

Cloud Designer 10 User Guide

Rev-2023-05

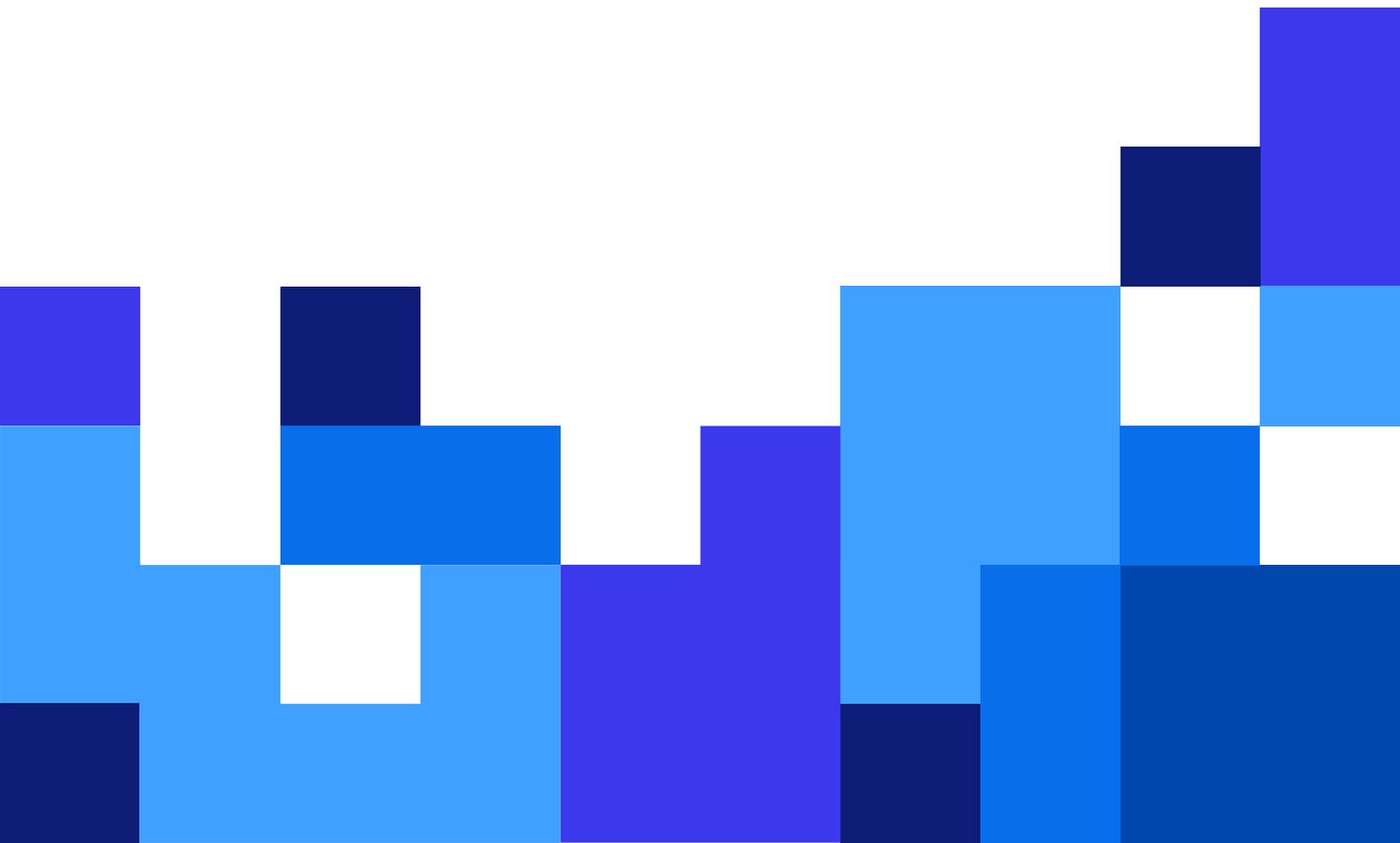


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1. Getting started

1.1. About NiceLabelCloud Designer

This **Getting started** guide helps you set up your NiceLabelCloud Designer labeling environment.

NiceLabelCloud Designer helps small to midsize businesses or your growing company securely design and print labels. Use Cloud Designer to print remotely on any printer connected to a computer with a desktop Designer installed. Computers with desktop Designer must be connected to Control Center.

Cloud Designer uses printer-seat-based licensing. That means printer seats determine how many printers you can print to at a time.



WARNING

To avoid exceeding your printer seat limit when testing your software, read our [Licensing topic](#).

When you buy Cloud Designer, you decide how many printer seats you want on your license. You can choose to start with just one printer seat or buy more printer seats later (up to five).



NOTE

If you need more than five printer seats, contact [our sales](#) team or your Loftware partner to upgrade your product.

To prevent setup problems with Cloud Designer, activate Control Center and desktop Designer:

- **Control Center** is a cloud-based application that allows you to share and store your labeling files and print labels. Control Center connects for all printers of all users who have their desktop Designer connected to Control Center.



NOTE

Your Control Center address is <https://designer.onnicelabel.com>.

- Desktop **Designer** is an application for designing and printing labels. Install desktop Designer on your computer and connect it to Control Center. In Control Center, you can see all your connected to your desktop Designer.

Before you install and run Cloud Designer applications, check your [System requirements](#).

1.2. Setting up your printers

For Cloud Designer to work properly, you have to set up your printers.

In this section, you:

- Learn about printers.
- Install your printer drivers.
- Make a test print.

About printer connections

For your printers to work, they need to connect to a computer.

For Cloud Designer, we recommend you choose either a **Network connection** or a **USB connection**.

- To use your printer from more than one computer, choose **Network connection**.
- To use your printer from only one computer, choose a **USB connection**.

When your printers are plugged in and connected, you can install your printer drivers.



NOTE

Printer drivers allow computers to communicate with printers and send print requests. Printer drivers serve as a bridge between the computer and the printer. Each printer has a unique driver written in printer-specific language for that printer model and manufacturer.

- If you choose a **USB connection**, Windows automatically installs the right printer driver for you.
- If you choose **Network connection**, you need to install a printer driver.

Installing printer drivers

For the best printing experience on Cloud Designer, we recommend you install a [NiceLabel printer driver](#).

To install NiceLabel printer drivers, see the [Printer driver installation guide](#).



NOTE

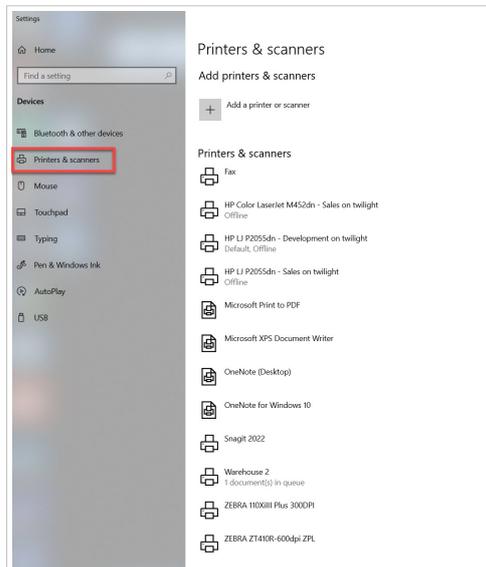
If you already have printer drivers, you can update them to NiceLabel printer drivers.

See [Updating printer drivers on the NiceLabel Help Center](#).

Checking your printer's connection

After you install your printer driver, make sure your printer is now connected to your computer.

1. In your Windows search bar, search for printers.



Printers & scanners in Windows 10.

2. Make sure you can see your new printers in your Printers list.
Can't see your printers? Check [I can't see my printers](#).

Setting up printing preferences

After you install your printer driver, set up your driver **Printing preferences**.

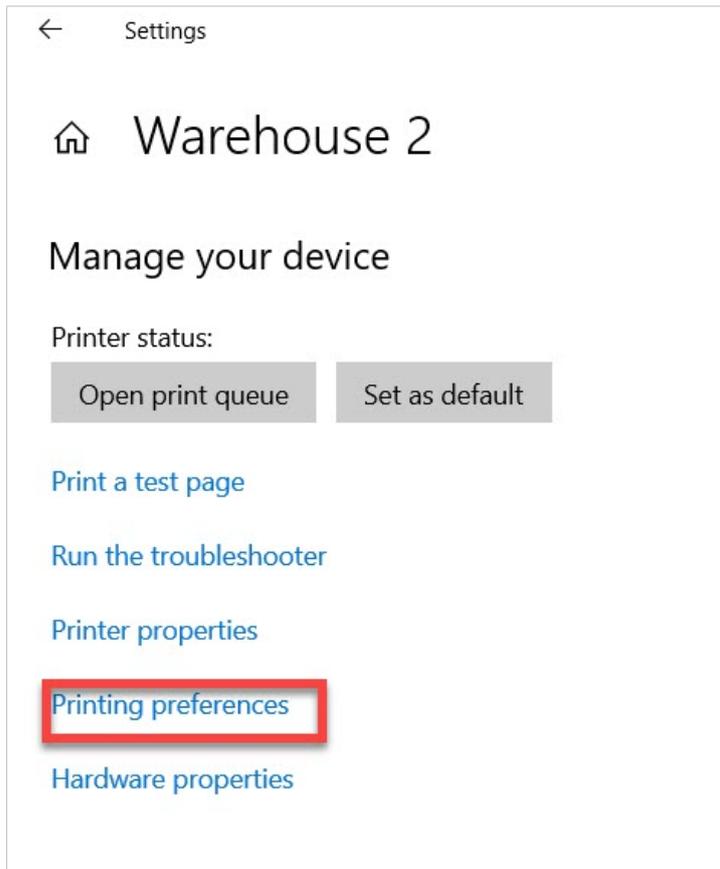


NOTE

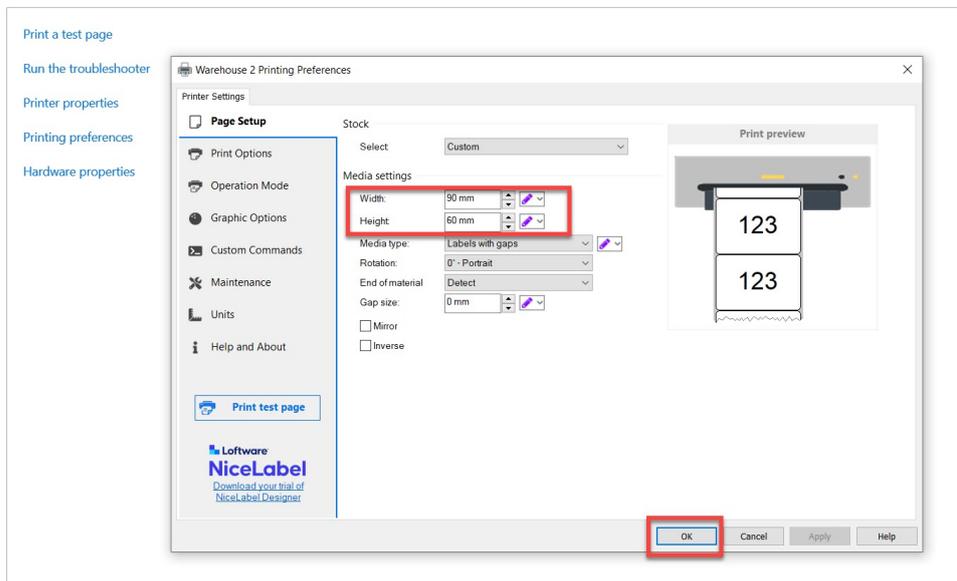
Printing preferences are settings your computer uses when you print on your printer. Printer preferences are specific to your computer. That means any application from your computer uses the printing preferences you set.

To set printing preferences:

1. Go to **Settings > Printers**.
Select your printer and open **Printing preferences**.

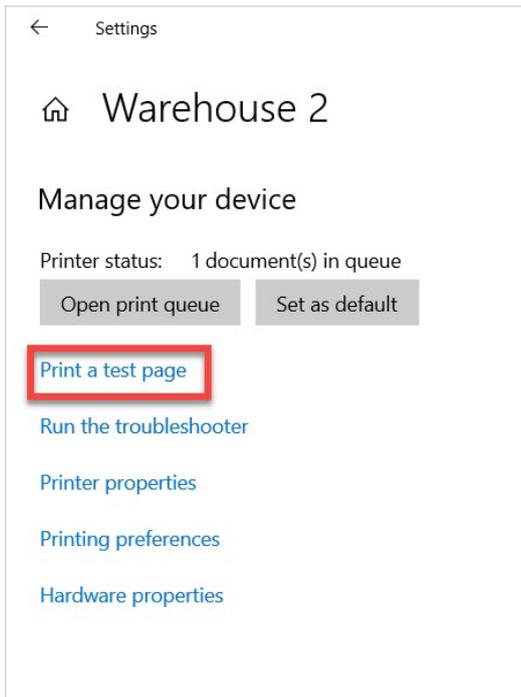


2. Set your media type width and height. Click **OK**.



Test printing from your printer driver

To print a test page, select your printer from your Printers list, and click **Manage**. Then click **Print a test page**.



Make sure your test print succeeded.

Quick troubleshooting

If your test print is not okay, there may be different issues to consider:

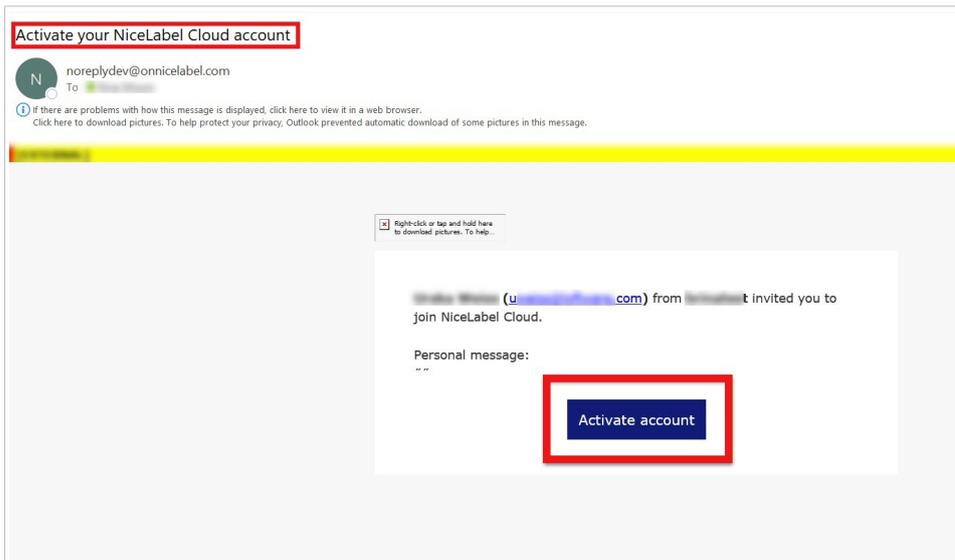
- Adjust the other settings in **Printing preferences** until you get the correct print output.
- If your printer doesn't print, there may be a problem with your connection settings. [Make sure your printers are connected to your computer](#)
- Check the media type for your printer. For example, if your printer uses a ribbon, select thermal transfer or direct thermal for label use only.

You successfully set up your printing environment. You are ready to activate your Cloud Designer.

1.3. Activating Cloud Designer

Begin your activation process by opening your invitation email.

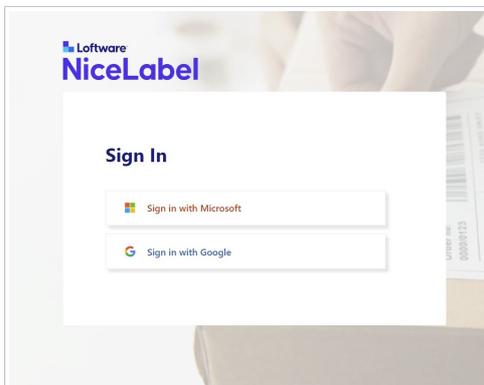
1. Click **Activate account** from your Cloud Designer activation email.



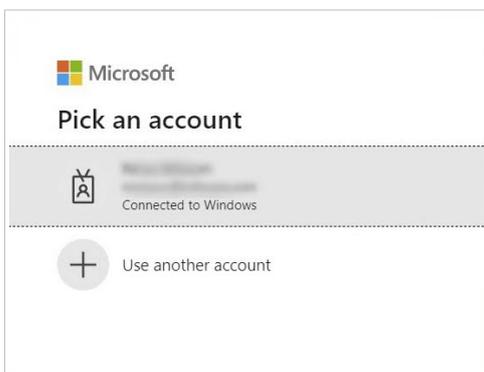
WARNING

Check your spam folder if you don't see your invitation mail in your inbox. If you can't find the invitation in your inbox or spam folder, contact your partner or contact our [support team](#).

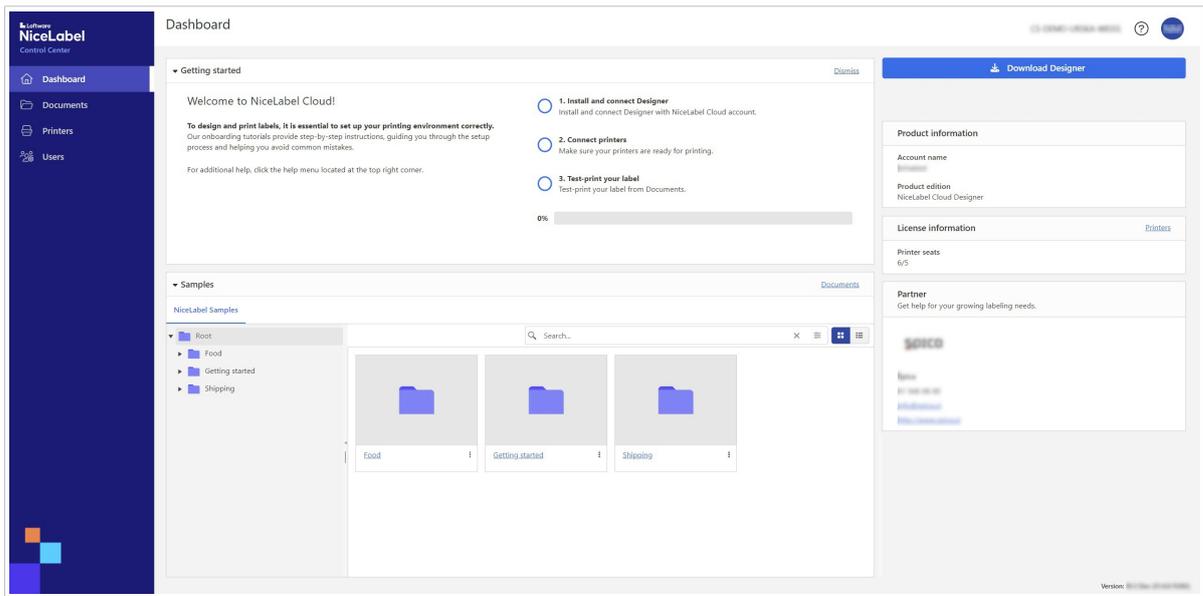
2. Control Center opens in your browser. You can sign in with your Microsoft or Google account.



3. Choose your account.



When you sign in, the **Dashboard** view of your Control Center opens.

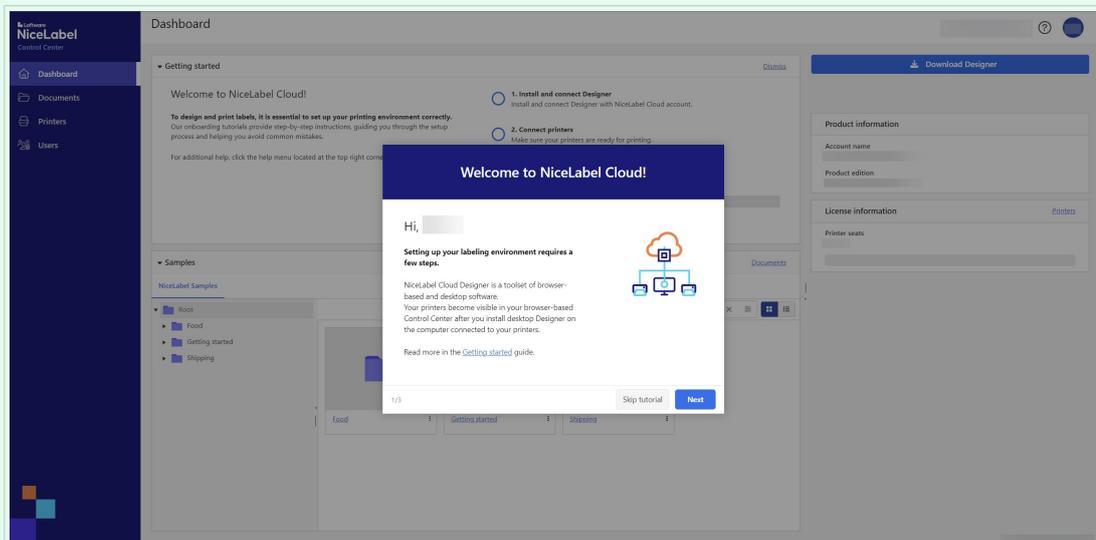


Control Center is a cloud-hosted, web-based application you access from your browser. Use Control Center to store, share, and print label templates with your team or external suppliers.



