

DYMO®

DYMO Connect for Desktop

User Guide

newell
BRANDS

Copyright

© 2018 Sanford, L.P. All rights reserved. Revised 9/15/2021.

No part of this document or the software may be reproduced or transmitted in any form or by any means or translated into another language without the prior written consent of Sanford, L.P.

QR Code used in this application is under the GNU Lesser General Public License 2.1.

Trademarks

DYMO, DYMO Connect, LabelManager, and LabelWriter are registered marks in the US and other countries. All other trademarks are the property of their respective holders.

Contents

What's New in DYMO Connect for Desktop	1
Version 1.4.2	1
Version 1.3.2	1
Version 1.3.1	1
Version 1.2	1
Version 1.1	1
Introduction	3
Getting Started	4
Touring the Software	4
Selecting Labels	5
Printing a Simple Label	5
Creating a New Label	5
Opening an Existing Label	6
Frequently Asked Questions	7
Designing Labels	10
Adding Design Objects	10
Adding a Text Object	11
Adding an Address Object	12
Adding an Image Object	14
Adding a Shape Object	15
Adding a Line Object	16
Adding a Barcode Object	16
Adding a QR Code Object	17
Adding a Date and Time Object	18
Adding a Counter Object	19
Selecting Objects	21
Working with Objects	22
Aligning Objects	22
Arranging Objects	23

Importing Data	24
Importing Contacts	24
Importing Spreadsheet or Database Data	24
Assigning Data Fields	25
About Label Printers	26
Don't See Your Printer?	26
LabelWriter Wireless Printers	28
Adding a Network Printer	28
MobileLabeler Label Maker	29
LabelWriter 450 Twin Turbo Printer	29
Adjusting the Print Quality	30
About Labels	31
LW Label Rolls	31
D1 Label Cassettes	32
Buying Labels	33
Setting Preferences	34
Getting Help	35
Software Updates	36

What's New in DYMO Connect for Desktop

Version 1.4.2

- Support for LabelWriter 550, 550 Turbo, and 5XL label printers
- Support for Authentic DYMO Labels with Automatic Roll Recognition™
- Support for macOS v10.14 Mojave and later
- Minor feature enhancements.

Version 1.3.2

- Added new colored name badge labels.
- Minor feature enhancements.

Version 1.3.1

- Support for Korean language.

Version 1.2

- Improved method for assigning data fields when importing data.
- Added screen grab feature to the Image object.
- Added Print DYMO Label Add-in to Microsoft Word.
- Software Developer's Kit (SDK) now available.

Version 1.1

- Support for additional languages: Simplified Chinese, Russian, Hindi, Japanese, Thai, Vietnamese
- Minor feature updates.

This page intentionally left blank for double-sided printing.

Introduction

DYMO Connect for Desktop software allows you to quickly create and print labels to your DYMO Label printer. This user guide describes how to use the software in detail. Start with the following sections:

- [Getting Started](#)
- [Frequently Asked Questions](#)
- [Designing Labels](#)
- [Importing Data](#)

This user guide contains the same information as the DYMO Connect for Desktop software online help.

Getting Started

DYMO Connect software includes several options for quickly creating and printing a label. Choose one of the following:

- Choose a Simple label with a single Text object where you can type your text.
- Select a pre-formatted label template based on your label application.
- Create your own custom design from a blank label.

For more information, review the following sections:

[Touring DYMO Connect software](#)

[Printing a Simple label](#)

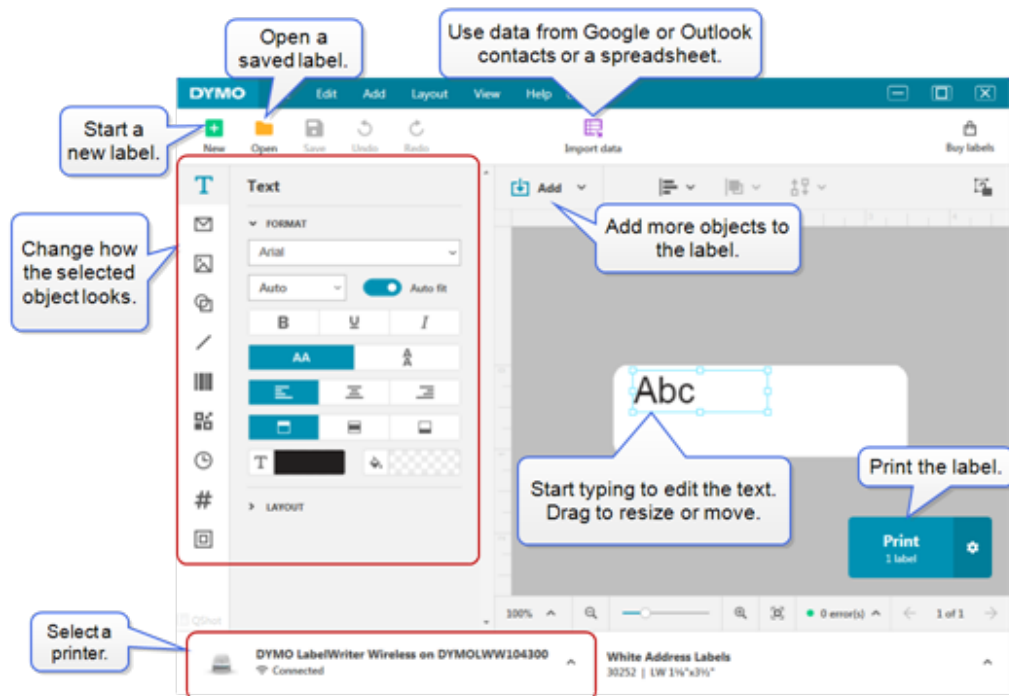
[Creating a new label](#)

