DYMO Address Labels Print Manual

Version: 2.0
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1. MAGENTO INSTALLATION

This chapter explains how to install the DYMO Directprint Magento extension

1.1. BACKUP YOUR DATA

First backup all your Magento data. You can backup your database through the Magento admin under the *System* > *Tools* > *Backups* menu

option. Or you can use your preffered database management tool such as *phpmyadmin*. Backing up your files can be done using FTP or the configuration panel of your hosting provider.

1.2. Download and extract files

> *Always make backups before installing the extension. Please do not skip this step as it is crucial. Installation could possibly cause problems. We do not take any responsibilities regarding problems during installation. Restoring backups is the only safe way to roll back a failed*

Download the extension from our website. You can login to your account to see purchased extensions. Extract the archive to a location on your hard drive.

1.3. Upload files

Using a FTP client upload all folder and files from the root of the extension folder from your hard drive to the root of your Magento store. Make sure you preserve the folder structure. Your Magento root already contains these folders. When asked choose to overwrite/append existing folders. There will be no files overwritten.

1.4. ACTIVATING THE MODULE

In order to active the module you need access to the magento binary file. This file is located at **{root}/bin/**, you have to find the module name, you can do this by calling **magento module:status** from the bin folder.

This should result in a list of enabled and disabled modules for your Magento 2 installation, here you have to copy the name of the disabled module in this case **AquiveMedia_DymoOrder**.

if the module does not show up in the list of enabled and disabled modules you most likely don't have the appropriate permissions to read/write to the module's folder.

Before we can continue you have to make sure the plugin shows up in the list of enabled and disabled modules.

Once it shows up we can run the following command from the bin folder

magento module:enable AquiveMedia_DymoOrder after that we have to run
magento setup:static-content:deploy the plugin should now be enabled.

1.5. LOGOUT AND LOGIN AGAIN

Logout from the backend and relogin to reset the permissions needed to access the new menus of the installed extension. If you skip this step you could see a *permission denied error* when accession certain pages.

2. DYMO DRIVERS/SOFTWARE INSTALLATION

This chapter explains how to make sure the DYMO printer and our extension can connect to each other.

2.1. INSTALLING DYMO SOFTWARE

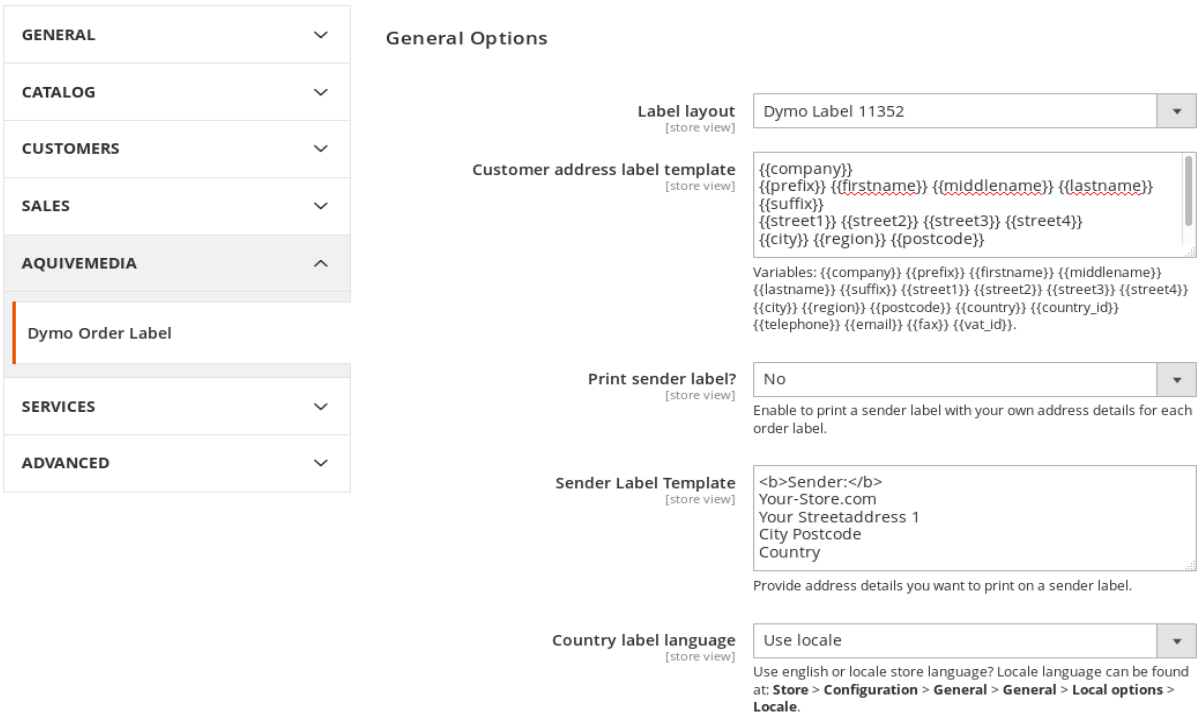
If you haven't installed the DYMO Printer label software yet, this is the time to do it. The software is packaged with you printer on a CD-ROM. But it is recommended to download the newest software from the Dymo website. You can visited the website by clicking on the following . The software should be at least version 8.3.1 (released August 24, 2011). The direct download link to the software is available on the DYMO Directprint product page of our extension store.