TIP

We recommend you follow the Control Center onboarding tutorials when you first sign in.



Your Cloud Designer activation process is now complete.

Next, see [Installing and activating Designer](#).

1.4. Installing and activating desktop Designer

Use desktop Designer to design, edit, and print your labels. In desktop Designer, you can drag and drop text, barcodes, and picture objects onto your label templates and connect your objects with the data you already use.



IMPORTANT

To print and see your printers in Control Center, you must connect your desktop Designer.

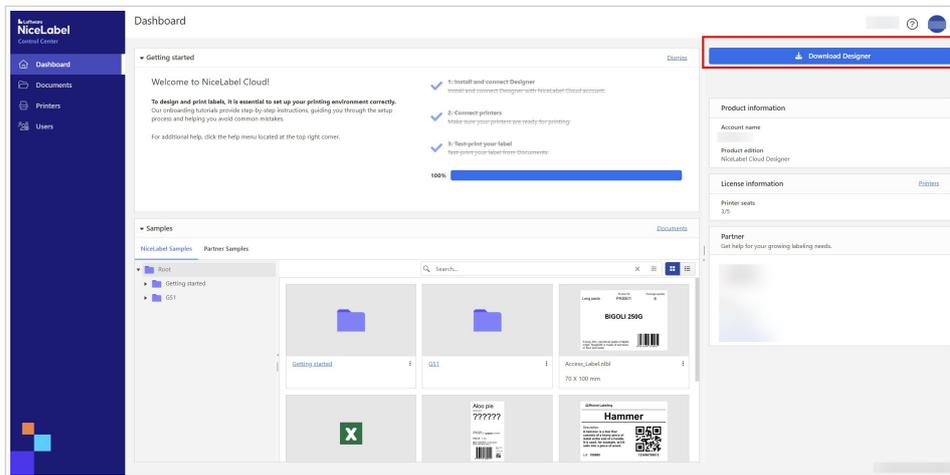
When you successfully activate your Cloud Designer:

1. [Download](#) NiceLabel Designer (desktop Designer) installation file from Control Center and install the application.
2. [Activate](#) desktop Designer.
3. [Make a test print](#) from desktop Designer.

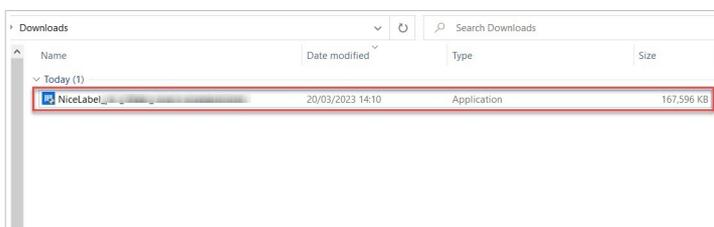
Install desktop Designer on the computer where your printers are connected.

Downloading and installing desktop Designer

1. In Control Center, go to your **Dashboard** and click **Download Designer 10**.



2. When your download completes, go to **Downloads** folder on your computer and run NiceLabel installation (.exe) file.



3. Complete the installation wizard.

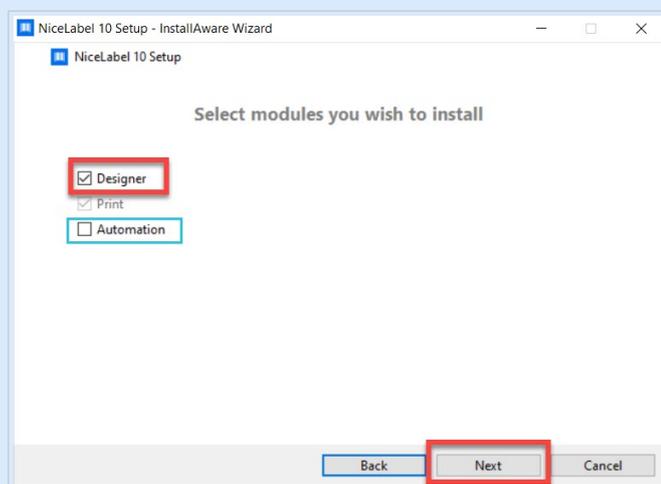


NOTE

When the installation wizard asks you to select your modules, you can install NiceLabelAutomation as a free trial. This step is optional. To work properly, Cloud Designer doesn't need Automation.

is an application that automates repetitive tasks. In most cases, you will be using it to integrate label printing processes into existing information systems, such as various business applications, production and packaging lines, distribution systems, and supply chains. With , all applications across all divisions and locations in your company can print labels using authorized labels templates.

Learn more about Automation on [NiceLabel Help center](#).



When installation completes, activate desktop Designer.

Activating Designer and connecting to NiceLabel Cloud

1. Run Designer on your computer.
2. The **Sign in** window opens. Click **Sign in**.

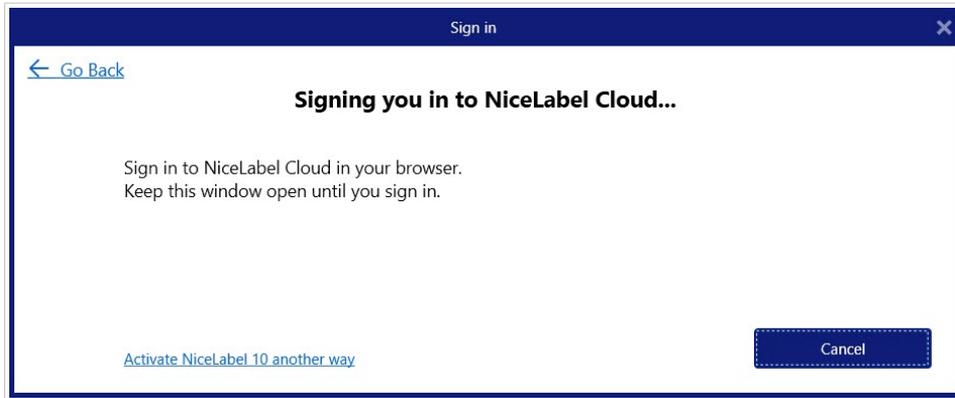




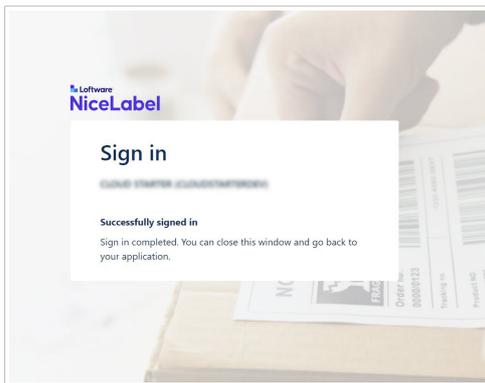
NOTE

If you accidentally change or delete text in the edit field, your activation will fail. Type "designer" in the edit field, then click **Sign in**.

3. Your browser opens automatically. Sign in to **NiceLabel Cloud**.



4. When you sign in, return to desktop Designer.



5. Your activation is complete. Click **OK**.



When your activation completes, Designer opens automatically.

Desktop Designer is now installed and activated, connected to NiceLabel Cloud, and you can see your list of printers in Control Center.

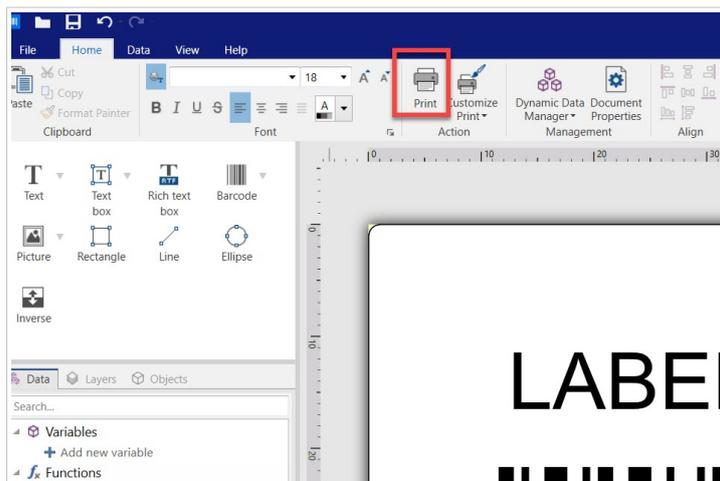
Test printing from desktop Designer

Print a test label to make sure your desktop Designer is working correctly.

1. Open desktop Designer.
2. Create a new label. See how to create a new label on [NiceLabel Help center](#).



3. Click **Print**. Your test label prints.



WARNING

Be careful which printer you use for test printing. Each time you print to a different physical or virtual (XPS, PDF) printer, you use one printer seat.

Read more about [printer seats](#).

You successfully installed, activated, and connected desktop Designer. You are ready to reserve printers in Control Center.



NOTE

See how to design and print labels in desktop Designer in the [NiceLabel 10 User Guide](#).

Next, see [Reserving your printers in Control Center](#).

1.5. Reserving your printers in Control Center

When you activate your desktop Designer, return to Control Center in your browser to reserve your printers.

Your reserved printers are always ready for printing. Reserving your printers secures your limited printer seats for printers essential to your operations, and makes sure specific printers are always available to print.



TIP

Reserving your printers is not necessary, but good practice, especially with printer-based licensing. We recommend you reserve printers, to avoid exceeding your printer seats.

To reserve printers in Control Center:

1. Sign in to Control Center in your browser.
2. Click **Printers**.

Reserved	Printer model ↑	Printer seat status	Address
<input type="checkbox"/>	Altec ATP-600		
<input type="checkbox"/>	Brother TD-4550DNWB		
<input type="checkbox"/>	EPSON L3160 Series		
<input type="checkbox"/>	HP Color LaserJet A3/11x17 PCL6 Class Driver		
<input type="checkbox"/>	Microsoft IPP Class Driver		
<input type="checkbox"/>	Microsoft Print To PDF		
<input type="checkbox"/>	Microsoft Print To PDF		
<input type="checkbox"/>	Microsoft Shared Fax Driver		
<input type="checkbox"/>	Microsoft Shared Fax Driver		
<input type="checkbox"/>	Microsoft Software Printer Driver		
<input type="checkbox"/>	Microsoft XPS Document Writer v4		
<input type="checkbox"/>	Microsoft XPS Document Writer v4		
<input type="checkbox"/>	Send to Microsoft OneNote 16 Driver		

3. Under **License information**, you can see available printer seats and reserved printers.

Printers

License Information

Printer seats 3/5

Reserved printers 2

Reserved	Printer model ↑	Printer seat status	Address
<input type="checkbox"/>	Altec ATP-600		
<input type="checkbox"/>	Brother TD-4550DNWB		
<input type="checkbox"/>	EPSON L3160 Series		
<input type="checkbox"/>	HP Color LaserJet A3/11x17 PCL6 Class Driver		
<input type="checkbox"/>	Microsoft IPP Class Driver		
<input type="checkbox"/>	Microsoft Print To PDF		
<input type="checkbox"/>	Microsoft Print To PDF		
<input type="checkbox"/>	Microsoft Shared Fax Driver		
<input type="checkbox"/>	Microsoft Shared Fax Driver		
<input type="checkbox"/>	Microsoft Software Printer Driver		

4. Under **Printers**, you can see your printers under **Printer model**. To the left, you can see if your printer is reserved.

Printers

License Information

Printer seats 3/5

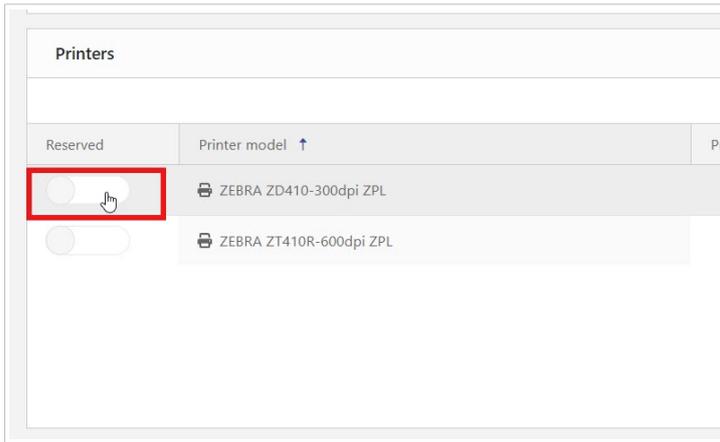
Reserved printers 2

Reserved	Printer model ↑	Printer seat status	Address	Print queues
<input type="checkbox"/>	Altec ATP-600			
<input type="checkbox"/>	Brother TD-4550DNWB			
<input type="checkbox"/>	EPSON L3160 Series			
<input type="checkbox"/>	HP Color LaserJet A3/11x17 PCL6 Class Driver			
<input type="checkbox"/>	Microsoft IPP Class Driver			
<input type="checkbox"/>	Microsoft Print To PDF			
<input type="checkbox"/>	Microsoft Print To PDF			
<input type="checkbox"/>	Microsoft Shared Fax Driver			

 **NOTE**

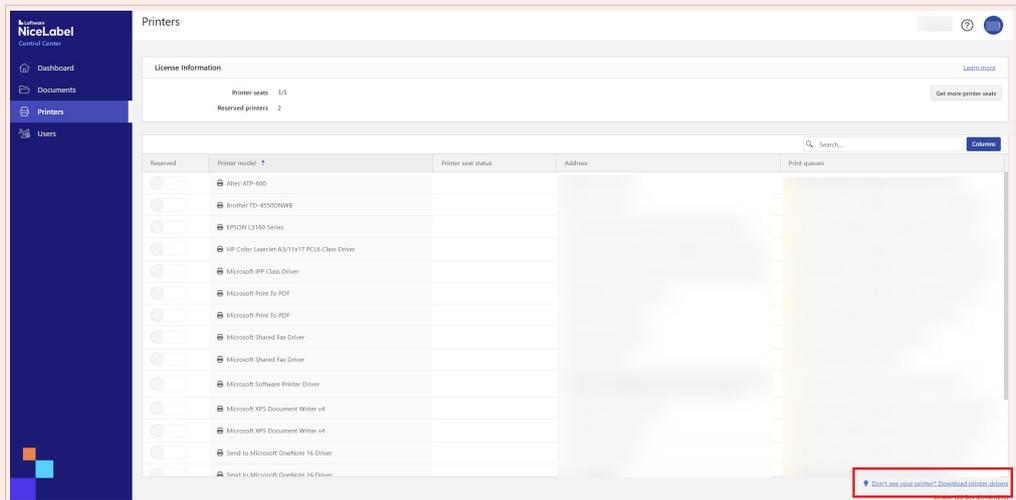
To avoid reserving the wrong printers with similar names, read the **Printer model** name carefully.

5. Select which printer to reserve by toggling **Reserved** by your printer.

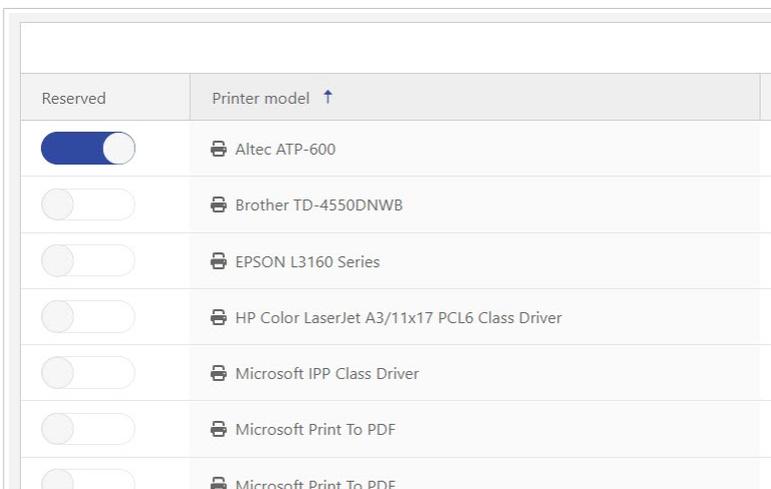


WARNING

If you don't see your printers, follow the link under **Print queues** to [download your printer drivers](#).



Your printer is reserved when you toggle **Reserved** by your printer name.



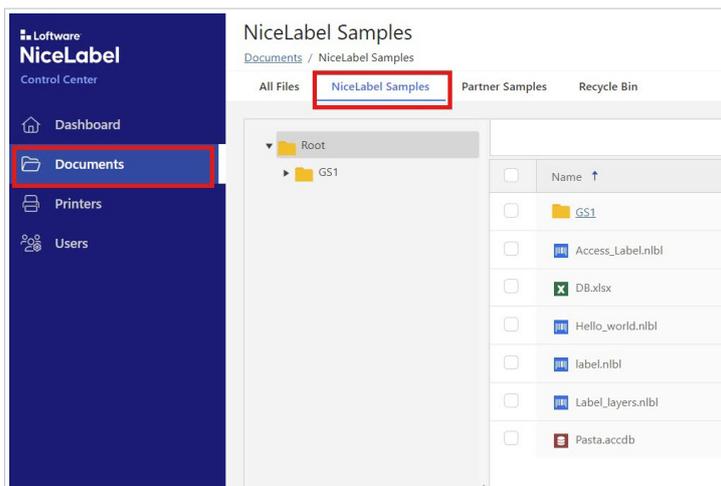
You successfully reserved your printers.

Now go to [Test printing in Control Center](#) to print a sample label.

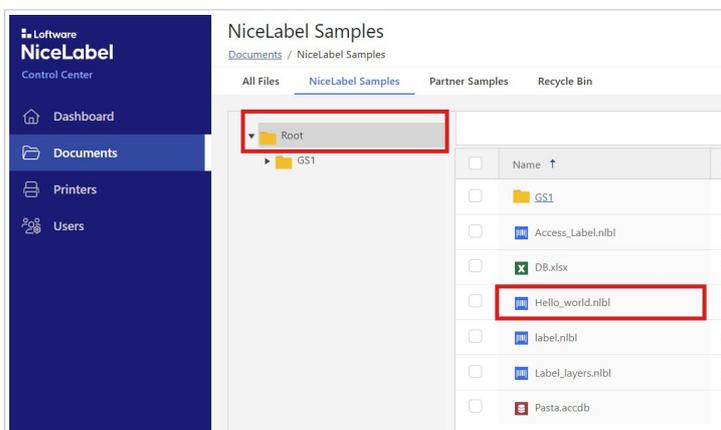
1.6. Test printing in Control Center

Test print a sample label using Cloud Print Form to make sure you correctly set up your labeling environment.

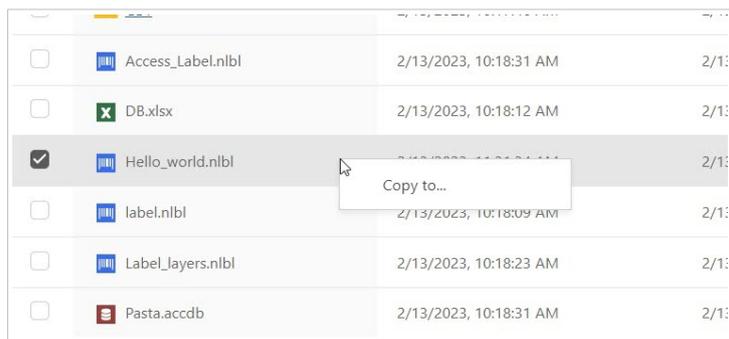
1. Go to **Documents > NiceLabel Samples**.



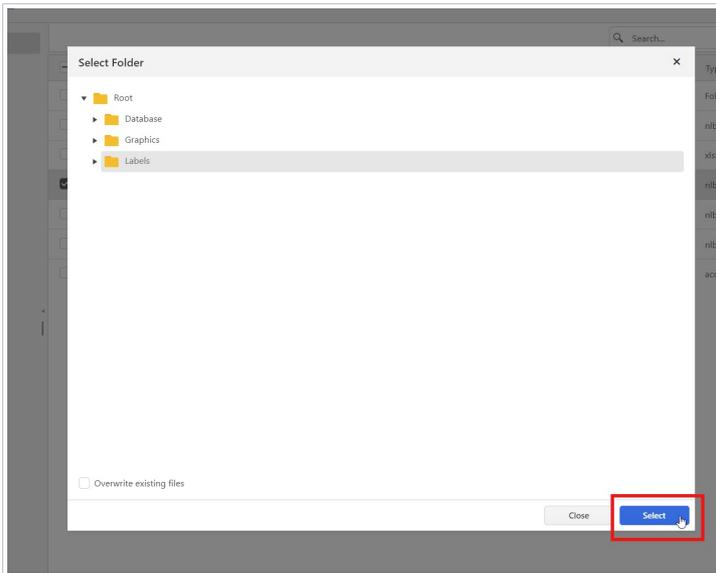
2. In your **Root** folder, find `Hello_world.nlbl` file.



