



# COMPULINK advantage™

Installing and Configuring DYMO LabelWriters  
for Compulink Advantage Software



Sales: 800.456.4522 | Support: 805.716.8677

© 2023 Compulink Healthcare Solutions. All rights reserved.

Dymo LabelWriters and Compulink Advantage Software

Contents

PREFACE ..... 2

REQUIREMENTS ..... 2

    LABEL PRINTERS ..... 2

    LABELS ..... 2

    COMPULINK LABEL FILES ..... 2

DYMO INSTALLATION – LOCAL WORKSTATION ..... 3

DYMO INSTALLATION – TERMINAL SERVER ..... 3

COMPULINK DYMO FILES ..... 4

    DOWNLOADING THE FILES ..... 4

    PRINTER NAME INI FILE ..... 4

PRINTING LABELS IN COMPULINK SOFTWARE ..... 4

    MAILING & PATIENT BARCODE LABELS ..... 4

    CHART LABELS ..... 4

MULTIPLE DYMO MODELS/NAMES on Network ..... 5

    NEW INI FILE ..... 5

    ENVIRONMENT VARIABLE ..... 5

CUSTOM LABEL SETTINGS ..... 7

    PRINTED LINES INI TABLES ..... 8

    MAILING LABEL DATA (Address.ini) ..... 8

    PATIENT BARCODE LABEL DATA (Patbc.ini) ..... 9

    FRAME INVENTORY LABEL DATA (Lblframe.ini) ..... 10

    CONTACT LENS INVENTORY LABEL DATA (Lblcl.ini) ..... 11

    LENS BLANKS INVENTORY LABEL DATA (Llblblank.ini) ..... 11

    MISCELLANEOUS INVENTORY LABEL DATA (Lblframe.ini) ..... 12

TROUBLESHOOTING ..... 12

    DOES NOT PRINT AT ALL FROM ANY SOFTWARE ..... 12

    BAR CODE QUALITY ..... 12

    PRINTING BLANKS ..... 13

    ALIGNMENT ..... 13

    REMOTE DESKTOP ISSUES ..... 14

## PREFACE

This document includes step by step instructions for installing and using Dymo Labelwriters in Compulink Advantage product family.

## REQUIREMENTS

### LABEL PRINTERS

The following DYMO LabelWriter models are compatible with Compulink software:

- Dymo LabelWriter 400\*
- Dymo LabelWriter 400 Turbo\*
- **Dymo LabelWriter 450\*** (RECOMMENDED)
- Dymo LabelWriter 550
- Dymo LabelWriter Wireless

**NOTE:** Compulink does not support **Twin Turbo** or **DUO** printers.

**NOTE:** Dymo LabelWriter 550 printers are not compatible with Mac computers.

**\*IMPORTANT:** Due to changes in Operating Systems, Hardware and Drivers from DYMO, Compulink highly recommends the DYMO Labelwriter 450 (NON-TURBO) version, if available.

### LABELS

- Model # **30252** (1" x 3" Address Labels)
- Model # **30373\*** (1" x 1" Rat Tail Labels)
- Model # **DT390\*** (1" x 1" Labels – available from [Archcrown.com](http://Archcrown.com))
- Model # **LV-compulink1** (1" x 3" Rat Tail Labels 1.5" printable area – available from [labelvalue.com](http://labelvalue.com))
- Other labels may be used, but require the customization of the INI files. See **CUSTOM LABEL SETTINGS**.

**NOTE:** The Dymo 550/DYMO Wireless printer must use Dymo brand labels or they will not print. You can find a list of available labels on the DYMO website here: [DYMO Brand Labels](http://DYMO Brand Labels)

**\*IMPORTANT:** labels smaller than 2 inches will print a very small Barcode that may not be readable by a Barcode Scanner. Compulink recommends the use of labels at least 2 inches wide. This is usually caused by the quality of the print, where barcode lines are not easily distinguishable from one another. SEE **BARCODE QUALITY**.

