

Using the Menu icon

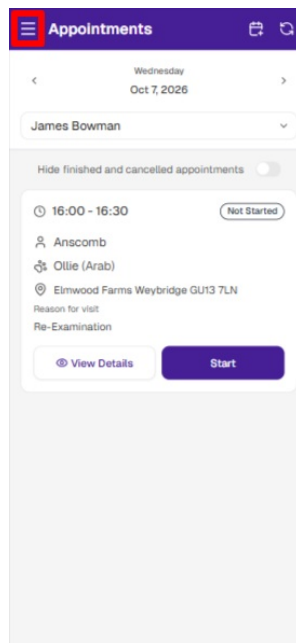
14/10/2026 10:26 am BST

Summary

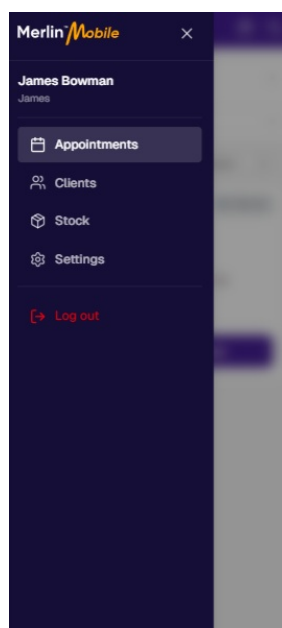
The menu icon, located on the top left hand corner of Merlin Mobile has 4 main areas.

Details

Once logged into Merlin Mobile, users can select the Menu icon on the top left:



Once selected, this shows the following:

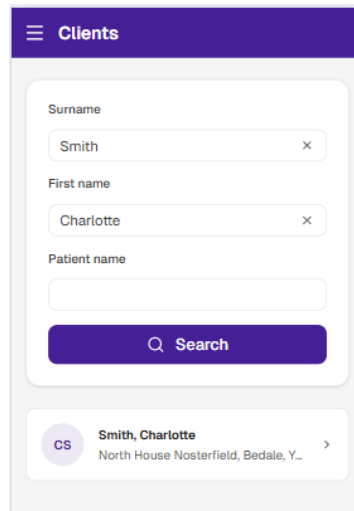


Appointments

Shows today's appointments for the selected practitioner.

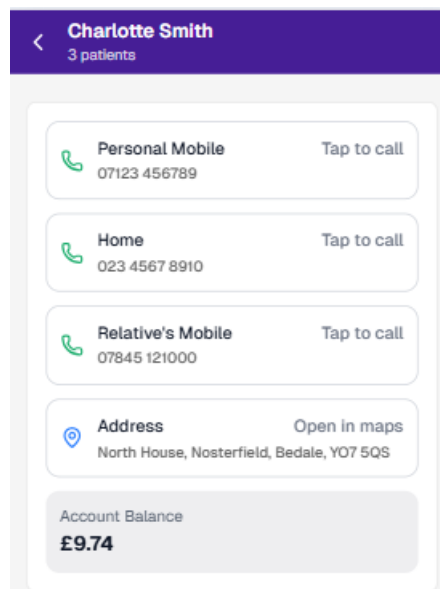
Clients

You can search for any registered client by searching the Surname, First name and Patient name.



The screenshot shows a mobile app interface for searching clients. At the top is a purple header with a hamburger menu icon and the text 'Clients'. Below this is a search form with three input fields: 'Surname' (containing 'Smith'), 'First name' (containing 'Charlotte'), and 'Patient name' (empty). Each input field has a small 'x' icon to clear the text. Below the input fields is a purple button with a magnifying glass icon and the text 'Search'. At the bottom of the form, there is a list of search results. The first result is a purple circle with the letters 'CS' inside, followed by the text 'Smith, Charlotte' and 'North House Nosterfield, Bedale, Y...' with a right-pointing arrow.

