CONFIGURING THE BROTHER TD-2020 LABEL PRINTER FOR USE WITH AVImark VETERINARY SOFTWARE

Overview

The latest printer offerings from Dymo now require that only Dymo branded labels with a proprietary electronic "RFID" core can be used in the printers as the core activates the printer for operation. The use of non-Dymo branded labels, or older Dymo labels not using this technology will prevent these printers from operating. This has several disadvantages – (1) typically a higher cost per roll to the user for these proprietary labels, (2) practices with a stock of the older "standard" labels being unable to use them should they desire to update their Dymo printers to newer models, and (3) the Dymo branded labels do not offer the various designs many practices have come to utilize as offered by providers such as Vetrimark. It is for these reasons that alternate label printers compatible with AVImark are being sought out by Veterinary practices. The **Brother TD-2020** that this configuration guide was prepared for is one such alternate. Note that this model of Brother label printer is intended to be connected to and used by a single computer workstation only. While it may be possible to "share" the printer to multiple networked computers by connecting it to a print server device, it is not covered in this guide.

Printer hardware setup prerequisites

Each printer is packaged with a power supply, USB cable, software installation disc and a quick reference guide. Use the quick reference guide to familiarize yourself with the printer, how to connect it to power and how to insert your Vetrimark label roll. **Do not** use the software installation disc to install the print driver / software as that will be handled by this guide using the latest device "drivers" from the manufacturer's support website. Insure that you have an open USB port on the computer you will be installing and configuring the TD-2020 on.

Also verify that you have adequate permissions in the AVImark application to access the Hospital Setup and Printer Setup functions, or have a system admin with access available to assist with those functions at such time they are required in this guide.

Configuration guide section reference

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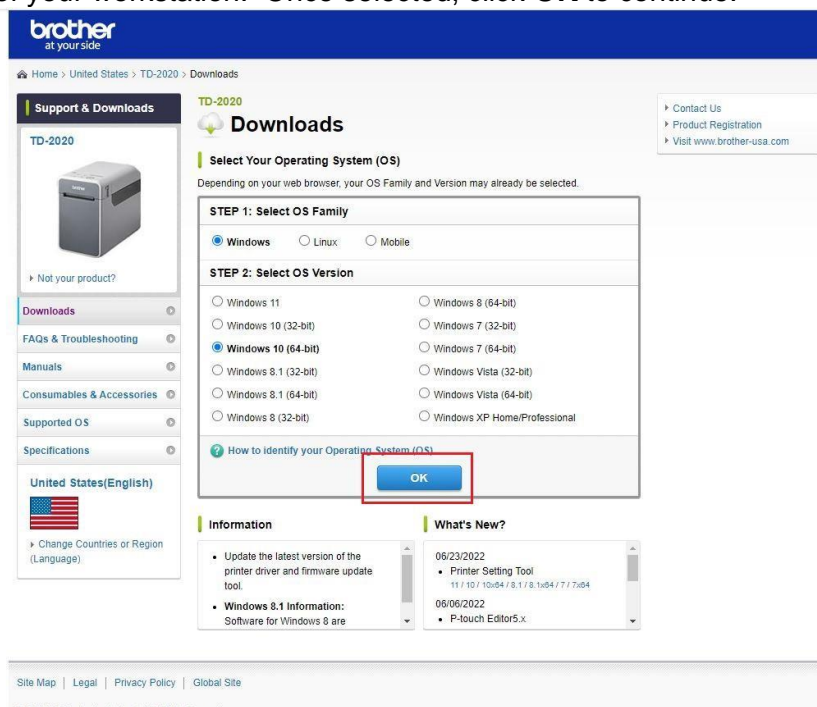*IT services for small & medium businesses*

1. Downloading and installing the latest Brother TD-2020 print driver

While each printer should have come with a software installation disc in the box, it is usually a good idea to obtain the latest driver from the manufacturer's website. Often times updates are made to correct issues or enhance operation, and released after the printer was packaged up for sale.

1. Open a web browser and search for **Brother TD-2020 driver**. Look through the search results and find a link similar to the Brother support page as shown below. Click on the link to navigate to the page.
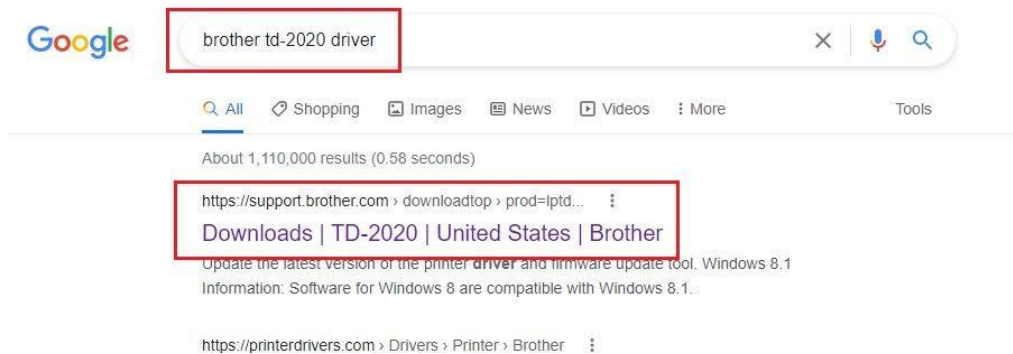
2. You should now see the downloads page for the TD-2020 printer as shown below. Choose your appropriate operating system family (typically Windows), and the operating system version of your workstation. Once selected, click **OK** to continue.

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3. Locate and click the **Printer Driver** link for the TD-2020 printer.

4. If desired, you may review the Brother end user license agreement at this time. Click the **Agree to the EULA and Download** button begin the download.

5. The driver file should now begin downloading to the particular folder that your web browser is configured to save downloaded files into. Once the file download is completed, you may close your web browser.

6. Using File Explorer, navigate to the download folder your web browser is configured to use and locate the self extracting driver file utility. At the time this guide was prepared, the filename of the driver file to look for is **td2000w700eus.exe**. Double click the file to

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launch it and choose to **Unzip** it when displayed. Keep note of the "Unzip to folder" path where the extracted files will be placed as that will need to be navigated to later.
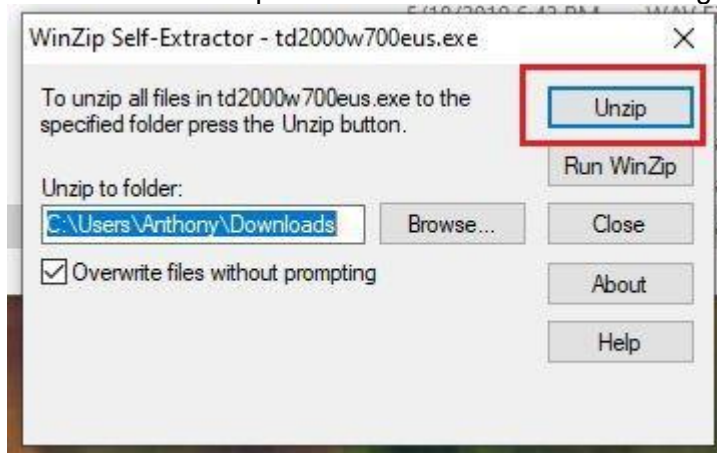

7. When the file extraction is complete, click **OK** on the status screen indicating how many files were extracted successfully, and then click **Close** to exit the self extracting driver file utility.
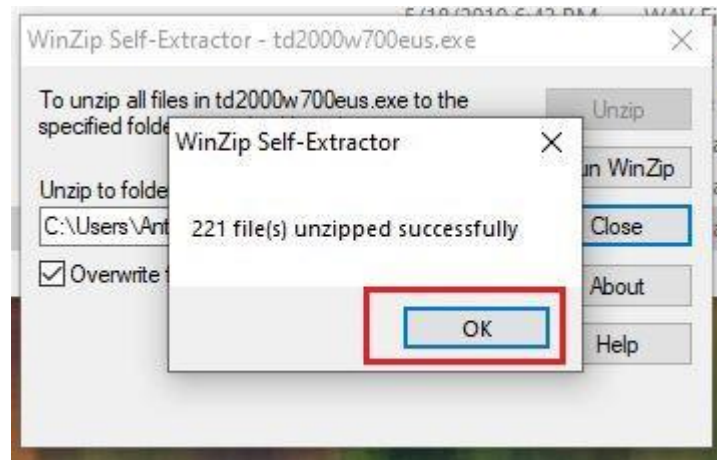
8. Using File Explorer, navigate to the folder noted in step 6, and locate and open the subfolder named **td2000w700eus** that should now be present on your system. Locate and double click the driver installation file **D_SETUP.exe** as shown below to launch the Brother driver installation utility.
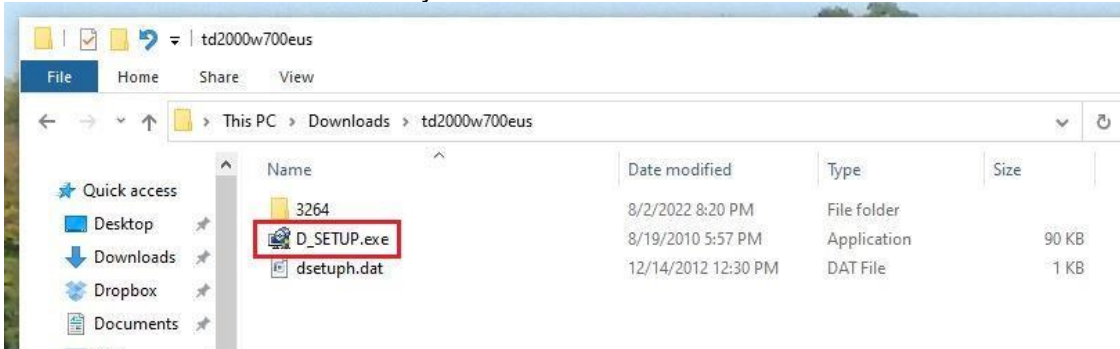
9. You should now be prompted with a screen to select which printer model to install a driver for. Choose the **TD-2020** model.
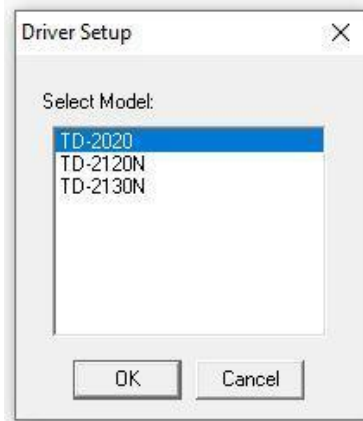

10. On the driver installation welcome screen that should now be displayed, choose **Next**.

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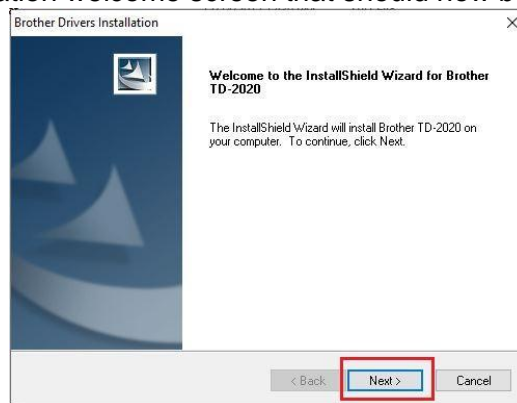
11. Ensure that the label printer is connected to an open USB port on your computer and powered on as indicated on the screen. Choose **Next**.

12. The device driver installation should now be proceeding at this point and you should see a status progress screen as shown below.

