

# Intelligent Shipper

## Silent Printing Manual Version 2.1

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Description	Instructs customers how to install and configure the Silent Print application and set Intelligent Shipper to use silent printing.
Author	Pia Mukherjee

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## Document Controls

### Version History

Version	Amendments	Date	Author
1.1	- Combined two previous documents – “Silent Printing Configuration Guide” and “Silent Printing User Guide” and transferred into latest template. - Added section 4 Switching from Test to Live Environment	20/12/2018	Laura Lyonette
2.0	Final version	27/12/2018	Laura Lyonette
2.1	Added comments to the Pre-requisites section	02/11/2022	Pia Mukherjee

### Review

Name	Title	Date Reviewed	Version Reviewed
Faris Choudhry	Application Support Engineer	27/12/2018	1.1

### Referenced Documents

Document Name	Version	Location (e.g. Link to Shared Drive, SharePoint etc.)
N/A	N/A	N/A

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## 1. Introduction

The Silent Printing functionality allows for the fully automated production of shipping labels and associated documents by printing to the necessary printers automatically when a shipment is created.

### 1.1. Pre-requisites

To run the Silent Print application successfully the below requirements will need to be met:

- PC running Windows 7 or above
- An x64-capable processor
- 20 megabytes (MB) of available hard disk space
- 2 GB or more of RAM.
- A monitor with a resolution of 1024 × 768 or higher
- Internet access (HTTPS port 443)
- Access to either a physical or network printer
- Silent print works as a local application. Meaning only one download can be used against individual PCs. This download is specific to each customer site, customer API details and Printer.
- Must be installed on a local drive (not on a server)
- One cannot have more than one instance of Silent Print set up against a PC hence no more than one customer.
- Only a single instance of the application can be used (one silent print profile per computer)
- Cannot be used for multiple customer accounts. However, multiple users set up against the same customer can use the same silent print profile by adding it to their API request.

To install the Intersoft Silent Print application you will need Administrator privileges on your PC.

## 2. Installing the Silent Print Application

1. To install the Silent Print application, log into Intelligent Shipper and select Maintenance > Silent Printing > then click the “Download Silent Print Application” button.

**Note:** This button will only be displayed for Customer Administrator level users.

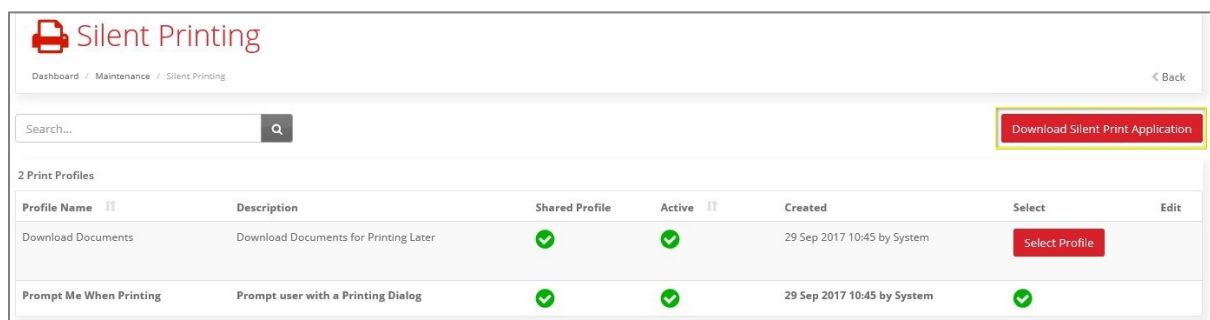


Figure 1 - Download Silent Print Application Button

2. The Silent Print download window will be displayed. You will need to tick the “I agree to Intersoft Terms & Conditions” box to download the Silent Print application.



Figure 2 - Silent Print Download Window

- Windows may display a message regarding Windows Defender which has prevented the download. If this message is displayed, then you will need to select the “More Info” link to proceed.

