Status Viewer Utility Instructions

GEN2™ Family of Printers

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1 Test Station Setup

Introduction

This chapter describes how to set up a test station for RS232 and Netplex units as well as port configuration. Once the test station is set up, you may use the Status Viewer utility to check the operational status of any of the following FutureLogic, Inc. thermal printers:

- GEN2™ (RS232 and Netplex)
- GEN2 VST® (RS232 and Netplex)
- GEN2 Universal™
- GEN2 VST Universal™

Equipment and Software Required

The following equipment and software are required:

Description	
Final Test Fixture consisting of the following components: • PC Test Station with Pentium III processor (or better), 128M Ram, 12GB HD, Parallel Port, 2 Serial Ports (minimum), X32 CD Rom Drive, AGP Video Card, 17" VGA monitor and mother board with a minimum of 3 PCI slots. • 10/100 Base-T Ethernet card • Windows XP Professional • PSA-66-GENX Status Viewer Software. You can acquire this software from the FutureLogic Exchange™ secured area of our Web site at www.futurelogic-inc.com or CD-ROM. • LabVIEW 8.0 Run Time Engine. Note: The Status Viewer installation program will install the LabVIEW runtime engine.	
Evaluation Cable, 12 Pin or 14 Pin	
Power Supply, 24V 2.7Amp	

Description	
GEN2 Printer, RS232 or Netplex GEN2 VST Printer, RS232 or Netplex GEN2 Universal Printer GEN2 VST Universal Printer	
350-00009 – Paper, Thermal PSA-66-SP	
Netplex Converter	

RS232 Test Station Set Up

To set up the RS232 test station:

1. Verify that the test station components are present. See Equipment and Software Required on page 1.
2. Connect the PC Test Station, DB9-MF cable, 24V power supply, Evaluation Cable and Test Printer as shown in the following figure.
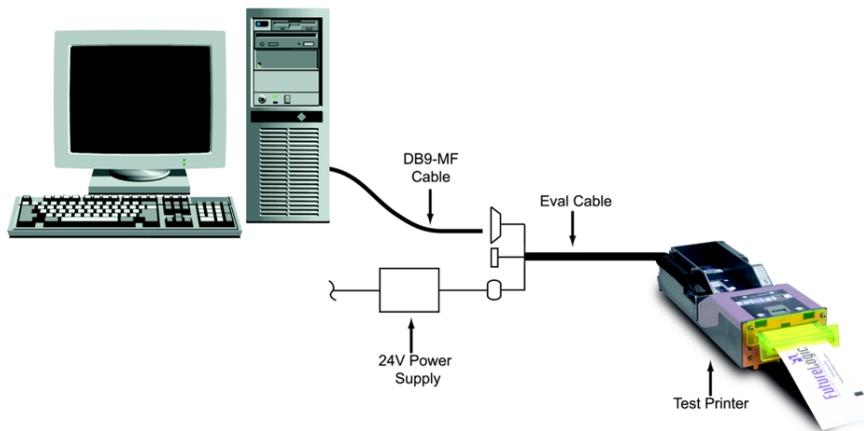
Figure 1-1   RS232 Test Station Set Up

