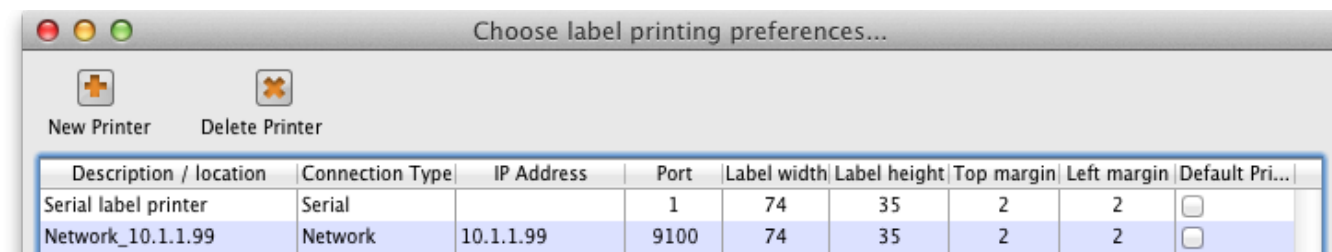


9.06. Label printing preferences

In mSupply the settings for label printer are set in the “Choose label printing preferences window”, which you open via the mSupply menu bar: Special > Printing preferences



This window will show you **ALL** mSupply printers that have been set up for your whole organisation. Your mSupply printer descriptions must include your site name and make sure that you **do not delete printers for other sites!!!**

Changing your mSupply default printer

To change the mSupply default printer in the “Choose label printing preferences window” simply click the checkbox in the right-hand **Default Printer** column for the printer you wish to use.

Note this is different from your Windows default printer. You are setting the default printer for mSupply to use (the default printer you have set for Windows can be another printer altogether).

The mSupply printing preferences are stored for the **computer** you're setting it from (not the mSupply user or the mSupply site you're logged in to). When you change the mSupply default printer you are changing it for everyone who uses the computer.

Editing a printer

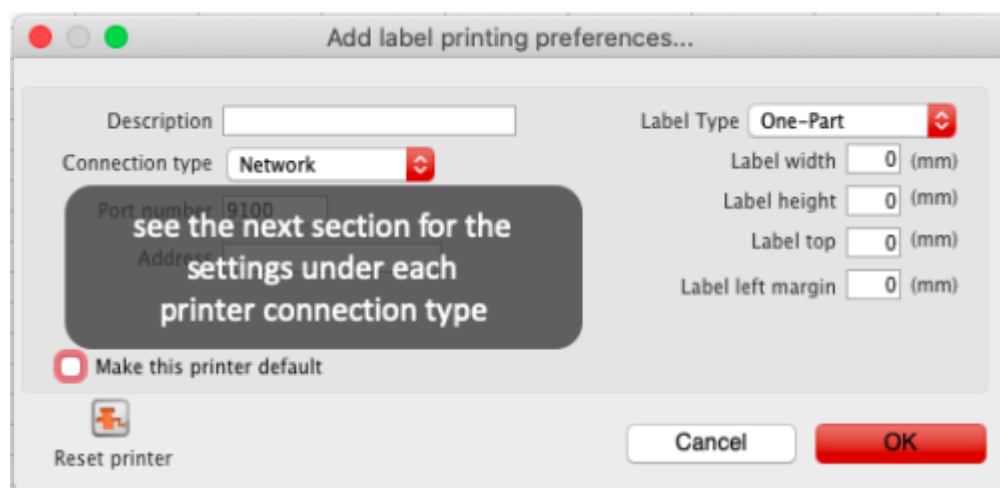
In the “Choose label printing preferences” window double-click the printer entry in the list. This will open the “Add label printing preferences” window - see below for info on each setting.

Adding a printer

If you are setting up up your label printer hardware for the first time, you will first need to follow the instructions here: [25.18. Label printer hardware setup](#).

When your printer hardware is connected and ready to be set up in mSupply open the “Choose label printing preferences” window and click the **New Printer** button. This will open the “Add label printing preferences” window - see below for info on each setting.

The printer preference settings



Description: Because the mSupply printing preferences window lists **ALL** the mSupply printers for your organisation it's important that the Description you record for the new printer includes the site name to avoid confusion. e.g. *Busby Pharmacy GK420t*

Connection type:

If printer connected with a network cable (recommended) choose **network**

If printer connected with USB choose **USB**

If printer connected with a serial cable choose **serial**

Label Type:

- One-Part
- Three-Part

Label dimensions: Enter the physical width and height of the labels you're using, in millimetres.