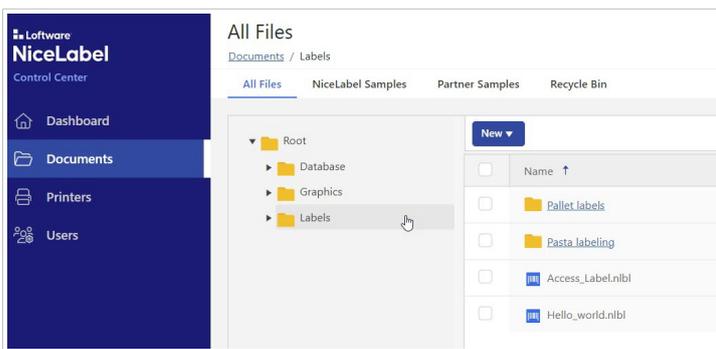
3. Right-click on the file name and click **Copy to....**



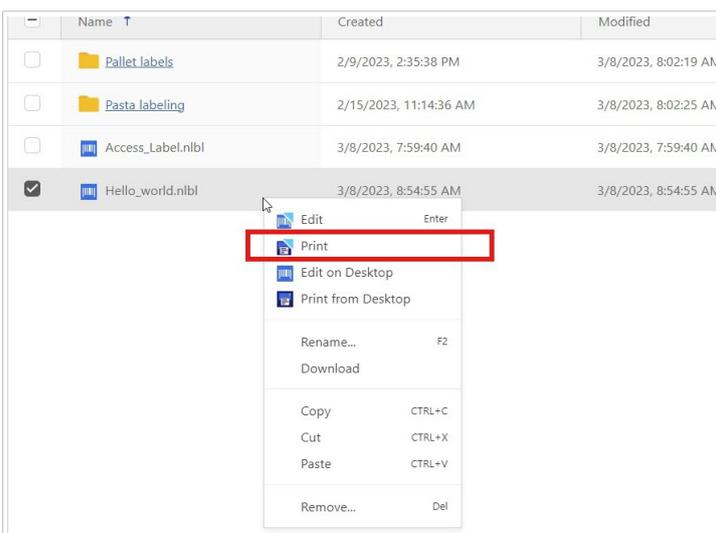
4. The **Select Folder** window opens. Click **Labels** , then click **Select**.



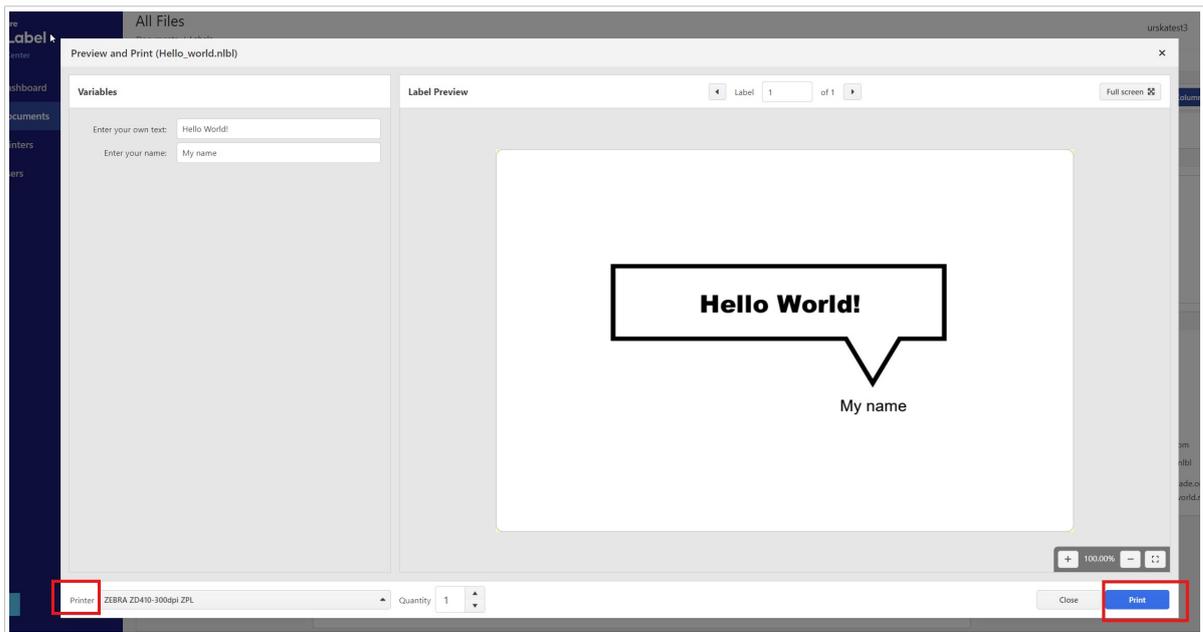
5. Go to **All Files > Labels**.



6. Right-click **Hello-world.nlbl**. Select **Print** from the dropdown menu.



7. The **Preview and Print** window opens. Select your printer. Leave **Quantity** at 1, and click **Print**.



Your test label prints. Compare the formatting on your printed label to the file on your screen to make sure your test print matches.

You have successfully test printed in Control Center. Now you can print labels from Control Center.

Quick troubleshooting

If your test print failed, or you can't print, try the following:

- Make sure your [printer and computer are online](#).
- Make sure your Designer is [installed on the computer](#) you're printing from.
- Make sure the computer you're printing from is [connected to Cloud Designer](#) (NiceLabel Cloud).
- Check the **Printing preferences** on the computer you're printing from. Control Center uses printing preferences from the label or from the computer you're printing from.



TIP

If you print label templates on printers from multiple computers, we recommend you use the printing preferences saved in your label template.

You have successfully:

- Set up your printing environment
- Installed and activated desktop Designer
- Connected desktop Designer to Control Center
- Test printed from your printer driver, Designer and Cloud Print Form

You can now design your labels in your desktop Designer, store and share labels with other users in Control Center, and print labels.

2. Licensing and Subscription Management

2.1. Licensing

Cloud Designer uses **printer-seat-based licensing**. That means **printer seats** determine how many printers you can print to at a time.

How printer-seat-based licensing works

Control Center tracks the number of printers you use. If you exceed your printer seats, Control Center activates a temporary "grace period". The grace period lasts for 30 days or until you lower the number of printer seats to fit your license. You can still print during the grace period. If you still use more printers than you have printer seats after 30 days, Control Center automatically reduces the number of available printers to match your license.

Printers can take printer seats in two ways:

- **Manually, by reserving printers.** You reserve and unreserve your printers in Control Center. Each reserved printer takes one printer seat. After seven days of no printing, an unreserved printer releases its seat.



TIP

When you **reserve your printers** in Control Center, you secure your limited printer seats for printers, essential to your operations, and make sure you don't go over your printer seats.

You can always unreserve your reserved printers.

- **Automatically, by printing.** When you print, your printer becomes a "licensed printer" for a period of seven days. After seven days of no printing, a licensed printer automatically releases a printer seat.



WARNING

Each time you print to a different physical or virtual printer, that printer takes one printer seat. That means printing to PDF or XPS counts as a printer seat.

Example of printer seats

There are five available printer seats in this account. That means you can print on five different label printers. Six printer seats are used. One printer is reserved, which means the printer takes a printer seat until someone unreserves them.

Printers

⚠ You are using more printer seats than your license allows: (6/5). Don't worry, you have 30 days to resolve the issue. [Read more](#) about managing printers.

License Information

Printer seats 6/5
Reserved printers 5

Reserved	Printer model ↑	Printer seat status	Address
<input checked="" type="checkbox"/>	Altec ATP-600	Used: 21 days ago	TCP/IP: 192.168
<input type="checkbox"/>	Brother TD-4550DNWB		TCP/IP: 192.168
<input type="checkbox"/>	EPSON L3160 Series		WSD-C060DCDI
<input type="checkbox"/>	HP Color LaserJet A3/11x17 PCL6 Class Driver		WSD-F45149E0-
<input type="checkbox"/>	Microsoft IPP Class Driver		WSD-3CFE8C3F-
<input type="checkbox"/>	Microsoft Print To PDF		PORTPROMPT: (
<input type="checkbox"/>	Microsoft Print To PDF		PORTPROMPT: (

How to add printer seats

With Cloud Designer, your number of printer seats is limited with your license. You can see how many printer seats you have in the **License information** section on your **Dashboard**.

Product information

Account name
Product edition
NiceLabel Cloud Designer

License information [Printers](#)

Printer seats 6/5

Partner

Get help for your growing labeling needs.

You can always upgrade your license if you need more printer seats.

To upgrade your license, contact your Loftware partner or [our sales](#).

2.2. Subscription Management

How to get Cloud Designer

To get Cloud Designer, go to the [Loftware website](#). Under **Products > Labeling**, search for Cloud Designer.

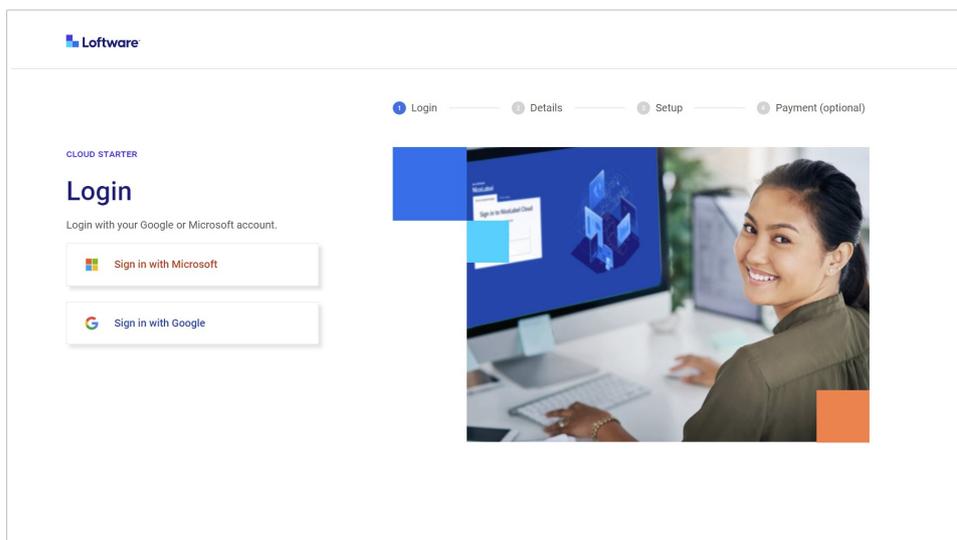


NOTE

Before you decide to buy Cloud Designer, you can choose a 14-day trial instead.

Either to buy Cloud Designer or to go to trial, use **Checkout**:

1. Log in with your existing Microsoft or Google account.



2. The **User** and **Company information** form opens. Type in your missing data, then click **Next**.

Loftware

CLOUD STARTER

Login
 Details
 Setup
 Payment (optional)

Welcome 

User information

* First name

* Last name

* E-mail

Company information

* Country/Region In case your country is not listed, please, [contact us](#).

VAT number

DUNS number

* Company name

* Nr. & Street

State

* City

* Zip/Post code

Phone number

Next

3. The **Setup** form opens. Choose how many printer seats you want to purchase. Agree to the **Terms and conditions**, then click **Next**.

Loftware

CLOUD STARTER

Login
 Details
 Setup
 Payment (optional)

Setup

You can use Cloud Starter free up to 14 Days, with full access to everything offered on the plan.

Number of printers

1 printer	\$20.00 / m*	2 printers	\$40.00 / m*	3 printers	\$60.00 / m*
4 printers	\$80.00 / m*	5 printers	\$100.00 / m*		

*Monthly billing price examples

You are buying from your local Loftware partner: [Pacific Barcode](#)  

Terms and conditions

I have read and agree [Terms of use](#) and [Privacy policy](#).

Back **Next**



NOTE

You can always purchase more printer seats later.

With **Setup**, we assign you a Loftware partner. We choose a partner for you based on your geographical location. Contact your Loftware partner when you need support.
To change your Loftware partner, click the blue pencil icon. Read more about partners on the [Loftware website](#).

4. The **Payment Settings** page opens. Under **Billing options**, choose between monthly or yearly billing. Check if your data is correct, then click **Pay now**.

OR

You can skip payment, and instead enter a 14 day trial period. To enter the trial period, click **Skip to trial**.

Loftware

CLOUD STARTER

Login — Details — Setup — **4 Payment (optional)**

Payment Settings

You can always skip this step and enter a 14 day trial period.

Billing options

Monthly \$20.00 / m
Pay monthly, cancel anytime

Yearly \$228.00 / y
Pay for a full year Save 5%

Payment options

Credit card VISA

PayPal

Payment details

* Card number * MM/YY * CVV/CVC

* Cardholder's name

Billing information

Same as company address

Summary

COMPANY INFO
Company Loftware, 249 Corporate Drive, 03801 Portsmouth
VAT Number
Phone Number (603) 766-3630

PARTNER
Partner Pacific Barcode

SUBSCRIPTION PLAN
No. Of Printers - 1 +

PAYMENT
Billing Monthly
Price VAT Ex. \$20.00
VAT

Total \$20.00 / m

Pay now

Skip to trial

5. You will receive your email invitation to Cloud Designer in about 10 minutes.

Loftware

Login — Details — Setup — **4 Payment (optional)**

CLOUD STARTER

Just A Few More Minutes!

You are almost there! 🕒

You will receive an email invitation to Loftware Cloud platform.
Give us 10 minutes to prepare your account.

If you do not receive an email, check your spam folder or [contact Loftware support](#).



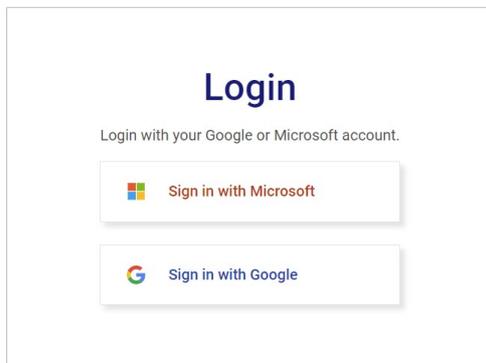
NOTE

If you don't receive an email, check your spam folder. If your email isn't there, [contact Loftware support](#).

Subscription Management portal

The subscription portal is a space for end users, partners, and CAM teams to manage their Cloud Designer subscription.

1. Log in to your **Subscription Management** portal with your Microsoft or Google account.



How to renew payments

To renew your payments, log in to your **Subscription Management** portal.

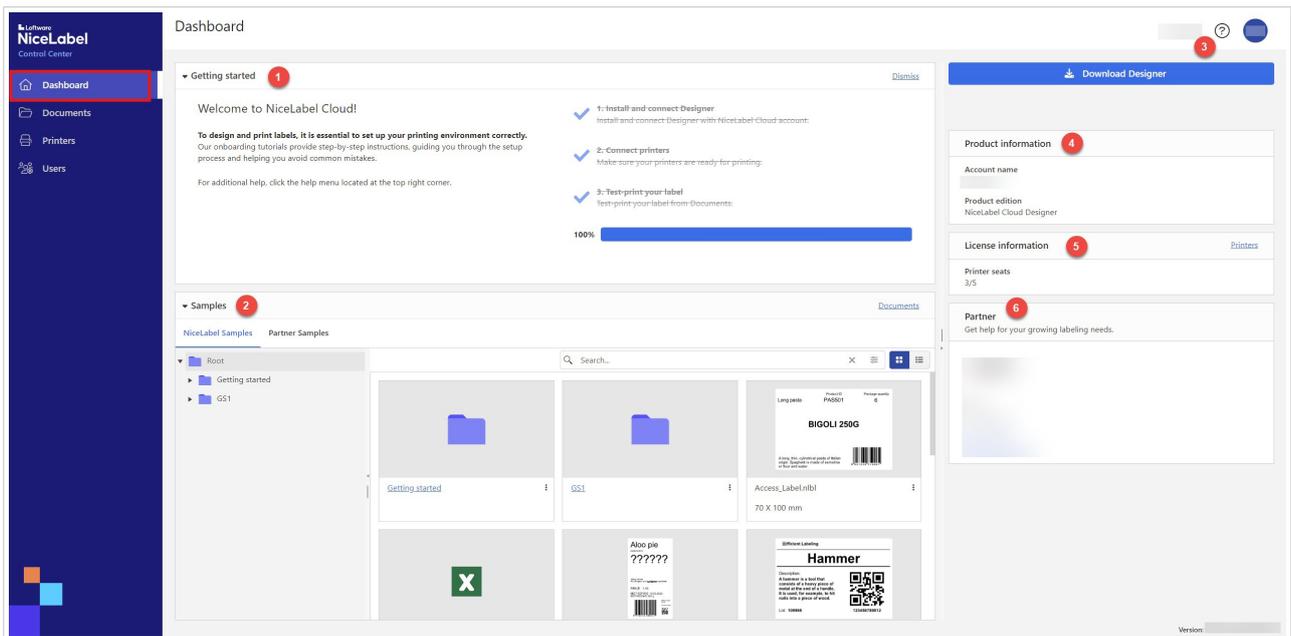
How to cancel your subscription

To cancel your subscription, log in to your **Subscription Management** portal, or contact your Loftware partner.

3. Dashboard

3.1. About Dashboard

When you sign in and open Control Center from your browser, the **Dashboard** gives you an overview of your Control Center.



Your **Dashboard** is your starting point for:

1. **Getting Started** with onboarding tutorials and test printing.
2. **Samples**, where you can find NiceLabel label samples you can use as label templates.
3. **Help** for additional help resources and onboarding tutorials.
4. **Product Information**, where you can see your **Account name** and **Product edition**.



NOTE

For more information on upgrading your Product, contact your Partner.

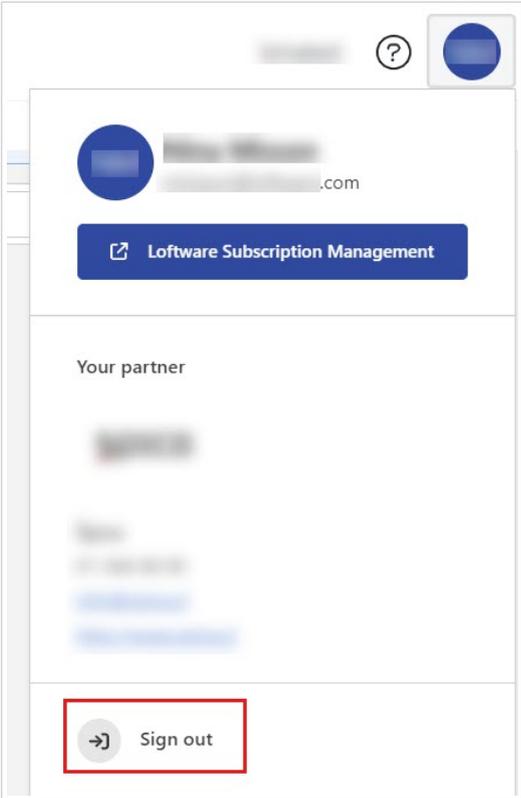
5. **License Information** with the number of printers you have available (**Printer Seats**) and reserved.
6. The **Partner** section with contact information about your partner.

Use the menu on your left to open other Control Center pages:

1. [Documents](#)

- 2. [Printers](#)
- 3. [Users](#)
- 4. [Samples](#)

To **sign out**, click the button with your initials in the top right. Click **Sign out** in the drop down menu.



4. Documents

4.1. About Documents

Documents in Control Center is a web-based shared storage for your label files, database files, graphics, and other files. **Documents** work like Google Drive or similar platforms where you can store and manage your files and folders.

Web storage benefits:

- Store all your labeling files in one place. This way you keep your files accessible to everyone.
- Centralized storage of your labeling files prevents users from printing older or obsolete labels.
- Share your labeling files with all Control Center users.
- Print your labels [directly from the web](#).
- See previews and properties of the label and graphic files.
- Use [advanced search](#) for your files and folders.

You can open and edit label templates (.nlbl files) in your desktop Designer directly from **Documents**. This way you avoid different label variants stored on local computers. All Control Center users see the same label templates. To keep consistency with other labeling files, you can download the files from **Documents**, edit the files on the local computer, and then upload the files back to **Documents**.



NOTE

When you upload your project files (labels, database, and graphics), use a predefined corresponding folder structure: **Labels**, **Graphics**, and **Database**. This way you preserve the database and graphics connectivity to your labels.

