name of the printer! To work with KeepTrack, the printer must be named by default: DYMO LabelWriter 450 or DYMO LabelWriter Twin Turbo

Loading Labels

Because these printers use thermal printing technology, you must use special labels. COMPanion's warranty does not cover malfunction or damage caused by the use of labels other than COMPanion V6110 Badge Printer Labels or V6310 Student Slip Paper.

1. Press the form-feed button to eject the protection labels.
2. Lift the cover to open the printer and then remove any packing materials.
3. Following the directions on the inside of the printer, load the labels onto the spool with the labels feeding from below. Make sure that the roll is positioned tightly on the spool with no gap between the roll and the spool.
4. Feed the labels into the printer, aligning the labels with the left wall of the printer and against the label guide. Then press the form-feed button on the front of the printer. The 4XL model has a larger internal spool. See the 4XL diagram for help lining up the paper with the adjustable sliding paper guide.
5. 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




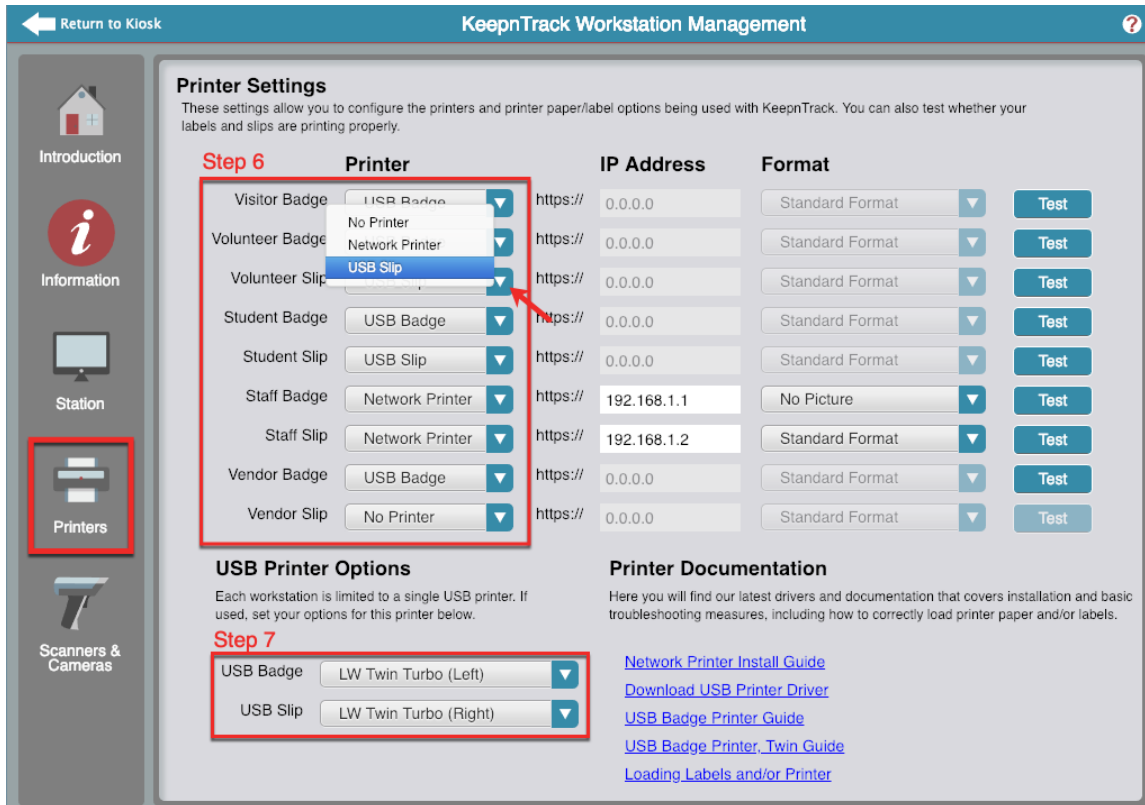
Labels are heat sensitive. Do NOT expose to heat, direct sunlight, or moisture.

KeepnTrack Configuration

You need to make a couple of changes in the KeepnTrack software to start printing badges or slips.

1. Open KeepnTrack in your browser.
2. Choose the kiosk you wish to configure: Attended, Self-Service or Express. Remember, you'll have to configure each kiosk at each workstation (computer) separately.
3. Log in with your username and password, then select the facility the kiosk belongs to.

