

Getting you started

Thank you for opting to use Royal Mail's Click & Drop system. To help get you started successfully please use this guide to ensure you get your printer installed and set up correctly.



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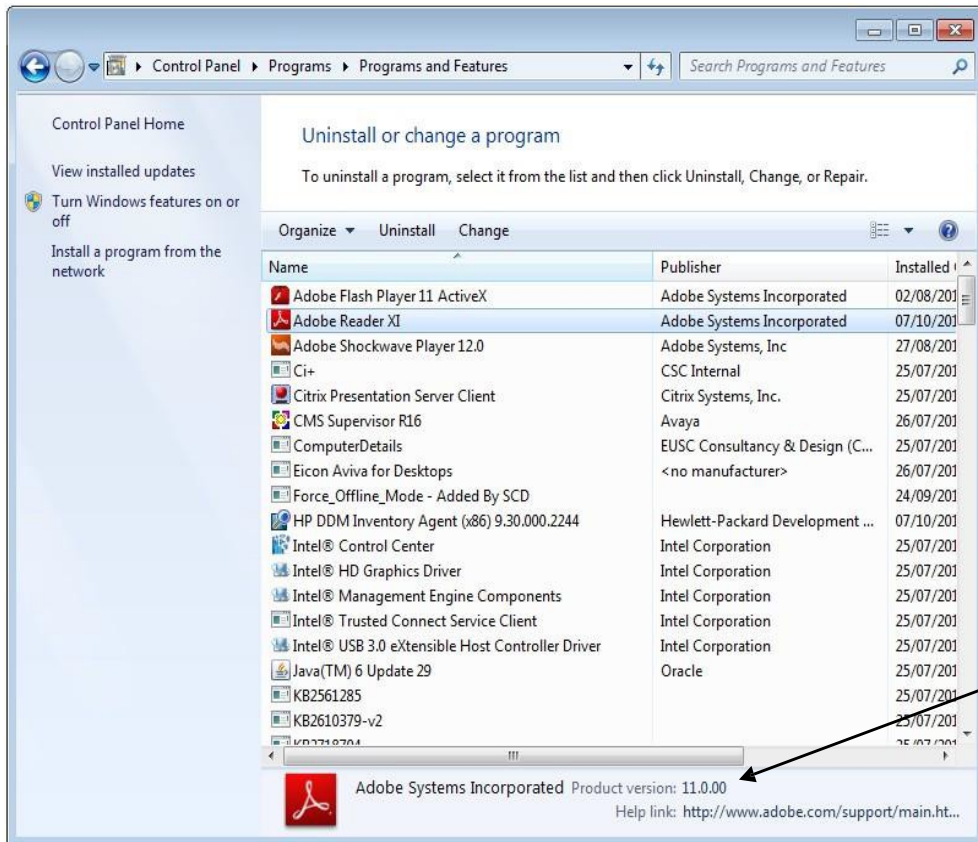
BEFORE INSTALLING – CHECK ADOBE READER

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

How you do this will depend on the browser you use. Here we are showing you using Microsoft Windows

You can check this by selecting the following options – Control Panel > 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/