### SOFTWARE

- DYMO Label Software and Drivers (download software and drivers from [DYMO](http://DYMO))

### COMPULINK LABEL FILES

In order to print labels, the INI (configuration files) and the EXE (application files) must be downloaded into your product folder (i.e., Eyecare, Eyemd, Chiro, PT, etc.).

#### INI and exe files for all versions

- [Default 3 inch labels](#) (30252)
- [Rat Tail 1 inch labels](#) (30373 and LV-compulink1)
- [Executable files](#) (all exe files)

The INI files are pre-configured for the DYMO Labelwriter 450. If you have a printer of a different name, the INI files must be edited where the PRNNAME=your printer's name. see **PRINTER NAME INI FILE**

For instructions on how to download and install the files, see **COMPULINK DYMO FILES**.

If you need assistance, please contact Compulink Support at (800) 888-8075


## DYMO INSTALLATION – LOCAL WORKSTATION

1. Go to [Dymo.com](https://dymo.com) and install DYMO Connect Software and the latest drivers for your LabelWriter.
  - a. Choose “Resources and Guides”. Download and install the DYMO Connect from the Download button under Windows.

## Explore Resources & Guides


The Latest Software & Drivers for all LabelWriters® and LabelManager®

Supports all LabelWriter® 5 series, 450 series, 4XL, and LabelManager® 280, 420P and 500TS®



**Mac**  
DYMO Connect for Desktop macOS v1.4.3  
\*compatibility starts from macOS 10.15 to higher.

Download



**Windows**  
DYMO Connect for Desktop Windows v1.4.3  
\*compatibility starts from Windows OS 8.1 to higher.

Download

- b. Unpack and plug in your DYMO to the computer via the USB cable. Windows will detect your DYMO and it is ready to print. Use DYMO Label software to test printing a label. Please contact DYMO support for troubleshooting these steps.

## DYMO INSTALLATION – TERMINAL SERVER

2. DYMO Installation for Remote Desktop/Terminal Server users (Server Administrators only)
  - a. Install matching drivers on your Terminal Server
  - b. Enable Printer Redirection and disable Easy Remote Drivers first in Group Policy
    - i. Access Group Policy (Run gpedit.msc)
    - ii. Go to Administrative Templates/Windows Components/Remote Desktop Services/Remote Desktop Session Host/Printer Redirection
    - iii. Disable “Do not allow client printer redirection”
    - iv. Disable “Use Remote Desktop Easy Print printer driver first
    - v. Update Group Policy (run CMD, type gpupdate and enter)

### **WINDOWS 2012 / 2012 R2 / 2016 / 2016 R2 / 2019 / 2022 Terminal Server (Important):**

**DYMO does not provide direct support for Server operating systems.**

New **Windows** Terminal Servers will need to install the **DYMO Labelwriter 330 Turbo-USB drivers**.

Remote Desktop Users must also use matching **DYMO Labelwriter 330 Turbo-USB drivers** on their local station for proper redirection. If using the Dymo 550 model, this step is not necessary.

Once labels can be printed using DYMO Connect Software, refer to the next section to ensure you have the files necessary to print labels from Compulink Advantage software.

## COMPULINK DYMO FILES

### DOWNLOADING THE FILES

In order to print labels, you will need the associated .INI files. You may download the files from Compulink's FTP site here: <ftp://ftp.compulink-software.com/pub/Support/DYMOFiles/>

