Printer Set-Up & Troubleshooting Tips

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

Google Chrome? Microsoft Edge?

We <u>do not</u> 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

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Contract: ID Contract 🗸	Location: Locale: Your Location Displays Here Yes English (United States)
Transactional Ap	plications:
Support Center	Aspira One Utility Application Download / Troubleshooting

Select Download Exe:

ASPIRAONE	
Aspira One Device Integration Application	Download Zip
FreedomPay FCC Client Software	Download Zip
Troubleshoot Device Integration Application	Troubleshoot DIA

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



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

🌍 Aspira One Device Integration Setup	-		×
Setup will install Aspira One Device Integration in the following folder. To folder, click Browse and select another folder. Click Next to continue.	o install in	a differe	ent
Destination Folder	Brows	æ]
Space required: 169.0MB Space available: 419.5GB			
Nullsoft Install System v3.01	>	Cano	el

Select Install:

闭 Aspira One Device	e Integration Setup	_		\times
This application requand installed now.	uires installation of the Java Runtime Environn	nent. It will be o	lownload	ed
Provide alternate	e URL to download the Java Runtime Environn /eamerica.com/dia/jre-bundle-latest.jar	nent		

This may take several minutes. Select Next:

🌍 Aspira One Device Integration Setup	_	
Completed		
Show details		
Show details		
Nullsoft Install System v3.01		
< Back	Next >	Cancel

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.

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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.

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Contract:	Location:	Locale:
Transactional Ap	plications:	
License Manager	License Manag	er User Guide (PDF, 17355K)
Support Center	Aspira One Utility Application Download / Tr	oubleshooting

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

Print Actions	PRINT RECEIPT	PRINT DOCUMENTS
<u>F</u> inish Order		

Select your printer and check Mark as Default. This will save your settings.

	Please verify the correct printer has been selected for the following document format(s).	
	PDF Your preferred printer Set as Default	
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If this screen does not come up, please add <u>orms.reserveamerica.com</u> 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 <u>uninstalling & reinstalling</u> 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 <u>not</u> <u>running</u>, or <u>not running correctly</u>.

Run the Troubleshooter.

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

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Contract: ID Contract V	Location: Locale: Your Location Displays Here V English (United States) V
Transactional Appl	ications:
License Manager	Dicense Manager User Guide (PDF, 17355K)
Support Center	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:

Dovico Into	gration Diagnostics
Device inte	gration Diagnostics
Additional Informa	ition which may help to resolving the issue:
<u>s</u> end diage Details	NOSTICS TO ASPIRA SUPPORT
<u>s</u> end diagi Details General Inforr	NOSTICS TO ASPIRA SUPPORT
SEND DIAGH Details General Inforr Machine ID:	NOSTICS TO ASPIRA SUPPORT
SEND DIAGH Details General Inform Machine ID: IDPR-303791	NOSTICS TO ASPIRA SUPPORT
SEND DIAG Details General Inform Machine ID: IDPR-303791 Multi Browser Sug	nostics to ASPIRA SUPPORT
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SEND DIAG Details General Inforr Machine ID: IDPR-303791 Multi Browser Sup YES Browser:	NOSTICS TO ASPIRA SUPPORT

If the Machine ID field is blank, the DIA is **NOT** running correctly.

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</u> <u>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</u> <u>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 <u>help@idsupport.on.spiceworks.com</u>.