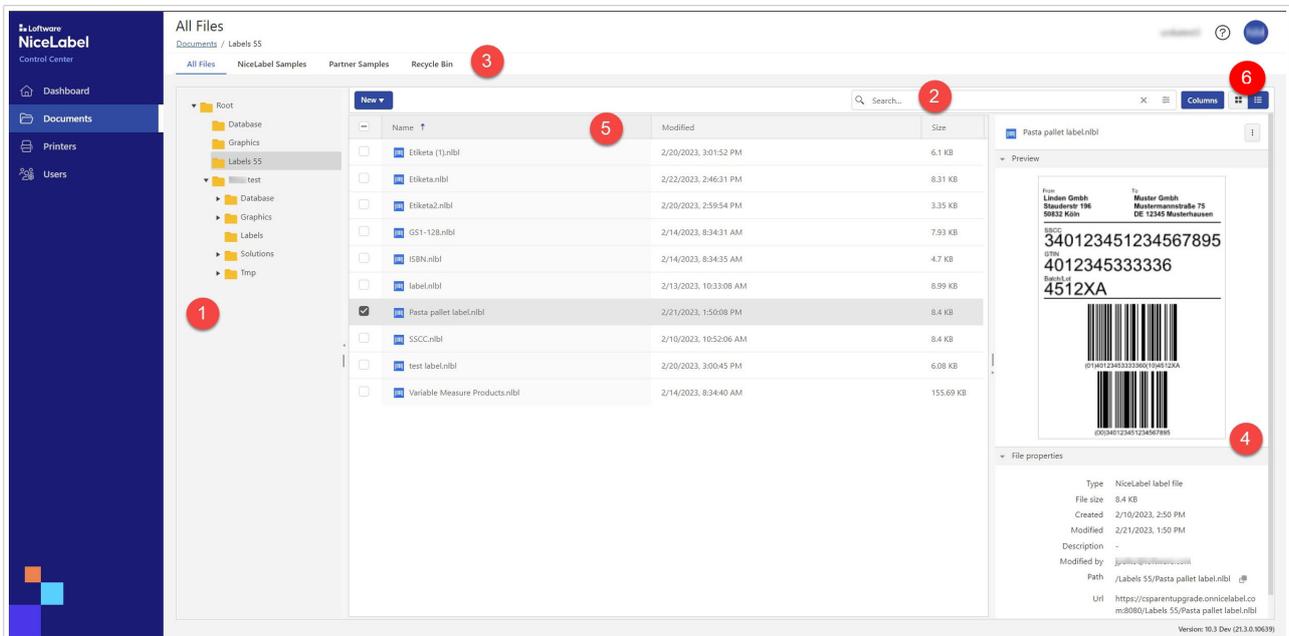
You can store almost all types of files in **Documents**, not just NiceLabel file types. For security reasons, you can't store executable files.

Here is the list of supported file types:

- NiceLabel files (nlbl, lbl, nsln, sln, misx, mis, dvv)
- Text database files (txt, dat, csv, sch)
- Excel database files (xls, xlsm, xlsx)
- Access database files (accdb, mdb)
- Graphic files (bmp, jpg, jpeg, jpe, jfif, gif, tif, tiff, png, wmf, emf, ico, pcx, psd, pdf, svg)

- Fonts (ttf, odf)
- XML

Documents User Interface

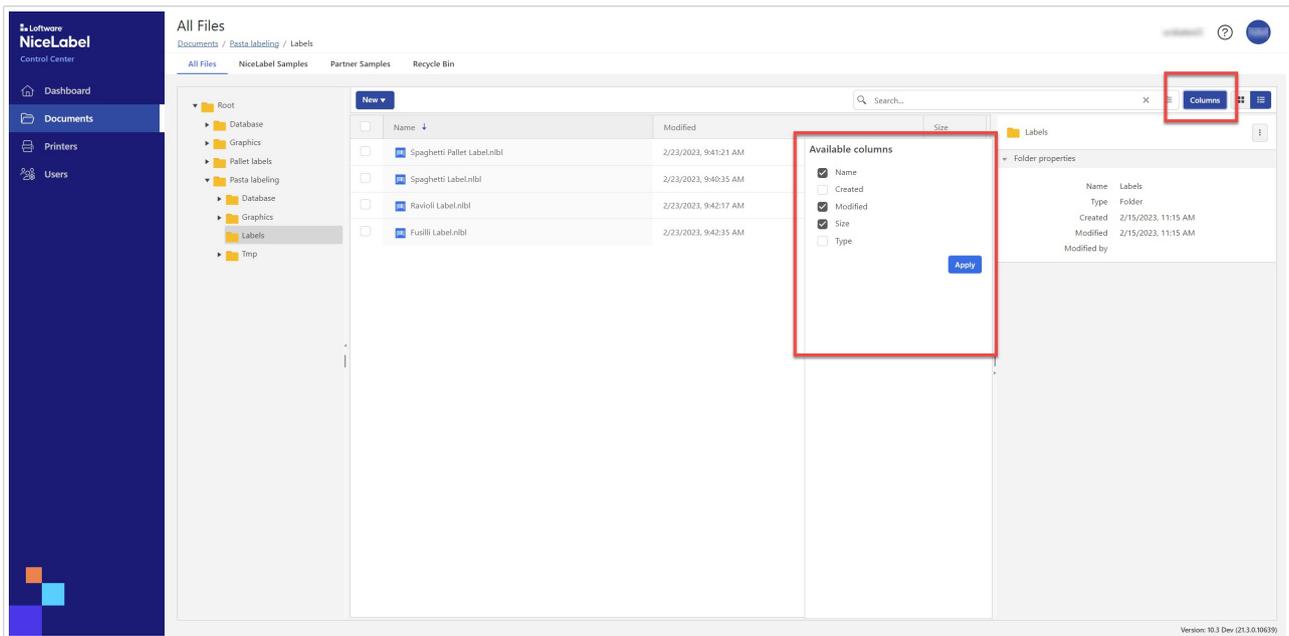


1. Folder list (tree view)
2. Search options
3. Main tabs
4. Document properties and preview pane
5. Columns
6. Grid view and card view

In **Documents**, you can:

- [Search for files and label data.](#)
- [Preview your label and graphics files.](#)
- [Move files and folders.](#)
- [View file and folder properties.](#)
- Upload and download files.

The default **Documents** view shows three columns: **Name**, **Modified**, and **Size**. You can add or remove columns by clicking the **Columns** button, then select or deselect available columns and click **Apply**.



4.2. Managing files and folders in Documents

You can manage files and folders in **Documents** in a similar way as in Google Drive or other web based file sharing applications. You can use buttons, context menus (by right-clicking on files or folders), and keyboard shortcuts. Context menus are the most effective way to manage your files. Context menus have dynamic content, based on the file types.

In **Documents** you can:

- Cut/Copy/Paste files and folders.
- Use a predefined folder structure and also add your own folders and subfolders.
- Upload, download, and delete files and folders.
- [Preview](#) your label files, images, and PDF files.
- [Search](#) by different file or folder properties.
- Manage [deleted files](#).



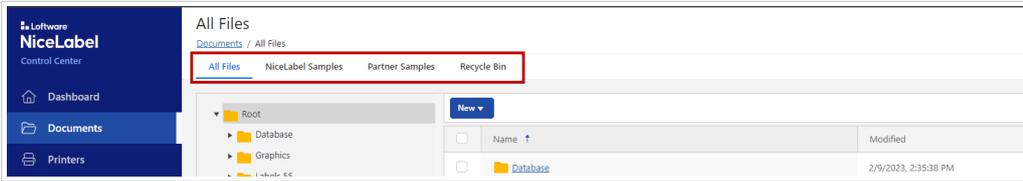
NOTE

In **NiceLabel Samples** and **Partner Samples** sections, you can use only **Copy to...** option. You can't delete or cut files. You can copy all files and folders except the Samples' **Root** folder.

Right-click on items to access options. You can also use [keyboard shortcuts](#).

Tabs

At the top of the page, there are four main tabs:

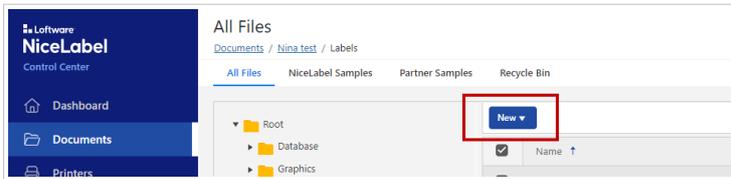


- **All Files** is the default and main page where you manage your files and folders.
- **NiceLabel Samples** provides you with common label files. You can copy and modify the sample files.
- **Partner Samples** provides you with label files that are used in your field of industry.
- **Recycle Bin** contains your deleted files. You can restore or permanently delete your files.

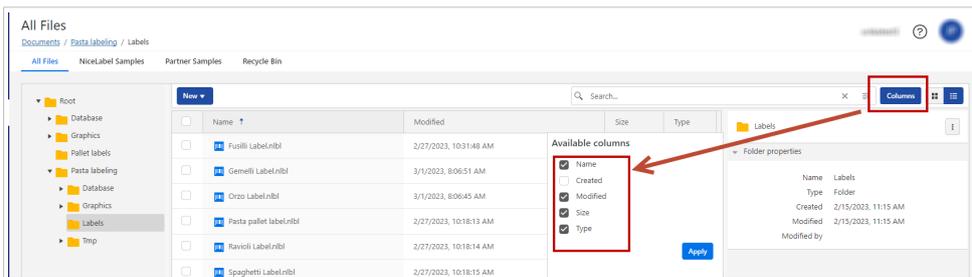
Buttons

• New

You can create folders or upload folders and files in the folder that is selected in a tree view.

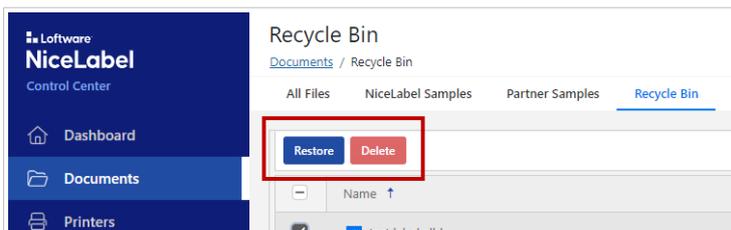


• Columns:



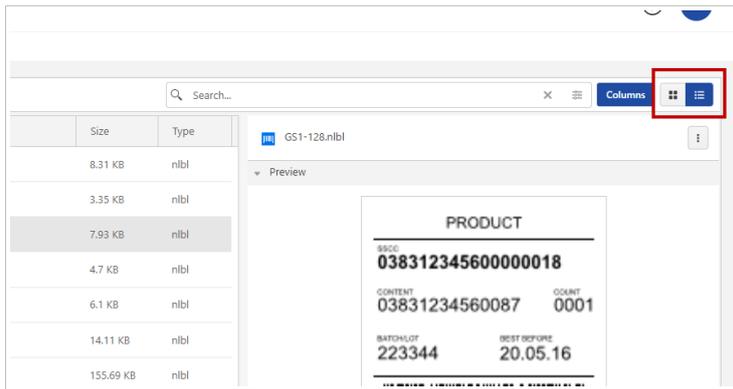
Add or remove columns to modify your view.

• Restore and Delete in Recycle Bin tab:



When you remove your files or folders, they move to **Recycle Bin** tab, where you can restore or permanently delete them.

- Card/grid view



You can switch between [viewing a list of files and folders](#) or [viewing thumbnails](#).

Using Context menus

By right-clicking your folders you get the additional options to:

- Upload files and folders. (You can also upload your files or folders by dragging and dropping them into the pane next to the tree view.)
- Cut, copy, and paste files and folders.
- Remove files and folders. You can later restore removed folders in **Recycle Bin** tab.

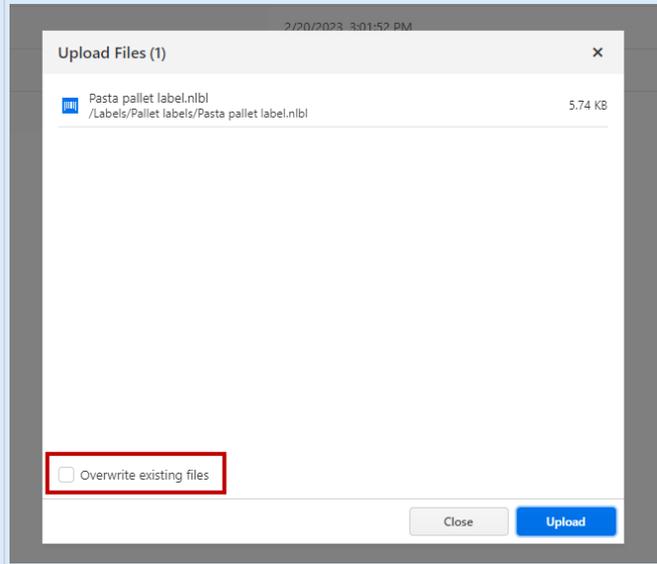
By right-clicking your files you get the options to:

- Rename your files.
- Download files. You can download only one file at a time.
- Copy, cut, and paste your files.
- Remove your files. You can restore removed files in **Recycle Bin** tab.



NOTE

When pasting files or folders with the same name, files or folders will not be replaced. You can enable the option to overwrite the existing files or folders.



By right-clicking your label files, you get the additional options to:

- Edit your labels on your desktop Designer.
- Print from Desktop. NiceLabel Print application opens where you can print labels.
- Print your label files from [Cloud Print Form](#).



NOTE

NiceLabel V6 label files (.lbl) are not supported anymore. Control Center treats V6 label files as unknown formats. You can still open, edit, and print V6 label files in the latest desktop Designer.

Keyboard shortcuts in Documents

Keyboard shortcuts are mostly the same as in other Windows applications or Google docs:

Action	Press
Select all	Ctrl+A
(Selects the first 50 items unless you scroll down to display more).	
Copy	Ctrl+C
Paste	Ctrl+V

Action	Press
Cut	Ctrl+X
Move selection up	↑
Move selection down	↓
Add an upper item to the selection	Shift+↑
Remove an upper item from the selection	
Add a lower item to the selection	Shift+↓
Remove a lower item from the selection	
Deselect all items	Esc
Select a range of items	Drag mouse
Delete file or folder	Delete
Rename	F2
Edit label	Enter

4.3. Searching for files and label data

Searching in **Documents** works like searching in your file explorer. You can search the folder that is currently opened in the main pane. If you want to search the whole **Documents**, go to the **Root** folder.

Partial search is enabled by default. For example, when you enter the word *lab*, your result includes *label* and *laboratory*. To disable partial search, enter your keyword inside quotes, for example, "*lab*".

Advanced search for label content includes:

- File name.
- The description you entered when designing labels with desktop Designer in **Label Properties > Info**.
- Printer name.
- The object name you defined when designing labels with desktop Designer in Object Properties > **General** tab.
- Object content, for example, fixed texts.
- Variable name
- Variable default value (**Provisional value** in variable properties).

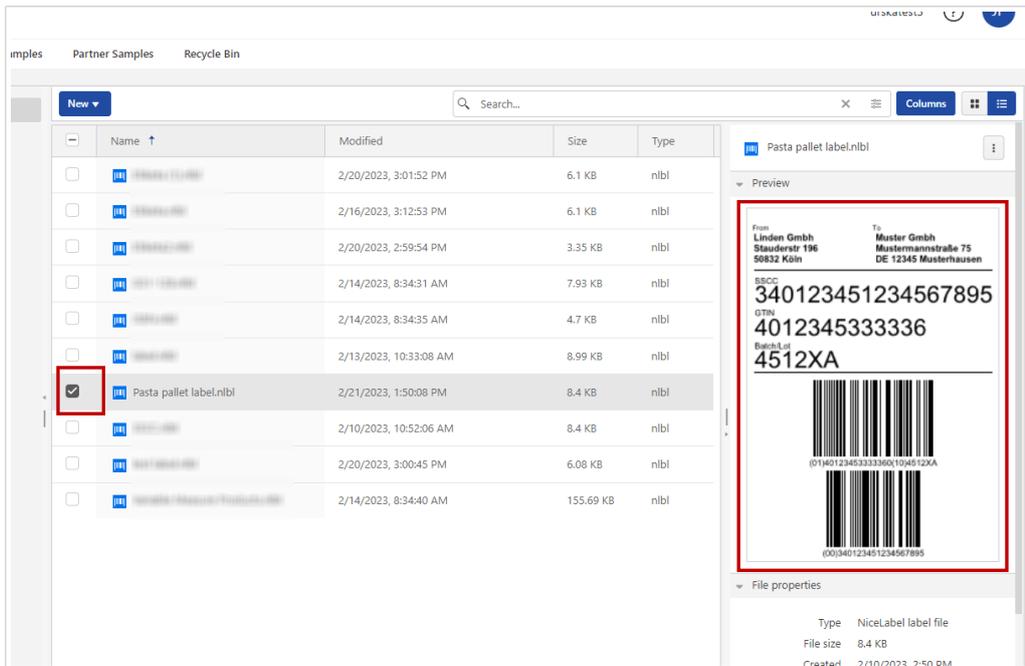
To open the Advanced search window, click the icon right to the **Search** field.



4.4. Previewing label and graphic files

You can preview your label files directly in the **Documents** without opening your labels in the desktop Designer.

To see a preview of your label, graphic, or PDF Files, select your file. The preview appears on the right side of your browser.



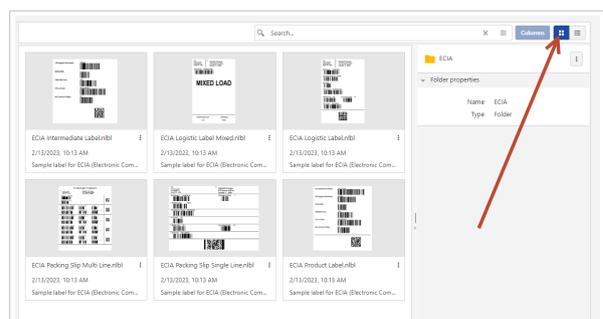
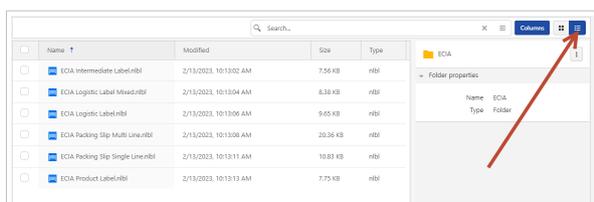
You can preview graphic files with extensions .bmp, .png, .jpeg, .gif, .tif, .wmf, and .emf.



NOTE

When you select a double-sided label, the preview shows only the front side. To see both sides, right-click the label file, then click **Print** from the context menu. The **Preview and Print** window opens with a print preview of both sides of your label.

Use the icons in the top right corner to switch between the thumbnail and list view of your files and folders.



The default list view and thumbnail view

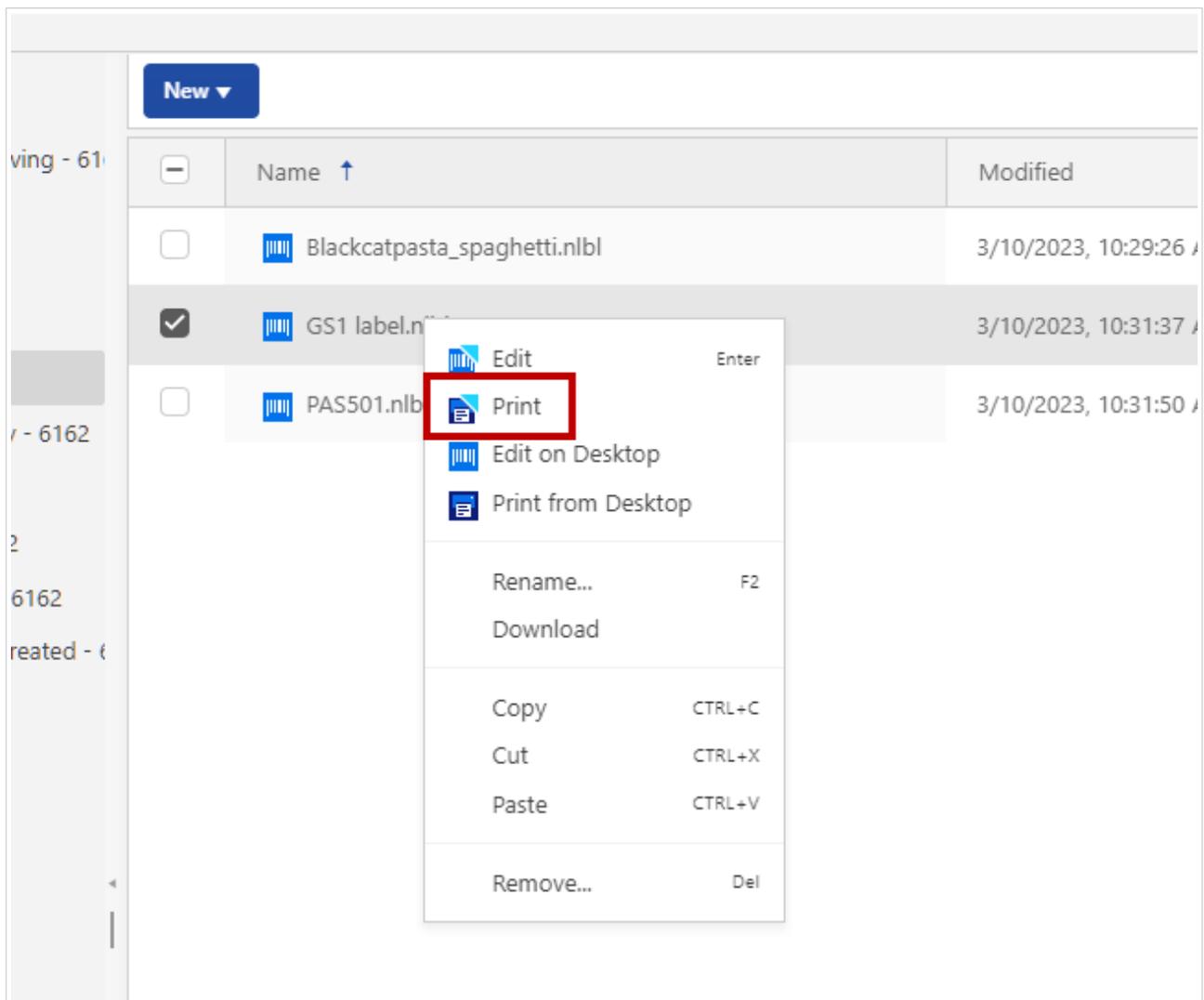
With .nlbl files, the thumbnail view shows label previews. With other types of files, you can see only file icons.