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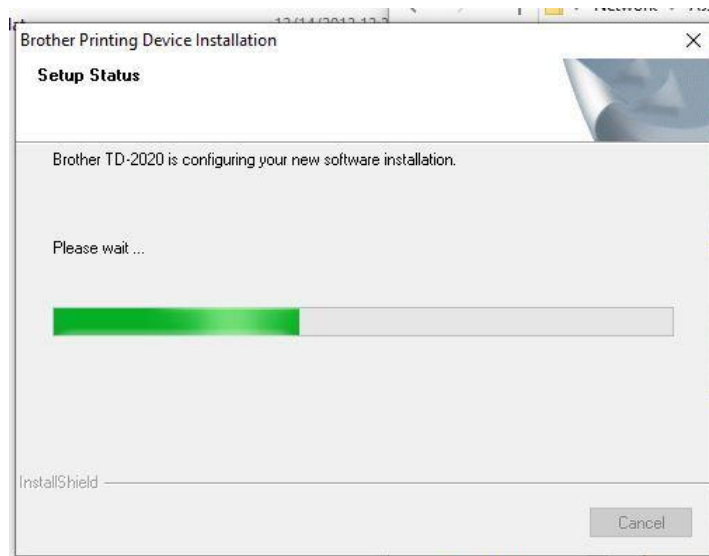
13. After completion of the driver installation, you should now see a screen as shown below. Click **Finish** to close the Brother driver installation utility.
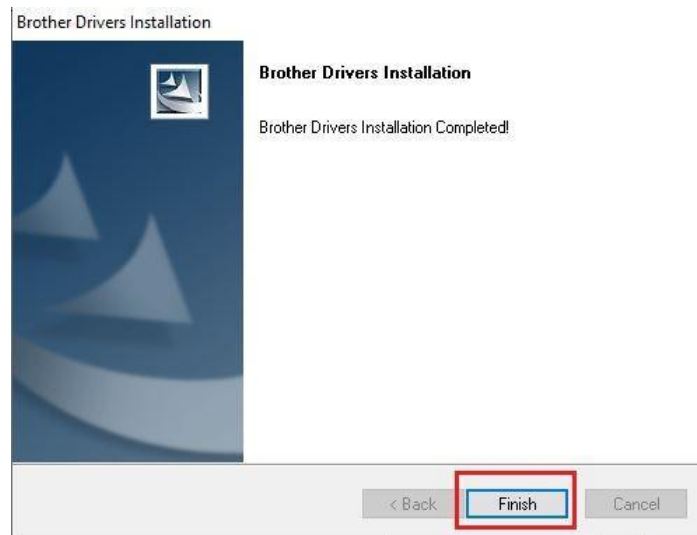
14. Note that at the time this guide was prepared, the Brother TD-2020 label printer may not automatically be added to the Windows Printers and Scanners device list after the driver installation is completed. This is normal behavior and further manual configuration in Windows Printers and Scanners may be needed before the printer is added to the device list for use. Install the print driver to Windows following the steps provided in Adding the Brother TD-2020 print driver to Windows (see Appendix, page 47)

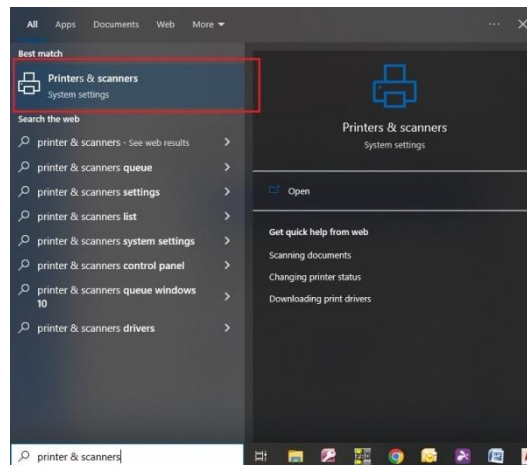## 2. Configuring Vetrimark 2-1/8" x 2-3/4" prescription labels for use

The Vetrimark 2-1/8" x 2-3/4" prescription labels are direct replacements for Dymo 30324 labels that you may have purchased in the past and used with AVImark. At the time this guide was prepared, the following **Vetrimark label item numbers** can be used with this configuration section of the guide:
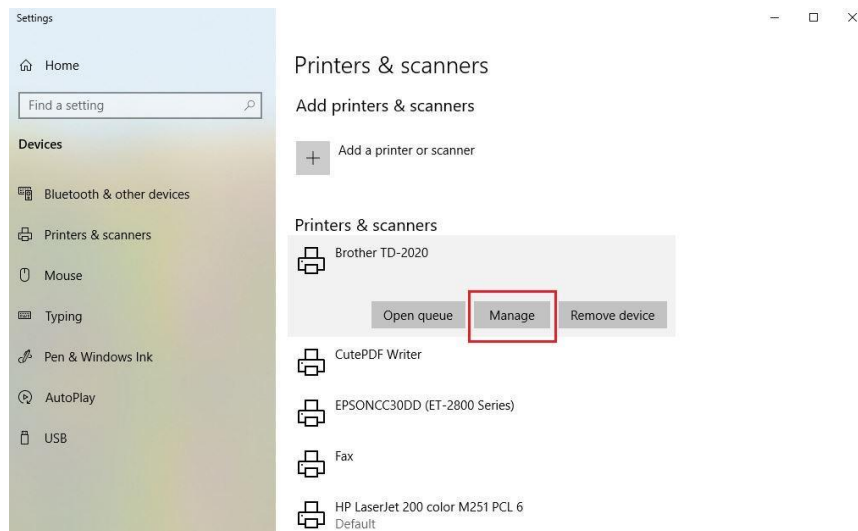
557558	557900	557942	557959
557559	557902	557943	557960
557561	557903	557944	557961
557562	557910	557945	557962
557661	557911	557946	
557748	557917	557947	

Note that if the **Printers & scanners** settings page is still open from the driver installation, step 1 can be skipped.

1. In the Windows search box (typically located in the lower left area of the screen in Windows 10), type in **printer & scanners**. Click the resulting link to access the system settings.

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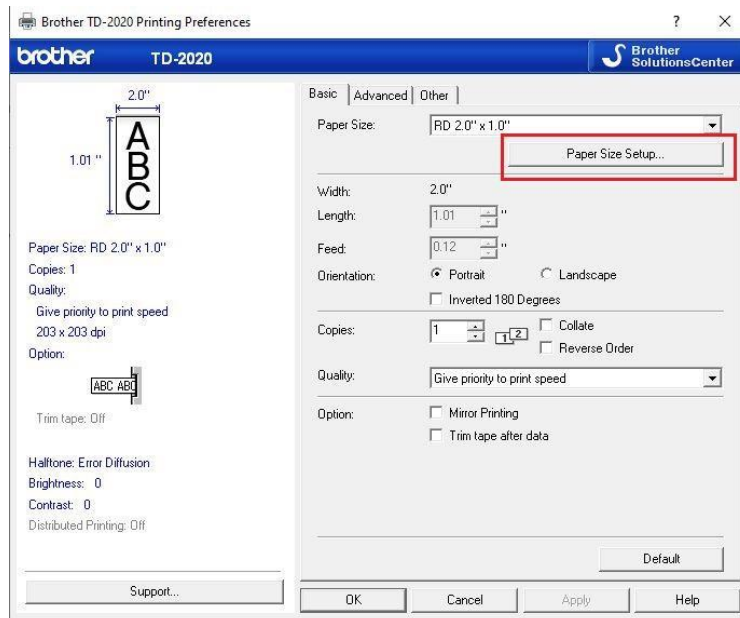IT services for small & medium businesses

2. You should now see a settings page for Windows Printers & scanners as shown below. Locate and click Brother TD-2020 printer on the list of available printers and click the **Manage** button.
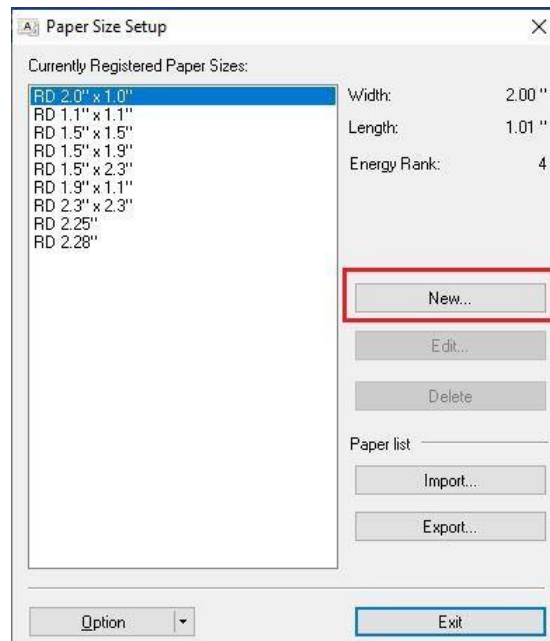

3. You should now see the management screen for your Brother TD-2020. Locate and click the link **Printing preferences** as shown

4. You should now see the **Brother TD-2020 Printing Preferences** screen as shown below. We will now be setting up the system for the appropriate Vetrimark label size. Locate and click the **Paper Size Setup...** button

5. The **Paper Size Setup** screen should now be displayed with the default label sizes installed with the Brother driver. To add the Vetrimark 30324 equivalent label to the list, click the **New…** button

6. You should now see a configuration screen to define the new label size. Enter a name to denote your new label size. This guide section will be using **Vetrimark 30324** as it offers familiarity to users who are switching from the Dymo printer. Continue setting the options

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for the width, length, spacing and margins as shown below. Once these settings have been entered, click the **Advanced Printing Adjustments…** button

7. On the **Advanced Printing Adjustments** screen that should now be displayed, set the values for **Along Label Width** and **Energy Rank** as shown. Click the **OK** button


NOTES:

➢ The "**Along Label Width**" setting effectively sets where the top most line of printing will occur on the label. If the position of the first line needs print higher up on the label for example, this value needs to be adjusted to a more "positive" value (-0.11, -0.10, -0.09 etc.) Conversely, if the position of the first line needs to print lower on the label, the value needs to be adjusted to a more negative value (-0.13, -0.14, -0.15 etc.) The setting shown in the guide was optimum for the printer and labels used in testing.

➢ The **Energy Rank** setting controls how dark the print appears on the label. A setting of 0 is the lightest, and 10 is the darkest. The value shown was optimum for the printer and labels used in testing.

➢ Should either of these settings need to be changed for your specific printer, you can edit them later by accessing this screen and overwriting the settings with the new values.

