



BarTender Print Portal App

Professional Printing that Uses Your Smartphone or Tablet

Supports the following BarTender software versions:
BarTender 2016, BarTender 2019

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Overview

The BarTender Print Portal app makes professional printing as easy and flexible as using your smartphone or tablet and as powerful and secure as printing with BarTender by Seagull Scientific.

Whether you use an iOS or Android device, the Print Portal app works with the Enterprise edition of BarTender to let you choose label designs, complete print-time data entry forms, and start print jobs on any printer that is connected to your device via the Internet. With the Print Portal app, you can do the following:

- Use your Android device to print to IP-connected printers and to Bluetooth-connected printers.
- Use your iOS device to print to IP-connected printers.
- Automatically authenticate with a Print Portal site and browse to a specific document folder.
- Add or manipulate data in real time by using in-app BarTender data entry forms.
- Use BarTender security controls to monitor and access permissions to labels and documents.

Requirements

The BarTender Print Portal app requires that one of the following operating systems be installed on your mobile device:

- Android: Version 4.2 or a later version
- iOS: Version 7.0 or a later version

The Print Portal app connects remotely to a web server that hosts your BarTender documents. This server must have the Enterprise edition of BarTender installed, and Print Portal must be installed and configured.

Terminology

The following Print Portal-related terms appear in this document:

- **Print Portal** refers to the Print Portal companion application that is installed with BarTender. Print Portal must be installed and configured before you can use the Print Portal app. For more information, refer to [Installing BarTender Print Portal](#) in the BarTender help system.
- **Print Portal app** refers to the Print Portal mobile application that you download to your Android or iOS device.
- **Print Portal site** or **Print Portal server** refers to the web server that hosts your BarTender documents and on which Print Portal is installed. You must remotely connect to one or more Print Portal sites from the Print Portal app in order to use the app to print. For more information, refer to the [Configuring a Print Portal Server Connection](#) chapter of this document.

Relationship Between the Print Portal App and Print Portal

In most situations, Print Portal is installed and set up by your BarTender administrator on a web server that hosts your BarTender documents. When this is the case, you do not need to configure anything on the Print Portal site to use the app to print; you need only to connect to it. For more information, refer to the [Configuring a Print Portal Server Connection](#) chapter of this document.

If you are a Print Portal administrator, you can configure certain aspects of the Print Portal site from the Print Portal app. For more information, refer to the [Configuring a Print Portal Site by Using the Print Portal App](#) chapter of this document.

Downloading the App

You can download the Print Portal app from both the Google Play store and the iTunes app store. Search for "BarTender Print Portal", or use the following direct links. The Print Portal app is free to download and does not require a BarTender license key.

- Google Play:


<https://play.google.com/store/apps/details?id=com.seagullscientific.printportal>

- iTunes:

<https://itunes.apple.com/us/app/bartender-print-portal-app/id1150556626?ls=1&mt=8>

Configuring a Print Portal Server Connection

After you download the BarTender Print Portal app, you need to set up a Print Portal server connection (in other words, connect to a Print Portal site). To do this, follow these steps:

1. In the **Apps** section of your mobile device, tap  to open the BarTender Print Portal app.
2. On the **Welcome** screen, under **Print Portal Server Address**, tap **http://** to display the keyboard.
3. Enter the server address (URL) or the server name.
4. Tap **NEXT**.
5. When the Print Portal app connects with the server, you can optionally enter a name for the site. If you want to change the name, replace "BarTender Print Portal" with the text that you want.
6. Tap **NEXT**.
7. If your server is configured to require that you log on to access and print documents, the **Authentication** screen is displayed. To enable an automatic logon process, tap the **Enable** switch, and then enter your user name and password.



If you choose not to enable an automatic logon process for the site, you must log on each time you open the app to this site. However, you can also enter or update your user name and password at a later time. For more information, refer to **Enabling Automatic Logon for a Print Portal Site** in the [Managing Your Connections to Print Portal Sites](#) chapter of this document.