NOTE

Control Center generates label previews using the installed printer on your Control Center. If the printer does not exist, Control Center uses a virtual printer instead.

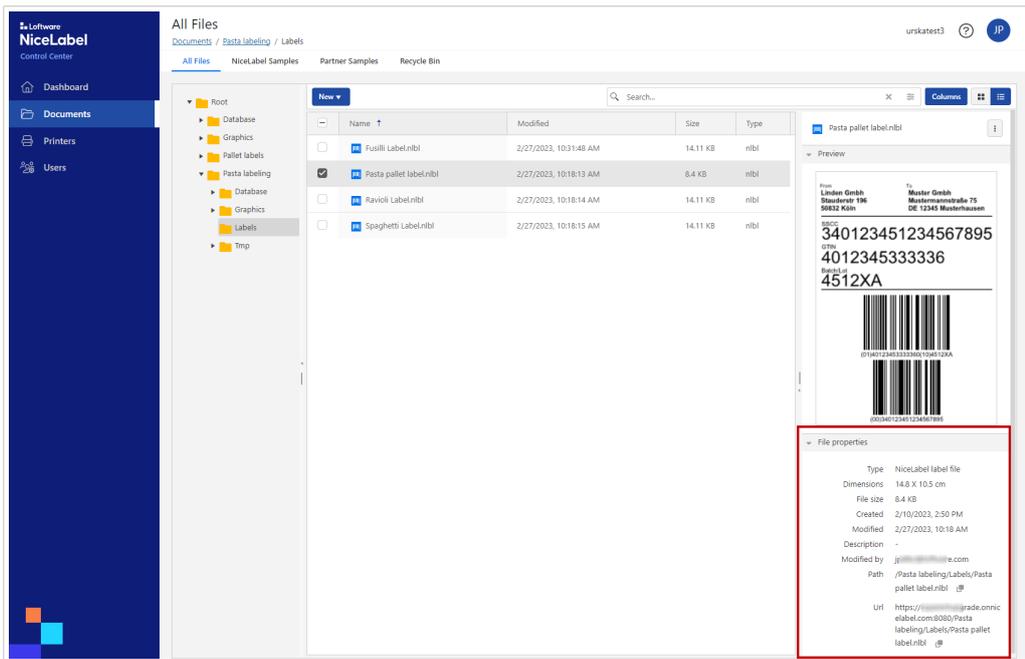
To get the exact label preview with inserted data sources, right-click your label file, then click **Print** in the context menu.



A [Cloud Print Form](#) opens. Use the Cloud Print Form to select the database records and enter prompt variable values.

Getting File properties

You can see the **File properties** section on the right side of your browser, under the **Preview** section.



You can only select one file at a time to see its properties.

You can obtain file properties, such as:

- File name
- File type
- File size
- Creation and modification date
- Name of the last user that modified the file

4.5. Moving files and folders



WARNING

When moving files and folders, be careful to preserve folder structure in case your labels are connected to databases or graphic files. See the [knowledge base article about project folders](#), see paragraph **Level 4** in the **Solution** section.

To move a file to a different folder, do the following:

1. Select the file or folder you want to move.



NOTE

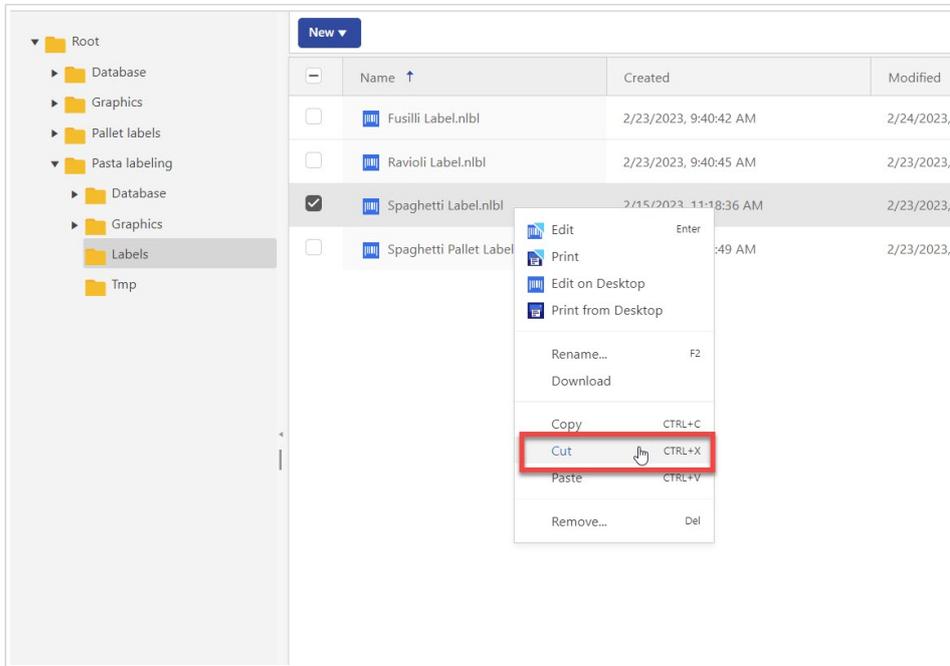
You can also select multiple files and folders for moving. When you select folders, all the content is moved (subfolders and files).



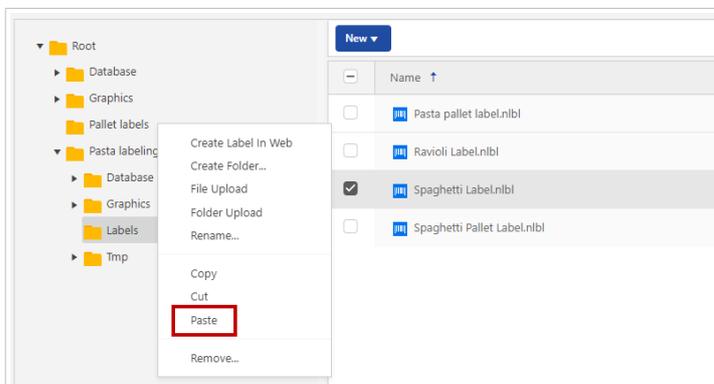
NOTE

You can't move files from **NiceLabel Samples** and **Partner Samples** sections, but you can copy them.

2. Right-click on the file to open the context menu and click **Cut**.



3. Right-click the folder where you want to move the file, then click **Paste**.



Refresh your Control Center page to check the new file and folder structure.

4.6. Accessing files

Accessing files using your browser

You can use Control Center Web interface to interact with files inside the **Documents** storage. This is the access method if you want to grant access to **Documents** storage to users, connecting from external locations (such as the Internet). In this case, make sure that your firewall allows inbound connections to the Control Center.



NOTE

If you have desktop Designer locally installed, double-click the label (.NLBL) file, then click **Open in NiceLabel Designer**.

Direct file access

You can access your files stored in **Documents** directly from your browser. Here is the syntax:

```
https://designer.onnicelabel.com:8080/folder/label.nlbl
```

5. Printers

5.1. Managing printers in Control Center

Control Center gives you an overview of your printers, printer statuses, and print queues.



NOTE

See [Getting Started](#) for [Installing Printer Drivers](#) on your local computer, and [Reserving Your Printers](#).

The Printers interface

The **Printers** page includes a **License information** section and a **Printers** section:

1. Under **License information**, you can see the number of **Printers seats** you have available on your license, and how many of those seats are taken.



IMPORTANT

Your printers take printer seats when you print to a different physical or virtual printer, or when you reserve printers.

Control Center purges unused printers after seven days from your list of printers. For more on how printer-seat-based licensing works, see the [Licensing article](#).

2. Click **Get more printers** if you want more printer seats. The button takes you to subscription management. Our [sales department](#) can provide you with an upgrade to your license. See the [Printer-based Licensing](#) video on our help site.
3. Click **Learn more** to visit [NiceLabel Help center](#).
4. In the **Reserved** column, you can change the status of your printers (reserved on unreserved).



NOTE

Reserved printers have a seat license bound to them and are always available for printing jobs.



IMPORTANT

A reserved printer takes a printer seat even if it is not used. The reserved printer seat becomes available when you unreserve that printer and the printer has not been used for the past 7 days.

5. In the **Printer model** column, you can see the manufacturer's printer name. Users cannot change this hard-coded name.



NOTE

The default **Printers** table view is sorted by the **Printer model** column from A-Z. To change the order in any column to Z-A (or back to A-Z), click the column header.

Printer model 
 BIXOLON SLP-TX220
 CAB A4.3+ 300DPI
 CAB SQUIX 6.3 300DPI P
 Domino M230i T60/Right 300dpi

6. In the **Printer seat status**, you can see when the printer was last used.
7. In the **Address** column, you can see the TCP/IP address of network printers, the computer name and printer name of shared printers, or the port name and computer name of locally connected printers.
8. In the **Print queues** column, you can see your printer's spooled print jobs and the name of your print queue. Users can change the name of the print queues in printer settings on their computers.

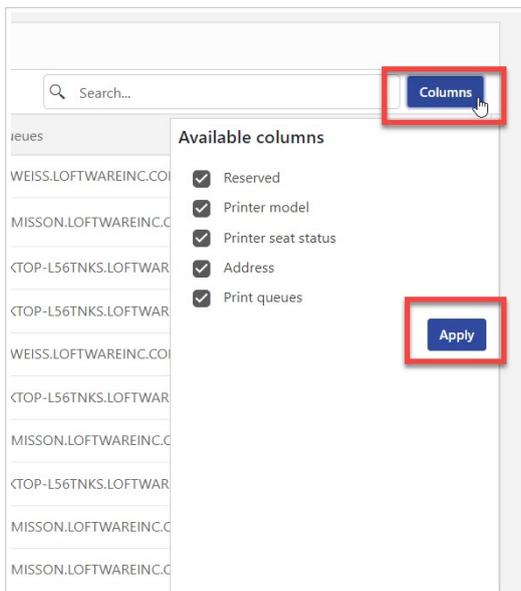


NOTE

A print queue is a holding area for storing spooled print jobs. Each computer has a print queue per printer. If more than one users use a printer, that printer has as many print queues as there are computers.

9. If you're missing printer drivers, click the link for instructions on [installing printer drivers](#).

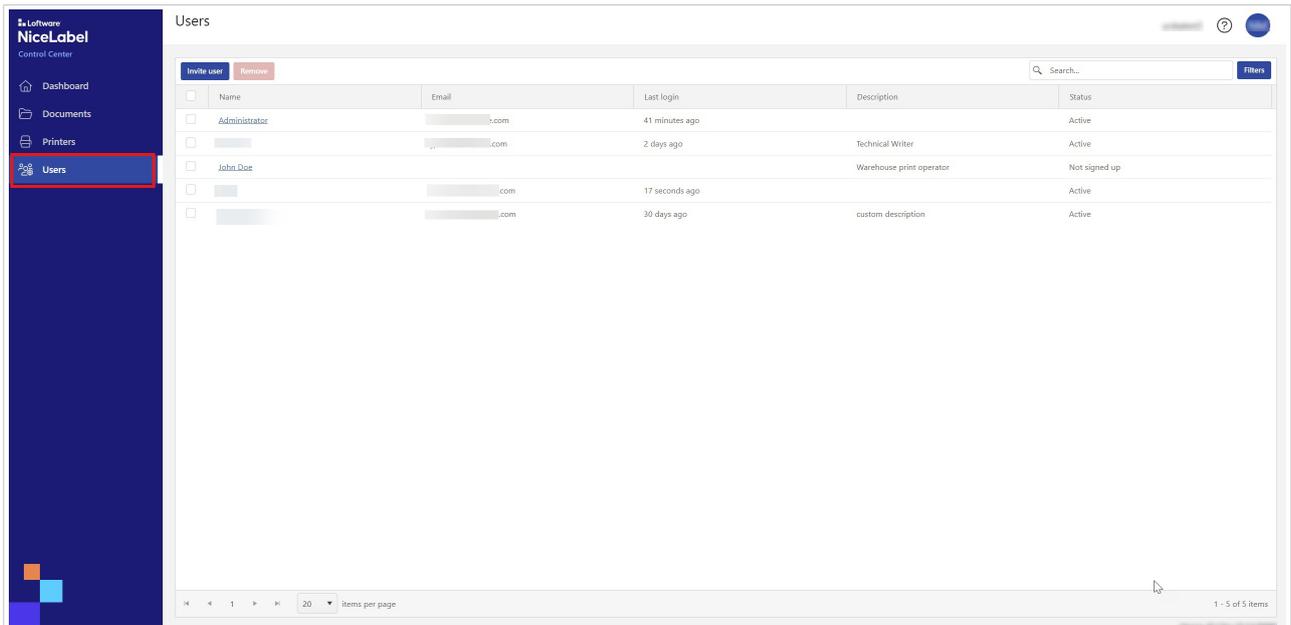
By default, you can see all five columns in the **Printers** section. To hide any of the columns, click **Columns** and select which columns you wish to have displayed. Then click **Apply**.



6. Users

6.1. About Users

The **Users** page shows an overview of your users and their last login.



<input type="checkbox"/>	Name	Email	Last login	Description	Status
<input type="checkbox"/>	Administrator	...@... .com	41 minutes ago		Active
<input type="checkbox"/>@... .com	2 days ago	Technical Writer	Active
<input type="checkbox"/>	John.Doe			Warehouse print operator	Not signed up
<input type="checkbox"/>@... .com	17 seconds ago		Active
<input type="checkbox"/>@... .com	30 days ago	custom description	Active

Control Center users:

- Store and share label designs.
- Print labels.
- Have access to sample labels.

All Control Center users have access to all Control Center resources and features.



NOTE

To enable user access management, upgrade to a higher version of Cloud Designer. To find out more, contact your Loftware partner or [Loftware sales](#).

You invite new Control Center users to Control Center with an email invitation.

See [Inviting Users to Control Center](#).

6.2. Inviting and removing users in Control Center

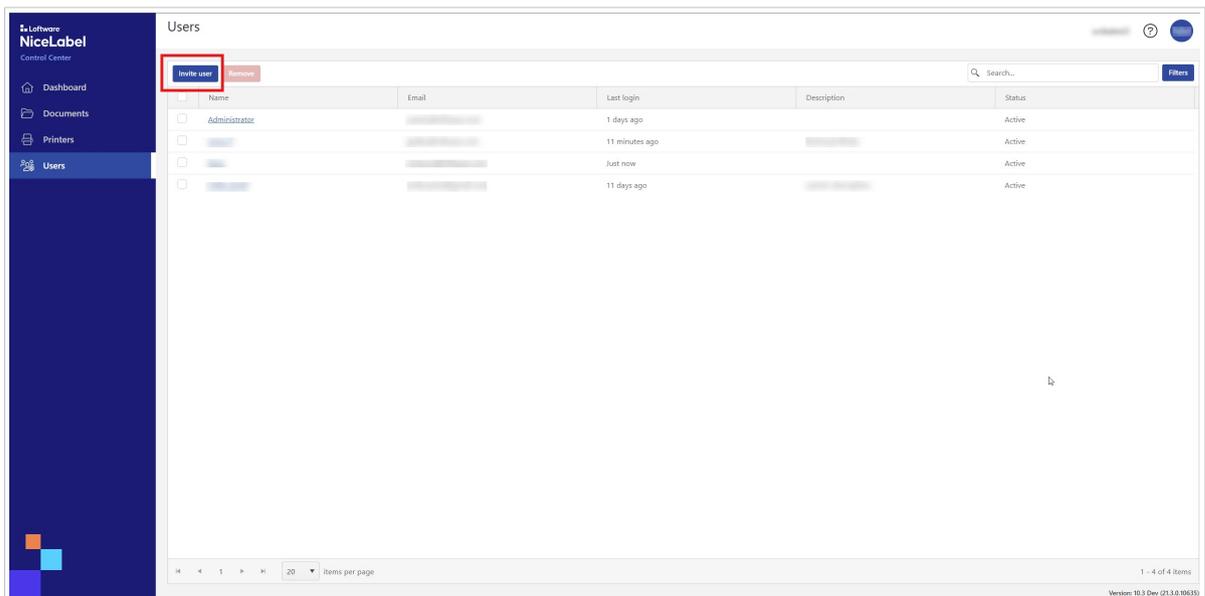
New users can only access Control Center when you add them as users in Control Center and send them an email invitation.

You can invite users with company or private email addresses to Control Center.

1. Go to **Users**.



2. Click **Invite users**.



3. The **User information** form opens.

- Under **Name**, put in the user's name.
- Under **Email**, put in the user's email address.



WARNING

Make sure to type in the email address correctly. If the email isn't correct, you will not receive any notification about the invite not being delivered. After sending the invite to the user, you can't edit this field.

- Under **Message**, type your message. The user will receive your message in your invitation mail.
- Under **Custom description**, type in the user's role, for example, Warehouse print operator. You can edit this field later on.



TIP

The **Custom description** is a useful way to keep track of your users and their roles, especially when there are a lot of users. If you have trouble coming up with a description, think about how the user is connected with your labeling process.

4. Check your data, then click **Invite**. Control Center sends the invitation email to the user you added. When the user accepts your invite, his status will change from **Not signed up** to **Active**.

The screenshot shows the 'Users' management interface. At the top, there are buttons for 'Invite user' and 'Remove'. Below is a table with columns: Name, Email, Last login, Description, and Status. The user 'John.Doe' is highlighted with a red box, and his status is 'Not signed up'. A green confirmation message at the bottom right states: 'User 'John Doe' added. Invitation sent to john.doe@pastacompany.com.'

<input type="checkbox"/>	Name	Email	Last login	Description	Status
<input type="checkbox"/>	Administrator		1 days ago		Active
<input type="checkbox"/>			1 hours ago		Active
<input type="checkbox"/>	John.Doe			Warehouse print operator	Not signed up
<input type="checkbox"/>			57 minutes ago		Active
<input type="checkbox"/>			11 days ago		Active

To remove a user, select the user and click **Delete**.

The screenshot shows the 'Users' management interface. The 'Remove' button is highlighted with a red box. Below it, the user 'John.Doe' is selected, indicated by a checked checkbox in the first column.