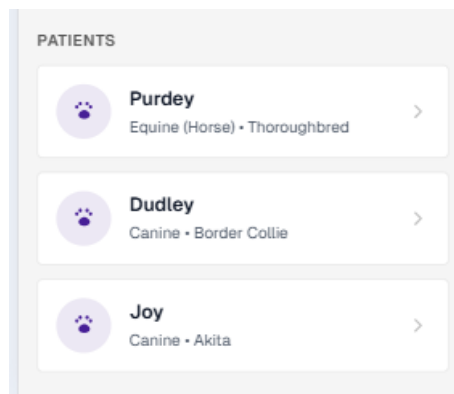
Once you have clicked the client, this shows information such as their Personal Mobile number, Home number and Address. It will also show any other phone numbers such as Relative's, Work, or Other, if specified in their Merlin client record. The clients outstanding balance will show. Note - this does not show any monies sitting in pre-invoice state.



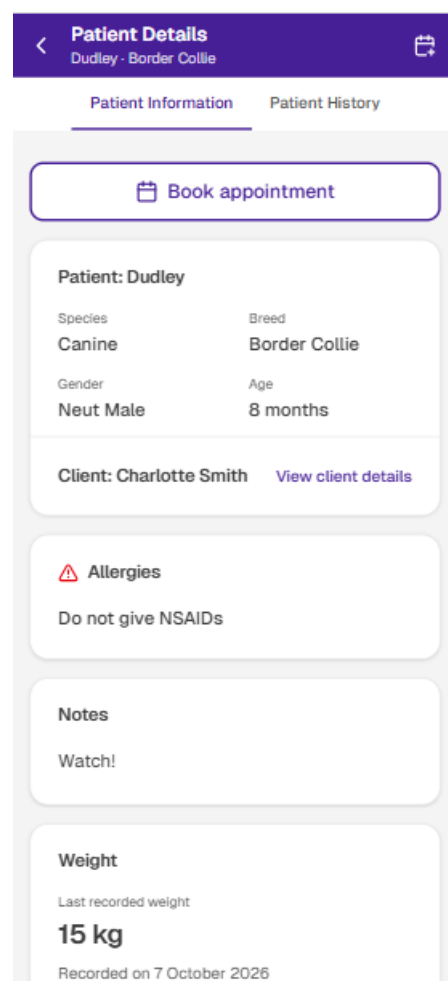
The screenshot shows a mobile app interface for a client's profile. At the top is a purple header with a back arrow icon, the text 'Charlotte Smith', and '3 patients'. Below this is a list of contact information: 'Personal Mobile' (07123 456789) with a 'Tap to call' link, 'Home' (023 4567 8910) with a 'Tap to call' link, and 'Relative's Mobile' (07845 121000) with a 'Tap to call' link. Each entry has a green phone icon. Below these is an 'Address' entry (North House, Nosterfield, Bedale, YO7 5QS) with a blue location pin icon and an 'Open in maps' link. At the bottom is an 'Account Balance' entry showing '£9.74'.

You can select any of the numbers to call the client directly, and you can open the address in Google Maps.

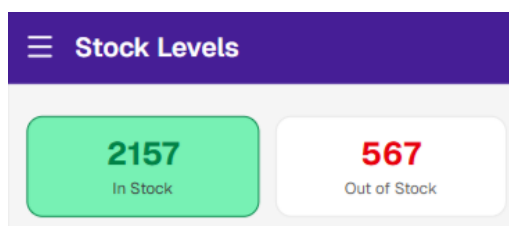
From this screen, you can view all the clients registered patients:



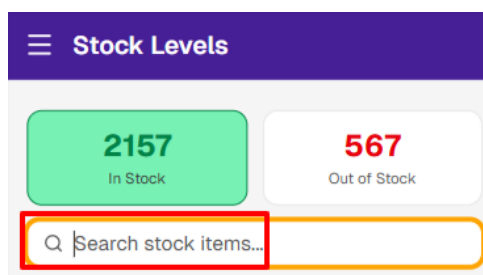
Once a patient has been selected, this displays their patient information, including any Notes, Allergies, Weight, Yard Details, date of last visit, insurance & microchip information, patient and compliance reminders:



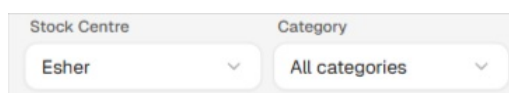
show and this will specify how many items are currently in stock and out of stock.