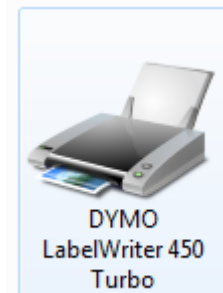
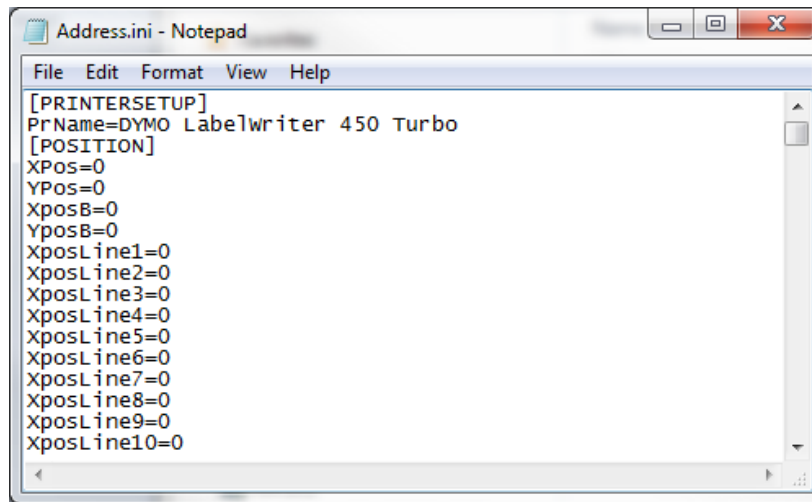
The INI files must be edited where the PRNNAME=you printer's name. see [PRINTER NAME INI FILE](#)

If you need assistance, please contact Compulink Support at (800) 888-8075

The INI files are pre-configured for the DYMO Labelwriter 450. If you have a printer of a different name, the INI files must be edited where the PRNNAME=you printer's name. see [PRINTER NAME INI FILE](#)

### PRINTER NAME INI FILE

Each INI File has a line (PrName=) which refers to the exact printer name on your station. If you change your printer name, the INI file must also be edited to the new printer name. You may also change your prntername to match the Name in the INI file, if the INI file is already setup to print to another DYMO.



## PRINTING LABELS IN COMPULINK SOFTWARE

### MAILING & PATIENT BARCODE LABELS

Log into the software and click on **Patient** to open the **Patient Demographic** screen.

From the **Menu** bar, click **Print**. From the drop down menu, select **Mailing Label** or **Bar Code Label**.

### INVENTORY LABELS

Log into the Compulink Advantage software. From the main screen's **Menu**, click **Inventory**, then the type of label you want to print. In the Inventory window, search for your inventory item. Click **Print** > **Stock Label**. Type the number of labels you would like to print (the default is 1), then click **OK**.

### CHART LABELS

Chart Labels are created with Compulink's Internal Word Processor. For assistance with CHART LABELS, review Compulink's online help or contact Compulink support at 1.805.716.8677 or [support@compulinkadvantage.com](mailto:support@compulinkadvantage.com)

## MULTIPLE DYMO MODELS/NAMES on Network

If you have multiple DYMO Models or DYMOs with different names on your network, they cannot all use the same INI file in the software. As mentioned in the [PRINTER NAME INI FILE](#) Section, the INI file for each type of label includes the exact name of the printer being used. A single INI file refers to only one Printer name.

In order to use different Models and Names, the following steps **MUST** be followed.

- Create a **new INI file** for the labels you want to print
- Change the **Printer name** in the new INI file
- Add an **Environment Variable** that points to the newly created INI file

### NEW INI FILE

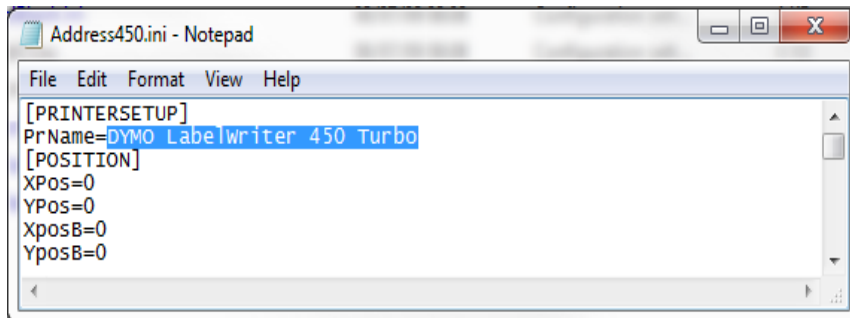
Navigate to your Product folder (Eyecare, Eyemd, Chiro, etc.). Find the INI file for the labels you want to print. Refer to the Table Below for the appropriate INI Files.

