

DYMO Installation and Troubleshooting

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In the event you are having trouble setting up or getting your DYMO LabelWriter printer to work with your DrChrono account, this article should help you get things going.

DYMO Label Software **v8.7.4 or higher** is required to print labels. The DYMO Web Service is automatically installed with v8.7.4 and must be running on your local computer to enable printing. While prior versions may work in some browsers, they are no longer officially supported and you will be asked to upgrade to v8.7.4 or higher as the first step of the troubleshooting process.

DYMO Connect for Desktop software is NOT compatible with DrChrono. Please install the latest version of DYMO Label Software v8.7.x for your platform instead.

1. Install the DYMO software

Install the latest version of the DYMO Label Software for your computer **AFTER** you have installed the web browser you are going to use. Please make sure to also install the DYMO Web Service (in v8.5.3 or higher, it is installed by default).

- Windows v8.7.4
- Mac v8.7.5

The latest versions of the DYMO Label Software are available for download here:

DYMO DLS FOR WINDOWS:

<https://s3.amazonaws.com/download.dymo.com/dymo/Software/Win/DLS8Setup8.7.4.exe>

DYMO DLS FOR MAC: <https://download.dymo.com/dymo/Software/Mac/DLS8Setup.8.7.5.dmg>

DYMO DLS DOWNLOAD PAGE: <https://www.dymo.com/compatibility-chart.html>

2. Verify the DYMO software works

For Mac users, **restart your computer** after installation to get the *DYMO Web Service* running after a new install.

To make sure the printer itself is working correctly, try printing a test label from the DYMO Software. Open up the **DYMO Label software**, select the label size installed in your printer, add some sample text, and try to print.

If it doesn't print, then you will need to work with DYMO support (<http://www.dymo.com/en-US/online-support>) to troubleshoot. You can try re-installing the software and/or printer as in the first step.

3. Verify the DYMO Web Service is configured properly

In order to print from DrChrono, the *DYMO Web Service* **must** be installed and running on your local machine.

It is installed by default with DYMO Label Software v8.5.3 and higher. To check whether it is running, look in the system tray (Windows) or system bar (Mac) for a small icon with the DYMO logo. If you click/right-click it and select the **Diagnose...** option, the software will tell you whether it is properly installed and running. If it does not provide you with a "Congratulations!" message in your browser, you will need to contact [DYMO Support](#) for further assistance.

The DYMO Web Service icon looks like this:



NOTE: If you are on a Mac, and the Diagnose option is showing success but nothing is printing, you are likely hitting some known issues with the DYMO software. Please be sure you have the latest v8.7.5 installed.