[Opening an existing label](#)

[Selecting your label type](#)

[Designing a custom layout](#)

Touring the Software



Selecting Labels


Labels are listed by type (LW labels or D1 tape labels) and size. LW type labels are used in LabelWriter printers. D1 tape labels are used in LabelManager and MobileLabeler label makers. Once you've selected the label type and size, that label may have additional options for material and/or color. The labels available in the list are based on the label printer currently selected. For example, if you have a LabelWriter printer selected, you won't be able to choose a D1 tape label.

When a D1 tape labels have been changed in the printer to a different size or type, you may receive a message asking you whether you wish to continue with the currently selected label or you wish to change the label type. If you choose to change the label to match the label roll in the printer, the objects on your current label design will be resized to fit the new label. You can continue to work in the current label size even though it does not match the label size in the printer. However, you will need to insert labels that match before printing or you may get unexpected print results.

Printing a Simple Label

The Simple label templates are set up with one text object where you can quickly add text and print. Two versions of the Simple label are available: horizontal and vertical.

To print a Simple label

1. If the Simple label is not already displayed on the design page, click  **New**.
2. Select either the horizontal or vertical Simple label template and click **Open**. You can also double-click the template to open it.
3. Enter your text in the Text object on the label.
4. Format the text or change the layout using the options in the properties pane to the left of the design area.
5. Click **Print**.


Creating a New Label

You can create a new label starting with a blank label, or you can start by selecting a template.

A number of formatted labels are available to get you started. These labels are categorized by application. Within each application are several templates for you to choose from. While you cannot change a template itself, you can use the template as a starting point, make your changes, and then save the label for use later.


Select the **Blank** label to design your own label.

To create a label using a template

1. Select  **New**.
2. Make sure the label type matches the label in the printer. See [Selecting Labels](#).
3. Select a template from one of the label applications.
Not all label applications are available for D1 type labels.
4. Select **Edit**. the label appears in the design area.
You can now modify the label using label objects and properties. See [Adding Objects](#).


When finished with your new design, save the label to your local computer. Your saved labels will appear in the **Open** page under **Recent**. You can also save this file as a **Favorite**.

Opening an Existing Label

You can save your label designs and reuse them over and over again. You can mark a file as a  Favorite so it is easy to find.

Only labels files that are compatible with the currently selected label printer will be available to open.

To open a saved label file

1. Select  **Open**.
2. Select a file from the **Recent** or **Favorites** tab. Or, click **Browse** to locate a label file on your device.
3. Click **Open**.

Frequently Asked Questions

How do I...

Print an address from Google/Outlook contacts?




1. Add or select an address object on the label.
2. Select **Insert contact** on the properties pane.
3. Log in to your Google contacts or Microsoft Outlook account.
4. Select a contact to use and click **Insert**.

The address appears in the address object on the label ready to print.




Import data from another application?

You can print a group of labels from your contacts or another application such as a spreadsheet or database. See [Importing Data](#) for more details.

Add a barcode/QR Code?

1. Select  **Barcode** or  **QR Code** from the  **Add** list.
A new barcode or QR Code object is added to your label.
2. Select the type and enter the data in the properties pane.
See [Adding a Barcode Object](#) or [Adding a QR Code Object](#) for more details

Add an image or shape?


1. Select  **Shape** or  **Line** from the  **Add** list.
A new shape or line object is added to your label.
2. Change the shape or line to appear how you want it from the properties pane.
See [Adding a Shape Object](#) or [Adding a Line Object](#) for more details.

Add a border?

To add a border to a single object on the label

- Select the object and then turn on **Show border** on the properties pane.

To add a border around the whole label

1. Select the  tab on the left side of the properties pane.
2. Turn on **Show border**.

Select the correct label type?

For best printing results, the label type and size you are working on should match the labels in your printer. You select the label type on the **New** page.

1. First, select the printer from the **Printer** list that you will print this label to.
2. Then, select the label type and size from the **Label type** list. For some labels, you can also select material and color.

If you do not know the type of labels you have, look for the label description or part number on the label packaging.

See [Selecting Labels](#) or [Creating a New Label](#) for more details.

Find my printer?

All the label printers installed on your device will be listed in the **Printer** list. Those that are installed but not currently connected will show as disconnected.


If you have a wireless printer and it is not listed, make sure:

- The printer is turned on.
- The printer is connected to the same wireless network as your computer.

If the printer is turned on and connected to your network, click **Add network printer** from the **File** menu and follow the steps to add the printer to the list.

If you still can't find your printer, refer to the Troubleshooting section of the appropriate printer user guide or contact [DYMO Customer Support](#).

Open a saved label?

1. Click  **Open** from the File bar.
2. If the label you want to open does not appear in either **Recent** or **Favorites**, click **Browse** to locate the label on your device.
3. Select the label and click **Open**.