FUNCTION	CONFIGURATION FILE (.INI)
Mailing Labels	Address.ini
Patient Barcode Labels	Patbc.ini
Patient Chart Labels	Patlabel.ini
Inventory - Frames	Lblframe.ini
Inventory - Contact Lenses	Lblcl.ini
Inventory – Blanks	Lblblank.ini
Inventory - Miscellaneous	Lblmisc.ini

Open the INI file with Notepad (in this example: Address.ini).

Click on **File, Save As**, and save the file with a new name, for example, **ADDRESS450.INI** (or any other name)

Open the new ADDRESS450.INI (or the name of the file you created), and change the **PRNAME** line to match exactly your Printer Name. **Save** and **Exit**.



Repeat this process for creating new INI label files for the other labels you need to access. Refer to table above.

**IMPORTANT:** The Name of your printer in your Printer Settings **MUST** match the PRName= entry in the associated INI file for the label you are printing.

### ENVIRONMENT VARIABLE

Access your **Environment Variables** from the **Advanced Tab** of the **System** settings.

Control Panel > System > Advanced Systems Settings > Advanced Tab > Environment Variables

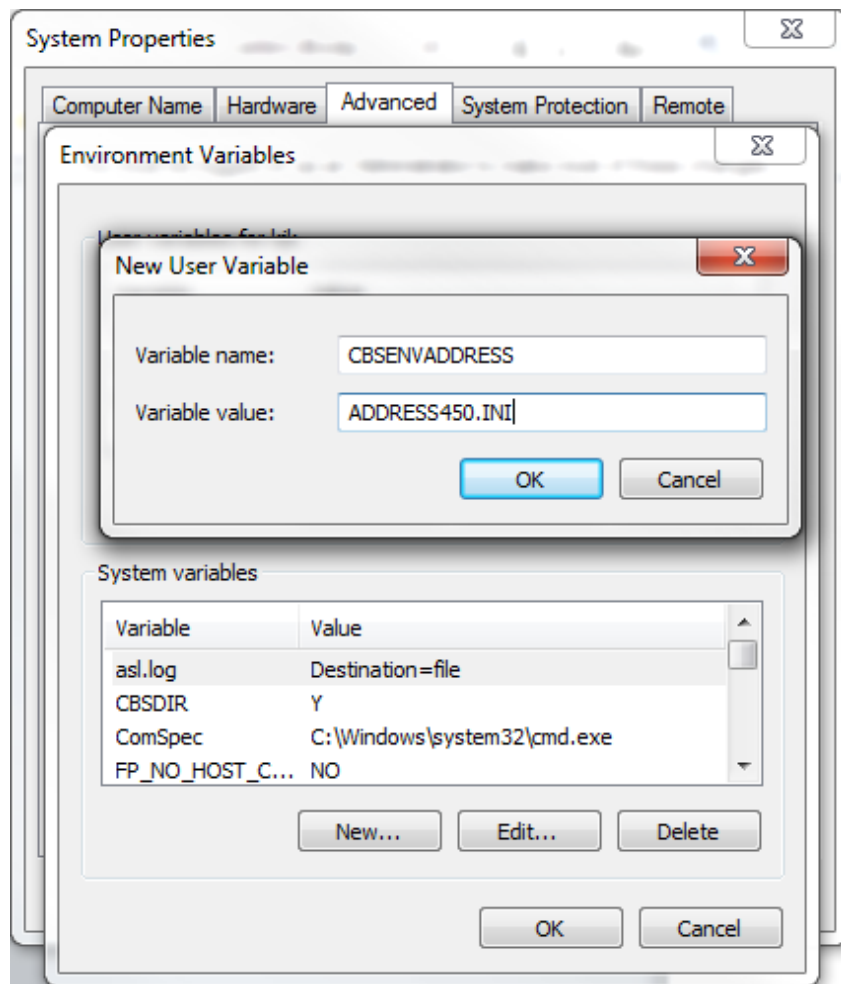
If on a LAN Workstation, create a **New System Variable**. If you are a Remote Desktop user or a Roaming profile, create a new **User Variable** inside the Remote Session.

