Printer Set-Up & Troubleshooting Tips

Which web browser are you using? Google Chrome is the _preferred_ browser.

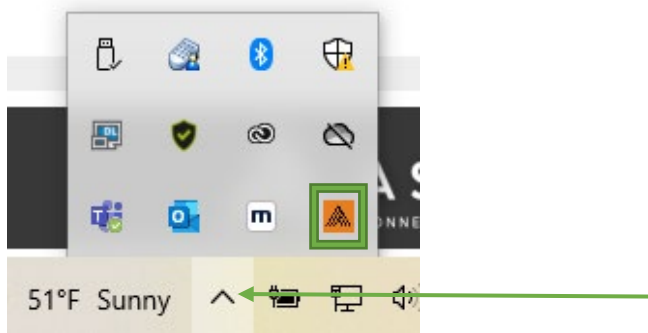Google Chrome?   Microsoft Edge?   We **do not** recommend Firefox or Internet Explorer

Have you installed the Aspira Device Integration Application (DIA)?

Each user profile will need to download and install the DIA on each computer.

Do you see the Aspira Device Integration Banner when you log on to your profile?

Do you see the Aspira Icon in your hidden icons?

YES? You have installed the DIA. Printer set-up instructions start on Page 5. Troubleshooting tips start on Page 6.

NO? Please follow the download and installation instructions on Page 2.

Download & Install the DIA

Log into your Aspira account at: orms.reserveamerica.com

From the Launch Pad, select: Aspira One Utility Application Download / Troubleshooting

Select Download Exe:

If the download is not in the lower left corner of your screen, check your Downloads Folder in your File Explorer:
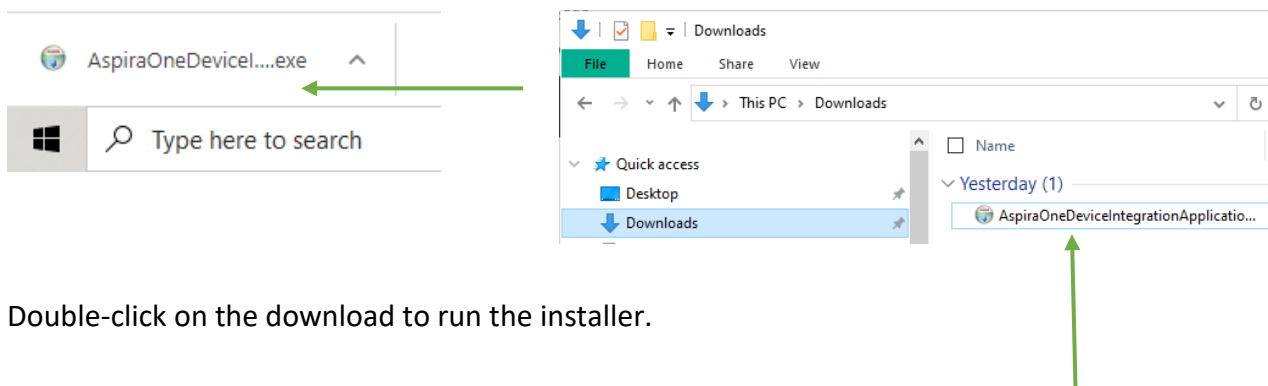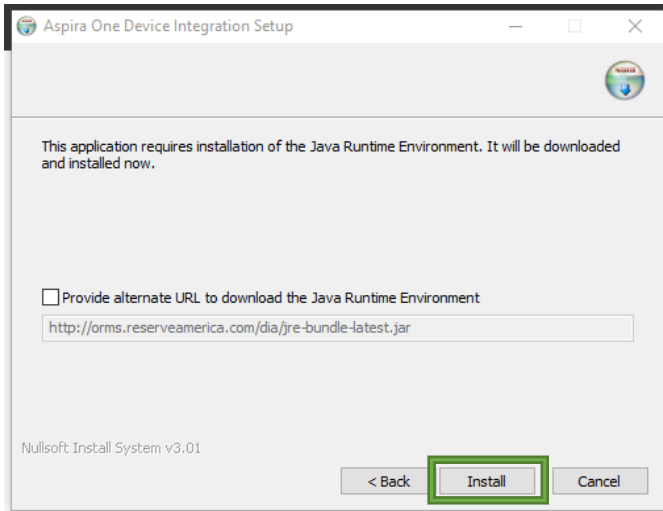