Get more labels?

- Click  **Labels**.

Designing Labels

You can create a complex label with your own custom design. You can start from a blank label or use one of the sample layouts as a starting point.

DYMO Connect software includes many sample layouts. These sample layouts are arranged by label application and contain most of the design objects you need for a particular label application.

The label application categories are:

Simple	Address	Price tag
File folder	Shipping*	Barcode
Storage/Shelving	Name badge*	Media*

*Only available when a LabelWriter printer is selected.










A blank label is also available.

Once you've designed your label, you can save it for use at any time.

Adding Design Objects

You create your own custom label layout by adding design objects to a label.

You can add the following types of objects to your label:


 <u>Text</u>	 <u>Barcode</u>	 <u>Line</u>
 <u>Address</u>	 <u>QR Code</u>	 <u>Counter</u>
 <u>Image</u>	 <u>Shape</u>	 <u>Date and Time</u>

Each piece of information on a label is a separate object. For example, the Large Shipping label below includes the following objects:

- an Address object to hold the recipient's address
- a Text object to hold your return address
- an Image object to hold your company logo or another image
- a horizontal Line object used to separate the logo and return address from the recipient's address



To add an object

1. Click  **Add** and select the object type you want to add.
2. With the object selected on the label, change the options, format, or layout on the properties pane.










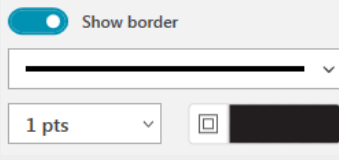

For more information about the objects, see:

- [Adding a Text Object](#)
- [Adding an Address Object](#)
- [Adding an Image Object](#)
- [Adding a Barcode Object](#)
- [Adding a QR Code Object](#)
- [Adding a Shape Object](#)
- [Adding a Line Object](#)
- [Adding a Counter Object](#)
- [Adding a Date and Time Object](#)

T Adding a Text Object

Many labels you create will contain Text objects for text other than an address. You can customize the appearance of the text, for example, change the font, font size, and text justification. The properties apply to all the text in the selected label object. To apply different styles to text on the label, you will need to add a separate text object for each style.

Format and Layout properties

	Fonts available are those font families installed on your device.
	Font size in points. Auto fit automatically resizes the font to fit within the size of the label object. Turn Auto fit off to set a specific point size.
	Font style - Bold, underline, or italic. (If available in the font family.)
	Orientation of the text within the object.
	Horizontal alignment of the text within the object.
	Vertical alignment of the text within the object.
	Color of the text.
	Background color of the object.
	Rotation of the text within the object.
	Border around the object.
	Applies to D1 labels only. Sets the amount of space between the edge of the shape and border of the object.





Adding an Address Object

An Address object is similar to a Text object, but is designed to print address information from your Microsoft Outlook or Google contacts or you can type an address into the object.


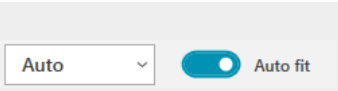







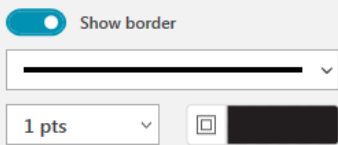
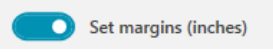
You can also make sure you are using a standard USPS address format by selecting **Fix US address**. This feature checks a US address against a database of US addresses, corrects any mistakes, and automatically adds the complete nine-digit ZIP+4 code.

To print more than one label from an address list, create your address label layout and then import the list of address you wish to print. See [Importing Data](#) for more information.

To add an Address object

1. Select  **Address** from the  **Add** list.
A new, blank address object is added to your label.
2. Click **Insert contact** and select **Microsoft Outlook** or **Google contacts**.
You will be asked to log in to your account and then your contact list will be displayed.
3. Select the contact you wish to use and click **Insert**.
4. Optionally, select **Fix US Address** to check a US address..
5. Format the address text using the **Format** and **Layout** properties.

Format and Layout properties

	Fonts available are those font families installed on your device.
	Font size in points. Auto fit automatically resizes the font to fit within the size of the label object. Turn Auto fit off to set a specific point size.
	Font style - Bold, underline, or italic. (If available in the font family.)
	Orientation of the text within the object.
	Horizontal alignment of the text within the object.
	Vertical alignment of the text within the object.
	Color of the text.
	Background color of the object.
	Rotation of the text within the object.
	Border around the object.
	Applies to D1 labels only. Sets the amount of space between the edge of the shape and border of the object.



Adding an Image Object



You can use Image objects to add an image to any label type. You can choose to add clip art, your default logo, insert an image from the clipboard or a file on your device, capture an area of the desktop as an image, or take a photo using your device's camera.

You can use the following types of image files:




BMP GIF PNG JPG TIF

For best results, when you add one of your own images, make sure the image you are inserting is close to the size of the image that will appear on the label. For example, if you want to print your company logo on a shipping label, you should not import a logo image that is 5 x 7 inches. Also, take care when using a color image. When the image is converted to grayscale during printing, unexpected results may occur. Use black and white or grayscale images whenever possible.

