TUP500

Software Manual

- Maintenance Tool -

Rev.1.0

Contents

Introduction

- Maintenance counters accessed by this tool do not increment after each occurrence, but only after some set multiple of occurrences. These counter values differ from actual unit counts and should be used for reference only.

- This tool can be used to read and reset the maintenance counters in TUP500 printers.

- The TUP500 Maintenance Tool runs on the following Windows operating systems: Windows 2000 (SP3 and later), XP, and 32-bit Vista. The Maintenance Tool does not run on 64-bit operating systems.

- You can decompress and save this software to any folder on your system.

- The Maintenance Tool cannot be used with ESC/POS mode.

- Although the Maintenance Tool 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 2.2, "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_MaintenanceTool_Ver1_0\SDK".
  For more details, refer to "TUP500_MaintenanceTool_Ver1_0\SDK\C++\MaintenanceTool\readme.txt".

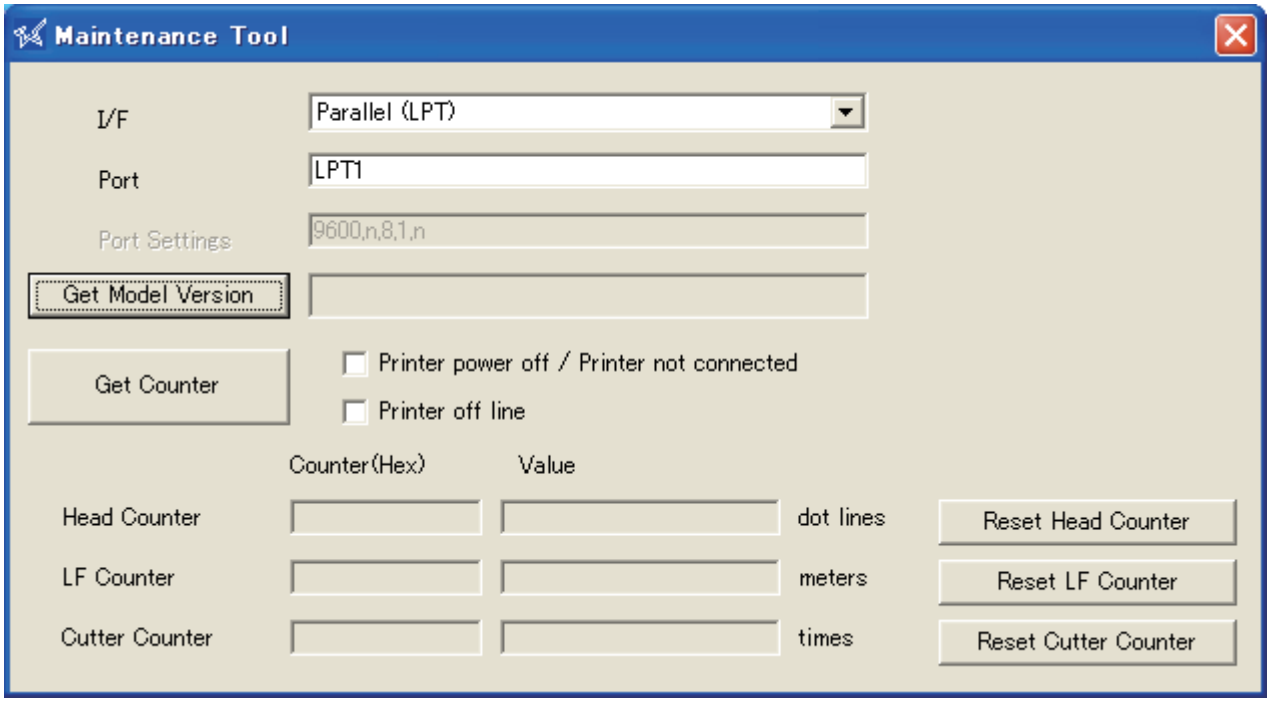
1. Starting Up

Start the Maintenance Tool 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_MaintenanceTool_Ver1_0\MaintenanceTool\MaintenanceTool.exe".

