

# PetDetect\* PD-700II Collar and Label Printer Installation and Support Guide

## Compatibility

Microsoft® Windows® 2000, Windows XP, Windows Vista®, Windows 7, Windows Server® 2003, Windows Server 2008, and Windows Server® 2008 R2, including 64-bit versions.

IDEXX Cornerstone\* 7.6.05 Service Pack 1 and newer, AVImark® version 179 and newer, KennelSoft version 7.0.65 and newer, Kennel Connection 01/07 and newer, KennelSuite 08/07 and newer, ImproMed® Infinity version 4.0 and newer, K9 Bytes® Olympus and newer, IntraVet® build 300 and newer, PetLinx version 3 and newer.

## 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.).

## Printer Setup

PLEASE DO NOT PLUG YOUR PRINTER INTO YOUR COMPUTER UNTIL ASKED TO DO SO

1. Set up your printer in an area that will allow for easy retrieval of your printed collars and article labels.
2. Open the printer case by pressing the button on the top front right side of the printer.
3. Remove the tape from one roll of media tape (supplied with this kit). Unroll approximately 1 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. You can now place the spacer (supplied with this kit) to the right of the installed roll.
5. Ensure that a few inches of media is sticking out of the printer. Gently close the cover until it clicks firmly in place.

## Driver Installation Instructions

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 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. When printing for the first time, the printer will align the media. This will eject and cut a small portion of the media prior to printing the first collar or label. During this time, the printer error light may be lit; although no action is required.  
**Note:** It is possible to share the PetDetect printer among a number of workstations. Printer sharing instructions are available at [petdetect.com](http://petdetect.com); otherwise, contact your technical support staff.

## Printer Sharing

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® 2000, Windows XP and Windows Server® 2003

1. Click **Start>Settings>Control Panel**.
2. Double-click **Printers** or **Printers and Faxes**.
3. Locate the PetDetect Raster Printer.
4. Right-click the printer and click **Sharing....**
5. Click the **Share this printer** option.
6. Type the desired share name in the Share name field and click **OK**.
7. Go to the workstation or workstations that also need to print to the PetDetect printer.
8. Click **Start>Run**.
9. Type [\\computername](#) (this is the name of the computer the PetDetect printer is connected to, e.g., [\\workstation1](#)) and click **OK**.
10. Locate the PetDetect printer; it will be named with the name given in step 7 above.
11. Right-click the printer and click **Connect**.
12. At the Connect to Printer prompt, click **Yes**.
13. The PetDetect printer is now added to this workstation. Close any open windows.

### Windows Vista® (32 and 64-bit) and Windows Server 2008 (32 and 64-bit)

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**.
7. Go to the workstation or workstations that also need to print to the PetDetect printer.
8. Click **Start>Run**.
9. Type [\\computername](#) (this is the name of the computer the PetDetect printer is connected to, e.g., [\\workstation1](#)) and click **OK**.
10. Locate the PetDetect printer; it will be named with the name given in step 6 above.
11. Right-click the printer and click **Connect**.
12. The PetDetect printer is now added to this workstation. Close any open windows.

### Windows 7 (32 and 64-bit) and Windows Server 2008 R2 (64-bit only)

1. Click **Start>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**.
8. Go to the workstation or workstations that also need to print to the PetDetect printer.
9. Click **Start>Run**.

10. Type [\\computername](#) (this is the name of the computer the PetDetect printer is connected to, e.g., [\\workstation1](#)) and click **OK**.
11. Locate the PetDetect printer; it will be named with the name given in step 7 above.
12. Right-click the printer and click **Connect**.
13. The PetDetect printer is now added to this workstation. Close any open windows.

## Maintenance

Helpful maintenance tips are available at [petdetect.com](http://petdetect.com) in the Troubleshooting section on the Service and Support tab to keep your new printer running trouble-free for years to come.

## Software Specific Information

### IDEXX Cornerstone:

1. In Cornerstone, select **File > Printer Assignment > Correspondence**.
2. In the **Printer** drop-down list, select the **PetDetect Raster Printer**.
3. In the list of documents, scroll down to the appropriate Sample 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.

### ImproMed:

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:

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:

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:

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:**

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 below and at [petdetect.com](http://petdetect.com).

## Software and Technical Support Assistance

Please contact your source of purchase for software, installation or technical support.

**KennelSoft (Atlantis)**

kennelsoft.com  
rick@kennelsoft.com  
1-231-264-9515

**KennelSuite (Plane Software)**

kennelsuite.com  
jvinton@planesoftware.com  
1-248-594-5560

**INFINITY (ImproMed®)**

improved.com  
support@improved.com  
1-800-925-7171

**PetLinx (Software Revolutions U.K.)**

petlinx.com  
support@softwarerevolutions.com  
+64 9 489-8502

**IntraVet® (Webster Veterinary)**

intravet.com  
support@intravet.com  
1-800-422-8875

**PetDetect\***

petdetect.com  
support@petdetect.com  
1-888-443-2263

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

**AVImark® (McAllister software systems)**

avimark.net  
support@avimark.net  
1-877-838-9273

**Kennel Connection (Blue Crystal Software)**

kennelconnection.com  
support@bluecrystalsoftware.com  
1-888-486-4343

**K9 Koordinator (K9 Bytes®)**

k9bytessoftware.com  
support@k9bytessoftware.com  
1-866-k9bytes

**IDEXX Cornerstone\***

idexx.com/cornerstone  
cornerstone@idexx.com  
1-800-695-2877

**Kennel Link™**

kennellink.com  
info@kennellink.com  
1-877-789-5465

**Pet Tech Pro**

pettechpro.com.au  
info@pettechpro.com.au  
0417 995 010

## 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.



[petdetect.com](http://petdetect.com)

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