3. CONFIGURATION

The extension has some built-in configuration options. Those options can be accessed through the Magento admin panel. Go to *Stores > Settings > Configuration > Aquive Media.*

3.1. GENERAL LABEL SETTINGS

In this section we explain the general settings that can be used.



Label Layout: you can choose on which DYMO label to print, the following labels are supported:

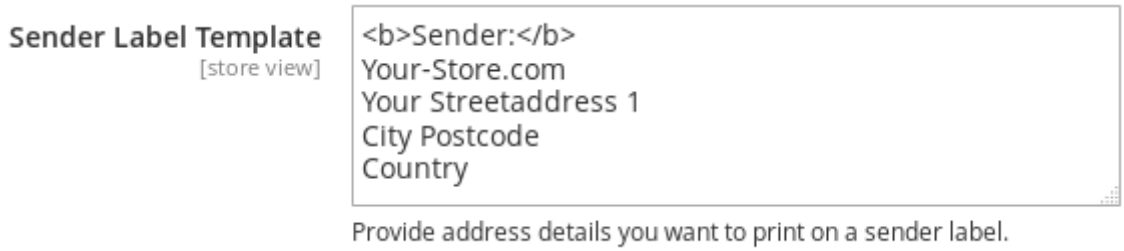
- 11352
- 11354
- 11355
- 11356
- 99010/99011
- 99012/99013
- 99012
- 99014

Costumer address label template: this is where you define what the label should look like, and which information is printed on the label.

Print sender label: this part of the configuration defines if an extra label will be printed for the sender, only if this is activated you will see what is defined in .

3.2. SENDER LABEL SETTINGS

In this section all options for the optional sender labels can be customized, you will only see this option if the **Print sender label** option is activated.