8. You will now be returned to the new label size setup screen. Click the **ADD** button
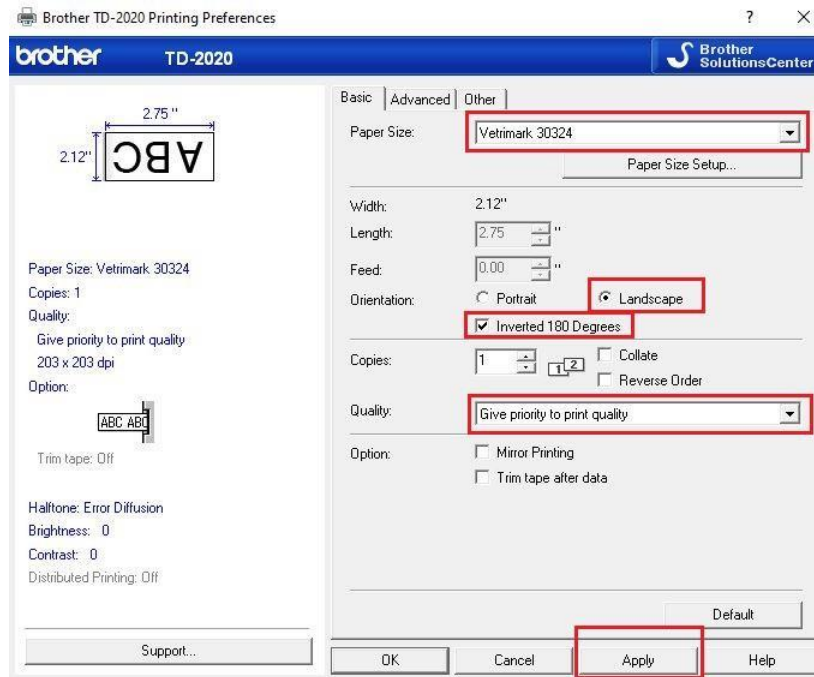
9. You will be returned to the **Paper Size Setup** screen and the **Vetrimark 30324** paper size we just configured should now appear on the list of available labels for the printer. Click the **Exit** button
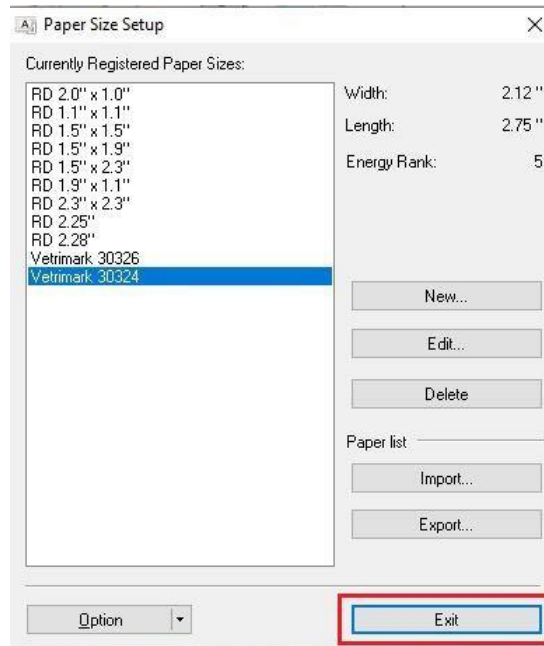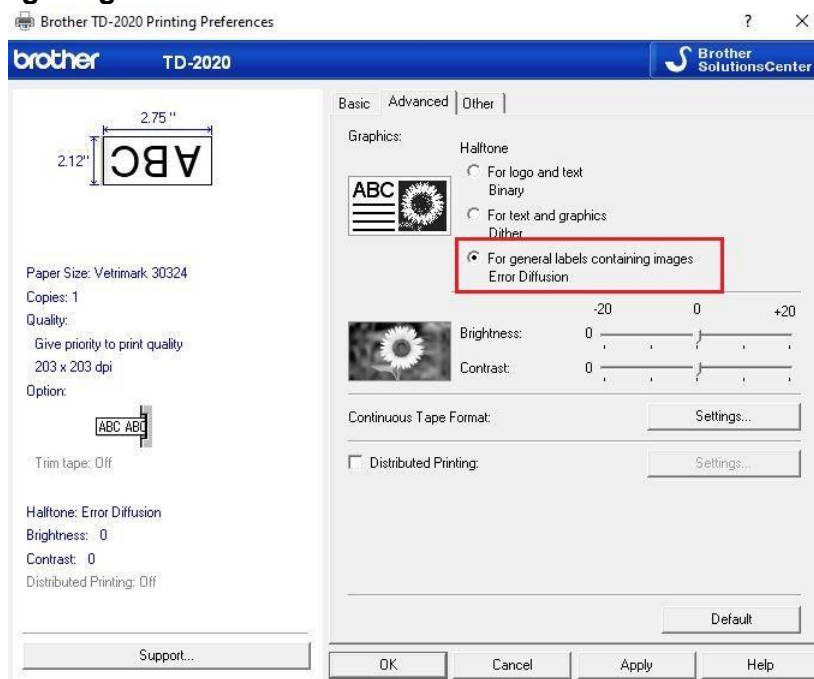
10. On the **Paper Size** dropdown of the screen that is now displayed, locate and choose the **Vetrimark 30324** label that was just configured. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, click the **Apply** button.
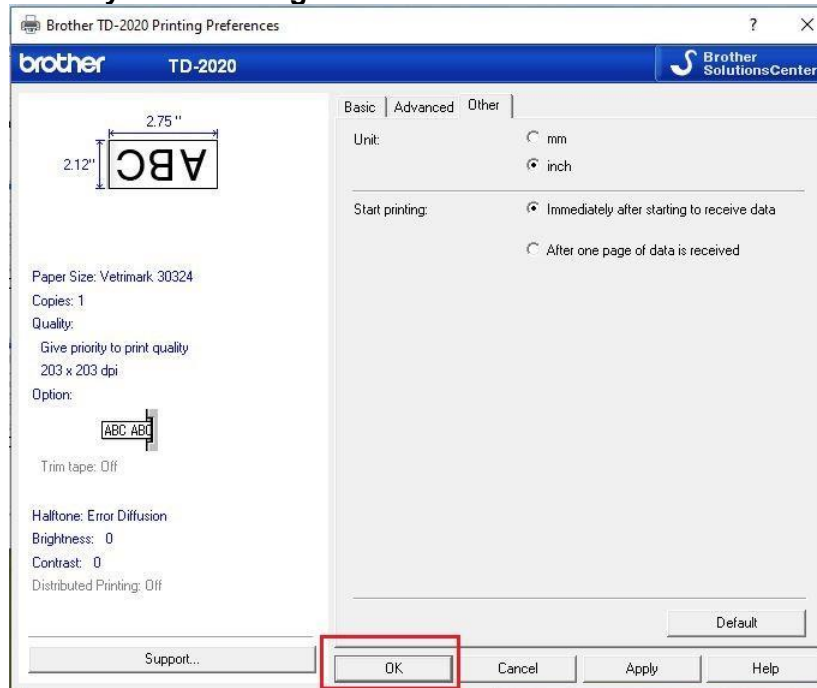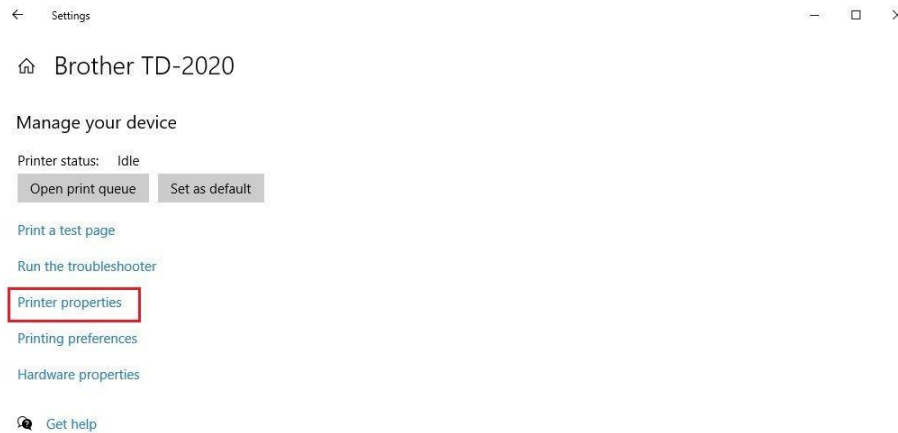
11. Click on the **Advanced** tab. Locate and choose the option **For general labels containing images – Error Diffusion** as shown.
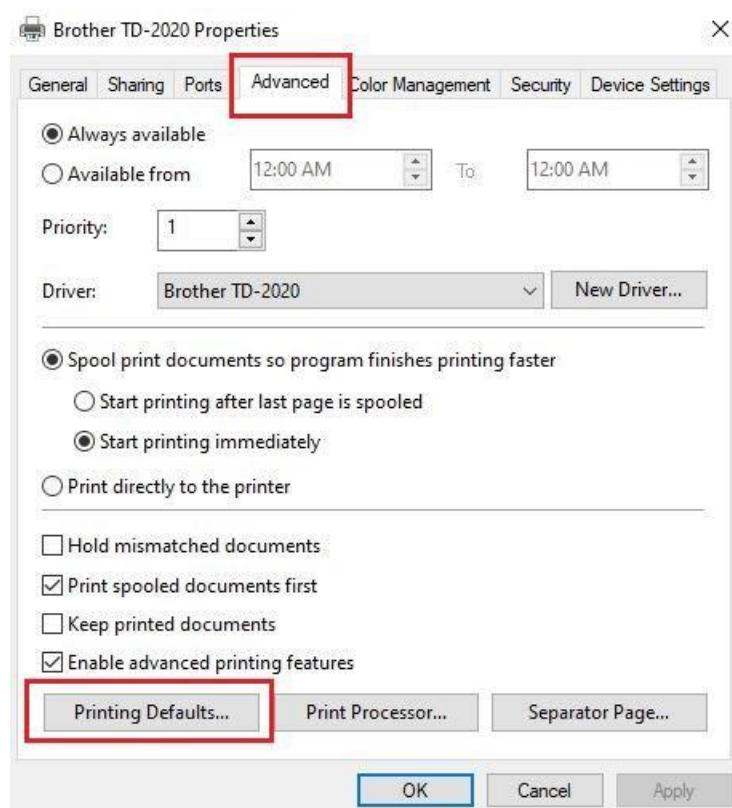

12. Click on the **Other** tab and verify the settings on your system match the options for **inch** and **Immediately after starting to receive data** as shown. Click the **OK** button.

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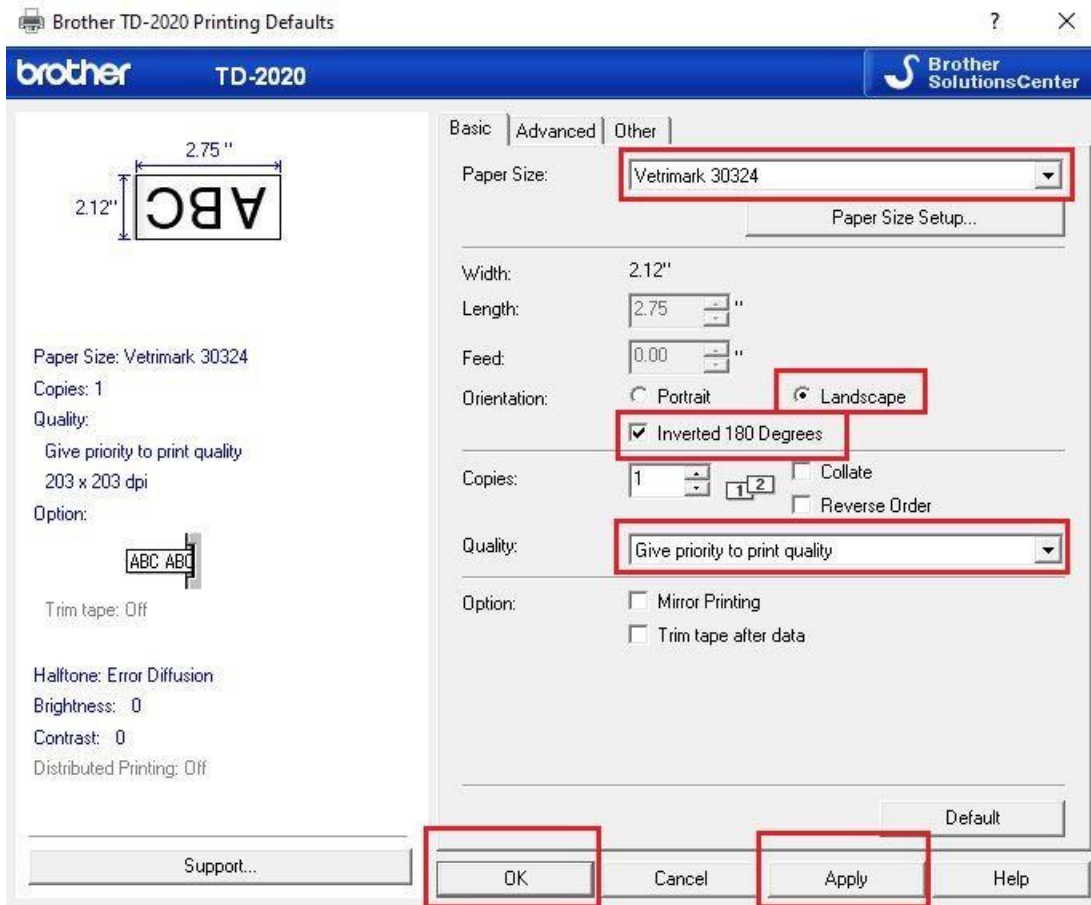IT services for small & medium businesses

13. You should now be returned to the management screen for the Brother TD-2020. . Locate and click the link **Printer properties** as shown
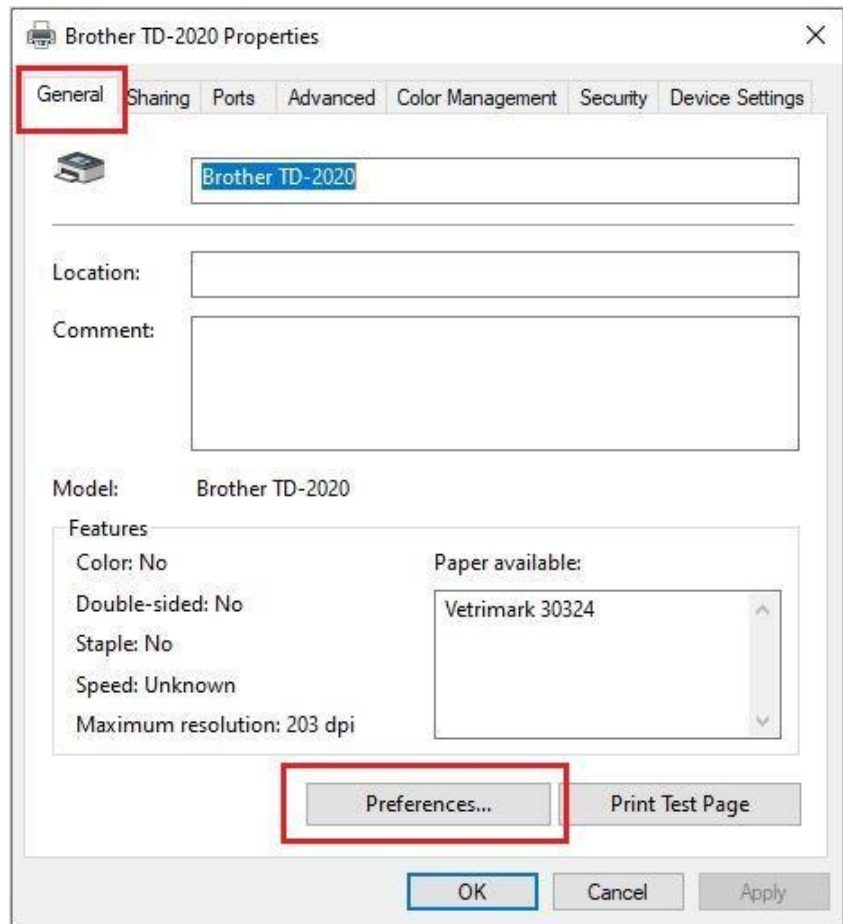

14. On the Windows **Brother TD-2020** Properties screen that should now be displayed, locate and click on the **Advanced** tab. Now locate and click the **Printing Defaults…** button

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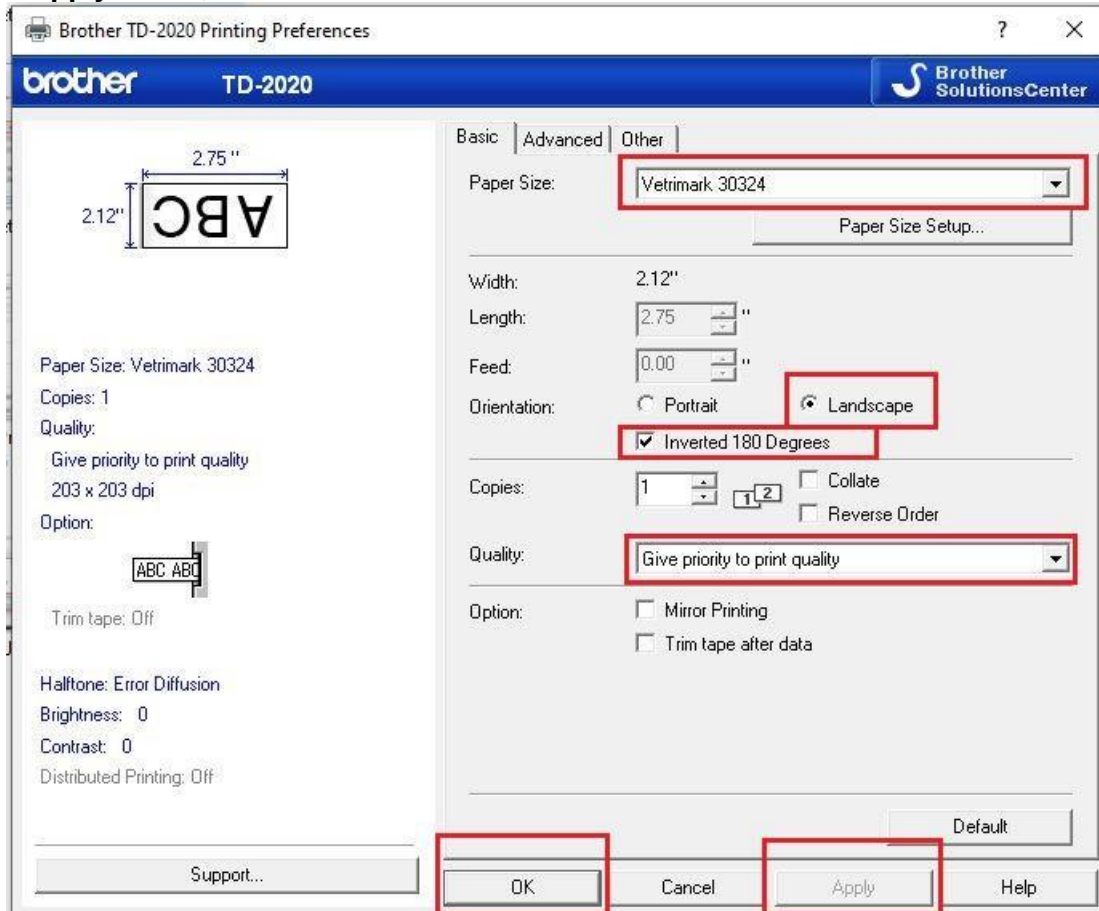IT services for small & medium businesses

15. The **Brother TD-2020 Printing Defaults** settings screen should now be displayed as shown below. In the dropdown for **Paper Size**, locate and select the **Vetrimark 30324** label created in previous steps. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, first click the **Apply** button, then the **OK** button afterwards.