To use the new ADDRESS450.INI file you created, enter the Variable from the table below

LABELS	ENVIRONMENT VARIABLE	ENVIRONMENT VALUE
Mailing Labels	CBSENVADDRESS	Your new Address*.ini file
Patient Barcode Labels	CBSENVPATBC	Your new Patbc*.ini
Patient Chart Labels	CBSENVPATLABEL	Your new Patlabel*.ini
Inventory - Frames	CBSENVFRAME	Your new Lblframe*.ini
Inventory - Contact Lenses	CBSENVCL	Your new Lblcl*.ini
Inventory - Blanks	CBSENVBLANK	Your new Lblblank*.ini
Inventory - Miscellaneous	CBSEVMISC	Your new Lblmisc*.ini

In the example below, this **Windows User** will use the **new ADDRESS450.INI** file to print **Mailing Labels**. Repeat this process for other types of labels you want to print, using the Variables from the table above.

**NOTE:** All label printing environment variables are case sensitive. Be sure to match the INI file name when setting and environment variable in this fashion.



---

## CUSTOM LABEL SETTINGS

You may customize your INI files to change printer names or change the Position, Size, Font and Printed Data. This option is for Intermediate/Advanced computer users. It is highly recommended that you save a copy of your existing INI file and edit a new copy for testing. Restore the old one and start over if necessary.

Each INI file has lines determining global settings, and for each line of printed data:

**PrName=** (printer name)

- this line must contain the exact name of you Printer in your Printer properties

**XposLine1=0**

- this line determines the horizontal positioning of data on Line 1. "0" (zero) is all the way left. Increasing that number will move Line1 over to the right, horizontally.

**YposLine1=0**

- This line determines the vertical positioning of Line1 will. "0" (zero) is all the way up. Increasing this number will move Line1 down vertically.

**Orientation=Landscape** (this should stay at Landscape)

- Only change this to Portrait if you are customizing and require changing the format.

**BarcodeSize=2** (this should stay at the value 2)

- Increasing this number may or may not be successful depending on the size of your labels.

**FontSize=** (the number of the font size to use)

- Change the font size to your preference. Fonts that are too big may not fit on your label.

**Fontname=Arial** (this is the default font recommended)

- You may change the font name to any font you prefer that exists on your system.

**PrintBarcode=N or Y** – determines whether a barcode prints or not (Y for inventory and patience barcodes).

- Should be set to N for any labels that don't have or need barcodes

**PrintStockID=N or Y** (this prints the numeric stock or account number associated with the barcode)

- Usually set to Y for barcode printing.

**PrintLine1= Y or N** (Determines whether Line 1 prints or not)

- You may change this value to Y or N. Y (YES) will print line 1, N (No) will not print Line 1)
- To see which Lines are assigned which data, see the PRINTED LINES table

**BarcodeHeight=70** (this is the default height for barcodes)

- The barcode height may be increased if you require a taller barcode

**FontIncrLine1=0** (This line determines font spacing for Line 1 (the default is "0"))

- Increasing this value increases the font spacing on this line only

**StringValue\*=** Custom text that can be made to appear on label. See INI tables for which line to print.

Other lines may be edited for Y (YES) or N (NO) depending on the label you are printing.

For advanced assistance, please contact [Compulink Customer Support](#).



## PRINTED LINES INI TABLES

The following tables reveal what information is printed on each line. Values can be changed to Y or N within the associated INI file to determine whether this data is printed on the label or not. You will also have to edit the Vertical positioning of the Line you want to print (YposLine\*=) to place it on the desired location on the label.

