

RELIQRA • USER GUIDE

Live Show Label Printing (DYMO) User Guide

When you're running a Whatnot **LIVE** show, the Reliqra browser extension can **automatically print a packing tag** the instant each lot sells — PID#, item title, buyer, order/price, and a QR code that scans back to the item in the Reliqra apps. Tags come off your **DYMO LabelWriter silently**, with no print dialog popping up over your stream.

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This is the deep version of the "Auto-print labels (optional)" note in the Browser Extension User Guide. If you just want the one-paragraph summary, read that. If you're setting this up for real, read this.

The short version: install DYMO Connect, flip on **Auto-print tags in live shows** in the extension popup, and the first time an item sells in *your* show you'll get a small banner asking whether to print. Say yes once per show. Nothing prints until you do — and a show you're only *watching* never prints anything.

01 What you need

- 1 **A DYMO LabelWriter** (USB or wireless). The extension prints to LabelWriter-class printers — a DYMO **tape/label-maker** (LetraTag, etc.) won't work for these die-cut tags.
- 2 **The DYMO Connect desktop app**, installed and **running**, on the same computer as your browser. It's a free download from dymo.com. DYMO Connect quietly runs a small local **Web Service** that the extension talks to — that's what makes printing silent. If DYMO Connect isn't running, there's no silent path (see What to expect).
- 3 **The Reliqra browser extension**, installed and **signed in** to your Reliqra account (the same account as your iOS/Android app and the web portal). See Browser Extension §1.
- 4 **Your Whatnot seller dashboard** open to your live show (whatnot.com/dashboard/live/...). Auto-print only runs on the live dashboard page — it's how the extension knows which show is yours.
- 5 **Label stock** loaded that matches the size you pick in settings (see step 4 of setup).

A note on plans / Lookups: printing a tag is **free** — it doesn't spend a Lookup. The live-show flow leans on the extension's Whatnot order-sync, so make sure you're on a plan that covers your selling volume; see Identity, Access & Billing — Plans & prices.

02 One-time setup (and where)

Everything lives in the **extension popup** — click the Reliqra icon, then scroll the settings to the **live-show printing** group.

- 1 **Install + launch DYMO Connect**, and plug in (or pair) your LabelWriter. Print a test label from DYMO Connect itself first, so you know the printer works before bringing Reliqra into it.
- 2 **Open the Reliqra popup** and find **"Silent printing (DYMO Connect)"**. Right under it is a status line. When everything's wired up it reads something like:

Silent printing ON via DYMO Connect → DYMO LabelWriter 550

- If it says **"DYMO Connect not detected,"** the desktop app isn't running (or isn't installed) — start it, then reopen the popup to re-check.
 - If it says **"DYMO Connect is running, but no DYMO LabelWriter was found,"** add/connect your printer in DYMO Connect (wireless LabelWriters count too), then reopen the popup.
- 3 **Pick your printer** — if you have **more than one** DYMO LabelWriter, a printer dropdown appears; choose the one you'll print tags to. With a single printer there's no dropdown — it just uses it.
 - 4 **Pick your label size** — a size dropdown lets you match your loaded stock. Options:
 - **Small 1.5" × 1" (internal DYMO media)** (the default)
 - **DYMO 30252 address (3.5" × 1.125")**
 - **DYMO 30334 (2.25" × 1.25")**
 - **Thermal 2" × 1"**

Pick the one that matches the rolls in your printer. (Loading 30334 stock but leaving the size on 1.5" × 1" is the most common "it printed wrong" cause.) 5. **Turn on auto-print** — flip **"Auto-print tags in live shows"** ON. It's **OFF by default**, on purpose. The note under the toggle reminds you it only prints on *your own* show and asks you to confirm before any batch.

That's it — no page reload needed. Flipping the toggle (or starting DYMO Connect mid-session) takes effect on your open live dashboard within a minute.

Transport mode (advanced): there's an internal **print transport** setting that defaults to **"auto"** — meaning *use the DYMO service when it's there, otherwise fall back gracefully*. You almost never need to touch it. "auto" is the right answer for virtually everyone.

03 How it works during a show

Auto-print is built around one safety idea: **it should print tags for the items *you* sell in *your* show — and nothing else.** No surprise stacks of labels from a refresh, a backlog, or a show you're just watching. Here's how that plays out.

The arming banner — say yes once per show

The **first time** an already-sold item appears on your live dashboard, the extension shows a small banner in the corner:

⚠ Reliqra auto-print is ON *"N items are already sold in [your show]. Only print if this is YOUR show."*

You get **three buttons**:

- 1 **Print all N + auto-print new sales** — prints a tag for everything already sold in this show (the backlog), then keeps printing each new sale automatically as it lands. Use this when you've just opened your dashboard mid-show and want to catch up.
- 2 **Auto-print new sales only** — *skips* the backlog (doesn't print what already sold), and prints only sales **from this point forward**. Use this when the backlog's already packed and you just want tags for the rest of the show.
- 3 **Don't print — I'm just watching** — prints **nothing** for this show and stays quiet. Use this on any show that isn't yours.

