

# ***TUP500***

## ***Software Manual*** ***- Status Monitor -***

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## Introduction

- The TUP500 Status Monitor runs on the following Windows operating systems: Windows 2000 (SP3 and later), XP, and 32-bit Vista. The Status Monitor does not run on 64-bit operating systems.
- You use the Status Monitor to monitor the status of your TUP500 printer (s).
- You can decompress and save this software to any folder on your system.
- When getting status, you can access the printer either by selecting the printer queue or by specifying the port.

Specifically, the following operating patterns are available.

Select the printer queue (printer user)...	Select the port...
<ul style="list-style-type: none"> <li>• Available only if the TUP500 printer driver and language monitor are installed.</li> <li>• Lets you easily select the printer queue from a list of all registered printer queues.</li> <li>• Cannot be used to reset devices.</li> <li>• Cannot be used with a USB vendor class connection.</li> <li>• Works with Star Line mode.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not require installation of any other software. <sup>*1</sup></li> <li>• May require that you select the interface, enter the port name, or make other settings.</li> <li>• Can be used to reset devices. <sup>*2</sup></li> <li>• Can be used with a USB vendor class connection.</li> <li>• Works with both Star Line and Star Page modes.</li> </ul>

<sup>\*1</sup> Printer driver is required if using a USB printer class connection.

<sup>\*2</sup> Availability depends on status acquisition settings and on the interface being used.

Select the pattern that best matches your environment and intended usage.

- The Status Monitor cannot be used with ESC/POS mode.
- Although the Status Monitor does not save any settings, you are free to set up a shortcut that can launch the program using command-line arguments of your choice. For details, see Section 1.3, "Using Command-Line Arguments."
- The compressed software package also holds an SDK that can help you write customized status retrieval programs (in C++).  
This SDK is placed into the decompression target folder under the subfolder "TUP500\_StatusMonitor\_Ver1\_0\SDK".  
For more details, refer to "TUP500\_StatusMonitor\_Ver1\_0\SDK\C++\StatusMonitor\readme.txt".

## 1. Settings

Start the Status Monitor as follows.

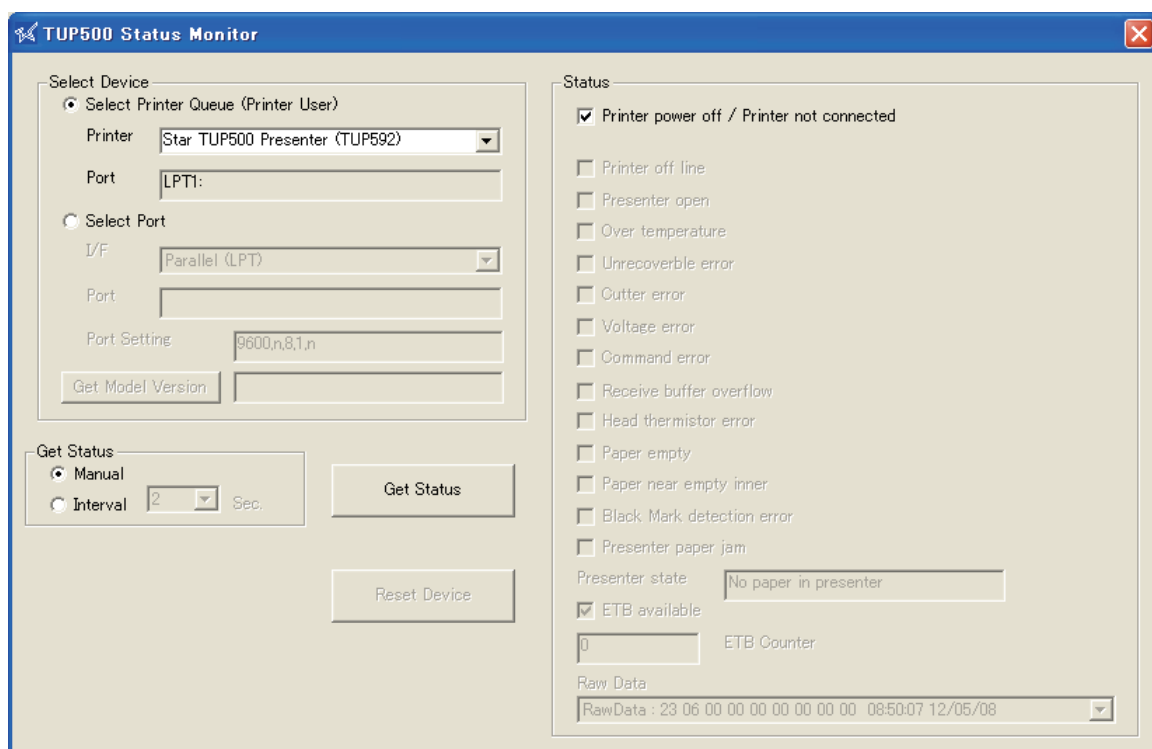
- **If Using Windows 2000 (SP3 or later) or Windows XP**

