

**AI-100 Series**

**Status Monitor User's Guide**

**Revision 1.0.0.0**

## Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
1.1	Overview .....	2
1.2	Related documents .....	2
1.3	Trademarks .....	2
1.4	System Requirements .....	3
<b>2</b>	<b>Installing and uninstalling .....</b>	<b>4</b>
<b>3</b>	<b>Status Monitor Functions .....</b>	<b>5</b>
3.1	Starting the Status Monitor .....	6
3.2	Status window .....	8
3.3	Icon indication .....	9
3.4	Mouse operation on icon .....	9
<b>4</b>	<b>Statuses Displayed by Status Monitor .....</b>	<b>10</b>
<b>5</b>	<b>Revision history .....</b>	<b>11</b>

---

# 1 Introduction

---

## 1.1 Overview

This document describes how to use the Status Monitor for the AI-100 Series printer.

The AI-100 Series Status Monitor is a Windows program that displays the printer's status on your computer.

## 1.2 Related documents

Please refer to the related documents listed below, as needed:

Document Name	Folder/File Name
Installation Guide	\\Manual\\Software\\English \\AI100_InstallGuide_en.pdf
User's Manual	\\Manual\\Hardware\\English \\AI100_UsersManual_en.pdf
Windows Driver User's Guide	\\Manual\\Software\\English \\AI100_WindowsDriverGuide_en.pdf
Printer LAN Online Manual	\\Manual\\Software\\English \\PrinterLAN_Manual_en.pdf

## 1.3 Trademarks

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

## 1.4 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
- USB interface
- LAN interface

\* If you use LAN interface, use the original printer port of LAN made by Printer Settings Tool.

### ➤ Operating System (OS)

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

<Guide> 64-bit OS is also supported.

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

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

---

## 2 Installing and uninstalling

---

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

"2. Installation" in the "Installation Guide"

"4. Uninstallation" in the "Installation Guide"

---

## 3 Status Monitor Functions

---

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.

\* If you use LAN interface, the current status is appeared only during printing.

Configure the printer settings as follows depending on the interface you are using.

■ For the LAN interface

- LAN: Enable

■ For the USB or Serial interface

- LAN: Disable

<Guide>

The factory default value is "Enable".

Refer to the instruction manual for the printer for details on how to configure this setting.

Cautions When Using the LAN Interface

- This status monitor can be used with dedicated LAN ports.  
It does not support Windows standard LAN ports.
- Status monitoring is only performed during printing.  
Status monitoring is not performed while the printer is idle.

### 3.1 Starting the Status Monitor

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

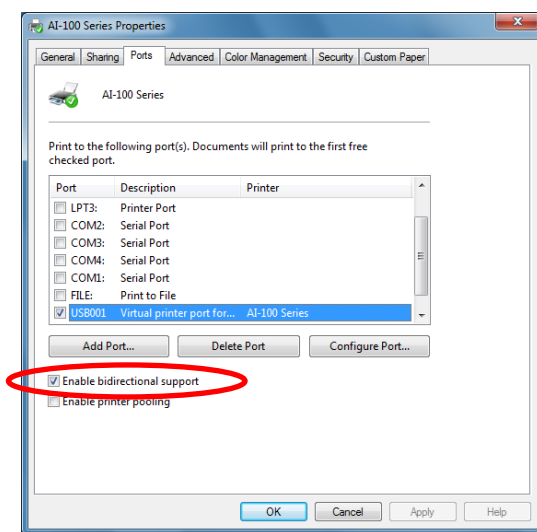
Status Monitor is added to the Windows “Startup” folder when it is installed which means it launches automatically when you start Windows.

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 7.)