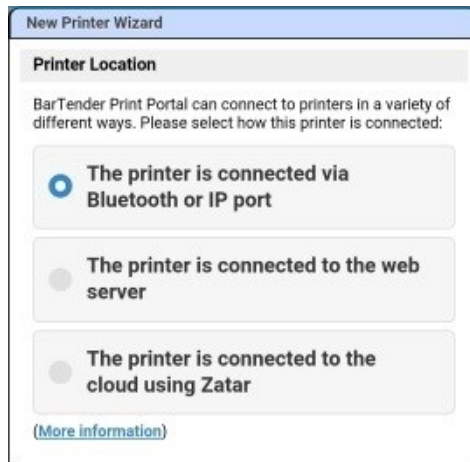
8. Tap **NEXT** to display the **Default Root Folder** screen. Here, you can browse to the default folder that opens when you open the Print Portal app.
9. Under **Specify a default Root Folder**, tap the displayed folder name to open the **Default Root Folder** dialog, which displays the folders that are available for the server connection.
10. Tap the folder that you want to select as the default folder for this site.
11. Tap **Finish**.

Pairing Your App with a Bluetooth Printer

If you are using a Bluetooth printer, you must pair your mobile device with the printer so that the Print Portal app can detect it. The pairing process is printer-specific. Some manufacturers have an external tool for configuring Bluetooth on their printers. For more information, refer to your printer's documentation.

After you pair a Bluetooth printer with your device, you can configure the printer on the **Print** page of the Print Portal app. For more information, refer to the **Configuring Printers for the Print Portal Site** section of the [Configuring a Print Portal Site by Using the Print Portal app](#) chapter of this document.

During the connection process, click the Bluetooth option.



The Print Portal app tries to match the Bluetooth printer with a compatible driver on the server. If no such driver exists, the server administrator must install a compatible driver.

After the Bluetooth printer is paired with your device and connected to the Print Portal app, you are ready to print.

Selecting a Document to Print

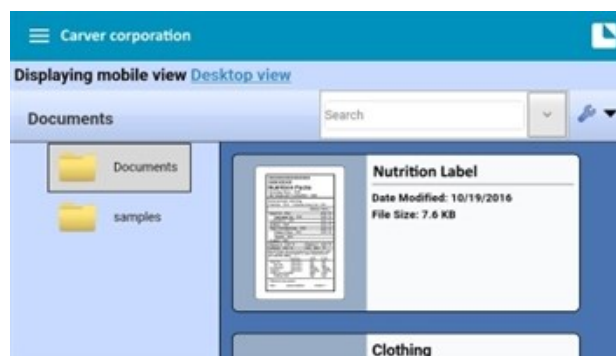
You can browse folders or use the search bar to locate the documents that you want to print. To find the document that you want, follow these steps:

1. Open the Print Portal app. The app displays the contents of the default folder that is specified for the site.



If you configured more than one Print Portal site on your app, you might need to first select the site that you want to print from. For information about how to select another configured site, refer to **Changing Default Print Portal Sites** in the [Managing Your Connections to Print Portal Sites](#) chapter of this document.

2. Turn your mobile device sideways to view the **Folder** navigation pane.



3. Tap the folder that contains the document that you want, if it is not already open.

4. Scroll through the displayed documents to find the document that you want, or enter a search term in the **Search** field. Matching documents are displayed as you type your search term and are filtered further as you continue to enter text into the search field.
5. Tap the document to open it. You are now ready to print.



Printing the Document

After you locate the document that you want, tap it to start the printing process. The **Print Document** dialog is displayed, which provides you with options that may include changing the target printer, specifying the number of copies to print, opening **Print Preview**, and canceling or continuing the print job.

Be aware that depending on how the Print Portal site you are connected to is configured, you may or may not be able to do the following:

- View the **Print Document** dialog.
- Specify the number of copies to print.
- Open **Print Preview**.
- Change the printer that the document is printed to.

To print a document by using the **Print Document** dialog, follow these steps:

1. Locate the document that you want. For more information, refer to the [Selecting a Document to Print](#) chapter of this document.
2. Tap the document to open the **Print Document** dialog.
3. In the **Print Document** dialog, make any changes that you want to the specified printer or the number of copies to print, if these options are available.
4. Tap **Print** to start the print job. If the document requires user input, those screens are displayed.

Alternatively, you can view the document in **Print Preview** before you print it. By using **Print Preview**, you can view your print job exactly as it will appear on the printed items, including any data that is pulled from connected databases or entered from query prompts or data entry forms. To use **Print Preview**, follow these steps:

1. Locate the document that you want.
2. Tap the document to open the **Print Document** dialog.
3. Tap **Print Preview**. If the document requires user input, those screens are displayed, and the preview opens after the required data is entered.
4. Tap **Print** to print the document. Alternatively, tap **Cancel** to close **Print Preview**.