Navigate to the folder into which you decompressed the software, and launch "Star\_TUP500\_StatusMonitor\_Ver1\_0\StatusMonitor\StatusMonitor.exe".

- **If Using Vista**

Navigate to the folder into which you decompressed the software, open the folder "Star\_TUP500\_StatusMonitor\_Ver1\_0\StatusMonitor", right-click "StatusMonitor.exe", and select **Run as administrator** from the drop-down menu.

The Status Monitor window opens.



Note: In the above example, the printer queue has already been set.

## 1.1 Selecting the Device

### 1.1.1 To Get Status from a Designated Printer Queue...

If you wish to target the printer queue when getting the status, set the **Select Device** setting to **Select Printer Queue (Printer User)**.

• **The following preparation is required.**

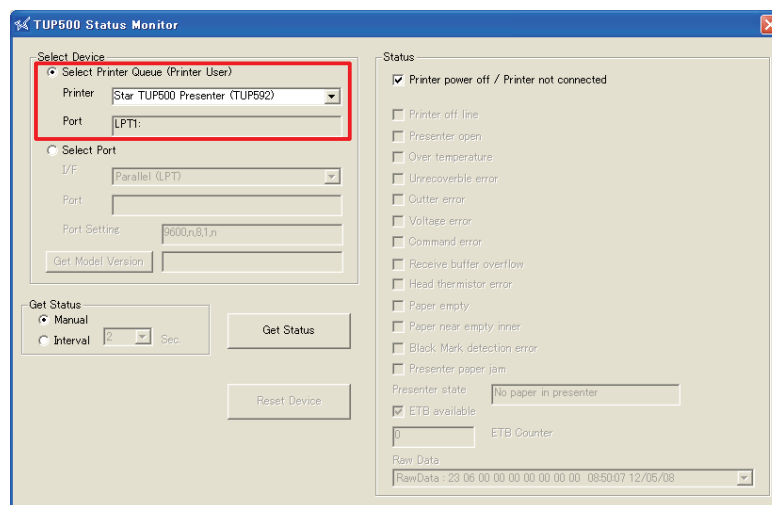
- Install the TUP500 printer driver and language monitor.
- Create printer queue (s).
- Set the printer driver so as to enable status acquisition.

Open the printer's **Properties** window, select the **TUP500 Config** tab, click **Launch Printer Status Setting Tool**, and place a check in the **Enable** box next to **Background Status**.

For more information, refer to the TUP500 Software Manual, section 1, "Installing/Uninstalling" and section 3.1, "Printer-Status Setting Tool."

When you run the Status Monitor in an environment that has been prepared as indicated above, the **Printer** list box will display a list of the installed TUP500 printers. From this list, select the printer whose status you wish to retrieve.

