

1place Printer Connect - How To's

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Summary

- 1Place runs 100% from a web browser. This provides many 'built in' features for printing from a browser. However, it PREVENTS the browser from being able to control Printers (such as label printers) from the Browser. Because of this, 1place has created a WINDOWS APPLICATION that can connect to and control Windows Printer Properties that can also talk to 1place. This app is called 1place Printer Connect.

How To's

How to Install the 1place Printer Connect on your PC or Server

- In the **Attachments** section of this article click the **Download File** link to download the **1Place Printer Connect** app file (compressed into a .zip field).
- Extract the folder and double-click the '**1PlacePrinterConnectApp**' file.
- NOTE: 1place PrinterConnect will NOT run on Mac or Linux machines.

How to Add Valid Users to the osPrinterConnect

- If the user has a valid user name and password in 1place they should be able to use that username and password to login to osPrinterConnect.

How to Connect the 1place Printer Connect on your PC or Server

- Go to your 1Place Dashboard, click the gear icon then '**Settings**'> '**Print Settings**'.
- In the Printed Transactions and Labels (Output Option) screen, choose '**ADVANCED**'.
- Click the link that says: **Click HERE to download the osPrinterConnect**.
- Windows will prompt you that the file is not secure. You may proceed with the download.
- After the Installation is complete, double-click the icon called **1PlacePrinterConnectApp** located on your desktop.
- Extract the downloaded folder (1PlaceConnectApp) until you reached the folder where the file name is (Debug).
- Install the application
- Type in your window search bar - 1Place Printer Connect App
- Open the application - Allow it to make changes to your PC/Laptop to proceed
- Enter your 1place login Email and Password so it can connect to your version of 1place. Click Sign In.
- On the **1Place Printer Connect screen**, after signing in, you will now be connected.
- Click "Resync"
- Click '**Minimize**' button. It just needs to be running in the background for it to function properly.
- Check on the check box under the **Thermal Printer** column if the printer is using a thermal paper.
- Click the '**Close**' button.
- **Additional Notes:**
 - OSPrinterConnect will only work in the Shipping and Receiving screen if you already have multiple orders and drivers.
 - To Re-open the OSPrinterConnect look for the 4 colored OneSource icon in your system tray (usually located in the bottom right corner of your desktop).

- Depending on if you clicked 'Remember Me' each time you reboot OSPrinterConnect should start back up automatically.
- In 1place > Settings > Print Settings be sure to click the 3rd option: Print Docs and Labels from Windows Print Manager (Requires download to each user's PC).

How to Disconnect the 1Place Printer Connect on your PC or Server

1. Open the 1Place Printer Connect App
2. Click "Disconnect"
3. Click "Exit"
3. A pop-up will appear click "OK" - This means you can log in again if you wish to use the application later.

How to Re-install the osPrinterConnect

- Uninstall existing osPrinterConnect
 - Search > Control Panel > Programs > Uninstall a Program > 1Place Printer Connect
- Download a newer version
 - (find link in Settings > Printer
 - Ask 1Place Support for the new link.
- Reinstall newer version

Troubleshooting Notes

Troubles getting it to connect to Printers properly

- Notes from Steve 6/24/25: Mohamed reached out to me and said he heard that we are having issues with the PrinterConnect. He thinks the issue is the Microsoft Email Account (or maybe even non Microsoft email accounts) need to have MFA setup and also need to use an APP Password to access the SMTP server. Please go in that direction to get around your issues with Andrews or anyone else with the printing issue.
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