

# KeepnTrack Badge Printer

## Packing List

Thank you for purchasing the KeepnTrack Badge Printer. This package contains the items listed below. If anything is missing or damaged, please call us toll-free at 1-800-347-6439.

### **This packing list is used for the following product(s):**

- KeepnTrack Badge Printer (V7005)
- 36 Month Extended Warranty (W7005)

### **Your package contains the following:**

- Printer
- AC Adapter and cord
- Ethernet cable
- KeepnTrack Badge Printer Badge Order Form
- Warranty Information

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# KeepnTrack Badge Printer Installation Guide

The KeepnTrack Badge Printer is a convenient and economical means of printing badges for your facility visitors.

The next few pages provide general information about the KeepnTrack Badge Printer and steps to install it. Should you need further assistance or have any questions about the installation process, please contact KeepnTrack Customer Support at 1-800-320-5830 or [support@keepntrack.com](mailto:support@keepntrack.com).

## System Requirements

A Static IP or Reserved DHCP address is required to use the network printer. For more information about Static IP or Reserved DHCP address, we recommend speaking with your local IT specialist.

The KeepnTrack printer is supported on the two most recent versions of these web browsers:

- Chrome
- Edge
- Firefox
- Safari

## Installation Summary

To use the KeepnTrack Badge Printer, you first need to follow several configuration steps.

Each printer will only need to be configured once.

1. Unpack the Printer
2. Load the Paper/Label roll
3. Configure the printer to use a Static IP or Reserved DHCP address.
4. Configure CloudPRNT
5. Set printer preferences in KeepnTrack.

## Step 1: Unpack the Printer

When unpacking the printer, verify that you have received the Printer, Setup guide, AC Adapter, Power cord, and ethernet cable.

1. Connect the ethernet cable to the connector on the rear panel of the printer.
2. Connect the power cable to the AC adapter, then connect the adapter to the connector on the printer.
3. While the printer is OFF, insert the power cable plug into a protected AC outlet.
4. To turn the printer ON, push the power button located on the right side of the printer. The POWER lamp on the control panel will light up.

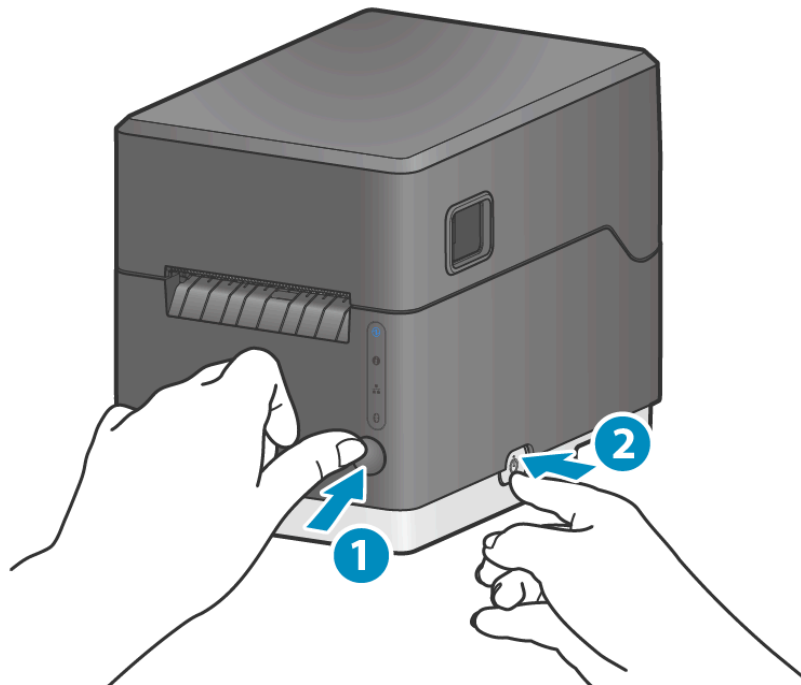
## Step 2: Load the Paper or Label Roll

The labels and paper are heat sensitive—**do not** expose to heat, direct sunlight, or moisture while storing. Only use labels or paper from COMPanion.

1. Pull the opening lever located on the top right hand side of the printer to gain access to the inside of the printer.
2. To remove an empty roll, simply lift the empty tube straight up out of the printer. To add a roll, continue to the next step.
3. Note the direction of the roll (see diagram on the inside of the printer cover), gently place the roll into the compartment and lift up until the white paper guide shafts (on the left and the right) are inserted into the sides of the paper tube.
4. Be careful that the paper roll does not fall out of the paper guide shafts. If the paper roll falls into the printer, it is detected as a roll position error and you cannot print.
5. Pull the leading edge of the paper up and towards you horizontally.
6. Close the lid by pushing down on both sides and ensure it is firmly latched.
7. Remove the discharged paper.
8. We suggest you use the paper roll to generate a test receipt with the current IP address instead of the labels.

