# Status Monitoring

Using Drivers by Seagull™ to Display
Printer Status Information

# Contents

# Printer Communications

The most basic printer communication is unidirectional, meaning that all data is sent from the computer to the printer. No matter how simple your printer is, you will always be able to print and send configuration data to your printer directly from your computer.

Many printers support bidirectional communication. In addition to receiving data from your computer, printers with bidirectional support can also *send* data back to the computer. Quite simply, you can monitor your printer's configuration, real-time status, and print job queue directly (and remotely) from your computer.

## *Drivers by Seagull™*

Using bidirectional printer communication, many printer drivers can report basic conditions such as "Printer Offline" and "Toner Low" to the Windows spooler. Drivers by Seagull, however, expand upon these basic features to improve printing productivity. With Drivers by Seagull, you can:

- Display advanced status conditions, using the Status Monitor
- Query printer commands
- View downloaded printer fonts
- Log events that occur during print jobs
- Import and export driver settings

For more information on these features and more, see Seagull's white paper, Drivers by Seagull™.

# The Seagull Status Monitor

The Status Monitor, available with many of Drivers by Seagull, periodically polls the printer's status and reports that information to the Windows spooler. Windows displays this information in your computer's **Devices and Printers** folder, the **Print Queue** window, the system tray, and Seagull's own Status Monitor window.

In order to use the Status Monitor:

- Verify that the printer supports the transmission of status messages during print jobs (some do and some don't).
- Verify that the printer is equipped with at least one bidirectional port. Be advised that different printer models come with different combinations of serial, parallel, USB, and TCP/IP ports, and not all are guaranteed to be bidirectional.
- Use a bidirectional cable (these days, most are).
- Install the appropriate printer driver for your printer. You can download any of Seagull's drivers by clicking the following link: Free Windows Printer Driver Downloads.

## *Important Benefits*

### Print Verification Ensures Print Job Integrity

With production for some industries, such as medical, pharmaceutical and the military, it is not enough to transmit a print job under the hopeful assumption that the requested number of items were successfully printed. Accordingly, you may encounter regulations that mandate software verification of an entire print job. The Status Monitor facilitates compliance with such requirements by optionally holding all unprinted item information in a buffer until the printer reports back that each previous item has been printed. You can further enhance the integrity of your print jobs by configuring BarTender (or your other print application) to generate a record-by-record log of the requested print jobs, so you have the option of comparing what was sent against what was printed.

### Fully Network Compatible

The driver's Status Monitor information can be viewed from any computer on a network. Therefore, regardless of whether you are printing locally or whether BarTender is run from a server or a local PC, real-time printer status information can be easily viewed. That means that you can keep track of your print jobs from anywhere at your facility.

### Summary of Benefits

- Timely notification lets you take corrective action before a stalled printer adversely affects your production.
- Print job information facilitates compliance with industries with strict production verification requirements.
- Network compatibility gives you the flexibility to move around a facility while printing is in progress.
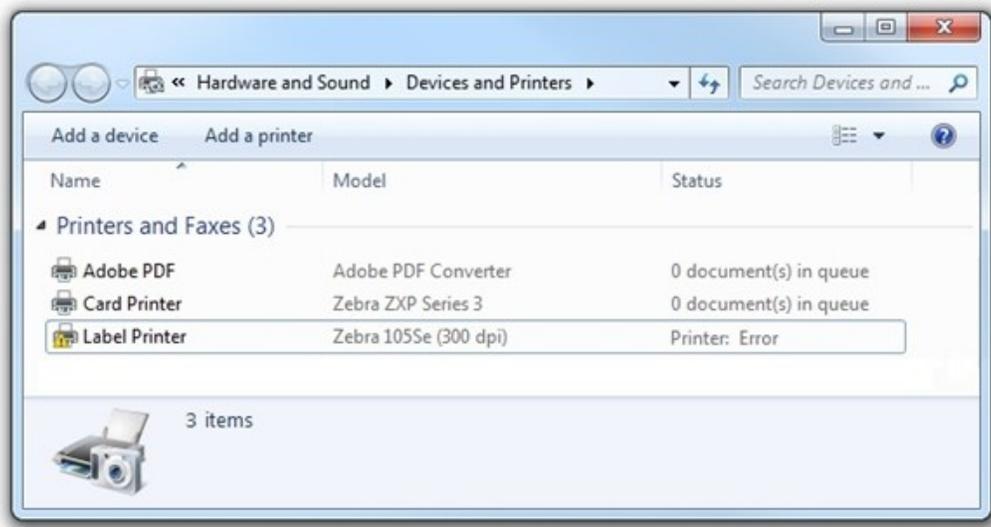
# Viewing the Printer's Status