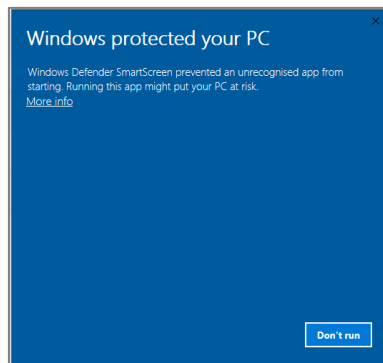


Figure 3 - Windows Defender Message

- Click “Run Anyway” to proceed with installing the Silent Print application. This will download the application and install it on your PC.

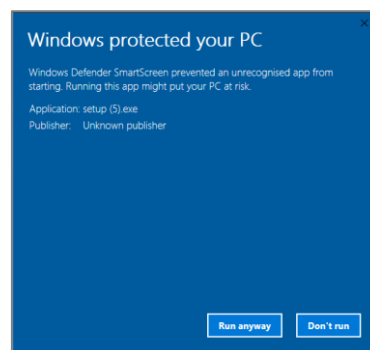
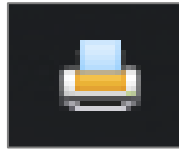


Figure 4 - Run Silent Print Installation

- Once the application has been downloaded a small icon will appear in the icon task bar and the Silent Print Registration and Profiles screen will open automatically.

*Figure 5 - Silent Print Icon*A screenshot of a software window titled "Registration and Profiles". The window contains two main sections. The first section, "Register Profile", has four text input fields: "Email Address\*", "Password\*", "Workstation/Profile Name\*" (containing "INTPROJ004LT"), and "Description". There is a checkbox labeled "Share This Profile" to the right of the "Workstation/Profile Name" field. Below these fields is a button labeled "Register / Create Print Profile". The second section, "Proxy Configuration", has three radio buttons for "Proxy": "Default" (selected), "Other", and "None". To the right are "Address:" and "Port:" labels with corresponding input fields. Below this are "Credentials" radio buttons: "Default" (selected) and "Other". To the right are "Username:" and "Password:" labels with corresponding input fields. At the bottom left of the window, it says "Version:4.1.34.0".*Figure 6 - Silent Print Registration and Profiles Screen*

## 1.2. Configure Silent Print Application

Once the Silent Print application has been installed, you will then need to configure the application in the Registration and Profiles screen. This will create a Silent Print Profile that is then available for selection in the Intelligent Shipper application.

1. In the Email Address field enter the email address that you use to login to Intelligent Shipper.
2. In the Password field enter the password that you use to login to Intelligent Shipper.
3. Workstation/Profile Name will be displayed in the Intelligent Shipper Silent Printing maintenance screen to identify the silent print profile. This will be populated with the name of your PC by default but can be changed to a name of your choice.
4. Share This Profile makes the silent print profile available in Intelligent Shipper to all users under your customer account. If you want the silent print profile to be available to other users, then tick this box.
5. Description allows you to enter a description for the profile. The description will be displayed in the Intelligent Shipper Silent Printing maintenance screen.

6. Proxy Configuration allows you to set up proxy details. The Default option will be selected by default, you can change this and enter other proxy details if needed.
7. Once all details have been completed then select “Register / Create Print Profile”.
8. A message will be displayed informing you the Silent Print profile has been successfully registered. Click “OK” on this message to proceed.



Figure 7 - Silent Print Profile Successfully Registered Message

9. The Settings and Printing window will then open. To start the application looking for print jobs, select “Start Polling”. The application will then start looking for print jobs and automatically print any labels and associated documentation that are generated.

