

DYMO ADDRESS LABELS PRINT MANUAL



Version: 2.0
Website: www.aquivemedia.n/shop/ Support:
info@aquive.nl

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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 preferred 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.

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 AND EXTRACT FILES

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 activate 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 accessing 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 your printer on a CD-ROM. But it is recommended to download the newest software from the Dymo website. You can visit 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.

The screenshot shows the 'General Options' configuration page for the 'Aquive Media' extension. On the left is a navigation menu with categories: GENERAL, CATALOG, CUSTOMERS, SALES, AQUIVEMEDIA (selected), Dymo Order Label, SERVICES, and ADVANCED. The main content area is titled 'General Options' and contains several settings:

- Label layout** (store view): A dropdown menu set to 'Dymo Label 11352'.
- Customer address label template** (store view): A text area containing a template with variables: `{{company}}`, `{{prefix}}`, `{{firstname}}`, `{{middlename}}`, `{{lastname}}`, `{{suffix}}`, `{{street1}}`, `{{street2}}`, `{{street3}}`, `{{street4}}`, `{{city}}`, and `{{region}}`, `{{postcode}}`. Below the text area, a list of variables is provided: `{{company}}`, `{{prefix}}`, `{{firstname}}`, `{{middlename}}`, `{{lastname}}`, `{{suffix}}`, `{{street1}}`, `{{street2}}`, `{{street3}}`, `{{street4}}`, `{{city}}`, `{{region}}`, `{{postcode}}`, `{{country}}`, `{{country_id}}`, `{{telephone}}`, `{{email}}`, and `{{fax}}`, `{{vat_id}}`.
- Print sender label?** (store view): A dropdown menu set to 'No'. Below it is the description: 'Enable to print a sender label with your own address details for each order label.'
- Sender Label Template** (store view): A text area containing the template: `Sender:`, `Your-Store.com`, `Your Streetaddress 1`, `City Postcode`, and `Country`. Below it is the description: 'Provide address details you want to print on a sender label.'
- Country label language** (store view): A dropdown menu set to 'Use locale'. Below it is the description: 'Use english or locale store language? Locale language can be found at: **Store > Configuration > General > General > Local options > Locale.**

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

Customer 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

[store view]

```
<b>Sender:</b>
Your-Store.com
Your Streetaddress 1
City Postcode
Country
```

Provide address details you want to print on a sender label.

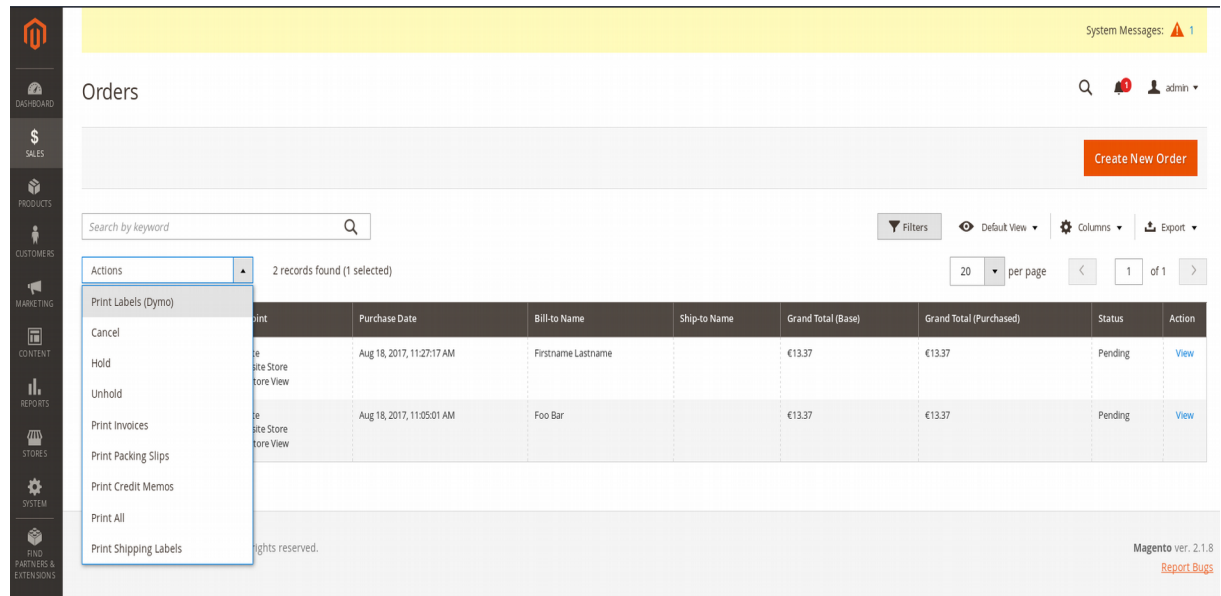
Sender Label Template: this defines which information will be printed on the extra label that will be printed.