The printer's status can be seen in several places:

- Your computer's **Devices and Printers** folder
- Your printer's **Print Queue** window
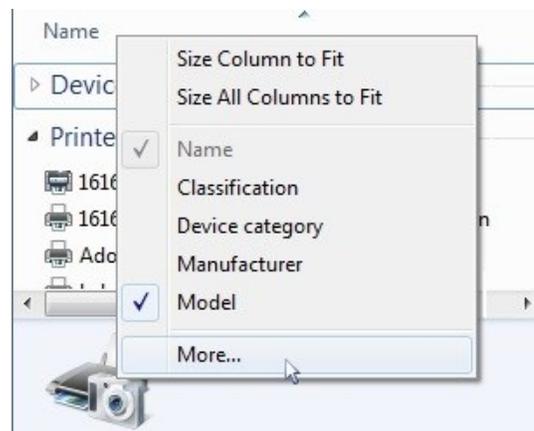- Seagull's **Status Monitor** window

## Devices and Printers

The Windows **Devices and Printers** window lists all of the printers installed on your system. When Status Monitoring is enabled, you can easily view the printer's status in the **Status** column of the **Details** view.
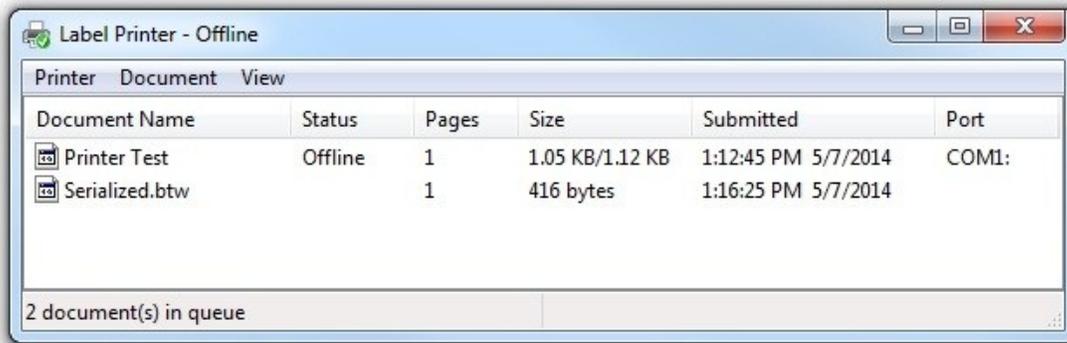


If the **Status** column does not appear, you can add it using the following steps:

1. Open the Windows **Devices and Printers** window.
2. Click the ⊞▾ icon and select **Details** from the dropdown list.
3. Right-click on the column header.
4. From the list, select the **Status** option. If it does not appear, continue to the next step.
5. From the list, select the **More** option. The **Choose Details** dialog opens.
6. Check the box for **Status**.
7. Click OK to close the **Choose Details** dialog. The **Status** column should now appear in the **Details** view.