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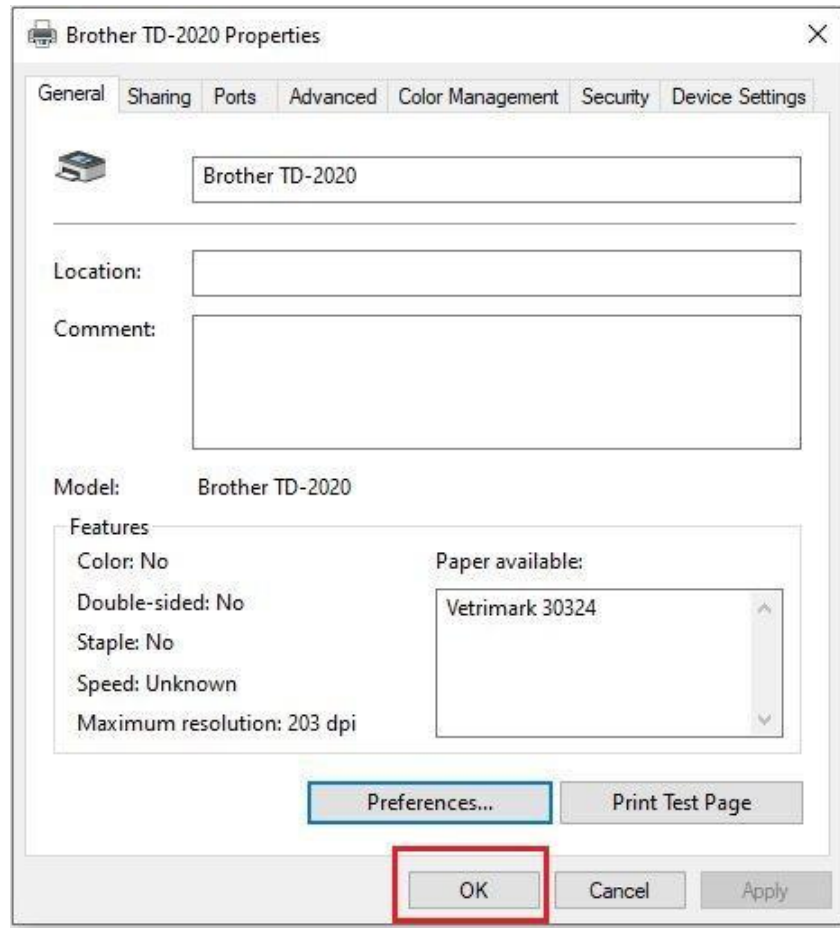IT services for small & medium businesses

16. You should now be returned to the Windows **Brother TD-2020** Properties screen as shown below. Locate and click on the **General** tab. Now locate and click the **Preferences…** button

17. The **Brother TD-2020 Printing Preferences** settings screen should now be displayed as shown below. In the dropdown for **Paper Size**, locate and select the **Vetrimark 30324** label created in previous steps. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, first click the **Apply** button, then the **OK** button afterwards.
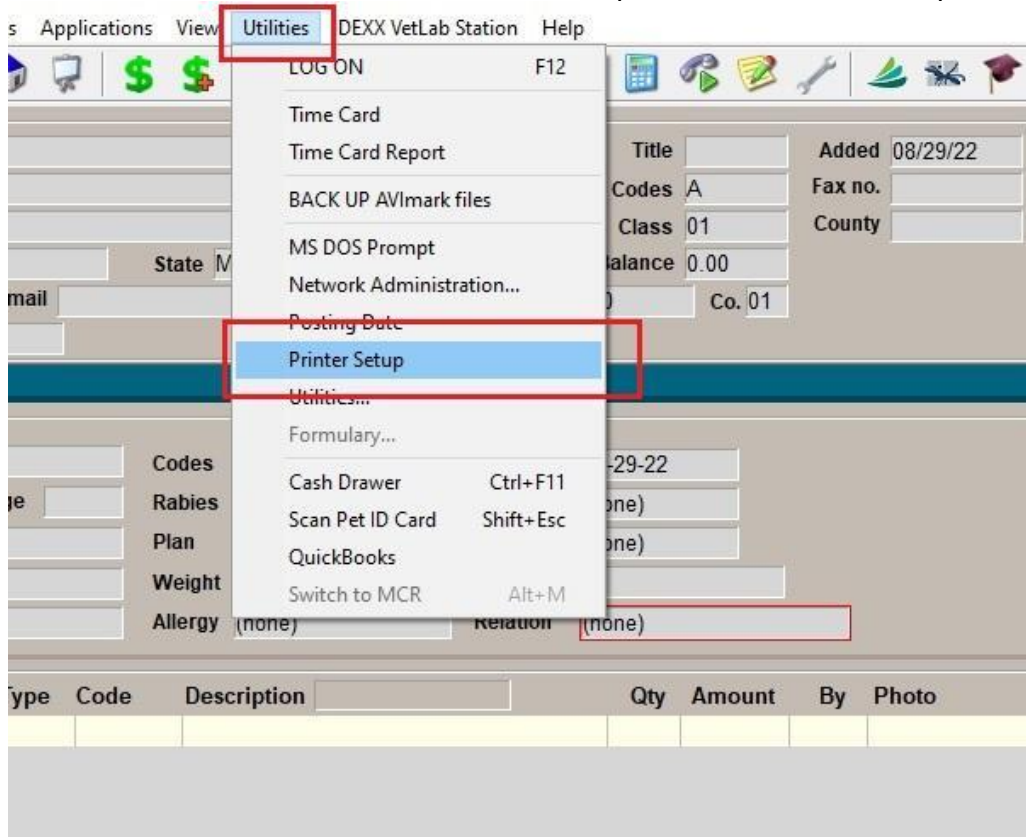
18. You should now be returned to the Windows **Brother TD-2020** Properties screen as shown below. Locate and click the **OK** button

19. At this point you may close out of the Windows settings screen for the Brother TD-2020 by clicking on the **X** in the upper right corner of the screen.

2.1 Configuring Printer and Vetrimark 2-1/8" x 2-3/4" labels on Avimark

1. If the AVImark program was open when the Brother TD-2020 was set up, it will be necessary to close it and re-open it as the list of printers is read at program startup. Close and re-open the AVImark application as needed on the workstation and on the menu bar, locate and click Utilities and select Printer Setup from the menu that drops down.

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2. You should now see the printer setup screen as shown below. On the **Printers** tab, locate the settings for the **Drug Labels** and use the dropdown to locate and select the **Brother TD-2020** printer. Verify that the quality column indicates **Label Printer** as well.
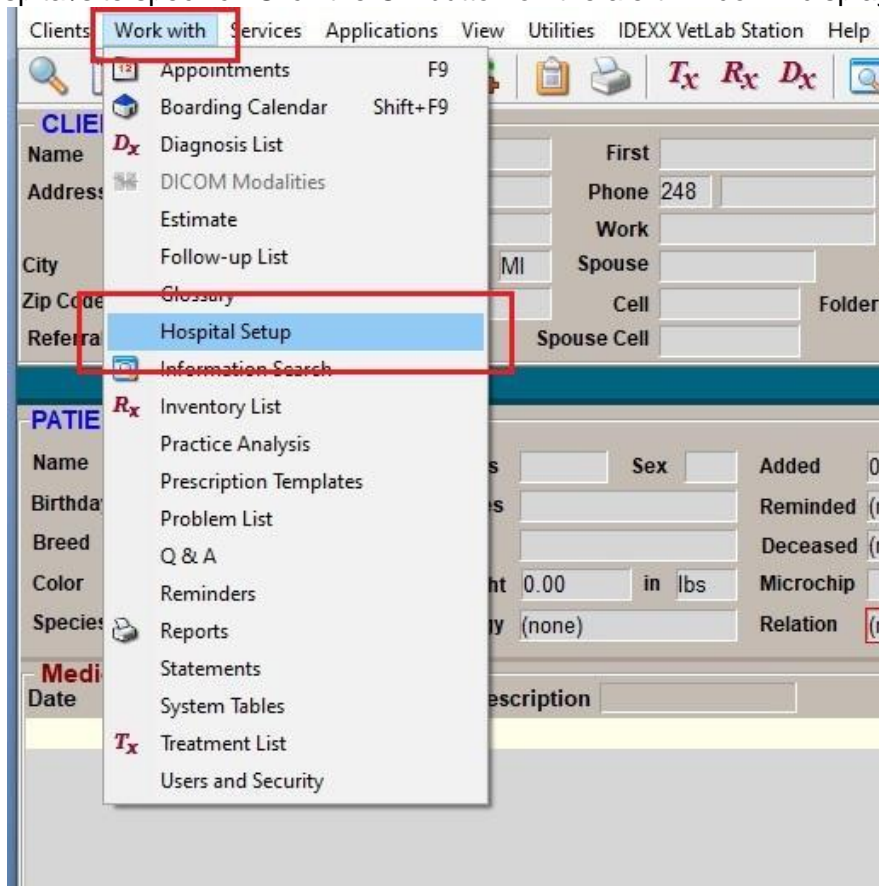
3. Click the Form Assignment tab. Locate the **Brother TD-2020** on the list of printers and use the associated dropdown box to locate and select the **Vetrimark 30324** label previously configured. Once selected, click the **Done** button.

4. On the AVImark menu bar, locate and click Work with and select Hospital Setup from the menu that drops down. You may receive an alert stating that changes made in the setup are hospital/site specific. Click the OK button on the alert window if displayed.

5. You will now be presented with the AVImark Hospital Setup utility. Locate and click the **Documents** tab. You will now see an area for the settings of Drug Labels. **It is recommended to set your system with the tested values shown below.** Note that with larger font sizes, options to include additional information on the label, Federal controlled substance statements when warranted, etc., you may experience labels that "spill over" into a second label as there is a finite amount of space that can be used per label. When you have configured the values and options for the drug labels, click the **Done** button.

6. You should now be able to generate Vetrimark 30324 equivalent drug labels using the Brother TD-2020 printer on your AVImark workstation.

