

IDEXX PetDetect® Pet Identification System Printer Installation & Support Guide (PD-700II)

Compatibility

Windows Server® 2012/2012 R2, Windows Server 2008 R2, Windows Server 2008, Windows 10, Windows 8/8.1 and Windows 7 including 64-bit versions. Macintosh version 10.9 and higher (for DVMAX only).

AVImark® version 179 and newer, IDEXX Cornerstone* 7.6.05 Service Pack 1 and newer, Chameleon (HLP, Inc.), ClieTrax, DVMAX* 8.5 and newer, ImproMed® Infinity version 4.0 and newer, IntraVet® (Webster Veterinary) build 300 and newer, Kennel Link, Kennel Connection 01/07 and newer, K9 Coordinator (K9 Bytes®), KennelSoft (Atlantis) version 7.0.65 and newer, PetLinX (Software Revolutions) version 3 and newer, PetExec, PetTech Pro, and Shelter.

Collar Media

The standard collar media is 1" wide and can be printed in 6", 12", 18", 24" or 30" lengths to be used for patient identification collars and the labeling of patient belongings.

The small animal collar media is 1" wide and can be printed in 6", 12", 18", 24" or 30" lengths. It also has a center perforation along the length of the roll. This allows the collar media to be creased and then torn along the perforation, providing two 1/2" media strips that can be used for patient identification collars and the labeling of patient belongings. This 1/2" collar width permits greater freedom of movement for smaller animals.

When using the small animal collar media, it is important to follow these instructions:

1. After printing, fold lengthwise along the perforation and then fold it again in the opposite direction along the perforation to create a crease.

Warning: If you don't create a crease before trying to tear the collar media, it may tear in undesirable places such as across the section with printed patient information.

2. Slowly tear the collar along the perforation; hold the media close to the perforation with each tear and slowly work across the full length of the collar until it's in two pieces. The top half of the media is for the collar; the bottom half can be used as labels for patient articles (food, toy, leash, blanket, etc.).

Collar Media Sales: For additional rolls of collar media, please contact your source of purchase, call your IDEXX representative at 1-888-224-4408, or visit idexx.com/order to place an order online.

New Printer First Time Setup

PLEASE DO NOT PLUG THE USB CABLE INTO YOUR PRINTER UNTIL INSTRUCTED

1. Set up your printer in an area that will allow for easy retrieval of your printed collars and article labels.
2. Remove the blue tape and plastic packaging.
3. Ensure the printer is plugged into power and the printer is turned on.
Note: Do not plug the USB cable into your printer until prompted. You will be instructed to do so while installing the driver on your computer.
4. Open the printer cover by pressing the button on the top front right side of the printer.
5. Ensure the media is on the left side of the printer with the roll feeding from the bottom, as pictured on the inside of the cover. Pull about two inches of media out of the printer if it's not already done.
Note: The colored side of the collar media should be facing down.
6. Ensure the clear plastic spacer is inserted in the right side of the printer.
Note: The spacer must be installed at all times to prevent the roll from shifting inside the printer.
7. While holding onto the couple inches of media sticking out of the printer, gently close the cover until it clicks firmly in place. The printer will feed and cut the media. The media is now aligned.

Driver Installation Instructions for Windows

1. Insert the PetDetect® driver software into the disc drive of the computer in which you would like to connect the PetDetect printer.
Note: If the PetDetect printer will be connected to a print server then contact your technical support staff for further instructions.
2. The driver will detect your operating system and install the correct driver version.
3. If for any reason the CD does not auto-start, navigate to your CD or DVD drive folder and double-click PetDetect.exe to run the installer. You can also download the Windows printer driver directly at www.idexx.com/petdetectdriver or by visiting the Practice Solutions Resources page on idexx.com at: www.idexx.com/small-animal-health/support/documents-and-resources/practice-solutions-resources.html.
4. Carefully follow the on-screen instructions to properly install the driver and close the dialog box when complete. Connect the USB cable to the printer once instructed.