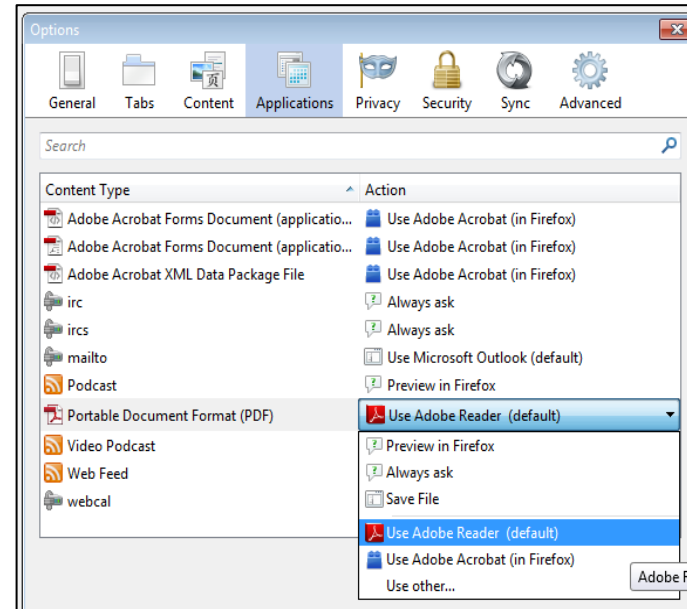
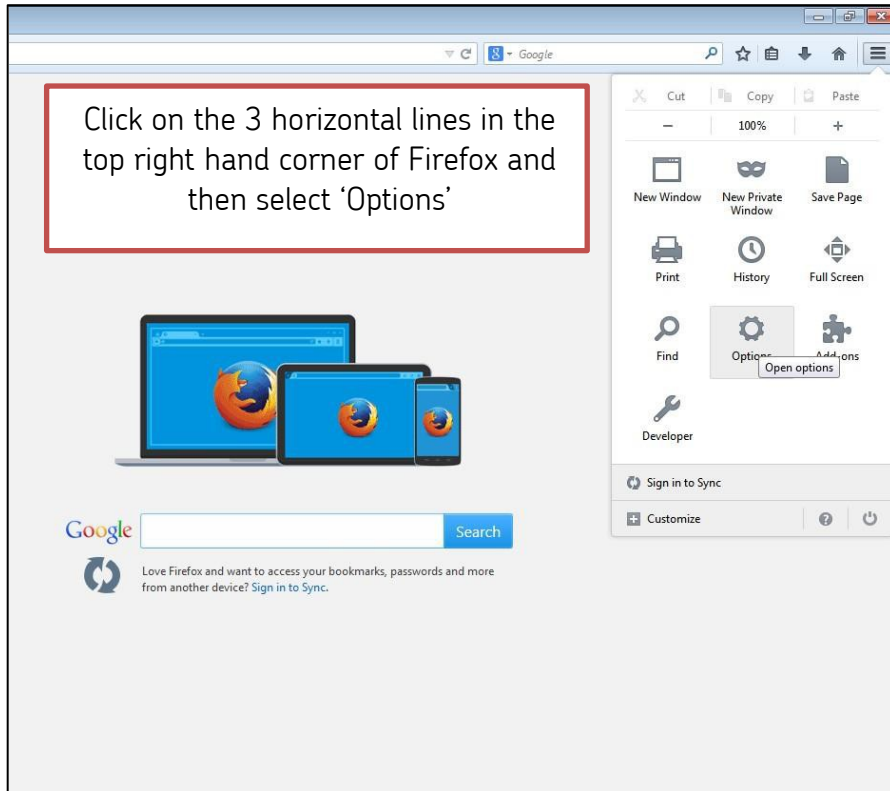
If you do not have the correct version of Adobe Reader, you will need to uninstall the program and then install the correct version from www.adobe.com/uk/

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



Using Click & Drop in Firefox

If you opt to use Click & Drop 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

For GK420D click http://www.zebra.com/gb/en/support-downloads/desktop/gk420d.html#mainpartabscontainer_ce8a=drivers

Then click on 'Download' as shown below.

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) »

Download (9 MB) »

Click 'Download'.

PORT

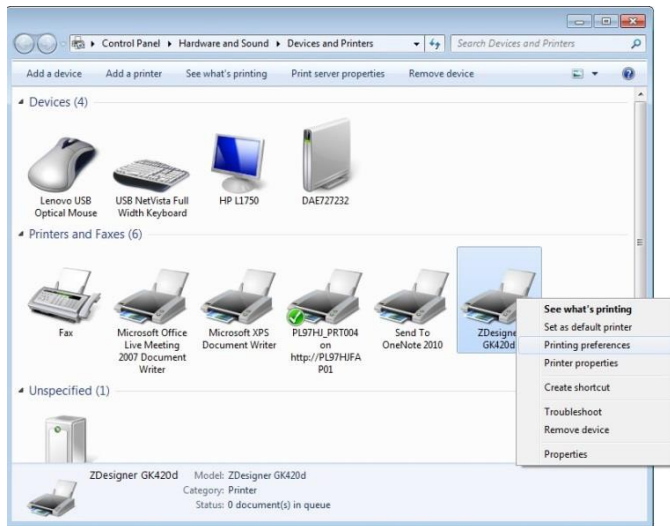
Once the driver has downloaded, follow the on screen instructions to install the printer. During the installation setup you may be asked to choose a port, please ensure you select 'USB001'. The image to the left shows this particular step.