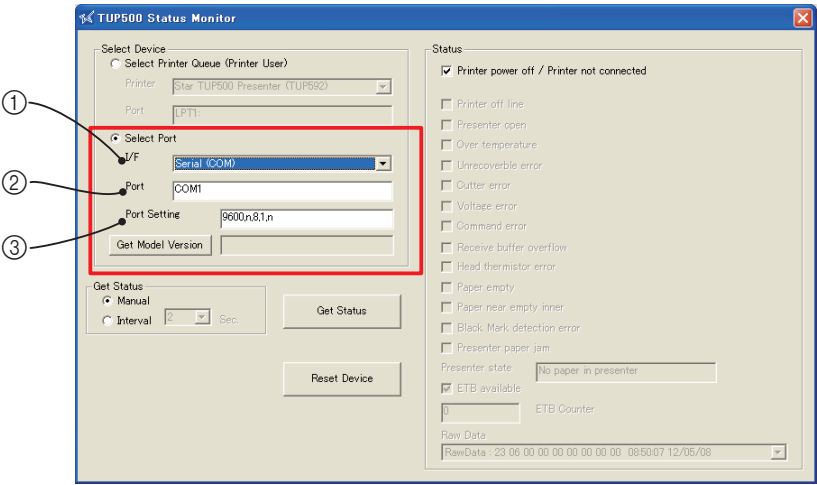
The **Port** box displays the selected printer's port name.



**Note:** Selection by printer queue is not available if you are using a USB Vendor Class connection. Note also that you may not use a port name created by the virtual port emulator.

1.1.2 To Get Status from a Designated Port...

If you wish to target the **Port** when getting status, set the **Select Device** setting to **Select Port**.



- ① Select the interface for the port you will use. You can select from among the following: **Parallel (LPT)**, **Serial (COM)**, **USB Vendor Class**, **USB Printer Class**, **LAN**.
- ② Set the port name.  
When you select the interface (①), the port name is automatically set to the corresponding default. Available settings vary according to the interface. In some case you may need to set additional information as well.

I/F ①	Port ②		
	Default	Content of Setting	Example
Parallel(LPT)	LPT1	LPT port number	LPT1
Serial(COM)	COM1	COM port number	COM1
USB Vendor Class	usbven:	usbven: (omitted) *1	usbven:
		usbven: COM port number	usbven:com1
USB Printer Class	usbprn:	usbprn: printer queue name	usbprn:STAR TSP500 Presenter (TUP592)
LAN	TCP:	TCP: IP address	TCP:192.168.32.100

\*1 If you omit the port name, the first allocated COM port is selected.

- ③ Set the port parameters.  
These settings are required only if you have selected a serial (COM) port. Enter the values required for your printer.

Default	Content of Setting	Example
9800,n,8,1,h	Bits per second (38400/19200/9600/4800), Parity (n/e/o), Data bits (7/8), Stop bits (1), Flow control (h/n) *2	38400,n,8,1,n

\*2 Does not support "Xon/Xoff" flow control.

If you click the **Get Model Version** button, the window will display the connected printer's firmware version number.

**Note:** 1) This setup cannot be used with port names created by the virtual port emulator.

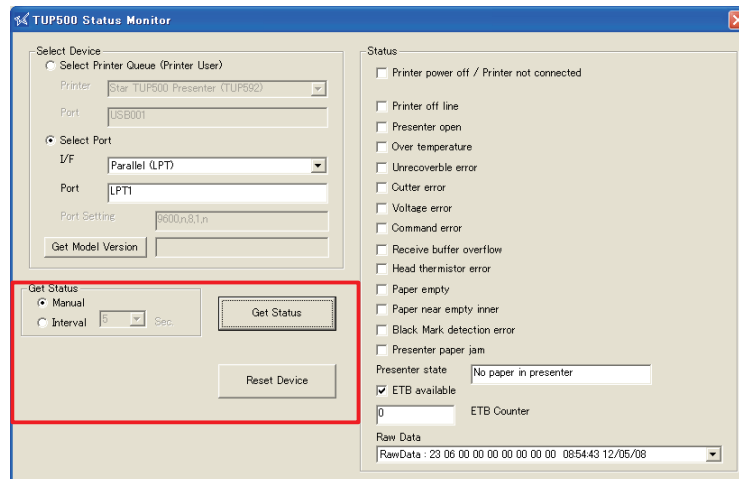
2) Status acquisition may be not be possible if you select a port that is used by the printer driver.

## 1.2 Getting the Status

Use the **Get Status** area to set up status acquisition. You can get status manually, or you can set the Status Monitor to automatically get the status periodically, at a specified interval.

### 1.2.1 To Get Status Manually...

If you wish to get status manually, select **Manual**.