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Administrator	
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	John.Doe	
<input type="checkbox"/>		
<input type="checkbox"/>		

7. Samples

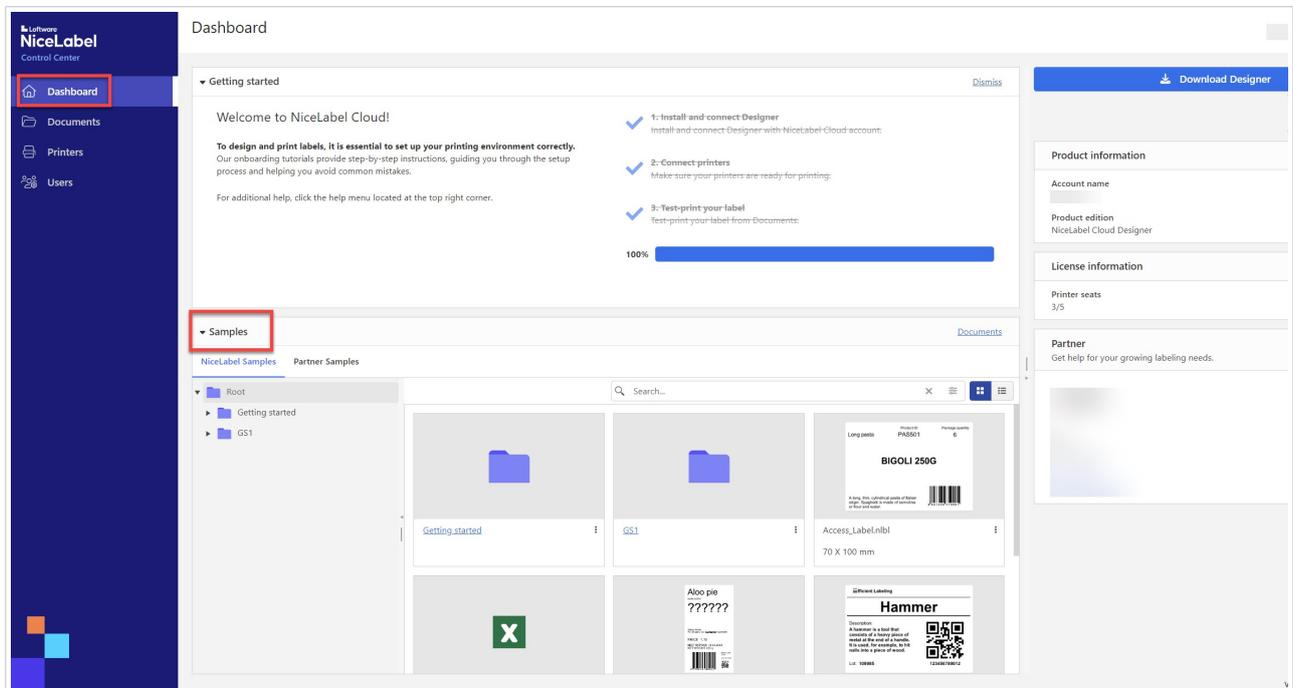
7.1. About Samples

In **Samples**, you can find the most common label templates.

Especially if this is the first time you deal with labels, use sample labels to:

- Learn what labels should look like.
- Learn what elements labels are they made of.
- Learn to design your own labels.
- Learn desktop Designer.
- Copy the samples to your own folder, and modify them for your needs instead of creating new label templates from scratch.

Samples in Control Center

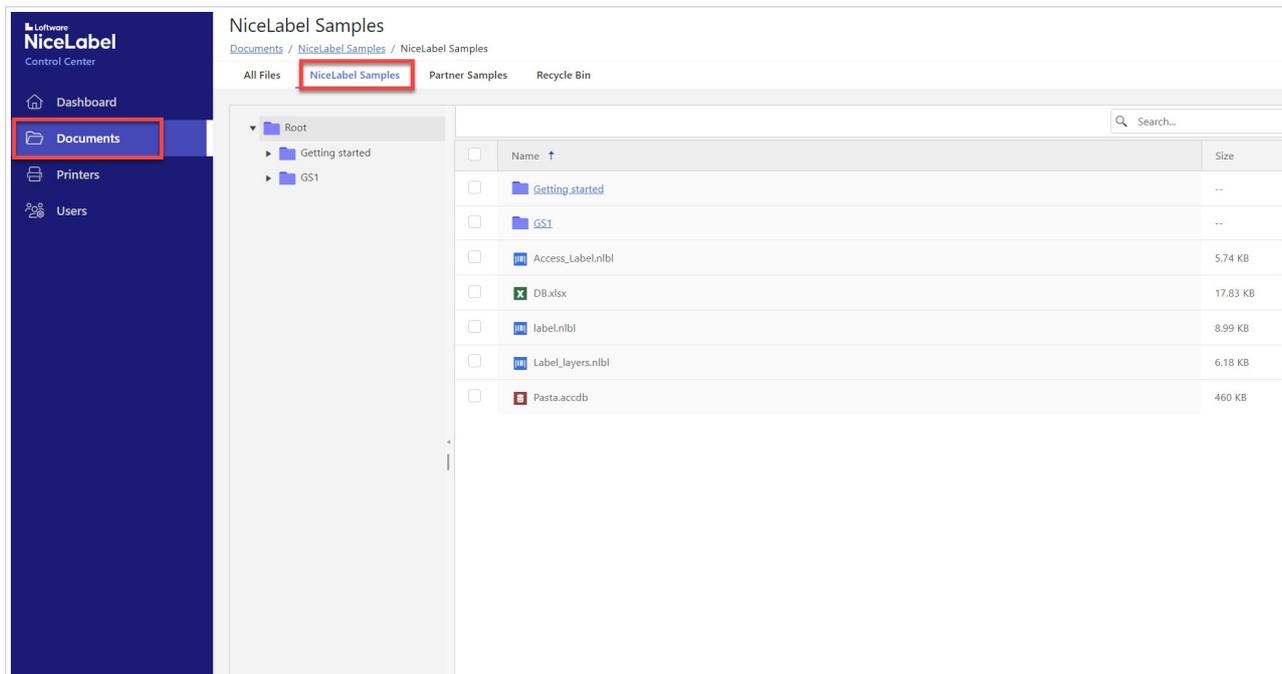


You can find an overview of samples on your **Dashboard** in Control Center.

You can't print from the **Samples** folder, but you can copy the sample label file into **All files**, and edit the copied sample files in the desktop Designer.

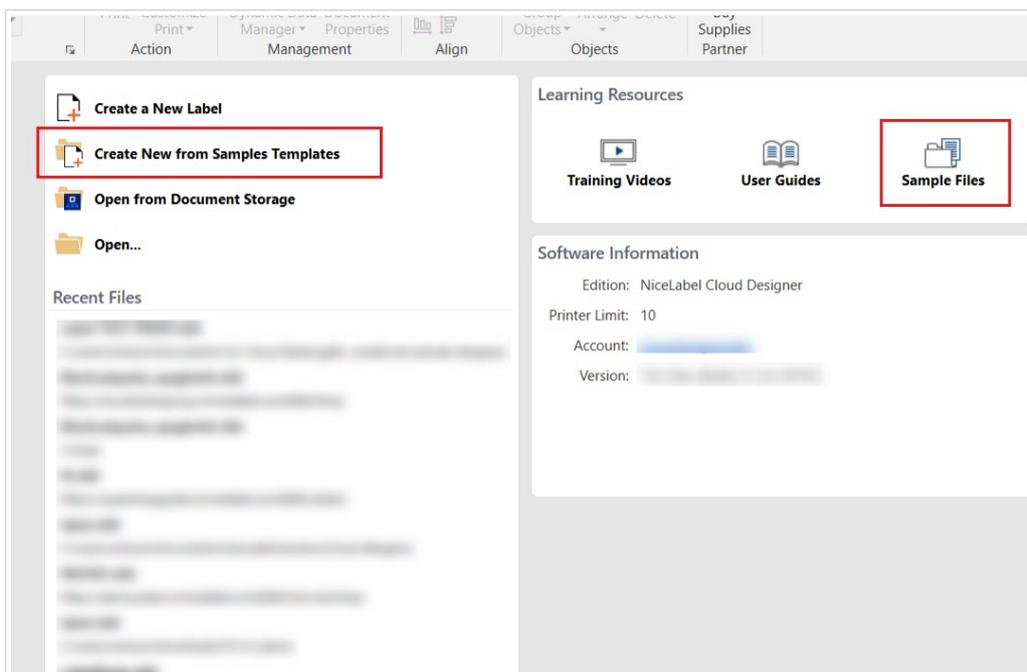
Choose between **NiceLabel samples** and **Partner samples**. All users have access to **NiceLabel samples**, but **Partner samples** are an optional feature. To find out more about **Partner samples**, contact your Loftware partner.

You can also find **Sample files** in **Documents**.



Samples in desktop Designer

In desktop Designer, you can create your own labels using samples instead of starting from a blank template.



8. Desktop Designer

8.1. About desktop Designer

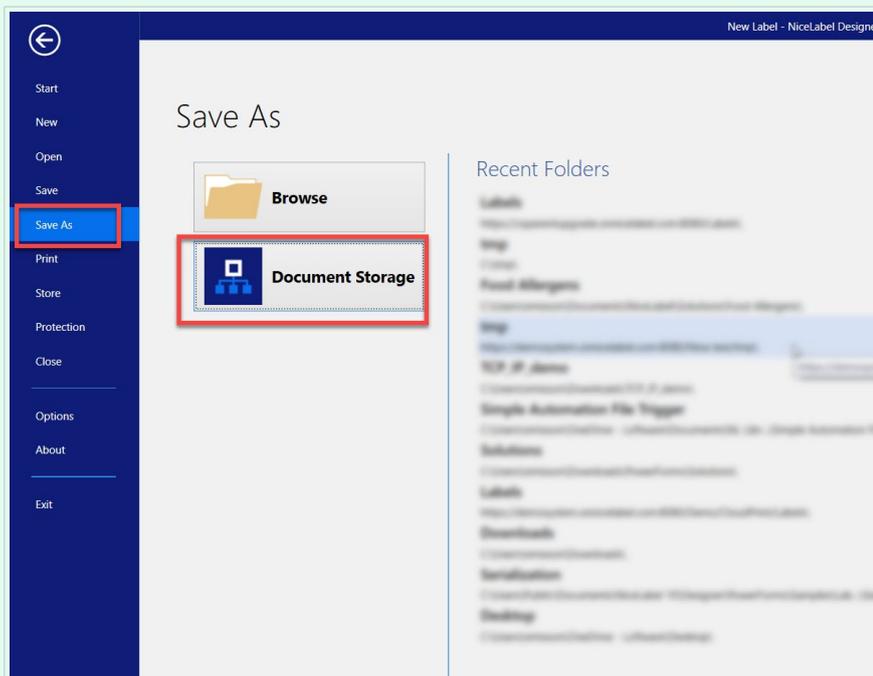
Desktop Designer (NiceLabel Designer Pro 10) enables you to design label templates that include fixed objects and dynamic data sources, that you can connect to texts, barcodes, and pictures.

See [Designer Pro User Guide](#) for instructions on the desktop Designer.



TIP

To share your files with your team, save your label designs to Control Center. Use the **Document Storage** option when saving your labels.

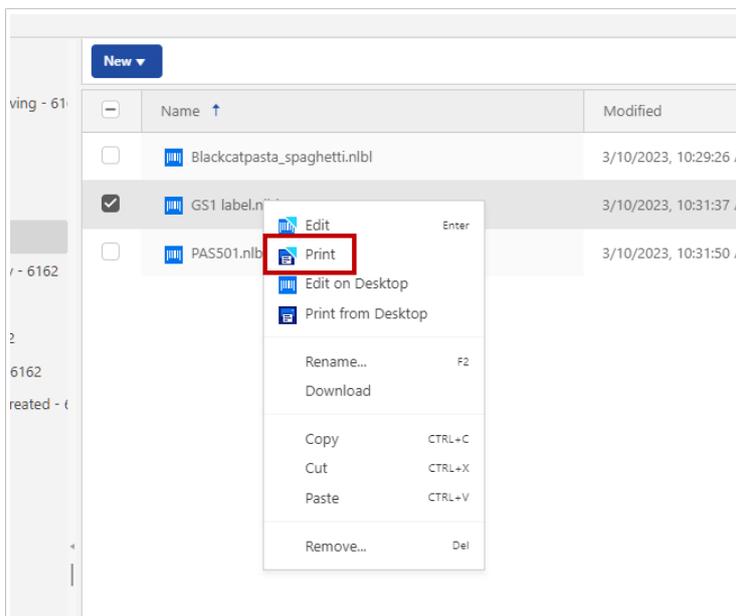


9. Printing

9.1. Printing labels

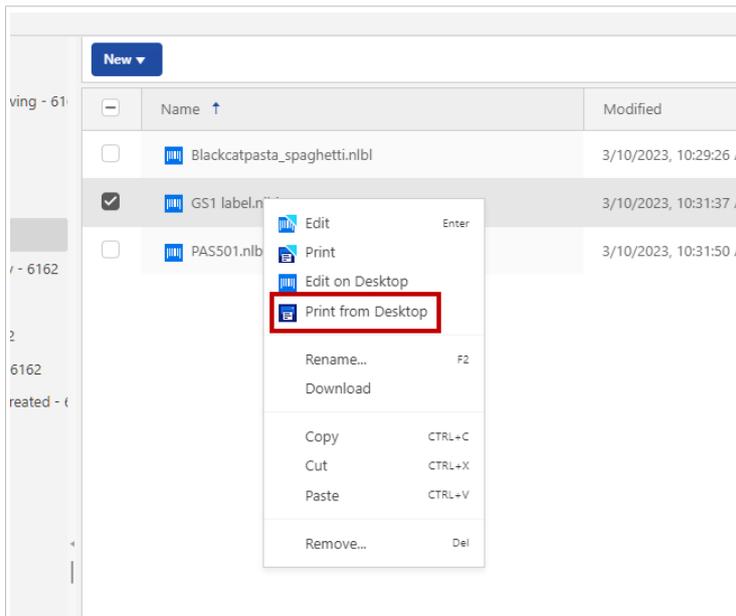
You can print your labels in four ways:

- From **Cloud Print form**. Print your labels directly from your browser, without running your desktop Designer. Go to Control Center. In **Documents**, right-click your label file, then click **Print** in the context menu.



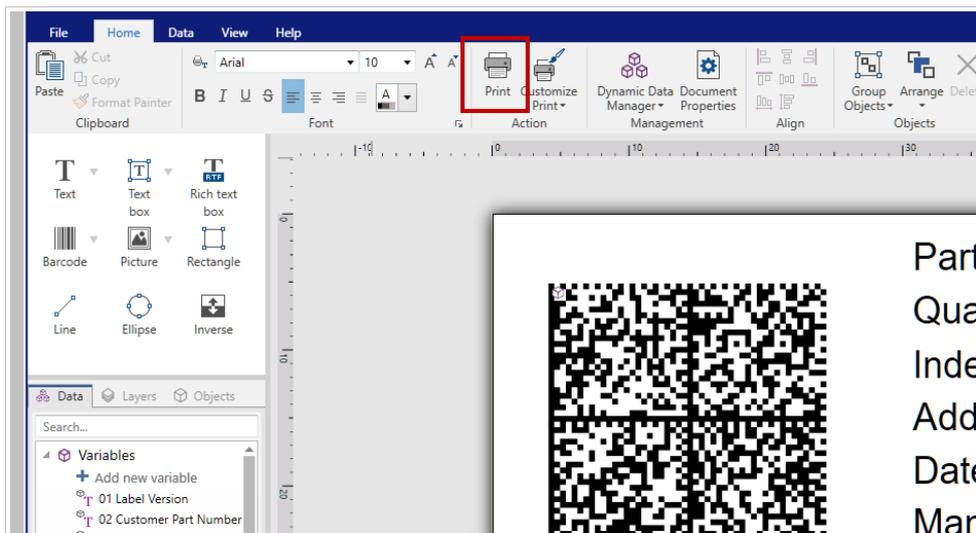
See the next topic for detailed instructions about printing from Cloud Print Form.

- If you face some limitations with printing in **Cloud Print Form**, you can **print from Control Center to your desktop Designer**. In Control Center>**Documents**, right-click your label file, then click **Print from Desktop** in the context menu.



[NiceLabel Print application](#) opens where you can print your labels.

- Directly from your **desktop Designer**. You can print labels stored locally on your computer. Open your label in the desktop Designer, then click the **Print** icon to open the default print form.



See the [printing instructions](#) in NiceLabel Designer User Guide.

- From a desktop application NiceLabel Print.
When you install your desktop Designer, NiceLabel Print and the corresponding desktop icon also install on your computer. NiceLabel Print is an application for fast and easy printing. It eliminates the need for opening labels in the desktop Designer.
See more information in [NiceLabel User Guide](#).

9.2. Cloud Print Form

With Cloud Print Form you can print your labels directly from the **Documents** in your Control Center. Cloud Print Form is similar to the default print form in the desktop Designer.

You can print to printers connected to the computers with NiceLabel installed. NiceLabel clients must be connected to your Control Center.

If you don't see your printers, make sure your printers are online.

Cloud Print Form

Preview and Print (Pasta_Label_var.nlb)

Variables

ProdID PAS09

PackageQTY 6

Category Long pasta

Label Preview

Label 1 of 10

Long pasta Product ID PAS09 Package quantity 6

**SFOG.LASAGNE
250G-CARREFOUR**

Ribbon style pasta are often rolled flat and then cut. This can be done by hand or mechanically.

8 0 1 2 6 6 6 0 2 6 8 4 5

52.60%

Pasta.accdb

	Copies	Pasta.ProductID	Pasta.CodeEAN	Pasta.ProductName	Pasta.Package	Pasta.category	Pasta.Description
<input checked="" type="checkbox"/>	5	EMF024	8021228820029	TOR.FUNGHI FR.	6	Stuffed pasta	A pasta stuffed with various fillings, round or rectangular, usually stuffed with a mixture of meat, cheese and/or vegetables.
<input type="checkbox"/>	2	EMF026	8021228820036	CIUF.FORMAGGI FR.	6	Stuffed pasta	A pasta stuffed with various fillings, round or rectangular, usually stuffed with a mixture of meat, cheese and/or vegetables.

Printer: \\m...c:Avery 611

Quantity: 1

Close Print

1. Your label name.
2. Variables edit fields. You can manually insert label variable values.
3. Label preview navigation. All labels, including identical copies, are displayed.
4. Full-screen button. You can exit the full-screen mode by pressing the <Esc> key.
5. Zoom navigation with Fit to window button.
6. Database record selection with identical copies values.
7. **Printer** selection and **Quantity** value. Quantity value multiplies **Copies** values in the database selection. For example, if the **Copies** value equals 3 and the **Quantity** value equals 4, the printer will print 12 labels.



NOTE

Your Cloud Print Form user interface can be different if you don't use prompt variables or databases on your labels.



IMPORTANT

Cloud Print Form is also intended for verifying the content and layouts of your labels. With the current release, Cloud Print Form has the following limitations:

- You can use only one database connection.
- Your database can have up to 5000 records.
- You can print up to 1000 labels at a time.
- You can preview 10 database records at a time.
- You can't print labels if the data size of selected database records exceeds 1024KB.
- Label Reports are not supported.
- If you use stocks, only the first label on the sheet will print.
- If you use the header and/or tail labels, only the main label will print.
- You can't print to PDF, XPS, or similar printers where you are prompted to enter the filename of the print output.

To avoid limitations, you can print from your desktop Designer. For printing labels with desktop Designer, follow the instructions on [NiceLabel Help Center](#).

To print your labels from Cloud Print Form:

1. Go to the **Documents** page in your Control Center.
2. Navigate to the label file that you want to print. You can select only one label at a time.
3. Right-click your label file, then click **Print**. The **Preview and Print** window opens.
4. If your label contains prompt variables, you can manually enter variable values on the left side of the window. With variables marked with a star sign (*), values are required. If the variable value doesn't apply to **Input rules** (for example variable value exceeds the maximum length), Cloud Print Form displays a warning.
5. If your label is connected to a database, you can select records and quantities to print at the bottom of the window.
6. Before printing, make sure to select the correct printer. The printer selection drop-down menu is located in the bottom left corner of the printing form. Verify also the printing quantity.



NOTE

Control Center connects to all printers of all users with desktop Designer installed and connected. The printer list displays printers in alphanumeric order, together with computer names.

The printer that is assigned to your label is not automatically selected.

Your printer list shows also offline printers. When trying to print, Control Center displays an error message.

7. **Print** all the selected labels.



TIP

Consider using printer preferences saved in your labels.



NOTE

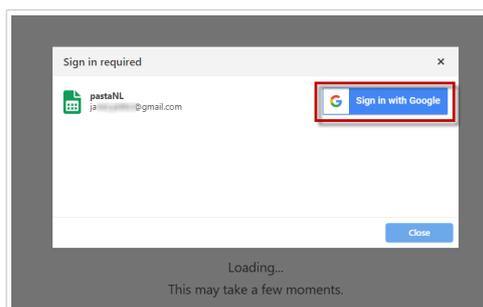
You can also print labels, connected to Google Sheets or Microsoft OneDrive Excel, but you must log in with your Google or Microsoft account for each database connection. See the next topic for the details.