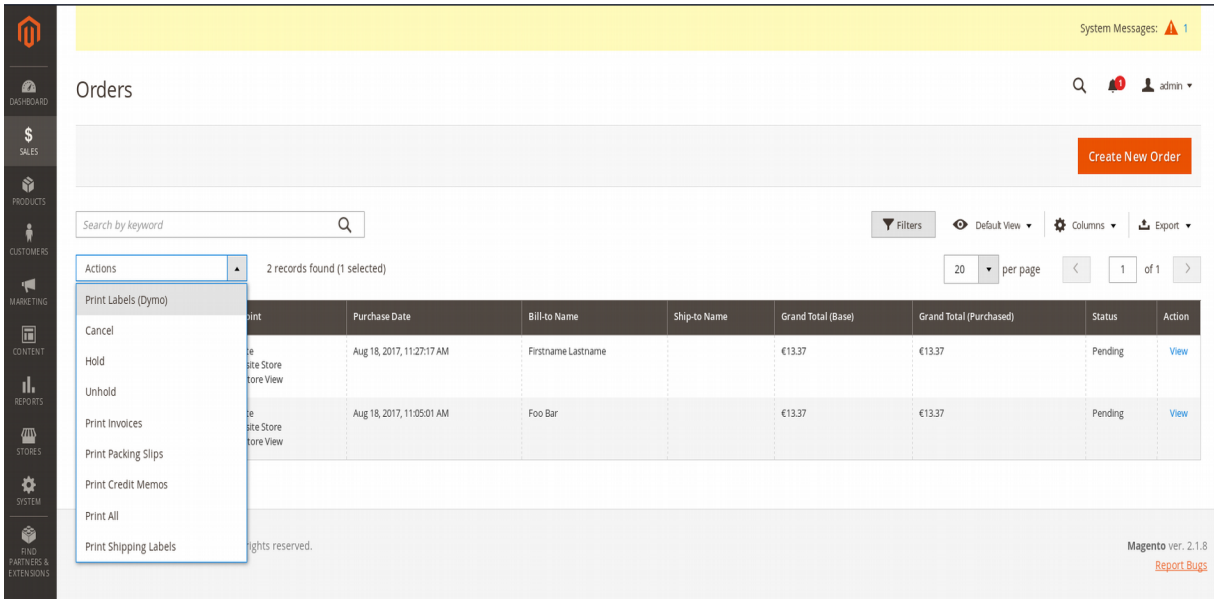
Sender Label Template: this defines which information will be printed on the extra label that will be printed.

4. PRINTING LABELS

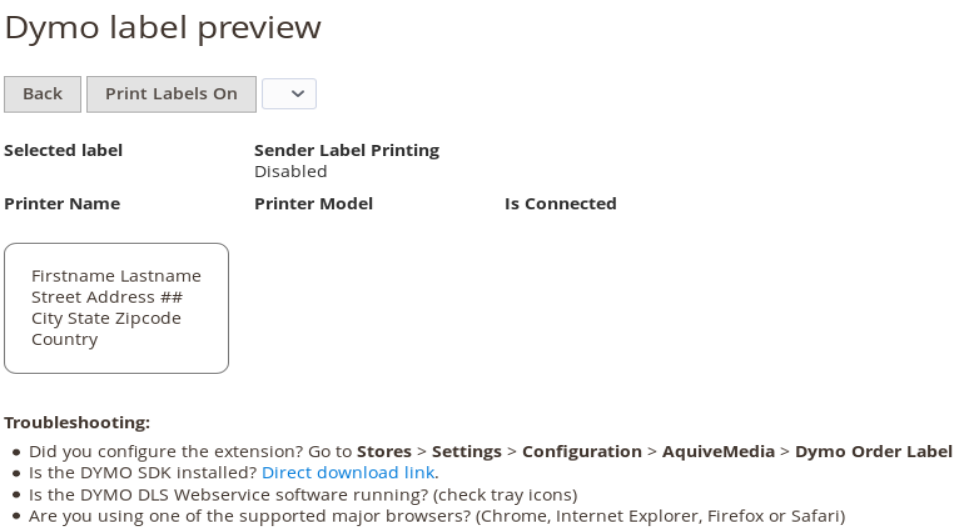
Printing one or more labels is very easy and straightforward. This section describes how to print just one label from the order detail page or print one or more labels from the sales grid.

4.1. PRINTING MULTIPLE LABELS

Multiple labels can be printed as follows. Go to *Sales* > *Orders* and tick the checkbox on the orders you wish to print a label for. From the *actions* dropdown menu select *Print Labels* and click on *submit.*