**NOTE:** Please make a copy of your existing INI file for backup for easy restoration before customizing.

### MAILING LABEL DATA (Address.ini)

LINE	PRINTED INFO
1	First Name • Middle Name • Last Name
2	Street
3	City • State • ZIP
4	H: Home Phone • W: Work Phone
5	First Name • Middle Name • Last Name
6	First Name • Middle Name • Last Name
7	Last Name • First Name • Middle Name
8	Street • City • State • ZIP
9	H: Home Phone
10	W: Work Phone
11	Birth Date
12	Financial Class - Responsible
13	Location
14	Patient Account Number
15	Family ID
16	City
17	State
18	ZIP
19	Current Month • Date • Year
20	Current Date • Month • Year
21	Current Month • Date • Year (position 3, copy 2)
22	Current Month • Year (position 3, copy 2)
23	Current Month • Date
24	Patient Age

**PATIENT BARCODE LABEL DATA (Patbc.ini)**

LINE	PRINTED INFO
1	Last Name • First Name • Middle Name
2	Birthdate • SSN: Social Security Number
3	Bill Num: Account # • Family ID • Financial Class • Location
4	H: Home Phone • W: Work Phone
5	First Name • Middle Name • Last Name
6	Salutation • First Name • Middle Name • Last Name
7	Last Name • First Name • Middle Name • Salutation
8	Birth Month • Birth Date • Birth Year
9	Birth Date • Birth Month • Birth Year
10	DOB: Date of Birth
11	Age
12	Social Security Number
13	Responsible Last Name • First Name
14	Responsible First Name • Last Name
15	Street
16	City • State • ZIP
17	Street • City • State • ZIP
18	H: Home Phone • W: Work Phone
19	H: Home Phone
20	W: Work Phone
21	Ext: Phone Extension
22	Financial Class
23	Location
24	Account Number
25	Family ID
26	Gender
27	Exam Field1
28	Exam Field2
29	Current Month • Current Date • Current Year
30	Current Date • Current Month • Current Year
31	Current Month • Current Date • Current Year, 3, 2
32	Current Month • Current Year, 3, 2
33	Current Month • Current Date
34	Last Name • First Name • Middle Name
35	First Name • Middle Name • Last Name
36	Salutation • First Name • Middle Name • Last Name
37	Last Name • First Name • Middle Name • Salutation
38	UPPER CASE - Last Name • First Name • Middle Name
39	UPPER CASE - First Name • Middle Name • Last Name
40	Barcode
41	UPPER CASE - Last Name
42	UPPER CASE - First Name • Middle Name
43	Custom Text: StringValue1
44	Custom Text: StringValue2
46	Custom Text: StringValue3
47	Birth Date Month • Date • Year
48	Account Number

**FRAME INVENTORY LABEL DATA (Lblframe.ini)**

LINE	PRINTED INFO
1	Manufacturer
2	Name • Location
3	Color • Category
4	Eye Size • Bridge Size • Temple Size • Temple Type
5	Dollar Sign (\$) • Retail Price
6	Name
7	Stock Number
8	Category
9	Color
10	Eye Size
11	Bridge Size
12	Temple Size
13	Temple Type
14	Retail Price
15	Cost
16	Suggested Price
17	Wholesale Price
18	Dollar Sign (\$)
19	Cost • Wholesale Price • Current Year • Current Month
20	Cost • Wholesale Price • Current Month • Current Year
21	Current Year • Current Month • Cost • Wholesale
22	Current Month • Current Year • Cost • Wholesale
23	Current Year • Current Month • Cost
24	Current Month • Current Year • Cost
25	Cost • Current Year • Current Month
26	Cost • Current Month • Current Year
27	Current Year • Cost • Current Month
28	Current Month • Cost • Current Year
29	Current Year • Current Month • Wholesale
30	Current Month • Current Year • Wholesale
31	Wholesale • Current Year • Current Month
32	Wholesale • Current Month • Current Year
33	Current Year • Wholesale • Current Month
34	Current Month • Wholesale • Current Year
35	Current Month • Current Date • Current Year
36	Current Date • Current Month • Current Year
37	Current Month • Current Date • Current Year (Position 3, Copy 2)
38	Current Month (Position 3, Copy 2)
39	Current Month • Current Year
40	Location
41	Custom Text: StringValue1
42	Custom Text: StringValue2
43	Custom Text: StringValue3
44	Custom Text: StringValue4
45	Custom Text: StringValue5