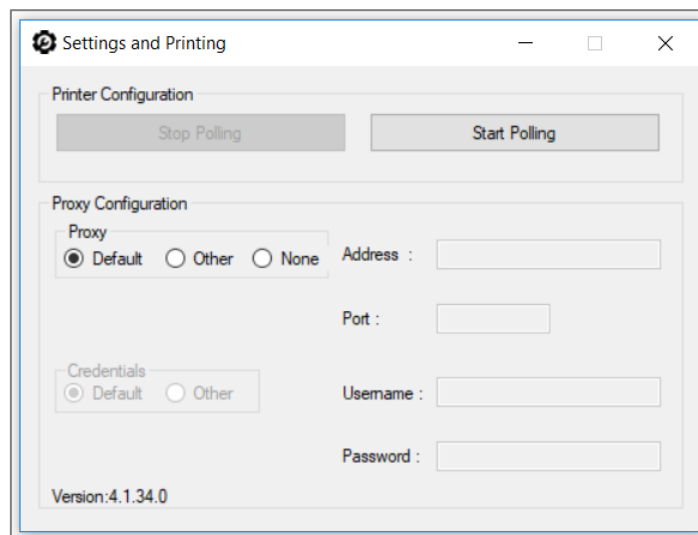


Figure 8 - Silent Print Settings and Printing Screen

### 1.2.1. Reset Settings

1. Silent Print settings can be reset at any time by right-clicking on the silent print icon on the task bar and then selecting “Reset Settings”.

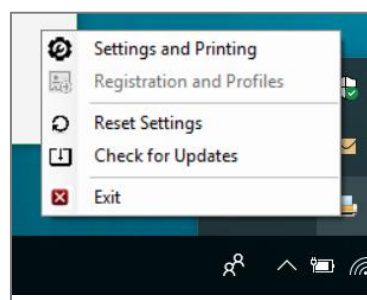




Figure 9 - Reset Silent Print Settings

2. A confirmation message will be displayed prompting you to confirm you want to reset settings.
3. If you select Yes on this message, the Registration and Profiles screen will be cleared ready and you will be able create a new silent print profile.

### 3. Selecting Silent Print Profile in Intelligent Shipper

Once a Silent Print profile has been created, you can select it as your chosen print profile in Intelligent Shipper.

1. To select the new Silent Print profile, log into Intelligent Shipper and navigate to Maintenance > Silent Printing.
2. The profile you created in the previous section will be listed, and the Creation date will display the current date.
3. If your Silent Print profile is not displayed in the print profiles list, then go back into the Silent Print application and stop and restart polling. This will refresh the printer profile list in the Silent Printing maintenance screen.
4. To select the Silent Print profile as your chosen printing profile, click the “Select Profile” button.

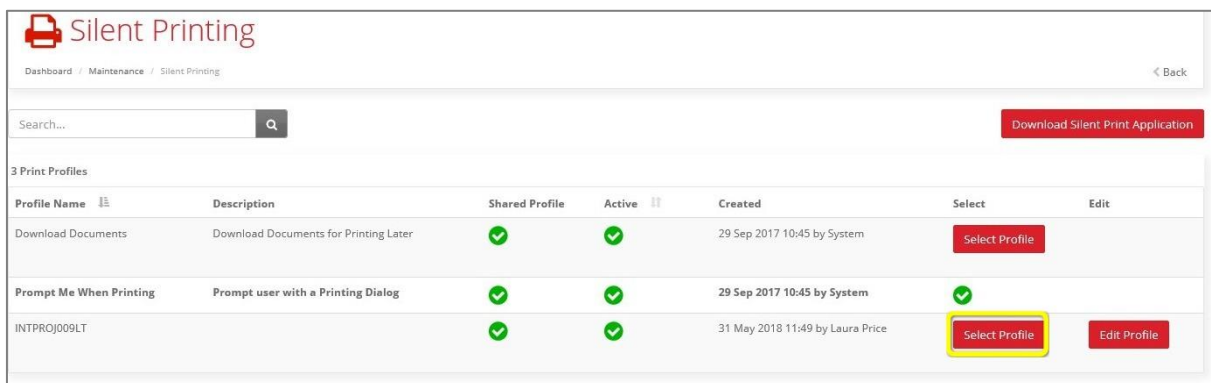


Figure 10 - Silent Printing Screen Select Profile Button

5. The “Select Profile” button will then be replaced with a green tick to show that the profile has been selected as your chosen printing profile.