CONFIGURING YOUR PRINTER

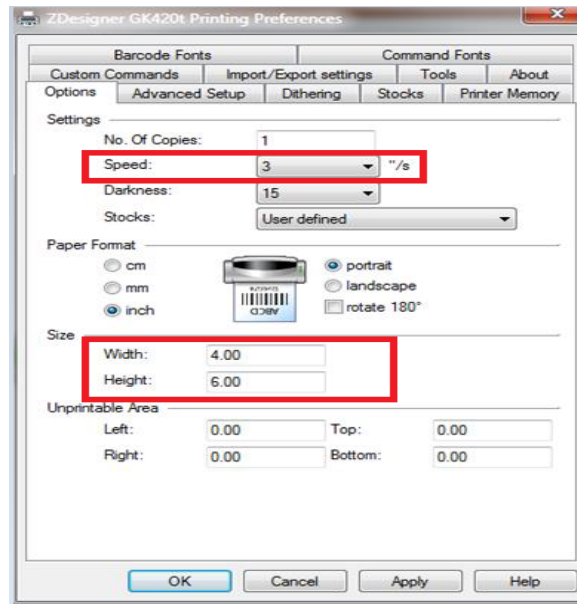
Next you will need to configure the printer for use with Click & Drop by applying various changes to its 'Printing Preferences'. To get to this section you will need to find the printer on the computer. On Windows XP it is found under 'Printers and Faxes'. Once you have found the printer please follow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

STEP 1



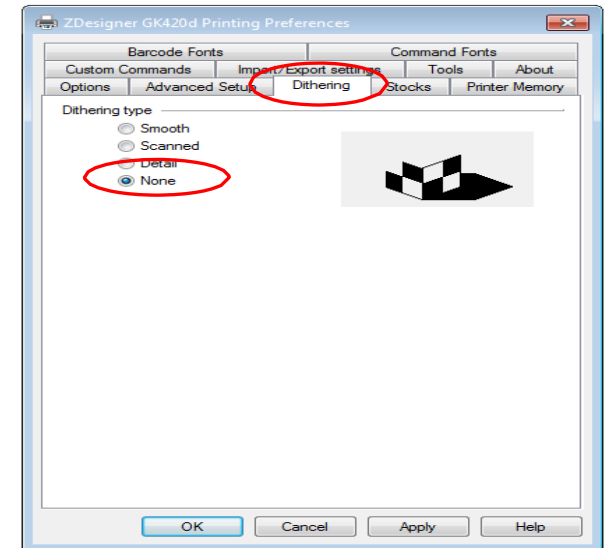
Right click on the printer icon and click 'Printing Preferences'.

STEP 2



You will now be on the 'Options' tab. Change the paper format to inches and change the size to width of 4 and height of 6. **IMPORTANT:** Speed should be set to 3". This will ensure that the 2D barcode on your label can be scanned for Delivery Confirmation

STEP 3

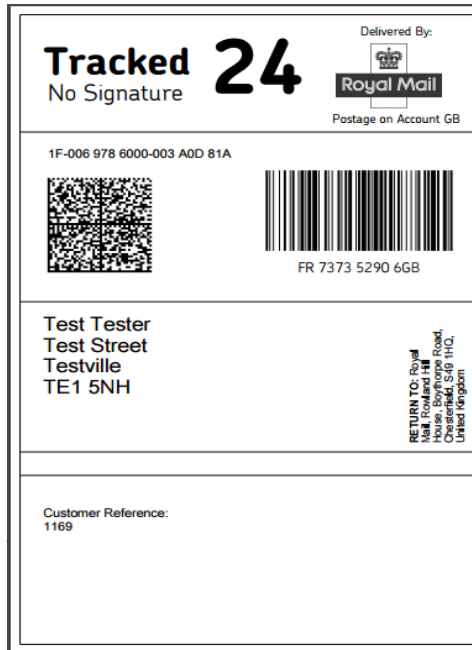


Click on the 'Dithering' tab and select 'None'. Then click on 'Apply'.