Until you click one of these, **nothing prints**. A small status chip in the corner shows where you stand: *"Auto-print: waiting for your confirmation," "Auto-print: ON," or "Auto-print: watching (off for this show)."*

Once armed, tags print silently

After you choose to print, each genuinely-new sale prints **one tag, silently** — the label slides out of your DYMO with no dialog and no interruption to your stream. Each tag carries:

- **PID#** (big, at the top),
- the **item title**,
- the **buyer**,
- the **order # / quantity**, and
- a footer line: *channel · price · date* (e.g. *WhatNot · \$75.00 · 2026-06-13*),
- plus a **QR code** on the right that deep-links to the item — scanning it in the Reliqra iOS or Android app opens that exact product. (Grade/cert print too if they're in the listing title.)

The extension **remembers what it already printed for this show**, so a page refresh, the dashboard re-rendering, or the service worker restarting **won't reprint** tags you've already run.

The flood guard

If a big batch of "new" items suddenly appears at once (more than ~10 — usually a page re-render or a backlog dump, not 10 real instant sales), the extension **won't dump that pile of labels**. Instead it **re-shows the banner** so you can confirm before printing the batch. This is the safety net that keeps a UI glitch from spitting a stack of tags.

There's also a hard **per-show cap of 60 labels** as a final backstop; if you hit it, the chip shows *"Auto-print: paused (60-label safety cap)."*

Switching shows

Whatnot's dashboard is a single-page app — when you finish your show and click into someone else's, the extension **notifies the show changed** and treats the new show as a fresh, **unarmed** show. So a show you switch to (and are only watching) starts clean: no tags print unless you arm it. This is exactly what stops another seller's show from printing on your DYMO.

04 What to expect

- **Silent when DYMO is detected.** With DYMO Connect running and a LabelWriter found, tags print with **zero dialogs** — that's the whole point.
- **No OS dialog mid-show if DYMO isn't there.** During a live show, if the DYMO service *isn't* detected, auto-print simply **does nothing** — it will **not** pop the browser/OS print dialog over your stream (that'd be worse than not printing). The popup's status row tells you DYMO wasn't detected, and you'll see no arming banner. (Popping the dialog is reserved for the *manual* "Print label" button elsewhere in the extension, which you click yourself.)
- **A show you're only watching prints nothing.** Auto-print is per-show and starts unarmed; choosing "I'm just watching" (or simply never arming) means no tags.
- **Refreshes are safe.** Reloading the dashboard mid-show won't reprint already-printed tags.
- **It's read-only on Whatnot.** Printing tags never touches your Whatnot listings, orders, or buyers — it only *reads* the sold list to know what to print.

05 Troubleshooting

The popup says "DYMO Connect not detected." The desktop app isn't running. Launch **DYMO Connect** (not just the printer driver — the Connect app), confirm it's open, then **reopen the Reliqra popup** to re-check. The extension also re-checks on its own about once a minute, so a freshly-started DYMO Connect will be picked up shortly without a reload.

"DYMO Connect is running, but no DYMO LabelWriter was found." DYMO Connect is up but doesn't see a printer. Open DYMO Connect and make sure your LabelWriter is added and online (wireless LabelWriters need to be added there too). Print a test label from DYMO Connect to confirm. Then reopen the Reliqra popup. Note: a tape/label-maker isn't a LabelWriter and won't qualify.

Tags print at the wrong size / get cut off. Your **label size** setting doesn't match the stock in the printer. In the popup, set the **size dropdown** to match your loaded rolls (1.5" × 1", DYMO 30252, DYMO 30334, or 2" × 1") and reprint.

Nothing prints even though it's my show. Check, in order: (1) the **"Auto-print tags in live shows"** toggle is ON; (2) you actually **clicked a print option** on the arming banner (the chip should say *"Auto-print: ON,"* not *"waiting for your confirmation"*); (3) the popup status row says **silent printing is ON via DYMO Connect**; (4) you're on your **own** live dashboard page, not a viewer page.

It prints to the wrong DYMO. If you have more than one LabelWriter, use the **printer dropdown** in the popup to pick the right one. A printer that "reports disconnected" (common for wireless LabelWriters) can still be the right pick — the extension won't refuse it just because of an under-reported status.

It fell back to a browser print dialog. That only happens for a **manual** "Print label" action, never for live auto-print. If you're seeing a dialog during a show, you (or a click) triggered a manual print, not the auto path.

A label didn't print and I want it. If the printer hiccupped (e.g., DYMO Connect briefly closed) when a sale came through, the extension **didn't** mark that tag as printed — it'll retry on the next scan. If it's already moved on, you can reprint from the item's detail in the Reliqra app.

06 Related

- [Browser Extension — User Guide — install, sign-in, order sync, scanning.](#)
- [iOS App — User Guide — the QR on each tag scans back to the item here \(and on Android\).](#)



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