

# PrinterInfo Quick Reference

PrinterInfo 1.2.0.23											
Printer	Media Size	Media Remaining	Life Counter	5x7 / 6x8	CounterA	CounterB	Status	Firmware	CVD	Serial Number	
DS40-00	4x6	1	9326	4663	9279	9279	STATUS_RIBBONOUT	DS40 1.40	DS40_300_0130.CWD	DS4Y3A052461	
DS80D-01	8x10	90	10079	5040	10055	10055	STATUS_OK	DS80DUP 1.20PRN / 1.06	DS80_300_0130.CWD	DS8D43000742	
DS620-02	6x8	141	2218	1109	2061	2061	STATUS_OK	DS620A 01.21	DS620_300_0100.CWD	DS6X51001372	

Refresh

## Intro

The PrinterInfo application is a standalone status tool that is used to pull printer data from a DS or RX printer. This application can be used with the following printers:

- DS40
- DS80
- DS80DX
- DS620/620A
- RX1

## Contact Us

Contact DNP IAM technical support from Mon. - Sun., 9:00 AM - 6:00PM (EST) at:  
1-855-367-7604 or 724-696-8957

Email us at:

[dnpsupport@dn pimgcomm.com](mailto:dnpsupport@dn pimgcomm.com)

## Getting Started

1. Download the PrinterInfo application zip file from the following web address:  
<http://dnpphoto.com/Support/Downloads/DriversTools.aspx>

2. Unzip the file you downloaded.

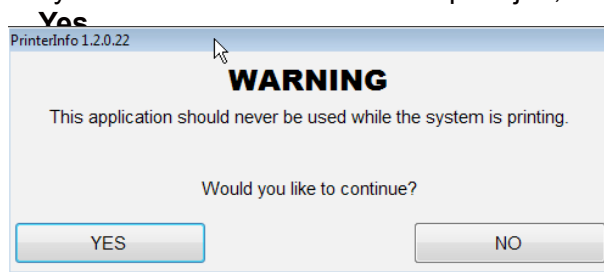
Before launching the PrinterInfo application, be sure your printers are not in the process of printing.

3. To launch the application, double-click the **PrinterInfo.exe** icon on your Desktop.



A minimum system requirement of .NET Framework v 4.0 must be on your system. You will be prompted to install it if you do not have it.

4. A dialog box appears, reminding you that your system should not be in the middle of a print job when you run the application. If your system is not in the middle of a print job, click



## User Interface

Once you have launched the PrinterInfo application, you are now able to view the following information associated with the printers connected to your system.

### Columns

- **Printer:** Displays the type of printers attached to your system.
- **Media Size:** Displays the size of the media loaded into the associated printer (i.e., 4x6, 6x8, etc.)
- **Media Remaining:** Displays the amount of media remaining in the associated printer.
- **Life Counter:** Displays the total number of prints each printer has done over its lifetime.
- **5x7/6x8:** Displays the estimated number of 5x7 or 6x8 prints made using 6x8 media loaded in the designated printer.

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Refresh

## Columns (cont'd)

- **CounterA:** Displays the total number of prints each printer has done since the counter has been reset.
- **CounterB:** Displays the total number of prints each printer has done since the counter has been reset.
- **Status:** This column displays a status code. Please see the **Printer Status** section for more information.
- **Firmware:** This displays the firmware loaded on the designated printer. For the DS80DX, The DS80-D will have a different firmware version than the TU80-X. The firmware versions are displayed as two separate numbers (i.e., 1.15/1.05.)
- **CVD:** Displays the color profile that has been assigned to each printer.
- **Serial Number:** This column displays the serial number of the associated printer.

## Printer Status

The following is a list of printer status that can appear in the Status column:

- STATUS\_OK
- STATUS\_UNKNOWN
- STATUS\_NOSTATUS
- STATUS\_PAPEROUT
- STATUS\_RIBBONOUT
- STATUS\_COVEROPEN
- STATUS\_RIBBONERR
- STATUS\_PAPERERR
- STATUS\_PAPERJAM
- STATUS\_SCRAPBOXERR
- STATUS\_MOTCOOLING
- STATUS\_DATAERR
- STATUS\_SYSTEMERR
- STATUS\_HARDWAREERR
- STATUS\_NOT\_INITIALIZED
- STATUS\_OFFLINE

## Refresh Button

If you see an error code for one of your attached printers, such as a paper jam or a low media warning, and you have fixed the error, you can use the **Refresh** button to update the printer information in the application. If the error is still displayed in the application after you have clicked the **Refresh** button, you know that the error has not been corrected.

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