

Getting you started

Thank you for opting to use Royal Mail's Despatch Manager Online (DMO). To help get you started successfully please use this guide to ensure your printer is installed and set up correctly.

Need help?

If you have any problems following the steps in this user guide you can contact the Despatch Manager Online Helpdesk on **08456 047 267** or alternatively by email rmdmo@royalmail.com



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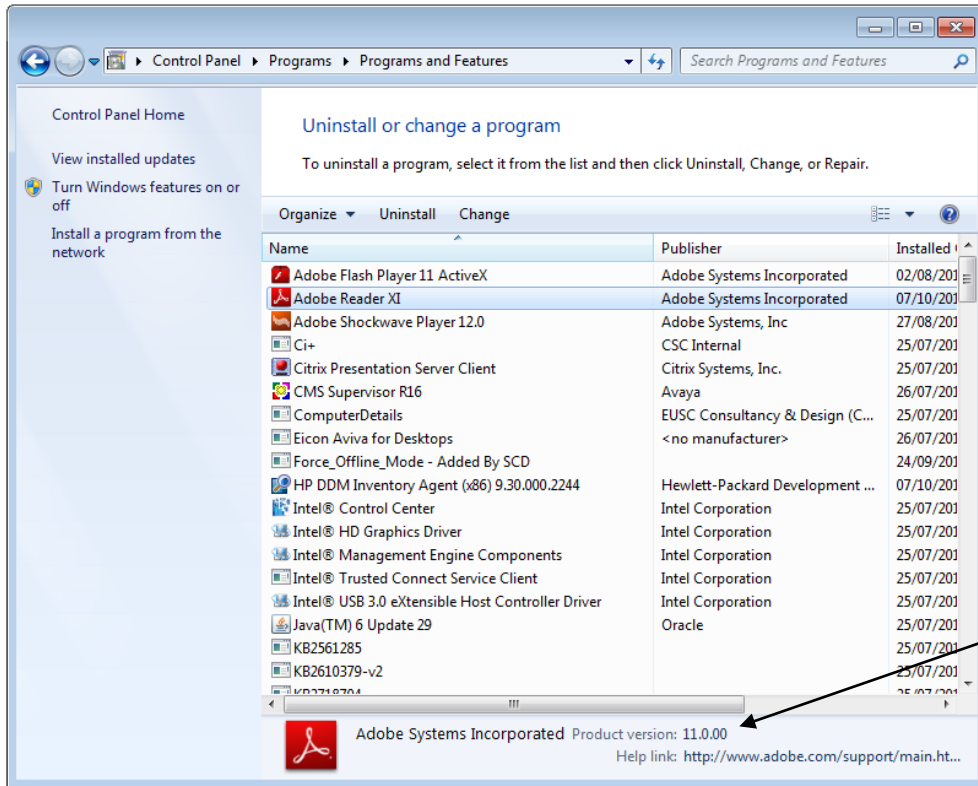
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TROUBLESHOOTING	Error! Bookmark not defined.

BEFORE INSTALLING – CHECK ADOBE READER

Before installing your printer please check you have Adobe Reader version 11.0.00 or later.

You can check this by selecting the following options - *Control Panel > Programs > Programs and Features*

You will now be presented with the Window below.



This window shows a list of programs installed on your computer. You will normally see Adobe Reader towards the top of the list.

If you do not see Adobe Reader in this window, you will need to install the program from www.adobe.com/uk/

