

## **Frequently Asked Questions**

### **DYMO LabelWriter Windows SDK**

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#### **Q. Which interface should I use?**

The high-level COM interface is the simplest way to add label printing capability to your application and should be considered the standard method to use. Using the high-level COM interface, you can print a label with as few as five lines of code (see the JavaScript and VBScript sample code for examples). If you want to print labels where the placement of the items (barcode, text, graphics, and so on) is constant, but their values change, then use the high-level COM interface.

The low-level COM interface is useful if you need to do more complex operations, such as create, move, and resize label objects dynamically within your application. With these added capabilities comes a great deal more complexity.

The DLL interface is the most complex but the most powerful interface. It's generally overkill for an application that just needs to print labels. But if you plan on writing an application for custom label design and printing, then the DLL interface may be the way to go.

The DDE interface is provided to support older applications that were developed in the past and should not be used going forward. All functionalities provided by the DDE interface are supported by the high-level COM interface.

#### **Q. Does the SDK support printing on Mac OS or Linux\UNIX?**

DYMO offers a separate AppleScript-based SDK for Mac OS.

Currently, no SDK is available for Linux or UNIX. DYMO is in the process of developing fully supported LabelWriter printer drivers for LINUX. These CUPS-based drivers should be released in the near future.

#### **Q. Are there .NET samples in the SDK?**

Yes. We have added .NET samples in the latest SDK. Samples are provided in C#, VB, ASP.NET, and C++. The samples also provide examples on how to control roll selection when using the LabelWriter Twin Turbo printer.

#### **Q. Can I print labels from Internet Explorer using the SDK?**

Yes. We have included JavaScript and VBScript samples in this release of the SDK.

**Q. Can I print labels from the Mozilla Firefox browser using the SDK?**

Yes. We have introduced three XPCOM objects: nsIDymoAddin, nsIDymoLabels, and nsIDymoTape. These objects provide the same functionality as the IDymoAddin, IDymoLabels, and IDymoTape interfaces (part of the high-level COM interface). You can use these XPCOM objects from JavaScript to print labels from a web page loaded in the Firefox browser. The XPCOM sample illustrates this process.

**Q. Do you have samples that show how to print to the new LabelWriter Twin Turbo and LabelWriter Duo printers?**

Yes. See the .NET examples.

**Q. I want to print to the LabelWriter Twin Turbo. How do I specify the roll to be used?**

The IDymoAddIn3 and IDymoAddIn4 COM interfaces provide additional functions that support printing to the Twin Turbo (see the SDK documentation for more details). The newly added .NET samples also show you how to print to a LabelWriter Twin Turbo.

**Q. How do I print to the cassette tape part of the LabelWriter Duo printer?**

The IDymoTape interface provides the functionality to create labels using the cassette tape part of the LabelWriter Duo printer. See the SDK documentation for more detailed information. The Tape SDK Sample (written in VB) shows you how to print to the tape part of the LabelWriter Duo printer.

**Q. I have multiple LabelWriter printers installed on my system. Using the high-level COM interface, how do I select between multiple printers?**

You can get a list of the currently installed LabelWriter printers using the GetDymoPrinters() function provided by the IDymoAddIn interface. The IDymoAddIn interface also provides the SelectPrinter() function which is used to select a specific LabelWriter printer for output.

**Q. Why does my program print a blank label, even though I have changed the text/data on the label?**

There are many reasons why a blank label might be printed. This can be caused by opening the wrong label file, trying to open a label file that does not exist, or by using the wrong or a non-existent label object when adding data to the label. Most functions in the SDK return some type of status to indicate if the operation is successful. Checking for the return status of these functions can help you track down where things are going wrong.

**Q. I am using the low-level COM interface to print using a graphic object. Is there a trick to specifying the image source and the file name attributes?**

It depends on the programming language you're using. Try switching the order you set these two attributes. For example, if your program does not work when you set the image source, then the file name, try setting the file name first, and then the image source.

**Q. I am NOT using any of the SDK interfaces but I am printing directly to the LabelWriter printer driver. When I print a label, it's always using the default label size (Address 30252). How do I change the paper size selection in the printer?**

We have included a sample VB program (called "Paper Size") that uses the Windows API to set a paper size in a printer driver.

**Q. I am printing directly to the LabelWriter printer, without the SDK. No matter what I do, I can't print to the top half of the shipping label I am using. Only the bottom 1 inch or so is printable.**

This is because you are not properly setting the label size in your application. We have included a sample VB program (called "Paper Size") that uses the Windows API to set a paper size in a printer driver.

**Q. I am using a 3<sup>rd</sup> party application to print to a LabelWriter printer. How do I change the "default paper size" in the printer so that when I print from the 3<sup>rd</sup> party application, I don't have to manually change the paper size (for example, change from the default "30252 Address" paper size to another paper size)?**

You can set the default paper size of a LabelWriter printer through the Windows "Printer Properties" dialog box. Follow the steps below to change the default paper size:

1. From the **Start** menu, select **Printers and Faxes** to open the list of printers.
2. Find the LabelWriter printer to which the 3<sup>rd</sup> party application prints, and click once to select the printer (the printer should be highlighted).
3. From the **File** menu, select **Properties** to open the Printer Properties dialog box.
4. Click the **Printing Preferences** button to open the Printing Preferences dialog box.
5. Click the **Advanced** button to open the Advanced Options dialog box.
6. Find the Paper Size setting and select the desired paper size for your application.
7. Click **OK** at each dialog box to save the change.

**Note:** Even though the **Paper available:** control in the Printer Properties dialog box does not show the paper size you just selected, the change is registered in Windows and will take effect globally (for example, all applications that use the printer will default to print on the paper size you chose).

**Q.** How do I print barcodes from a web page using the SDK? All the samples show how to print addresses, but not barcodes.

You can print barcodes as easily as you can print addresses using the SDK. Here is how:

1. Use DLS to design a label that includes a Barcode object. (Refer to the DLS help and manual for more information about how to add a barcode label)
2. Change the Barcode object's settings to the symbology you want to use.
3. Save the label file.
4. From your program, use the Open() function of the IDymoAddIn interface to open the label file save in step 3.
5. Use the SetField() function of the IDymoAddIn interface to set the data for the Barcode object. (This is similar to using the SetAddress() function to set the address for an Address object.)

**Q.** I need to print to the LabelWriter Twin Turbo printer from my web page. Do you have a sample that illustrates how to select the roll?

We currently have VB, C#, and C++ samples that show you how to print to a specific roll on the LabelWriter Twin Turbo printer from a web page. We don't have a sample in JavaScript or VBScript. In any case, use the Print2() function of the IDYMOAddIn3 interface to direct the output to a particular roll on the LabelWriter Twin Turbo printer.