

**OKI**

PT330/PT331

# Status Monitor User's Guide

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# 1 Introduction

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## 1.1 Overview

This document describes how to use the Status Monitor for the PT330-331 printer.

The PT330-331 Status Monitor is a Windows program that displays the printer's status on your computer.

## 1.2 Trademarks

All company names and product names contained in this manual are registered trademarks or trademarks of their respective owners.

## 1.3 System Requirements

The Status Monitor can be used with the following system configurations.

### ➤ Hardware

A personal computer with the following interfaces running one of the listed operating systems (OS).

- Serial interface
- Parallel interface compatible with Centronics
- USB interface

\* The Status Monitor cannot be used with the LAN interface.

### ➤ Operating System (OS)

- Microsoft® Windows® 2000 (\*1)
- Microsoft® Windows® XP Professional (\*2)
- Microsoft® Windows® XP Home Edition (\*2)
- Microsoft® Windows Vista® Enterprise (\*3)
- Microsoft® Windows Vista® Business (\*3)
- Microsoft® Windows Vista® Ultimate (\*3)
- Microsoft® Windows Vista® Home Premium (\*3)
- Microsoft® Windows Vista® Home Basic (\*3)
- Microsoft® Windows® 7 Ultimate (\*4)
- Microsoft® Windows® 7 Enterprise (\*4)
- Microsoft® Windows® 7 Professional (\*4)
- Microsoft® Windows® 7 Home Premium (\*4)
- Microsoft® Windows® 7 Starter (\*4)
- Microsoft® Windows Server® 2003, Enterprise Edition (\*5)
- Microsoft® Windows Server® 2003, Standard Edition (\*5)
- Microsoft® Windows Server® 2008, Enterprise Edition (\*6)
- Microsoft® Windows Server® 2008, Standard Edition (\*6)
- Microsoft® Windows Server® 2008 R2, Enterprise Edition (\*7)
- Microsoft® Windows Server® 2008 R2, Standard Edition (\*7)
- Microsoft® Windows® Embedded for Point of Service (\*8)
- Microsoft® Windows® Embedded POSReady 2009 (\*9)

<Guide> 64-bit OS is also supported.

In this document, the different versions of Windows are abbreviated as follows:

- \*1 : Windows 2000
- \*2 : Windows XP
- \*3 : Windows Vista
- \*4 : Windows 7
- \*5 : Windows Server 2003
- \*6 : Windows Server 2008
- \*7 : Windows Server 2008 R2
- \*8 : WEPOS
- \*9 : WEPOS 2009

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## 2 Installing and uninstalling

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For information on how to install or uninstall, please see the following topics:

"3. Installation" in the "Installation Guide"

"5. Uninstallation" in the "Installation Guide"

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## 3 Status Monitor Functions

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This section describes the functions of this Status Monitor.

Status Monitor appears minimized (iconized in the task tray) when started. When an error occurs, whether in standby or when printing, it pops up (as a window).

If you open Status Monitor when there are no current Windows print jobs, Status Monitor retrieves and displays the printer status.

### 3.1 Starting the Status Monitor

To use Status Monitor, start it before printing any documents.

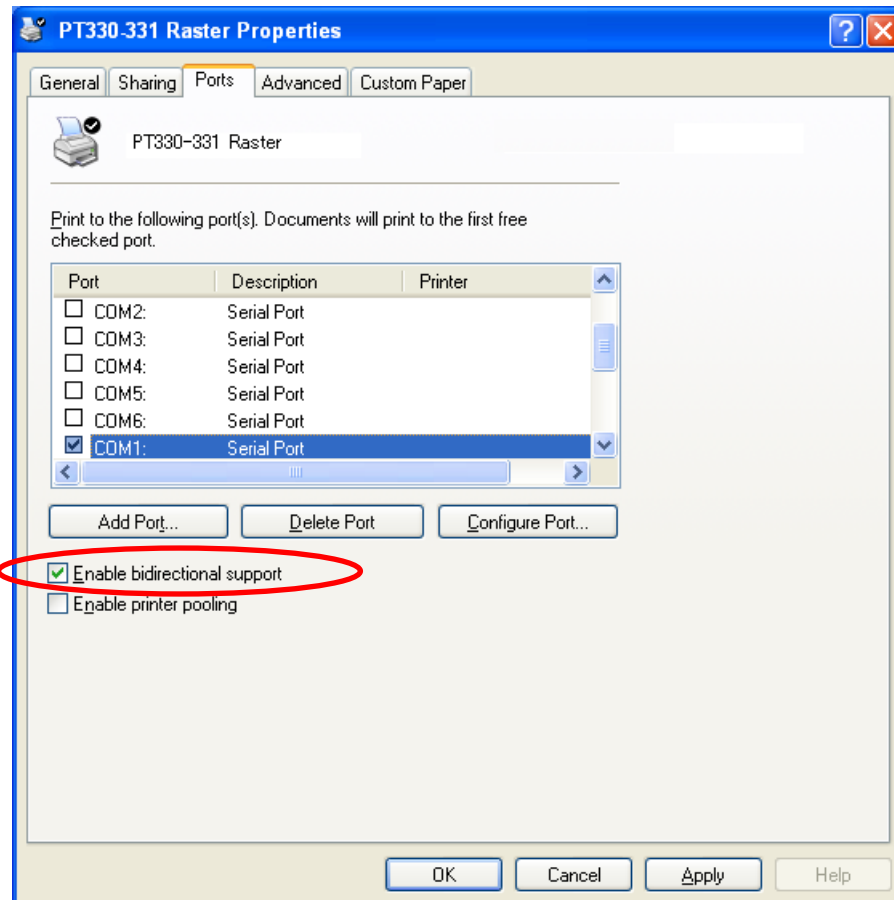
Status Monitor is added to the Windows “Startup” folder when it is installed which means it launches automatically when you start Windows.