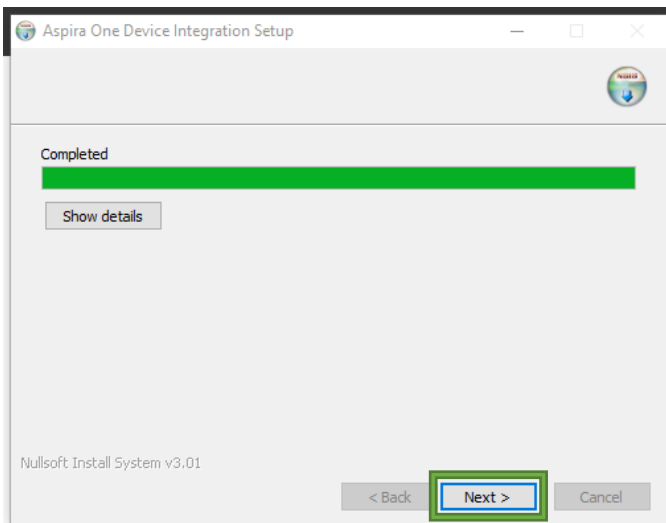Double-click on the download to run the installer.

The default Destination Folder is the preferred install location. Select Next:
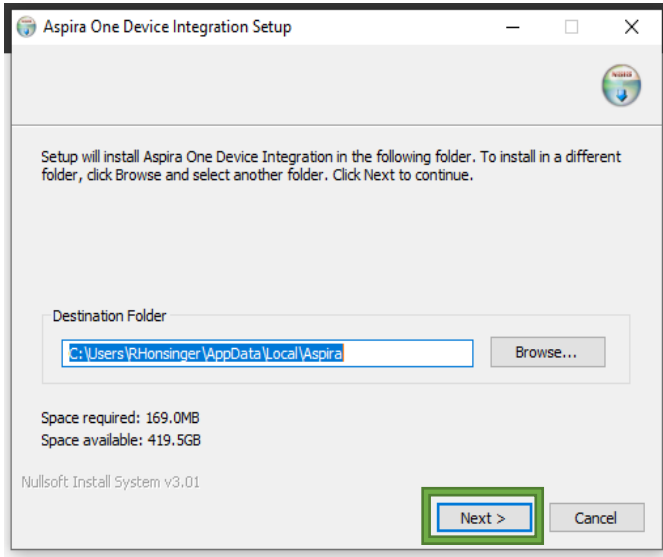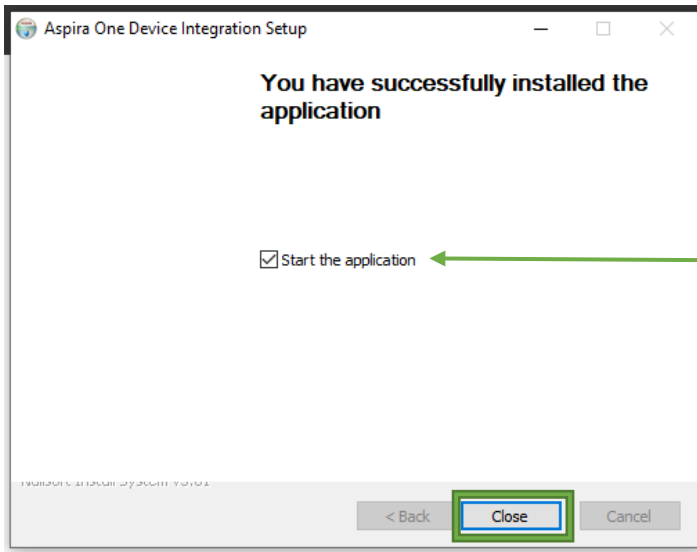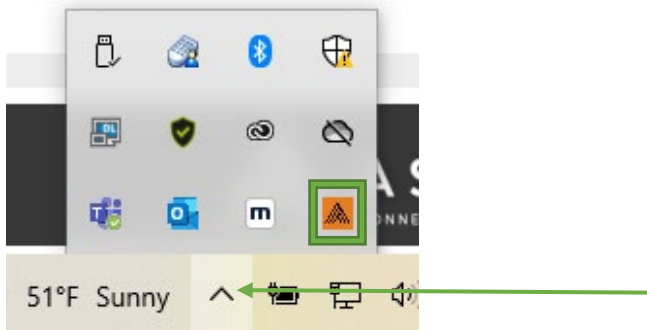