To add an Image object

1. Select  **Image** from the  **Add** list.
A new Image object is added to your label.
2. In the properties pane, select one of the following to insert the image into an image object on the label:
 - **Browse** - To locate an image on your device.
 - **Screen grab** - To capture an area of the desktop that is directly under the DYMO Connect for Desktop software.
 - **Clip Art** - To select one of many clip art images included in the software.
 - **Take a photo** - To take a photo with your device's camera.
 - **From clipboard** - To paste an image you have copied to the clipboard.
3. Change the layout of the image object using the **Layout** properties.




Layout properties

Fill	Resize the image to fill the object maintaining the aspect ratio.
Stretch	Resize the image to fill the object ignoring the aspect ratio.
	Horizontal alignment of the image within the object.
	Vertical alignment of the image within the object.
	Rotation of the image within the object.
<input checked="" type="checkbox"/> Set margins (inches)	Applies to D1 labels only. Sets the amount of space between the edges of the image and the border of the object.




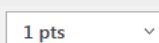

Adding a Shape Object

You can add squares, rectangle, circles or ellipses to your label.

To add a Shape object

1. Select  **Shape** from the  **Add** list.
A new shape object is added to your label. By default, the object contains a circle that fills the size of the object.
 2. Select the shape you want from the options in the properties pane.
 3. Resize the shape by resizing the object on the label. See [Resizing Objects](#).
 4. Change the outline of the shape or the fill color using the **Layout** properties.
-  You can also double-click a shape to add it to the label.




Layout properties

	Line color.
	Fill color.
	Line style.
	Line width.
	Rotation of the shape within the object. Applies to right and isosceles triangles only.



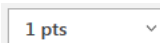

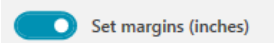
Adding a Line Object

You can add squares, rectangle, circles, or ellipses to your label.

To add a Shape object


1. Select  **Line** from the  **Add** list.
A new line object is added to your label.
 2. Select the line angle you want from the options in the properties pane.
 3. Resize the line by resizing the object on the label. See [Resizing Objects](#).
 4. Change the color or line style using the Layout properties.
-  You can also double-click a line option to add it to the label.

Layout properties



	Line color.
	Line style.
	Line width.
	Rotation of the line within the object. Applies to diagonal lines only.
	Applies to D1 labels only. Sets the amount of space between the edges of the line and border of the object.

Adding a Barcode Object

You can create labels that include barcodes based on many formats or types. You can choose from Code 39 (also called "Code 3 of 9"), Code 128, Interleaved 2 of 5, UPC, EAN, UCC/EAN 128, ITF-14, Codabar, and PDF417 barcode types.

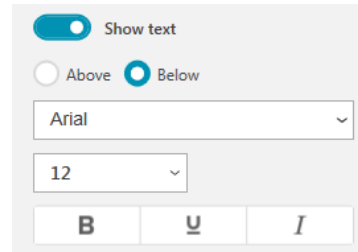
 This documentation assumes that you already understand the differences between barcode types and have a plan in place to incorporate barcodes into your organization. If you need to learn more about barcodes, many excellent how-to books are available online.

To add a barcode

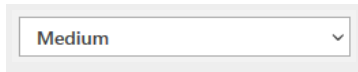
1. Select  **Barcode** from the  **Add** list.
A new barcode object is added to your label. By default, the barcode type is Code 128 Auto.
2. Select the barcode type and enter the data in the properties pane.

3. Optionally, choose to show the barcode text above or below the barcode.
4. Change the size of the barcode in the **Layout** properties.

Format and Layout properties



If you choose to show the barcode text, you can position the text above or below the barcode. And, you can select the font, size, and style of the text.




The barcode object size on the label.



Horizontal alignment of the barcode within the object.



Rotation of the barcode within the object.



Applies to D1 labels only. Sets the amount of space between the edge of the barcode and the border of the object.



Adding a QR Code Object

You can add a QR code to your label using the QR Code object. Text, phone number, email address, SMS text message, vCard, or a URL data can be used in the QR Code.



This documentation assumes that you already understand the differences between QR Code types and have a plan in place to incorporate QR Codes into your organization. If you need to learn more about QR codes, many excellent How-To books are available online.

To add a QR code object

1. Select  **QR Code** from the  **Add** list.

A new QR code object is added to your label. By default, the object contains a circle that fills the size of the object.

2. Select the QR code type and enter the data in the properties pane.
3. Change the size of the QR code in the **Layout** properties

Layout properties

QR Code size. Auto is default.


 Set margins (inches)

Applies to D1 labels only. Sets the amount of space between the edge of the shape and border of the object.



Adding a Date and Time Object

You can automatically print the current date and/or time on labels that contain Date and Time objects. The date and time are updated automatically.





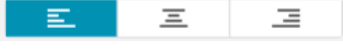




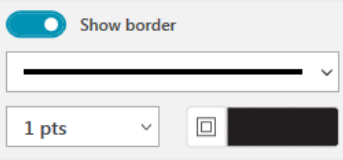
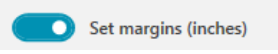
You can choose to print only the date, only the time, or both, and choose to print text before and after the date and time text. You can also modify the format used for the date and time, and control the appearance and position of the date and time on the label.

 Only text before and after the date or time data can be edited directly on the label. To change the date or time, use the properties. To delete the date and time completely, you need to delete the entire Date and Time object.

