



Installation and Support Guide PD-70011 Collar and Label Printer

Compatibility: Win 2000, XP, Vista 32BIT. (Vista 64 bit requires custom driver. Call 1-888-443-2263)

AVImark Ver. 179 and later, Kennelsoft Ver. 7.0.0.65 and later, Kennel Connection 01/07 or later, Kennel Suite 08/07 or later, Impromed Version 4.0 or later, K-9 Bytes Olympus, Intravet build 300 or later, PetLinx Ver. 3 or later.

Technical Assistance

Label Printers and Collar media tape

Please contact your source of purchase for software, installation or technical support from the contact numbers listed below.

(Please contact PetDetect direct **ONLY** if you have an unresolved issue that requires additional support unrelated to your kennel or practice management software.)

PetDetect Email Support support@petdetect.com
PetDetect Phone Support 1-888-443-2263

Software and Technical Support

Kennelsoft (Atlantis)

Website www.kennelsoft.com
Email support rick@kennelsoft.com
Phone support 1-231-264-9515

AVImark (McAllister software systems)

Website www.avimark.net
Email support support@avimark.net
Phone support 1-877-838-9273

KennelSuite (Plane Software)

Website www.kennelsuite.com
Email support jvinton@planesoftware.com
Phone support 1-248-594-5560

Kennel Connection (Blue Crystal Software)

Website www.kennelconnection.com
Email support support@bluecrystalsoftware.com
Phone support 1-888-486-4343

INFINITY (Impromed)

Website www.impromed.com
Email support support@impromed.com
Phone support 1-800-925-7171

K-9 Koordinator Olympus (K-9 Bytes)

Website www.k9bytessoftware.com
Email support support@k9bytessoftware.com
Phone support 1-866-k9bytes

PetLinx (Software Revolutions U.K.)

Website www.petlinx.com
Email support suport@softwarerevolutions.com
Phone support +64 9 489-8502

IntraVet (Intra Corp)

Website www.intravet.com
Email Support support@intravet.com
Phone support 1-800-422-8875

WARNING

PetDetect and its partners will NOT support printers, printer drivers, or media tape purchased from unauthorized sources. PetDetect patent-pending products are designed to work together. Stock printer drivers will not function. Please call PetDetect for replacement drivers if you have lost the CD shipped with your printer.

The use of other thermal media will damage your print head and void your 3 year printer warranty.

Congratulations on your purchase of the PetDetect starter kit. This unique new product was designed to assist you and your kennel, or veterinary practice, with positive animal and article identification. You'll wonder how you ever did business without it!

Printer Set Up

1. Set up your printer in an area that will allow for easy retrieval of your printed collars and article labels. DO NOT PLUG YOUR PRINTER INTO YOUR COMPUTER UNTIL ASKED TO DO SO.
2. Open the printer case by pressing the button on the top front right side of the printer. You will need three rolls of PetDetect media tape (supplied with this kit) to load your printer properly.
3. Remove the masking tape from only one roll. This will be the roll loaded on the left side of the media carrier. Unroll about a foot of tape and drop the roll into the far left side of the printer with the roll feeding from the bottom. Feed the tape **under the spring loaded black guide bar** as shown on the top cover of the printer.
4. Now place the remaining two media rolls to the right of the installed roll. Do not remove the masking tape securing the rolls from unraveling,
5. Pull enough media tape from the left roll so that you can now close the printer cover with a few inches of media showing, and gently close the cover until it clicks firmly in place.

Driver Installation Instructions

1. Insert the PetDetect driver software into your disc drive of any workstation. It does not need to be installed on a server.
2. The driver will determine if your operating system is Windows XP or Vista 32 bit 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 the *PetDetectInst.exe* to run the installer.
4. Carefully follow the on screen instructions to properly install the driver and close the dialog box when complete.
5. Please note that the first print job after the installation, may error or print incorrectly. This is normal until the printer reads the PetDetect media.

INSTALLATION TIPS, PRINTER SHARING, ERROR MESSAGES

It is possible to share the PetDetect printer among a number of workstations. The PetDetect printer has system memory and will spool print jobs generated by a number of workstations at the same time. For specific instructions and helpful installation tips, please visit www.petdetect.com. Select the service and support tab and scroll down to INSTALLATION TIPS/PRINTER SHARING. Other important information is also available at PetDetect.com that may assist you should you have any difficulty with the installation or printer. Helpful maintenance tips are also available to keep your new printer running trouble free for years to come.

SOFTWARE SPECIFIC USER INFORMATION

FOR IMPROVED USERS

1. Improved users will require a driver supplied by Improved that will be shipped with starter kits ordered from Improved. Please use the driver supplied with your Improved starter kit and follow the instructions supplied with your order.
- 2.

FOR KENNELSOFT USERS

1. From your appointment screen, select 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 drop down 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!

FOR AVIMARK USERS

1. From your "Client Information Display", select the "Utilities" tab and select "Printer setup".
2. On the printer tab under "Other Labels", Select "PetDetect Raster Printer" from the drop down menu.
3. In the "quality" drop down menu to the right, select "Label Printer".
4. Select "done".
5. In the patient area of the "Client Information Display", right click and select "print collar".
6. The Print Collar window will open. From the "Print To" drop down menu, select "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.

FOR INTRAVET USERS

1. Inside of IntraVet go to Tools > Maintenance > System Printer Setup
2. Double left click on Patient ID Collar field under Job column so *Patient ID Collar* will appear at the bottom of the window
3. Double left click in 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 on <Select>, the printer should now show under the device column next to *Patient ID Collar*
6. Select <Save> to keep the new printer setup.
7. To print: go to Client > Patient ID Collar.

FOR KENNEL CONNECTION, K-9 BYTES, KENNELSUITE, AND PETLINUX USERS

1. Please install the printer as listed in Printer and Driver instructions above and contact your software vendor for printer set up instructions specific to your software application. Links to their websites, and contact information, are available at www.petdetect.com.

FOR ALL USERS

The PetDetect system was developed by a facility owner who struggled with both positive animal identification and owner article identification. Here are a few of the ways our customers are enjoying the system:
Animal identification, article identification, food control, report labels, run labels, medication tracking, report cards, shelf labels, cage cards, bin labels, and many other useful functions. You can also create a new customer in your software and call the animal "First Aid Kit" for example, and you now have a label maker for virtually any application!
Enjoy, and use your imagination.