Select Install:

This may take several minutes. Select Next:

Make sure the Start the application box is checked. Select Close & CLOSE YOUR WEB BROWSER:

Be sure to let the AspiraOne Device Integration Banner pop-up & check for the Aspira Icon **BEFORE** re-opening your web browser.

The DIA is now installed on your profile. Please continue to Page 5 for Printer Configuration Set-Up.

Set-Up Printer Configuration

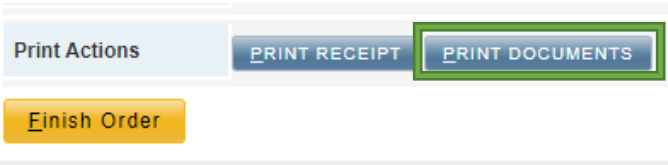Log into Aspira and enter License Manager.

When you process your first transaction and select Print Document, a menu will pop-up asking you to choose your preferred printer.

Select your printer and check Mark as Default. This will save your settings.
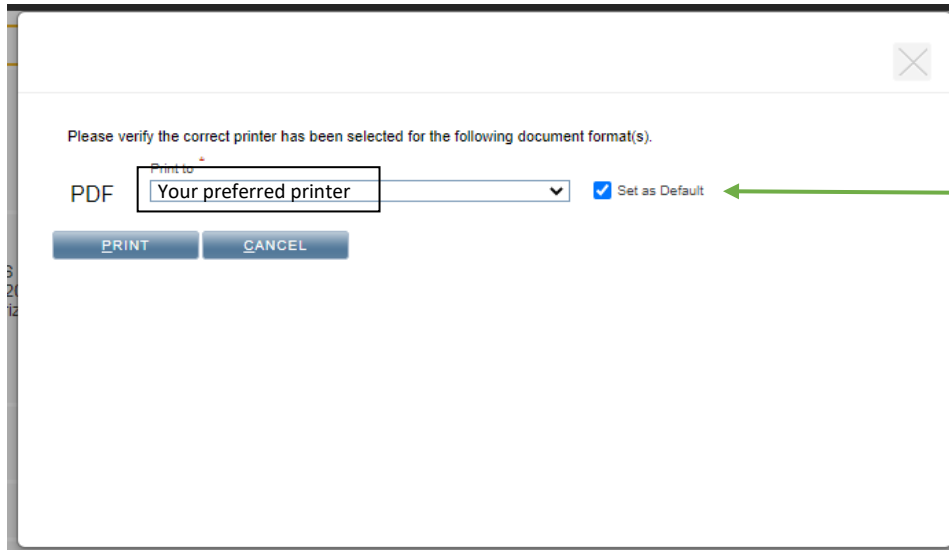
If this screen does not come up, please add orms.reserveamerica.com to your allowed sites in Pop-Up Blocker Settings (see Vendor Manual for detailed instructions).
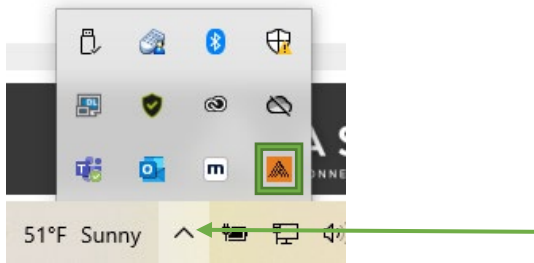
TROUBLESHOOTING PRINTER ISSUES

Start-Up

Ensuring that you follow these steps will solve most printing issues. **DO NOT LAUNCH ANY WEB BASED APPLICATIONS** before you check for the following.