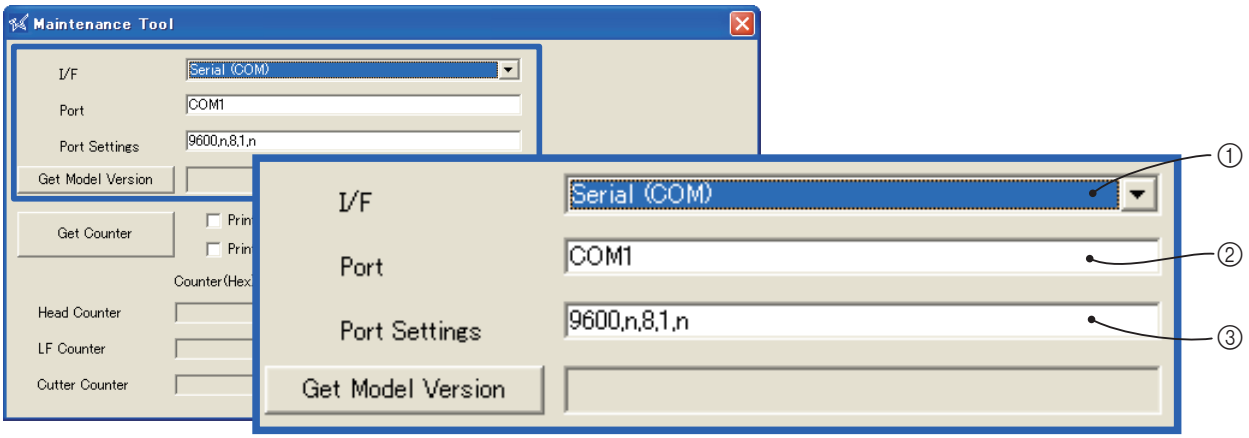
- **If Using Vista**
  Navigate to the folder into which you decompressed the software, open the folder "Star_TUP500_MaintenanceTool_Ver1_0\MaintenanceTool", right-click "MaintenanceTool.exe", and select **Run as administrator** from the drop-down menu.

The Maintenance Tool window opens.



2. Settings

2.1 Setting Up for Typical Usege



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.

2.2 Using Command Line Arguments

It is permissible to include command-line arguments when launching the Maintenance Tool. By using this approach, you can have the Maintenance Tool start up with the desired settings already in place.
In particular, you may wish to create a shortcut that will launch the Maintenance Tool using preset arguments. To do this, enter the following command into the shortcut's **Target** box, replacing *p1* and *p2* with the desired arguments.

MaintenanceTool.exe *P1 P2*

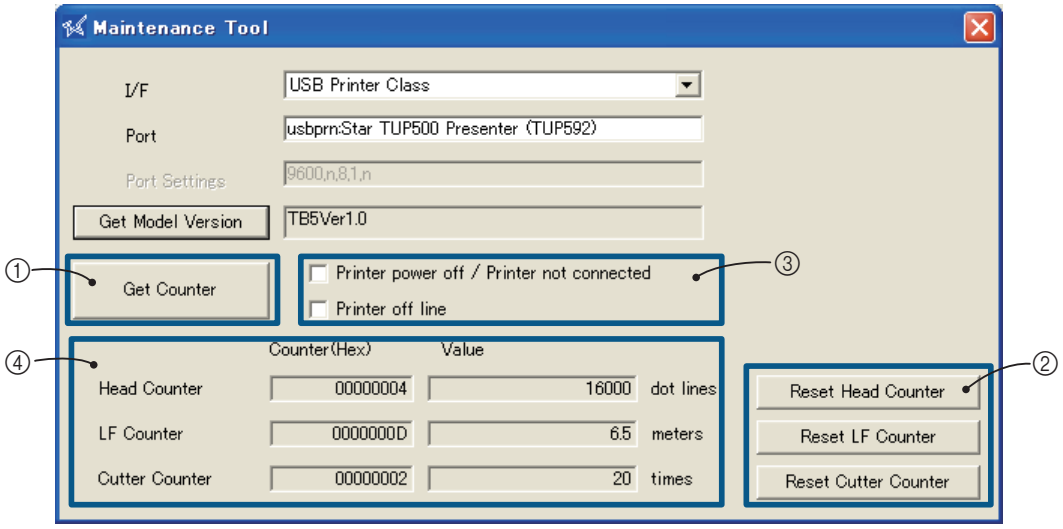
• Arguments When Designating a Port

P1	Port Name: Sets the name of the port from which status is retrieved.
P2	Port Setting: Port settings (for serial interface only).