If you print a document after shutting down Status Monitor, it is not automatically restarted.

To display Status Monitor, you need to set the printer interface as bi-directional. Enable the bi-directional communication function from the printer driver. Note that the bi-directional communication function is enabled by default when the printer driver is installed.

#### <Guide>

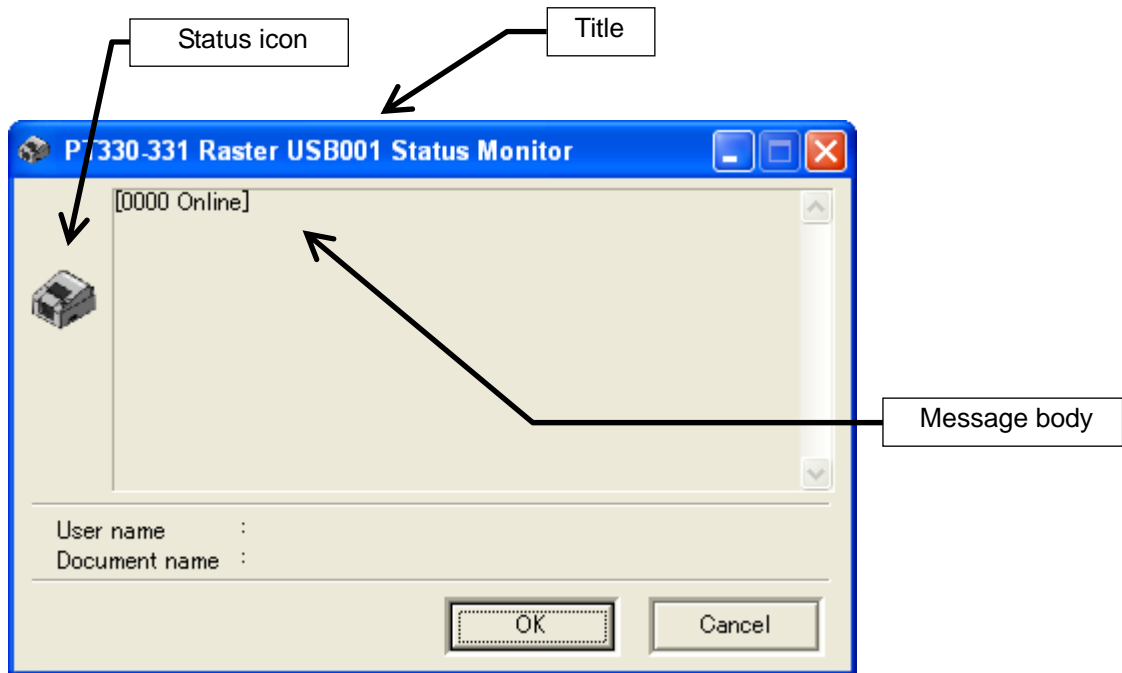
To enable the bi-directional communication function, open the printer properties, select the “Enable bidirectional support” checkbox in the “Ports” tab, and then click [OK] or [Apply]. (The following example shows the printer properties on Windows XP.)








## Recommendations

- To use the PT330-331 Status Monitor, set the PT330-331 printer as the "Default printer" and enable the bi-directional communication function in the printer driver.
- The PT330-331 Status Monitor can be used with the serial, parallel and USB interface connections. If using the USB interface, set the USB interface to printer class by leaving the "USB" setting in Printer Setup as "Printer". The virtual COM class is not supported.
- If you are using the serial interface, a baud rate of 115200bps is recommended.
- When using the PT330-331 Status Monitor, click the [Cancel] button in the PT330-331 Status Monitor if you need to cancel a print job due to a printer error.
- If you cancel printing from the printer folder when the PT330-331 Status Monitor is running, the data is not deleted even if you reset the printer and the printer may no longer operate correctly (unless you recover the printer by turning it off and on again).
- If you cancel printing by clicking the [Cancel] button in the PT330-331 Status Monitor or selecting [Cancel] from the pop-up menu displayed when right-clicking the icon, turn the printer off and on again. Until restarted, the printer will not operate correctly and this may result in printing errors or abnormal communication.
- The PT330-331 Status Monitor does not support the connection of multiple printers. The PT330-331 Status Monitor will not function correctly if run when multiple printers are connected.
- The PT330-331 Status Monitor cannot be used if you run any applications that send control commands to the PT330-331 printer. Because the PT330-331 Status Monitor sends and receives commands to check the printer status, conflicts with control commands from other applications may cause a malfunction. In this case, disable the bi-directional function in the printer driver before running the application.
- Do not use the PT330-331 Status Monitor when the PT330-331 printer is in a special mode (such as "HEX Dump"). In this case, printing may result in a "communication error" or the print job being canceled.
- If you use the serial interface, the printer status information does not display a "communication error" if you turn off the printer after any of the following errors occur during printing:
  - Head hot, paper out, cover open, hardware error