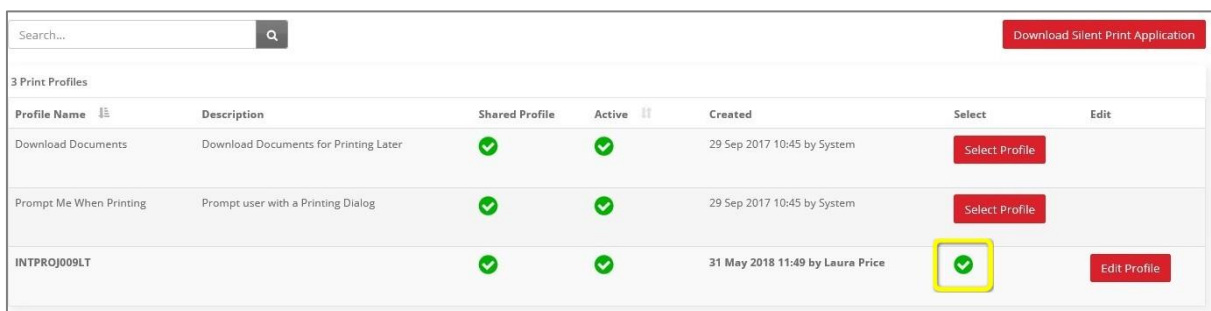


Figure 11 - Silent Print Profile Selected

### 1.3. Edit Silent Print Profile

You can update the printer selection or printer profile description for your Silent Print profile by editing the profile.

1. To edit your Silent Print profile, in Intelligent Shipper navigate to Maintenance > Silent Printing then select “Edit Profile”.

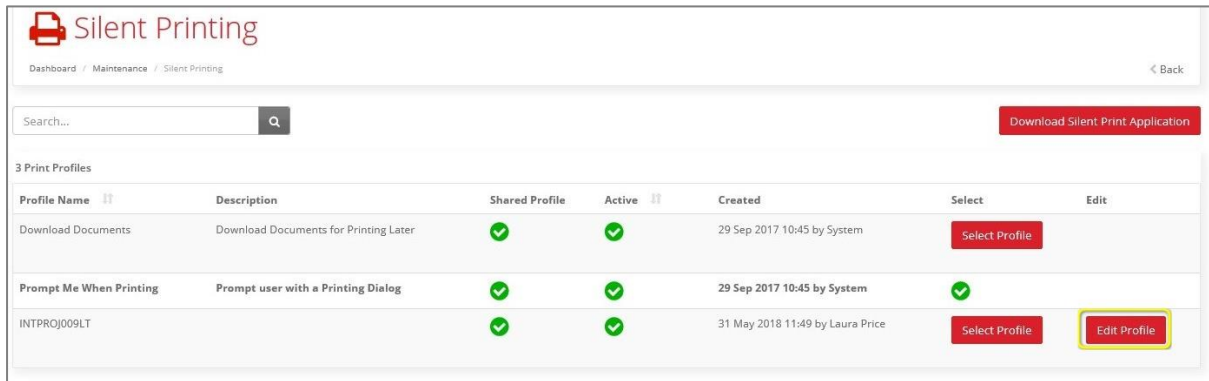


Figure 12 - Edit Print Profile Button

2. The Edit Profile screen will open, containing the fields shown in figure 13 below.



Figure 13 - Edit Silent Print Profile

Field name	Description
Profile ID	Unique ID that will be assigned to a profile
Profile Name	The Silent Print Application takes by default the user’s computer name as profile name. This name can only be changed when Registering/Creating a Print Profile (Please refer to Silent Printing Configuration Manual).
Description	This field is used to add a Description for a Silent Print Profile
Label Printer	Printer that will be used to print labels with CN Documentation
Document Printer	Printer that will be used to print Manifest

Figure 14 - Edit Silent Print Profile Fields Description

3. You can change the printers that are used for printing labels and documents by selecting any printer on your network from the drop-down lists in these fields and clicking “Save”.