Adding Real-Time Data

Some documents have data entry forms or query prompts associated with them. In these cases, those user-input screens open automatically after you tap **Print** or **Print Preview**.

To add real-time data at print time, follow these steps:

1. When the prompt dialog opens, tap a data entry field to enter the required information by using the provided keyboard.
2. As needed, move to another data entry field by tapping the field or by using the arrow button.
3. When you finish entering data, tap **Print Preview** to close the window and view the document pages.
4. Tap **Print** to print the document from **Print Preview**. Alternatively, close **Print Preview**, and then print from the **Print Dialog**.



Selecting the Printer

Users who have administrator permissions can use either the Print Portal companion application or the Print Portal app to configure printers for use with a Print Portal site, and a default printer is selected when you print a document. You can select or change printers at print time if the Print Portal site that you are connected to is configured to allow it.

To select a different printer, follow these steps:

1. Locate the document that you want.
2. Tap the document to open the **Print Document** dialog.
3. Tap the down arrow to the right of the default printer to view a list of available printers.
4. Tap the printer that you want.

If the printer that you want was not previously configured for use with the Print Portal site, you must add the new printer.




You must have administrative permissions to the Print Portal site to configure printers for use by that site.

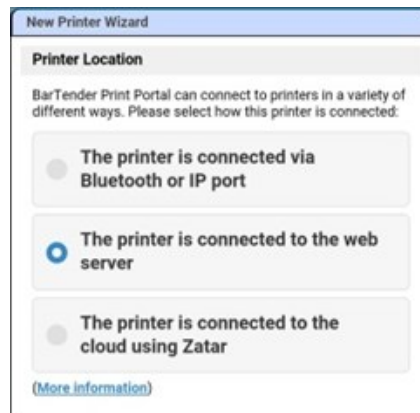
Adding a New Printer

To add a new printer, follow these steps:

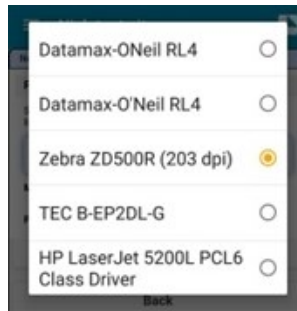
1. In the **Print Document** dialog, tap the **Add or Change Printers** link to open the **Add or Change Printers** dialog.



2. Tap  to open the **Printer Location** dialog.
3. Click the option that describes how the printer is connected (Bluetooth or IP port, web server, or Zatar).



4. Tap **Next** to open the **Printer Selection** dialog.
5. Tap the down arrow to view a list of available printers.
6. Click the printer that you want, and then click **Next**.




7. Optionally, enter a name for the printer.
8. Click **Finish**.

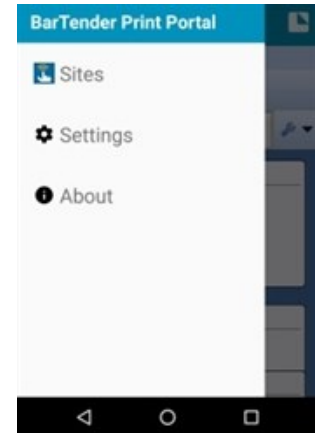
Managing Your Connections to Print Portal Sites

You can configure additional Print Portal server connections for your app and manage existing connections by updating the automatic logon settings and default folders.

Configuring Additional Print Portal Server Connections

After you connect to and configure a Print Portal site, you can connect to additional Print Portal sites at any time. To do this, follow these steps:

1. Tap  or swipe from the left edge of the screen to show the Print Portal app sidebar menu.
2. Tap **Sites**.
3. At the top of the screen, tap **Manage** to show the **Manage** buttons.
4. Tap **Add**.
5. Enter the server address (URL) or server name.
6. Tap **NEXT**.
7. When the Print Portal app connects with the server, you can optionally enter a name for the site. If you want to change the name, replace "BarTender Print Portal" with the text that you want.
8. Tap **NEXT**.
9. If your server is configured to require that you log on to access and print documents, the **Authentication** screen is displayed. To enable an automatic logon process, tap the **Enable** switch, and then enter your user name and password.




If you choose not to enable an automatic logon process for the site, you must log on each time you open the app to this site.