9.3. Connecting to Google Sheets and Microsoft OneDrive Excel databases in Cloud Print Form

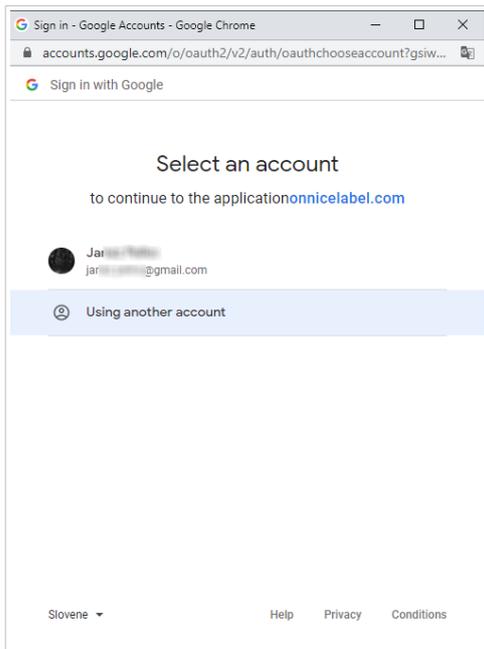
You created your labels in your Designer with connections to your Google Sheets or Microsoft OneDrive Excel databases. Then you uploaded your labels to the **Documents**. When you try to print the labels from Cloud Print Form, the form prompts you to sign in. The sign in procedure is similar to the desktop Designer's procedure when you connected your label design to Google Sheets or Microsoft OneDrive Excel database.

9.3.1. Signing in to Google Sheets

1. After you right-click your label and select **Print** from the context menu, the Sign in window opens.

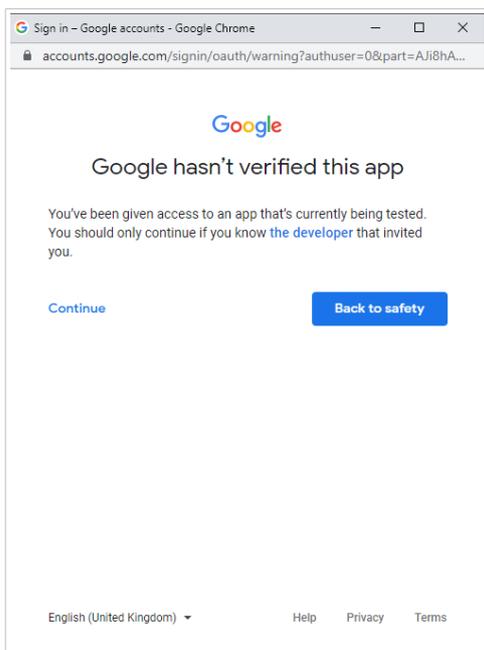


2. Your web browser opens with **Sign in with Google** options.



Click your account to log in.

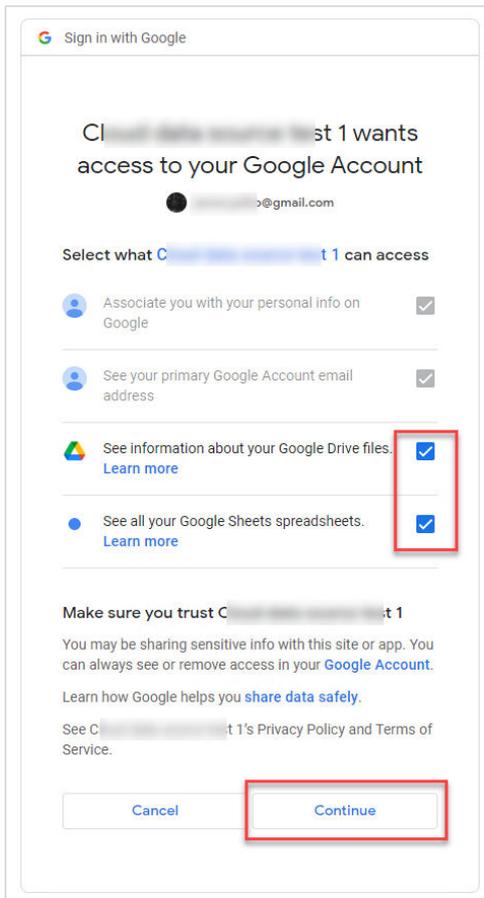
3. If your organization approves connecting to Google Sheets, click Continue.



4. A new window with options to access your Google Account opens. Select both options:

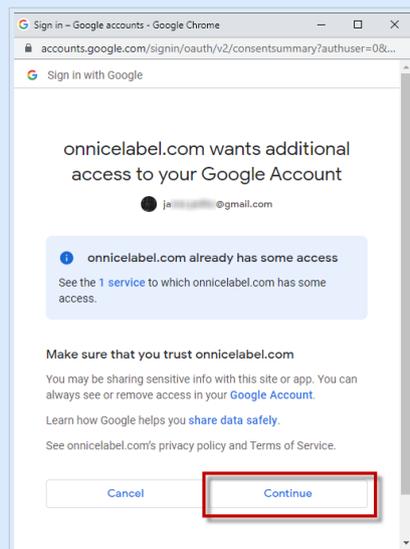
- See information about your Google Drive files.
- See all your Google Sheets spreadsheets.

Then click **Continue**.



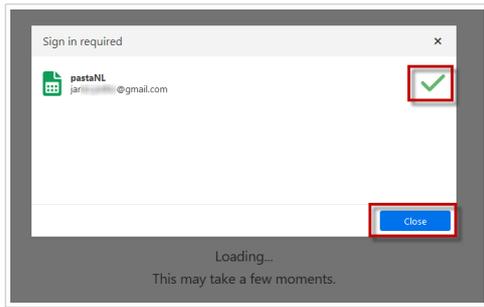
NOTE

If you previously made connections to some other Google Sheets or you printed from another browser, the following window opens:



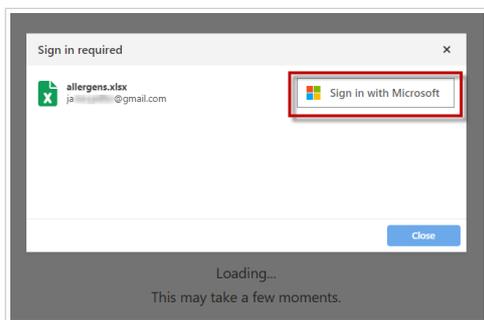
Click Continue.

5. Confirmation icon about successful sign in appears. After you close the confirmation window, Cloud Print Form with your label opens.

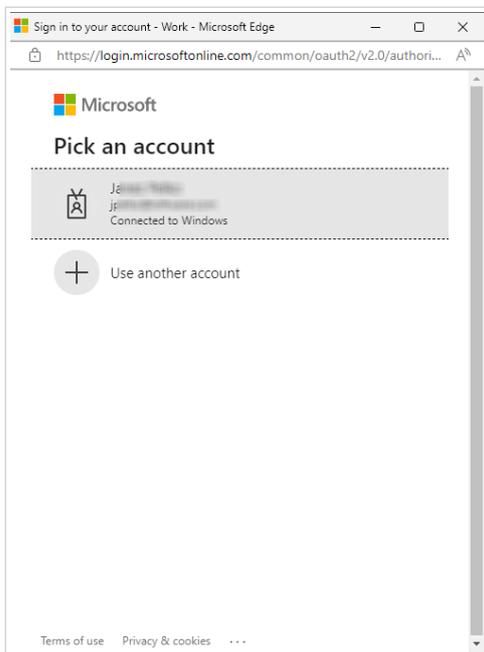


9.3.2. Signing in to Excel (Microsoft OneDrive)

1. After you right-click your label and select **Print** from the context menu, the Sign in window opens.



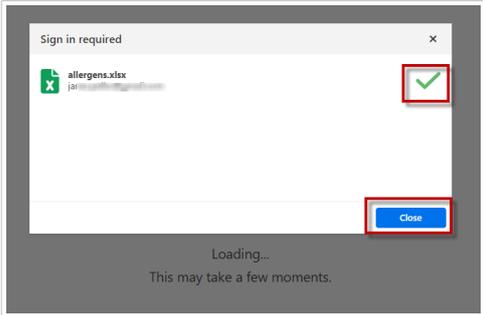
2. Your web browser with your Microsoft account options opens.



NOTE

Microsoft will require additional authentication if you are logging in for the first time from this computer. Follow the Microsoft wizard.

- 3. Confirmation icon about successful sign in appears. After you close the confirmation window, Cloud Print Form with your label opens.



10. Troubleshooting

10.1. Troubleshooting Cloud Designer

This topic covers the most common issues with managing your labeling files and folders, printing your labels, or managing users. Click the link with the issue description to jump to the topic with the proposed solution.

Issues with managing files and folders in Documents:

- [The label preview is not accurate. Some label objects have the wrong or empty content.](#)
- [I can't see my files or folders in Documents.](#)
- [I can't see all the columns.](#)
- [I can't see the thumbnails of my graphics.](#)

Issues with printers, printing, and designing labels:

- [I can't see my printers.](#)
- [My labels don't print.](#)
- [I get a warning that I'm using too many printers.](#)
- [I can't open my desktop Designer.](#)

Issues with managing Users:

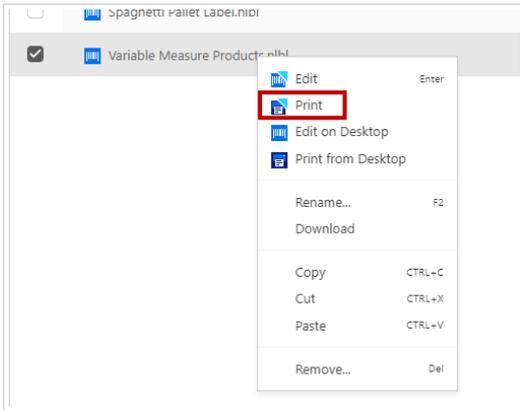
- [The user didn't get the invitation email and the user's status is **Not signed up**.](#)
- [The user is no longer listed in Control Center.](#)

If you can't find the solution to your Cloud Designer issues, check [user guides and knowledge base articles on our help page](#) or [contact our support](#).

10.2. The label preview is not accurate

The label preview shows your label design including objects with fixed or variable data. Variable data can include provisional values that you defined in Designer in variable properties. If you didn't define provisional values in the label design, variable values are empty and don't show in the label preview.

To get the label preview with the correct variable data, right-click the label file, then click **Print** to open Cloud Print Form and enter variable values or select database record.

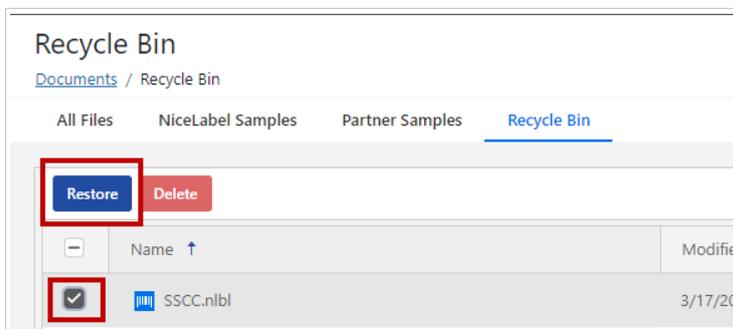


10.3. I can't see my files or folders in Documents in Control Center

All Cloud Designer users have administrative rights and can manage all files or folders in Control Center.

If you can't see some of your files or folders in **Documents**:

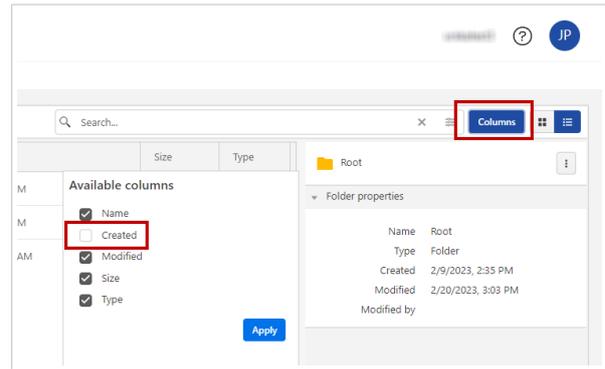
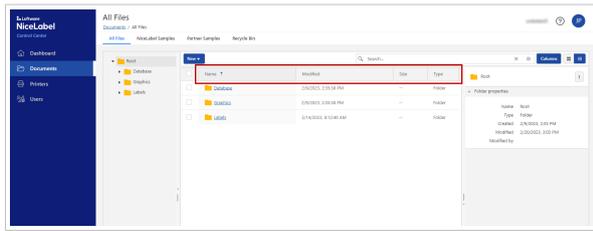
- Someone moved your files or folders to some other folder. Use the [Search option](#) to locate your files or folders.
- Someone deleted your files or folders. Search the **Recycle Bin**, select your files or folders, then click **Restore**.



- Someone permanently deleted your files or folders. You can't restore permanently deleted items. Reupload your files or folders from your local computer.

10.4. I can't see all the columns in Control Center

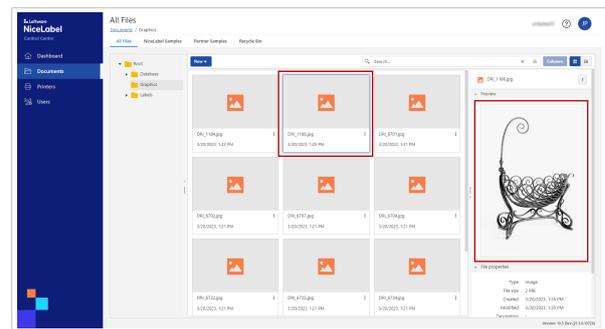
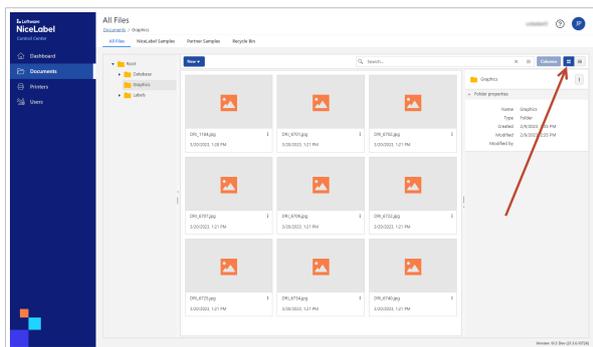
Only the default columns are enabled on Control Center pages. Click the **Columns** button to open the **Available columns** window, and enable or disable columns.



10.5. I can't see the thumbnails of my graphics in Control Center

When you switch your **Documents** view to thumbnails, you can see label previews, but not picture previews.

Picture preview is not supported in thumbnail view in Control Center. But you can click on a picture file and you will see the preview on the right side of your browser.



10.6. I can't see my printers in Control Center

You connected printers to your computers or network, but you can't see your printers in Control Center.

First, see [Setting up your printers](#).

Check if your printers are installed

For printers to work, they need to connect to your computers. Your printers can connect in multiple ways:

1. **Network connection** means your printer and computer connect to the same network, either through the internet or ethernet.
2. **USB connection** uses a USB cable to connect your printer directly to your computer.

3. For **Bluetooth connection** turn on Bluetooth in the printer settings, then add your printer as a new Bluetooth device on your computer.



WARNING

Bluetooth doesn't work with NiceLabel products.

4. For **Cloud connection**, use Cloud Essentials or Business.
5. Older printers use **LPT** or **COM** ports.

We recommend you use a **Network connection** or a **USB connection**.

- If you want to use your printer from more than one computer, choose **Network connection**.
- If you will use your printer from only one computer, choose a **USB connection**.

Check if your printers are connected to your computer

To connect to your computer, your printer needs a printer driver.



NOTE

Printer drivers allow computers to communicate with printers and send print requests. Printer drivers serve as a bridge between the computer and the printer. Each printer has a unique driver written in printer-specific language for that printer model and manufacturer.

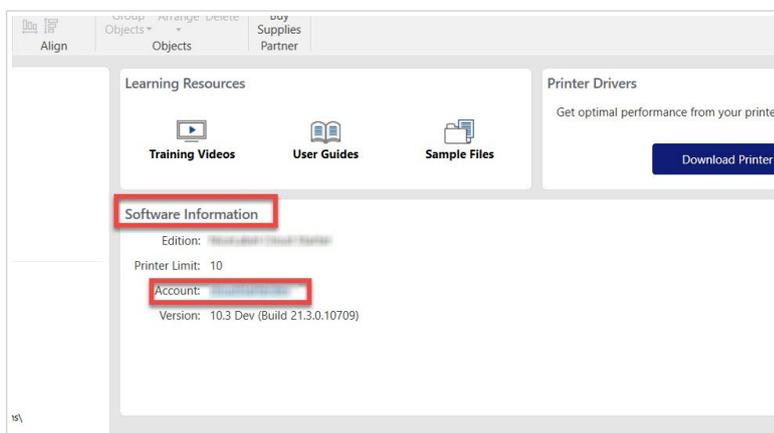
We suggest you use [NiceLabel printer drivers](#) to optimize your printer performance.

For installing printer drivers, check the [Printer Driver Installation Guide](#).

Check if your desktop Designer is online

To see your printers in Control Center, you have to connect your desktop Designer to Control Center.

Run your desktop Designer. Under **Software information**, you can see your **Edition**, **Printer Limit**, and Cloud Designer **Account**.



If your desktop Designer is already opened, you can get software information in **File > About**.

To connect your Control Center to your desktop Designer, see [Activating desktop Designer](#)

The list of printers in your desktop Designer is different than in Control Center

In your desktop Designer you see all the printers, connected to your computer, including shared printers.

In Cloud Print Form and under **Printers** in Control Center, you see printers, connected to your computer and to any other computer, connected to the same Control Center. In Control Center, you don't see shared printers.

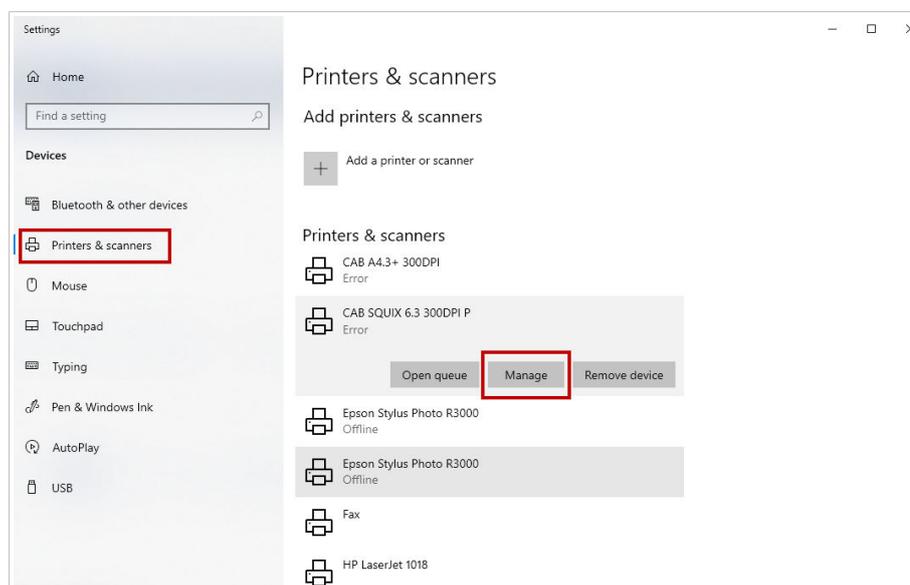
10.7. My labels don't print

You can't print labels because there could be issues with:

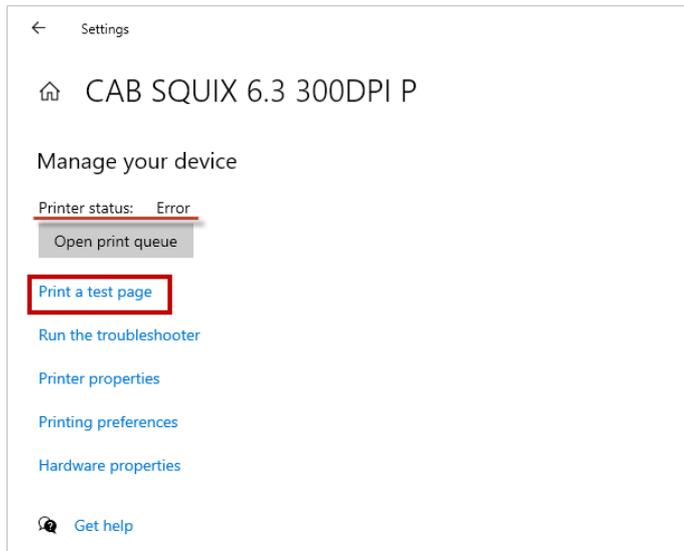
- Your printer
- Printer driver installation
- Printer driver settings
- Printer connection
- Desktop Designer or Control Center settings

These are the steps to diagnose and fix the issues:

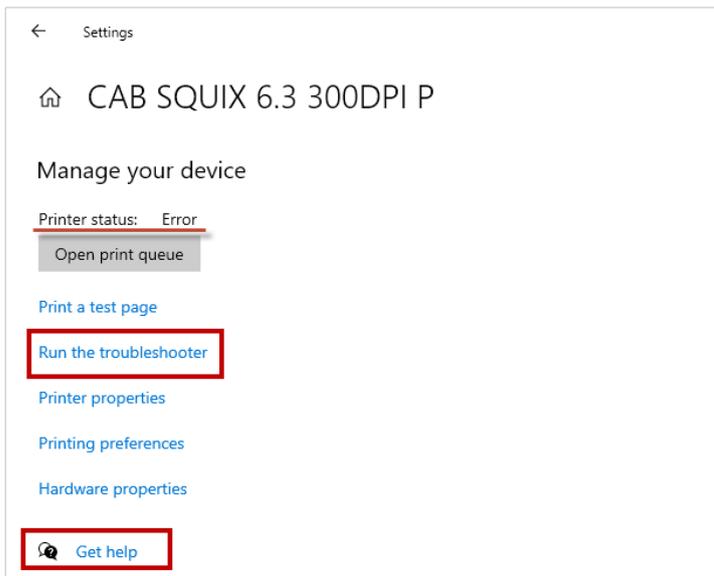
1. Check if your printer is installed and connected. [See our dedicated troubleshooting topic](#).
2. Print a test page from your printer.
 - a. On your computer go to **Settings > Devices > Printers & Scanners** and click your printer.
 - b. Click the **Manage** button. Your printer settings window opens.



