

Muse – Museum Card Printer Setup Checklist

Use this checklist on each workstation/Windows account that needs to print membership cards.

1. QZ Tray

- ☐ QZ Tray is installed
- ☐ QZ Tray is running (look for the QZ icon in the system tray, bottom-right of the taskbar)
- ☐ If not running, launch it from Start Menu > QZ Tray
- ☐ QZ Tray version matches across all workstations (right-click tray icon > About)
- ☐ The Muse certificate is trusted in QZ Tray
 - Open the browser, go to the Muse app, and try a test print
 - If QZ Tray shows a "trust this certificate?" prompt, click **Allow** and check **Remember this decision**
 - If it was previously denied, right-click QZ tray icon > Advanced > Reset Certificates, then retry

2. Zebra ZC300 Printer Driver (per Windows account)

Each Windows user profile has its own printer preferences. This must be done for every Windows account that will print cards.

- ☐ Open **Settings > Printers & Scanners** (or Control Panel > Devices and Printers)
- ☐ Find the Zebra ZC300 printer
- ☐ Open **Printing Preferences** (not Properties)
- ☐ Set **Orientation** to **Landscape**
- ☐ Set **Card size** to **CR-80** (85.6mm x 54mm) — this should be the default but verify
- ☐ Set **Print quality** to the desired level (typically 300 DPI)
- ☐ Click **Apply** then **OK**

3. Browser

- ☐ Using a supported browser (Chrome or Edge recommended)
- ☐ **Local Network Access is enabled** — QZ Tray runs on localhost, and modern browsers block local network requests by default

- **Chrome:** Go to the Muse app tab > click the lock/tune icon in the address bar > **Site settings** > scroll to **Local network access** (or "Private network access") > set to **Allow**
- **Edge:** Same steps as Chrome – address bar icon > Site settings > Local network access > Allow
- If you don't see the option, try navigating to `chrome://flags/#block-insecure-private-network-requests` and set it to **Disabled**, then relaunch the browser
- ☐ No browser extensions blocking WebSocket connections (QZ Tray communicates via WebSocket)
- ☐ If using multiple browser profiles, the QZ Tray certificate trust applies per browser profile – may need to re-trust

4. Test Print

- ☐ Log into the Muse app
- ☐ Make sure your Museum Membership card settings are correct - Portal > Settings > Settings > Integrations > Memberships Cards > Membership Card Printer
- ☐ Navigate to the museum_floor page
- ☐ Attempt a membership card printing
- ☐ Verify the card prints in **landscape orientation**
- ☐ Verify the content is positioned correctly (name, barcode, expiry)
- ☐ If you see an error popup, note the exact message

5. Troubleshooting

If printing fails:

- ☐ Open browser DevTools (F12) > Console tab, then try printing again
- ☐ Look for errors starting with "Card printer:" or "QZ error"
- ☐ Look for messages related to the printing activity
- ☐ Check if QZ Tray shows any activity when print is triggered (the tray icon should flash)

Copy the messages above and send them to us. Screenshots are valid too - Make sure all messages are visible.

Common issues:

- **"No printer found"** – QZ Tray can't see the Zebra printer. Check USB connection and driver installation.
- **"Unable to load qz-tray.js"** – Network issue loading the QZ library. Check internet connection.
- **Print error with no popup** – QZ Tray may not be running or the WebSocket connection failed. Restart QZ Tray.

- **Prints in portrait** – The Windows printer preferences for this account are not set to Landscape. See step 2.
 - **Content cut off or misaligned** – Check the vertical displacement, barcode width, and right margin settings in Muse Settings > Memberships > Card Printers.
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Key point: The Muse app sends the same print data for all users at the same museum. If one workstation/account works and another doesn't, the difference is always in the local setup (QZ Tray, printer driver preferences, or browser).