4. Go to the Actions  menu and select Workstation Management.
5. From the sidenav, choose Printers.



6. Under **Printer Settings**, open each dropdown menu and choose which printer will be used to print the badge or slip. Repeat for each type.
 - For each badge and slip set to the Network Printer, enter the printer’s IP address and the format type: Standard Format or No Picture.
7. Under **USB Printer Options**, choose which printer will be used to print badges and which will be used to print slips.
 - For the Single Label Printer, choose LabelWriter 400/450 (this also applies to the 4XL printer).
 - For the Twin Label Printer, one side can be set for badges and the other for slips. Choose LW Twin Turbo (Left) or LW Twin Turbo (Right), as appropriate.
8. Now you’re ready to test your printers. Click **Test** for each one to make sure it works!

Troubleshooting Tips

Label Jam

If your labels become stuck in the printer, follow these steps to clear the jam:

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. Check that your labels are loaded properly and the left edge of the label is aligned with the left edge of the label feed slot.

Poor Print Quality

Poor print quality is most frequently caused by:

- An old roll of labels
- Unapproved labels not obtained from COMPanion
- Labels with a compromised thermal coating
- A dirty print head

First, make sure you're using labels from COMPanion. The thermal coating on third-party labels may have a different sensitivity, and the perforated holes between the labels may not be the exact same size, which may cause the printer to jam or feed improperly.

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.

Cleared your Cache?

All of the printer settings are browser-based. Whenever you clear your browser cache, you will need to re-enter your printers in the workstation settings. Follow the steps outlined on pages 7-8.

Kiosk still not Printing?

If you can print either a test slip or badge but the other one won't print, one of two things could be happening.

1. Look in Workstation Management for the kiosk you are using. Click on **Station** and look for the Camera and Printer Settings drop-down. Make sure your Printer is set to "Ask to Print" or "Always Print." If it's set to "Don't Print," that could be why it's not printing your badges/labels.
2. You will need access to the Admin portion of the program for this step. Login to **Admin >Tools> Management> Activities**. Find the Activity for which you are trying to print a badge or slip and check if the details are set for "Badge," "Slip," or "None." If it's set to "None," that could be why it's not printing your badges/labels.

Clean the Printer

We recommend cleaning the printer periodically to prevent dust and foreign matter from getting inside and keep it working properly.

1. Disconnect the power cord.
2. Use a lint-free cloth to wipe the exterior of the printer.
3. Remove dirt and smudges with one of these approved cleaning solutions:
 - Isopropyl alcohol
 - Dishwashing detergent, diluted
 - Glass cleaner, ammonia-free
4. Open the top cover and then use a cotton swab or a small, soft brush to whisk away paper dust and other stray particles inside of the printer.
5. Remove the roll of labels and clean under the roll. If you have a LabelWriter cleaning card, follow the instructions printed on the card.
6. Reconnect the power cord and reload the roll of labels.

Ordering from COMPanion

Thank you for ordering from COMPanion Corporation.

To order additional paper for your printer, fill out the order form on the following page. Please help us to process your order by listing the quantity of each item and the grand total.

Send your completed form to:

Mailing Address

COMPanion Corporation
1831 Fort Union Blvd.
Salt Lake City, UT 84121-3041

Fax Numbers

Toll-Free: 1-888-515-3883
Local: 1-801-943-7752



For assistance placing an order, contact our Sales department at 1-800-347-6439. For complete product information, visit <https://www.keepntrack.com/>.

Badge Printer Label and Paper Order Form

Product	Description	Quantity	Price	Total
V6110B	Badge Printer Labels, Blue Stripe		\$170.00	\$
V6110R	Badge Printer Labels. Red Stripe		\$170.00	\$
V6110P	Badge Printer Labels. Purple Stripe		\$170.00	\$
V6110G	Badge Printer Labels. Green Stripe		\$170.00	\$
V6110Y	Badge Printer Labels. Yellow		\$170.00	\$
V6110M	Badge Printer Labels. 2 per color		\$170.00	\$
V6110C	Badge Printer Labels. Choose Colors		\$199.00	\$
V6310	Student Slip Paper		\$159.00	\$

* Each case contains 10 rolls. Shipping is included.

TOTAL: _____

Billing Information

Institution Name: _____
 Phone: _____ Fax: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Primary Contact: _____ Email: _____
 Alternative Contact: _____ Alternative Phone: _____

Shipping Information

Institution Name: _____
 Phone: _____ Fax: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Primary Contact: _____ Email: _____
 Alternative Contact: _____ Alternative Phone: _____

Payment Information

VISA
 MASTERCARD
 AMEX
 CHECK
 MONEY ORDER
 WIRE

Cardholder Name: _____
 Card Number: _____ Exp. Date: _____

↓ For COMPanion Use Only ↓

Purchase Order Number: _____

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.

Standard Warranty Period: 12 Months

This warranty does not apply to damage caused by accident or misuse, including by the use of paper not sourced from COMPanion, or as the result of service or modification by other than COMPanion or our designated repair facility.

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

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