Cloud printing

Version: 1.00 | Last Modified on 05/09/2025 2:38 pm AEST

Zedmed Cloud is a secure environment that is accessed via the internet so the printing steps are different.

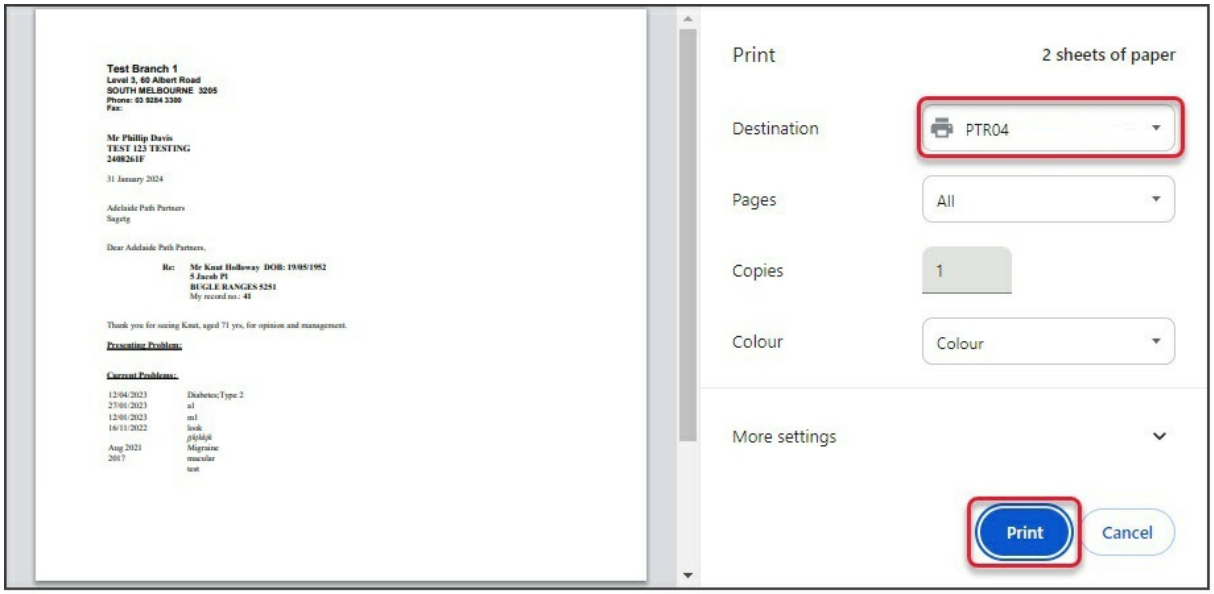
To print a document:

1. Use Zedmed's print option.

   E.g. Select Right-click > **Print** from **Summary Views** or **Today's Referral** or select the print icon on a letter.

   The document will open as a PDF in a new browser tab.
2. Select the tab with the PDF.
3. Select the PDF's print icon.

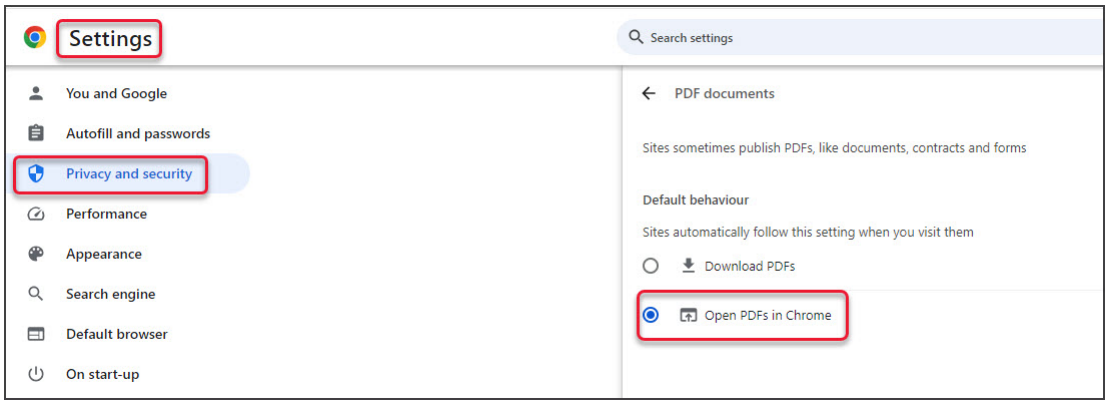
4. Check the **Destination** has the correct printer selected.
5. Select **Print**.



Troubleshooting

If the PDF downloads instead of opening:

1. Select the three dots on the top right of your Chrome browser.
2. Select **Settings**.
3. Select **Privacy and Security** > **Site settings** > **Additional content settings** > **PDF documents**.
4. Check **Open PDFs** in Chrome is selected.



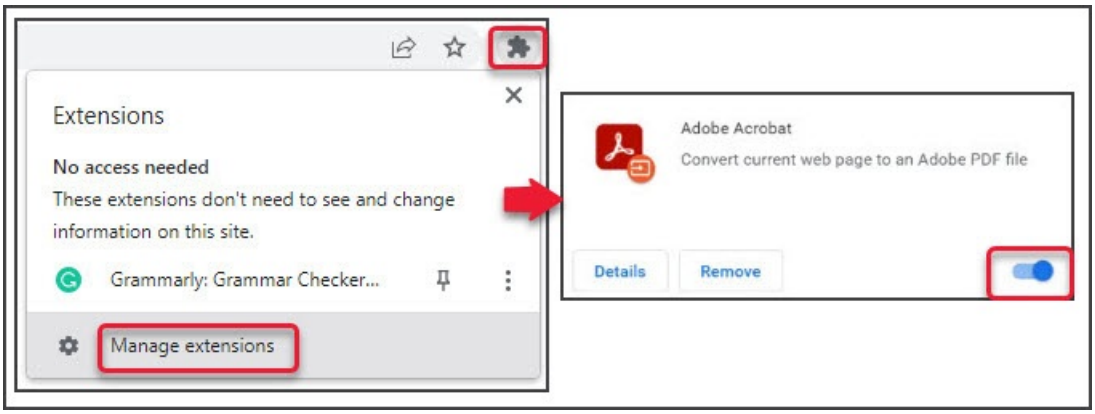
If you get the error Message: 'Appstream page could not be found' when trying to print.