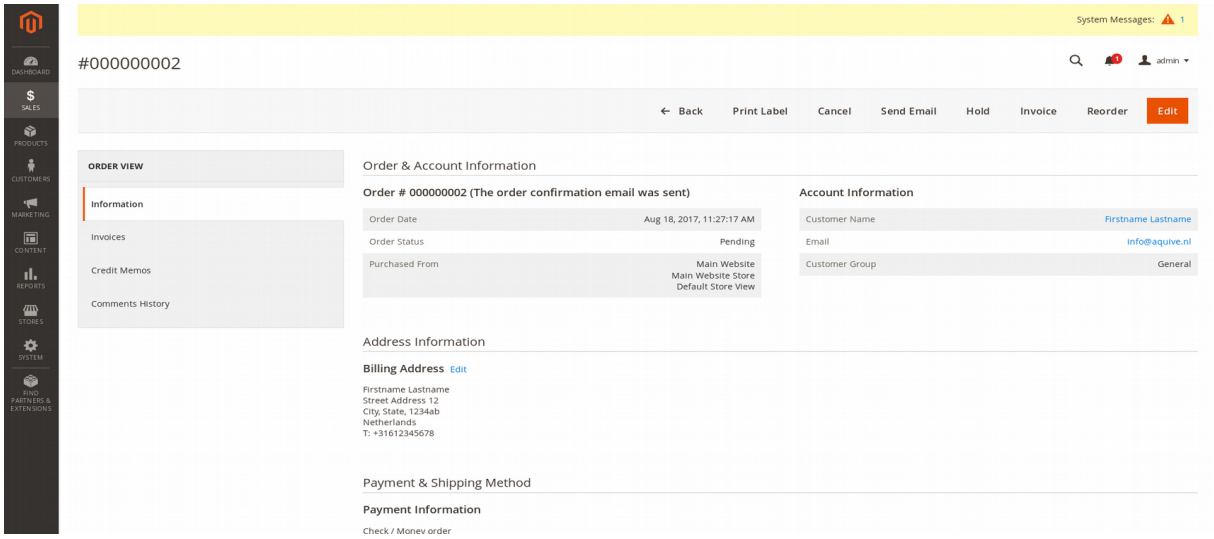


You will be taken to a *label preview page* where you can preview the labels which will be printed. If everything looks ok, you can click on *print.* All order labels will now be printed. If enabled in the settings, per label a sender label will be printed. It is possible to print another batch when needed by clicking *print* again you can click *back* to return to the sales grid.



4.2. PRINTING A SINGLE LABEL

Sometimes it’s necessary to just print a single label for an order. You can do this from the grid by just checking one order. But there is also a convenient function on the order detail page. Depending on the settings this print button on the order detail page will be placed above or just beneath the grid.



5. TROUBLESHOOTING

Most common problems which occur while installing and using this extension are listed in this chapter. Pay close attention when trying to troubleshoot problems. If your problem is not listed here or the problem cannot be solved using the solutions provided here you can contact us by e-mail or by phone.

5.1. ISSUE: EXTENSION NOT VISIBLE

If the extension is not visible in your Magento shop, there might be two common problems.

- The installation might not have been done properly. Recheck if all files are in the right place on the server.
- The Magento Cache is not flushed yet. To do so go to *System > Cache Management* in the backend of your store and click on *Flush Magento Cache.*

5.2. ISSUE: ACCESS DENIED ERROR

If you cannot access some or all pages of this extension there might be a problem with permissions. Always logout en try to login again to make sure this problem disappears.

5.3. Issue: The Print button says no printer

Install the drivers as described in Section 2.1 of this manual.

5.4. Issue: The Dymo printer doesn't print

Make sure the DYMO printer is connected properly to your computer with its USB cable. Check both ends of this cable. Also check if the printer is connected to a power source. Try to disconnect the printer both from your computer and power source and reconnect it again. This should make sure your computer recognizes the printer is connected.

5.5. Issue: The printed labels are malformed

Make sure you are using proper labels for your printer. Also make sure the correct label type you are using is selected in the settings of the extension. See Section 3.1 for more information.

6. Additional Support

If you need help installing this extension you should purchase our installation service for extensions. This can be found in our Magento Extension Store.

6.1. Bugs

Our software is tested on many different versions of Magento and is bug free as far as we have tested. Unfortunately we couldn't test the extension in every different scenarios, which in fact would be impossible. When you come across any bugs while using the extension we will guarantee that we fix the bug at no charge if we can. Please contact us by e-mail.

6.2. Extension clashes

As far as we know there are no clashes with other popular extensions. If we come across any clashes we will report a fix for it. Extension clashes are not considered bugs. So beware of this distinction. We can try to fix this at no charge but it depends on how much time it will cost. Please feel free to contact us.