10. Tap **NEXT** to display the **Default Root Folder** screen. Here, you can browse to the default folder that opens when you open the Print Portal app.
11. Under **Specify a default Root Folder**, tap the displayed folder name to open the **Default Root Folder** dialog, which displays the folders that are available for the server connection.
12. Tap the folder that you want to select as the default folder for this site.
13. Tap **Finish**.



Changing Default Print Portal Sites


If you configured more than one Print Portal server connection for your app, you can switch to a different site at any time. To do this, follow these steps:

1. Tap  or swipe from the left edge of the screen to show the Print Portal sidebar menu.
2. Tap **Sites**.
3. Tap the Print Portal site that you want.
4. Tap **Launch Print Portal** to begin using the Print Portal app for the selected site.

Enabling Automatic Logon for a Print Portal Site

If the Print Portal site that you have connected to requires that you log on, you can enable an automatic logon process on your app for that site. If you do not do this, you are required to enter your logon credentials each time that you access the site from the app.

You can enable automatic logon at any time. To do this, follow these steps:


1. Tap  or swipe from the left edge of the screen to show the Print Portal sidebar menu.
2. Tap **Sites**.
3. Tap the site that you want to manage.
4. At the top of the screen, tap **Manage** to show the **Manage** buttons.
5. Tap **Modify**.
6. On the **Site Name** screen, tap **NEXT**.
7. On the **Authentication** screen, tap the switch to enable automatic logon. (If automatic logon is already enabled, you can tap the switch to turn it off.)
8. Enter your user name and password.
9. Tap **NEXT** to complete the process.
10. Tap **NEXT** to skip setting the default folder.
11. Tap **Finish**.



Changing the Default Folder

If the Print Portal site that is connected to your app has more than one document folder, you may want to select a default folder for the folder that you use the most often.

To change the default folder, follow these steps:

1. Tap  or swipe from the left edge of the screen to show the Print Portal sidebar menu.
2. Tap **Sites**.
3. Tap the site that you want to manage.
4. At the top of the screen, tap **Manage** to show the **Manage** buttons.
5. Tap **Modify**.

6. Tap **NEXT** on the **Site Name** and **Authentication** screens to skip editing these settings and to display the **Default Root Folder** screen.
7. Under **Specify a default Root Folder**, tap the displayed folder name to open the **Default Root Folder** dialog, which displays the folders that are currently available for the Print Portal site.
8. Tap the folder that you want to use as the default folder for this site.
9. Tap **Finish**.

Configuring a Print Portal Site by Using the Print Portal App

If you have administrator permissions for the Print Portal server, the Print Portal app provides many of the same options for configuring the Print Portal site that are available in Print Portal itself. You can access these options on the **Administrative Setup** menu in the app.



Changes that you make on the **Administrative Setup** menu of your app affect the web server and Print Portal itself.

The following sections describe two common administrative tasks that you can complete by using the app.



If you are connected to more than one Print Portal site, be sure to select the site that you want to configure. For more information, refer to the **Changing Default Sites** section of the [Managing Your Connections to Print Portal Sites](#) chapter of this document.

Configuring Root Folders for the Print Portal Site


Root folders are the document folders that you configure the Print Portal site to recognize so that users can print the BarTender documents that are saved in them. Root folders can point to directory folders that are available on your web server or to BarTender Librarian folders.

When you define a root folder, it becomes available in the Print Portal **Folder Navigator** and in the Print Portal app, and any BarTender documents that are in that folder are displayed. Any sub-folders and BarTender documents in those sub-folders are also available.



The root folders that you configure for the Print Portal site are available to all users of the Print Portal site, whether they use Print Portal or the Print Portal app, unless visibility rules are specified for the folders. For more information, refer to [Restricting Folder Visibility](#) in the Print Portal help system.








To configure root folders for the Print Portal site by using your Print Portal app, follow these steps:

1. Open the Print Portal app.
2. If you configured more than one Print Portal server connection for your app, make sure that you select the Print Portal site that you want to modify. For more information about how to select another site on your app, refer to **Changing Default Print Portal Sites** in the [Managing Your Connections to Print Portal Sites](#) chapter of this document.
3. Tap  to open the **Options** menu.
4. Tap **Administrative Setup** to open the **Administrative Setup** menu.

