

## Getting Started

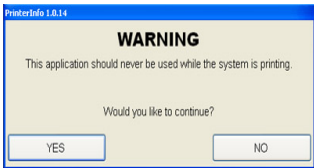
To launch the application, double-click the **PrinterInfo.exe** file located on the desktop.



Note: The application file is also located in the directory **C:\DNPPIA\PrinterInfo**

When the application is launched a WARNING dialog will appear stating:

“This application should never be used while the system is printing. Would you like to continue?”



Click **YES** to launch PrinterInfo. Click **NO** to cancel.

**Attention:** Make sure NOT to launch the application while the system is busy printing an order. Doing so may cause the printer(s) to lock up.

## User Interface

PrinterInfo is an application that displays information about most DNP OEM printers connected to your system.

The information will display in a grid.

Printer	Media Remaining	Life Counter	5x7 / 6x8	CounterA	CounterB	Media Size	Status	Firmware	CVD	Serial Number
DS40-00	51	5137	2568.5	4070	4070	4x6	STATUS_OK	DS40 1.30	DS40_300_0130.CWD	DS4X75000080

### PrinterInfo

The information displayed in each column is described below:

- **Printer** – lists most DNP OEM printers attached to the system
- **Media Remaining** – lists the number of prints (approximately) left on each printer's set of media
- **Life Counter** – lists the total number of prints that each printer has done over its lifetime
- **5x7/6x8** - estimates the number of 5x7 or 6x8 prints made using 6x8 media on a DS printer.
- **Counter A** – displays the value of Counter A, a volatile memory address on the printer's motherboard
- **Counter B** – displays the value of Counter B, a volatile memory address on the printer's motherboard
- **Media Size** – lists the type of media each printer is using
- **Status** – displays the status of each printer
- **Firmware** – displays the firmware that each printer is using
- **CVD** – displays the color profile that has been assigned to each printer

• **Serial Number** – displays the serial number for each printer

### Refresh

Clicking the **Refresh** button will update all the printer information displayed in the grid.

The **Refresh** button is to be used mainly to update the printer status after an error has occurred.

For example, after attempting to correct a paper jam, click the **Refresh** button to see if the error has been cleared.

### Media Sizes

Media sizes used in Citizen printers include:

- 3.5x5
- 4x6
- 5x7
- 6x8
- 6x9
- 8x10
- 8x12

### Printer Status

These are the printer statuses that may appear in PrinterInfo:

- 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

### Contact Us

Let our friendly and knowledgeable team answer your questions about ordering media, order tracking, and software and hardware related issues.

Our Customer Support Center is open business days:

8:00 am - 5:00 pm (CST)

Customer Service:  
1-800-749-3587

All of our contact information is listed on our website:

[www.dnpphoto.com](http://www.dnpphoto.com)