To add a Date and Time object

1. Select  **Date and Time** from the  **Add** list.
A new Date and Time object is added to your label. By default, the object contains the current day and date.
2. Select the Date and Time object on the label.
3. On the properties pane, customize the options to display the date and time the way you want.
4. Format the text in the counter object using the **Format** and **Layout** properties.


Format and Layout properties

	Fonts available are those font families installed on your device.
	Font size in points. Auto fit automatically resizes the font to fit within the size of the label object. Turn Auto fit off to set a specific point size.
	Font style - Bold, underline, or italic. (If available in the font family.)
	Orientation of the text within the object.
	Horizontal alignment of the text within the object.
	Vertical alignment of the text within the object.
	Color of the text.
	Background color of the object.
	Rotation of the text within the object.
	Border around the object.
	Applies to D1 labels only. Sets the amount of space between the edge of the shape and border of the object.


Adding a Counter Object

The Counter object automatically and sequentially numbers a series of labels. You can define text you want to appear before and after the counter numbers. You can also specify the starting number, the increment to be used for counting (1, 2, 10, and so on), the minimum width of the numbers, and include leading zeros.


Change the font settings for the numbers and text, and change the horizontal and vertical alignment of the text and numbers using the **Format** and **Layout** properties.

 Only text before and after the counter data can be edited directly on the label. To change the counter data, use the properties. To delete the counter data, you need to delete the entire Counter object.










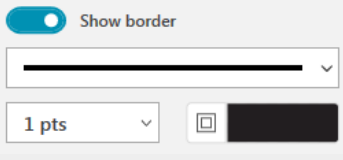
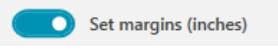
To add a counter object

1. Select **# Counter** from the  **Add** list.
2. Select the counter object on the label.
3. On the properties pane, enter the **Start number**.
4. Enter the **Increment**.
5. Optionally, select **Add prefix** and/or **Add suffix** and enter the desired text.
6. Optionally, select **Add leading zeros** and enter the number of digits.
7. Format the text in the counter object using the **Format** and **Layout** properties.

The format selections will apply to all the labels in your sequence.

8. When you are ready to print the series, click  next to **Print** and enter the number of labels you want to include in the series.

Format and Layout properties

	Fonts available are those font families installed on your device.
	Font size in points. Auto fit automatically resizes the font to fit within the size of the label object. Turn Auto fit off to set a specific point size.
	Font style - Bold, underline, or italic. (If available in the font family.)
	Orientation of the text within the object.
	Horizontal alignment of the text within the object.
	Vertical alignment of the text within the object.
	Color of the text.
	Background color of the object.
	Rotation of the text within the object.
	Border around the object.
	Applies to D1 labels only. Sets the amount of space between the edge of the shape and border of the object.

Selecting Objects

You can select objects on the label in several ways.

To select a single object

- ▶ Click the object.

To select multiple objects

1. Select the first object.
2. While holding the **Ctrl** key, click additional objects.

To select objects that may be underneath other objects

1. Right-click any object and click **Select**.
2. Check one or more objects you wish to select or check **Select all** to select all the objects on the label.

Working with Objects

You can move, resize, copy, or delete objects on the label.

To move an object

- ▶ Select the object and drag it to a new position on the label.

To resize an object

- ▶ Select the object and drag one of the handles to resize in any direction. Drag a corner handle to resize the height and width proportionally.

To copy an object

1. Right-click on an object.
The context menu displays.
2. Click **Copy**.
The object is copied to the clipboard. You can paste the object on the same label or on a new label.

To delete an object


1. Right-click on an object.
The context menu displays.
2. Click **Delete**.
The object is deleted.

Aligning Objects

You can accurately align multiple objects horizontally, vertically, or both. The objects are aligned with each other using the side that is closest to the alignment you are selecting. For example, if you select three text objects and then click **Align left**, the objects' left sides will align with the object that is farthest left on the label.

You can also align selected objects to a position relative to the edge of the label.

To align objects to each other

1. Select the objects that you want to align.
2. Click .
3. Select the horizontal and vertical alignment options that you want to apply.
The objects are aligned on the label according to your selections.

To align objects within the label

1. Select the objects that you want to align.

2. Click  .

3. Select the alignment options that you want to apply.

The objects are aligned on the label according to your selections.

Arranging Objects

You can move an object forward, backward, to the front, or to the back of the other objects on the label.

To arrange objects

1. Select an object and click  .

2. Choose one of the options to move the selected object forward or backward relative to the other objects on the label.

Importing Data

To print a group of labels from an address list or other data file, you can import the data and then assign each data field to objects on the label. You can assign data to text, address, barcode, or URL type QR code objects.

Data can be imported from Microsoft Office or Google contacts. You can also import data from a spreadsheet or database by exporting the data to a .csv file.


Importing data has five steps:

1. Create your label layout. See [Designing Labels](#).
2. Select the data to import. See [Importing Contacts](#) or [Importing Spreadsheet or Database Data](#).
3. Assign the data fields to objects on your label layout. See [Assigning Data Fields](#).
4. Print the labels.
5. Save the layout for future imports.

Importing Contacts

You can import all or a selection of contacts from Microsoft Outlook or Google contacts.