3. If required, power on the Test Station PC.
4. (Optional) Install the Status Viewer utility.

5. Launch Status Viewer.

   The Status Viewer main screen displays.
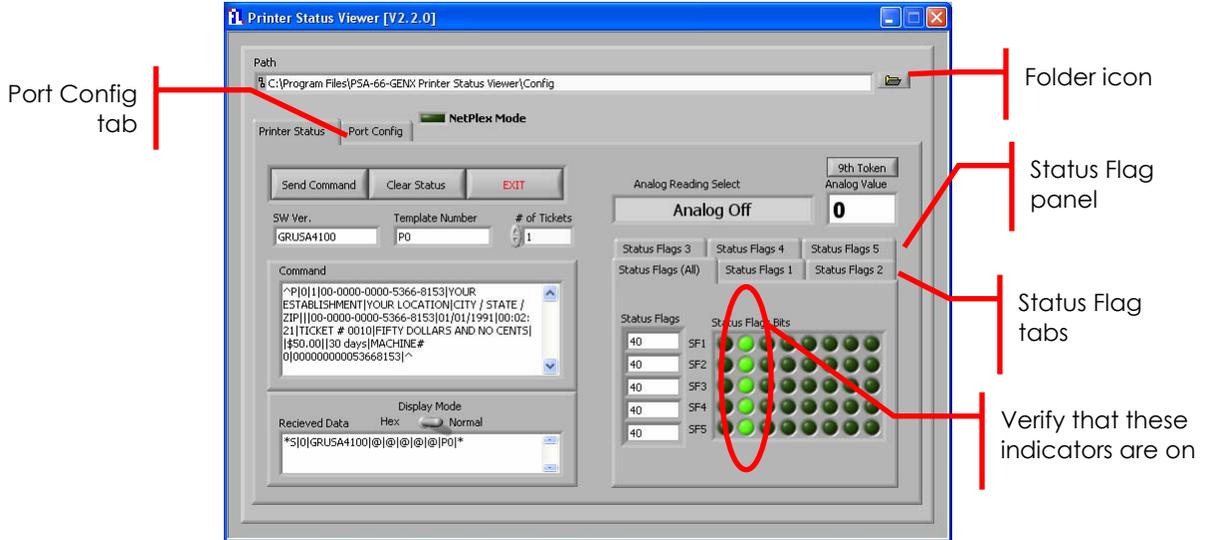
Figure 1-2   Status Viewer Main Screen

RS232 Port Configuration

To configure the communication port:

1. Click the **Port Config** tab.

   The Port Configuration tab displays.
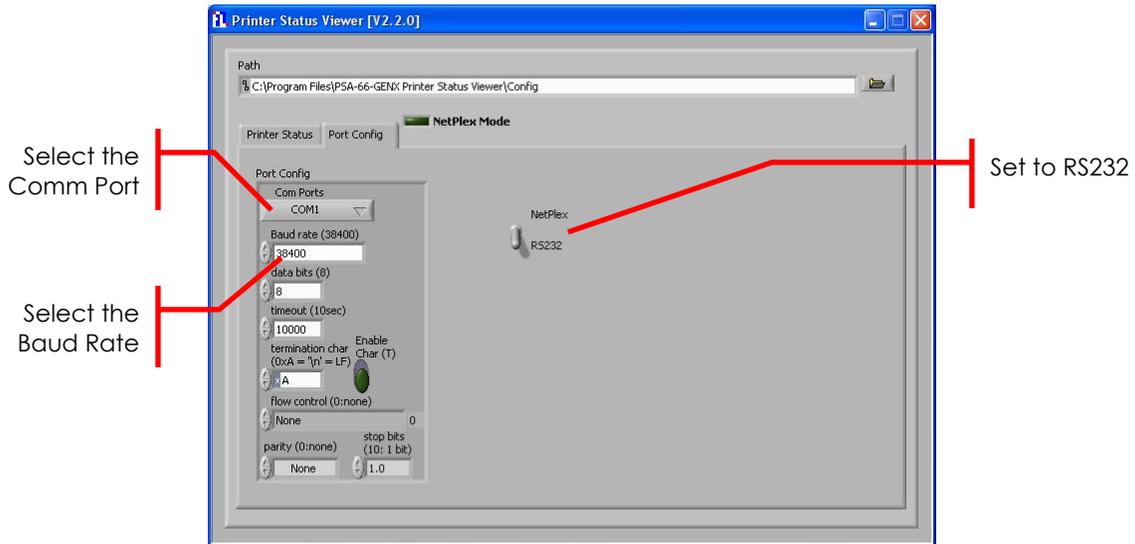
Figure 1-3   Port Config Tab