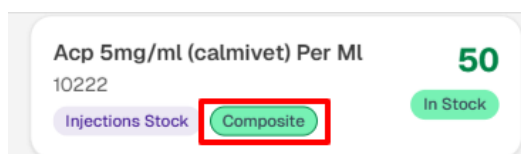
The user can use 'Search stock items...' to search for a specific product, or you can scroll until you find the relevant product.



You can filter by Stock Centre. This will default to the Stock Centre that was chosen upon first log in. If you wish to filter by Treatment Category, select the Category drop down and select the appropriate Category such as Oral Medication.



If any of these stock items have composites within them, this will be clearly displayed:



Results will also show which Treatment Type this item belongs to, as well as the unique code.

Note - It is not possible to alter stock levels or add any batch numbers from this screen.

Settings

This area is used to manage the practitioners account within Merlin Mobile.

It will show the practitioner currently logged in, along with their Site & Location information:

The image shows a mobile application settings screen. At the top is a purple header with a hamburger menu icon and the word 'Settings'. Below this, there are two main sections. The first section is titled 'Account' with a person icon. It contains a white box with the text 'James Bowman' and 'James' below it. The second section is titled 'Site & Location' with a location pin icon. It contains two rows: 'Current Site' and 'Stock Centre', each with the value 'Esher' and a right-pointing chevron icon.

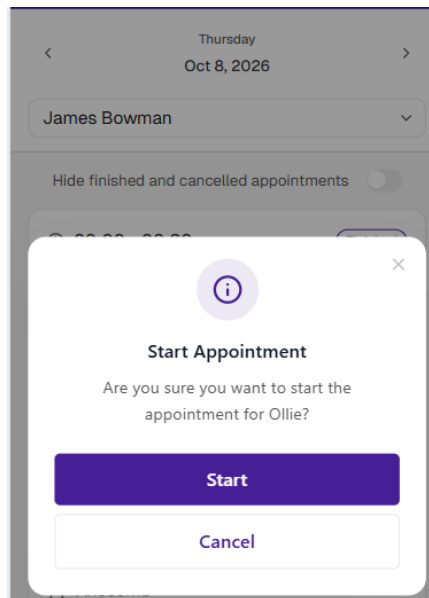
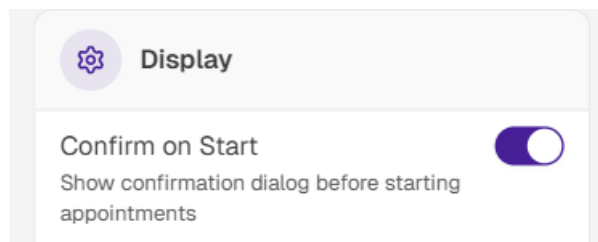
Settings	
Account	
James Bowman James	
Site & Location	
Current Site	Esher >
Stock Centre	Esher >

If the user wishes to change their current site and stock centre, this can be achieved by selecting each of the options and amending. You can also tick to 'Remember my choice', so you are automatically logged into that site and stock centre upon next log in.

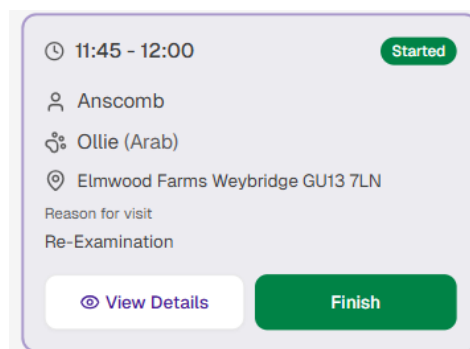
The image shows a mobile application screen titled 'Select Stock Centre'. At the top is a purple header with a back arrow and the text 'Select Stock Centre'. Below this, the text 'Stock centres for Esher' is displayed. There is a list of three options, each in a white box with a checkbox on the left. The first option is 'Esher' with a checked checkbox. The second option is 'vets car LA' with an unchecked checkbox. The third option is 'Vet Car Esher' with an unchecked checkbox. At the bottom of the screen, there is a summary line 'Esher • Esher', a checked checkbox for 'Remember my choice', and a purple button labeled 'Done'.