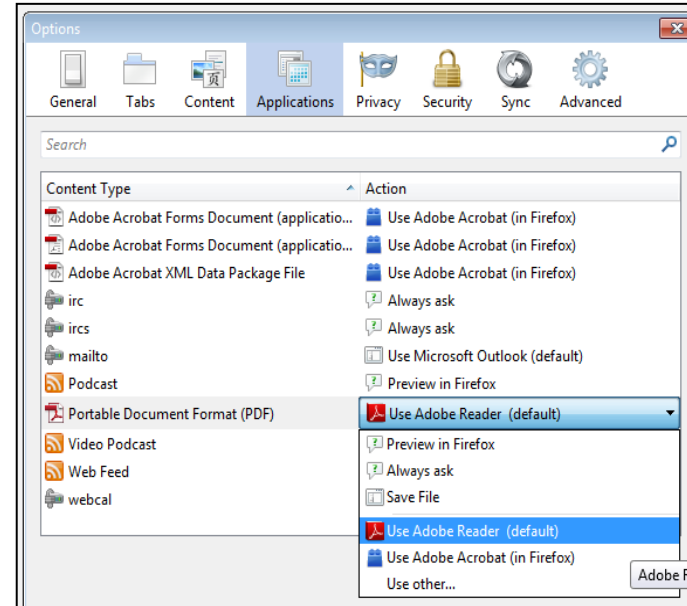
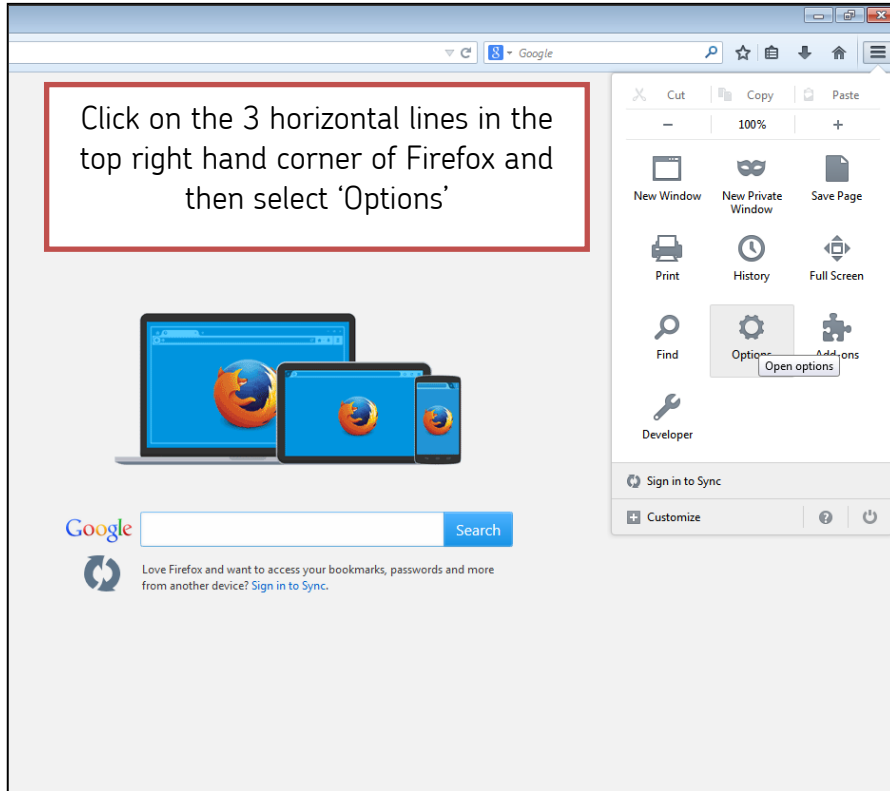
If you do not have the correct version of Adobe Reader, you will need to uninstall the program and then install the correct version from www.adobe.com/uk/

In this instance you can see that Adobe Reader 11.0.00 is installed.



Using DMO in Firefox

If you opt to use DMO through Firefox, you will need to make a change to your internet options to enable Adobe Reader as the PDF viewer. If you do not do this, you may experience issues with your labels scanning.



Select 'Applications' and look for 'Portable Document Format (PDF)' on the left hand side. Directly to the right of that it will say 'Preview in Firefox'. In the drop down box select 'Use Adobe Reader (default)' and press OK.



INSTALLING YOUR PRINTER DRIVER

To begin, turn on your computer and ensure the printer is NOT connected. Once the computer has finished 'Start Up', connect the printer and turn the printer on using the switch at the back. Your computer should install the appropriate drivers for your printer automatically, if this does not happen try re-starting the computer.

If your computer has not installed the drivers automatically you will need to download the drivers. For LP2844 click http://www.zebra.com/gb/en/support-downloads/desktop/lp-2844.html#mainpartabscontainer_40af=drivers and for GK420D click http://www.zebra.com/gb/en/support-downloads/desktop/gk420d.html#mainpartabscontainer_ce8a=drivers - Then click on 'Download' as shown below.

SUPPORT FOR THE GK420D DESKTOP PRINTER

Print wider labels and more with compact desktop label printers that fit your needs. These versatile direct thermal label printers are ideal for a variety of applications.