2. Select the Comm Port that connects the printer to the PC in the **Com Ports** list.

3. Click the **Baud Rate** pull down list and select 36000 (or the appropriate baud rate).

4. Set the NetPlex/RS232 switch to RS232.

Netplex Test Station Set Up

1. Verify that the test station components are present. See Equipment and Software Required on page 1.
2. Connect the PC Test Station, DB9-MF cable, 24V power supply, Netplex converter box and Test Printer as shown in the following figure.
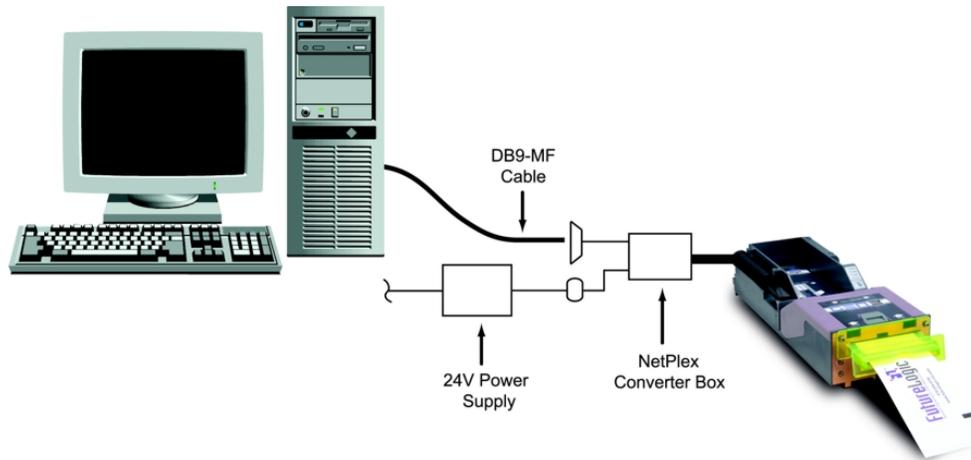
Figure 1-4   Netplex Test Station Set Up

3. If required, power on the Test Station PC.
4. (Optional) Install the Status Viewer utility.
5. Launch Status Viewer.

   The Status Viewer main screen displays.
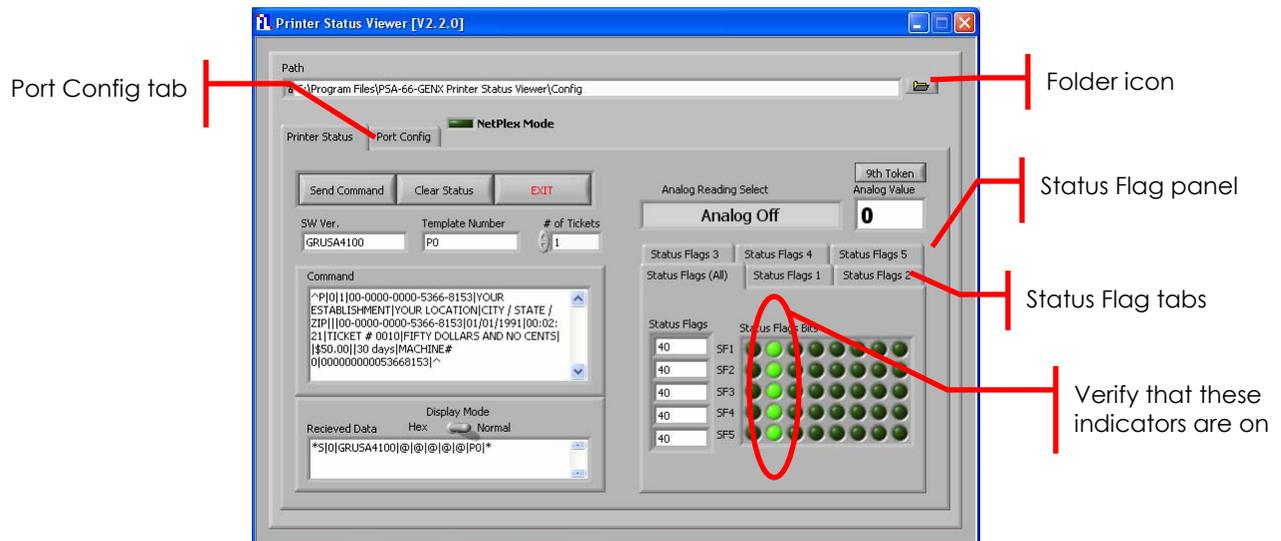
Figure 1-5   Status Viewer Main Screen

Netplex Port Configuration

To configure the communication port:

1. Click the **Port Config** tab.

    The Port Configuration tab displays.