- c. Click Print a test page, then check the printer status.



If the test print failed, run Windows diagnostics by clicking **Run the troubleshooter** or **Get help**.



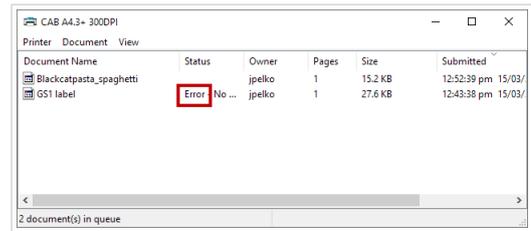
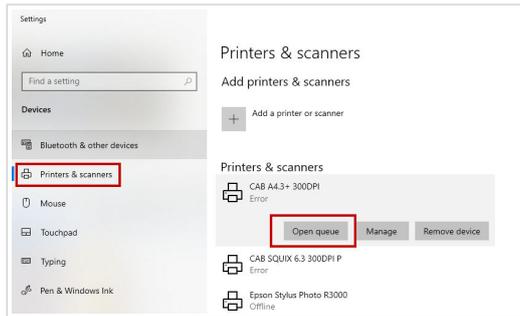
3. If your test print succeeded and your labels still don't print, try to print from some other applications like Notepad or MS Word.
4. If the printing from other applications doesn't work, check if there are errors in the printer spooler.



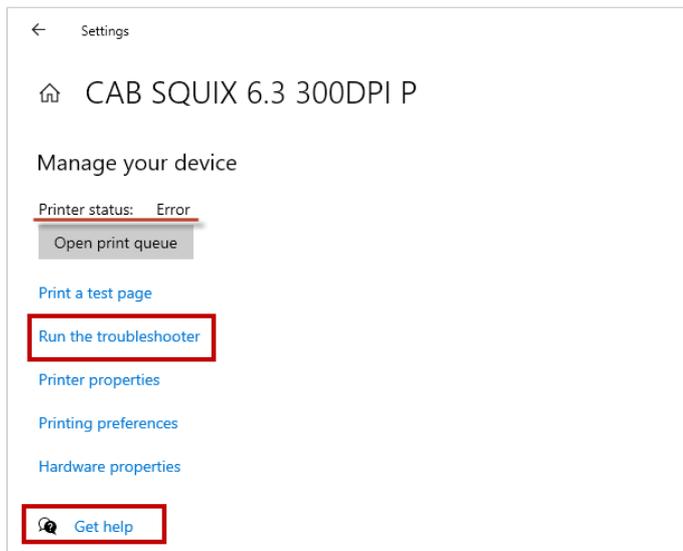
NOTE

A printer spooler temporarily stores print jobs in the computer's memory until the printer is ready to print them.

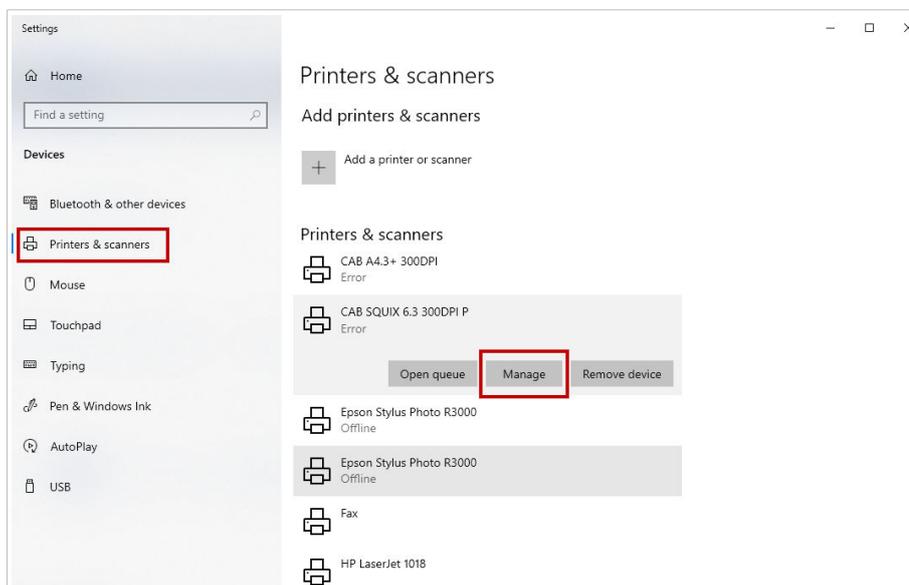
- a. On your computer go to **Settings > Devices > Printers & Scanners** and click your printer.
- b. Click the **Open queue** button. The printer spooler window opens.



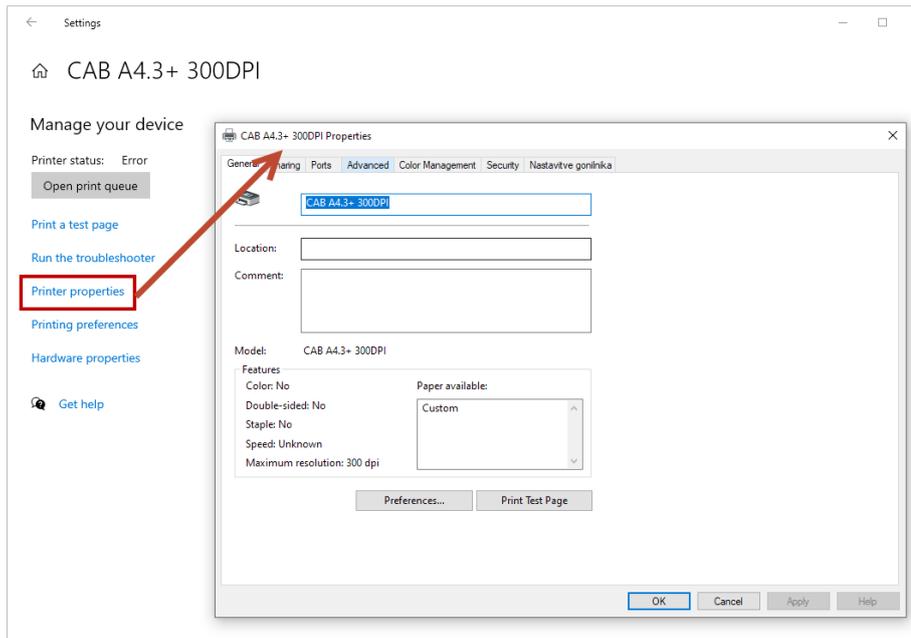
- c. If you see the error in the **Status** column, run Windows diagnostics by clicking **Run the troubleshooter** or **Get help** in the **Settings** window.



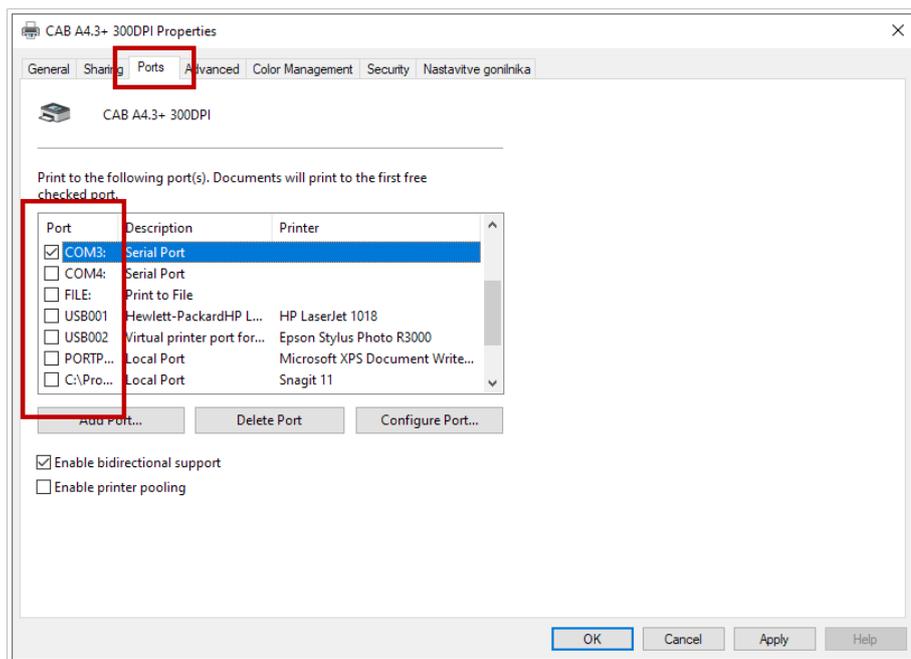
5. Check your printer port settings in the driver. Maybe the driver is configured for using the wrong port. For example, you defined an **LPT** port while your printer is connected to a **Network** port.
- On your computer go to **Settings > Devices > Printers & Scanners** and click your printer.
 - Click the **Manage** button. Your printer settings window opens.



- c. Click **Printer properties** to open a window with all printer settings.



- d. Go to the **Ports** tab and check if the correct port is selected.



IMPORTANT

If your printer is connected to a **Network** port and you have installed NiceLabel driver, make sure you use the **Advanced TCP/IP port**. If you can't see the **Advanced TCP/IP port** option, reinstall the driver. See our [NiceLabel driver installation guide](#).

If your printer is connected to a **COM** or **LPT** port, make sure you use the correct one. For example, **LPT2** or **COM3**.

6. Check your printer's display for a flashing LED or an error message.

If you can't resolve your printing issues, see our [Knowledge Base articles](#) or contact our [support](#).

10.8. Using too many printers

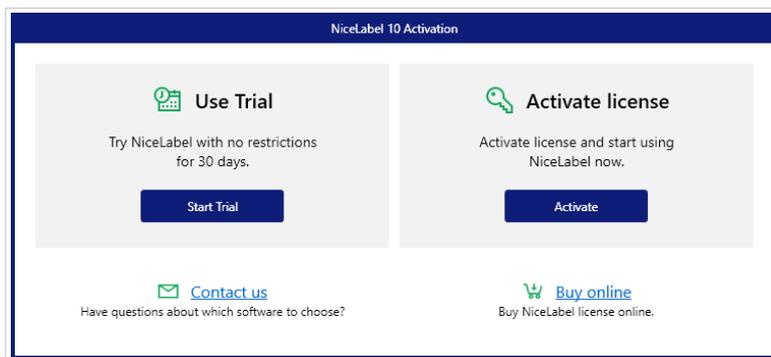
If you accidentally or for testing purposes exceed your licensed printer seat number, a 30-day grace period activates. During this grace period, you can use more printers than your license allows.

To learn more, go to [NiceLabel Help Center](#).

If you want to use more printers, upgrade your license. Contact your Software partner or Software sales.

10.9. I can't open my desktop Designer

When you try to open your desktop Designer, an activation window opens.



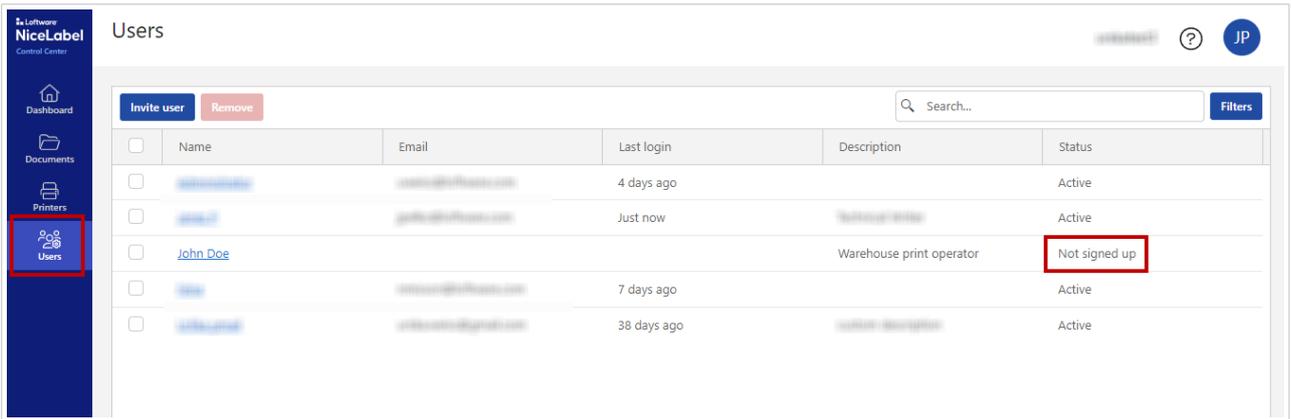
Before you can use your desktop Designer, you must activate it, which means you must connect your desktop Designer with your Control Center.

See our [User Guide topic](#) about licensing your Cloud Designer applications.

If you already had a licensed desktop Designer, maybe someone deleted your user profile from Control Center. See [the topic about removed users](#).

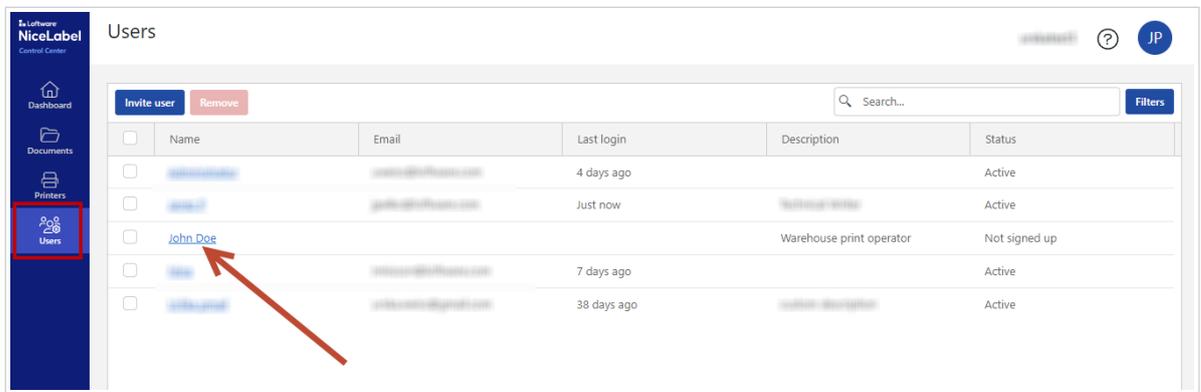
10.10. The user didn't get the invitation email from Control Center

You invited a new user to your Control Center and the user didn't get the invitation email. When you check **Users** in Control Center, the user's status is **Not signed up**.

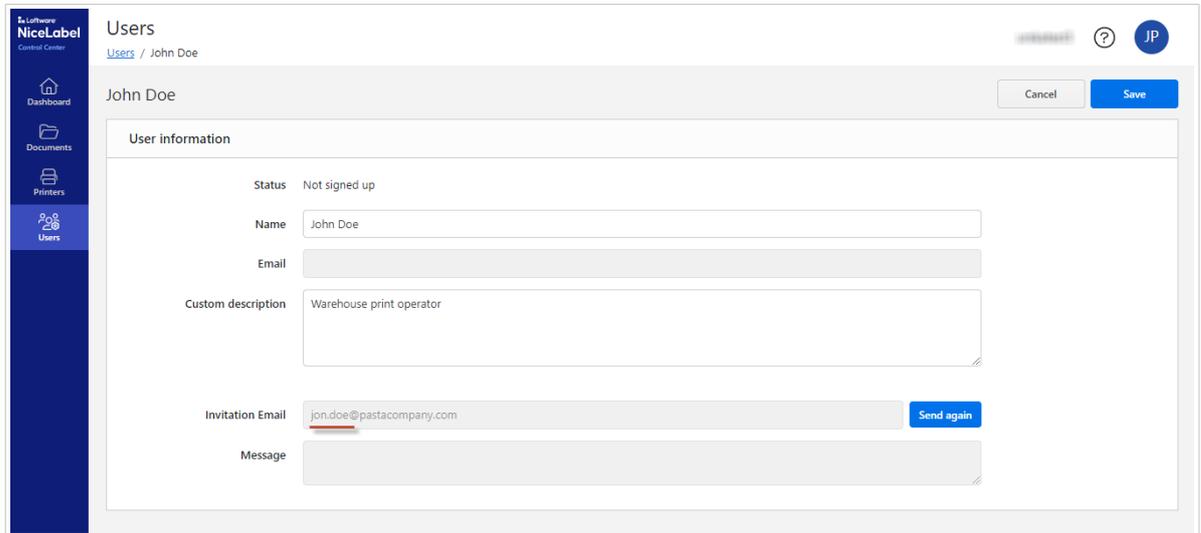


To resolve the issue, check the user's email spelling:

1. Click the user. A window with the user's data opens.



2. Check if the **Invitation Email** is correct.



3. Send a new invitation email with the correct email address.

10.11. The user is no longer listed in Control Center and can't access Cloud Designer

When you check the **Users** list in your Control Center, you can't see a user that was listed before. The user also lost access to Control Center and can't open Designer.

Someone removed that user. In Control Center everybody has administrative rights so everybody can remove users.

You can [invite the user](#) again.

10.12. 12 I can't return to Control Center

You probably accidentally closed your browser.

To open Control Center, go to <https://designer.onnicelabel.com>.

11. Glossary

11.1. Glossary

Cloud

Cloud computing is the on-demand availability of computer system resources, especially data storage and computing power, without direct active management by the user. The term is generally used to describe data centers available to many users over the Internet. Large clouds often have functions distributed over multiple locations from central servers.

Cloud also refers to hosted (SaaS - Software As A Service) application deployments.

Desktop Designer

Desktop Designer is an application for designing and printing labels.

Label

Labels are the final physical outputs of NiceLabel software. Labels contain a wide variety of printed information, including images, barcodes, tracking, and shipping data.

You can print static labels or labels filled with dynamic variables with values from external data sources.

In NiceLabel software, "Label" refers to printed labels, and "Label templates" to labels yet to be printed.

Label template

Label templates are electronic files. "Label template" refers to yet-to-be-printed labels in desktop Designer and other software. Label templates contain a wide variety of information, including images, barcodes, tracking, and shipping data. You can create static label templates or label templates filled with dynamic variables with values from external data sources.

Use label templates to design and print physical labels.

License

License is legal permission to use Loftware applications. You can buy NiceLabel licenses from Loftware.

Printer driver

A printer driver is a software that converts the printing data on your computer to a format your printers can understand. Printer drivers allow your computer to communicate with your printers and send print requests. Printer drivers allow applications to do printing without being aware of the technical details of printer models.

Print job

A print job is a file or set of files that you submit when you want to print. Print jobs are typically identified by unique numbers and are assigned to a particular printer. Print jobs can also have options such as media size, number of copies, and priority. A print job is a single, queueable print system object that represents a document that needs to be rendered and transferred to your printer.

Printer seat (printer-seat-based license)

Printer seats are printer usage units. With each printing to a different physical or virtual (XPS, PDF), a printer takes one printer seat.

Printer-seat-based license

Multiuser licenses allow you to install NiceLabel on an unlimited number of computers. However, your license allows a limited number of printer seats. Make sure to purchase enough printer seats, so enough printers are available for your print jobs.

If you exceed the number of printer seats, you get a warning on your screen and enter a "grace period" of 30 days. Your printers still print during the grace period.

If after 30 days the printer usage list contains more printers than you have printer seats on your license, Control Center purges your printer list of unused printers, reduces the number of active printers, and frees printer seats. That means that after 30 days Control Center reduces the number of available printers to match your licenses. Printer seats remain for only the most recently used printers.

Print queue

A print queue is a list of printer output jobs held in a reserved memory area. The queue controls your print order. You can go to the print queue to see the status of printer jobs, put print jobs on hold, cancel print jobs, or change the order of printing.

Sample (label)

Sample labels represent typical industry labels which you can use as a base layout for creating your own labels or exploring sample label designs.

Subscription (Cloud Designer)

Subscriptions to Cloud Designer are activated when companies purchase Cloud Designer licenses.

Do not mix subscriptions with Cloud Designer accounts (Control Center users).