## *Print Queue*

Your printer's **Print Queue** window displays a detailed status about each print job that was sent to your printer. In addition, you can view the printer's status in the title bar. If no status is shown in the title bar, then your printer is working normally.

| Document Name | Status | Pages | Size | Submitted | Port |
|---|---|---|---|---|---|
| Printer Test | Offline | 1 | 1.05 KB/1.12 KB | 1:12:45 PM 5/7/2014 | COM1: |
| Serialized.btw | | 1 | 416 bytes | 1:16:25 PM 5/7/2014 | |

2 document(s) in queue

Use one of the following methods to open the Print Queue window:

- Double-click on the 🖨 icon in your system tray.
- Double-click on your printer in the Windows **Devices and Printers** window.
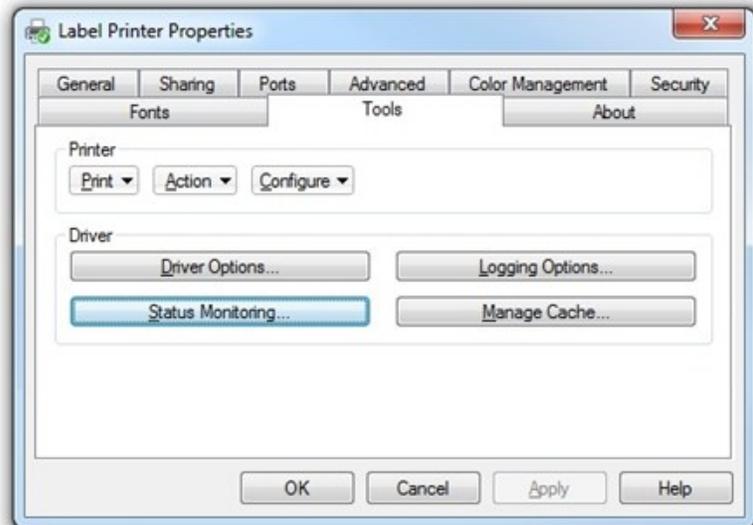
## *The Status Monitor Window*

The Status Monitor displays detailed information about any printer installed with Drivers by Seagull with status monitoring enabled. To enable status monitoring, see the Enabling and Configuring the Status Monitor chapter, below.

# Enabling and Configuring the Status Monitor

After installing a Seagull printer driver, the Status Monitor is usually disabled by default. To enable and configure Status Monitoring:

1. Right-click the desired printer in Windows **Devices and Printers** window.

2. Select **Printer properties**. The **Printer Properties** dialog opens.

3. Click the **Tools** tab.

4. Under the **Driver** section, click the **Status Monitoring** button. The **Status Monitoring** dialog opens.

5. If it's not already open, click the **Status** tab.

6. Under **Printer Status Monitoring**, select the manner in which you want Status Monitoring to run:

   - Select **During print jobs only** to make the Status Monitor run only during print jobs.
   - Select **On demand** to make the Status Monitor available to you anytime from the icon in your system tray.
   - Select **Continuous** to make the Status Monitor always run in the background of your computer.

7. Click **OK** to close the **Status Monitoring** dialog.

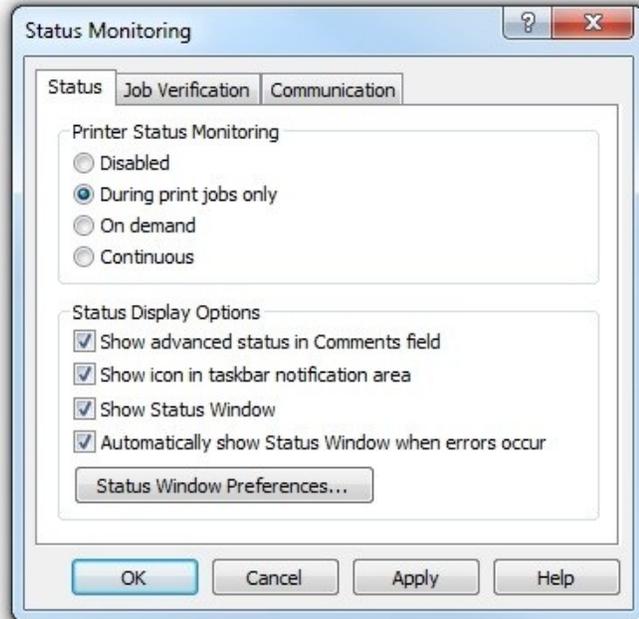8. Click **OK** to close the **Printer Properties** dialog.