Select the Comm Port

Select the Baud Rate
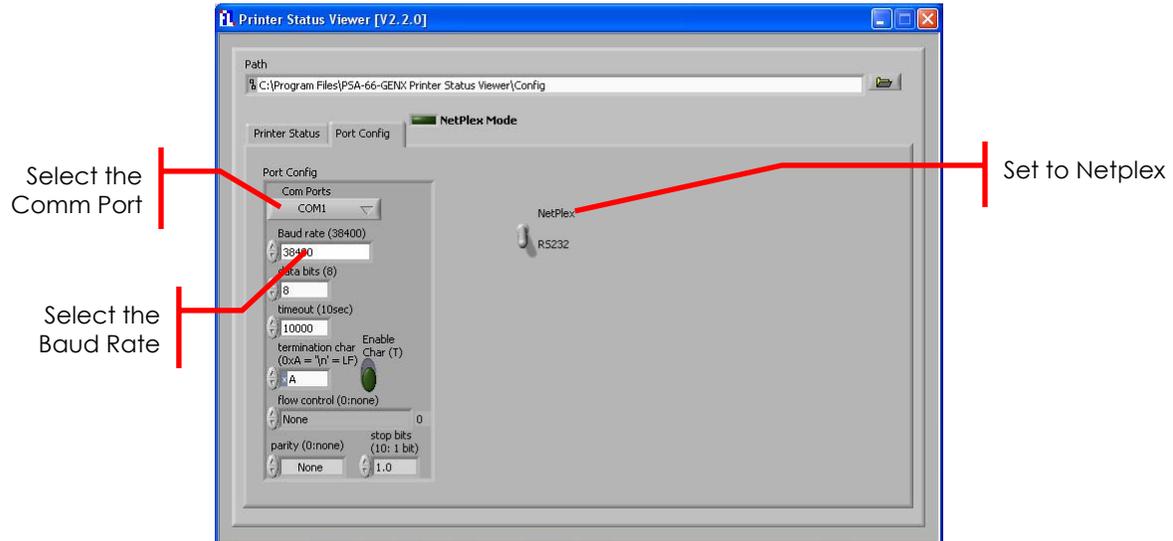
Set to Netplex

Figure 1-6   Port Config Tab

2. Select the Comm Port that connects the printer to the PC in the **Com Ports** list.

3. Click the **Baud Rate** pull down list and select 19200 (or the appropriate baud rate).

4. Set the NetPlex/RS232 switch to NetPlex.

2 Status Viewer Utility

Introduction

This chapter provides details on using the Status Viewer utility to check the operational status of any of the following FutureLogic, Inc. thermal printers:

- GEN2™ (RS232 and Netplex)
- GEN2 VST® (RS232 and Netplex)
- GEN2 Universal™
- GEN2 VST Universal™

Status Viewer Main Screen
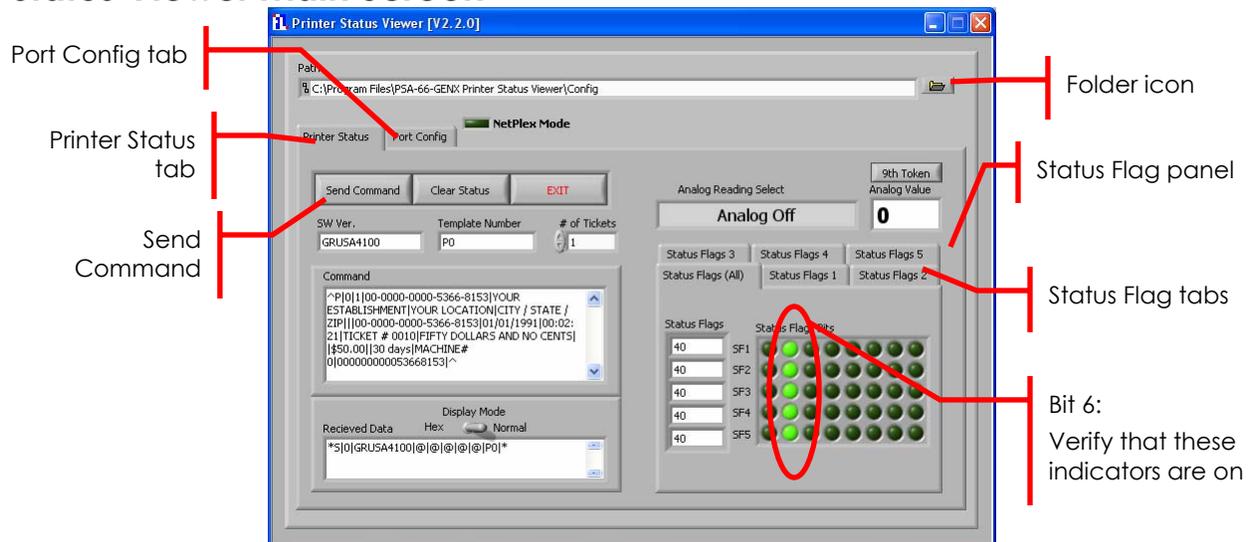
Figure 2-1   Status Viewer Main Screen