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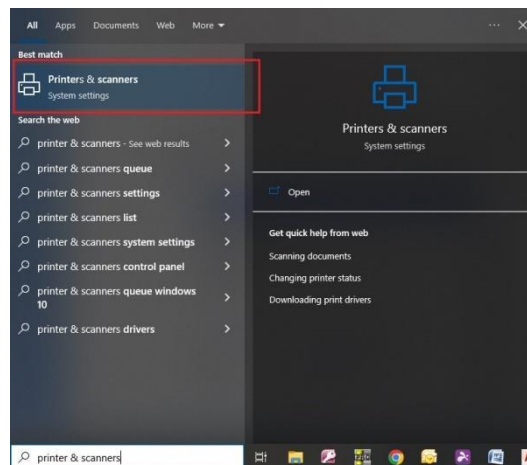CCW TECHnology
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3. Configuring Vetrimark 3-1/16" x 1-13/16" prescription labels for use

The Vetrimark 3-1/16" x 1-13/16" prescription labels are direct replacements for Dymo 30326 (3.1" x 1.8") labels that you may have purchased in the past and used with AVImark. At the time this guide was prepared, the following **Vetrimark label item numbers** can be used with this configuration section of the guide:
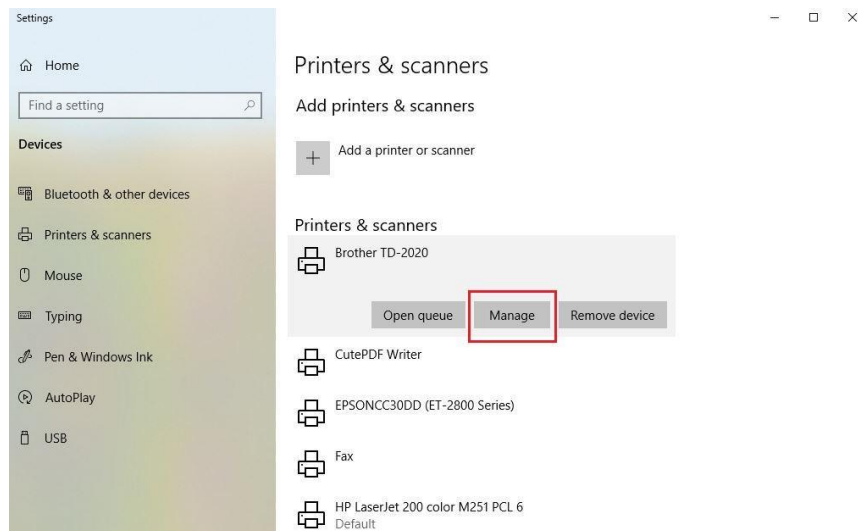
557563	557913	557966
557564	557914	557989
557661	557965	557990

Note that if the **Printers & scanners** settings page is still open from the driver installation, step 1 can be skipped.
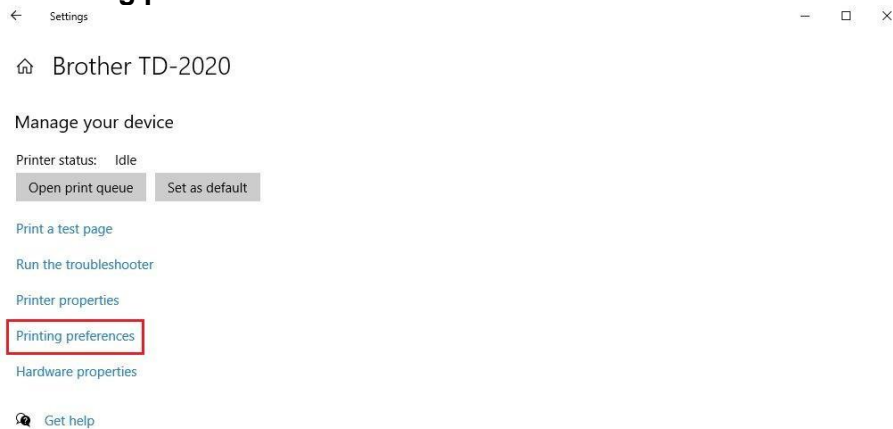
1. In the Windows search box (typically located in the lower left area of the screen in Windows 10), type in **printer & scanners**. Click the resulting link to access the system settings.

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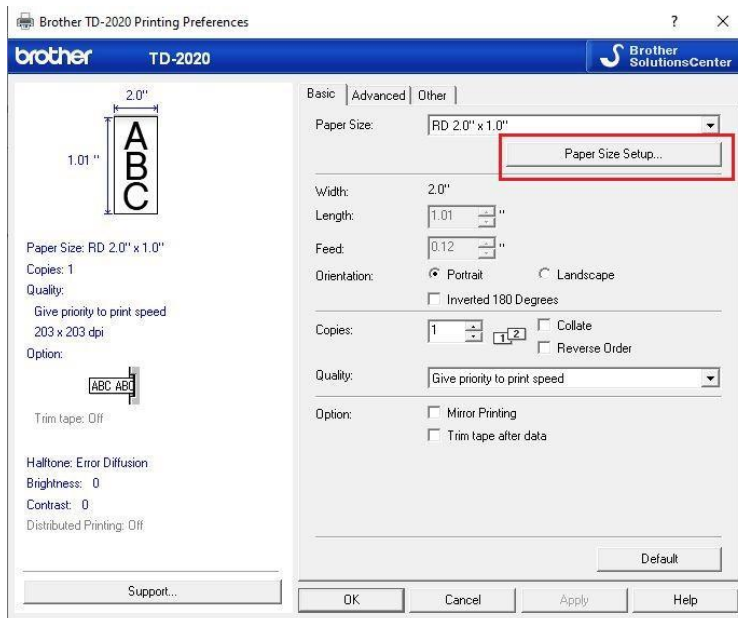IT services for small & medium businesses

2. You should now see a settings page for Windows Printers & scanners as shown below. Locate and click Brother TD-2020 printer on the list of available printers and click the **Manage** button.
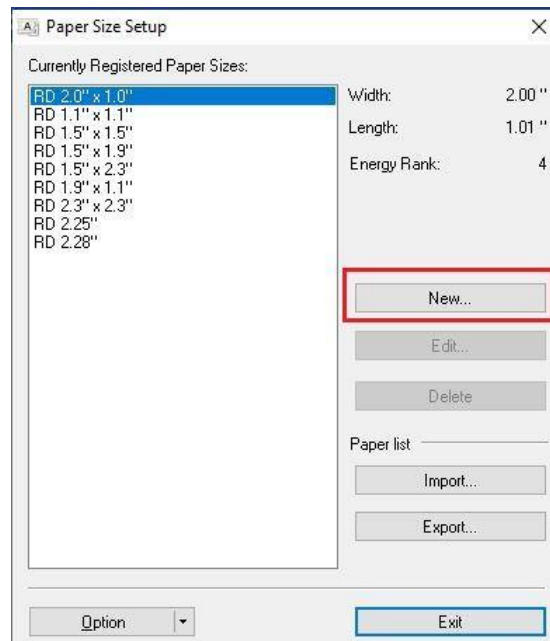

3. You should now see the management screen for your Brother TD-2020. Locate and click the link **Printing preferences** as shown

4. You should now see the **Brother TD-2020 Printing Preferences** screen as shown below. We will now be setting up the system for the appropriate Vetrimark label size. Locate and click the **Paper Size Setup...** button

5. The **Paper Size Setup** screen should now be displayed with the default label sizes installed with the Brother driver. To add the Vetrimark 30326 equivalent label to the list, click the **New…** button

6. You should now see a configuration screen to define the new label size. Enter a name to denote your new label size. This guide section will be using **Vetrimark 30326** as it offers familiarity to users who are switching from the Dymo printer. Continue setting the options

for the width, length, spacing and margins as shown below. Once these settings have been entered, click the **Advanced Printing Adjustments…** button

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7. On the **Advanced Printing Adjustments** screen that should now be displayed, set the values for **Along Label Width** and **Energy Rank** as shown. Click the **OK** button

NOTES:

➢ The "**Along Label Width**" setting effectively sets where the top most line of printing will occur on the label. If the position of the first line needs print higher up on the label for example, this value needs to be adjusted to a more "positive" value (-0.21, -0.20, -0.19 etc.) Conversely, if the position of the first line needs to print lower on the label, the value needs to be adjusted to a more negative value (-0.23, -0.24, -0.25 etc.) The setting shown in the guide was optimum for the printer and labels used in testing.

➢ The **Energy Rank** setting controls how dark the print appears on the label. A setting of 0 is the lightest, and 10 is the darkest. The value shown was optimum for the printer and labels used in testing.

➢ Should either of these settings need to be changed for your specific printer, you can edit them later by accessing this screen and overwriting the settings with the new values.
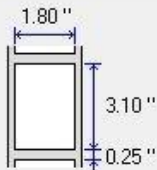
8. You will now be returned to the new label size setup screen. Click the **ADD** button

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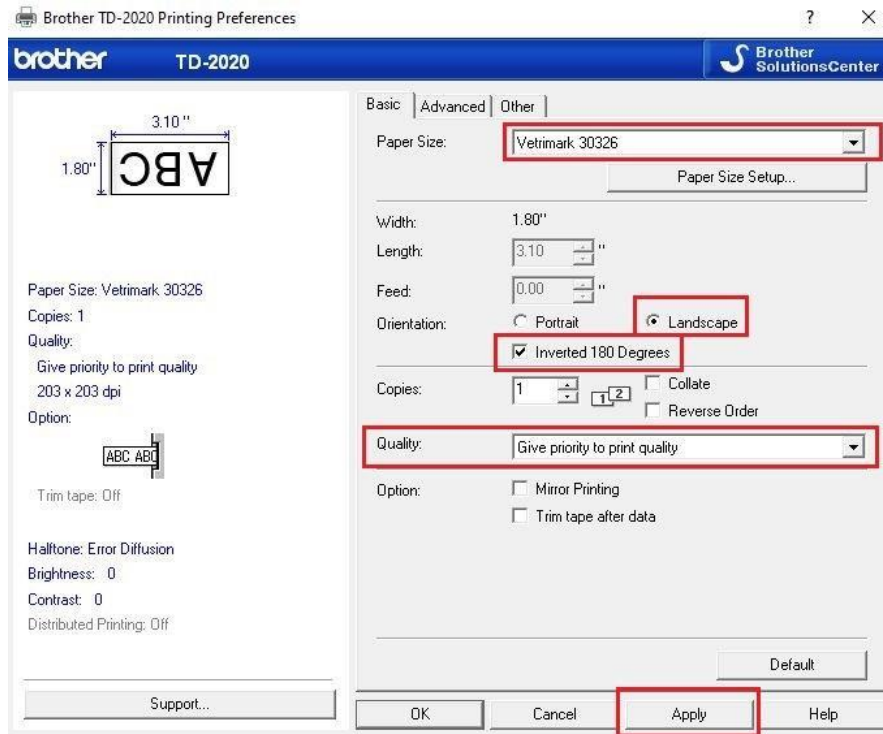
9. You will be returned to the **Paper Size Setup** screen and the **Vetrimark 30326** paper size we just configured should now appear on the list of available labels for the printer. Click the **Exit** button

10. On the **Paper Size** dropdown of the screen that is now displayed, locate and choose the **Vetrimark 30326** label that was just configured. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, click the **Apply** button.

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11. Click on the **Advanced** tab. Locate and choose the option **For general labels containing images – Error Diffusion** as shown.

12. Click on the **Other** tab and verify the settings on your system match the options for **inch** and **Immediately after starting to receive data** as shown. Click the **OK** button.

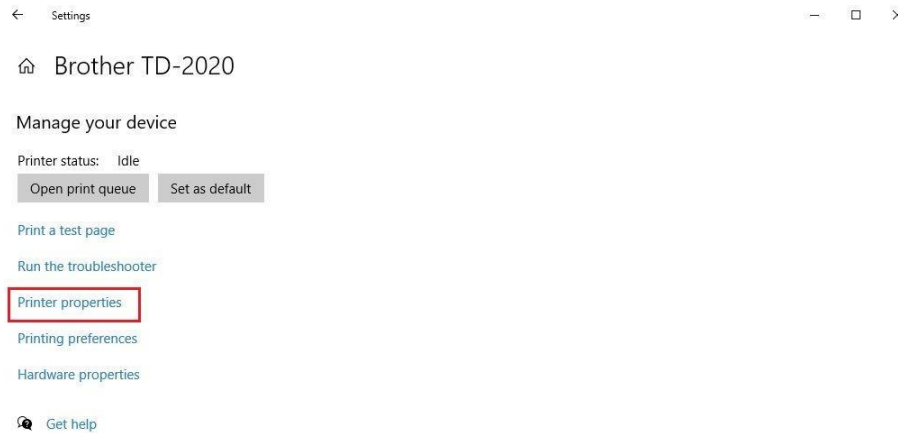VetriMark®

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13. You should now be returned to the management screen for the Brother TD-2020. . Locate and click the link **Printer properties** as shown

14. On the Windows **Brother TD-2020** Properties screen that should now be displayed, locate and click on the **Advanced** tab. Now locate and click the **Printing Defaults…** button