Label margins: Enter the top & left margins you want to use, in millimetres.

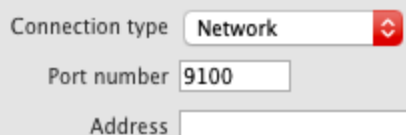
Make this printer default: Checking this box means that mSupply on this computer will always print to this printer.

Important the default printer is set is "per computer" - if you move to a different computer it will need to be set there too.

Reset printer You can use this button to send a command to the printer to reset it. Occasionally a printer may misbehave if it's memory is corrupted by an electricity spike or the like, and this button may help. If your printer is not behaving we recommend you contact Sustainable Solutions support@msupply.org.nz rather than charging ahead on your own.

Printer connection type settings

Network

A screenshot of a network connection settings form. It has a 'Connection type' dropdown menu set to 'Network'. Below it, there is a 'Port number' text box containing '9100' and an 'Address' text box which is empty.

Port number

For network connections this will usually be 9100

Address

The IP address of the printer

e.g. 10.1.1.253

For info on creating a static IP address for the printer refer to [label_printer_hardware_setup](#)

USB

A screenshot of a USB connection settings form. It has a 'Connection type' dropdown menu set to 'USB'. Below it, there is an 'Address' text box which is empty.

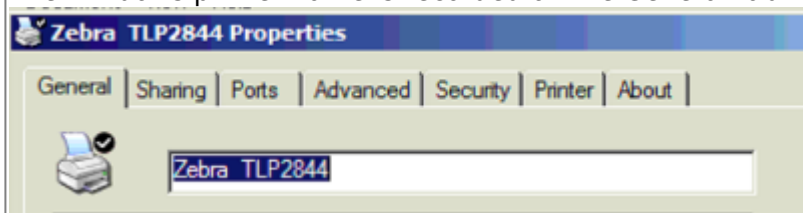
Address

Enter the Windows name of the printer. It must be entered **exactly**.

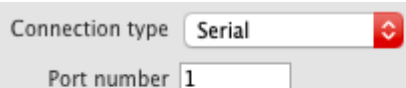
To confirm the Windows printer name go to the Windows Control Panel > Printers and Scanners.

Right click on the printer and select properties.

The Windows printer name is recorded on the General tab.



Serial

A screenshot of a serial connection settings form. It has a 'Connection type' dropdown menu set to 'Serial'. Below it, there is a 'Port number' text box containing '1'.

Port number

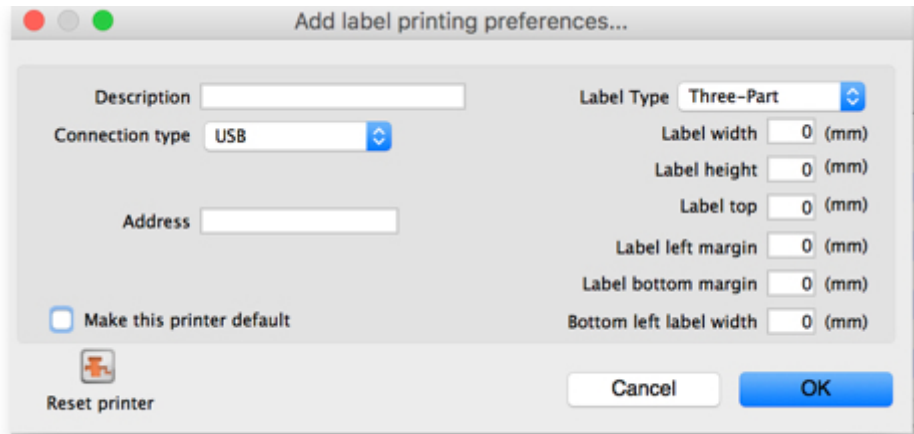
Enter the Windows serial port number for the printer.

To confirm the port number go to the Windows Control Panel > Printers and Scanners.

Right click on the printer and select properties.

The Windows port number is recorded on the Ports tab.

Three part label printing



Label Bottom Margin: margin between top label and lower labels

Bottom Left Label Width: width of bottom left label

Previous: [9.05. Abbreviations for dispensing](#) | Next: [9.07. Warnings](#)

From:

<https://docs.msupply.org.nz/> - mSupply documentation wiki

Permanent link:

https://docs.msupply.org.nz/dispensing:printer_setup?rev=1583919697

Last update: **2020/03/11 09:41**