To select contacts

1. Click  **Import**.
2. Select **Google contacts** or **Outlook contacts**.
3. Log in to your account when prompted.

The list of your contacts is displayed with all the contacts automatically selected.

4. Select the contacts you wish to import and click **Import**.


The next step is to assign the contact data to your label design. See [Assigning Data Fields](#).

Importing Spreadsheet or Database Data

You can import data from an Microsoft Excel spreadsheet or a Microsoft Access database table. You can also import data that has been previously saved as a .csv (comma separated value) file or a Universal Data Link (UDL) file. Refer to your spreadsheet or database program documentation for instructions on how

to export the data. Refer to the Microsoft documentation on Universal Data Link (*.UDL) for more information.

To import data from a data file

1. Click  **Import**.
2. Click **Browse**.
3. Select the .csv file on your device and click **Open**.

The data is displayed with all the data fields automatically selected.

4. Select the data fields you wish to import and click **Import**.

The next step is to assign the data fields to your label design. See [Assigning Data Fields](#).

Assigning Data Fields


You assign fields from your imported data to objects on the label by selecting the fields you want to use from a list of all the fields in your data source.


You can position the data before or after other text already on the label. You can also assign more than one field to the same object and add other text, spaces, and punctuation. For example, select the first name field to place it on a text object, enter a space, and then select the last name field which places it after the space. Any text you place on the label in addition to the fields will appear on every label.

To view the data you have selected, select **View data**. You can't change any of the data in the data table. Changes to the data need to be made in the source file and the data imported again.

To assign data fields

1. Select a text, address, barcode, or URL QR code object on the label.

The  icon appears near the object.

2. Click  to show the list of fields, if not already displayed.
3. Select the first field to appear at the cursor position.
4. Optionally, enter any text you wish to appear on every label.
5. Select additional fields to appear in the same object.
6. Drag a field to move its position within an object.

About Label Printers

DYMO Connect software supports two types of label printers: DYMO LabelWriter printers and DYMO LabelManager D1 tape printers. The following specific models are supported:


LabelWriter printers


LabelWriter 550
LabelWriter 550 Turbo
LabelWriter 5XL
LabelWriter Wireless
LabelWriter 450/450 Turbo
LabelWriter 450 Twin Turbo
LabelWriter 4XL
LabelWriter 450 Duo

LabelManager printers

MobileLabeler
LabelManager 420P
LabelManager 280
LabelManager PnP

If you have not yet installed a label printer, the virtual label printers,  **D1**

 **LabelWriter printer**, let you design and save labels without having that type of printer installed. Once you have a label printer of either type installed, the virtual printer will no longer appear.

 You will need to connect to and select an actual label printer before you can print any labels designed while a virtual printer is selected.

Several of the printers have special features that can be accessed within the software. Refer to the following topics for more information.

- [LabelWriter Wireless Advanced features](#)
- [MobileLabeler features](#)
- [LabelWriter 450 Twin Turbo features](#)

Don't See Your Printer?

Many times issues you may have while trying to connect to the printer can be solved very easily.

Check the following:

USB-connected printers

- Make sure you install the software prior to connecting the printer to your computer using the USB cable provided. This allows the correct printer

drivers to be installed the first time you connect the printer.

LAN-connected printers

- Make sure you install the software on each computer that will print to the LabelWriter printer. Then add the printer to DYMO Connect for Desktop from **Add network printer** on the **File** menu.
- For locations using both Ethernet and a wireless network, make sure the router is set to forward traffic between wired and wireless networks.

LabelWriter Wireless printer

- Make sure the printer is turned on.
- Make sure your router is turned on and the wireless network is operational.
- Make sure the printer is connected to the same wireless network as your computer or device.
- Make sure the printer is not connected to a guest or public wireless network, as these types of networks have additional restrictions that can cause problems.
- Move the printer closer to your wireless router. The printer works best when there are no obstructions between the printer and your router. The closer the printer is to the router the better.
- Make sure any firewall or security programs on your computer are not blocking communications between the printer and your computer.
- Make sure you are not connected to a Virtual Private Network (VPN).

For more troubleshooting information for LabelWriter Wireless printers, view the complete user guide. Select **User Guides>LabelWriter Wireless** from the **Help** menu.

For configuration help, watch the video that will walk you through [setting up your LabelWriter Wireless printer on your network](#).

MobileLabeler Bluetooth® printer

Many connection issues can be resolved quickly by disconnecting the power adapter, and removing and reinserting the battery.

For safety, all cables must be disconnected when handling the LiPO battery.

Review the following for MobileLabeler connection issues:

Problem	Solution
Label maker status is Disconnected or does not appear in the printer list	<ul style="list-style-type: none"> ■ Make sure the label maker power is turned on. ■ Make sure the label maker is paired in your device's settings. ■ Quit DYMO Connect and restart the application.
Paired label maker will not connect in my device's Bluetooth settings	<ul style="list-style-type: none"> ■ Make sure the label maker power is turned on. ■ Unpair the label maker from your device and then pair again.

For more troubleshooting information for MobileLabeler printers, view the complete user guide. Select **User Guides>MobileLabeler** from the **Help** menu.

If you need further assistance, visit the Support section of the DYMO Web site at <http://support.dymo.com>.

LabelWriter Wireless Printers

When the DYMO LabelWriter Wireless label printer is connected to your computer through USB, you can change the mode of the printer's wireless radio.