You can further configure the behavior of the **Status Monitor** using the **Status**, **Job Verification**, and **Communication** tabs of the Status Monitoring dialog.
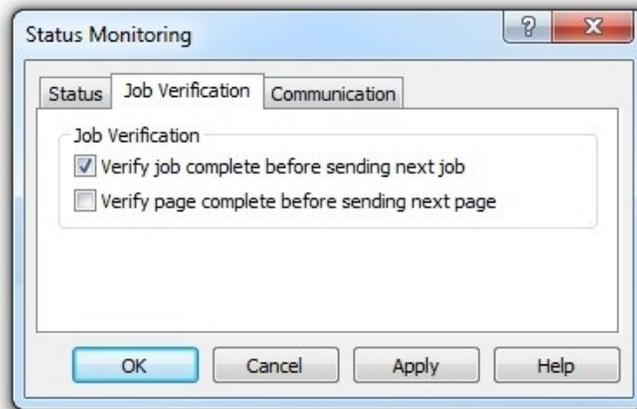
## Status Tab

The **Status** tab allows you to enable Status Monitoring and to specify how often the monitoring occurs.

While the printer's status is always displayed in the Windows Devices and Printers window, you can configure the display of printer status by adding icons to the task bar, or configuring the appearance of Seagull's **Status Monitor** window.



## Job Verification Tab

The **Job Verification** tab determines when the printer's status must be verified before sending more data. By first verifying jobs or pages, you allow the print spooler to accurately indicate what has successfully printed, which job or page is currently printing, and which have yet to be sent to the printer.
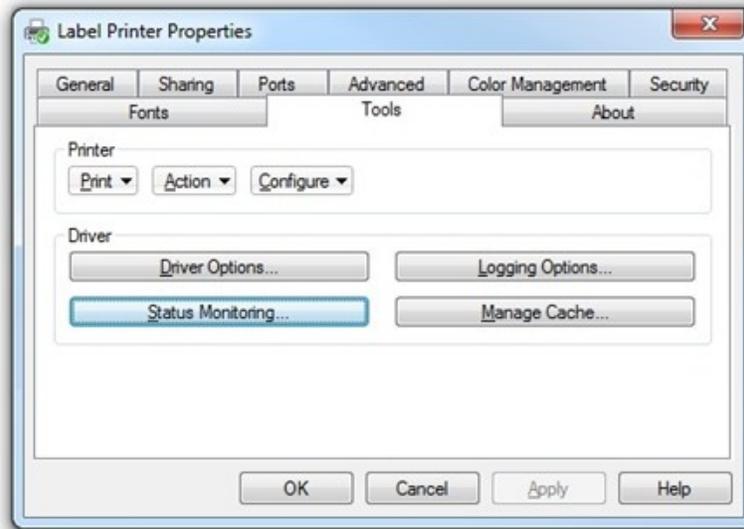


## Communication Tab

The **Communication** tab has advanced settings that usually do not need to be changed. For more information on these options, refer to the driver's online help system.

# Supported Printers

The best way to determine whether or not a particular printer is supported is to install the driver and check to see that the **Status Monitoring** button on the **Tools** tab is enabled.

# Related Documentation

**Seagull White Papers**

- Drivers by Seagull™
- Installing Drivers by Seagull™
- Optimizing Output Performance

For downloadable versions, visit:

http://www.seagullscientific.com/support/white-papers

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