## Step 3: Configure the Printer

1. Turn the printer off. Now press and hold the FEED button as you power on the printer. You will only need to tap the power button until the blue power light comes on then release the power button. Keep holding the feed button, after a moment it will generate a test receipt with the current IP address near the bottom.



2. Once you have finished printing, remove the sheet that was printed. The Current IP parameters will be listed on the bottom of this sheet.
3. Open a web browser, type that IP address from the test receipt in the address bar, and tap enter. You will be directed to the Star mC-Label3 Web Configuration.



## mC-Label3 Web Configuration

- Home
  - > Home
- Network Configuration
  - > Change Password
    - Change default password to configure network settings.
- Display Status
  - > Device Status
- System Access
  - > Logout
- Manual
  - > Online Manual

### Change Password for "root" account

#### Input old password

Show characters

#### Input new password

Show characters

**Submit**

Cancel

- On the left hand side under System Access, select **Login**. If this is the first time logging in you will be prompted to re enter the password. For our purposes I just re-added the default.
- Enter the printer's default login credentials:
  - Username: root
  - Password: public
- Click **Submit** then **Save**. Select the option **Save→Restart** then **Execute**
- Once you're logged back in, on the left hand side under Network Configuration select **IP Parameters**.



## mC-Label3 Web Configuration

### Home

➤ Home

### Network Configuration

➤ IP Parameters

➤ System Configuration

➤ Change Password

➤ Star Micronics Cloud

➤ CloudPRNT

➤ SSL/TLS

➤ Miscellaneous

➤ Save

➤ Set Default

### Display Status

➤ Device Status

### System Access

➤ Logout

### Manual

➤ Online Manual

## IP Parameters

**Static**

Following addresses are used.

**IP Address**

192.168.0.111

**Subnet Mask**

255.255.254.0

**Default Gateway**

192.168.0.1

**Dynamic**

Addresses are obtained from network.

**Submit**

**Cancel**

8. Enter the Static IP Address, Subnet Mask, and Default Gateway or Reserved DHCP address for your local network. If you do not know what these are, speak with your local IT specialist.
9. Click **Submit** then **Save**. Select the option **Save→Restart** then **Execute**
10. Continue to step 4. Configure CloudPRNT

## Step 4: Configure CloudPRNT

1. Login back in with your newly saved IP address and select CloudPRNT
2. Enable the CloudPRNT Service
3. Select the Server URL: Type the address of your KeepnTrack CloudPRNT Server.
4. **https://YourServerName.keepntrack.com/api/print/check**
5. Click **Submit** then **Save**. Select the option **Save**→**Restart** then **Execute**
6. Continue to step 5. Set up Printer preferences in KeepnTrack.