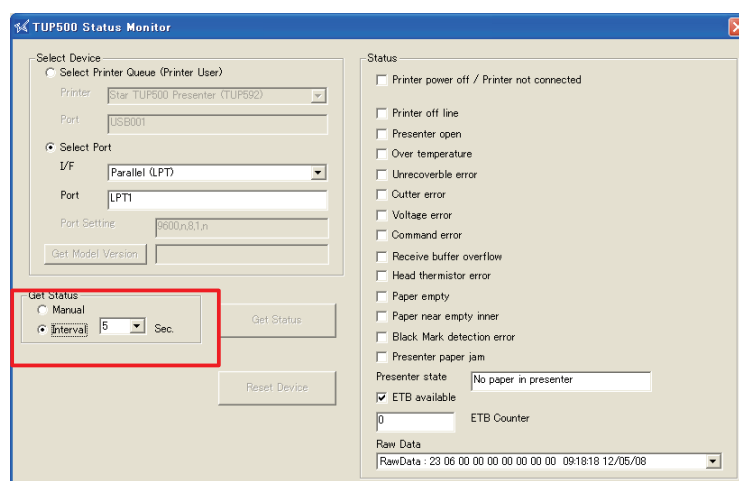
**Get Status** button: Click this button to get and display the status.

**Reset Device** button: Click this button to reset the printer from the Status Monitor.

**Note:** **Reset Device** is not available if you are connected to the printer through a serial (COM) or LAN interface. If you are connected through a parallel (LPT) interface, device reset will work only if dipswitch 1-5 at the printer is set to ON.

### 1.2.2 To Get Status Periodically...

If you wish to **Get Status** periodically, select **Interval**.



Also select the desired interval: 1, 2, 5, or 10 seconds.

The Status Monitor will automatically retrieve and display the status at the specified interval.



### 1.3 Using Command Line Arguments

It is permissible to include command-line arguments when launching the Status Monitor. By using this approach, you can have the Status Monitor start up with the desired settings already in place.

In particular, you may wish to create a shortcut that will launch the Status Monitor using preset arguments. To do this, enter the following command into the shortcut's **Target** box, replacing *p1* to *p5* with the desired arguments.

**StatusMonitor.exe P1 P2 P3 P4 P5**

#### • Arguments When Designating a Printer Queue

<b>P1</b>	Printer/Port select  <b>Printer:</b> Get status from language monitor.
<b>P2</b>	Sets the status retrieval method. (Manual/1/2/5/10)  <b>Manual:</b> Use the <b>Get Status</b> button to get the status.  <b>1,2,5,10:</b> Get status automatically every 1, 2, 5, or 10 seconds.
<b>P3</b>	Printer Queue Name: Enter a queue name that appears in the <b>Printer and Faxes</b> folder.

Examples: StatusMonitor.exe Printer M "Star TUP500 Presenter (TUP592)"

StatusMonitor.exe Printer 2 "Star TUP500 Presenter (TUP592) (Copy 1)"

#### • Arguments When Designating a Port

<b>P1</b>	Printer/Port select  <b>Port:</b> Get status from Star IO.
<b>P2</b>	Sets the status retrieval method. (Manual/1/2/5/10)  <b>Manual:</b> Use the <b>Get Status</b> button to get the status.  <b>1,2,5,10:</b> Get status automatically every 1, 2, 5, or 10 seconds.
<b>P3</b>	Port: Sets the type of port from which status is retrieved. ( <b>LPT, COM, USB Printer Class, USB Vendor Class, LAN</b> )
<b>P4</b>	Port Name: Sets the name of the port from which status is retrieved.
<b>P5</b>	Port Setting: Port settings (for serial interface only).

Note: For information about values for *p3*, *p4*, and *p5*, refer to Section 1.1.2, "To Get Status from a Designated Port."

