Printing from AccountRight

There's lots of things you can print from AccountRight including invoices, reports and customer statements. In fact, there's not much you *can't* print.

When printing certain document types, like invoices, you can choose to print using a personalised form. You can also set the default forms to use when printing.

AccountRight printing blank pages? See the FAQs below for a solution.

Setting up your printer

AccountRight can print using any of the printers installed on your computer. However, note the following:

- AccountRight will use the default Windows printer set up on your computer. If you don't have one set up, see this Microsoft article about how to do it. You can choose a different printer when printing.
- your printer needs to have a printer driver installed that's compatible with your Windows version. Make sure you check for updated drivers if you upgrade your version of Windows or set up a new computer.

How to print

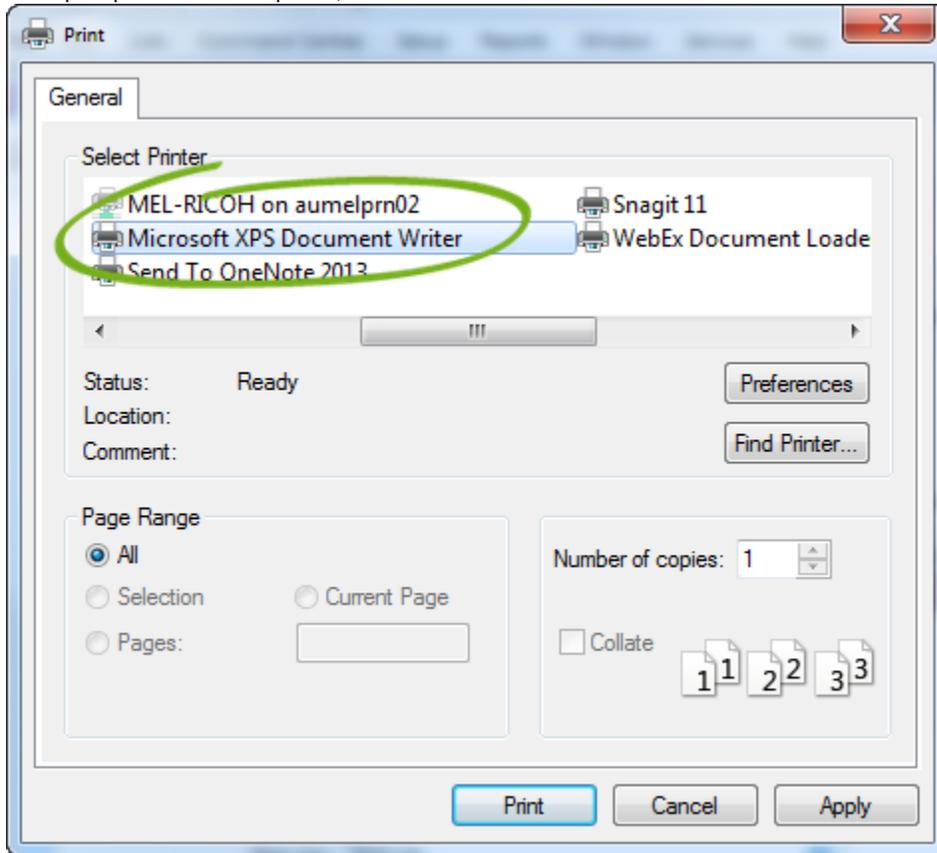| To print...	See
Transactions (when recording)	Sending forms when you record a transaction
Transactions (after recording)	Sending forms in a batch
Sales (invoices, orders and quotes)	Print or email sales
Purchases (bills, orders and quotes)	Print or email purchases
Statements	Print or email customer statements
Reports	Printing and emailing reports
Receipts	Printing payment receipts
Mailing labels	Mailing labels
Personalised mail merge letters	Personalised letters
Pay slips (Australia only)	Print or email pay slips
Payment summaries (Australia only)	Prepare payment summaries
Employee details	Print or export employee details
the Cards List	Go to **Card File** > **Cards List**, right-click the list and choose **Copy List to Clipboard**. You can then paste the list into a spreadsheet or any document you like, ready for printing. Learn more about the Cards List.
the Items List	Go to **Inventory** > **Items List**, right-click the list and choose **Copy List to Clipboard**. You can then paste the list into a spreadsheet or any document you like, ready for printing. Learn more about searching the Items List.

Troubleshooting printing

Some software programs (most notably Windows software such as Microsoft Word and Microsoft Excel), communicate with your printer in a different way to other programs (they send messages using a different software language).

In some cases, you may be able to print using one program but not another. Where this occurs, your printer driver needs to be reinstalled or updated.

If you're trying to print from AccountRight and nothing happens, or you get an error, there's a simple test to help identify your issue. The test uses **Microsoft XPS Document Writer**, a default Windows program which works like a printer, but which creates a file (like a PDF) of your document, instead of printing it.

Here's what to do:

1. Open your company file.
2. Open a transaction or report and then click **Print**.
3. When prompted to choose a printer, choose **Microsoft XPS Document Writer**.

4. Click **Print**.

Now check what happens.

If...	This means...	So, try this...
You're prompted to specify where to save the file	AccountRight is successfully sending the print information, but your printer can't process it. The likely cause is an issue with your printer driver. Have you recently updated your operating system or computer? Make sure you're using a compatible printer driver.	Go to your printer manufacturer's website and download the latest driver for your printer model and Windows version. They will also provide installation instructions.

| Nothing happens, or an error displays | Your printing issue is likely caused by another program on your computer which is stopping the AccountRight print job from reaching your printer. Have you recently updated your operating system or computer? Make sure you're using a compatible printer driver or have set a default printer. | You might need help from an IT person to fix your issue, as it might need some techy investigation. You can try temporarily disabling all antivirus and security software on your computer, then attempt to print again. If printing works, it means your issue is with the disabled program. If the issue persists, try shutting down other open programs (except AccountRight) to see if this identifies which program is interfering with the print job. |

FAQs

Why is AccountRight printing blank pages?

Why won't AccountRight print to a specific printer?

Why don't I have access to print features?

Why am I getting the error "Print report/form issue"?

How can I troubleshoot printer issues?

Why am I getting a message about a valid Payee Number when printing?

How do I print my screen?

Related topics

Personalising forms

Set the default forms to use when emailing or printing

From the community

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