## mC-Label3 Web Configuration

### Home

> Home

### Network Configuration

> IP Parameters

> System Configuration

> Change Password

> Star Micronics Cloud

> CloudPRNT

> SSL/TLS

> Miscellaneous

> Save

> Set Default

### Display Status

> Device Status

### System Access

> Logout

### Manual

> Online Manual

## CloudPRNT

### CloudPRNT Service

ENABLE

### Server URL

https://demo.keepntrack.com/api/print/check

### Polling time (Sec.)

5

### User Name


### Password

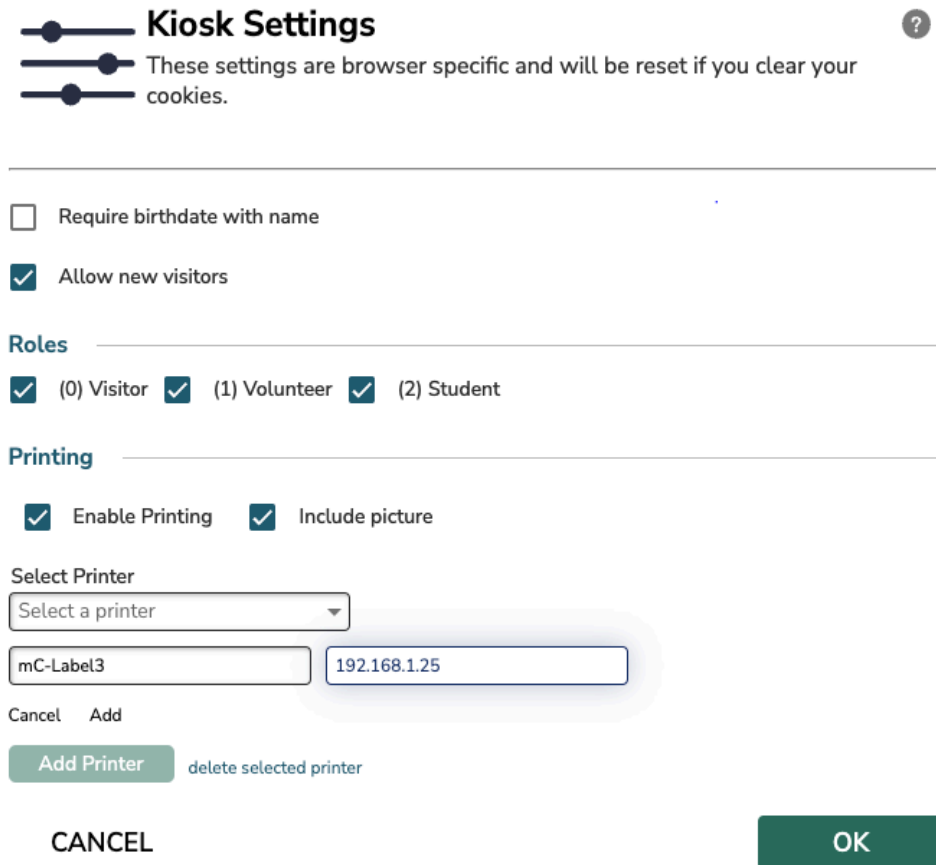
submit

cancel



## Step 5: Set Printer Preferences in KeepnTrack

1. Log into your Attended or Self-Service kiosk in KeepnTrack.
2. Click the Kiosk settings menu in the top right of the kiosk. 
3. Check **Enable Printing** then **Add Printer**.
4. Type a *Printer name* and the *Static IP* of your printer. Click **Add**.
5. Now Select the newly added Printer from the **Select Printer** drop down. **OK**



**Kiosk Settings** ?

These settings are browser specific and will be reset if you clear your cookies.

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Require birthdate with name

Allow new visitors

**Roles**

(0) Visitor  (1) Volunteer  (2) Student

**Printing**

Enable Printing  Include picture

Select Printer

Select a printer

mC-Label3 192.168.1.25

Cancel Add

**Add Printer** delete selected printer

**CANCEL** **OK**

If you see **You are not registered for this add-on.** in the Kiosk Settings, KeepnTrack may not be registered for the printer yet. Contact COMPanion Customer Support at 1-800-347-6439 for assistance.

That's it! You've successfully installed and configured the KeepnTrack Badge Printer. Please read the printer's user manual for additional operational, precautionary, and maintenance information. You can find additional information about KeepnTrack printing preferences in the [Support Center](#).

## Ordering from COMPanion

Thank you for ordering from COMPanion Corporation.

To order additional paper for your printer, fill out the order form on the following page. Please help us to process your order by listing the quantity of each item and the grand total.

Send your completed form to:

### **Mailing Address**

COMPanion Corporation  
1831 Fort Union Blvd.  
Salt Lake City, UT 84121-3041

### **Fax Numbers**

Toll-Free: 1-888-515-3883  
Local: 1-801-943-7752



For assistance placing an order, contact our Sales department at 1-800-347-6439. For complete product information, visit <https://www.keepntrack.com/>.

## KeepnTrack Badge Printer - Badge Order Form

Product	Description	Quantity	Price	Total
V7110	Badge Labels, White (12 rolls)	450	\$260	

\* Shipping is included.

**TOTAL:** \_\_\_\_\_

### Billing Information

Institution Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Primary Contact: \_\_\_\_\_ Email: \_\_\_\_\_

Alternative Contact: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

### Shipping Information

Institution Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Primary Contact: \_\_\_\_\_ Email: \_\_\_\_\_

Alternative Contact: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

### Payment Information

VISA    
  MASTERCARD    
  AMEX    
  CHECK    
  MONEY ORDER    
  WIRE

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Security Code: \_\_\_\_\_

↓ For COMPanion Use Only ↓

Purchase Order Number: \_\_\_\_\_

## Hardware Warranty

COMPanion Corporation's scanners, printers, and other hardware devices are warranted by COMPanion against defects in materials and workmanship for the specified period from the date of shipment by COMPanion to the end-user. During this warranty period, we, or our designated repair facility, will repair or replace (at our option) at no charge any device that proves to be defective, provided you return the device, shipping prepaid, to COMPanion, following the return guidelines below.

### **Standard Warranty Period: 12 Months**

This warranty does not apply to damage caused by accident or misuse, including by the use of paper not sourced from COMPanion, or as the result of service or modification by other than COMPanion or our designated repair facility.

No other express warranty is given. The replacement of the device is your exclusive remedy. Any other implied warranty of merchantability or fitness is limited to the duration of this written warranty. Some states, provinces, and countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall COMPanion or its designated repair facility be liable for consequential damages. Some states, provinces, and countries do not allow for the exclusion or limitation of incidental or consequential damages, and so the above limitations or exclusions may not apply to you.

### **Return Guidelines**

Should your device fail to operate during the period of this warranty, contact COMPanion Customer Support at 1-800-347-4942. Our staff will help resolve the issue or provide instructions to properly return the device to COMPanion.