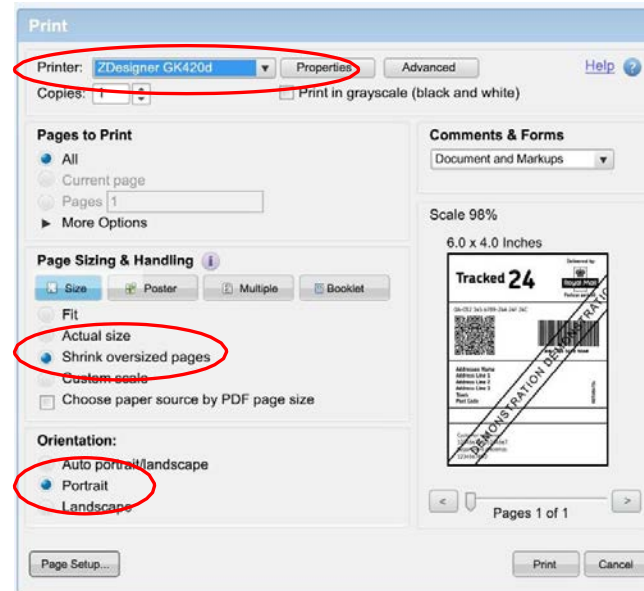
PRINTING A LABEL

STEP 1



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

STEP 2



Ensure you have correct printer chosen. Select 'Shrink oversized pages' and ensure that the 'Orientation' selected is 'Portrait'. There shouldn't be any other changes needed but double check that your window looks the same as the example above and then click 'Print'.



TROUBLESHOOTING

Adobe Reader

Adobe Reader is a key part to Click & Drop and it therefore can be the cause of many printing issues.

Check your Adobe Reader version	Uninstalling Adobe Reader	Installing Adobe Reader
<p>The only version of Adobe Reader that should be installed on the computer is Adobe Reader X (11.0.0) or higher. To check this, please open your Adobe Reader, click Help from the top toolbar and select About Adobe Reader.</p>	<p>If Adobe Reader X (10.1.1) is installed already but you are still experiencing difficulties in printing and you have checked that your printer has been installed as per our instructions you may need to un-install and re-install Adobe Reader.</p> <p>To do this please click Start / Control Panel and then choose Uninstall a program. Select the Adobe Reader program and then click Uninstall.</p>	<p>Follow the link below to install Adobe Reader:</p> <p>http://get.adobe.com/uk/reader/</p>

TIP - Adobe Air conflicts with Adobe Reader and should be removed as per the Uninstalling instructions above.

Zebra GK420d	Zebra LP2844
<ol style="list-style-type: none"> 1. Make sure labels are loaded. 2. Turn on the printer power. 3. Press and hold the Feed button until the green status light flashes once, then twice and then continuing until the flash groups reach the group of seven flashes. Release the Feed button. 4. The printer will set the media sensor for the label backing being used. After it has finished making this adjustment, the roll will automatically feed until a label is positioned at the print head. A profile of the media sensor settings will print. Upon completion, the printer will save the new settings in memory and the printer is ready for normal operation. 	<ol style="list-style-type: none"> 1. Make sure the printer power is off and that labels are loaded. 2. Press and hold the feed button then turn on the printer power. 3. Continue to hold the feed button until the status light LED flashes. Release the feed button. 4. The printer will set the media sensor for the label backing being used. After the printer is done making this adjustment, the roll will automatically feed until a label is positioned at the print head. 5. The configuration settings will print. Upon completion, the printer will save the new settings in memory and remain in diagnostic dump mode. 6. Press the feed button. The printer will dispense another label with the message "Out of DUMP" and be ready for normal operation.