When you log into your computer, wait for the Aspira Device Integration Banner to pop-up.

Check to see if the Aspira Icon is in your Hidden Icons:

If the banner has gone away, but the Icon is not present, wait a few minutes and look again.

Once the Icon is visible, open your web browser and log into your Aspira account. Your DIA is running.

If the Aspira Icon never pops-up in this section, but the Device Integration Banner did, please call 1-800-247-6332 and let them know you need assistance uninstalling & reinstalling your DIA.

DIA Error Messages

"Sorry this action is not supported. Ensure you are running client application if required."

"Device information initials failure. Please check DIA on your computer or contact system administrator."

If you get any of the above error messages or you cannot print documents, your DIA is not running, or not running correctly.

Run the Troubleshooter.

From the Launch Pad, select: Aspira One Utility Application Download / Troubleshooting

Select Troubleshoot DIA:

This may take several minutes.

If the DIA is running correctly, the Computer Name should populate in the Machine ID field:

If the Machine ID field is blank, the DIA is **NOT** <u>running correctly</u>.
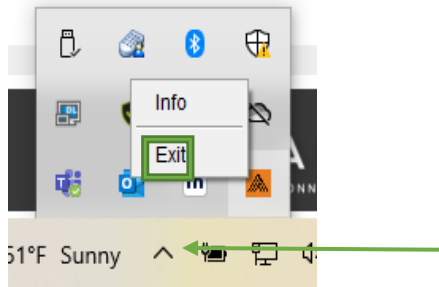
Check to see if the Aspira Icon is in your Hidden Icons:
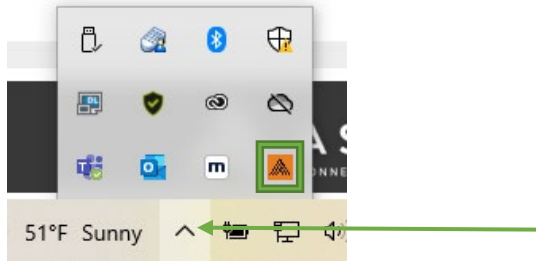
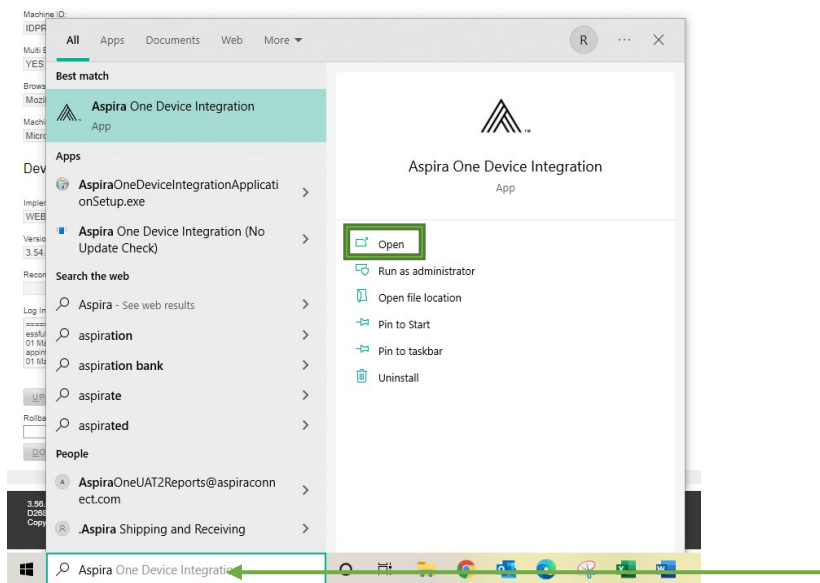Follow the directions below for the option that best fits your situation.