To change the wireless mode

1. Select a LabelWriter Wireless printer.
2. Click **Printer status**.

The LabelWriter Wireless Printer status page appears.

3. Select one of the following wireless connection options:

- **Client** – Turn on client mode so that you can configure the printer for your wireless network.

Refer to the LabelWriter Wireless User Guide for information on configuring the printer on your network.

- **Turn on access point** – Turn on the printer's access point to connect directly.

If neither mode is checked, wireless mode is turned off.

4. Close the page.

Adding a Network Printer

To use a DYMO wireless label printer over a wireless network connection, you must add the printer before it will be displayed in the Printer list.

To add a wireless printer

1. Make sure the printer has been configured on your wireless network.
2. Choose **Add network printer** from the **File** menu.
The Add network printer page appears.
3. Follow the instructions to add the printer to the software.

If you have trouble adding the printer to your computer, contact your network administrator.

MobileLabeler Label Maker

When the DYMO MobileLabeler label maker is connected to your computer by USB, you can change the discovery options for connecting the label maker using Bluetooth® wireless technology.

To set the discovery mode

1. Select the DYMO MobileLabeler label maker from the printer list.
2. Click **Printer status**.

The MobileLabeler Printer status page appears.

3. Select one of the following discovery options:
 - **General** – Always discoverable (default)
 - **Limited** – Discoverable for 2 minutes
 - **Off** – Not discoverable
4. Close the page.

LabelWriter 450 Twin Turbo Printer

The LabelWriter 450 Twin Turbo printer features two side-by-side label printers in one, allowing you to have two types of labels loaded and ready for printing.

When you have a LabelWriter Twin Turbo printer installed on your computer, each label roll shows up in the printer list as a separate printer. For example:



When printing to a LabelWriter Twin Turbo printer, you must select the printer that has the label roll you want to print to highlighted.

Using Both Label Rolls

The LabelWriter Twin Turbo printer can automatically switch from one label roll to the other when you need to print more labels than are left on a roll. For example, suppose you are printing a mailing list that contains 225 addresses and the left label roll only contains about 100 labels. You can choose to use both

rolls, and when the printer runs out of labels on the left roll, the labels automatically begin printing on the right roll until all the labels are printed. To use this selection, you must have the same type of labels loaded on each side of the printer.

To use both rolls


1. Load the same type of labels on each side of the printer.
2. With one of the Twin Turbo printers selected in the printer list, click **Printer status**.
3. Select the **Use both rolls** check box in the Print area.

When you select the Use both rolls check box, the selected printer image changes to show that both sides of the printer will be used.

Adjusting the Print Quality

You can change the print quality setting that is used when printing labels to your LabelWriter printer. This setting can be important when printing barcodes and some images. The print quality setting can be changed when printing one label or you can change the default setting for print quality from the **Preferences** page and that quality setting will apply every time you print to a LabelWriter printer.

To choose the print quality

1. When you are ready to print a label to a LabelWriter printer, click  next to the **Print** button.
2. Select one of the following **Print quality** settings:
 - **Text** - to use the default print setting used for most labels.
 - **Barcode and graphics** - to optimize print quality for barcodes and images.
 - **Auto** - to automatically determine the print quality based on the label contents.
3. Click **Print**.

About Labels

All DYMO label printers that are compatible with DYMO Connect software use either Authentic DYMO LW LabelWriter label rolls or Authentic DYMO D1 label cassettes.

The only supplies you will ever need for your printer are the labels. We recommend you only use Authentic DYMO Labels. Information about labels can be found at www.dymo.com.



DYMO's warranty does not cover malfunction or damage that may be caused by the use of labels other than Authentic DYMO Labels. Because DYMO label printers use thermal printing technology, you must use specially designed and manufactured labels. The thermal coatings used on labels other than Authentic DYMO Labels may not be compatible, and may provide unsatisfactory printing or cause the printer to malfunction.

LW Label Rolls

LabelWriter labels are available in a variety of materials, colors, shapes, and sizes; including address, shipping, and file folder labels.

The LabelWriter 550 series of printers work only with Authentic DYMO LW Labels. Authentic DYMO LW Labels support Automatic Label Recognition™, which allows

DYMO software to receive information about the labels, such as which size label is

in your printer and how many labels remain on the roll.

D1 Label Cassettes

DYMO D1 label cassettes are available in a variety of colors, materials, and widths.

The LabelManager and MobileLabeler label makers use DYMO D1 label cassettes. The LabelWriter 450 Duo uses both LabelWriter label rolls and D1 label cassettes.

LW Label Rolls

DYMO LabelWriter printers use advanced direct thermal printing technology to print on specially treated, heat-sensitive Authentic DYMO Labels labels. This means you will never have to replace toner, ink cartridges, or a ribbon to print labels.

Direct Thermal printing works by transferring heat from a thermal print head to specially treated labels. The thermal print head contains a row of miniature heating elements that press against the treated label. As a heating element touches the specially treated label, a thermal reaction causes the specific point on the label to turn black.


The only supplies you will ever need for DYMO label printers are Authentic DYMO Labels labels.