ONLINE TECH SUPPORT

Technical Support Links
 Locate a Zebra Authorized Service Provider »
 Submit a Repair Order »
 Contact Technical Support »
 Check Warranty or Service Agreement Status »

Related Product Information
 Product Details »
 Software »
 Service Contracts »
 Register Your Product »
 Warranty Information »
 Extended Warranty Information »

Recommended	Version	Operating System	Download
Zebra Setup Utilities (Learn More)	v1.1.9.1114	Windows XP, Windows Vista, Windows 2008, Windows 2003, Windows 7, Windows 8	Download (8 MB) »
ZebraDesigner driver 32/64 bit. Certified for Windows.	v2.6.77.19	Windows XP, Windows Vista, Windows 2003, Windows 2008, Windows 7, Windows 8	Download (9 MB) »

Third Party	Version	Operating System	Download
Information about CUPS Driver for non Kiosk printers		Linux, Unix & Mac OS	Download (868 KB) »

Download (9 MB) »

Click 'Download'.

PORT

Once the driver has downloaded, follow the on screen instructions to install the printer. During the installation setup you may be asked to choose a port, please ensure you select 'USB001'. The image to the left shows this particular step.

Options

Printer Options
Please select port, printer name and language.

Enter the name for your printer. Also, select the port your printer is connected to. When you are done, select <Next> to install the printer and add an icon to the Printers folder.

Driver version: 2.6.77.19
 Printer name: ZDesigner GK420d

Available ports:
 USB001
 SHRFX:
 Microsoft Office Live Meeting 2007 Document Writer F...
 COM1:
 COM2:
 COM3:
 COM4:

I want to use this printer as the Windows default printer.

Select language: English

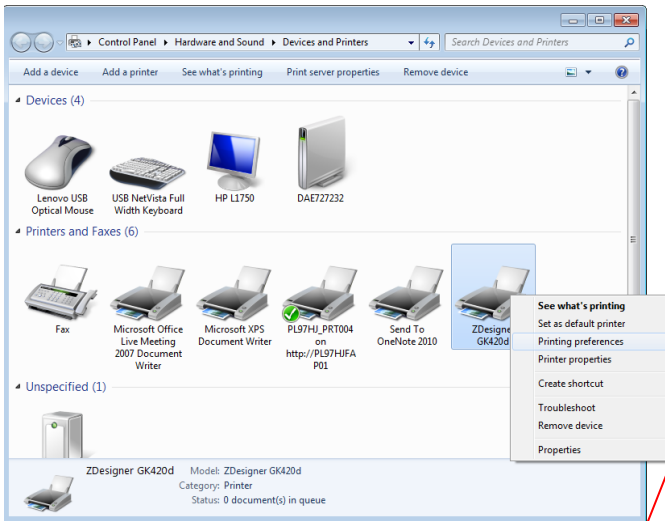
Exit Help < Previous Next >



CONFIGURING YOUR PRINTER

Next you will need to configure the printer for use with DMO by applying various changes to its Printing Preferences. To get to this section you will need to find the printer on the computer. On Windows XP it is found under *Printers and Faxes* and on Windows 7 or 8 it is found under *Devices and Printers*. Once you have found the printer please follow the steps below.

STEP 1

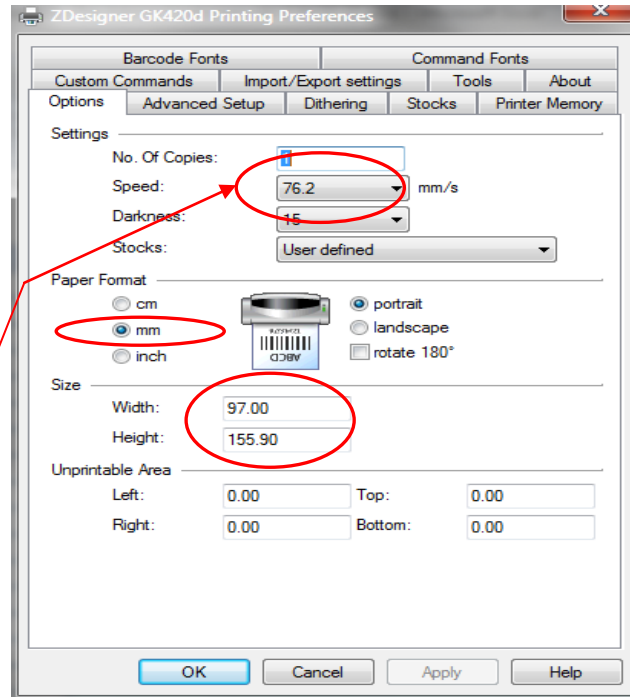


Right click on the printer icon and click *Printing Preferences*.