Printing a "Cash" Ticket

Note: Before proceeding, verify that the indicators representing bit 6 are illuminated as illustrated in Figure 3-1. If the indicators do not turn on, verify the test station set up and Comm Port configuration. If both scenarios are correct, the printer may be faulty.

To print a "Cash" ticket:

1. Click the folder icon from the Status Viewer main screen.

   The Open dialog displays.

2. Select the TicketCommand_Cash file from the file list.

3. Click the **Open** button to open the file.

   The Status Viewer Main Screen displays. See Figure 2-1.

4. To send the file to the printer, click the **Send Command** button.

Printing a "Checker Board" or "Tiger Stripe" Ticket

Note: The Checker Board and Tiger Stripe tickets do not work with GEN2 NetPlex, GEN2 Universal, or GEN2 VST Universal printers. In addition, before attempting to transmit either of these files, verify that the indicators representing bit 6 are illuminated as illustrated in Figure 3-1. If the indicators do not turn on, verify the test station set up and Comm Port configuration. If both scenarios are correct, the printer may be faulty.

To print a "Checker Board" ticket:

1. Click the folder icon from the Status Viewer main screen.

   The Open dialog displays.

2. Select one of the following files from the file list:

   - TicketCommand_CheckerBoard
   - TicketCommand_Tiger

3. Click the **Open** button to open the file.

   The Status Viewer Main Screen displays. See Figure 2-1.

4. To send the file to the printer, click the **Send Command** button.

Identifying Status Flag Errors

To identify status flag errors:

1. (Optional) Click the **Printer Status** tab to reveal the Status Flags panel.
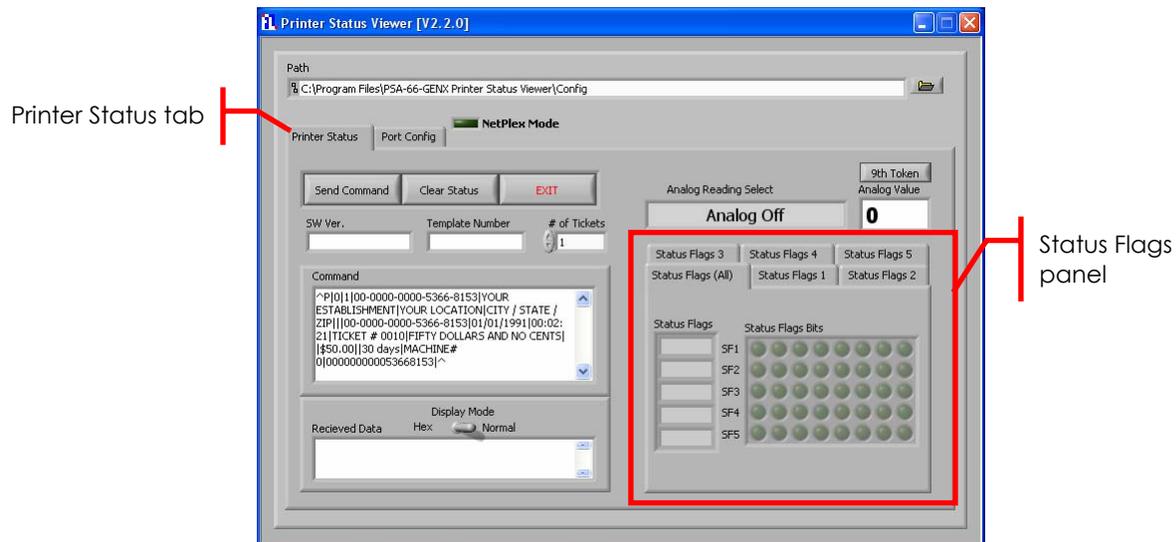
Figure 2-2   Status Viewer Main Screen – Status Flags Panel