**CONTACT LENS INVENTORY LABEL DATA (Lbicl.ini)**

LINE	PRINTED INFO
1	Manufacturer • Name
2	Category • Tint • Series
3	Power • Base Curve • Diameter
4	Cylinder • Axis
5	Dollar Sign (\$) • Retail Price
6	Manufacturer
7	Name
8	Category
9	Tint
10	Cylinder
11	Axis
12	Base Curve
13	Power
14	Diameter
15	Series
16	Cost
17	Location
18	Dollar Sign (\$)

**LENS BLANKS INVENTORY LABEL DATA (Lblblank.ini)**

LINE	PRINTED INFO
1	Manufacturer • Location
2	Name • Category
3	Material • Color
4	Blank Size • Sphere • Cylinder • Bridge Curve • Add Power
5	Dollar Sign (\$) • Retail Price
6	Manufacturer
7	Name
8	Stock Number
9	Category
10	Color
11	Material
12	Blank Size
13	Sphere
14	Cylinder
15	Bridge Curve
16	Add Power
17	Retail Price
18	Cost
19	Location
20	Dollar Sign (\$)

**MISCELLANEOUS INVENTORY LABEL DATA (Lblframe.ini)**

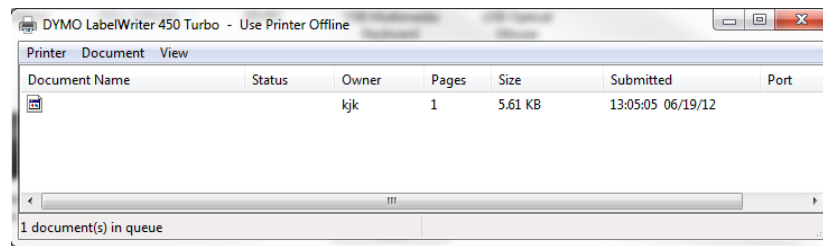
LINE	PRINTED INFO
1	Manufacturer
2	Name • Location
3	Category
4	Tint
5	Dollar Sign (\$) • Retail Price
6	Manufacturer
7	Name
8	Stock Number
9	Category
10	Tint
11	Retail Price
12	Cost
13	Location
14	Dollar Sign (\$)

## TROUBLESHOOTING

### DOES NOT PRINT AT ALL FROM ANY SOFTWARE

Check to see if the labels are being sent to the printer. Locate your DYMO in the Devices and Printers. If the Printer Icon appears greyed-out, the DYMO is not properly connected. Check that it is powered on and the cables are connected.

If the DYMO is connected properly, double-click on the DYMO Icon to open the Printer Queue window (see below).



If there is a document stuck in the queue, there may be an issue with the labels or paper jam. Check the DYMO for correct Label installation.