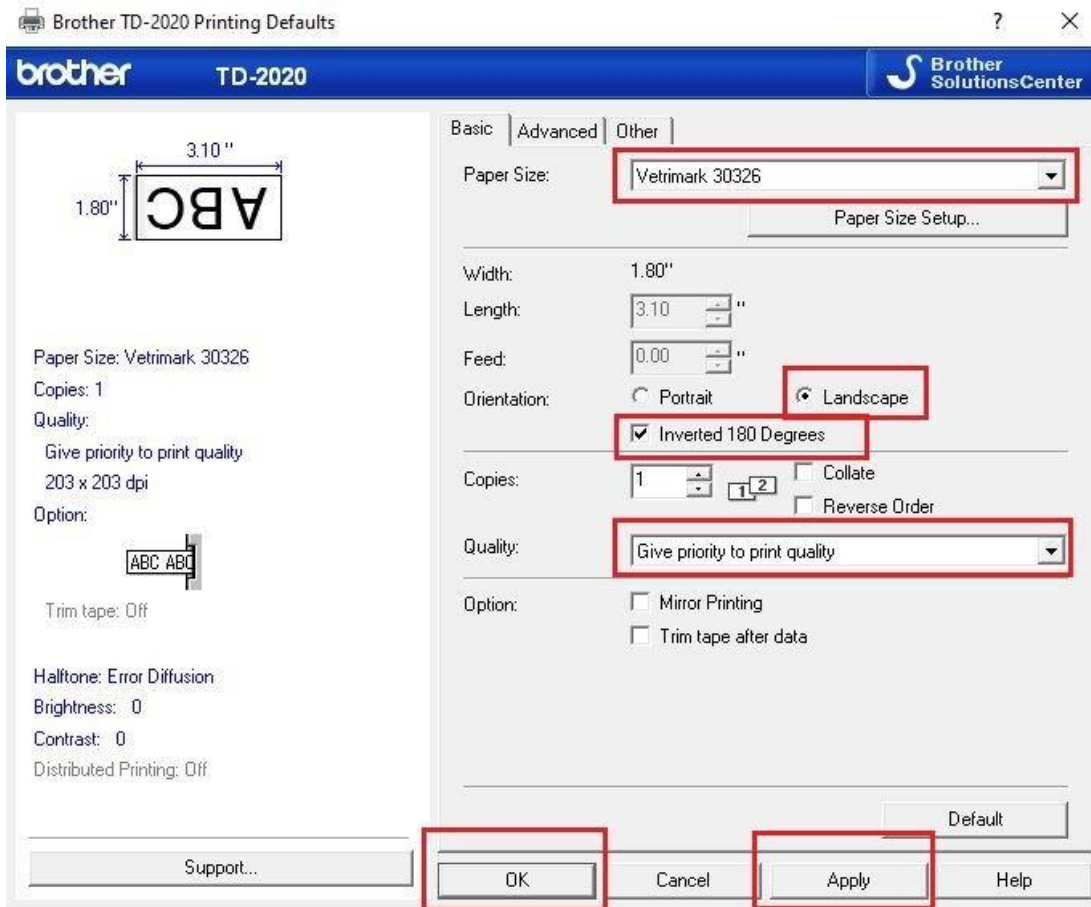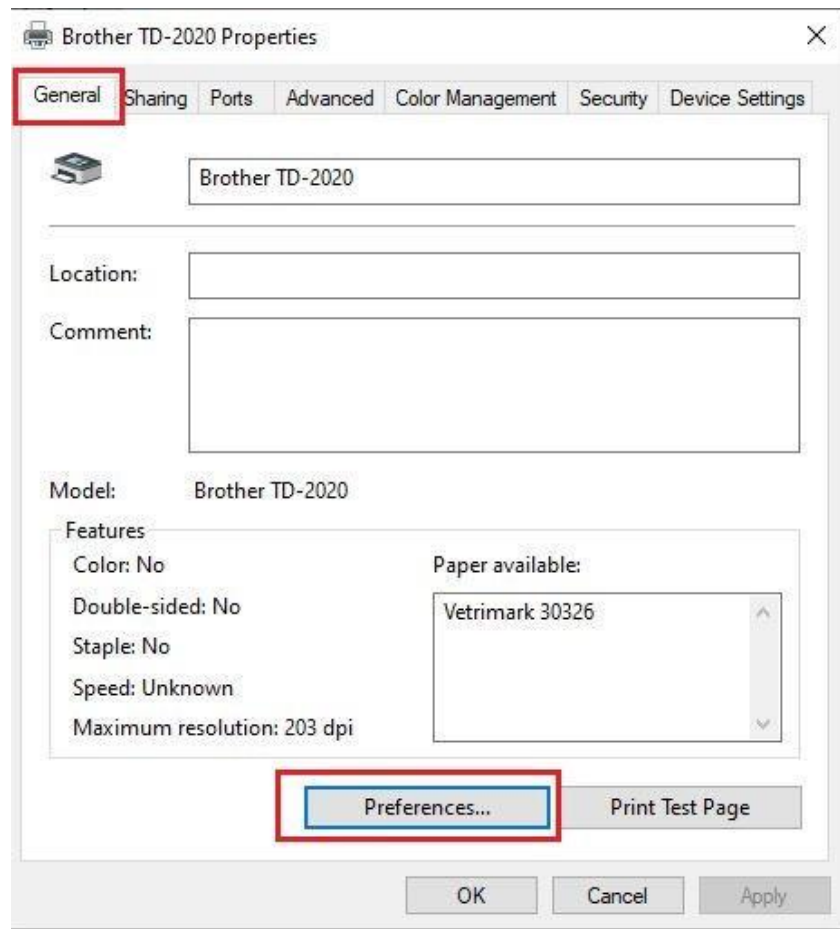15. The **Brother TD-2020 Printing Defaults** settings screen should now be displayed as shown below. In the dropdown for **Paper Size**, locate and select the **Vetrimark 30326** label created in previous steps. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, first click the **Apply** button, then the **OK** button afterwards.

16. You should now be returned to the Windows **Brother TD-2020** Properties screen as shown below. Locate and click on the **General** tab. Now locate and click the **Preferences…** button
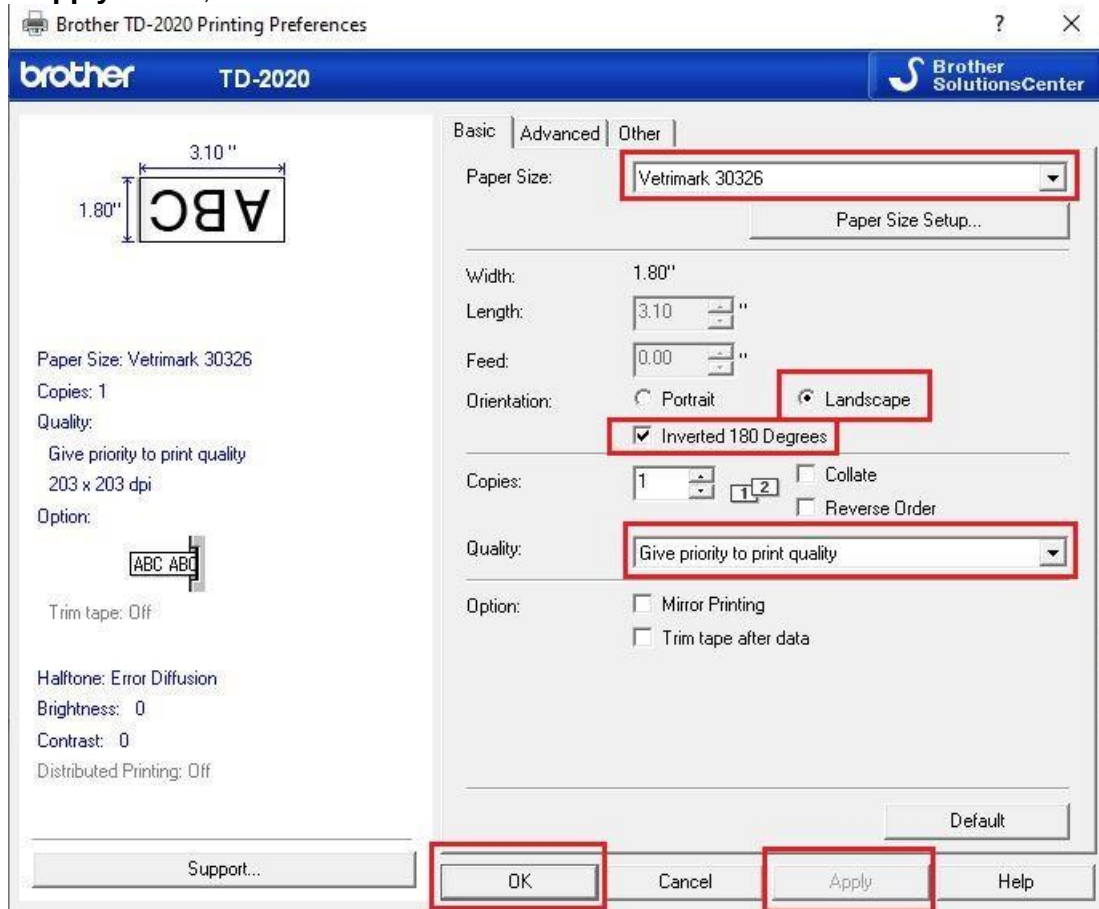
17. The **Brother TD-2020 Printing Preferences** settings screen should now be displayed as shown below. In the dropdown for **Paper Size**, locate and select the **Vetrimark 30326** label created in previous steps. Set the orientation to **Landscape**, **check** the option labeled **Inverted 180 degrees**, in the dropdown for quality, select and choose **Give priority to print quality** as shown. Once these settings have been made, first click the **Apply** button, then the **OK** button afterwards.

18. You should now be returned to the Windows **Brother TD-2020** Properties screen as shown below. Locate and click the **OK** button
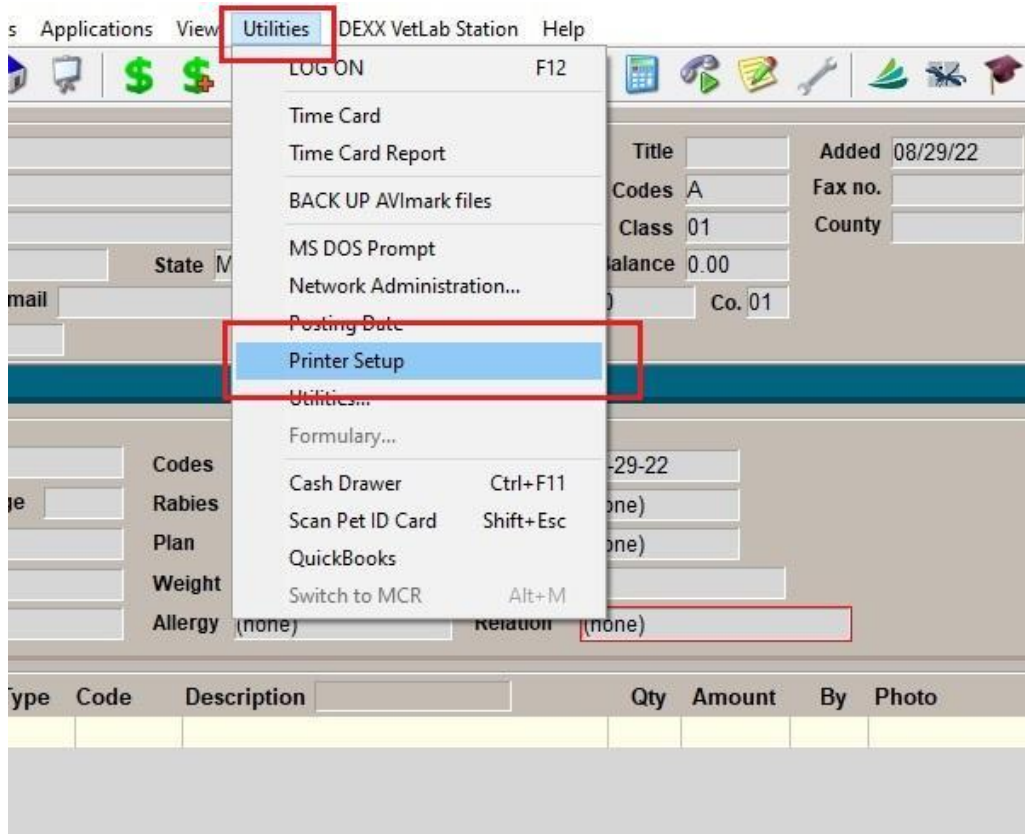

19. At this point you may close out of the Windows settings screen for the Brother TD-2020 by clicking on the **X** in the upper right corner of the screen.

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2.1 Configuring Printer and Vetrimark 3-1/16" x 1-13/16" labels on Avimark

1. If the AVImark program was open when the Brother TD-2020 was set up, it will be necessary to close it and re-open it as the list of printers is read at program startup. Close and re-open the AVImark application as needed on the workstation and on the menu bar, locate and click Utilities and select Printer Setup from the menu that drops down.

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2. You should now see the printer setup screen as shown below. On the **Printers** tab, locate the settings for the **Drug Labels** and use the dropdown to locate and select the **Brother TD-2020** printer. Verify that the quality column indicates **Label Printer** as well.
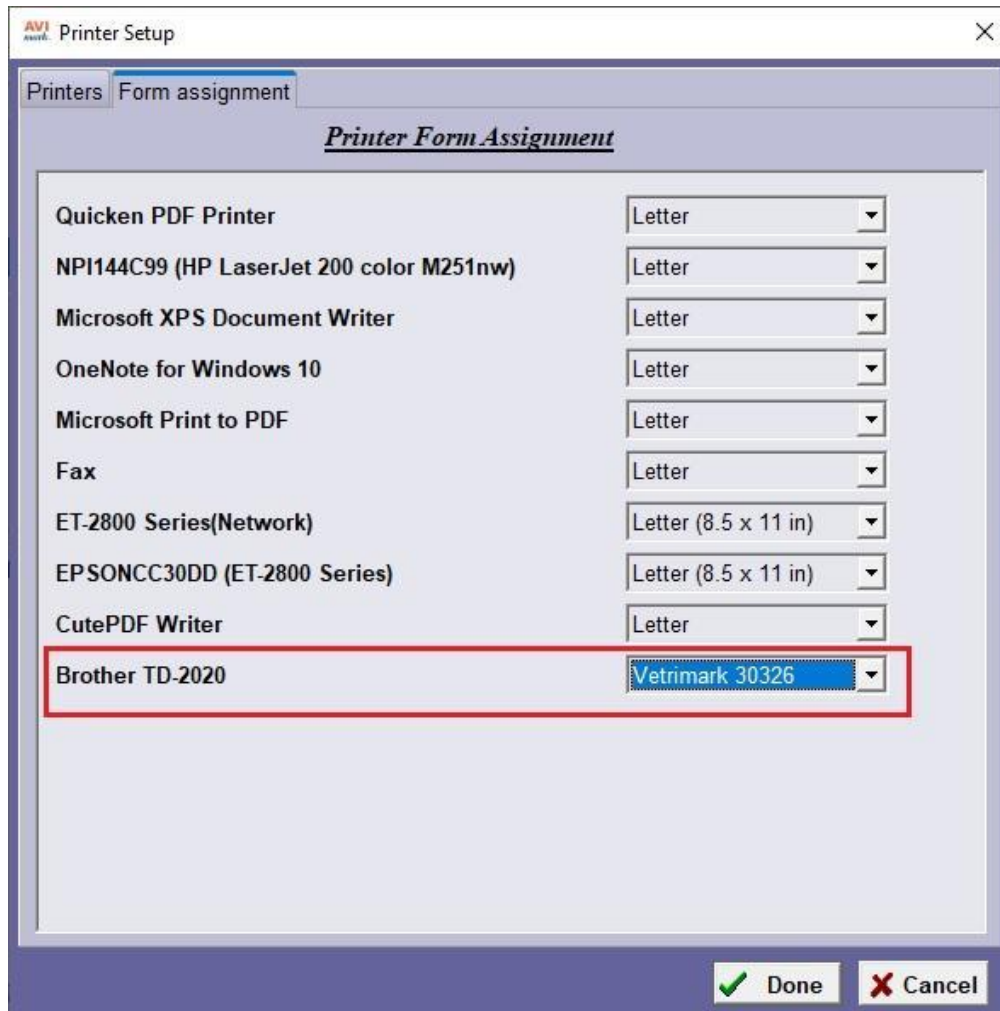
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3. Click the Form Assignment tab. Locate the B**rother TD-2020** on the list of printers and use the associated dropdown box to locate and select the **Vetrimark 30326** label previously configured. Once selected, click the **Done** button.