2. When an error occurs, the Status Flag panel will display the errors as illuminated.

3. Identify the Status Flags with illuminated indicators.

4. To determine the error type, select the corresponding Status Flags tab.
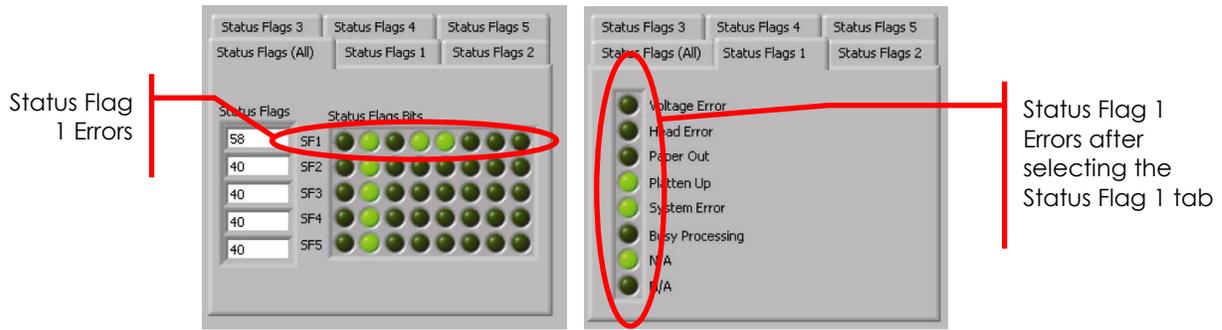
Figure 2-3   Status Flag 1 Error

Status Flag
1 Errors

Status Flag 1
Errors after
selecting the
Status Flag 1 tab
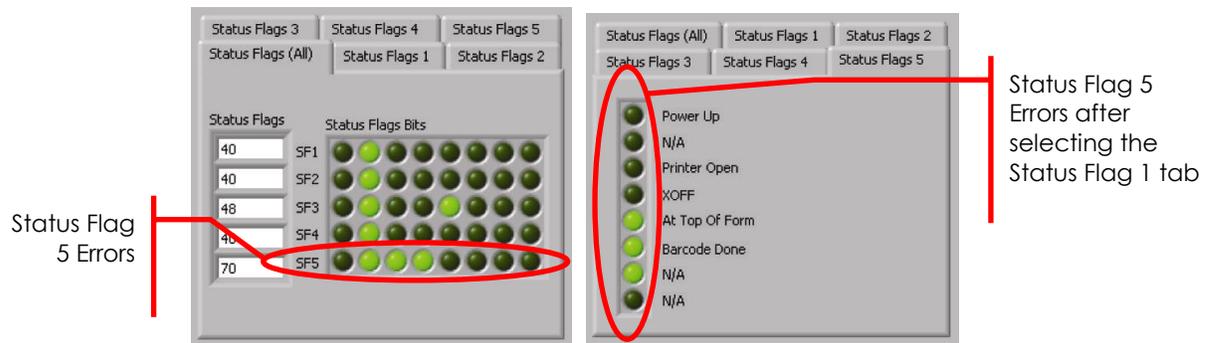
Figure 2-4   Status Flag 5 Error

Status Flag
5 Errors

Status Flag 5
Errors after
selecting the
Status Flag 1 tab

Additional information on status flags can be found in the Developer manual for each printer model.

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