5. Tap **Root Folders** to open the **Root Folders** view.





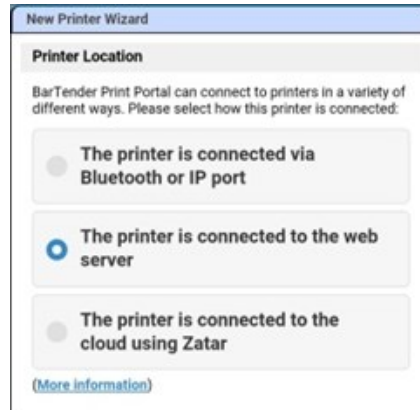
From here you can do the following:

- Tap one of the listed root folders to select it for editing.
- Tap  to create a new folder.
- Select a folder and then tap  to remove it.
- Select a folder and then tap  to delete the folder and add it to the Clipboard.
- Select a folder and then tap  to copy the folder to the Clipboard.
- Tap  to paste a folder from the Clipboard.
- Tap the arrows   to move up or down through the list of folders.
- Tap **Edit Root Folder** to change or edit the selected root folder. You can click **Browse** to find a new folder or enter a file folder name. By using this screen, you can enable security for the root folder. For more information, refer to [Restricting Folder Visibility](#) in the Print Portal help system.

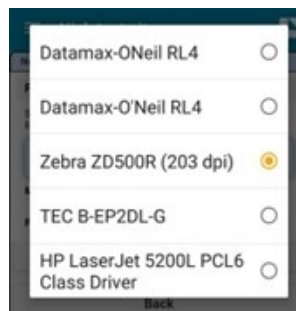
Configuring Printers for the Print Portal Site

By using Print Portal and the Print Portal app, users can print documents to printers that are connected to the web server host and to printers that are connected to their own computers. To configure the printers for use with the Print Portal site, follow these steps:

1. Open the Print Portal app.
2. If you configured more than one Print Portal server connection for your app, make sure that you select the Print Portal site that you want to modify. For more information about how to select another site on your app, refer to **Changing Default Print Portal Sites** in the [Managing Your Connections to Print Portal Sites](#) chapter of this document.
3. Tap  to open the **Options** menu.
4. Tap **Administrative Setup** to open the **Administrative Setup** menu.
5. Tap **Printers** to open the **Add or Change Printers** dialog.
6. Tap  to open the **Printer Location** dialog.



7. Click the option that describes how the printer is connected (Bluetooth or IP port, web server, or Zatar).
8. Tap **Next** to open the **Printer Selection** dialog.
9. Tap the down arrow.
10. Tap the printer that you want from the list of available printers.



11. Click **Next**.
12. Optionally, enter a name for the printer.

Troubleshooting

This page provides troubleshooting solutions to some common questions about the Print Portal app.

Why doesn't my app connect to the Print Portal server?

- Make sure that a Wi-Fi connection is available and that you are connected to the Internet.
- Make sure that the Wi-Fi capabilities of your mobile device are enabled.
- Make sure that the server that you are trying to connect to is turned on and functioning correctly.
- If you still can't connect, turn off your device, turn it on again, open the Print Portal app, and then try to connect again.

Why can't I find a printer?

- Make sure that one or more printers are available on Bluetooth or an IP port, are connected to the web server that you are using, or are connected to the cloud by using Zatar.
- Make sure that the printer that you are trying to connect to is turned on and functioning correctly.
- If you are having difficulty configuring a printer by using the Print Portal app, refer to [Configuring Printers](#) and [About Client Printing Compatible Models](#) in the Print Portal help system.
- If you are connected to a printer but the document still is not printed, refer to [Troubleshooting printing problems](#) in the BarTender Support Center.

Why is my document not displayed or printed correctly?

- Verify the document's formatting and settings in BarTender. For more information, refer to [Understanding Documents and Templates](#) in the BarTender help system and [Template Design](#) in the BarTender Support Center.

Related Documentation

White Papers

- *BarTender Print Portal*
- *Printer Maestro*

To view and download white papers, visit:

<https://www.bartendersoftware.com/resources/white-papers/>

Manuals

- *Getting Started with BarTender*
<https://support.seagullscientific.com/hc/categories/200267887>

BarTender Help System

- [Print Portal](#)
- [Configuring Printers](#)
- [Technical Support](#)

Other Resources

Please visit the BarTender website at <https://www.bartendersoftware.com>.