Driver Installation Instructions for Macintosh

1. Download the Macintosh CUPS Driver by visiting the Practice Solutions Resources page on [idexx.com](http://www.idexx.com) at: www.idexx.com/small-animal-health/support/documents-and-resources/practice-solutions-resources.html. Look for the red Pet Identification header. The Mac printer driver is the second link, "PetDetect Printer Driver (Mac)" listed below Pet Identification.
2. Unzip the downloaded installer, then open the starcupsdrv folder, then the Driver folder.
3. Double click the starcupsdrv.pkg file to begin installation.
4. Follow the prompts in the installer until it is finished.
5. Connect the power source to the back of the printer and into an outlet.
6. Turn the printer on
7. Connect the USB to the back of the printer and then into your Macintosh computer.
8. Go to the Apple menu and choose System Preferences.
9. Click the Printers & Scanners icon.
10. You should see a printer labeled Star TSP7.

If no printer is listed, click the + icon at the bottom left and let the system search for and detect the printer on its own. Once it has identified it, follow the prompts to add it as a printer.

11. If you want to share the printer, click the checkbox Share this printer on the network.
12. Open any browser, and navigate to <http://localhost:631>
13. Click on the Printers tab.
14. Click on the blue printer queue name
15. In the Administration drop down, choose Default Options.
16. Click on Output Options in Blue.
17. Change the Speed to Low.
18. Click the Set Default Options button.
19. If prompted to enter a user and password, put in the same user and password you use to logon or unlock your mac.
20. Close the browser. Driver installation is now complete.
21. If you want to share the printer, you will need to do so by adding the printer to each Mac terminal in the office that will need the ability to print media.

Installing New Media

1. Ensure the printer is plugged into power and the printer is turned on.
2. Open the printer cover by pressing the button on the top front right side of the printer.
3. Remove the existing roll or the cardboard core, if applicable.
4. Remove the tape from a new media roll.
5. Insert the media on the left side of the printer with the roll feeding from the bottom, as pictured on the inside of the cover. Pull about two inches of media out of the printer.
Note: The colored side of the collar media should be facing down.
6. Ensure the clear plastic spacer is inserted in the right side of the printer.
Note: The spacer must be installed at all times to prevent the roll from shifting inside the printer.

7. While holding onto the couple inches of media sticking out of the printer, gently close the cover until it clicks firmly in place. The printer will feed and cut the media. The media is now aligned.

Printer Sharing for Windows

Note: If you are unable to get printer sharing to work using the instructions listed below, please contact a local IT resource for additional assistance.

To share the PetDetect printer with more than one workstation—to enable printing from multiple locations or from multiple workstations at the same location—you need to perform the following functions:

Windows 10, Windows 8/8.1, Windows 7, Windows Server 2012/2012 R2 and Windows Server 2008 R2

- On the computer that the printer is connected to or on the Server if the printer is connected to an external print server
 1. **Open Control Panel.**
 2. **Click Devices and Printers.**
 3. **Locate the PetDetect Raster Printer.**
 4. **Right-click the printer and click Printer Properties.**
 5. **Click the Sharing tab.**
 6. **Check the Share this printer check box.**
 7. **Type the desired share name in the Share name field and click OK.**
- On the other computers from which you would like to print collars
 1. **Open Run.**
 2. **Type \\computername (this is the name of the computer the PetDetect printer is connected to, e.g., \\workstation1) and click OK.**
 3. **Locate the PetDetect printer; it will be named with the name given in step 7 above.**
 4. **Right-click the printer and click Connect.**
 5. **The PetDetect printer is now added to this workstation. Close any open windows.**

Windows Server 2008

- On the computer that the printer is connected to or on the Server if the printer is connected to an external print server
 1. **Click Start>Settings>Control Panel or Start>Control Panel.**
 2. **Double-click Printers.**
 3. **Locate the PetDetect® Raster Printer.**
 4. **Right-click the printer and click Sharing...**
 5. **Check the Share this printer check box.**
 6. **Type the desired share name in the Share name field and click OK.**
- On the other computers from which you would like to print collars
 1. **Click Start>Run.**
 2. **Type \\computername (this is the name of the computer the PetDetect printer is connected to, e.g., \\workstation1) and click OK.**
 3. **Locate the PetDetect printer; it will be named with the name given in step 6 above.**
 4. **Right-click the printer and click Connect.**

5. The PetDetect printer is now added to this workstation. Close any open windows.

Printer Sharing for Macintosh

Note: If you are unable to get printer sharing to work using the instructions listed below, please contact a local IT resource for additional assistance.

