[Thermal Printing Tutorial](#)

A Thermal Printer is required to print thermal labels. We accommodate two types of thermal labels:

1. PDF Labels in Thermal Label Sizes (used by Purolator)
2. ZPL (Zebra Printer Language) Labels (used by FedEx, DHL, CanPar and others)

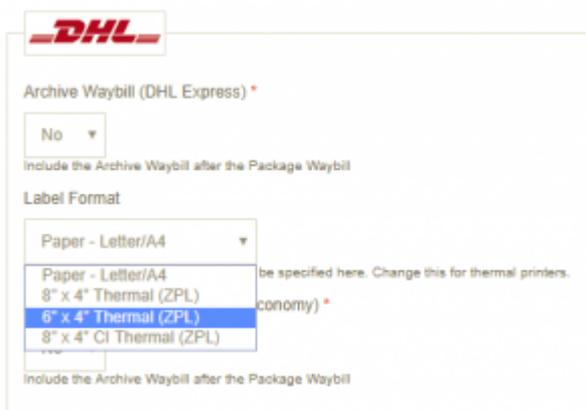This document covers producing ZPL / Zebra labels using a Zebra Thermal Label printer.

Administrative Setup

Activating Thermal Labels for a customer is done by visiting "Configure Courier

Accounts".

Here you can select the appropriate label format for each carrier:

The "ZPL" labels will require the additional configuration covered by this document.

Printing Thermal Labels

When viewing the completed shipment, in the Label section if Thermal Labels are present you will see a "Print Thermal Labels" button.

When you click on this button you will see the Thermal Printing Page for the

shipment.

This page allows you to select the labels and the target printer. When this page loads it delivers a Java Applet that will communicate with the locally installed Zebra Printer. If you see "Connecting to Printer..." without resolving to printer names, then the Java Applet is not functioning correctly. If that happens, see the Configuring Java Section.

From here, check the labels you want to print and click Print Selection. Your Thermal Printer should immediately produce the labels.

Configuring Java

It is necessary to have a functioning Java framework installed. A number of steps need to be taken to properly prepare Java.

Internet Explorer

Internet Explorer is required. Currently Java only functions with Internet Explorer. We recommend using the latest version available, currently Internet Explorer 11.
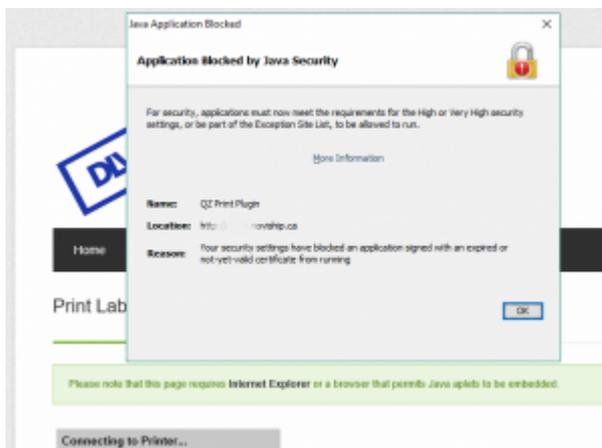
Installing Java

If you do not have Java installed, please follow these steps.

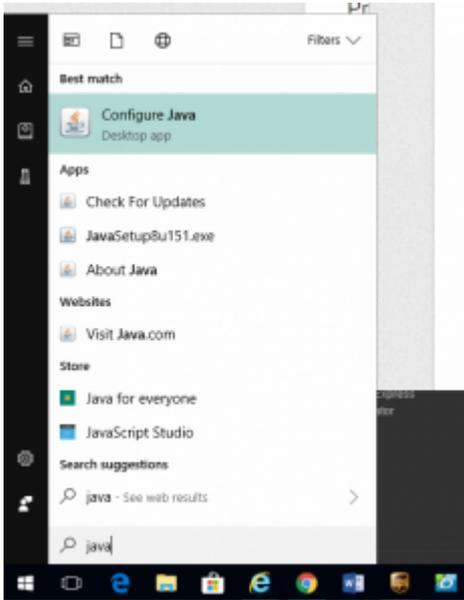Visit **java.com** and find the appropriate download page.
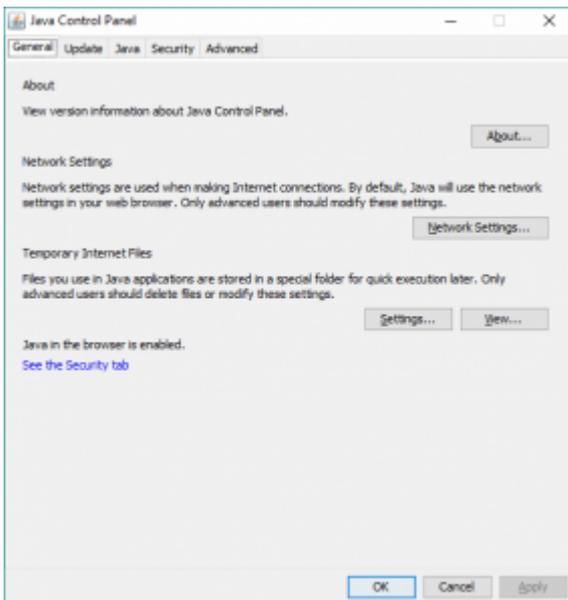