4. On the AVImark menu bar, locate and click Work with and select Hospital Setup from the menu that drops down. You may receive an alert stating that changes made in the setup are hospital/site specific. Click the OK button on the alert window if displayed.

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5. You will now be presented with the AVImark Hospital Setup utility. Locate and click the **Documents** tab. You will now see an area for the settings of Drug Labels. **It is recommended to set your system with the tested values shown below.** Note that with larger font sizes, options to include additional information on the label, Federal controlled substance statements when warranted, etc., you may experience labels that "spill over" into a second label as there is a finite amount of space that can be used per label. When you have configured the values and options for the drug labels, click the **Done** button.

6. You should now be able to generate Vetrimark 30326 equivalent drug labels using the Brother TD-2020 printer on your AVImark workstation.

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APPENDIX:

Adding the Brother TD-2020 print driver to Windows

Once the Brother TD-2020 print driver has been downloaded and installed, manual setup may be needed to add the driver to Windows before the printer can be configured for use.

1. In the Windows search box (typically located in the lower left area of the screen in Windows 10), type in **printer & scanners**. Click the resulting link to access the system settings.
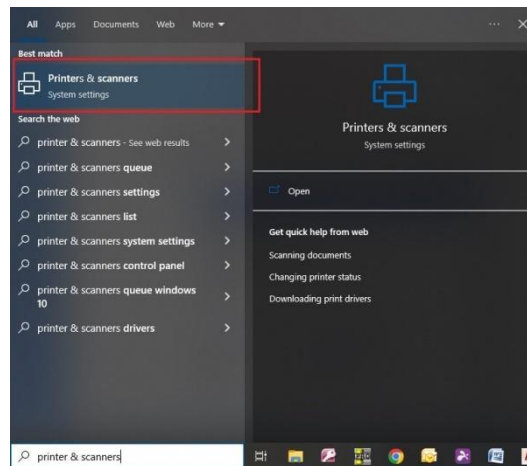
2. You should now see a settings page for Windows Printers & scanners as shown below. Look for and click the link for **Print server properties**.

Brother TD-2020 Configuration Guide Page 47
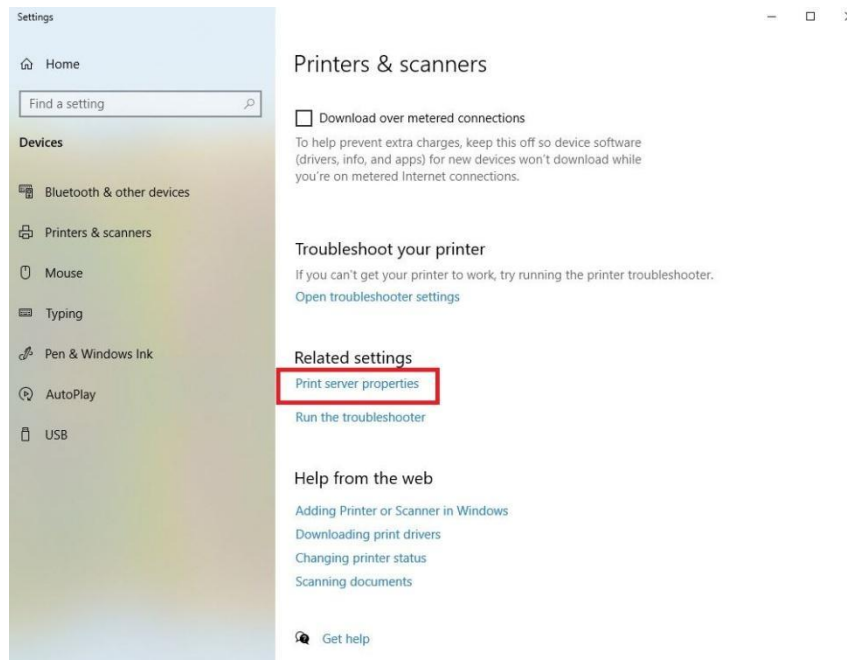
3. On the settings page that should now be displayed, click the tab for **Drivers**, and then click the **Add…** button.
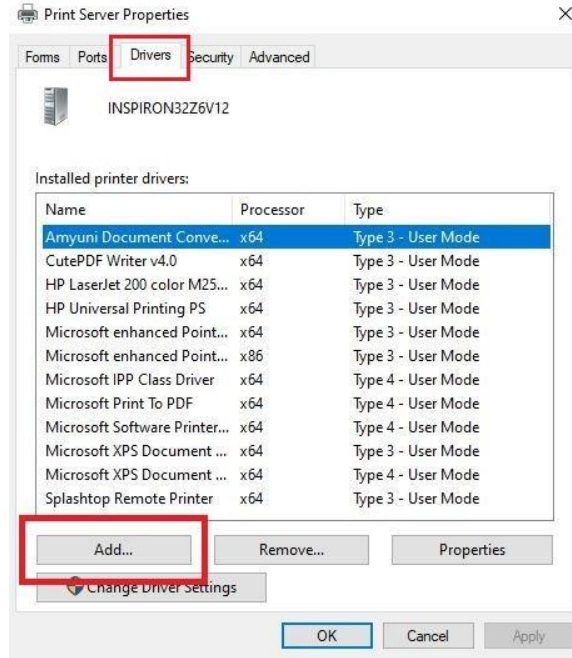
4. On the Add Printer Driver Wizard screen that should now be displayed, click **Next >**

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5. Select the x64 option for the processor if not already set, and click **Next >**
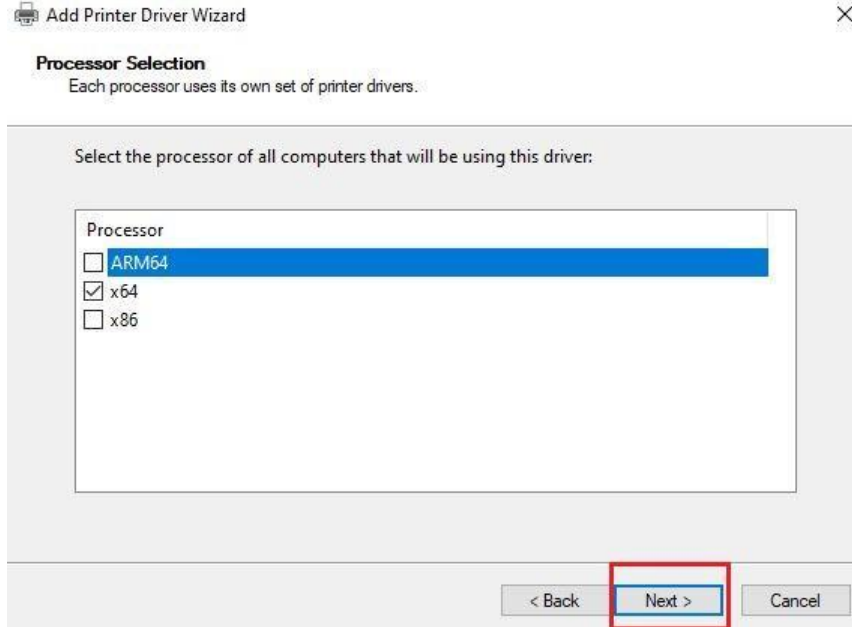
6. Navigate through the manufacturer list in the left pane of the driver selection screen and select **Brother**. The available models should now be displayed in the right pane. Select the **Brother TD-2020** and click **Next >**
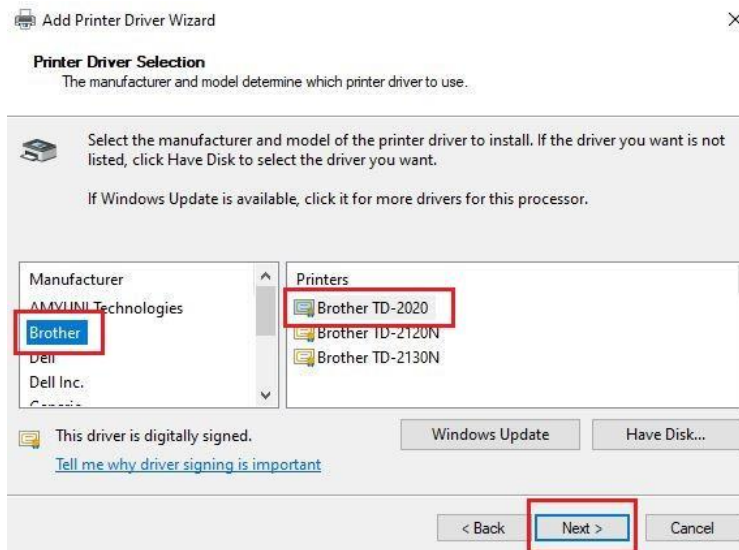
7. You should now see a screen indicating that the Add Print Driver Wizard was completed successfully, indicating that the driver for the Brother TD-2020 will be added. Click **Finish**

8. On the Print Server Properties screen, verify that the Brother TD-2020 is in the list of installed print drivers and click **Close**
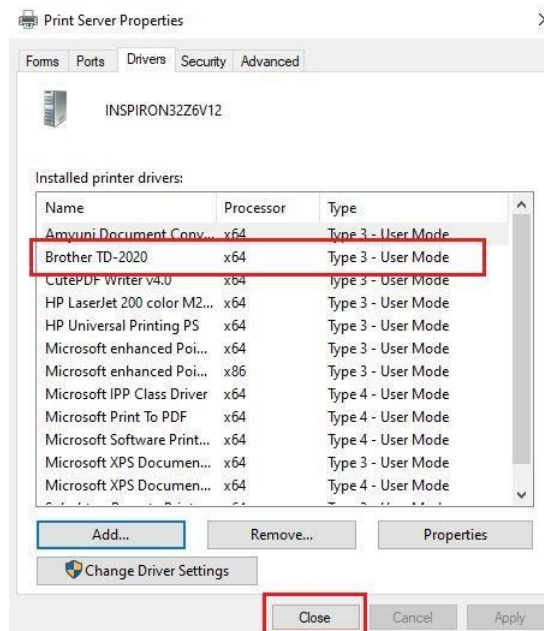
9. With the driver now installed, the Brother TD-2020 can now be manually added to the list of printers available for use with Windows. You can leave the **Printers & scanners** screen open for this part of the setup process outlined in the Adding the Brother TD-2020 printer hardware in Windows (see Appendix, page 51)

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Adding the Brother TD-2020 printer hardware in Windows

Once the Brother TD-2020 print driver has been added to Windows, the printer hardware can now be configured for use with the system. Note that if the **Printers & scanners** settings page is still open from the driver installation, step 1 can be skipped.
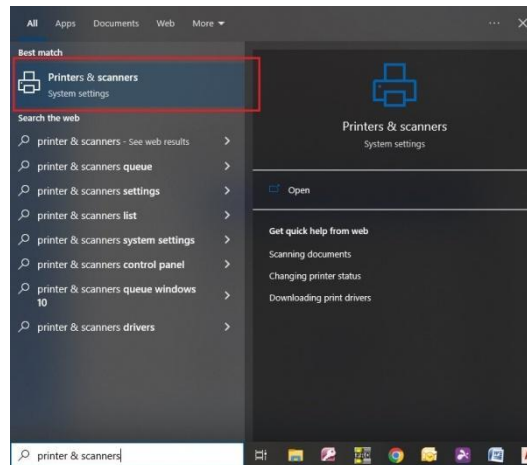
1. In the Windows search box (typically located in the lower left area of the screen in Windows 10), type in **printer & scanners**. Click the resulting link to access the system settings.

2. You should now see a settings page for Windows Printers & scanners as shown below. Look for and click the link for **Add a printer or scanner**.