### 3.2 Status window

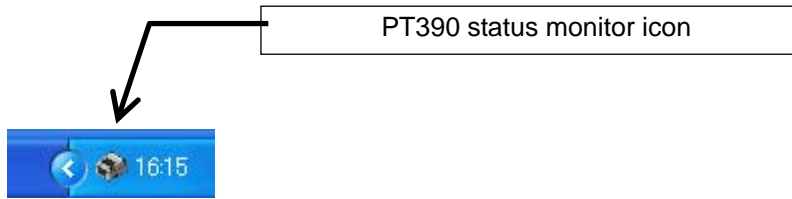


| Display Item        | Description   |
|---------------------|---|
| Title               | The format is as follows:<br><b>[Driver name] [Interface name] Status Monitor</b>   |
| Message body (Note) | The format is as follows:<br><b>[Status number Printer status name]</b><br><b>Description of the printer status</b><br><b>Action to take</b>  |
| Status icon         |  Indicates that printing is in progress or the printer is ready to print. (with no error)<br> Indicates that printing is in progress or the printer is ready to print. (with a warning message)<br> Indicates that an error occurred. (recoverable error)<br> Indicates that an error occurred. (unrecoverable error)<br> Indicates that an error occurred. (hardware error) |
| User Name           | Name of the user that requests the print  |
| Document Name       | Name of the document being printed (print job name)   |
| [OK] button         | Minimizes the pop-up window as an icon in the task tray.  |
| [Cancel] button     | Click to cancel a displayed print job. The corresponding job is canceled and the status window disappears.  |

\* For a list of descriptions of the status number, printer status name, and printer status, please see "4 States Displayed by Status Monitor."



### 3.3 Icon indication



| Display Item | Description  |
|--------------|--|
| Status icon  | Same as the status icons described in the previous page.   |
| Tooltip      | Place the mouse pointer over the status icon in the task tray to display a tooltip describing the operation. |

### 3.4 Mouse operation on icon

|                                     |   |
|-------------------------------------|---|
| Double click the left mouse button  | Displays the status as a pop-up.                                      |
| Double click the right mouse button | Displays the pop-up menu.<br>You can select from the following items: |
| [Restore(R)]                        | Same as a double left-click.  |
| [Cancel (C)]                        | Same as the [Cancel] button.  |
| [Exit(X)]                           | Shuts down the PT330-331 Status Monitor.                              |

## 4 Statuses Displayed by Status Monitor

| Status Number                        | Printer Status Indication | Description of Printer Status   |
|--------------------------------------|---------------------------|---|
| <b>0000</b>                          | Online                    | Document printing is available.   |
| <b>0002</b>                          | Printing                  | Printing is in progress.  |
| <b>0100</b>                          | Obtaining information     | Status information is being retrieved.  |
| <b>0200</b><br>[Warning]             | Offline                   | The printer indicates it is offline.  |
| <b>0202</b><br>[Warning]             | Paper near end            | The paper is running short.   |
| <b>0301</b><br>[Recoverable error]   | Cover open                | The cover is open.  |
| <b>0302</b><br>[Recoverable error]   | Paper end                 | Out of paper.   |
| <b>0303</b><br>[Recoverable error]   | Head hot                  | The print head is heated to a high temperature.   |
| <b>0304</b><br>[Recoverable error]   | Paper layout error        | An error occurred detecting label interval and BM.<br>* This error is not supported in the PT330-331 printer. |
| <b>0305</b><br>[Recoverable error]   | Cutter jam error          | A cutter jam error occurred.  |
| <b>0500</b><br>[Unrecoverable error] | Data error                | Invalid data is detected.   |
| <b>0700</b><br>[Hardware error]      | Hardware error            | Abnormal voltage, ROM/RAM error, print head not installed.  |
| <b>1500</b><br>[Unrecoverable error] | Communication error       | No response from the printer.   |

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## 5 Revision history

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| Revision | Revised Content   |
|----------|---|
| 1.0.0.0  | First Edition   |
| 1.0.0.1  | 3.1 Starting the Status Monitor<br>- Title string of "Recommendations" is modified. |

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