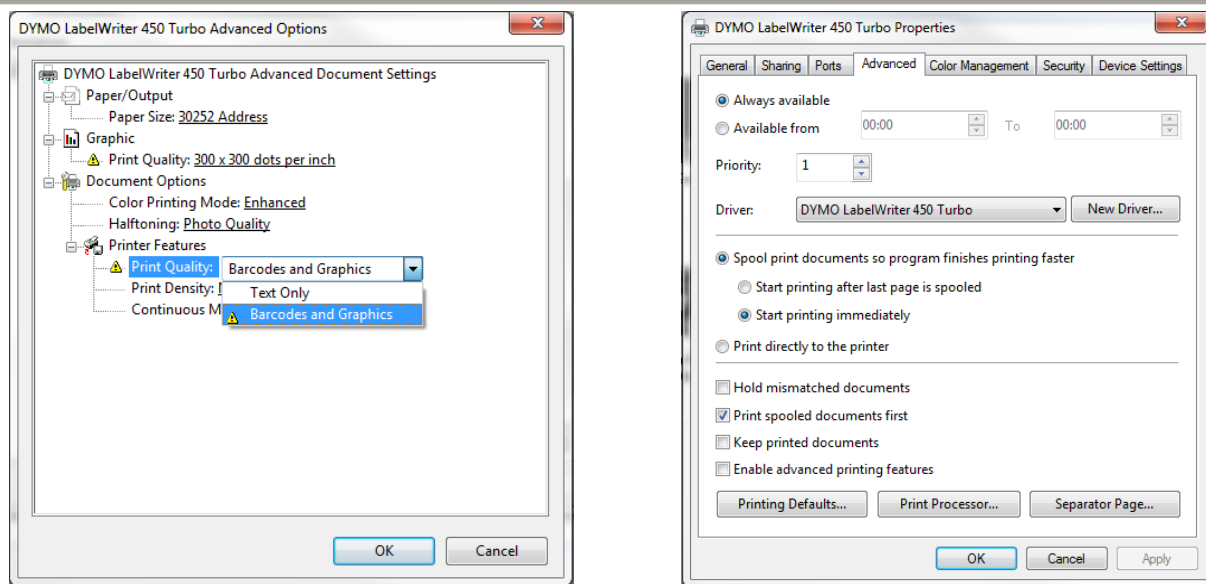
### BAR CODE QUALITY

If the barcode labels (inventory or Patient Barcodes) are not of satisfactory quality and/or cannot be scanned with a Barcode reader, change the DYMO Printer's Advanced settings to Barcodes and Graphics.

Find your DYMO Printer in your **Devices and Printers**.

**Right-Click** on your **DYMO LabelWriter** and click **Printer Properties**.

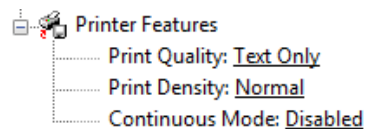
On the **General Tab**, click **Preferences**, then click the **Advanced** button. Change the **Print Quality** from **Text** to **Barcodes and Graphics**. Click **OK** (See Below Left).



### PRINTING EXTRA LABELS

When printing a label from Compulink Advantage software, if the DYMO Prints out extra labels, disable the advanced printing features. Open the **Printer Properties** and click on the **Advanced** tab. Uncheck the **Enable advanced printing features** and click **OK** (See Above Right).

You may also **Disable** the **Continuous Mode** or **Advanced Features** from Printing Preference's Advanced screen. Use this method if you do not have permission to change the settings from the **Advanced** tab mentioned above.



### PRINTING BLANKS

The DYMO may print blanks if the drivers are not installed properly, either on the workstation or the Terminal Server does not have matching drivers installed for Remote Users with redirected DYMO printers. Reinstall the correct drivers on the station or server or both.

### ALIGNMENT

If the labels are printing, but the alignment is incorrect or data is missing, please check the following:

First, check if the labels are not secure, they can slide horizontally and the printed data will be misaligned.

If the Labels are securely in place and feeding properly, and you need to slightly adjust positioning, you can customize the alignment of the data printed by changing the XPosition and YPosition of the printed lines. See [CUSTOM LABEL SETTINGS](#).

If the alignment problems are more severe, you may need to have files updated by Compulink Customer Support.

Please call 1.805.716.8677 for assistance.

#### REMOTE DESKTOP ISSUES

Please review the [\*\*DYMO IN REMOTE DESKTOP/TERMINAL SERVICES\*\*](#) section to ensure that drivers, printer redirection, group policy and environment variables are set correctly.

**IMPORTANT:** *DYMO does not officially support Server operating systems and Remote Desktop environments.*

However, Compulink has been able to use Dymo Labelwriters on Terminal Servers. New **Windows**

**2012/2016/2019/2022** Terminal Servers will need to install the **DYMO Labelwriter 330 Turbo-USB drivers**. Remote Desktop Users must install matching **DYMO Labelwriter 330 Turbo-USB drivers** on their local station for proper redirection.