How long your labels will last depends on how the labels are used. LabelWriter thermal labels are susceptible to fading in the following ways:

- Exposure to direct sunlight or fluorescent light for an extended period of time
- Exposure to extreme heat for an extended period of time
- Contact with plasticizers (for example, labels placed on plastic ring binders)

In the original packaging, the shelf life for LabelWriter labels is 18 months. When labels are used for short-term applications (envelopes, packages, and so on), fading is not a problem. When labels are used to label files in a file cabinet, fading is very gradual over many years. Labels applied to the edge of a notebook that is then placed on a shelf in the sun will show signs of fading within a few months.

To prolong label life when labels are not in use, store the labels in a cool, dry place and in the black bag in which they were originally packaged.

 DYMO's warranty does not cover malfunction or damage that may be caused by the use of labels other than Authentic DYMO Labels. Because DYMO label printers use thermal printing technology, you must use specially designed and manufactured labels. The thermal coatings used on labels other than Authentic DYMO Labels may not be compatible, and may provide unsatisfactory printing or cause the printer to malfunction.

D1 Label Cassettes

The MobileLabeler, LabelWriter Duo, and LabelManager label makers use DYMO D1 label cassettes.

D1 label cassettes come in a variety of colors and materials, and are available in the following widths:


- 1/4 inch (6 mm)
- 3/8 inch (9 mm)
- 1/2 inch (12 mm)

-
- 3/4 inch (19 mm)
 - 1 inch (24 mm)

The maximum width that you can use depends on your label printer. Refer to the user guide that came with your printer for the label widths you can use.

Visit the DYMO Web site [at www.dymo.com](http://www.dymo.com) for a complete list of label cassettes and the names of dealers who sell them in your area.

The only supplies you will ever need for your printer are the labels.


 DYMO's warranty does not cover malfunction or damage that may be caused by the use of labels other than Authentic DYMO Labels. Because DYMO label printers use thermal printing technology, you must use specially designed and manufactured labels. The thermal coatings used on labels other than Authentic DYMO Labels may not be compatible, and may provide unsatisfactory printing or cause the printer to malfunction.

Buying Labels

DYMO offers a full range of Authentic DYMO Labels for LabelWriter printers, including labels suited for addressing envelopes, shipping packages, naming file folders, labeling all sorts of media, printing name badges, and much more. A complete listing can be found at the DYMO Web site: www.dymo.com.

To find more information about labels

- ▶ Click  **Labels**.

 DYMO's warranty does not cover malfunction or damage that may be caused by the use of labels other than Authentic DYMO Labels. Because DYMO label printers use thermal printing technology, you must use specially designed and manufactured labels. The thermal coatings used on labels other than Authentic DYMO Labels may not be compatible, and may provide unsatisfactory printing or cause the printer to malfunction.

Setting Preferences

You can change the following preferences:

Printer settings	Change the default printer settings for number of copies, mirror print, collate, and print quality (LabelWriter printers only).
Rulers and guides	You can turn rulers and guides on and off.
Lock label layout	When you lock the label layout, the position, size, and orientation of objects on the label cannot be changed. However, you can change the content in some objects.
Units of measure	Set the units of measure shown in the software to English (inches) or metric.
Language	Set the language. When you change the language, you will have to restart the software for the change to take effect.
Display settings	Set the display to 72 or 96 pixels per inch to match your display. You will have to restart the software for the change to take effect.
Restore factory defaults	Restore the label properties and preferences to the factory default settings. The language will not change.
Improve DYMO products	When turned on, the application will send printer and label usage data to DYMO to help us understand how our products are used. No personal information will ever be sent and you can stop sending this data any time you wish.

Getting Help

Visit the Support area of our Web site at www.dymo.com to contact us by chat or email.

In the United States, DYMO Technical Support is also available by phone from 9 am to 5 pm Eastern time.

Phone: (877) 724-8324

For International Support, choose your country below:

DYMO - Australia	800-633-868
DYMO - New Zealand	0800 396 669
DYMO - Hong Kong	852 3926 9831
DYMO - Canada	877-724-8324
DYMO - Austria	+431206091919
DYMO - Belgium	+3227007453
DYMO - Czech Republic	+420239016817
DYMO - Denmark	+4543314814
DYMO - Finland	+358972519770
DYMO - France	+33157324846
DYMO - Germany	+4969999915354
DYMO - Hungary	+3617789452
DYMO - International	+442035648354
DYMO - Ireland	+35315171856
DYMO - Italy	+39 02 23 33 15 57
DYMO - Netherlands	+31707703820
DYMO - Norway	+4722310922
DYMO - Poland	+48223060692
DYMO - Portugal	+351213665376
DYMO - Russia	+78005552676
DYMO - Slovakia	+442035648353
DYMO - Spain	+ 34 91 177 61 24
DYMO - Sweden	+46 (0)8 5936 6312
DYMO - Switzerland	+41446545919
DYMO - UK	+442035648354

Software Updates

Periodically, DYMO Connect software will automatically check to see if you have the most recent version of the software installed. If an update to your version of the software is available, you will be asked to confirm that you want to update the software. You can also manually check to see if an update is available.

You must be connected to the Internet to obtain software updates.

To manually check for software updates

1. Choose **Check for updates** from the **Help** menu.
The update dialog box appears when an update is available. Otherwise, you are notified that there are no updates available.
2. Follow the instructions in the update dialog box to download and install the software update.