Note: For details, see Section 2.1, "Setting Up for Typical Usage," items ② and ③, above.

Examples: MaintenanceTool.exe LPT1
MaintenanceTool.exe COM1 38400,n,8,1,h
MaintenanceTool.exe usbven:
MaintenanceTool.exe "usbprn:Star TUP500 Presenter (TUP592)"
MaintenanceTool.exe TCP:192.168.32.100

3. Using the Software



①	**Getting counter values**	Click the button to get the maintenance counter values. The tool reads all three counters and displays the values in area ④.
②	**Resetting a counter**	Click the button of the counter you wish to reset. When you click OK at the confirmation dialog, the software will reset the counter to 0, and will then reset the printer. After 5 seconds, the software will automatically re-read the counters and display the new values in area ④.
③	**Printer status**	When you click button ① or ②, the software connects to the printer over the designated port. If the software is unable to carry out processing over this port, it returns a dialog with an appropriate error message, and also places a checkmark in the appropriate box in area ③ to indicate the current printer status. Note that the checkmark indicates the status at the time the button was pressed, and is not updated to reflect subsequent changes in status.
④	**Display of Counter Values**	This area displays the actual counter values and their converted values, as described below.

	Counter(Hex)	Value
Head Counter	The counter increments once per 4000 dot lines. The value is in hexadecimal.	(Counter * 4000) dot lines : Displays the number of dot lines, as converted from the counter value.
LF Counter	Counts the number of dot lines that generate linefeeds. The counter increments once per 4000 of these lines. The value is in hexadecimal.	(Counter / 2) meters : Displays the travel distance, as converted from the counter value. 4000 dot lines corresponds to a distance of about 0.5 m.
Cutter Counter	The counter increments once per 10 cuts with the cutter. The value is in hexadecimal.	(Counter * 10) times : Displays the number of cuts, as converted from the counter value.

Important:

- Please do not operate this maintenance tool while the printer is operating. Please do not operate the printer (open the cover, etc.) while the maintenance tool is retrieving counter values.
- The maintenance tool cannot detect "Printer power off" or "Printer not connected" conditions if the printer is connected through a serial or parallel interface. If the tool cannot detect the printer port in these cases, it will always return "Printer off line" status.
- Maintenance counters accessed by this tool do not increment after each occurrence, but only after some set multiple of occurrences. These counter values differ from actual unit counts and should be used for reference only.

4. Messages

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

Message	What To Do
Illegal parameter ! (Set LPTn/COMn/USBVEN:/USBPRN:/TCP:)	Improper parameter on command line.
Wrong port name !	Port name is incorrect.
Check the Printer or Port !	Printer is not connected, or there is an error in the port specification.
Printer is off line !	Printer is offline. Check the printer.
Reset Head Counter ?	OK to reset the head counter ? Click **OK** to reset the counter.
Reset LF Counter ?	OK to reset the LF counter ? Click **OK** to reset the counter.
Reset Cutter Counter ?	OK to reset the cutter counter ? Click **OK** to reset the counter.
Error on <Get Model Version>. Check the Printer !	Failed to get printer's firmware name. Check the printer.
Error on <Get Counter>. Check the Printer !	Failed to get printer's counter value. Check the printer.
<Reset Counter> may have failed. Check the Printer !	Unable to read counter value following reset.Counter reset may have failed.
Now getting counter. Please wait for a while !	Reading counter value. Please wait.
Do you want to quit this program ?	OK to close this maintenance tool ? Click **OK** to close the program.

5. Revision History

Rev. No.	Data of Revision	Changes
Rev. 1.0	Jan. 2009	First edition

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