Examples: StatusMonitor.exe Port M LPT LPT1

StatusMonitor.exe Port M COM COM1 38400,n,8,1,h

StatusMonitor.exe Port 2 "USB Vendor Class" usbven

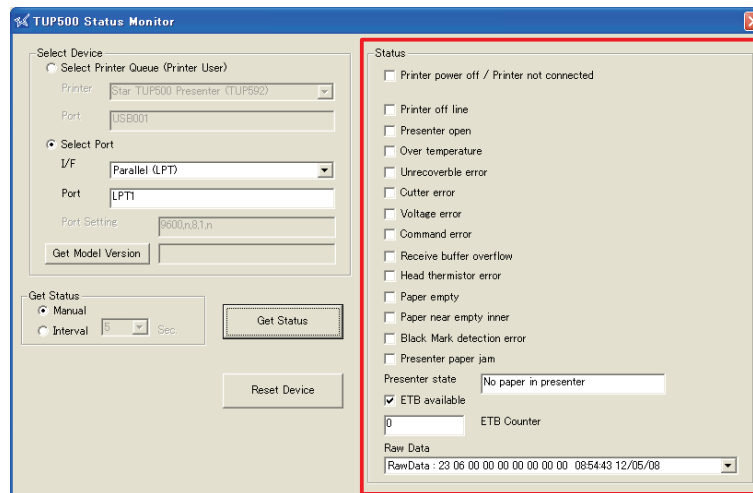
StatusMonitor.exe Port 5 "USB Printer Class" "usbprn:Star TUP500 Presenter (TUP592)"

StatusMonitor.exe Port 10 LAN TCP:192.168.32.100

**Point!** If any of these arguments are improperly written, the improper argument and subsequent arguments are ineffective. Arguments preceding the improper argument are effective.

## 2. Status List

Status is returned in the window's **Status** area. The meaning of each entry is explained below.



Item	Description	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Printer power off / Printer not connected	Printer power off, or printer not connected	Off	On
Printer off line	Indicates whether printer is offline or online.	Offline	Online
Presenter open	Presenter state	Open	Closed
Over temperature	Head overheated (operation stopped)	Stopped	Running
Unrecoverable error	Unrecoverable error	Error	No error
Cutter error	Cutter error	Error	No error
Voltage error	Voltage error	Error	No error
Command error *1	Command error	Error	No error
Receive buffer overflow	Receive buffer overflow	Overflow	No overflow
Head thermistor error	Head thermistor error (thermistor failed, short circuit, etc.)	Error (thermistor failure, short circuit, etc.)	No error
Paper empty	Paper end (at outlet)	Paper end (at outlet)	Paper present
Paper near empty inner	Paper near end (inner)	Paper near end	Paper present
Black Mark detection error	Black mark detection error	Error	No error
Presenter paper jam *2	Paper jam in presenter	Jam	No jam
Presenter state *2	Presenter state		
	• No paper in presenter.	No paper in presenter	
	• Paper loaded (looped).	Paper loaded (Loop)	
	• Paper ejected (ready for removal).	Paper ejected	
	• Paper retracted.	Paper retracted	
	• Paper pulled out.	Pull out paper	
ETB available	ETB availability	Available	Not available
ETB Counter	ETB counter		
Raw Data	Raw data from printer		

\*1 If port is designated, effective only under Star Page Mode. \*2 Effective only with the TUP592.

**Note:** 1) To enable status retrieval of the presenter state, please set the **[Communication] – [ASB Presenter Paper Position]** memory switch to **Enable**.

2) For detailed information about statuses, refer to the separately issued Command Specifications.

### 3. Messages

The following table lists and describes the messages that may appear with this software.

Message	What To Do
Language Monitor is not installed !	Install the language monitor.
Can't find stsmon.dll !	Reinstall the language monitor.
Can't get printer status. Check the printer driver setting !	Check the printer driver settings.
Illegal first parameter ! (Set Printer/Port)	Set first parameter to either "Printer" or "Port".
Illegal second parameter ! (Set M/1/2/5/10)	Set second parameter to "M", "1", "2", "5", or "10".
Illegal third parameter ! (Set LPT/COM/USB Vendor Class/USB Printer Class/LAN)	Set third parameter to "LPT", "COM", "USB Vendor Class", "USB Printer Class", or "LAN".
Wrong port name !	Port name is incorrect.
Error on Open Port. Check the Port !	Port does not open. Check the port.
Error on <Get Model Version>. Check the Printer !	Failed to get the model version. Check the printer.
Now getting status. Please wait for a while.	Wait for processing to finish.
Do you want to quit this program ?	OK to close the Status Monitor?





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