OPTION 1 – ASPIRA ICON VISIBLE, NO MACHINE ID

If the Icon is visible, but NO Machine ID populates, right-click on the Icon and select Exit:

This will "turn-off" the DIA. Close your web browser.

Search for "Aspira" in your computer's search bar and select Open:

This will restart the DIA.

Wait for the Aspira Device Integration Banner to pop-up and go away.

Check to see if the Aspira Icon is in your Hidden Icons:

Once the Icon is visible, open your web browser and log into your Aspira account. <u>Your DIA is running</u>. Re-open you web browser and log into Aspira.

OPTION 2 – NO ASPIRA ICON, NO MACHINE ID

If the Icon is NOT there, the <u>DIA is **not running**</u>. Close your web browser.

Search for "Aspira" in your computer's search bar.

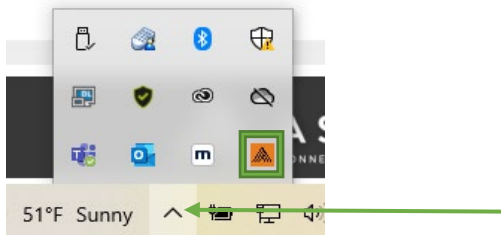If the computer finds the Aspira One Device Integration App, select Open:

This will restart the DIA.

Wait for the Aspira Device Integration Banner to pop-up and go away.

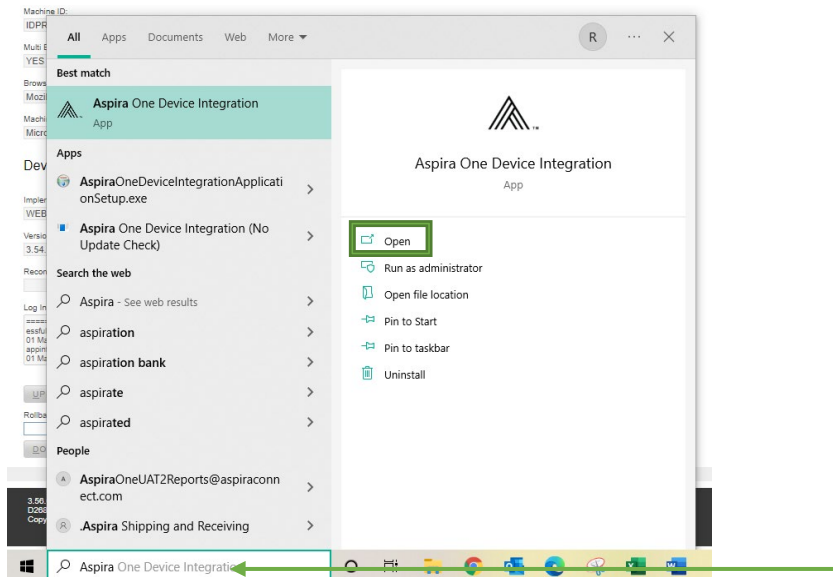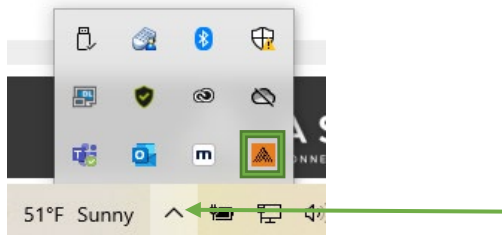Check to see if the Aspira Icon is in your Hidden Icons:

Once the Icon is visible, open your web browser and log into your Aspira account. <u>Your DIA is running</u>. Re-open you web browser and log into Aspira.

If your computer <u>DOES NOT</u> find the Aspira One Device Integration App, the DIA is not installed for your user profile.

Please follow the Download & Installation instructions on Page 2.

If after following these steps you are still experiencing printer issues, please call 1-800-247-6332, or send a detailed email to help@idsupport.on.spiceworks.com.