

Updox KB

The Updox Printer is a virtual printer that will create and send PDF files to your Updox Inbox so that you may fax or send an item to a patient's chart.

You may install the Updox Printer with the following instructions:

Windows

1. Open the Windows Control Panel (can be found under the Start menu) (For Windows 8 users who need assistance finding the Control Panel:
<http://windows.microsoft.com/en-us/windows-8/where-is-control-panel>)
2. Open the printers screen.
-In Windows 7 and Windows 8 this section is called Devices and Printers
3. Click the Add a Printer button (In Windows 8 click The printer that I want isn't listed and skip step 6)
4. If prompted for printer type select: Add a network, wireless or Bluetooth printer (not a local printer)
5. Click The printer that I want isn't listed
6. Choose the Select a shared printer by name option
7. In the available field type <https://myupdox.com/api/printer>
8. (Skip to step 9 if you are not a Practice Fusion user.) Practice Fusion users: In Updox, go to Menu, Profile. Scroll down to the section Printer Credentials. If there are no values in the Printer Login and Printer Password, click the Generate button to populate these fields. Use the Printer Login as your Username and Printer Password as your Password in Step 9
9. A new window will pop up and prompt for the Network Password. In the User Name field type your Updox User Name and in the Password field type your Updox password and click OK
10. In the Manufacturer box on the left, choose HP
11. In the Printers box on the right, look for one of the following drivers (If you do not find the one listed for your OS try with another of the drivers listed here):
-Windows 7: HP ColorLaserJet 5/5M PS or HP ColorLaserJet 2800 Series PS
-Windows 8: HP ColorLaserJet 2800 Series PS or HP ColorLaserJet 3800 PS Class Driver
-Windows 10: HP ColorLaserJet 3000 PS Class Driver or HP ColorLaserJet 3700 PS Class Driver or HP ColorLaserJet 3800 PS Class Driver
12. Click Next
13. The printer name will default to Updox on <https://myupdox.com> and cannot be changed.
14. Depending on your version of Windows, the following questions may be asked.
Order may vary.
-Make this the default printer? This is up to you, you can change this setting at any time.
-Print a test page? We usually print a test page just to make sure that the new printer is correctly configured.
15. Click Finish to complete the printer setup.