To share the PetDetect printer with more than one workstation you need to perform the following functions:

- On the computer that the printer is connected to:
 1. Go to the Apple menu and choose System Preferences.
 2. Click the Printers & Scanners icon.
 3. Highlight the printer labeled Star TSP7.
 4. Click the checkbox Share this printer on the network.
- On the other computers from which you would like to print collars:
 1. Go to the Apple menu and choose System Preferences.
 2. Click the Printers & Scanners icon.
 3. At the bottom left, click the "+" icon
 4. A list of network and shared printers will appear. Highlight the Star TSP7 printer and click Add.
 5. The PetDetect Printer is now added to this workstation.

Software Specific Information

IDEXX Cornerstone® Software

1. In Cornerstone, select File>Printer Assignment>Correspondence.
2. In the Printers drop-down list, select the PetDetect Raster Printer.
3. In the list of documents, scroll down to the appropriate PetDetect templates (e.g., Sample PetDetect Collar>10 inches).
4. Press and hold the CTRL key on the keyboard and select the desired templates. If you have any custom templates, select those as well.
Note: Do not hold down your control key while scrolling with your mouse to locate the templates.
5. Release the CTRL key after selecting each of the templates.
6. Click OK to save the settings.
7. You may now print a collar from the Cornerstone Editor: With the patient's record open on the Patient Clipboard, in the *Patient list* area, right-click the patient's name and select Correspondence. Select one of the three sample collar documents or one of your own custom collars and click OK. The document will open with the client and patient information entered and ready to print.

IDEXX DVMAX® Software

Go to the DVMAX Knowledgebase website to get the templates needed, and instructions on how to install and use them within your DVMAX Software:

<https://dvmaxkb.atlassian.net/wiki/display/DP/Using+Pet+Detect+in+DVMAX>

ImproMed® Software

ImproMed users will require a driver supplied by ImproMed that will be shipped with starter kits ordered from ImproMed. Please use the driver supplied with your ImproMed starter kit and follow the instructions supplied with your order.

KennelSoft Software

1. From your appointment screen, click the file maintenance tab and then the file maintenance drop-down menu at the top left of your screen. From the drop-down menu, select Setup Configuration.
2. Near the bottom of your screen, select printers.
3. From the printers list select ID collars. This will open a drop-down menu. From the menu, select PetDetect Raster Printer.
4. Be sure to check mark the do you use a continuous feed ribbon box.
5. Click Save Changes, then click Done to close the window.
6. Close the KennelSoft program and then reopen it.
7. You are now ready to print your collars from the New Collar icon appearing under the "inventory" tab on the appointment screen. Select the collar size required for the animal on the appointment screen. KennelSoft will remember the size selected for this animal for the next visit.

AVImark® Software

1. From your Client Information Display, click the Utilities tab and click Printer setup.
2. On the printer tab under Other Labels, click PetDetect Raster Printer from the drop-down menu.
3. In the Quality drop-down menu to the right, click Label Printer.
4. Click Done.
5. Right-click the patient area of the Client Information Display, and click Print Collar.
6. The Print Collar window will open. From the Print To drop-down menu, click PetDetect Raster Printer.
7. You may now print a collar or label by selecting the size and the information you want printed on the collar or label.

IntraVet® Software

1. Inside of IntraVet click Tools > Maintenance > System Printer Setup.
2. Double-click the Patient ID collar field under the Job column so Patient ID Collar will appear at the bottom of the window.
3. Double-click the field to the right of Patient ID Collar at the bottom.
4. Use your up and down arrow keys or mouse to scroll through and highlight the appropriate printer.

5. Click Select, the printer should now show under the device column next to Patient ID Collar.
6. Click Save to keep the new printer setup.
7. To print: Click Client > Patient ID Collar.

Kennel Connection, K9 Bytes®, KennelSuite, PetLinx and Kennel Link™ Software
Please follow the Printer Setup and Driver Installation Instructions above and contact your software vendor for instructions specific to your software application. Contact information is available at petdetect.com.

Software and Technical Support Assistance

For software, installation and technical support, please contact your practice management system or kennel software vendor.

Warning

PetDetect and its partners will not support printers, printer drivers, or collar media purchased from unauthorized sources. PetDetect products are designed to work together. Stock printer drivers will not function.



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