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*.



The screenshot shows the Magento Admin interface for the 'Orders' section. A sidebar on the left contains navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Partners & Extensions. The main content area displays a table of orders. The 'Actions' dropdown menu is open, showing options: Print Labels (Dymo), Cancel, Hold, Unhold, Print Invoices, Print Packing Slips, Print Credit Memos, Print All, and Print Shipping Labels. The table has columns for Order ID, Purchase Date, Bill-to Name, Ship-to Name, Grand Total (Base), Grand Total (Purchased), Status, and Action. Two orders are visible, both with a status of 'Pending' and a total of €13.37.

Order ID	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
1	Aug 18, 2017, 11:27:17 AM	Firstname Lastname		€13.37	€13.37	Pending	View
2	Aug 18, 2017, 11:05:01 AM	Foo Bar		€13.37	€13.37	Pending	View

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.

Dymo label preview

[Back](#) [Print Labels On](#)

Selected label

Sender Label Printing
Disabled

Printer Name

Printer Model

Is Connected

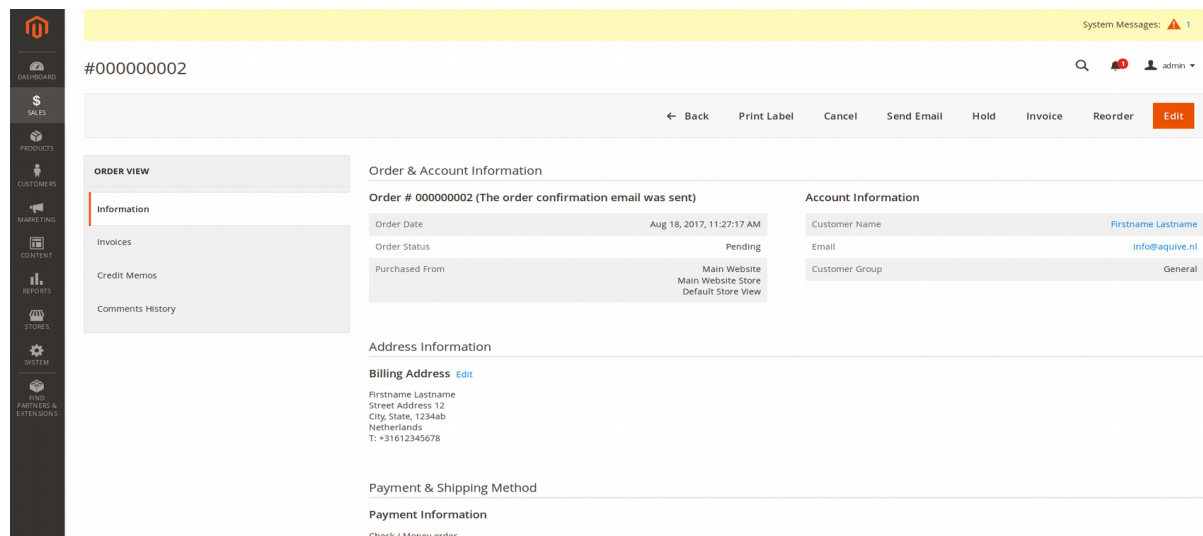
Firstname Lastname
Street Address ##
City State Zipcode
Country

Troubleshooting:

- Did you configure the extension? Go to **Stores > Settings > Configuration > AquiveMedia > Dymo Order Label**
- Is the DYMO SDK installed? [Direct download link](#).
- Is the DYMO DLS Webservice software running? (check tray icons)
- Are you using one of the supported major browsers? (Chrome, Internet Explorer, Firefox or Safari)

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.



The screenshot displays the Magento Admin interface for an order detail page. The order number is #00000002. The page is divided into several sections: Order & Account Information, Account Information, Address Information, and Payment & Shipping Method. The Order & Account Information section shows the order date as Aug 18, 2017, 11:27:17 AM, and the order status as Pending. The Account Information section shows the customer name as Firstname Lastname, email as info@aquive.nl, and customer group as General. The Address Information section shows the billing address as Firstname Lastname, Street Address 12, City, State, 1234ab, Netherlands, with a phone number of +31612345678. The Payment & Shipping Method section shows the payment information as Check / Money order. A navigation bar at the top includes buttons for Back, Print Label, Cancel, Send Email, Hold, Invoice, Reorder, and Edit. A sidebar on the left contains various navigation options like Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Integrations & Extensions.

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 and 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.