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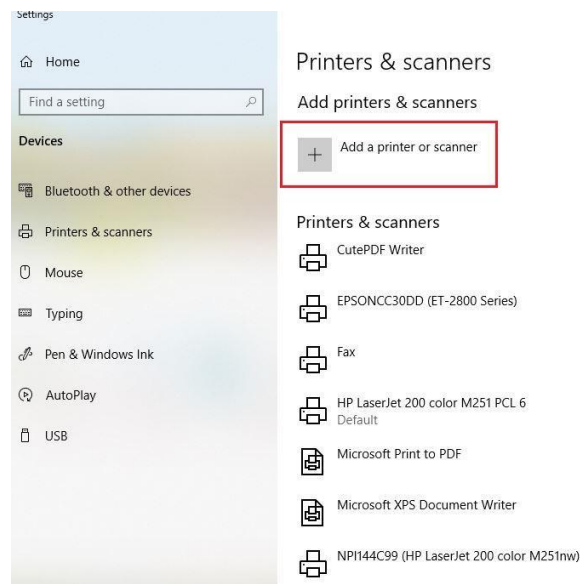
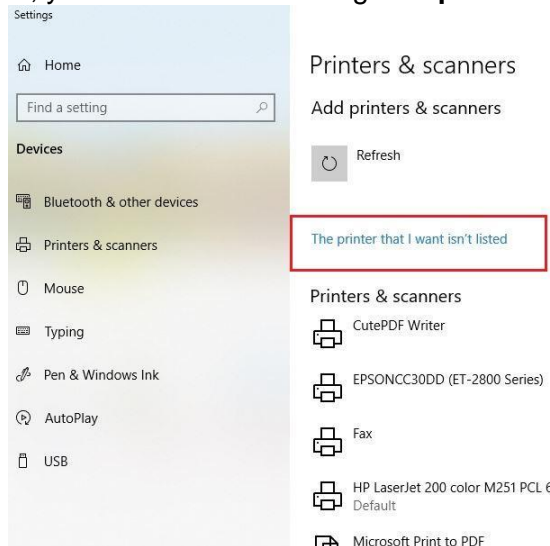3. Windows will now attempt to locate any printers available to be added to the system. Since the Brother TD-2020 is not a "plug and play" device, after a brief while of searching for printers, you will see a link stating **The printer that I want isn't listed**. Click on the link.

4. You should now see an **Add Printer** process screen with various options to choose from. Choose the option to **Add a local printer or network printer with manual settings**, and click **Next**

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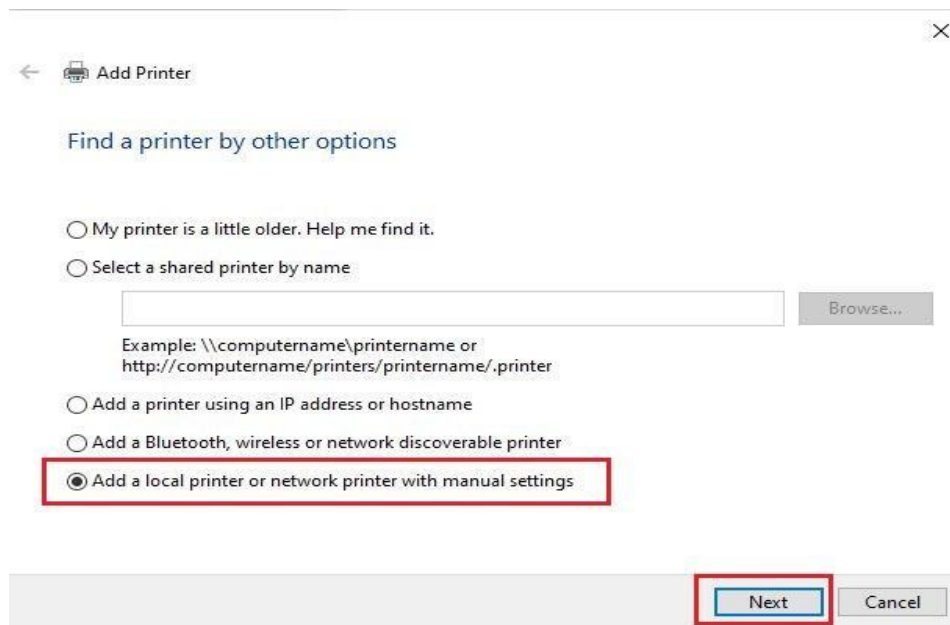
5. Choose the option to **Use an existing port**, and in the dropdown box, locate and choose the **Virtual printer port for USB** as shown below. Click **Next**
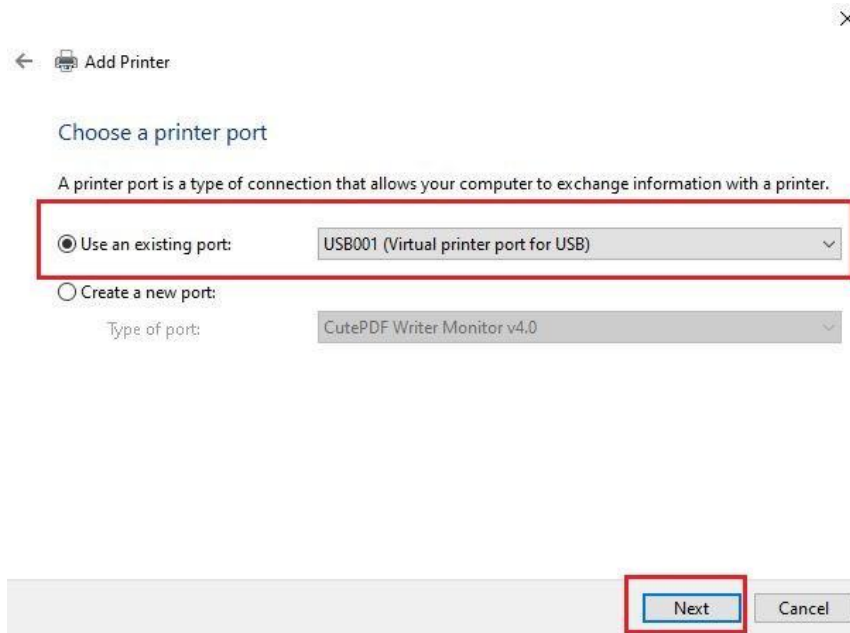
6. Navigate through the manufacturer list in the left pane of the driver selection screen and select **Brother**. The available models should now be displayed in the right pane. Select the **Brother TD-2020** and click **Next**
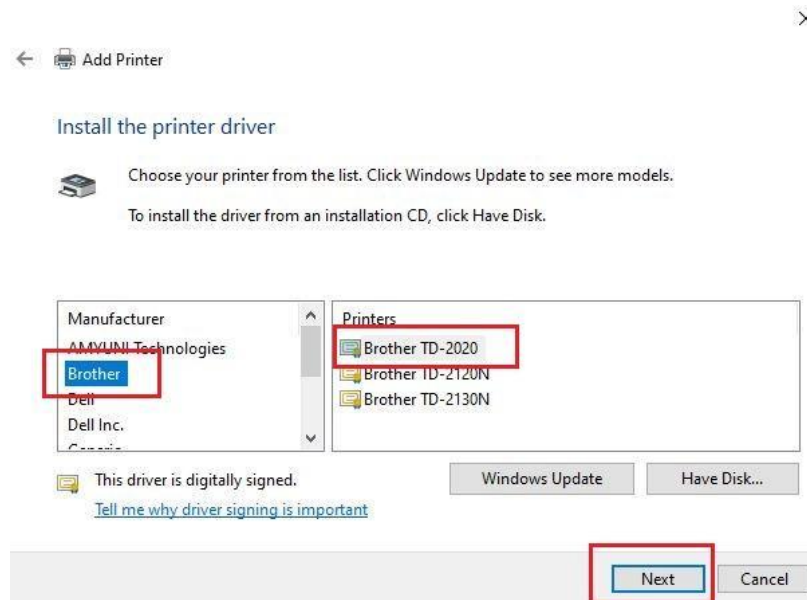
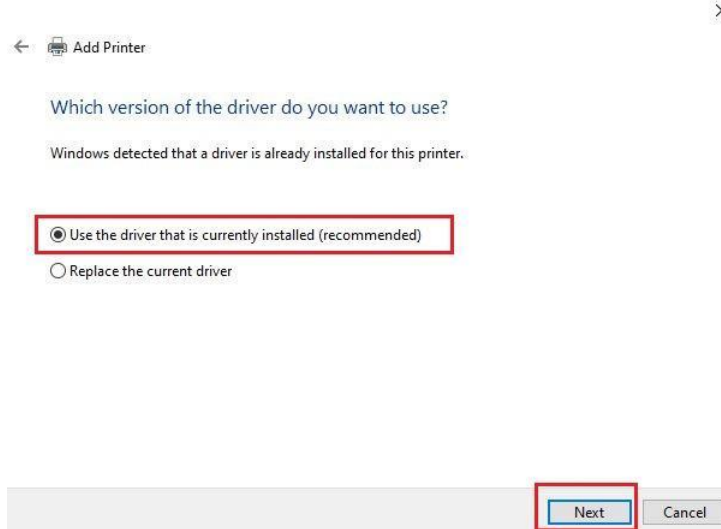7. You will now be asked which version of the driver to use for the printer, Choose the option to **Use the driver that is currently installed** as shown below. Click **Next**

8. You will now be prompted to name the printer being added. It is recommended to use the name **Brother TD-2020**. Click **Next**

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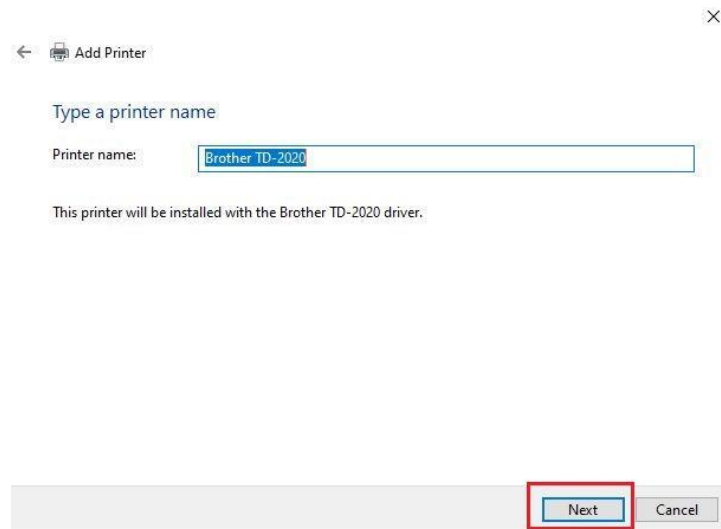
9. You will now be presented with a screen to set up sharing the printer with other computers. With recent security updates in Windows, sharing a printer connected directly to one computer with one or more other computers on the network is typically blocked. Workarounds by uninstalling security patches, etc is usually only temporary as eventually another Windows update will reinstall them and disable sharing. For this reason choose the option **Do not share this printer**, and click **Next**
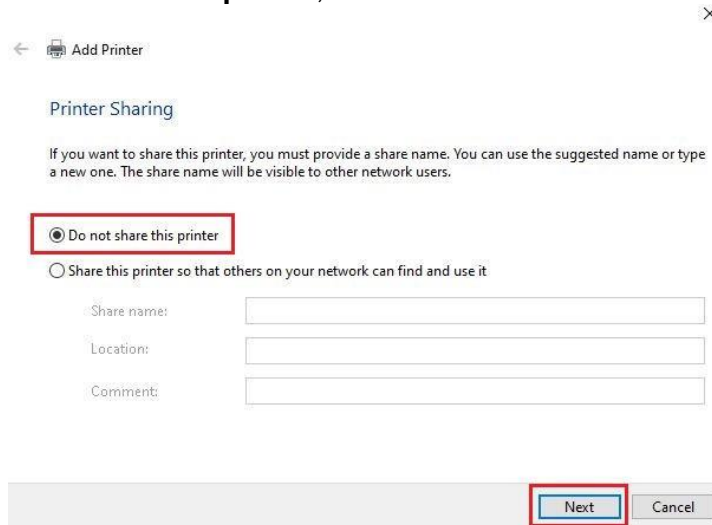
10. The Add Printer process should now be complete and indicate that it successfully added the Brother TD-2020. **Uncheck** the option to **Set as the default printer** if currently checked, and click **Finish**. Note that you may also choose the option to print a test page to verify the printer is connected and communicating; however what will be printed may span several labels as typically the test page is printed to a letter sized document.
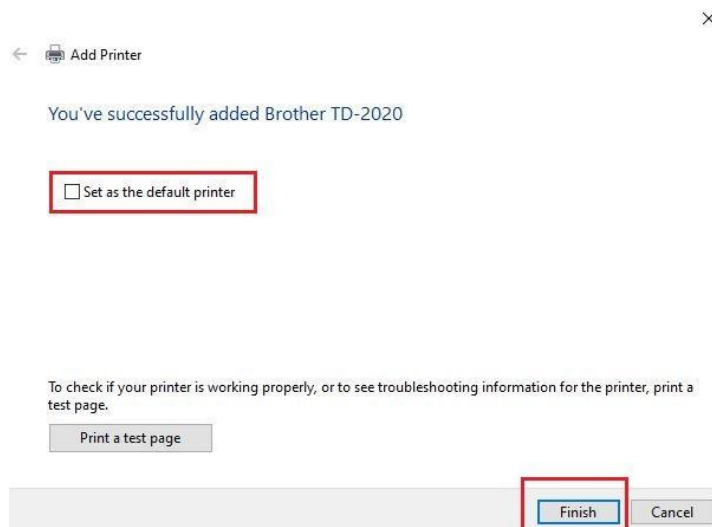
11. The Brother TD-2020 should now be present on the list of printers and scanners currently configured for your computer. You may leave the Printers & scanners settings page open to now configure the particular size Vetrimark label you will be using with your system. Two configuration sections follow for each one of the two most popular sized Vetrimark prescription label offerings; choose the appropriate one for your label size.

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