Configure Java Security

If upon visiting the Thermal Printing Page you see a warning or pop-up from Java you will need to approve it and configure the Java Security options to allow the plugin to execute.
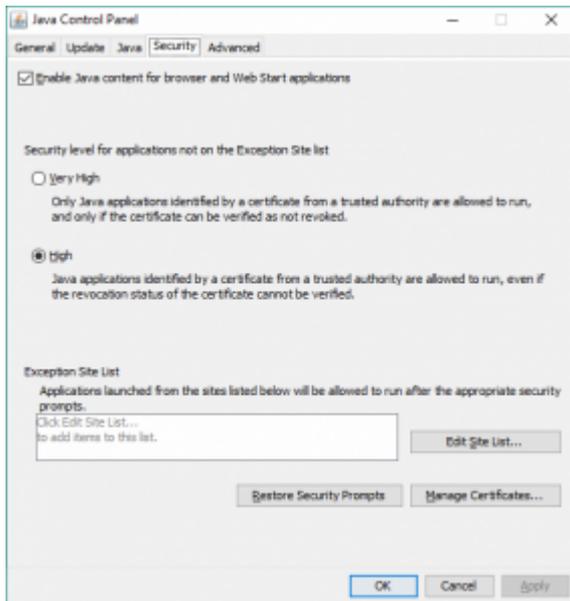

To configure Java Security use Windows Search to find the **Configure Java** applet.
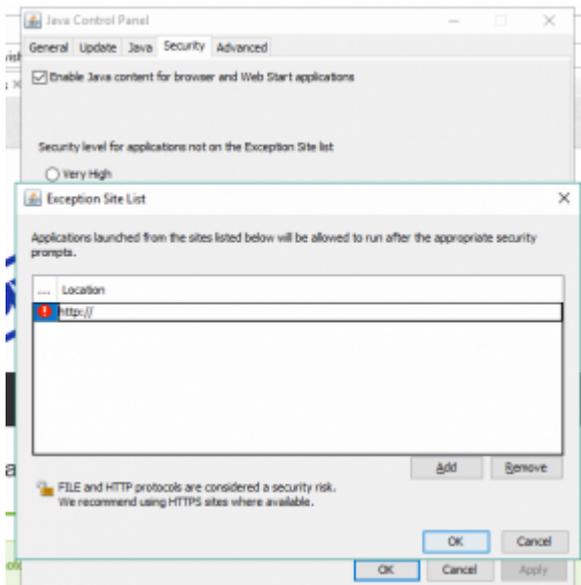
When running the **Configure Java** applet you should see the following dialog.

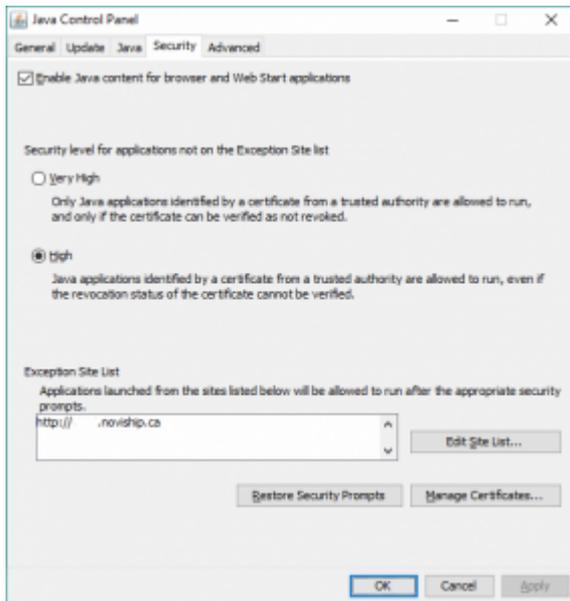Find the Security tab and look for the **Exception Site List**.

Click on **Edit Site List**…

Here you should add the URL of the site you wish to access. Ensure that the prefix http:// or https:// match the Noviship site. You only need the name of the site (for example "http://site.noviship.ca").

Click **OK** to save the changes. You may see a warning if the site is "http" and not "https" but you should approve anyway.

Ensure the site has been correctly added.

Now click **OK**. It is necessary to entirely restart Internet Explorer for these changes to take place and this may require a computer restart. Please do this and return to the Thermal Printing Page.