IMPORTANT: Speed should be set to 76.2mm/7.6cm/3"

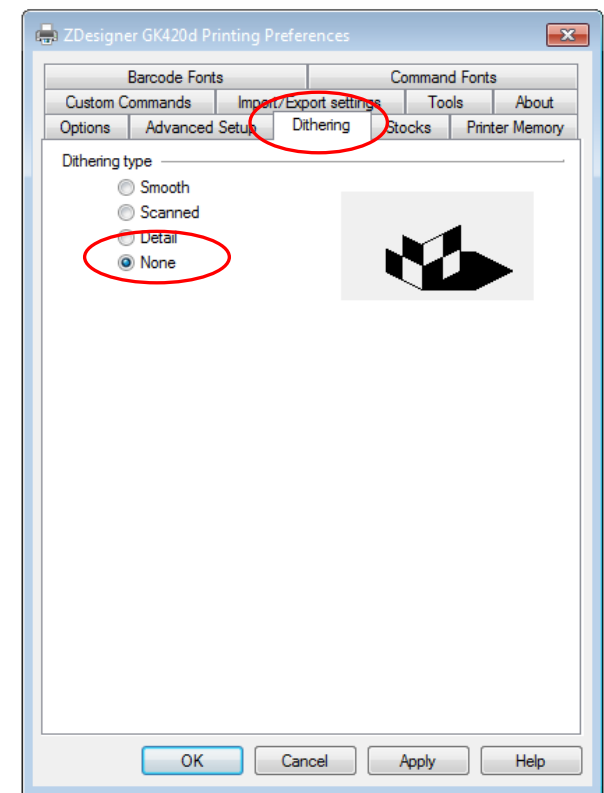
This will ensure that the 2D barcode on your Label can be scanned for Delivery Confirmation.

STEP 2



You will now be on the *Options* tab. Change the paper format to 'mm' and the size to 97 x 156

STEP 3



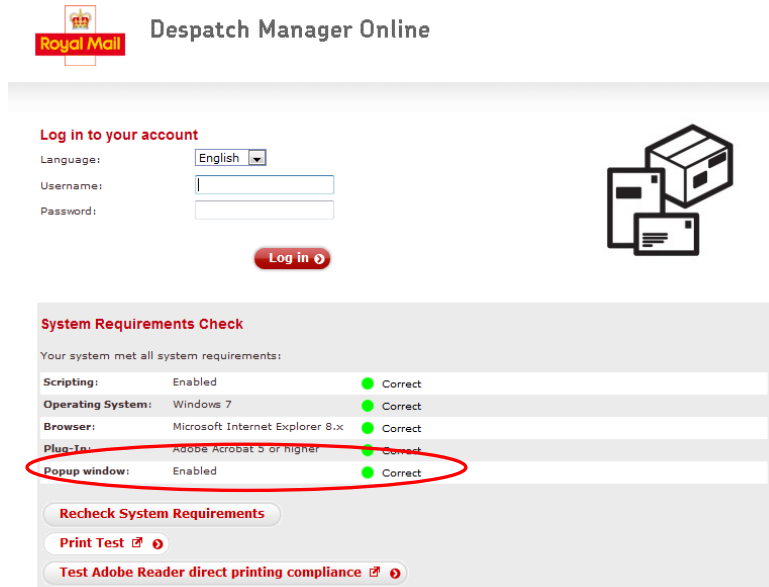
Click on the *Dithering* tab and select *None*.



PRINT A DEMONSTRATION LABEL

Next you will need to print a demonstration (test) label from Despatch Manager Online. From here there will be additional preferences to set. Please follow the steps below.