Select Stock Centre	
Stock centres for Esher	
☒	Esher
☐	vets car LA
☐	Vet Car Esher
Esher • Esher	
☒	Remember my choice
Done	

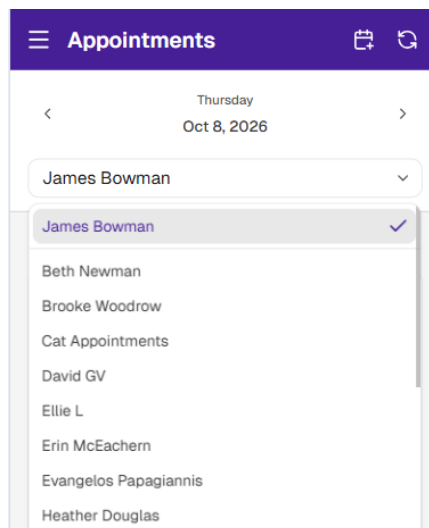
You will now see the Display options. Enabling 'Confirm on Start' will generate a prompt once the 'Start' button has been selected on the Appointments screen



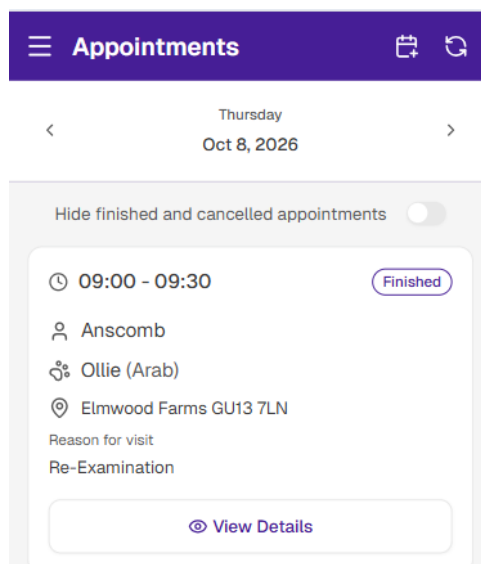
If this option is disabled, the prompt will not display, and the appointment will start as soon as the 'Start' button is selected on the Appointments screen



The other option under Display is to 'Show other practitioner appointments'. Enabling this will allow you to view other practitioners appointments on the Appointments page:



If this is disabled, only the practitioner logged into Merlin Mobile will see their dedicated appointments:



Label Printing

Merlin Mobile is compatible with two Zebra label printers:

ZQ521 and ZD421.

The following explains how to line up the text on a printed label. You set the space above, below, and on each side of the text. Merlin Mobile remembers these settings on this phone or tablet.

Details

Expand Label Printing.

1. Enter the space you need on each edge. The numbers are in pixels.
 - Top padding (px) adds space above the text. It starts at 5.
 - Bottom padding (px) adds space below the text. It starts at 0.
 - Left padding (px) adds space to the left of the text. It starts at 10.
 - Right padding (px) adds space to the right of the text. It starts at 0.
2. Print a test label and check where the text sits. Change the numbers a little at a time until it fits the

label.

If the text is too close to an edge, increase the number on that side. If it has moved too far the other way, reduce the number. For example, increase the left padding if the text is too close to the left edge.

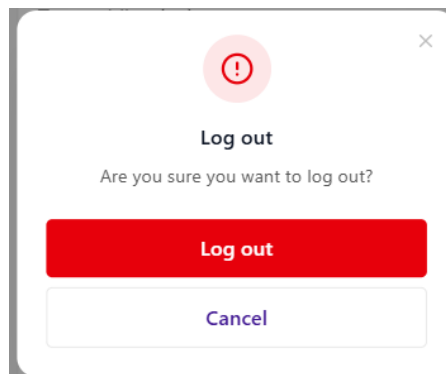
Press Reset to defaults to put the four values back to 5, 0, 10 and 0.

When you print, Merlin Mobile opens your browser's print window. Choose your label printer there.

The prescriber and the dispenser on the label are the person signed in. You can change either name when you add the treatment.

Logging out

If you wish to log out of Merlin Mobile, press the 'Log out' button. A prompt will appear asking whether you are sure you want to log out:



You will also be able to see the version number here. Currently, we are on Merlin Mobile V1.1.1 as this is a new integration. MWI Animal Health will continue to develop and enhance Merlin Mobile over time as further updates are released.