This can be caused by the web browser (Chrome) having the Adobe browser extension installed.

To resolve the error:

1. Select the jigsaw icon to open.
2. Select **Manage Extensions.**
3. Disable the Adobe extension using the switch.

If this does not fix the problem, try disabling other extensions. You can also check if the error occurs on a different browser.



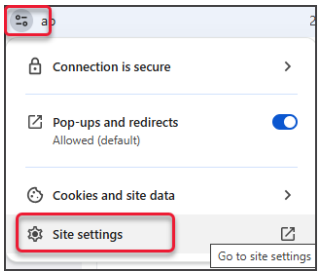
If you suspect printing is being blocked by the web browser

Check if there are Ad blocker extensions installed, and if there are, whitelist or allow popups for Zedmed Cloud.

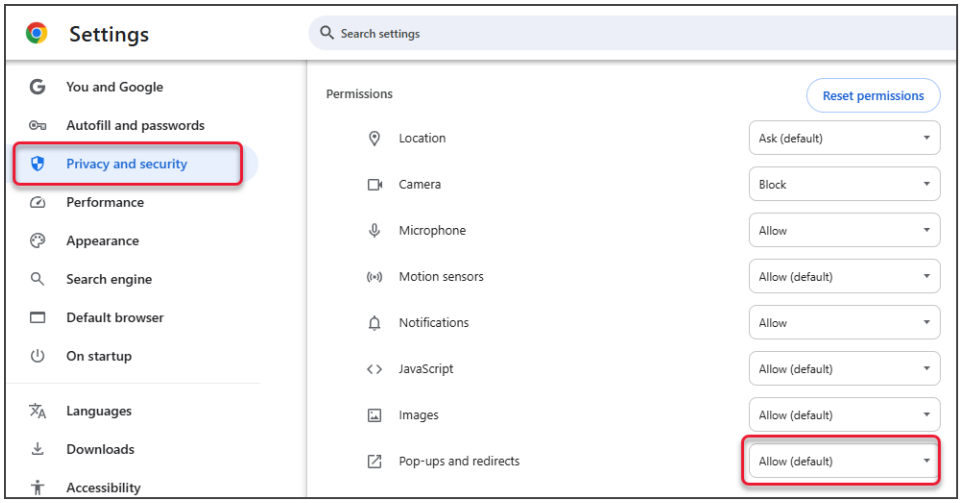
Check that Chrome does not have popup or redirect blocking enabled, as shown below.

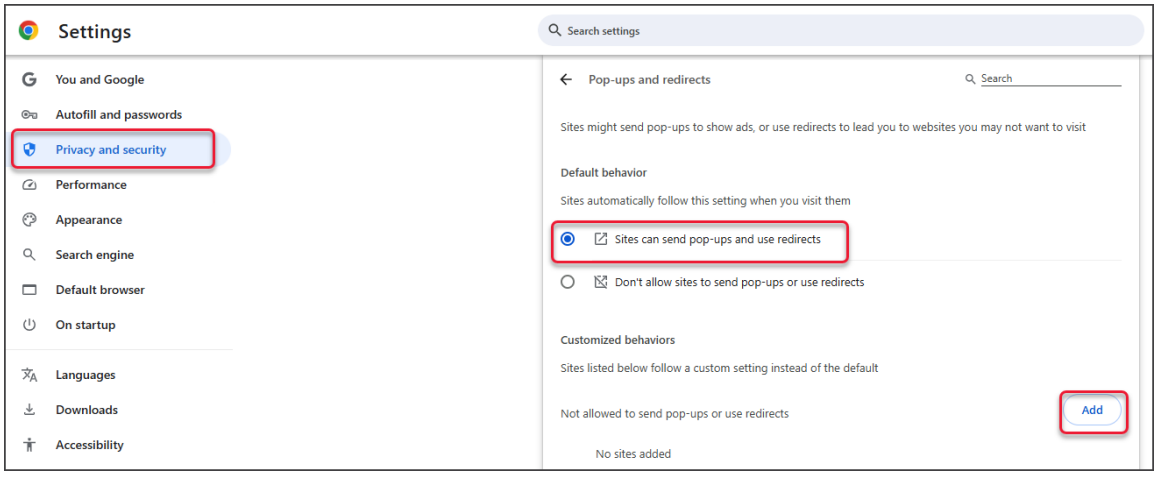
Check that the web page allows popups:

1. Select the icon to the left of the URL.



2. Select **Site Settings**.
3. Select **Privacy and Security.**
4. Under **Permissions** check **Pop-ups and redirects** is set to **Allow.**



Check that Chrome allow popups:

1. Select the three dots on the top right of your Chrome browser.
2. Select **Settings**.
3. Select **Privacy and Security** > **Site Settings.**
4. Under **Content**, select **Popups and redirects.**
5. Check **Sites can send pop-ups and use redirects** is selected.