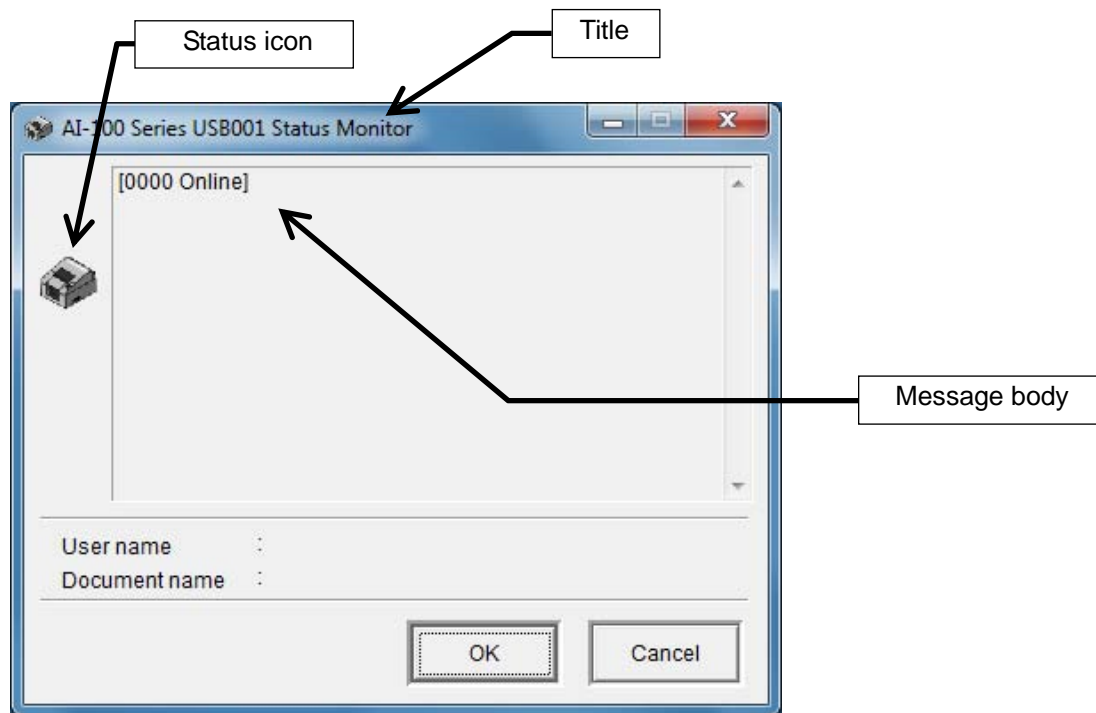







## Recommendations

- To use the AI-100 Series Status Monitor, set the AI-100 Series printer as the "Default printer" and enable the bi-directional communication function in the printer driver.
- The AI-100 Series Status Monitor can be used with the serial, 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 AI-100 Series Status Monitor, click the [Cancel] button in the AI-100 Series 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 AI-100 Series 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 AI-100 Series 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 AI-100 Series Status Monitor does not support the connection of multiple printers. The AI-100 Series Status Monitor will not function correctly if run when multiple printers are connected.
- The AI-100 Series Status Monitor cannot be used if you run any applications that send control commands to the AI-100 Series printer. Because the AI-100 Series 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 AI-100 Series Status Monitor when the AI-100 Series 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, Cutter jam
- This status monitor does not support use with printers that are shared on the network.
- If you are using status monitor via a LAN interface, configure the printer driver that acquires the status as the default printer.  
 Status monitoring is not performed via the LAN interface while the printer is idle.



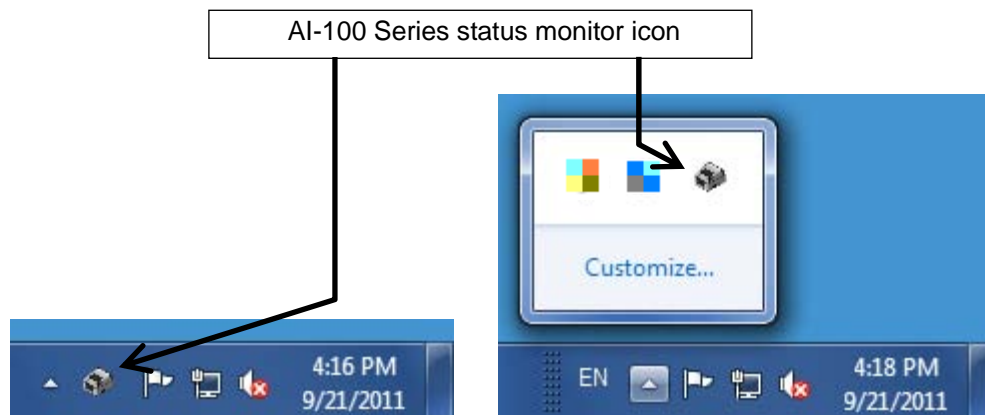
## 3.2 Status window



Display Item	Description
Title	The format is as follows: <b>[Driver name] [Interface name] Status Monitor</b>
Message body (Note)	The format is as follows: <b>[Status number Printer status name]</b> <b>Description of the printer status</b> <b>Action to take</b>
Status icon	 Indicates that printing is in progress or the printer is ready to print. (with no error)  Indicates that printing is in progress or the printer is ready to print. (with a warning message)  Indicates that an error occurred. (recoverable error)  Indicates that an error occurred. (unrecoverable error)  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  
Double click the right mouse button

[Restore(R)]  
[Cancel (C)]  
[Exit(X)]

Displays the status as a pop-up.  
Displays the pop-up menu.  
You can select from the following items:  
Same as a double left-click.  
Same as the [Cancel] button.  
Shuts down the AI-100 Series 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> [Warning]	Offline	The printer indicates it is offline.
<b>0202</b> [Warning]	Paper near end	The paper is running short.
<b>0301</b> [Recoverable error]	Cover open	The cover is open.
<b>0302</b> [Recoverable error]	Paper end	Out of paper.
<b>0303</b> [Recoverable error]	Head hot	The print head is heated to a high temperature.
<b>0304</b> [Recoverable error]	Paper layout error	An error occurred detecting label interval and BM. * This error is not supported in the AI-100 Series printer.
<b>0305</b> [Recoverable error]	Cutter jam error	A cutter jam error occurred.
<b>0500</b> [Unrecoverable error]	Data error	Invalid data is detected.
<b>0700</b> [Hardware error]	Hardware error	Abnormal voltage, ROM/RAM error, print head not installed.
<b>1500</b> [Unrecoverable error]	Communication error	No response from the printer. The printer is starting or there is a communication fault.

---

## 5 Revision history

---

Revision	Revised Content
1.0.0.0	First Edition