- 
4. If the printer you want to select is not included in the drop-down lists, then select the “My Printer is not listed” button for further instructions.

## 4. Switching from Test to Live Environment

When switching over from Intersoft's Test environment to the Live environment, you will need to uninstall any test versions of the Silent Print application that were installed during testing before downloading and installing the Live version.

### 4.1. Uninstalling the Silent Print Application

To uninstall the Silent Print application from your PC, complete the following steps:

- 1) Access Control Panel on your PC
- 2) Select Programs and Features > Uninstall or Change a Program
- 3) Locate the 'Intersoft Silent Print' application from the list and uninstall the application



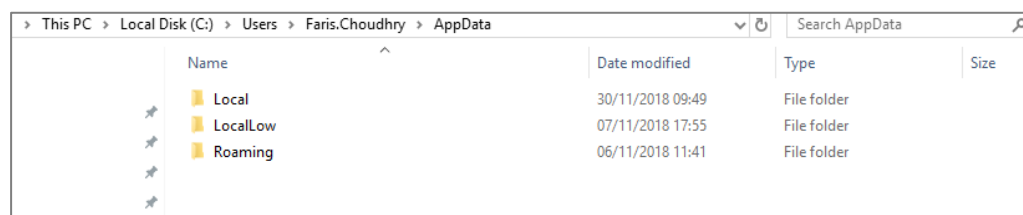
 Intersoft Print Harvester	Intersoft Systems & Programmin...	30/11/2018	13.7 MB	1.0.14
 Intersoft Silent Print	Intersoft Systems & Programmin...	25/09/2018	13.7 MB	4.1.66

Figure 15 - Silent Print application in Uninstall or Change a Program list

- 4) You will now need to remove the temporary files pertaining to Silent Print from your PC
- 5) Access the App Data > Local folder on your PC via the following file path:

C:\Users\User Name\AppData\Local

**NOTE:** You can also find the App Data folder by searching for %appdata% in file explorer, which will take you to the AppData > Roaming folder, you can then backtrack to the AppData folder and will see Local:



- 6) Within the Local folder, delete the following folder:
  - Intersoft\_Systems\_&\_Progr > IntersoftSilentPrint.exe\_URL...

You have now removed the Silent Print application from your PC. Silent Print can be downloaded from your Live system and installed again for use with the Live environment.

## Appendix 1 – Quick Reference Guide

In Intelligent Shipper navigate to Maintenance > Silent Printing and select “Download Silent Print Application”. Once the application is downloaded the Registration and Profiles screen will open automatically.

To create a Silent Print Profile, complete the following steps:

1. Enter the email address you use to login to Intelligent Shipper.
  2. Enter the password you use to login to Intelligent Shipper.
  3. Enter a profile name for the Silent Print Profile (this will be displayed in the Intelligent Shipper Silent Printing screen). The field will be populated with the name of your PC by default, and you can change this to name of your choice.
  4. Tick the “Share This Profile” box to make the profile available to other users.
5. Enter a description for the Silent Print Profile (this will be displayed in the Intelligent Shipper Silent Printing screen).
  6. Select the required proxy configuration. The “Default” option will be selected automatically and can be changed if needed.
  7. Once values have been entered in all fields select “Register / Create Print Profile”. Your Silent Print Profile will be created and available for selection in the Intelligent Shipper Silent Printing screen.

Profile Name	Description	Shared Profile	Active	Created	Select	Edit
Download Documents	Download Documents for Printing Later	✓	✓	29 Sep 2017 10:45 by System	Select Profile	
Prompt Me When Printing	Prompt user with a Printing Dialog	✓	✓	29 Sep 2017 10:45 by System	Select Profile	
INTPROJ009LT		✓	✗	31 May 2018 11:49 by Laura Price	✓	Edit Profile
My Silent Print Profile		✓	✓	01 Jun 2018 14:22 by Laura Price	Select Profile	Edit Profile

8. Clicking “Select Profile” will set the Silent Print profile as your chosen print profile in Intelligent Shipper.