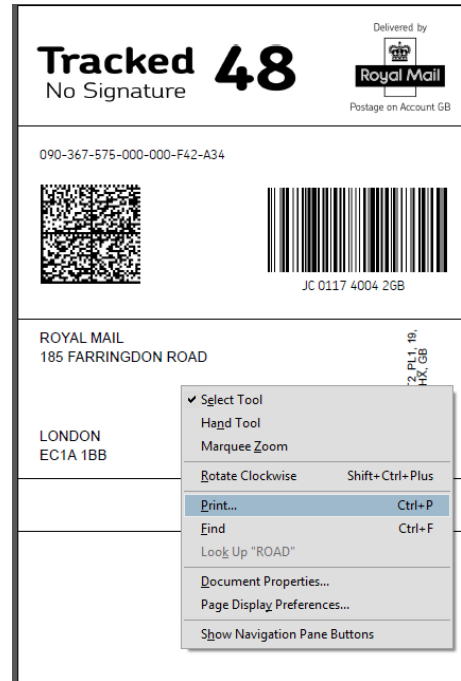
STEP 1



Open Internet Explorer and go to www.rmdmo.co.uk. A message may appear at the top of the browser stating that Pop-Ups have been blocked, please ensure you allow Pop-Ups for this site. Please also ensure there is a green check light against the Plug-In for Adobe Acrobat (Reader).

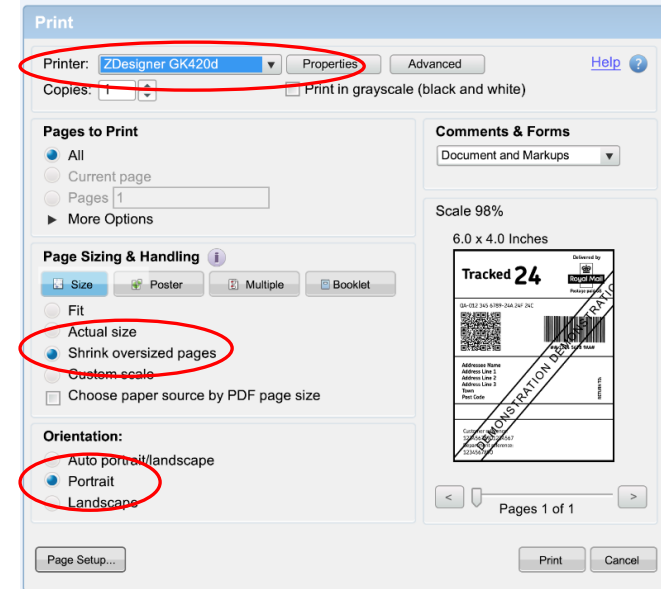
Then click on the  button.

STEP 2



A label should appear, right click on the label and select *Print*.

STEP 3



Ensure you have correct printer chosen. Then select *Shrink oversized pages* and *Portrait*.

There shouldn't be any other changes needed but double check that your window looks the same as the one on this step and then click *Print*.



SAVE YOUR PRINTER IN DESPATCH MANAGER ONLINE

Once you have successfully printed a label, you should save the printer in Despatch Manager Online. This will reduce the time it takes to print a label. You will first need to log into Despatch Manager Online (www.rmdmo.co.uk) and then follow the steps below.

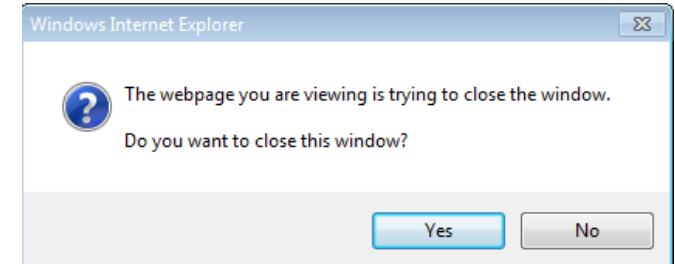
STEP 1

Hover your mouse over the **Admin** tab and click *Printer Settings*. Select *Print Labels Immediately* (circled on the diagram), select *Specify another printer* and click *Select*. (circled on the diagram).

STEP 2

A message may appear in front of the Window below stating 'Cannot Save Form information'. On this Window tick *Don't show this again* and click the *Close* button. If you only see the Window below then ignore that instruction and select the Zebra printer and then click *Submit Printer Selection*.

STEP 3



The above message will now appear, click *Yes*

STEP 4

You should now be back at Printer Settings. To finish saving your printer click



